

Reporting Maintenance and Service Issues

October 31, 2023

To both expediate the reporting and resolution of common area maintenance and service issues, we are requesting that, you submit all **non-emergency service requests** via the Soniat Realty Customer Web Access Portal.

This is the site you use to pay your condo fees, retrieve condo documents or to change your payment particulars, if you auto pay your condo fees. If you do not have access to the portal site, please follow the set-up instructions accompanying this message. When a service issue email is submitted on the Soniat Realty portal, the issue will be logged into the Soniat Realty rent manager software and will be associated with your unit.

This will expedite request and keep a detailed log of your request.

When accessing the site at the very top line in black you will see **“Report Service Issues”**. Select this feature and start the process of reporting your issue. You would start by selecting the “Add Report a Service Issue” button. You have options under the Subject box to define your issue. You are allowed to enter a description of the issue in the Description Box. Respond to the question. If you have any photos or other documents to attach to the service notice you can do that here as well. When done select the “Add Report A Service Issue” button at the bottom of the screen. Your issue reported will be tracked in the system and listed on the first screen under Report Services Issues. When the entry is completed the service request will be routed to the Property Manager for handling.

The benefits of using the portal is :

-  Reporting of issues and the response time can be tracked
-  We will be able to gauge response performance against the issue

Best

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