

## MY CHASE EVANS TENANT PORTAL USER GUIDE

# Welcome To Chase Evans



Fri 14/12/2018 14:17  
**myaccount**  
Manage your account online

You will be invited to use our 'Online Portal' and 'Smartphone App' from myaccount@chaseevans.co.uk.

Dear Mark Smith,

**Did you know you can manage your account with us online?**

As part of our ongoing commitment to provide the very best service, you can now review your details with us online - available 24/7 for your convenience.

[Click here to get started!](#)

Your account registration key is: **fZ3rf4sc3**

Kind regards,  
Chase Evans Property Management Team

Remember and save your registration key and click to get started.

HEAD OFFICE AND PROPERTY MANAGEMENT  
The Strata Tower, 10 & 12 Walworth Road, London SE1 6EE

Property Management | T: +44 (0)20 3869 2191 E: propertymanagement@chaseevans.co.uk  
Accounts | T: +44 (0)20 3869 2192 E: accounts@chaseevans.co.uk

Chaseevans

STRATA SE1



Please take a moment to open your account.

Since this is the first time you've used our online agency service, we just need to confirm a few details with you.

Full name:

Create a password

You will need your password when logging into this service in the future.

Your password must be at least 4 characters long.  
Avoid using common words or something easy to guess.  
We can reset your password for you if you forget it later.

Create your password:

Confirm your password:

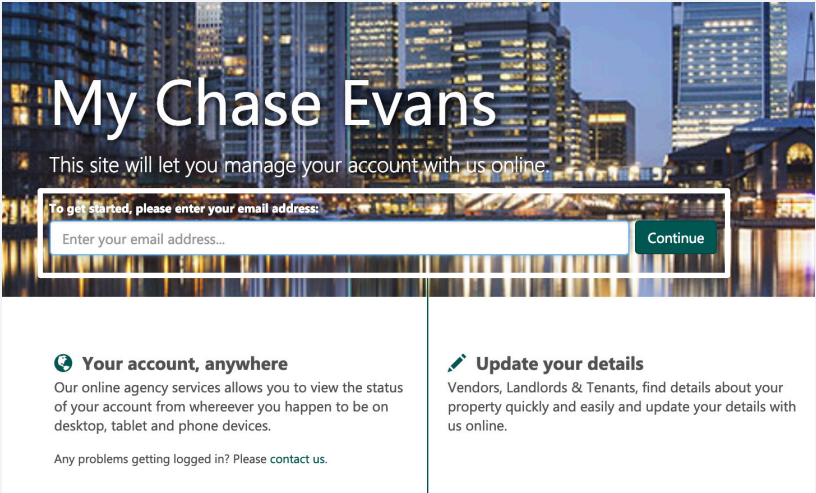
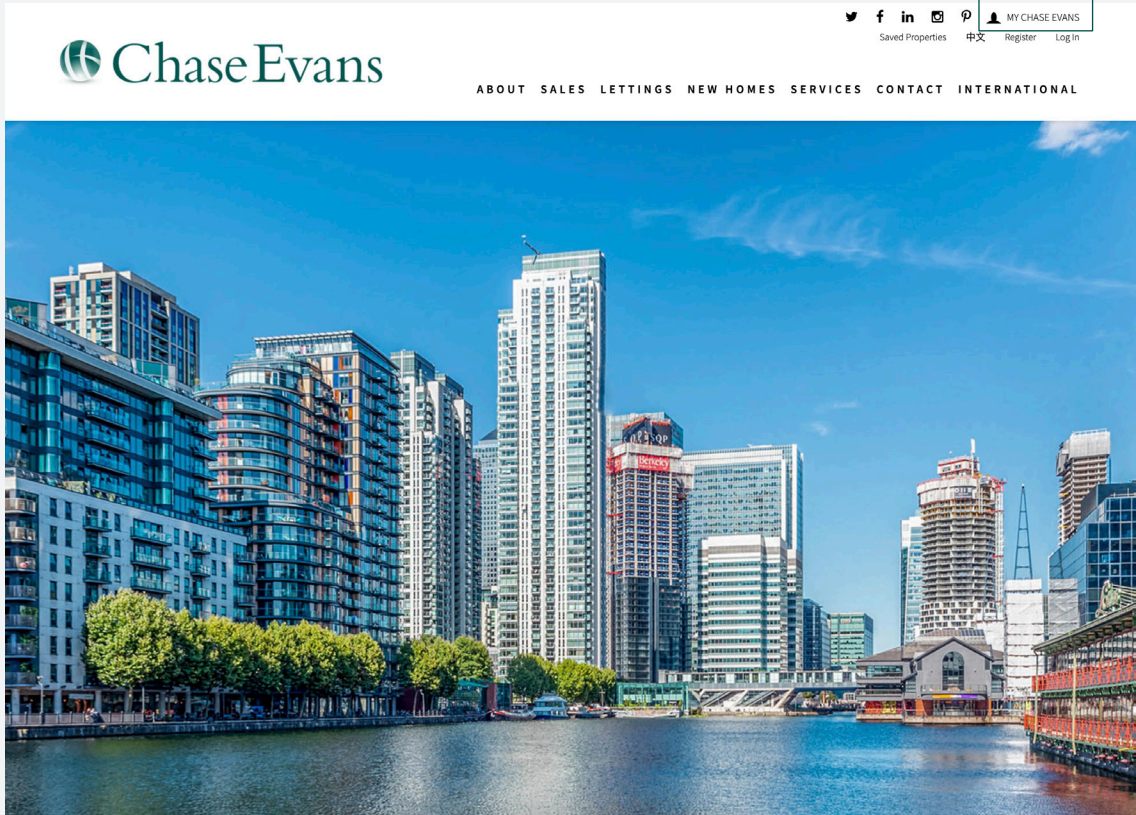
[Open My Account](#)



