

Step by step guide to report a property maintenance problem online

Please use Google Chrome as your browser

You can add a shortcut to your mobile phone home screen by navigating to the form and in options, select save to Home Screen

This guide will step you through the journey to report a property maintenance problem online

At the beginning of the online journey you will be informed about what information is required to complete the form.

Click Start when you are ready.

Report a problem at our facilities, venues, parks or beaches

Rīpoatahia he raruraru i tētahi o ō mātou urunga, whare, papa rēhia, tāhuna rānei

Use this form to report maintenance problems at our facilities and venues or in our parks, reserves, and beaches.

You should know

Before you start

You will need to let us know:

- the location of the problem
- details of what the problem is

You can upload upto three photos to help us assess and prioritise the problem.

[Login or register](#) to save details and track the progress of this problem.

🕒 Five minutes estimated time to complete this form.

Start >

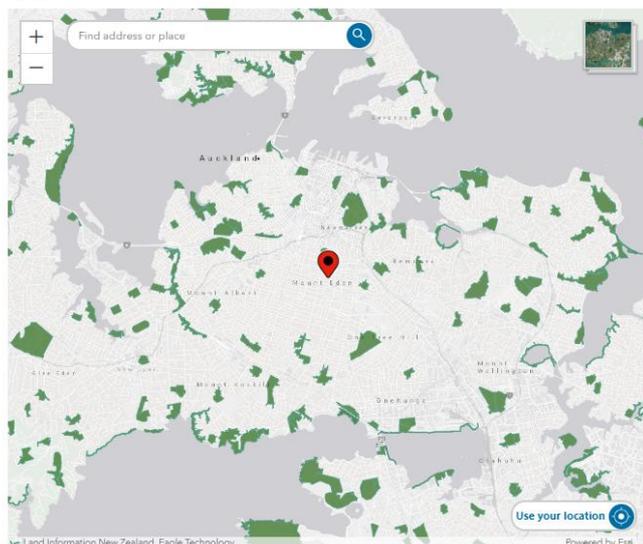
Step 1: pinpoint the problem location on the map.

You can either select 'Use your location', enter an address or enter the name of an Auckland Council asset. You can also switch to an aerial view of the map to show more detail. Move the map under the pin to navigate around.

Select the location of the problem

Step 1 of 8

< Start again



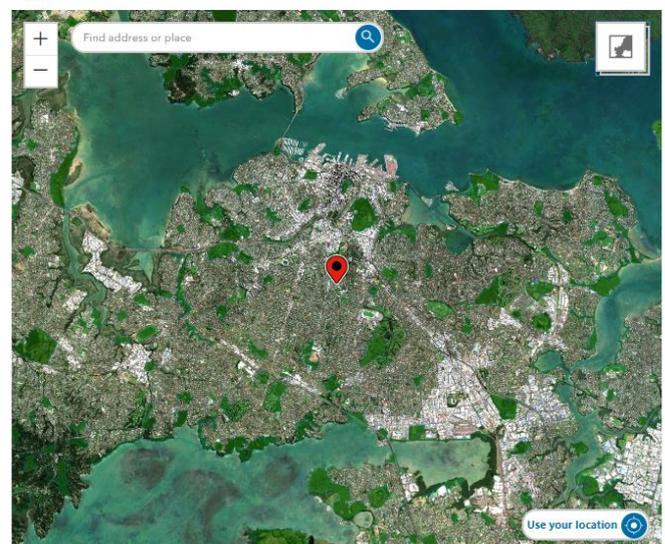
< Start again

Next Step 2 >

Select the location of the problem

Step 1 of 8

< Start again



< Start again

Next Step 2 >

Step 2: Confirm the location of the problem you want to report first and then select the location within that area.

This will show you a list of council buildings and/or open spaces that you can report a problem on in this vicinity.

Step 3: Select the type of problem to report

A list of problems that you can report for that site or asset will then appear, and you can select one before moving to the next step.

Confirm the location

Step 2 of 8

[Start again](#)

Confirm the location by selecting an option

Which of these options best represents the location of the problem?

- Glenfield Pool and Leisure Centre
- Glenfield Leisure Centre -External

Garden, shrubs or bush

[Back Step 1](#)

Select the type of problem to report

Step 3 of 8

[Start again](#)

Select the type of problem

- Problems with plants (including grass), trees and animals
- Something is wrong with water or plumbing
- Something is dirty, spilt, empty or needs to be emptied
- Problems with grass on side of road (too long)

[Back Step 2](#)

Step 4: Select the problem and any conditions that might be present

Select the problem

Step 4 of 8

[Start again](#)

Something is wrong with water or plumbing

Select the problem you want to report.

You will be able to provide more comments about your problem in a moment.

- Drain In sports field blocked, flooding, or damaged
- Something Else

Are any of the following conditions present?

So we can correctly direct your request to the right contractor.

- A game is on soon and this is preventing play
- A game is on in the next couple of days and this can prevent play
- None of these apply

[Back Step 3](#)

Step 5 will only appear if the same problem has been reported within the past few days.

This is to reduce the number of duplicate work requests and you can select to be notified about the progress of the job.

Step 6 is the opportunity to include photos and any additional information

You can upload photos of the problem you are reporting from your phone or computer.

Include photos and other relevant details

Step 6 of 8

[< Start again](#)

Add photos of the problem (optional)

You can upload a maximum of three photos, up to 10MB each. Accepted file types are: DOC, DOCX, JPG, JPEG, PNG, PDF



Tell us more about the problem (optional)

Include as many relevant details as you can, such as possible dangers to the public or directions to the problem.



Step 7: Add contact details

Your contact details

Step 7 of 8

[< Start again](#)

You should know

We may need to contact you for more information. Having your contact details will help us to resolve the problem easier and faster.

We will use your contact details in line with our [customer privacy policy](#).

Can we contact you about this problem?

- Yes
 No

If you are an Auckland Council Staff member, then you will need to check this box 'Are you reporting on behalf of a council organization?' and enter your Council ID number.

This is for reporting purposes and will help us to identify common reported problems. You can find these numbers on Kotahi.

Who is reporting this problem?

Are you reporting on behalf of a council organisation?

- Yes

Enter your council organisation account number

And indicate how you would like to receive automated progress updates

Notification settings

How would you like to receive progress updates?

- email
- txt/sms
- don't notify me

Who is the contact person?

Who can we contact for more information or to arrange access to the problem, for our contractors and staff?

These details will be passed onto our contractor.

- Same as above

Step 8: Check all the details of the problem you are reporting and your contact details

Check the details of the problem you reported

Step 8 of 8

You will then be taken to a final screen where you can report another problem if you wish.

Thank you

Tēnā koe

Thank you for caring for your community and letting us know about the problem.

We have received your request.

What happens next?

If you have subscribed to notifications, we will send you the reference number in an email or text message with a link to track progress. We will also notify you when the status of the problem changes.

Report another problem

To report another problem at the same location, use [report another problem at this location](#).

To report an unrelated problem, use [report another problem](#).

Track reported problems

You can add new problems and track their status using myAUCKLAND.

[Register or login](#) to use this service.