PLEASE NOTE THAT ALL MAINTENANCE ISSUES NEED TO BE SUBMITTED THROUGH ARTHUR ONLINE AND NOT BY EMAIL, TEXT, OR OTHER MESSAGING MEDIA.

Estate Management London uses an intuitive and personalised online database to assist with the management of your property and your tenancy, called Arthur Online.

If you have not already registered during your referencing process, please email a.wojtecki@emluk.com from the email address that you wish to use throughout your tenancy and you will be sent a personal registration link.

The system is very straight forward to use and can be accessed from anywhere on any device connected to the internet. Below are some of its core functionality basics:

Main Screen

Here you have an overview of your tenancy:

1. Details of your property manager
2. Details of how much and where to pay your rent to, along with the reference that should be used with payment
3. Information on when your tenancy started, ends, and any break clause
4. Information in respect to your deposit

There are 9 buttons at the top where you can click to another screen as follows:

1. Dashboard – takes you back to the introduction screen and displays the above information
2. Raise An Issue – allows you to raise an issue to the property manager
3. Track An Issue – allows you to see the progress on any issues that have been raised
4. My Documents – here you can find and download any documents that have been shared with you
5. Notices Served – here you can find and download any notices served during your tenancy
6. Inventory – here you can find and download your inventory documents, and check out report after your tenancy ends
7. Utilities – displays service providers for your property (if known), you can also provide readings here
8. Statement – here all rents/payments received can be logged (please note this is not currently in use)
9. Inbox – notifies you of any new messages that have been sent regarding your tenancy