

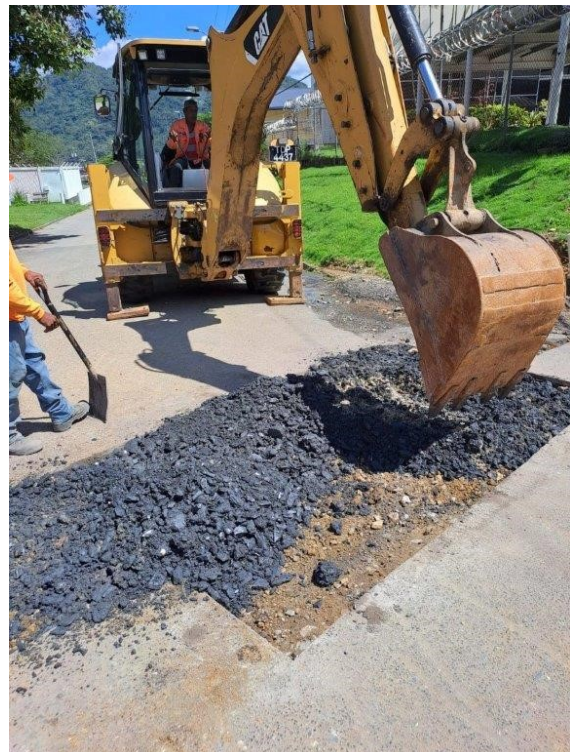


April 28th, 2026

Reporting maintenance issues effectively

How to communicate effectively with e Teck Property Officers

The timely maintenance of your property is essential to keeping your business running smoothly. Effective communication between tenants and property officers is therefore key to ensuring that reported issues are addressed promptly and efficiently by e Teck.



Start with

When reporting a maintenance issue, providing accurate and detailed information up front allows e Teck to

Information

- The exact **location** of the issue (building, unit, floor, etc.)
- A **brief description** of the problem (e.g., leaking pipe, electrical issue)
- **When** you noticed the issue
- Any **visible effects** (e.g., water stains, strange smells, noises)
- **Photos or videos**, if possible

Remember: A clear message reduces the back-and-forth and speeds up the response.

Follow up any unofficial correspondence formally

Many tenants currently report issues via WhatsApp, which is fast and convenient. Sending photos or short videos with a message is a great way to help property officers understand the issue visually. While e Teck understands that WhatsApp provides an efficient means of communication, it asks all tenants to not rely on this solely, but to follow through with a formal email as soon as it is feasible to do so. This helps create an official record, which is necessary for:

- Prioritising the issue
 - Assigning the right maintenance personnel
 - Initiating any approvals for repairs or external contractors
-

Prioritise your maintenance issue

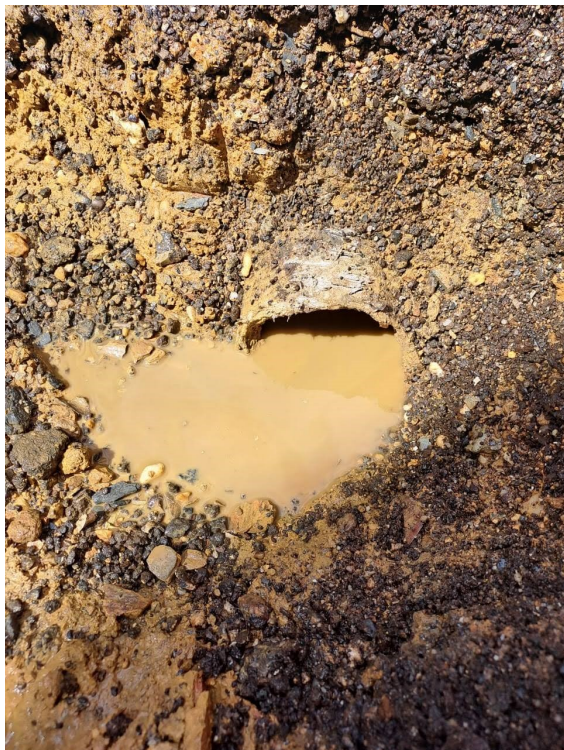
Not all issues are equal. Some require **immediate attention**, while others are queued in the maintenance work flow, dependent on when funds become available and other determining factors

Examples of **emergencies** we attend to are:

- Major water or sewer leaks
- Electrical faults with risk of fire
- Structural damage affecting safety
- A system failure affecting multiple tenants

These are prioritized and responded to immediately by our maintenance personnel. Please note that while tenants can

emergency based on safety, scale of impact, and available resources..



What to know now that you have reported your issue

Once an issue is reported:

1. **The property officer logs it** and brings it to the attention of the Facilities and Maintenance Department.
2. The Facilities and Maintenance Department conducts an investigation of the issue.
3. If repairs are required, especially involving external contractors, a **formal process** is initiated.
4. If the issue is tenant-related, Teck will notify you with next steps or guidance.

In some cases, a **site visit** may be necessary before any decisions are made.

When repair work could potentially impact your operations like road access, utility outages, or restricted space tenants will be notified **in advance**. Property officers will coordinate with you to minimise disruption and ensure transparency throughout the process.

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