



FREQUENTLY ASKED QUESTIONS
Lease Management
Property NSW



LEASE MANAGEMENT

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What is a Leased Accommodation Request (LAR)?

Under PM1220 legislation, Property NSW manages NSW Government agencies' requests for new leased office accommodation to meet their current and future needs.

Leased Accommodation Requests, or LARs, can include a request to remain, relocate or vacate existing leased premises.

What transactions will be available through the new Customer Portal?

The new Customer Portal is a digital tool that will enhance your customer experience and interaction with Property NSW regarding your leasing requirements. The portal provides more flexibility to communicate, access case details and reports, and upload and download information in relation to your transactions. Further enhancements and updates will be deployed in future releases of the Portal and we will advise when this happens.

If you would like to learn more about performing transactions in the new portal, download the User Guide or watch the videos available under the 'Help' tab.

What are the key changes for customers?

The key changes to the new Customer Portal include the ability to:

- Submit Leased Accommodation Requests online (New Requests)
- Collaboratively complete the Leased Accommodation request form with your Asset Manager
- Trace conversations and correspondence related to the case in the system
- Sort conversations chronologically
- Receive email notifications of critical deadlines to help you manage your property portfolio
- Check the status of your requests
- Have multiple agency users work on the case.

How do I register to use the Customer Portal?

New Customers:

New users can create a user profile for your agency via a link on the Customer Portal home page.

All requests for portal access will be assessed and approved by Property NSW. Once the registration has been approved, customers will receive an email with login instructions within one to five working days.

Existing customers:

Agencies who have been lodging Leasing Accommodation Requests on behalf of their agencies will receive a welcome email on the day the new portal goes live. This email will contain your user name and the URL link for the new Customer Portal. Please save this link as a 'Favourite' in your web browser.

Note: The previous customer portal and its link will be disabled upon the launch of the new Customer Portal.

I have reset my password but still cannot login?

If you entered your password incorrectly your account will be locked out.

Go to the Help form and lodge a request to unlock your access. We will then unlock it for you and confirm your access via email.

I've forgotten my password. How do I reset it?

You can request to reset your password from the Customer Portal home page. You will need to enter the email address or user name for which you are requesting the reset.

If you have further difficulties, you can lodge a request for assistance via the Help tab on the portal.

When will I be able to use the Customer Portal?

New Customers:

You will receive an email with your login details as soon as your registration has been approved.

Existing Customers:

You will be able to use the portal once you've received the welcome email.

How do I know what is happening to my request?

You will no longer need to contact your asset manager for a status update. You will be able to log into your Agency Portfolio in the new portal and see the status of each case in the system.

What advantages can I expect from the new portal and how will the new system improve on the existing process?

The new digital platform will make it easier for agencies to work with Property NSW to achieve better utilisation of the NSW Government's property portfolio.

The new portal has been designed as a self-service, collaborative tool allowing you to access more case information and reports.

The new Customer Portal will provide you with the following improvements to the current process:

- Intuitive, less complicated digital forms that are easier to use
- Improved agency views with all requests collated in one location
- Greater flexibility with multiple contacts able to work on a case at the same time
- Improved navigation with revised fields and help options
- Increased visibility of the status of requests with clear milestones at each stage
- Enhanced reporting capability with personalised reports, sorting options, filters and ability to export in CSV or Excel formats
- Collaborative two-way communication tools
- Efficient storage of information with upload and download functions for case-specific information.

How do I talk to someone about my request?

You will be able to communicate directly with the case owner working on your request via the Customer Portal. A new comments section in the case file will allow agencies and Property NSW to leave comments so you will know the status of your request. Instructions on how to use the comments section are available in the User Guide.

Can my Asset Manager see my screen?

Yes, our internal system allows your Asset Manager to see exactly what you see. Property NSW can log in as an agency user (if need be) and enter case details if required.

Can I use the new Customer Portal on my portable device?

Yes, you can. You will need to enter the URL link in your browser to view it in your mobile phone or tablet.

How do I know what fields I need to complete when submitting a request?

The new Customer Portal has been designed with revised, meaningful help text and mandatory fields that explain what you need to do. You can submit a request by completing the fields marked with asterisks (*). The new Customer Portal will give you a warning when you try to save details without completing the mandatory fields.

What happens if I use the old Customer Portal link?

Once we go live, the old customer portal link will be disabled and archived. You will no longer have access to this link. All your information will be transferred to the new portal and you will be emailed your new login details.

Who do I contact if I have further questions?

Contact your Asset Manager if you have further questions about the new Customer Portal. If your question is case specific, enter the case number and send a message directly to the case owner.