

-Tenant Liaison Centre –



“Our goal is to monitor and benchmark our customer service performance, and to identify and action opportunities for improvement”

Tenant User Guide for Raising and Viewing Requests

Mirvac’s Tenant Liaison Centre (TLC) are here to assist you with raising requests to Mirvac in relation to your tenancy and/or building.

The TLC are here to assist you by...

- Delivering fast and friendly service when logging requests
- Provide you with assistance in using our online Tenant Request Portal
- Ensuring that your requests are being actioned and completed in an appropriate time frame
- Providing you with a personal database to store and review all requests for your tenancy

Our Location:

The TLC team are located at the Sydney Head Office where we provide our services to all tenants nationally.

TLC Contact details:

TLC are available between the office hours of 8:30am-5pm (AEST) Monday to Friday. In case of an emergency, our contact number also diverts to a 24/7 line when you require urgent assistance outside of business hours. **Please note:** In the unlikely event of an Emergency please call **000** first.

Phone: 1800 134 166

Email: tenant.services@mirvac.com

Fax: (02) 9080 8140

Web: www.mirvacam.com.au

Depending on your preference, you can log requests with TLC via phone, email or through our Online Tenant Request Portal.

How to log your tenancy requests online:

Note: You will need the login details for your tenancy, please contact the TLC for your unique login details.

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- RAISING A NEW REQUEST -

Log on at www.mirvacam.com.au

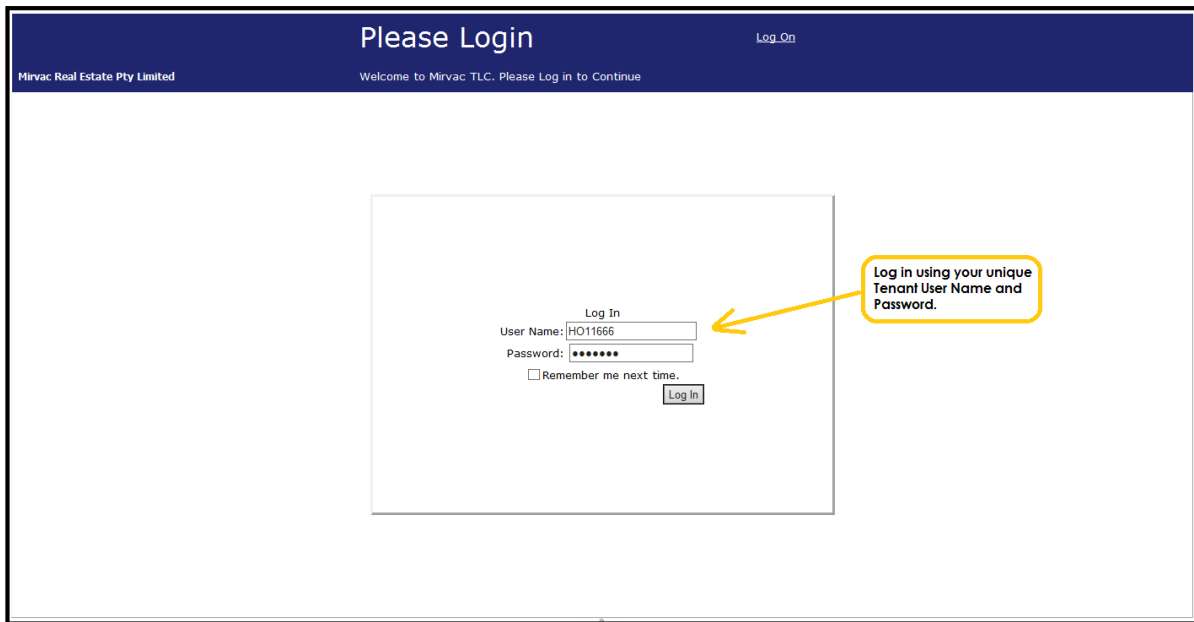
Step 1 - Select the 'TLC' Logo.

The screenshot shows the Mirvac Facility Management website. At the top, there is a navigation bar with buttons for 'Client Portal', 'Tenants', 'Contractors', 'Newsroom', and 'Employee Logir'. Below this is a 'Navigate' section with a list of links: 'Mirvac.com', 'Links', 'Green Zone-Sustainability', and 'Contact Us'. The main content area is titled 'Mirvac Facility Management' and contains a paragraph of text. A large image of the Mirvac logo is displayed, with the 'tlc' logo highlighted in a yellow circle. A yellow callout box with an arrow points to the 'tlc' logo, containing the text 'Select the TLC Logo'. At the bottom of the page, there is a footer with the text 'Website Design by Square Circle Triangle' and 'Copyright © 2009 Mirvac Group. All rights reserved. Conditions of Use'.

