

# Tenant Portal

## User Guide



The Tenant Portal simplifies your interactions with Evolve Housing. By creating an account, you can:

- Update contact details (phone and email)
- Communicate with Evolve Housing staff in real-time for enquiries, including maintenance, events, and rent reviews
- View and track pending enquiries
- Check rent and water account balances
- Submit Rent Review forms and documents
- Access tenancy FAQs, fact sheets, policies, and forms
- Complete Service Satisfaction Surveys to help improve our services

This user guide provides instructions and tips to help you navigate the Tenant Portal. Below is a list of topics covered in this guide.

<b>1. How to access the portal</b> .....	2
<b>2. Navigating the Portal</b> .....	4
<b>3. Searching the Portal</b> .....	5
<b>4. Viewing My Profile</b> .....	8
<b>5. How to get to the Homepage</b> .....	9
<b>6. How to raise a request</b> .....	10
<b>8. Report a Repair</b> .....	15
<b>10. Viewing Actions Needed</b> .....	20
<b>11. Viewing Surveys</b> .....	21
<b>12. How to add attachments to a request?</b> .....	23
<b>13. Apply for Rent Review</b> .....	24

# Tenant Portal

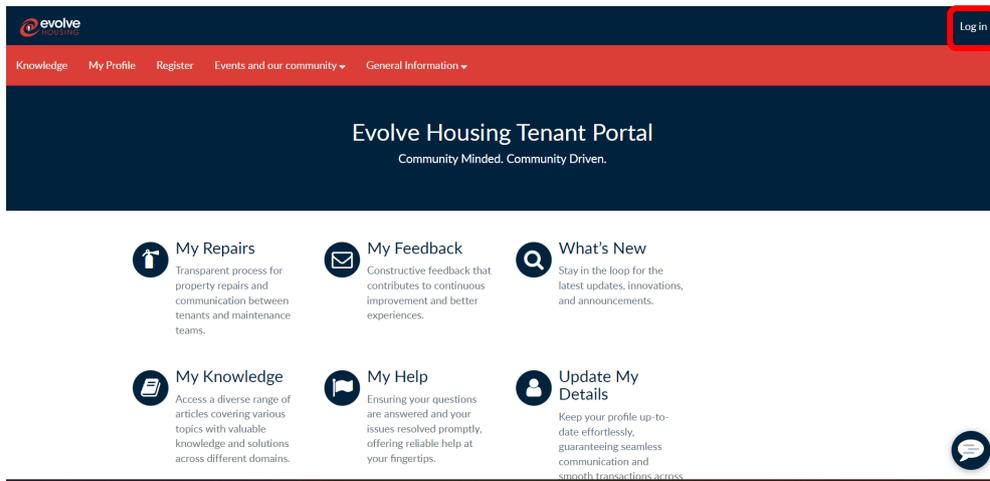
## User Guide



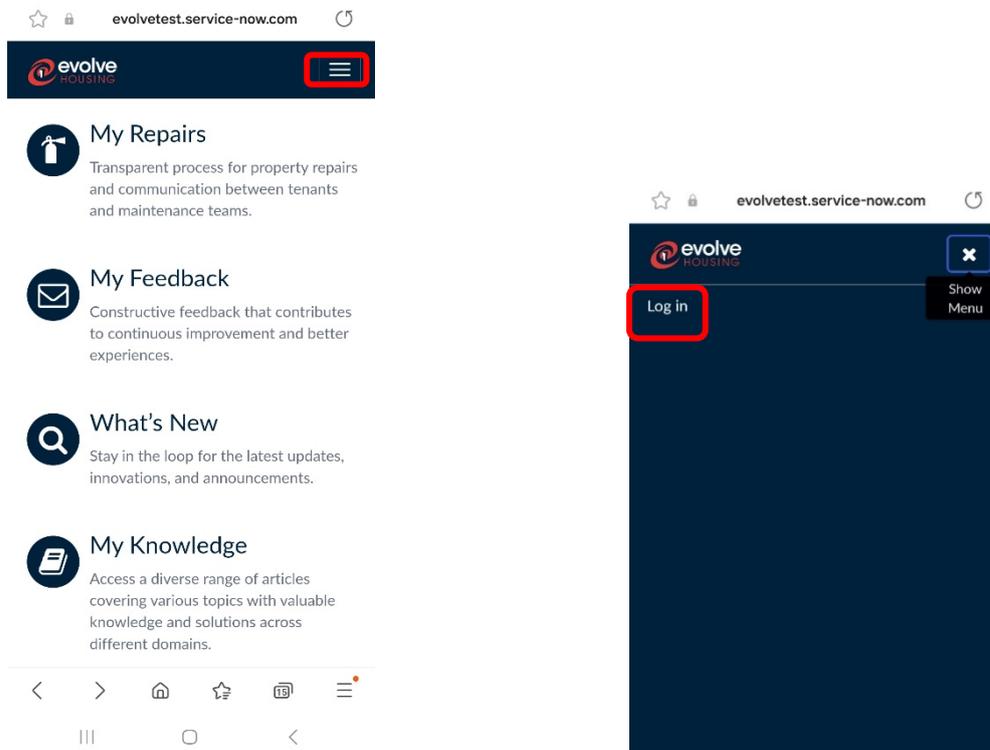
### 1. How to access the portal

- You will be able to access the tenant portal by clicking [here](#).
- Once you access the portal, you will need to login by clicking the “log in” button on the top right of your screen.

#### Computer/Laptop view (below)



#### Mobile view (below)



# Tenant Portal User Guide



- Enter your username and password to access the portal.

Note: if you are accessing the portal for the first time you will need to set up your password following the instructions provided in your Welcome email.



You will need to reset your password.

Follow the '[Reset Your Password User Guide](#)'.

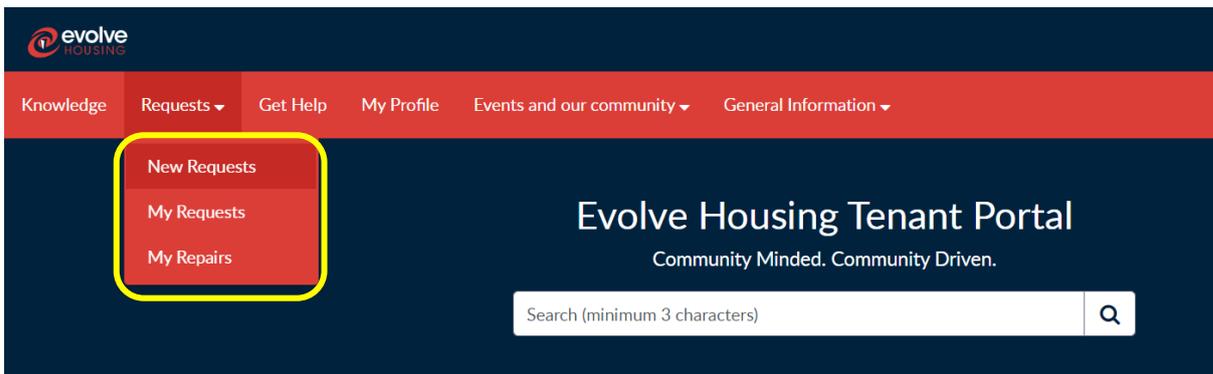
# Tenant Portal User Guide



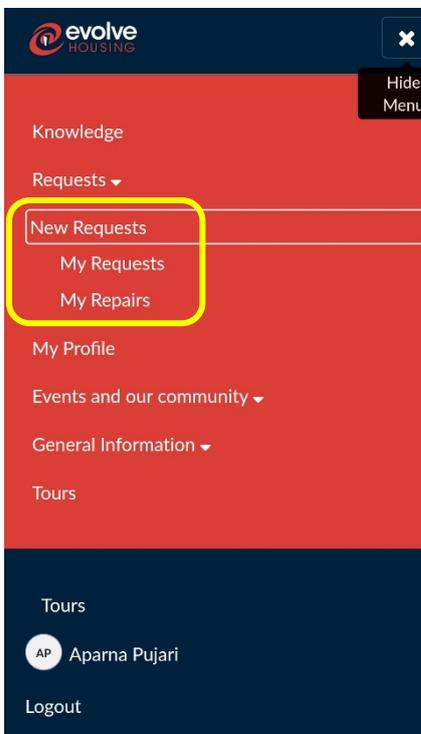
## 2. Navigating the Portal

- Once you access the portal, you can navigate through the menu bar by hovering over each of the items and viewing the drop-down menu options.

