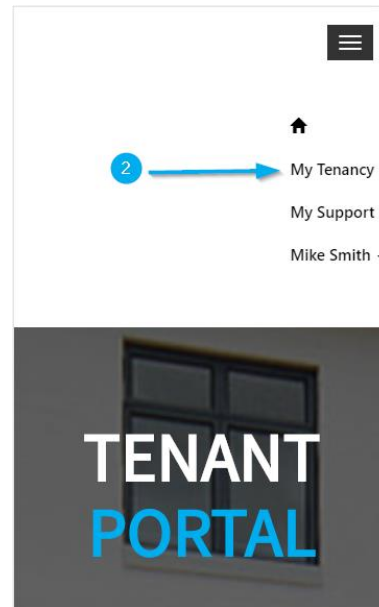
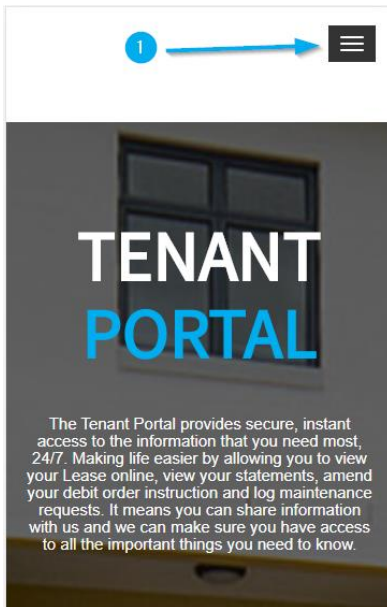




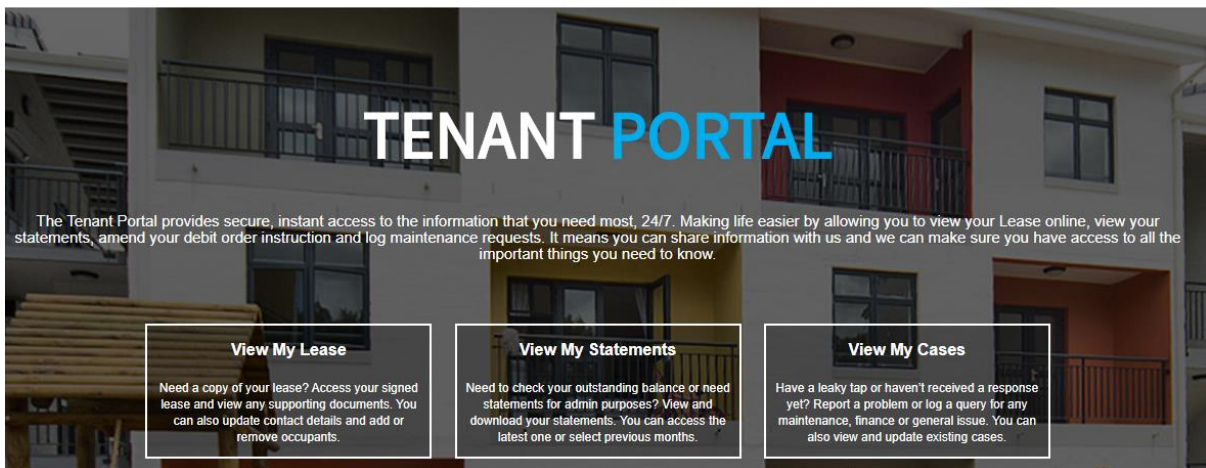
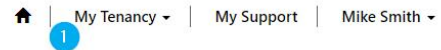
**goodfind**  
PROPERTIES

## How do I open a new case?

1. Sign into your account.
2. Click on the menu button and click "My Tenancy":



Mobile Phone View



Web Browser View

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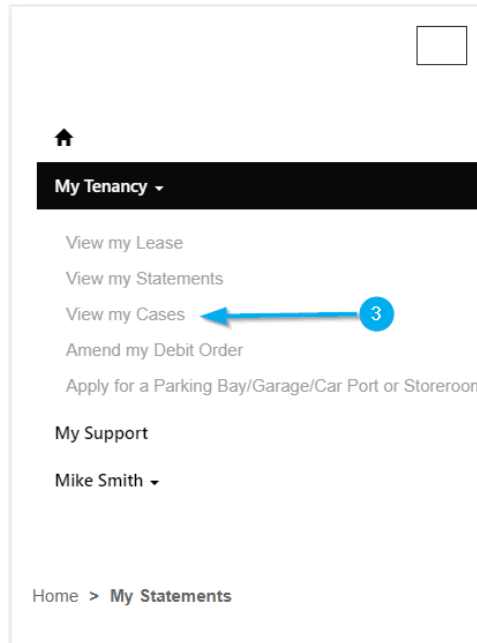
Block A, Park Lane Office Park, 2 Park Road, Pinelands, Cape Town  
PO Box 259, Cape Town, 8000  
T 021 421 6008 | F 021 421 6094 | Call centre toll free 0800 266 737  
callcentre@goodfindproperties.org.za  
[www.goodfindproperties.co.za](http://www.goodfindproperties.co.za)