Step 2 – Then select 'tenant liaison centre' to take you to the log in page.

The screenshot shows the Mirvac Facility Management website. At the top, there is a navigation bar with buttons for 'Client Portal', 'Tenants', 'Contractors', 'Newsroom', and 'Employee Login'. Below this is a 'Navigate' section with a list of links: 'Mirvac.com', 'Links', 'Green Zone-Sustainability', and 'Contact Us'. The main content area is titled 'Mirvac Facility Management' and contains a list of links: 'tenant liaison centre', 'tenant welcome letter', 'tenant online user guide', 'locations', and 'organisational chart'. The 'tenant liaison centre' link is highlighted with a yellow circle. A yellow callout box with an arrow points to the 'tenant liaison centre' link, containing the text 'Then select 'tenant liaison centre' to take you to the log in page.'. At the bottom of the page, there is a footer with the text 'Website Design by Square Circle Triangle' and 'Copyright © 2009 Mirvac Group. All rights reserved. Conditions of Use'.

Step 3 – Log in using you unique Tenant User Name and Password.



Please Login [Log On](#)

Mirvac Real Estate Pty Limited Welcome to Mirvac TLC. Please Log in to Continue

Log In

User Name: HO11666

Password: ●●●●●●

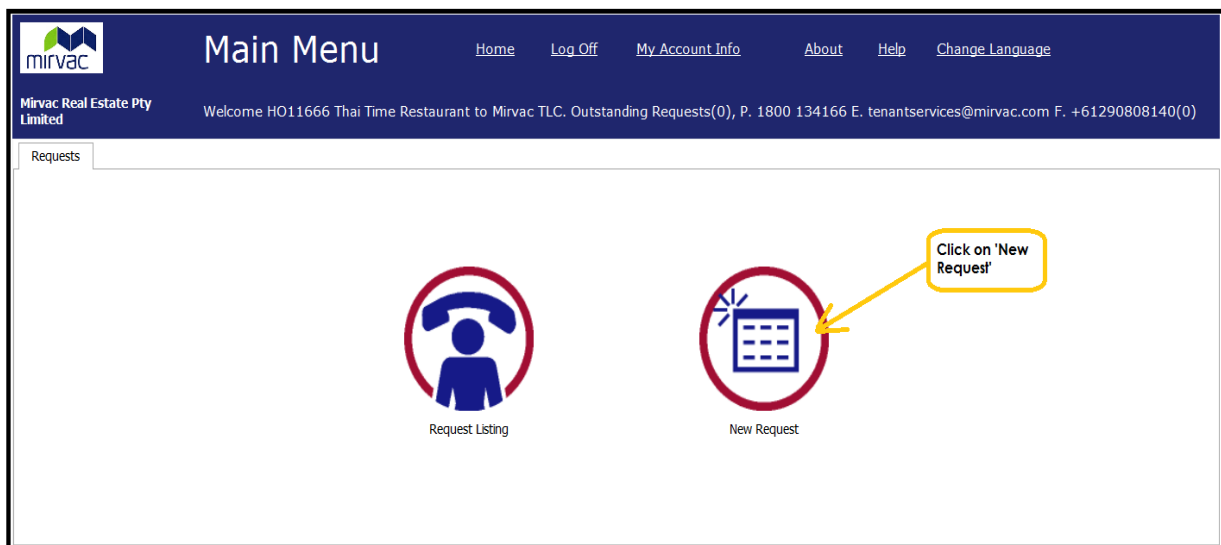
Remember me next time.

Log In

Log in using your unique Tenant User Name and Password.

Note: If you do not have your tenancy login details, please contact TLC.

Step 4 – Click on 'New Request'



Mirvac Main Menu [Home](#) [Log Off](#) [My Account Info](#) [About](#) [Help](#) [Change Language](#)

Mirvac Real Estate Pty Limited Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(0), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)

Requests

Request Listing

New Request

Click on 'New Request'

Step 5 – Enter the details of your Request

New Request

Home Log Off My Account Info About Help Change Language

Mirvac Real Estate Pty Limited Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(0), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)

Requested By: HO11666 Thai Time Restaurant

Work Phone: 02 9800 0000

Mobile Phone: 0400 000 000

Email: rachel.jones@tmerestaurant.com.au

Priority: Urgent

Job Location: Male toilets, level 6

Issue Description: Second cubicle to the left as you walk in to the male toilets on level 6 is blocked. Can someone please attend? Thank you. Rachel

1 - enter details of 'Job Location'

2 - Enter details of 'Issue Description'

3 - Select the 'Priority'

4 - Then select 'Submit' (Your Request has now been forwarded to you Building Manager to be actioned)

Step 6 – Request is now logged.