Computer/Laptop view



Mobile View:



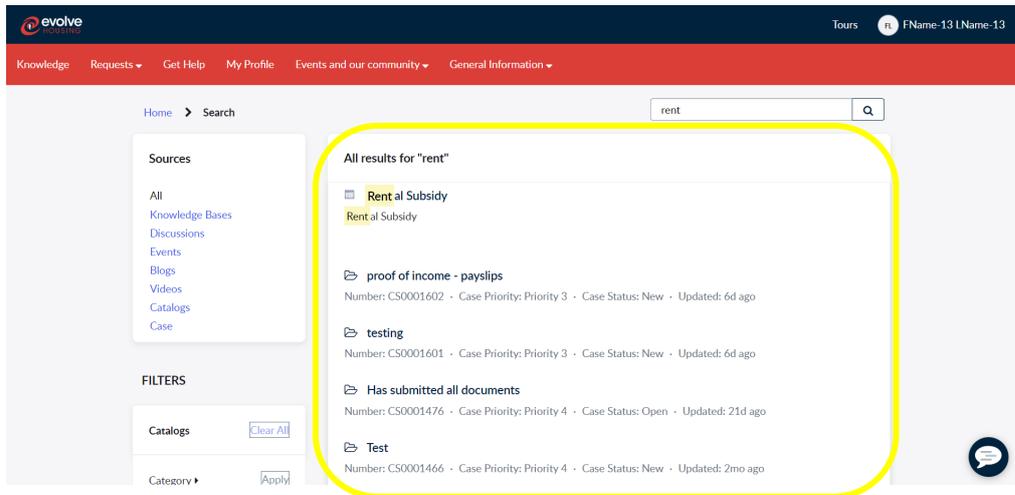
# Tenant Portal User Guide



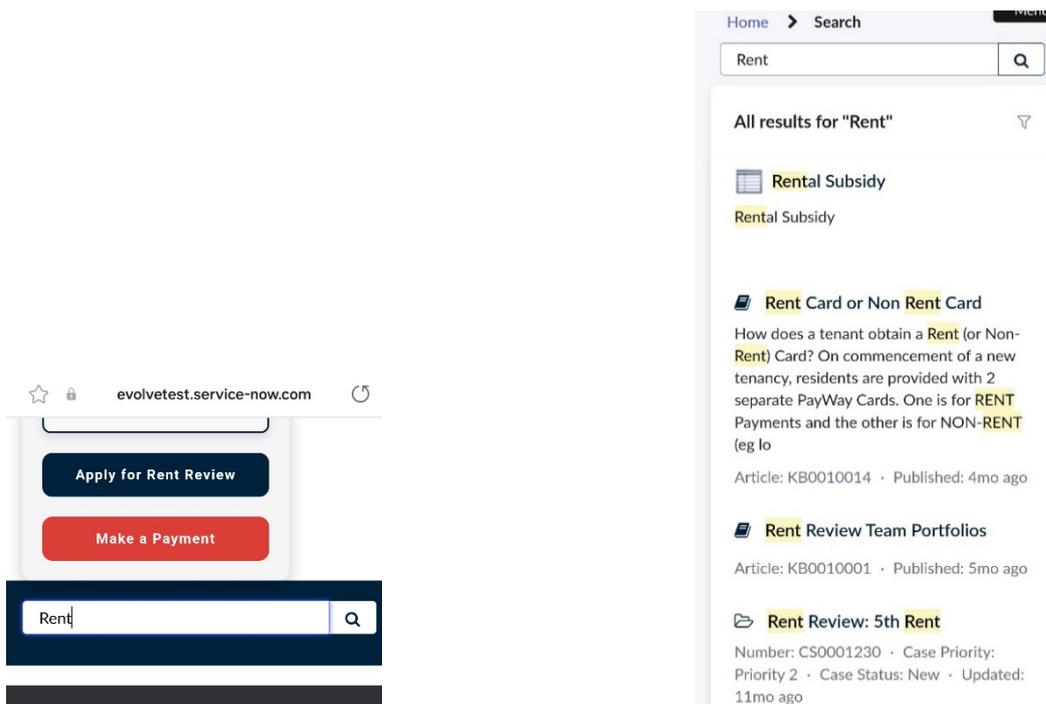
## 3. Searching the Portal

- You may use the search bar to search for any key words or phrases related to items on the portal.

### Computer/Laptop view



### Mobile View:

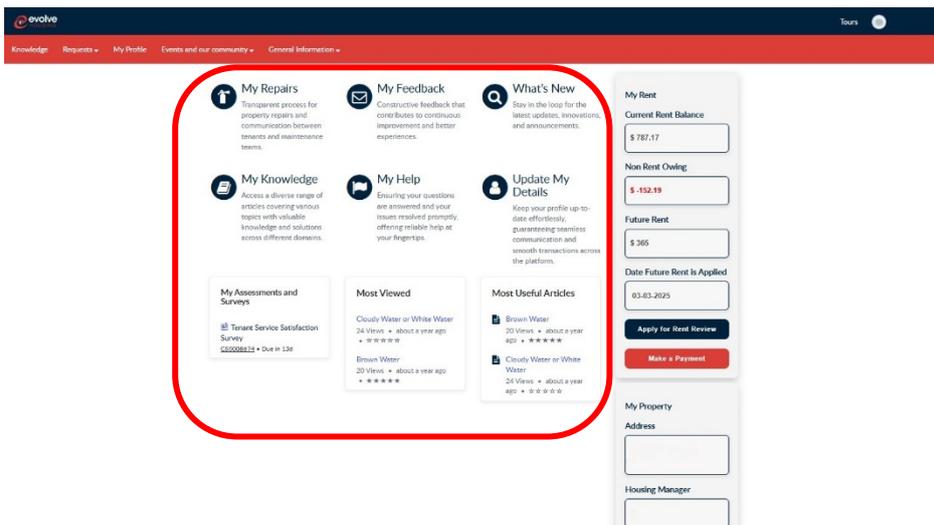


# Tenant Portal User Guide



- You will be able to see key menu options on the home page which, if you click on them, will open the relevant menu item.

## Computer/Laptop view



## Mobile view:



-  **My Repairs**  
Transparent process for property repairs and communication between tenants and maintenance teams.
-  **My Feedback**  
Constructive feedback that contributes to continuous improvement and better experiences.
-  **What's New**  
Stay in the loop for the latest updates, innovations, and announcements.
-  **My Knowledge**  
Access a diverse range of articles covering various topics with valuable knowledge and solutions across different domains.

# Tenant Portal

## User Guide



- You will be able to see a rent overview under the “My Rent” menu and you can click on “Apply for rent rebate” or “Make a Payment” to navigate to those items.
- You will also be able to see your property details such as address and Housing Manager’s name.