When you first login you will need to create your password.

# Accessing The Portal

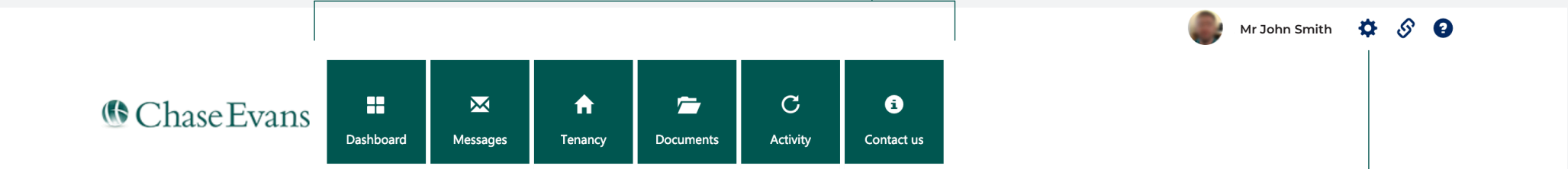
Visit [www.chaseevans.co.uk](http://www.chaseevans.co.uk) and click the avatar icon with 'My Chase Evans' in the top right of the screen.



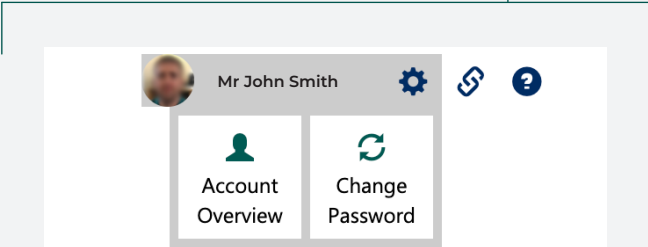
Login with your email, you will then be prompted for your password.

# Navigation


Navigate through the portal with the icons on the top row.



In addition when you click the cog icon in the top right you will have two more options, to change your password and to navigate to your account overview.



# Account Overview



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Tenancy

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Activity

Contact us

Mr John Smith



User menu

Account Overview

Change Password

Update Security

Account Holders

You are now impersonating Mr Andrew Ashton.

This is the user control panel where you can make changes to the user account. To see the user home page, click 'Dashboard'

Account overview

Email:


Account created:

Last logged in:

andreashton@chaseevans.com

28/07/2016

29/01/2019



Mr

- Tenant

Address

453  
South Boulevard  
7 Baltimore Wharf  
London  
E14 6UY

Email:

Landline:

Mobile:

andreashton@gmail.com

01942 8517332

07942 8517332

Change password

Change Contact Details

Your account overview will show details of yourself any fellow tenants.

Option to change your password.


Lead tenant contact details


Option to change your email

# Dashboard


Your dashboard on desktop is different to the mobile app. For desktop you will see an overview of 'Messages', 'Recent Activity' and 'Maintenance'.

To view your dashboard click on the dashboard tab.







Dashboard




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Tenancy




Documents




Activity





Contact us



Mr John Smith








Profile

Mr John Smith



> Edit Profile

Property Manager

Khurram Taj

Property Manager

Head Office

ktaj@chaseevans.co.uk

Messages

There are currently no messages.

Recent activity

There is currently no recent activity.

Maintenance

There are currently no maintenance jobs.


Report an issue >

Additional navigation to report any issues.

# Messages

Within the messages you will have messages from Chase Evans.  
These could include reminders of rent or maintenance work notifications.

To view your messages click on the property tab.



Dashboard





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 Mr John Smith   

### Profile

Mr John Smith



> Edit Profile

### Property Manager

Khurram Taj

Property Manager

Head Office

ktaj@chaseevans.co.uk

### Messages

There are currently no messages.