**Directors Non Executive:** N V Balfour, M G Kearns (Chairperson), B L E Khan, E L Steyn  
**Directors Executive:** A W Houston (CEO) **Company Secretary:** N Wagner

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3. Click on the menu button and click “View my Cases”:



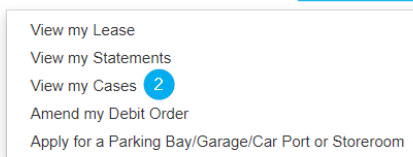
Mobile Phone View




Home > My Statements





## My Statements

My Tenancy | My Support | Mike Smith



Need to check your outstanding balance or need statements for admin purposes? View and download your statements. You can access the latest one or locate a specific statement using the search box. Use the icon  to view a specific statement

Statement Name ↑	Statement Period	Created On	
<a href="#">Aliwal Gardens Rentals - 20 - Smith M - August 2019</a>	August 2019	17/10/2019 4:05 PM	
<a href="#">Aliwal Gardens Rentals - 20 - Smith M - August 2020</a>	August 2020	07/04/2020 9:32 AM	
<a href="#">Aliwal Gardens Rentals - 20 - Smith M - October 2019</a>	October 2019	17/10/2019 3:58 PM	
<a href="#">Aliwal Gardesn Rentals - 20 - Smith M - September 2019</a>	September 2019	17/10/2019 4:05 PM	

Web Browser View

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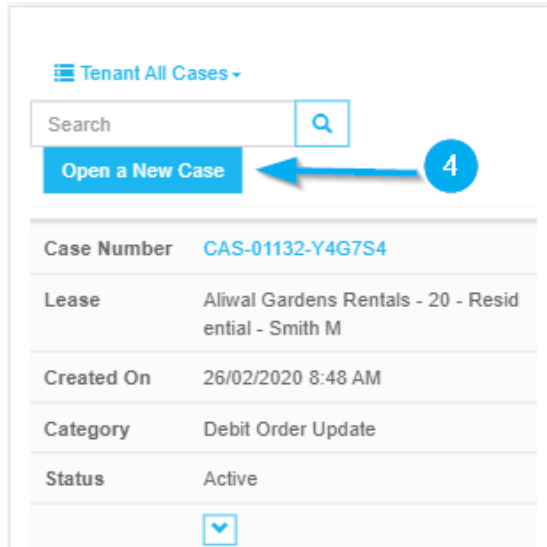
5th Floor Communicare Centre, 2 Roggebaai Square, Walter Sisulu Avenue,  
Foreshore, Cape Town, 8001 | PO Box 259, Cape Town, 8000  
T 021 421 6008 | F 021 421 6094 | Call centre toll free 0800 266 737  
callcentre@goodfindproperties.org.za  
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4. Click on the “Open a New Case” button:



Mobile Phone View

## My Cases

Report a problem or log a query for any maintenance, finance or general issue by clicking on [Open a New Case](#)

Use the icon  in the list to view your case or to rate the service on the case. You can use the filter to help you find closed cases, active cases and list all your cases.

Tenant All Cases ▾



Web Browser View

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5. Complete the required \* fields and click "Submit"

The mobile phone view of the reporting form is shown in a vertical orientation. It features several input fields and a submit button, each marked with a blue circle and an arrow indicating a step in the process:

- Reported By \***: A dropdown menu with "Mike Smith" selected.
- Title \***: An empty text input field.
- Lease \***: A dropdown menu with "Alival Gardens Rentals - 20 - Residential - Smith M" selected.
- Primary Leaseholder**: A dropdown menu with "Mike Smith" selected.
- Description \***: A large empty text area.
- File Upload**: A section with the text "If you have any photos or supporting documents you want to include, add them here." and a "Choose Files" button next to "No file chosen".
- Submit**: A blue button at the bottom.

Mobile Phone View

The web browser view of the reporting form is shown in a horizontal orientation. It features several input fields and a submit button, each marked with a blue circle and an arrow indicating a step in the process:

- Reported By \***: A dropdown menu with "Mike Smith" selected.
- Title \***: An empty text input field.
- Lease \***: A dropdown menu with "Alival Gardens Rentals - 20 - Residential - Smith M" selected.
- Primary Leaseholder**: A dropdown menu with "Mike Smith" selected.
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