**My Rent**

Current Rent Balance

\$ 787.17

Non Rent Owing

\$ -152.19

Future Rent

\$ 365

Date Future Rent is Applied

03-03-2025

[Apply for Rent Review](#)

[Make a Payment](#)

**My Property**

Address

Housing Manager

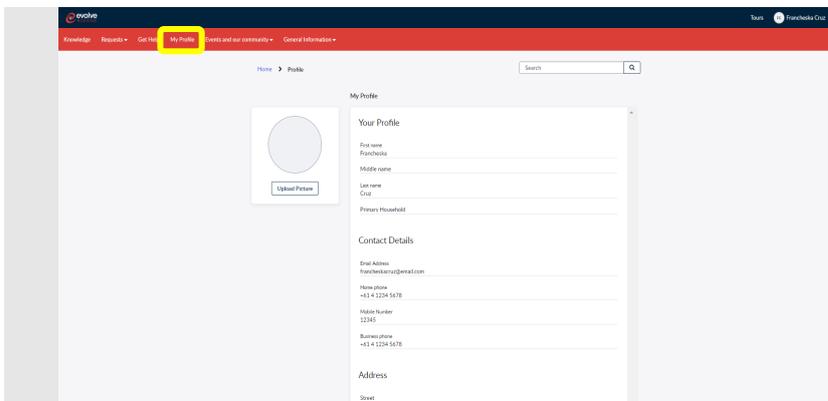
# Tenant Portal User Guide



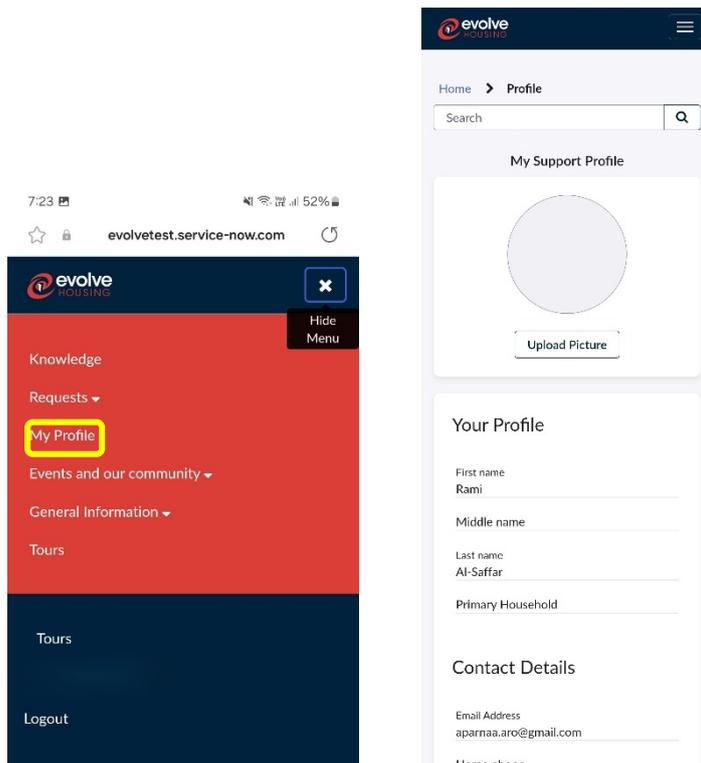
## 4. Viewing My Profile

- Click on the menu option called “My Profile” to access your profile information. There you will be able to click on the fields and update your information.

### Computer/Laptop view



### Mobile view

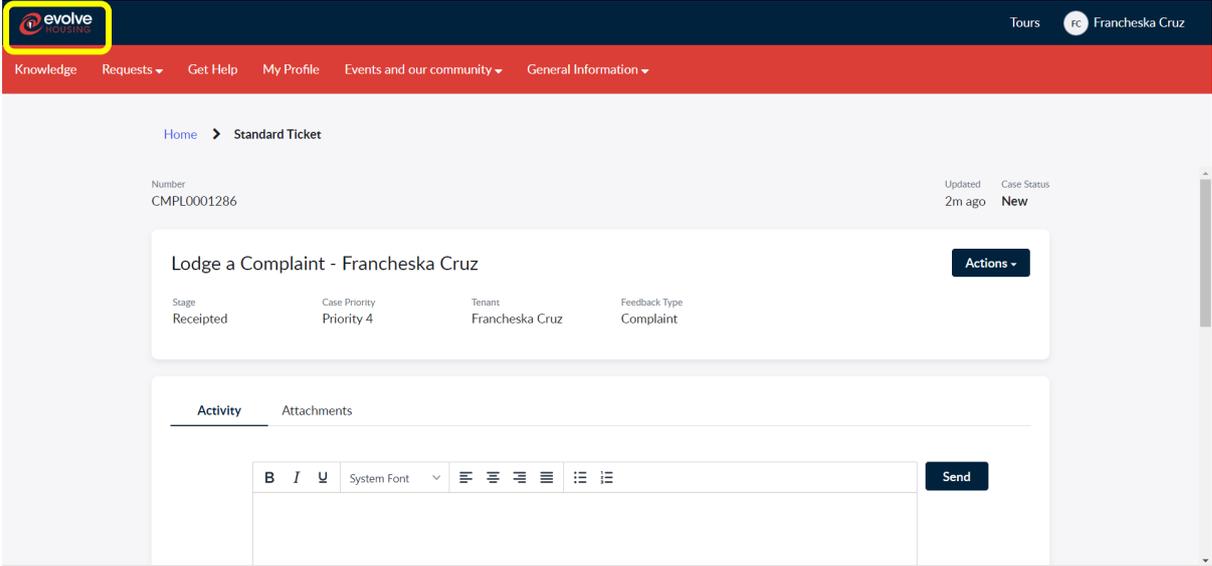


# Tenant Portal User Guide



## 5. How to get to the Homepage

- Click on the Evolve logo in the top left-hand side of the screen to navigate back to the home screen at any point.

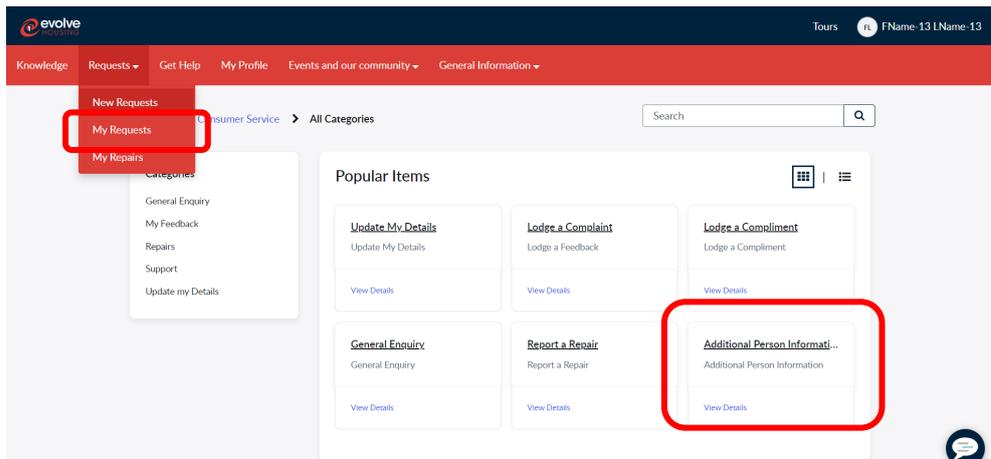


# Tenant Portal User Guide



## 6. How to raise a request

- Click on “Request” from the main menu then select “New Requests” from the dropdown menu.
- Select from “Popular Items” and follow screen instructions to access related forms for requests.