Request Listing

Home Log Off My Account Info About Help Change Language

Mirvac Real Estate Pty Limited Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(1), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)

Search: [] Search

Request Number	Description	Requester	Responded Date	Requested Date	Status	Acknowledged By	Response	Is Canceled	Is Completed
1	Second cubicle to the left as you walk in to the male toilets on level 6 is blocked. Can someone please attend? Thank you. Rachel.	HO11666 Thai Time Restaurant		11/04/2014	Pending Approval	HO11666 Thai Time Restaurant		<input type="checkbox"/>	<input type="checkbox"/>

New Details Print A-Z

★ = Requests that have been altered since you last logged in.

- ONCE A REQUEST HAS BEEN CREATED –

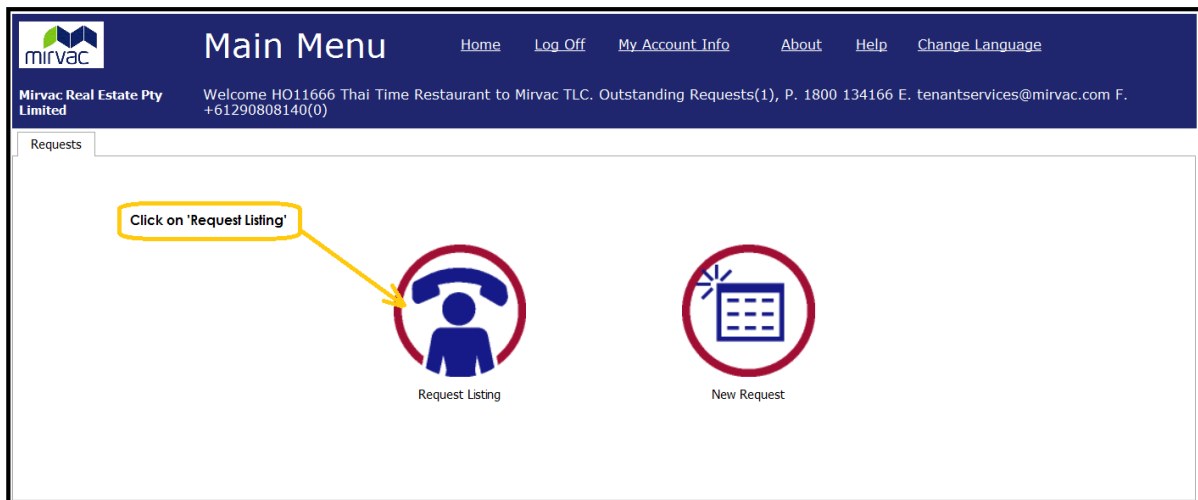
Now that you have logged your request, TLC check that all the necessary information is provided for Building Management to action the request accordingly. Once this has been reviewed by TLC the email address set up as the primary contact person for your tenancy will receive a system email to inform you that the request has now been 'Approved'.

Please note that 'Approved' means your request has now been forwarded to your Building Manager to be actioned.

When the request has been actioned and completed, your Building Manager will then update the response field and close out the request. You will then receive an email to inform you that the request has been 'Completed.'

- REVIEWING COMPLETED REQUESTS –

Step 1 – Go to 'Request Listing'





Step 2 – Go to 'Ranges'


Request Listing Home Log Off My Account Info About Help Change Language

Mirvac Real Estate Pty Limited Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(2), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)

Search: Search

Request Number	Description	Requester	Responded Date	Requested Date	Status	Acknowledged By	Response	Is Cancelled	Is Completed
 17/20	Second cubicle to the left as you walk in to the male toilets on level 6 is blocked. Can someone please attend? Thank you, Rachel.	HO11666 Thai Time Restaurant		1/05/2014	 Pending Approval	HO11666 Thai Time Restaurant		<input type="checkbox"/>	<input type="checkbox"/>

Select the 'Ranges' icon

New Details Print Ranges  = Requests that have been altered since you last logged in.

Step 3 – To view all past requests filter to 'Include Completed.'