# Tenancy

In your tenancy you will be able to view details of your property including the marketing images.

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Mr John Smith

> Edit Profile

Property Manager

Khurram Taj  
Property Manager  
Head Office  
ktaj@chaseevans.co.uk

Tenancy

613, South Boulevard, 7 Baltimore Wharf, London, E14 9BT

Rent: £1,776.67 (per month)

Status: Fixed Term

12/09/2018  
Tenancy Start

12M  
Term

11/09/2019  
Tenancy End

Tenancy details

hide detail

Deposit held: £2,580.00

Landlord name: Mr Peter Robert Hughes

Deposit ref: [REDACTED]

Amount owing: £0.00

Messages (0)

show detail

Maintenance (0)

show detail

Compliance certificates (0)

show detail

Other documents (0)

show detail

To view your properties click on the property tab.


Further down you will find information such as any maintenace notes carried out, your property compliance documents and any other documents such as tenancy agreement.

Your property managers contact details.



# Documents

Any important documents are available for download, this could be tenancy agreements or compliance certificates.



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Mr John Smith



> Edit Profile

Property Manager




Khurram Taj

Property Manager

Head Office

ktaj@chaseevans.co.uk

Documents


Name	Category	Date	
Gas Safety	Compliance certificate	17/08/2018	PDF 
Tenancy Agreement	Signed TA	25/07/2018	PDF 
EPC (Energy Performance Certificate)	Compliance certificate	17/09/2014	PDF 

To view and download any related documents select documents icon.

Document download

# Report an Issue - 1/2

To report an issue you will have to be in your dashboard, you then need to click on the 'Report an Issue' button.



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 Mr John Smith



**Profile**

Mr John Smith



> Edit Profile

**Property Manager**

Khurram Taj  
Property Manager  
Head Office  
ktaj@chaseevans.co.uk

**Messages**

There are currently no messages.

**Recent activity**

There is currently no recent activity.

**Maintenance**

There are currently no maintenance jobs.


Report an issue >

Additional navigation to report any issues.

# Report an Issue - 2/2

Profile

Mr John Smith



> Edit Profile

Property Manager


Khurram Taj  
Property Manager  
Head Office  
ktaj@chaseevans.co.uk

Report a Maintenance Issue or Problem

Something gone wrong or have a problem with your property? Find an answer by following the steps below.

1

What does your problem relate to?



Emergencies & Alarms


Fire or Fire Alarm

Gas Leak

Property Alarm

Carbon Monoxide Alarm

Smoke Detector



Services & Utilities

Electricity


Central Heating

Hot Water

Cold Water

Water Leak

Telephone / Broadband



Kitchen


Kitchen Appliances

Washing Appliances

Kitchen Units

Bathroom & Fittings

Air Conditioning Unit



Building

Common Parts

Internal Structure

**Garden**

Furniture

Windows

Vermin / Pests / Bugs

Can't find your problem above? Click here.

2

What's the problem with your Garden?

Fence

Wall

Steps

Guttering

Drains

Roof

Other

3

Please tell us a bit more about the problem

Problem description:

1500 characters maximum.

Upload up to 3 images below.

JPG, GIF, PNG files only. 10MB limit per image.

Photo(s):

Select up to 3 files...

Browse...

Submit

1

Find the most appropriate category from the options on the first page after navigating to the 'report an issue' page.