- Follow the form questions and provide the relevant details to raise a request and then click on submit.

### Computer/Laptop view

The screenshot shows the 'Lodge a Complaint' form on a computer/laptop view. The form includes the following fields and sections:

- Tenant:** A dropdown menu.
- Property:** A dropdown menu.
- Current Phone Number:** A text input field.
- Email Address:** A text input field with an email icon.
- Do you want to submit your complaint anonymously?** A section highlighted with a red box, containing a checkbox labeled 'By checking "Yes" this complaint will be de-identified in our system' and a dropdown menu.
- \*Details of complaint:** A text input field.
- Test Complaint:** A text input field.
- Preferred outcome if applicable:** A text input field.
- \*Would you like us to contact you about your complaint?:** A dropdown menu with 'Yes' selected.
- Add attachments:** A button with a plus icon.

# Tenant Portal

## User Guide



Mobile view:

Home > ... > My Feedback >

Lodge a Complaint

Search

**Lodge a Complaint**

Lodge a Feedback

If you are not happy with the actions, services or conduct of any of our staff members, please let us know so we can work together to resolve the issue and improve our services for you.

For more information, please refer to our [Complaints Factsheet](#).

If you would like to nominate a third party to submit this complaint on your behalf, please fill in the appropriate sections below.

\* Indicates required

\* Tenant

\* Property

**Note:** Mandatory fields are marked with a red asterisk (\*)

- You might also see multiple entry fields where you can add in multiple entries into one field. Examples of these field types are shown below:

Additional household members to be approved

Additional household members to be approved

Actions	Name	Date of Birth	Age	Gender	Relationship	Centrelink CRN No./Weekly Income	Cli
<input type="button" value="✎"/> <input type="button" value="✕"/>	Ben Smith	30/03/1994	30	Male	Brother	1232323	tru

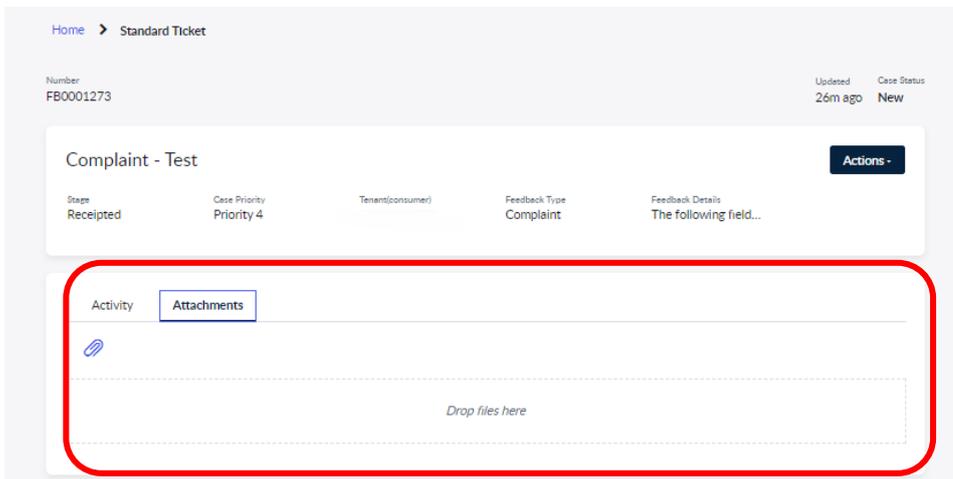
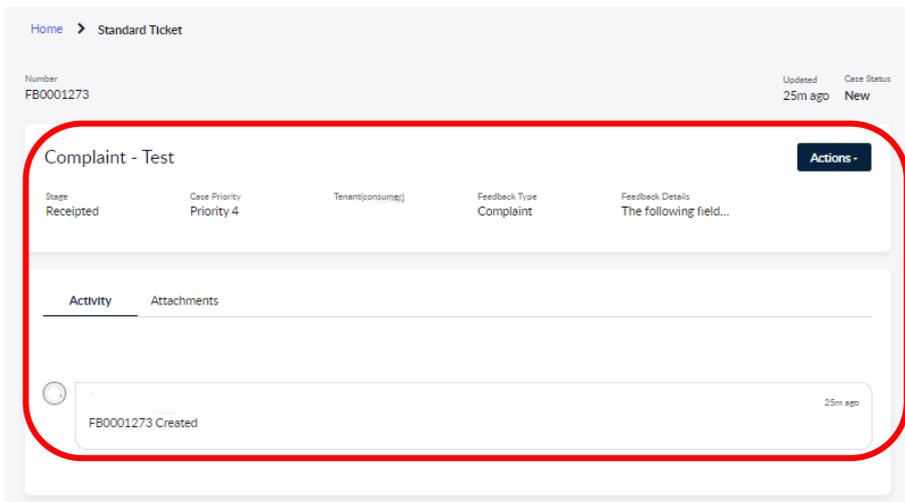
# Tenant Portal

## User Guide



- Once you submit a request you will be taken to the ticket tracking page, where you can see updates regarding your request and add attachments for the support team to see by going to 'Attachments' section as shown in the 2<sup>nd</sup> screenshot below.

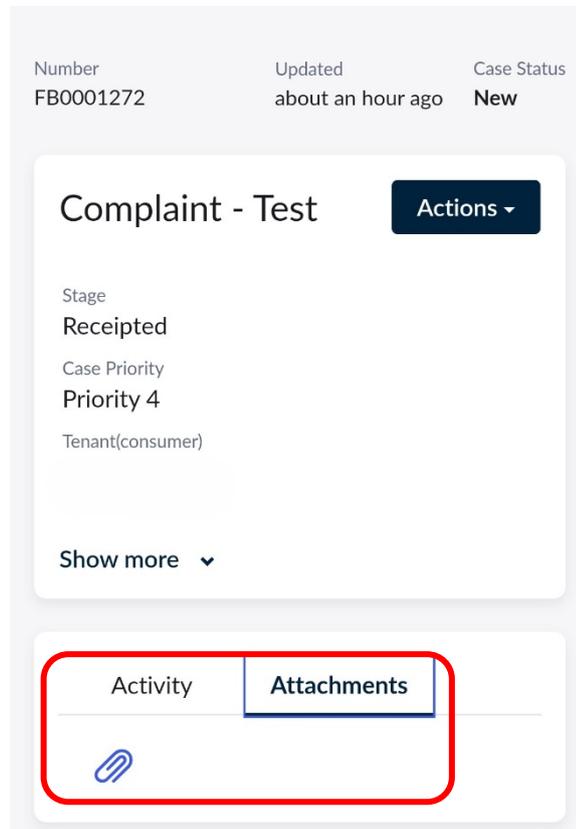
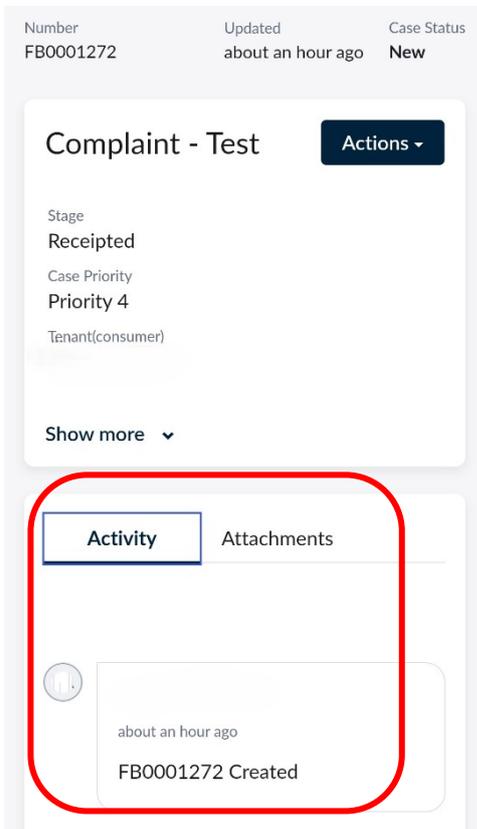
### Computer/Laptop view



