



FACTSHEET FOR SPORTS GROUNDS USERS

SELF SERVICE ONLINE PORTAL

WHAT IS IT?

Penrith City Council's Online Services portal allows customers to lodge sporting facility maintenance requests, anywhere and anytime.

BENEFITS TO USERS

- The portal can be accessed 24/7 on most devices.
- Requests are sent directly to City Presentation for action.
- Each sporting club have their own unique account that can be accessed by committee members.
- Status and completion notifications are provided for each request.

UNIQUE CLUB ACCOUNT

Usernames and passwords have been provided to club contacts that were nominated on their seasonal application. Email address provided on your application has been linked to club accounts. If you wish to change the email address linked to club account, please email recreation@penrith.city.

We strongly recommend that clubs update their password upon first login. This account can be shared with club committee members and should be used to lodge maintenance requests.

The account does not contain any confidential club information.

IMPORTANT: Clubs **must not** change the *Given Name and Last Name* allocated to their account.

Importance of unique club accounts:

- Requests are tracked in one location
- Supports transparency between club committee members
- Prevents multiple requests for the same issue
- Reports can be generated for associations
- Improves Council's ability to provide quality customer service.

CLUB VS PERSONAL REQUESTS

- Sporting facility maintenance requests must be reported using their unique club account. Requests for bookings and keys must be directed to recreation@penrith.city.
- Personal requests must be reported using your own individual account (e.g., John Smith of 123 Smith Street, Penrith).

Examples of differences between club and personal requests:

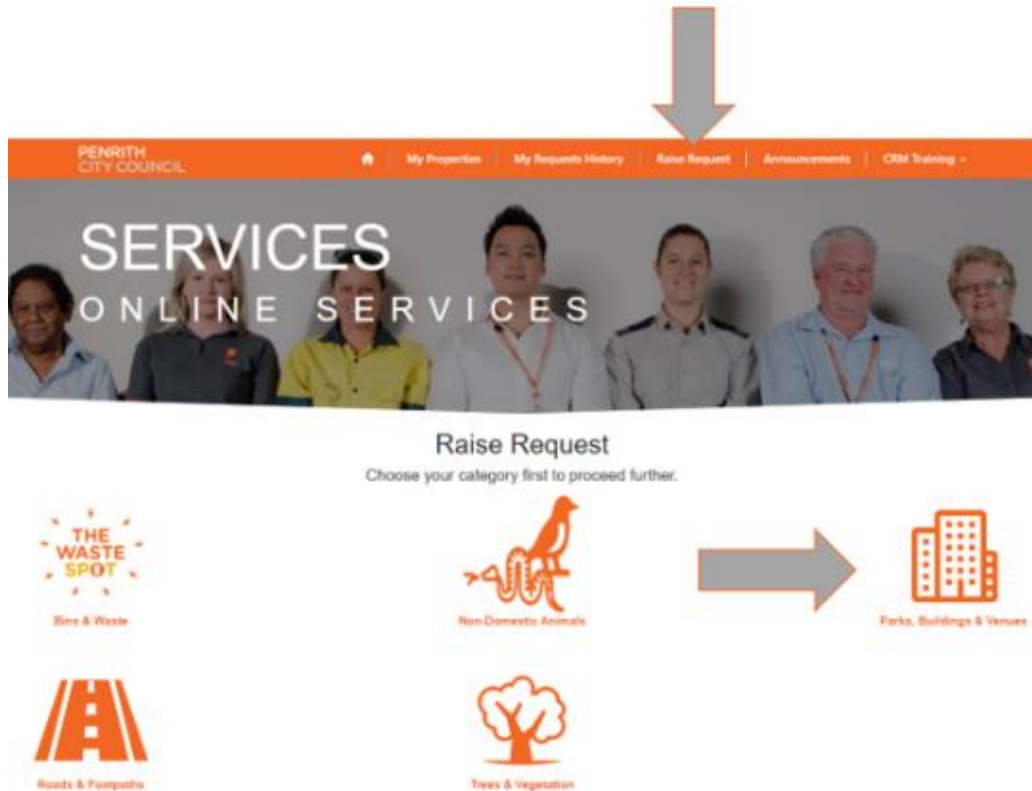
Club Requests	Personal Requests
Bin collection at the club's allocated ground	Residential bin or bulky waste collection
Repairs noticed at the club's allocated facility during the club's operations	An item noticed during your personal leisure activities e.g., <i>afternoon walk</i>
Repairs to footpaths at the club's allocated facility	Repairs to footpaths along your residential street

FOR MORE INFORMATION ON PENRITH CITY COUNCIL SELF SERVICE ONLINE PORTAL, GO TO <https://my.penrith.city/> OR CALL 4732 7777

HANDY HINTS/ INSTRUCTIONS

HOW TO SUBMIT A MAINTENANCE REQUEST

1. Go to <https://my.penrith.city>
2. Login using the club's unique email address.
3. Select **Raise Request**
4. Select **Parks, Buildings & Venues.**



Webmaster notes – Insert “Photo ONE”

5. Select the most appropriate **Request Type** from the drop-down menu.

Please note: Select “*Penrith Council Owned Building Maintenance*” if no other category is suitable.

6. Include as much detail as possible in the **Request Details** field.

Please note: Specific details about the request will help Council understand the issue and improve completion timeframes.

Tips:

- Add specific field numbers *e.g., Jamison Field 1*
- Identify locations with compass direction *e.g., South-eastern quarter*
- Use meters figures *e.g., 5 metres from the sideline*
- Think of the quantity *e.g., 2 Floodlights globes out*

7. Please include personal contact details in **Request Details**, in the event Council require more information.

8. Attach photos of the issue.

9. Click **Submit**.

A confirmation email will be sent to the centralised email address including a reference number.



HOW TO REVIEW REQUEST HISTORY FOR THE CLUB

1. Login using the club's unique email address.
2. Click on **My Requests History**
3. Select **My Open Cases**, **My Closed Cases** or **All My Cases**.

Home > My Requests History

My Requests History

What can we help you with?

My Open Cases

 My Closed Cases

 All My Cases

Case Title	Customer Case Status	Created On ↓
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There are no records to display.

Webmaster notes – Insert “Photo Two”

All cases will populate similar to below:

Home > My Requests History

My Requests History

All My Cases

Case Number	Case Title	Status	Created On ↓
P-172082-R8T9	Request Litter Removal on Public Land (excludes household collections) - P-172082-R8T9	Resolved	10/05/2021 11:40 AM
P-171239-L0G4	Request Council Fencing Maintenance - P-171239-L0G4	Resolved	06/05/2021 10:33 AM
P-168024-M2K9	Request Council Owned Building Maintenance - P-168024-M2K9	Resolved	26/04/2021 11:26 AM
P-166014-J9W3	Request Council Owned Building Maintenance - P-166014-J9W3	Resolved	20/04/2021 8:54 AM
P-166010-B4W5	Request Footpath Maintenance - P-166010-B4W5	Resolved	20/04/2021 8:53 AM

Webmaster notes – Insert “Photo Three”

Penrith City Council
 PO Box 60, Penrith
 NSW 2751 Australia
 T 4732 7777
 F 4732 7958
 penrithcity.nsw.gov.au