

Tenant Service Request Portal



EXCITING NEWS!



**We're pleased to introduce our new
Tenant Service Request Portal**

<https://www.portoftacoma.com/servicerequest>

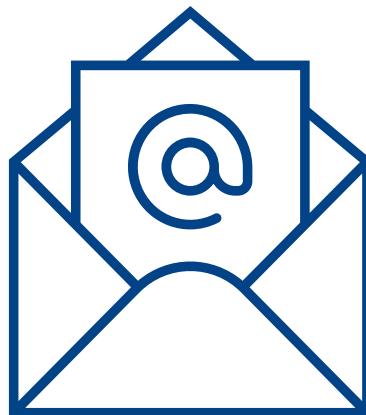


Webform

Simple webform collects all necessary information to expedite your request and route to your property manager

Email Updates

When your request is created, as it progresses, and when it is completed, updates will be automatically sent via email



Tenant Contact Information

Name *

Company *

Email *

Phone *

About the Service being requested

Address where service needs to be performed *

What service is being requested? *

Give a detailed description of service being requested. *

Who is your contact at the Port or the NWSA? *

- Select -



To submit a service request:

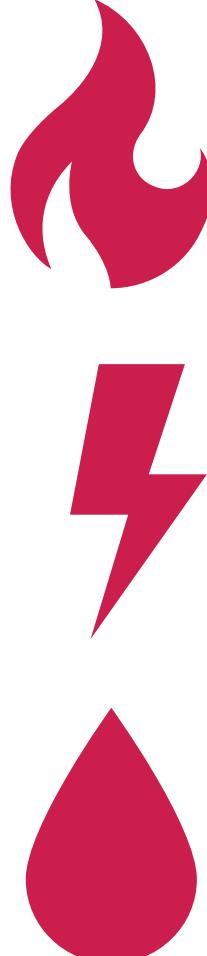
- 1 Navigate to <https://www.portoftacoma.com/servicerequest>
- 2 Complete and submit the Service Request form
- 3 Send any supporting photos that could help the technician locate or resolve your request to your Port or NWSA Property Manager via email

Email Updates



-  **Upon confirmation of webform submission**
-  **When your service request is created by the property manager**
-  **When the status of your service request changes to In Progress**
-  **As notes are added related to your service request**
-  **When work for your service request has been completed**

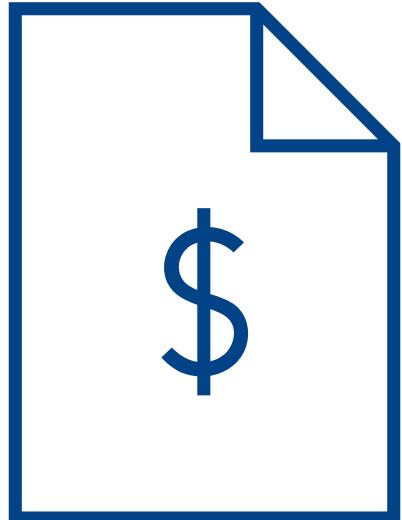
Maintenance Emergencies



In the event of a maintenance emergency, please contact your Property Manager directly by phone.

- ❖ Fire
- ❖ Gas Leak
- ❖ Carbon Monoxide
- ❖ Flooding
- ❖ No Electricity
- ❖ No Water

Billing Inquiries



Port of Tacoma Tenants:

Email questions to PortRealEstate@portoftacoma.com

NWSA South Harbor Tenants:

Email questions to your Property Manager

An aerial photograph of a bustling port. In the foreground, a large green and white cargo ship is docked at a terminal. To its right, another ship is partially visible, loaded with colorful shipping containers. A large orange gantry crane stands prominently on the right side. The port is situated in a bay with a deep blue waterway. In the background, a majestic snow-capped mountain, Mount Rainier, rises against a clear blue sky. The surrounding land is a mix of industrial buildings, green fields, and a dense forest.

Thank you Questions & Discussion