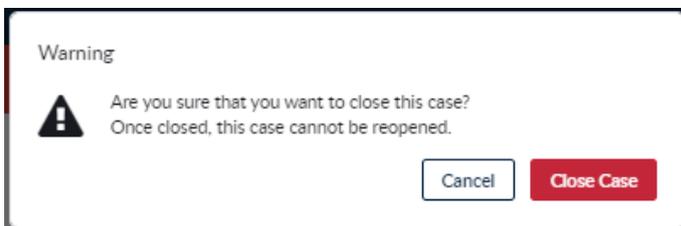
# Tenant Portal User Guide



## Mobile view



- If you wish to close the complaint, because you no longer require it or it was resolved, please click on 'Actions' and click on 'Close Case'
- You will get the below pop-up for confirmation. Click on 'Close Case'

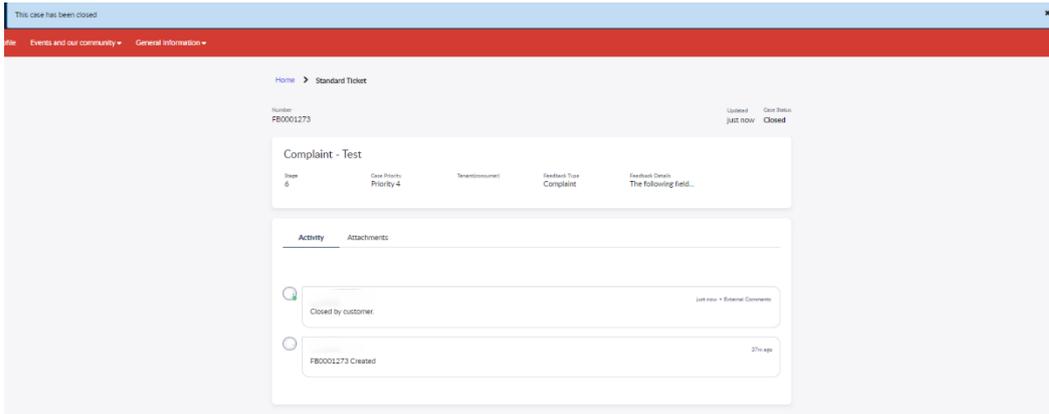


# Tenant Portal User Guide

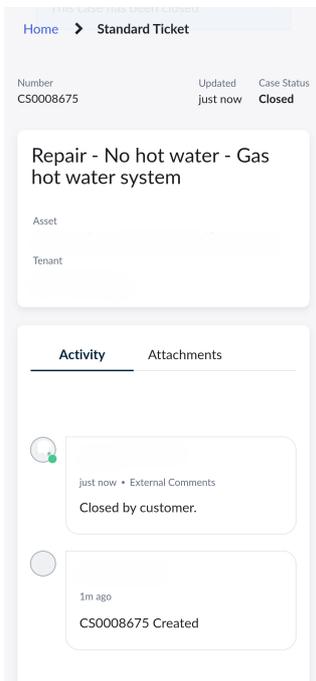


- There will be a pop-up message at the top confirming that the case has been closed. You will also be able to see it under 'Activity'

## Computer/Laptop view



## Mobile view



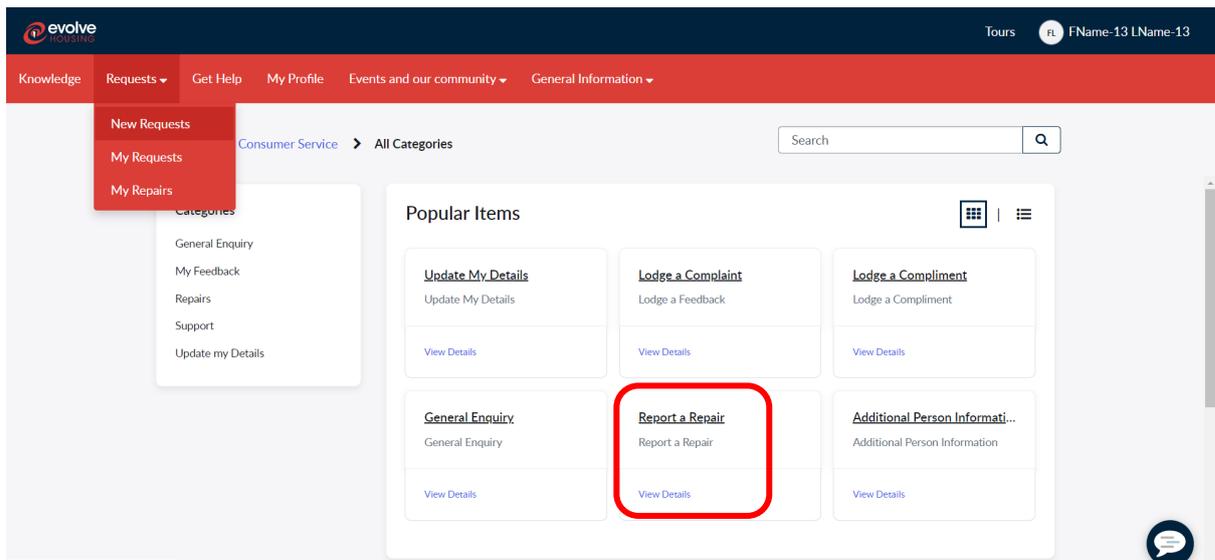
# Tenant Portal User Guide



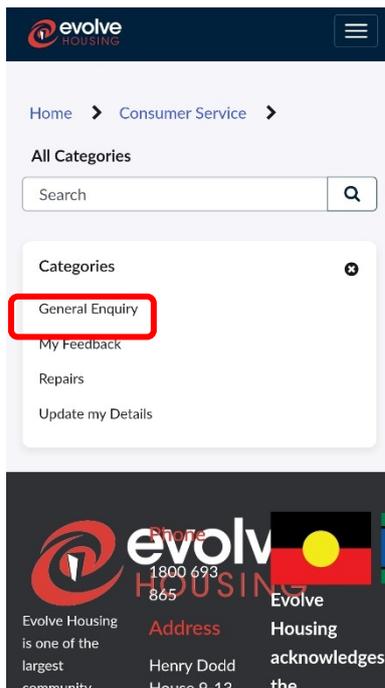
## 8. Report a Repair

- Similar to 'Lodge a Complaint', you can also report a repair request, using the 'Report a Repair' or 'Repair' option as shown below:

### Computer/Laptop view



### Mobile view



# Tenant Portal

## User Guide



- Follow the form questions and provide the relevant details to raise a request and then click on submit.

### Computer/Laptop view

Home > Consumer Service > Repairs > Report a Repair

Search

#### Report a Repair

Report a Repair

Evolve Housing is committed to maintaining a standard of housing that ensures our resident are comfortable in their homes, therefore property maintenance is always high on the agenda.

When you lodge a repair request through our repairs form online, the request is assessed by our team. Based on this assessment your repair will either be classed as priority, responsive or planned maintenance repairs. Please review our 'Types of repairs' list below before continuing.

