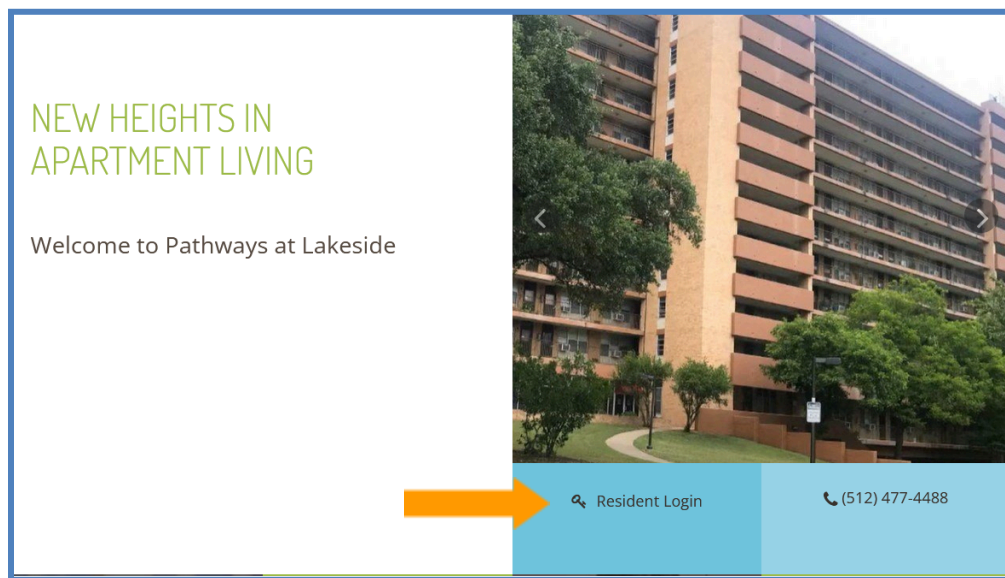




SUBMIT A MAINTENANCE REQUEST



1. Visit the [RentCafe Website](#) and choose the property you want to **log in** with RentCafe.
2. Click "**Resident Login.**"



3. Enter your email and password, then click "**Sign In.**"

Welcome to Resident Services

If your username is not an email address, [click here to login.](#)

* indicates required fields.

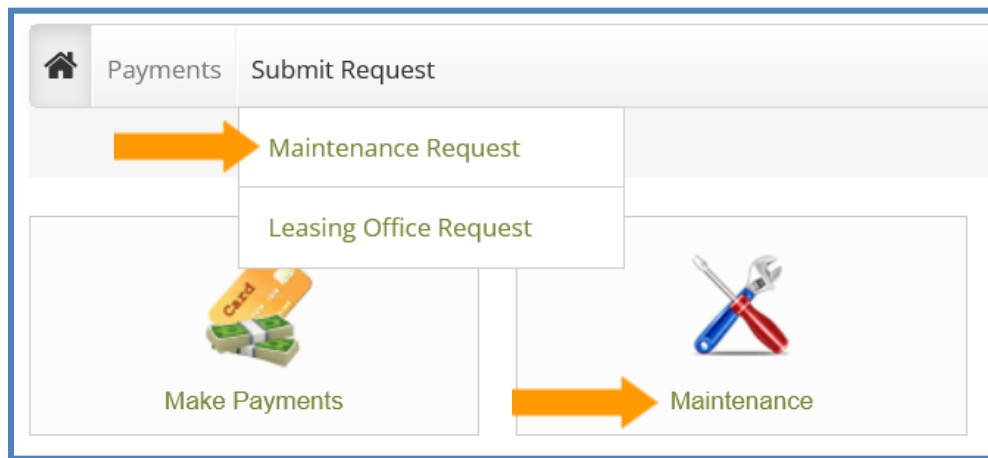
Email*

Password*

Sign In

Three orange arrows point to the Email field, the Password field, and the Sign In button.

4. After logging in, click "**Maintenance**" on the dashboard or "**Submit Request**" tab.



5. Complete the **request form**:

- **Category** and **description** of the issue
- **Location** of the problem (e.g., kitchen, bathroom)
- (Optional) Attach a photo

6. Review your request and click "**Submit.**"

A screenshot of the 'Submit Maintenance Request' form. The form has two tabs: 'Submit Maintenance Request' and 'Request History'. The 'Submit Maintenance Request' tab is active. The form contains the following fields: 'Category*' (a dropdown menu with 'Select a Category' as the placeholder), 'Sub Category' (a dropdown menu with 'Select a Sub category' as the placeholder), 'Location' (a dropdown menu), 'Full Description*' (a large text area with a '1499 characters remaining' indicator), 'Access Instructions' (a text area), and 'Attachment' (a 'Choose File' button). At the bottom of the form is a 'Submit' button. Four orange arrows point to the 'Category*', 'Location', 'Full Description*', and 'Submit' fields/buttons respectively.

Track your request anytime in your **Request History** tab.

Need help?

Call HACA Client Support Center: **512-588-8298**

Submit a Support Request Form: [Click here](#)

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