# SERVICE

## Your service requests are managed at service+

As part of our ongoing commitment to provide you with a high level of service, all customer service and maintenance requests logged at Goodman NZ's Service+ portal



SERVICEATGOODMAN.COM

## **"SUPERIOR CUSTOMER SERVICE IS AT THE HEART OF EVERYTHING WE DO"**



#### 24/7 Service

Our team work closely with you to ensure your property is maintained and presented to the very highest standards.

To resolve any operational issues with your property, please log it via serviceatgoodman.com.

This will ensure a prompt response and allow you to track and review the progress of any job that has been lodged.

If you do not currently have access to it, please contact us.

#### Service

To ensure our customers receive the best possible service, all of our estates have in-house property services, teams that attend to customers' operational needs and ensure maintenance and presentation standards are exceptional.

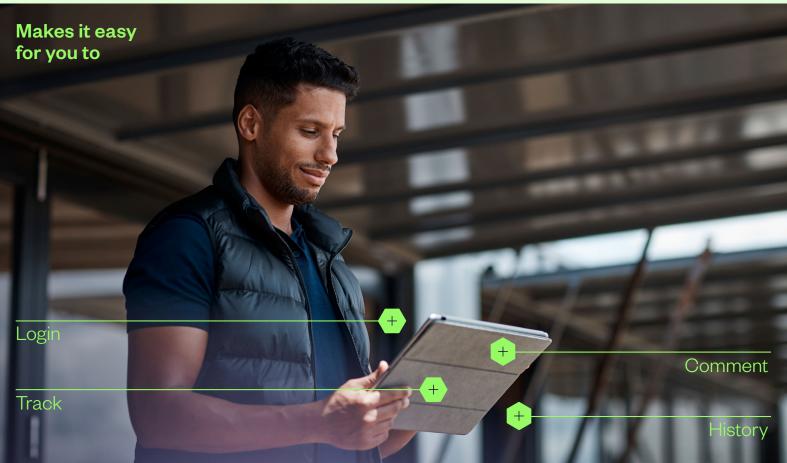
#### Manage

Dedicated Building Managers provide on-site support for day-to-day operations, while property and asset managers are available to discuss any lease queries, invoicing issues or modifications to tenancies.





# SERVICE+



**Login** to make a new service request

**Track** the progress of your service request

**Comments** from your Goodman Building Manager and the appointed contractor, relating to your service request

**History** view your service requests

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#### LOGIN

Login via the Service+ portal at serviceatgoodman.com

### REQUEST

Log a maintenance request, include photos or documents for more detail.

## PROFILE

Maintain your contact details

SIGN IN TO MY ACCOUNT Email Email* Forgot Password Click hero to register Login	Maintenance Requests         Submit online maintenance requests and review maintenance request history.                 Customer Portal Support
Goodman I Terms I P	Trivacy Policy

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#### LOGIN

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### **REQUEST**

Log a maintenance request, include photos or documents for more detail.



Maintain your contact details

	* indicates a required fields	Attachment: ()	+ New Attachments	
	Request for : Unit		T New Addenments	
Goodman Property Services	Unit * Priority*			
(NZ) Limited The Crossing, Building 6 - HDL   Auckland	Select Unit			+ New Request
	Category* (Select Category *)			
🛚 💥 🛛 Maintenance Requests				
	Brief Description *		_	
	Add Description 35 characters remaining			
	Details*		<b>•</b>	
	Add Details	No attac	hments added	
	500 characters remaining			
	Access Instructions *			
	Add Access Instructions			
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#### LOGIN

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#### REQUEST

Log a maintenance request, include photos or documents for more detail.

## PROFILE

Maintain your contact details

Goodman Property Services IZ) Limited	First Name Custamer First Name	Customer Last Name	
Crossing, Building 6 - HDL   Auckland	Region	Longuoge	
	New Zealand	*) (	-)
X Maintenance Requests	Office	Home	
	FAX		
	Address	Address 1	
	Address	Address 1	
	Address 2	Address 3	
	Address 2	Address 3	
	City		Code
	Auckland		010
		ocodman   <u>Jama   Estacu-Paley</u>	
		Goodman ( <u>Territs</u> / <u>Entracy Fore</u> y	

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## HISTORY

View your maintenance request history.



View a snapshot of your request including the status and notes from the contractors.

. 1	MAINTENANCE R			
Goodman Property Services	MAINTENANCE R			
(NZ) Limited The Crossing, Building 6 - HDL   Auckland	Search	٩		+ New Request
	REQUEST 💠	CATEGORY ¢	STATUS ¢	
Kaintenance Requests	Door Open Too Long - Investigation #275693 Requested 11/12/2024	Security	Work Completed	
	Light In Disabled Toilet On L1 #275662 Requested 11/12/2024	Electrical	Reviewed	
	Deep Clean Of Level 1 Bothrooms #275481 Requested 11/11/2024	Cleaning	Scheduled	
	Goodman Level 1 Window Clean #275478 Requested 11/11/2024	Cleaning	Scheduled	
	Unlock Main Entry Door Early	General	Work Completed	

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## HISTORY

View your Maintenance request history.

#### **STATUS**

View a snapshot of your request including the status and notes from the contractors.

21/	Request# 276286 Created 11/17/2024 By Craig Stephens	×
Goodman Property Services     (NZ) Limited The Crossing, Building 6 - HDL   Auckland	Request Details Status History Messages Attachments	🗧 Print 🔶 Now Request 🕒 🔻
🕺 Maintenance Requests	Unit Location: - Tenant Goodman Property Services (NZ) Limited	
	Status Priority Category Scheduled Low Cleaning	
	Description Test -Clean Up spill in Foyer	
	Details Service+ Test - Clean Up coffee spill in Foyer next to lift	
	Access Instructions Main Enterence	
	Goodman Level 1 Window Cleaning	Scheduled

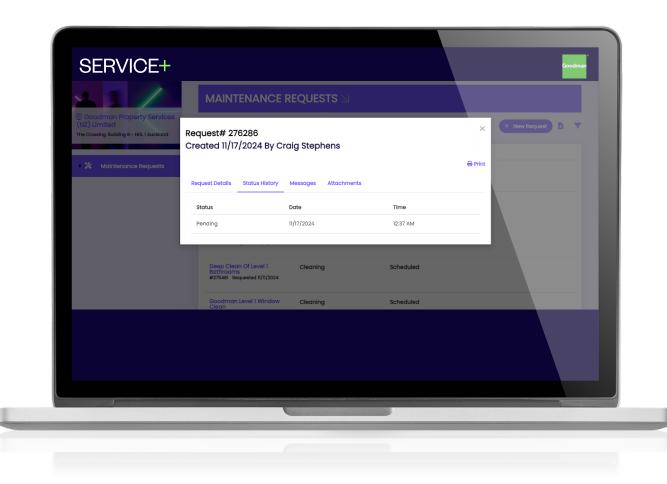
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## HISTORY

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#### Goodman

## SERVICE+

SERVICEATGOODMAN.COM

#### Secure email

Your secure login has been emailed to you.

#### Contact

Contact your property manager if you haven't received it.

#### SERVICE@GOODMAN.COM 0800 375 6060

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