**If your repair is one of the following URGENT repairs please do not fill this form, but call us immediately on 1800 693 865. The repairs request form should be used for General Routine Maintenance requests only.**

Tenant

Property

Current Phone Number

Email Address

If the email address or phone number is incorrect, please use the [Update My Details](#) form to update it.

Preferred contact number

Contact me on the preferred contact number

\* If we need to contact you about your repairs request, when would be the best time?

\* What do you need fixed or what is the issue? Please select from the following or tell us any information that will help us understand the issue.

\* Please describe the issue you are having with the item that needs repair

\* Where is the item or issue located? for example: what room/area of the house? Is this inside or outside?

Do you know what caused the problem or any other information that will help us to assess the urgency of this request?

[Add attachments](#)

# Tenant Portal

## User Guide



### Mobile view

Home > ... > Repairs >

Report a Repair

Search

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#### Report a Repair

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Do you know what caused the problem or any other information that will help us to assess the urgency of this request?

Add attachments

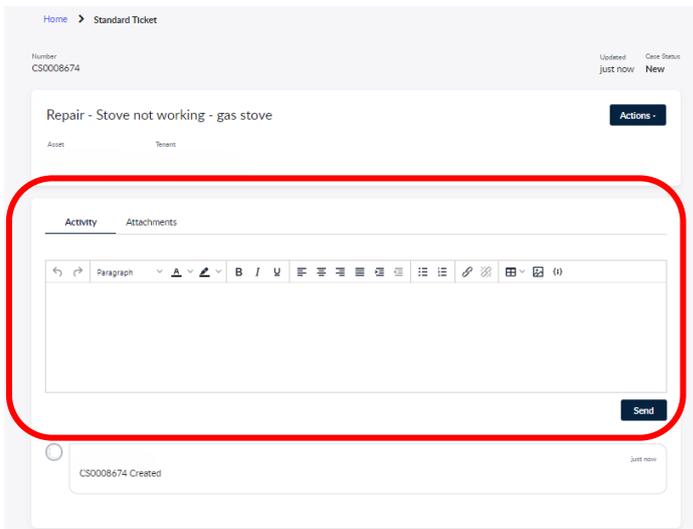
# Tenant Portal

## User Guide

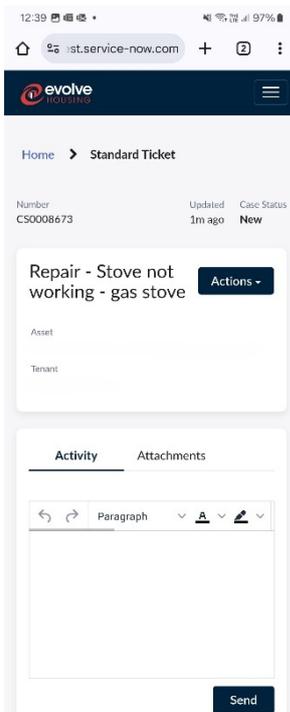


- Once you submit a request you will be taken to the ticket tracking page, where you can see updates regarding your request and add additional comments for the support team to see by including additional details under 'Activity' and clicking 'send'.

### Computer/Laptop view



### Mobile view

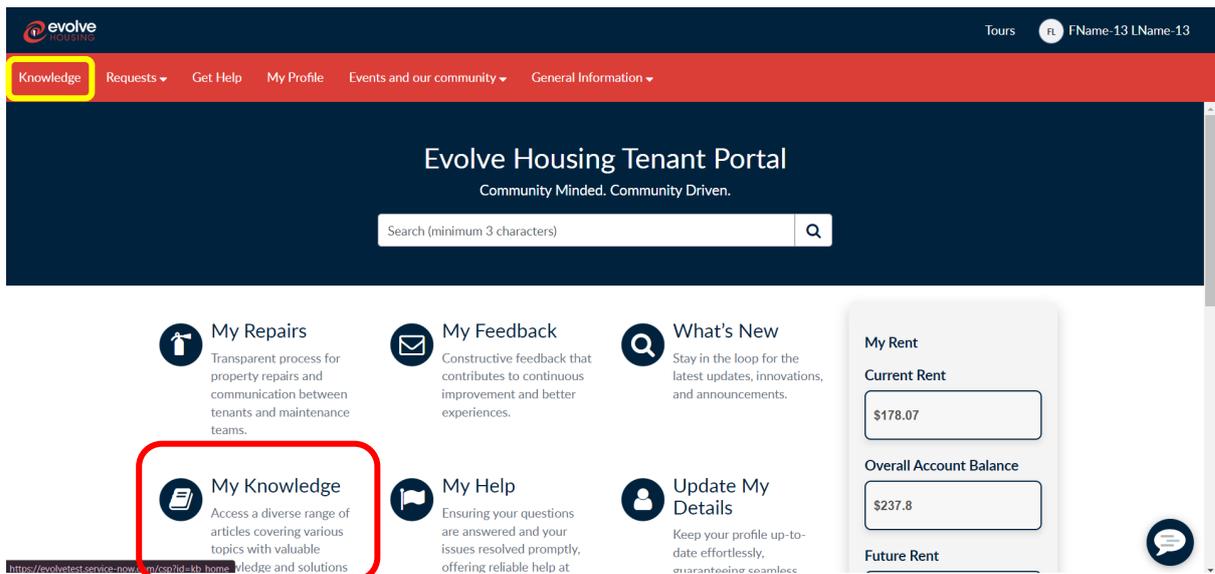


# Tenant Portal User Guide

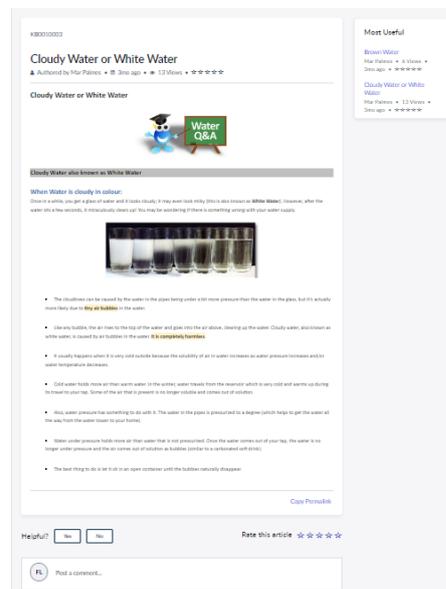
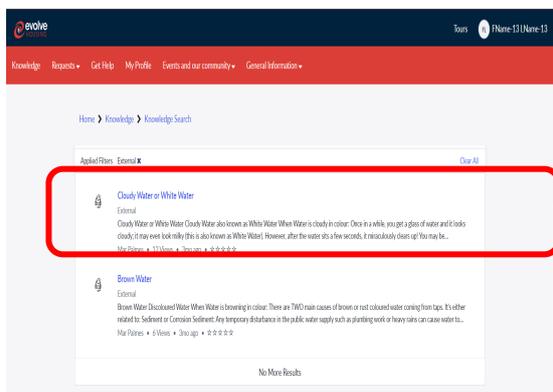


## 9. Viewing Knowledge Articles

- Click on the menu option called “knowledge” to access a diverse range of articles covering several topics.



- You can select from the list of knowledge articles those that you wish to view in detail.

