
Registering on RentCafe:

1. Visit our service request page: <https://westrichpacific.com/service-request/>
2. Select your property, and click on « **RENTCAFE USER REGISTRATION** » button.
3. After clicking on the button, fill in your personal information, including your name, email address, and phone number (please note that your inputs should match our records.)
4. Agree to the terms of service and privacy policy, then click "Register" to complete the registration process. You will receive a confirmation email once you submit your registration, which you will need to confirm.

Submitting a Maintenance Request:

1. Log in to your RentCafe account using the credentials you created during the registration process.
2. Once logged in, locate and click on the "Maintenance" or "Submit a Request" tab in the app or website menu.
3. Describe the maintenance issue in detail, providing as much information as possible to help the maintenance team understand the problem.
4. If possible, attach photos or videos of the issue to better illustrate the problem.
5. Choose the level of urgency for your maintenance request (e.g., urgent, routine, etc.).
6. Click "Submit" to send the request to the property management team.

That's it! You've successfully registered on RentCafe and submitted a maintenance request. The property management team will review your request and respond accordingly. If you have any further questions or need assistance, don't hesitate to reach out to the property management office through the app or through email.