2

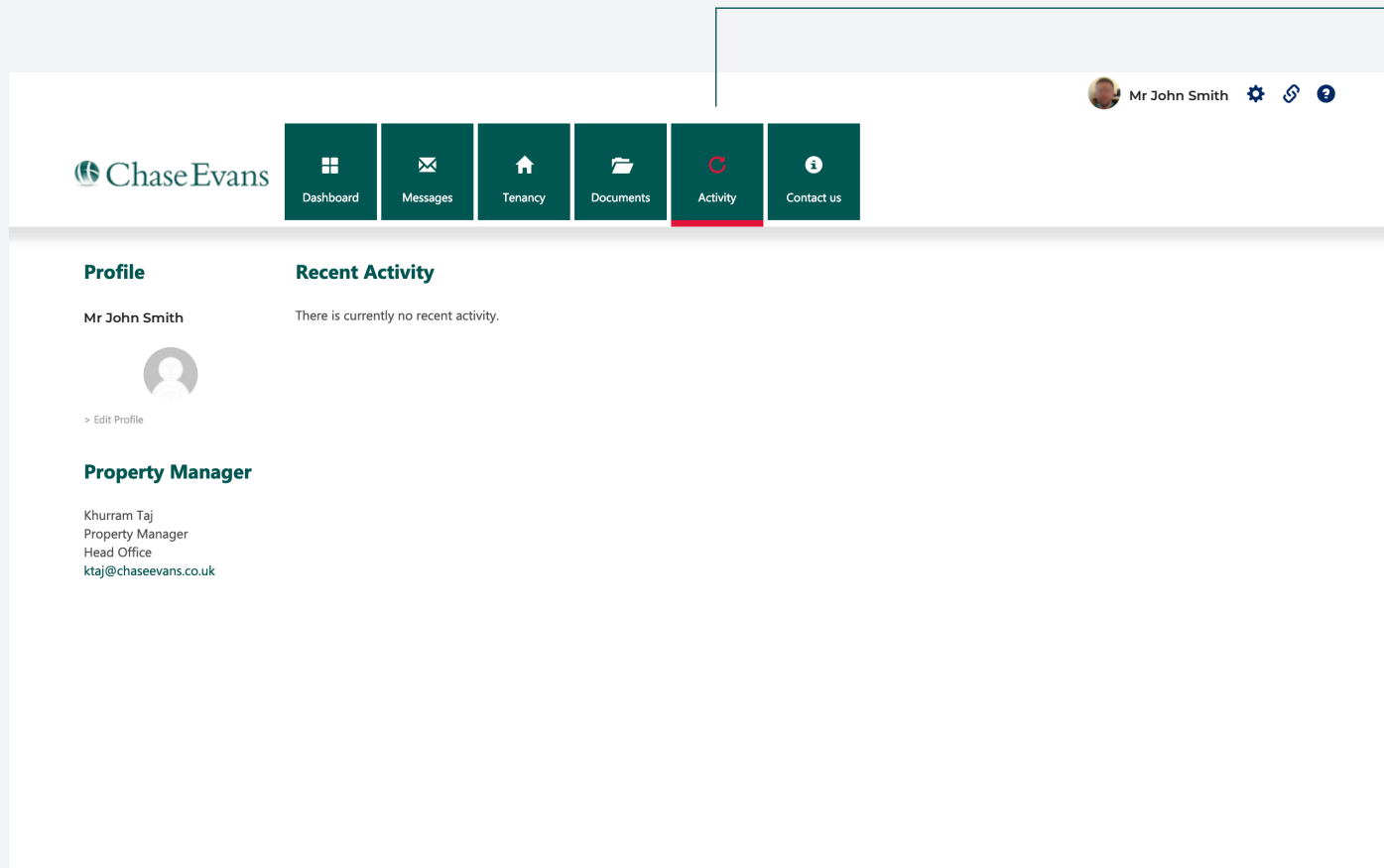
Next step you will be given more specific options based on what your first category selection is.

3

Finally you can describe in more detail the issue. You can also upload images to show us the issue. This way we can quickly establish what is required.

# Activity

The 'Recent Activity' tab includes any recent maintenance or other works carried out on your rented property.



To view all your recent activity select the activity icon.

# ContactUs

For any further questions you can find contact details for all our offices in London and across Asia.

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Mr John Smith

Contact Us

Below is a list of our offices.  
Select one to view more information.

**Property Management Department**

Strata Tower  
10-12 Walworth Road, London  
SE1 6EE

**Telephone**  
Tel - +44 (0)20 3869 2191  
Fax -  
Email - propertymanagement@chaseevans.co.uk

**Accounts Department**

Strata Tower  
10-12 Walworth Road, London  
SE1 6EE

**Telephone**  
Tel - +44 (0)20 3869 2192  
Fax -  
Email - statements@chaseevans.co.uk

**Renewals Department**

Strata Tower  
10-12 Walworth Road, London  
SE1 6EE

**Telephone**  
Tel - +44 (0)20 3869 2193  
Fax -  
Email - renewals@chaseevans.co.uk

**Singapore Office**

One Raffles Quay  
Level 25, North Tower  
Singapore 048583

**Sales & Lettings**  
Tel - +65 6622 5570  
Fax -  
Email - singapore@chaseevans.com.sg

**Hong Kong Office**

20/F The Galleria  
9 Queen's Road Central  
Central, Hong Kong

**Sales & Lettings**  
Tel - +852 3189 7093  
Fax -  
Email - hongkong@chaseevans.com.hk

**London Offices**

Sales & Lettings  
London  
UK

**City Office**  
Tel - +44 (0)20 7488 2777  
Fax -  
Email - city@chaseevans.co.uk

**Pan Peninsula Office**  
Tel - +44 (0)20 7536 7900  
Fax -  
Email - panpeninsula@chaseevans.co.uk

**Docklands Office**  
Tel - +44 (0)20 7510 8444  
Fax -  
Email - docklands@chaseevans.co.uk

**Greenwich Office**  
Tel - +44 (0)20 8853 5499  
Fax -  
Email - greenwich@chaseevans.co.uk

**Elephant & Castle Office**  
Tel - +44 (0)20 3869 2888

All our contact details can be found in 'Contact Us' tab.