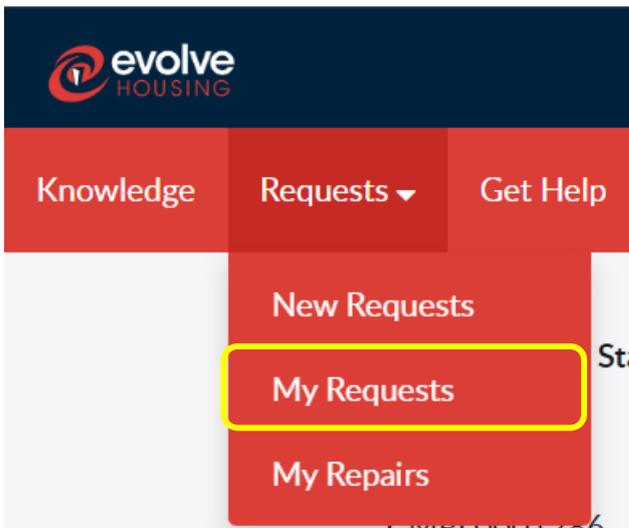


# Tenant Portal User Guide



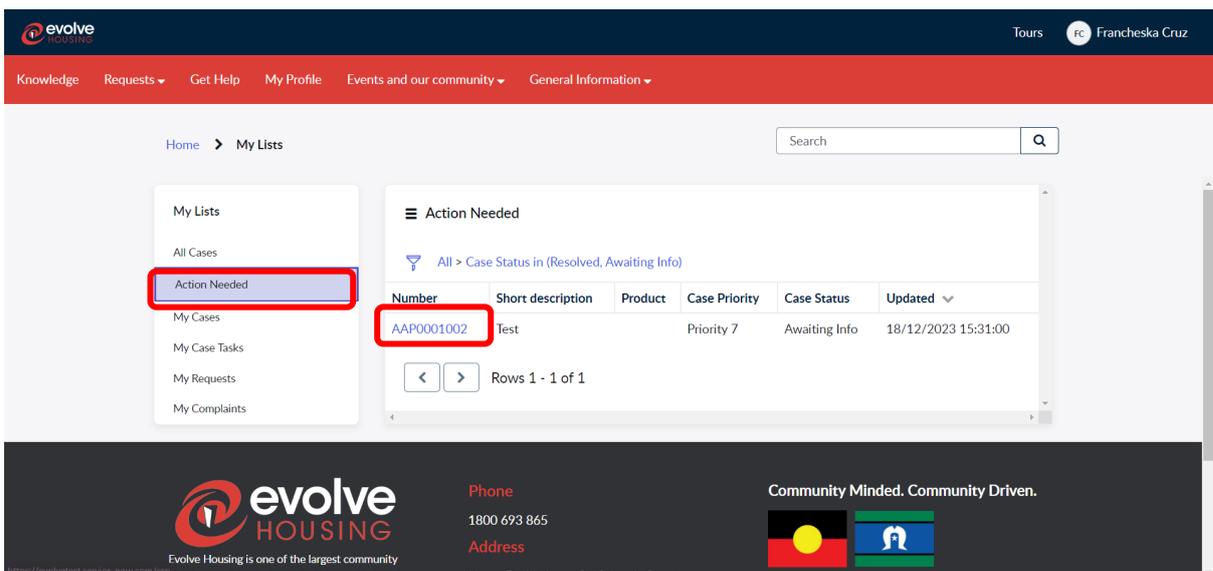
## 10. Viewing Actions Needed

- To view any items that require action by you, click on the “My Request” option from the drop-down menu under ‘Requests’.



Then select “Actions Needed” menu option in the list to view the requests that have pending action on you.

Click on the case number to open and review the request.



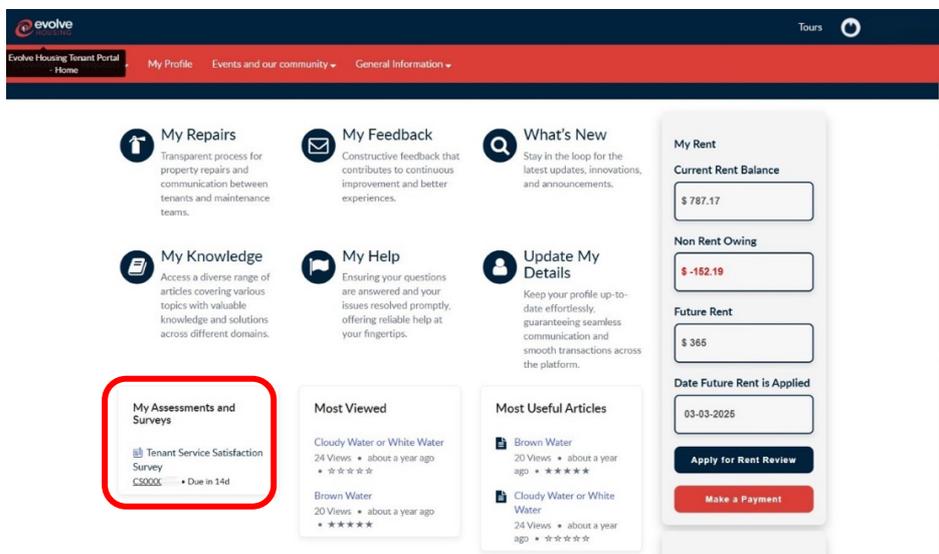
# Tenant Portal User Guide



## 11. Viewing Surveys

- Once your request has been resolved, you will be prompted to complete a survey.
- This will be on the Home Page under 'My Assessments and Surveys'

### Computer/Laptop view



### Mobile view

Ensuring your questions are answered and your issues resolved promptly, offering reliable help at your fingertips.

**Update My Details**  
Keep your profile up-to-date effortlessly, guaranteeing seamless communication and smooth transactions across the platform.

**My Assessments and Surveys**  
Tenant Service Satisfaction Survey  
Due in 14d

**Most Viewed**  
Cloudy Water or White Water  
22 Views • 11mo ago • ★★★★★  
Brown Water  
20 Views • 11mo ago • ★★★★★

**Most Useful Articles**

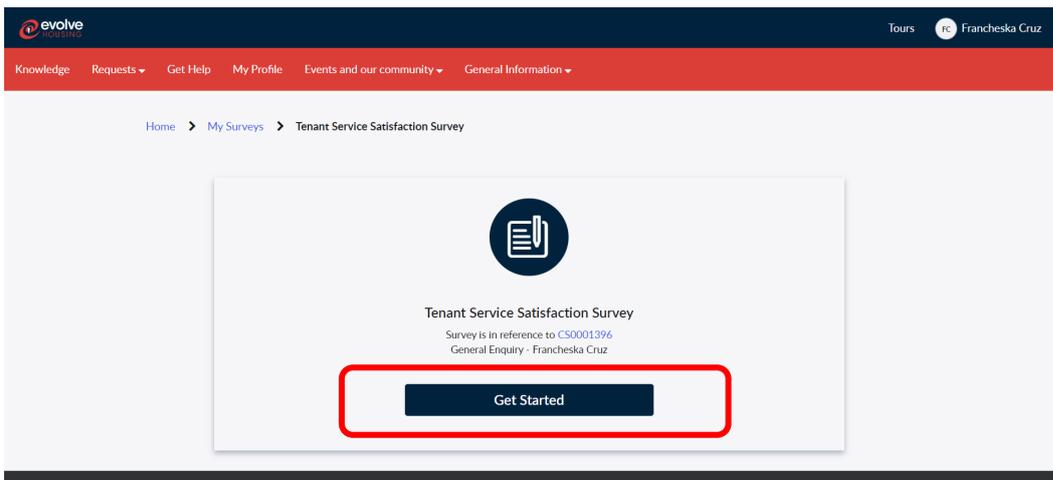


# Tenant Portal User Guide

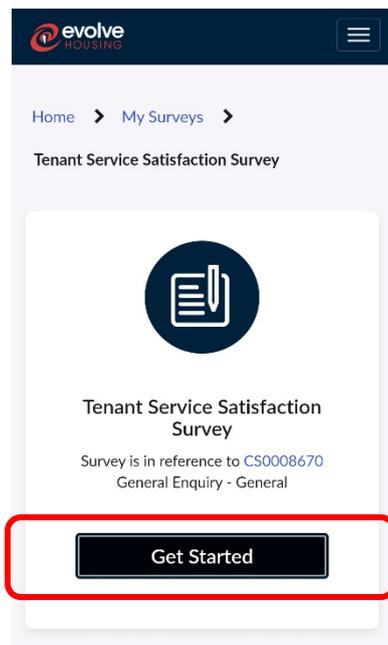


- Click on the Survey link and then “Get Started” button to begin the survey and follow the instructions to complete the survey.