Request Ranges Home Log Off My Account Info About Help Change Language

Mirvac Real Estate Pty Limited Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(2), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)

Start Finish

Request No

Status

Date Requested

Requested By HO11666 Thai Time Restaurant

Asset

Entity

Request Status

Include Canceled

Include Completed

1 - Tick the box for 'Include Completed'

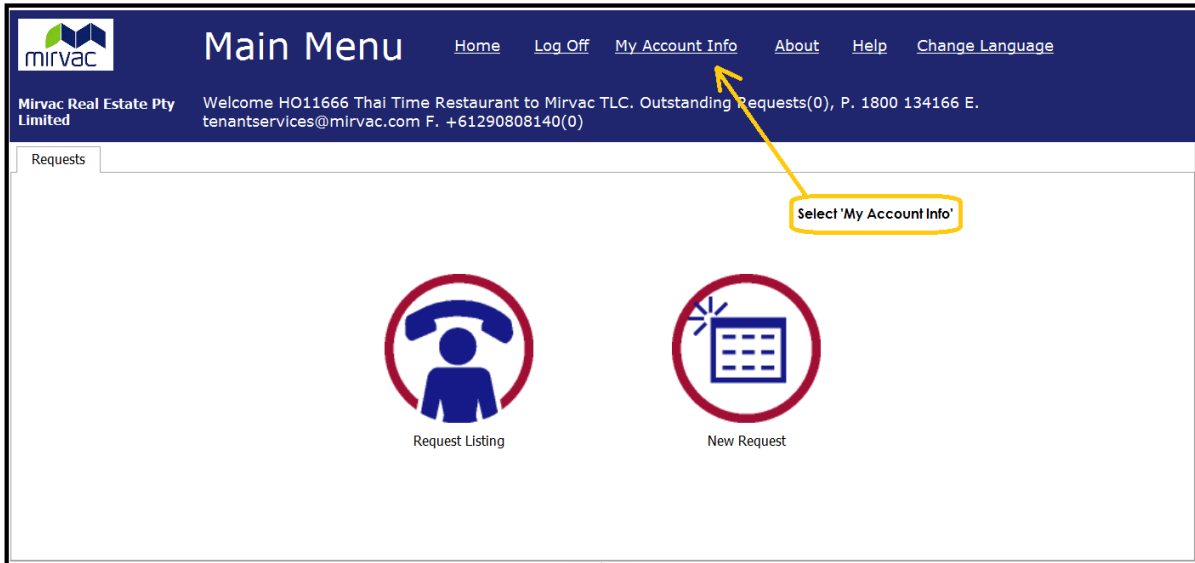
2 - Select 'Apply'

New Apply Close

This will provide you with all requests for your tenancy both open and closed.

- YOUR TENANCY ACCOUNT INFORMATION-

To check the contact details that TLC have for your tenancy, go to 'My Account Info'



If you would like to change any information on your tenancy Account Information page, please contact the TLC.

Example:

The screenshot shows the "My Account Information" page for HO11666 Thai Time Restaurant. The page header includes the Mirvac logo and navigation links: Home, Log Off, My Account Info, About, Help, and Change Language. The main heading reads "My Account Information for: HO11666 Thai Time Restaurant". Below the heading, a welcome message reads: "Welcome HO11666 Thai Time Restaurant to Mirvac TLC. Outstanding Requests(0), P. 1800 134166 E. tenantservices@mirvac.com F. +61290808140(0)". The page contains several input fields for user information: First Name (HO11666), Last Name (Thai Time Restaurant), Email (rachel.jones@timerestaurant.com.au), Work Phone (02 9800 0000), Requesters Name (Rachel Jones), Mobile Phone (0400 000 000), and Fax (02 9800 0001). A "Last Logged In" field shows "9/05/2014 2:53:17 PM". There is a "Default Opening Tab" section with two radio buttons: "Requests Tab" (unselected) and "Requisitions Tab" (selected). Below this is a "Notification Settings" section with two columns of checkboxes. The first column is for "Email me when Requests I created are:" and the second is for "Email me when Requisitions I created are:". At the bottom left, there are "Save" and "Close" buttons with corresponding icons.

First Name	HO11666	Last Logged In	9/05/2014 2:53:17 PM
Last Name	Thai Time Restaurant		
Email	rachel.jones@timerestaurant.com.au		
Work Phone	02 9800 0000		
Requesters Name	Rachel Jones		
Mobile Phone	0400 000 000		
Fax	02 9800 0001		

Notification Settings:

<input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> Declined	<input type="checkbox"/> Approved	<input type="checkbox"/> Declined
<input checked="" type="checkbox"/> Cancelled	<input type="checkbox"/> Added to Work Order	<input type="checkbox"/> Cancelled	<input type="checkbox"/> Actioned
<input checked="" type="checkbox"/> Completed			

Save Close