## Computer/Laptop view



## Mobile view



# Tenant Portal

## User Guide



### 12. How to add attachments to a request?

- When submitting a request, you will see the attachments logo  (which looks like this).

#### Lodge a Complaint

Lodge a Feedback

If you are not happy with the actions, services or conduct of any of our staff members, please let us know so we can work together to resolve the issue and improve our services for you.

For more information, please refer to our [Complaints Factsheet](#).

If you would like to nominate a third party to submit this complaint on your behalf, please fill in the appropriate sections below.

\* Indicates required

Do you want to submit your complaint anonymously? 

By checking "Yes" this complaint will be de-identified in our system 

-- None --

\*Details of complaint

Preferred outcome if applicable

\*Would you like us to contact you about your complaint?

-- None --

 Add attachments

- After clicking on the icon, you will get a pop up for the file selection menu screen.
- Select the files you want to add as attachments and upload.

Number: CS0001671 | Updated: 8d ago | Case Status: New

#### Additional Personal Information - Francheska Cruz

Case Priority: Priority 3 | Tenant: Francheska Cruz

Activity | **Attachments**

 Drop files here

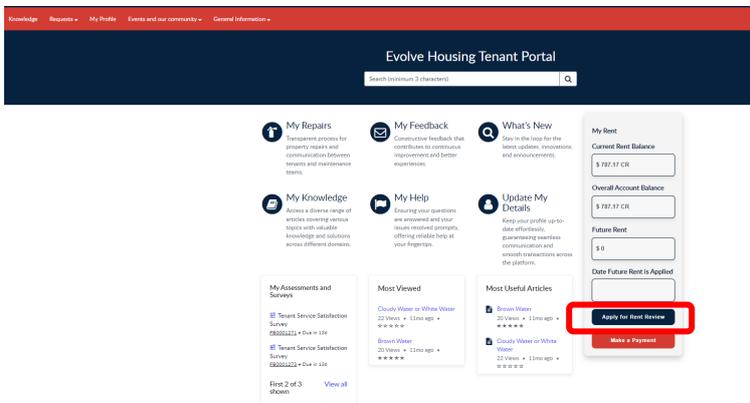
# Tenant Portal User Guide



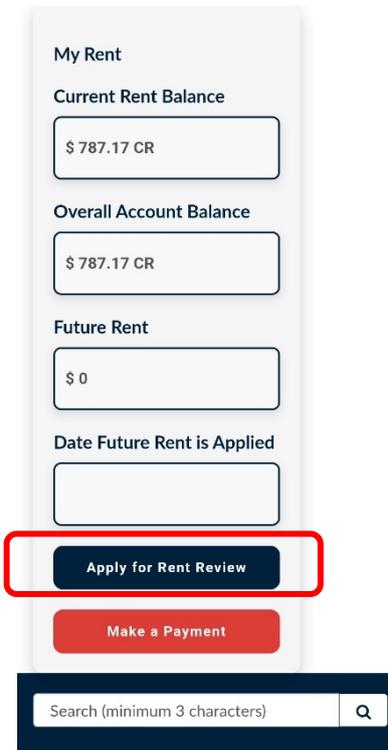
## 13. Apply for Rent Review

- You can also apply for rent review from the Tenant Portal.
- On the Home Page, there is a 'My Rent' box on the right-hand side.
- Click on the 'Apply for Rent Review' button.

### Computer/Laptop view



### Mobile view



# Tenant Portal

## User Guide



- The 'Rental Subsidy' form will be loaded.
- Fill out the required information and click 'Submit'

Computer/Laptop view

Home > Consumer Service > Update my Details > Rental Subsidy

Search

### Rental Subsidy

Rental Subsidy

Please complete this form at the start of your tenancy and during all income Reviews / Rent Assessments.

For information or assistance please call 1800myevolve (1800 693 865) 9am - 5pm, Monday to Friday.

\* Indicates required

Tenant

Property

Current Phone Number

Email Address

If the email address or phone number is incorrect, please use the [Update My Details](#) form to update it.

Household Members

Actions	Name	Date of Birth	Gender	Relationship
No data to display				

Are there any household members not listed?

\* Do you currently own any real estate worldwide (including in Australia)?

\* Do you currently have a partner living with you at the above address?

\* Do you own or have shares in a business?

\* Have you started working?

\* I declare that the above information is true and correct and agree to advise Evolve Housing of any changes in household circumstances (ie, changes to household members, assets, or income) within 28 days of the change.

Centrelink Income Statement

Employment Income

Department of Veterans' Affairs

Own Business Income

[Add attachments](#)

Required information

Do you currently own any real estate worldwide (including in Australia)?

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# Tenant Portal User Guide



## Mobile view

Home > > Update my Details >

Rental Subsidy

Search

### Rental Subsidy

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For information or assistance please call 1800myevolve (1800 693 865) 9am - 5pm, Monday to Friday.

**\*** Indicates required

Tenant

Property

Current Phone Number

Email Address

If the email address or phone number is incorrect, please use the [Update My Details](#) form to update it.

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Actions	Name	Date of Birth	Gen
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Centrelink Income Statement

Department of Veterans' Affairs

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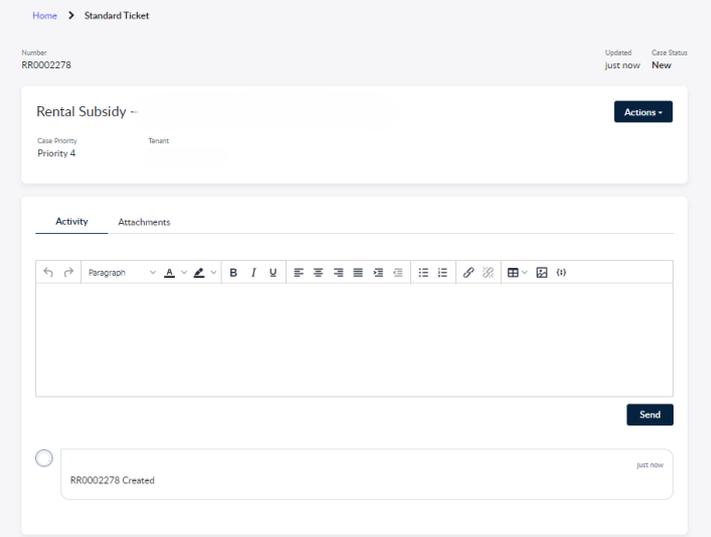
[Add attachments](#)

# Tenant Portal User Guide



- A Rental Subsidy ticket is created, where you can track updates, add further details, attachments etc.

## Computer/Laptop view



## Mobile view

