EZist

Community living made easy

Scheme Executive Service Request Guide

In this guide we will be navigating the work flow to create/receive a service request as a scheme executive. Below is the general work flow used to complete a service or maintenance request.

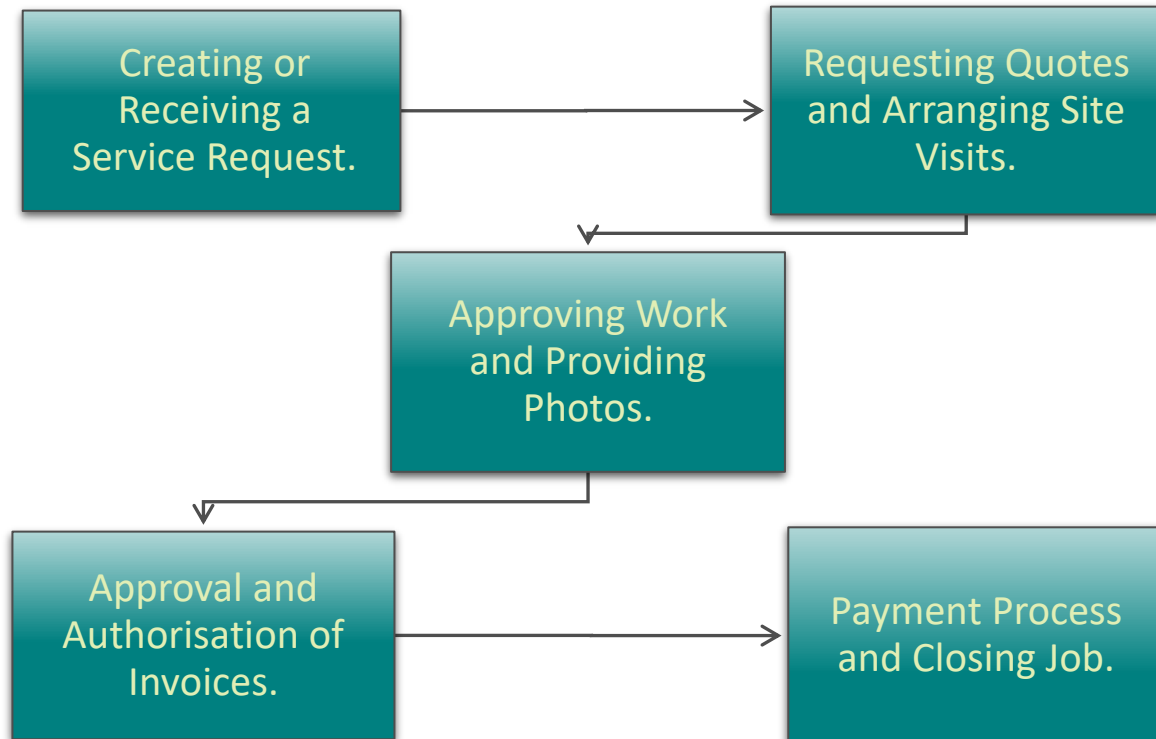Tutorials are avaliable via the EZist app or at www.ezist.online.
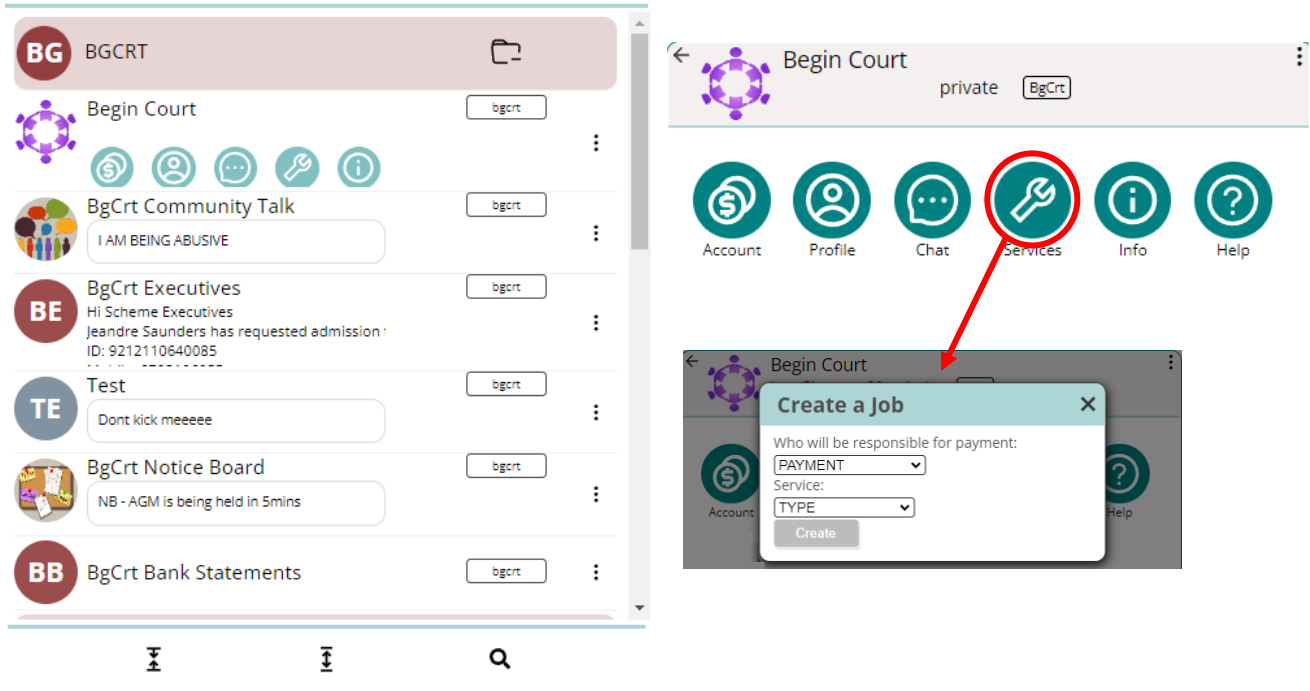
Scheme Executive	Scheme Member	Full Service Request View

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Creating or Receiving a Service Request.  →  Requesting Quotes and Arranging Site Visits.
                                                        ↓
                          Approving Work and Providing Photos.
                                ↓
Approval and Authorisation of Invoices.  →  Payment Process and Closing Job.
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Creating or Receiving a Service Request

To begin the process of logging a service request navigate to your main community topic and tap on the services button.

Here you will select who is responsible for payment and if the issue is on Common Property (community scheme) or Private (owner/resident). Select the affected area, the service required, any aditional information and click create.
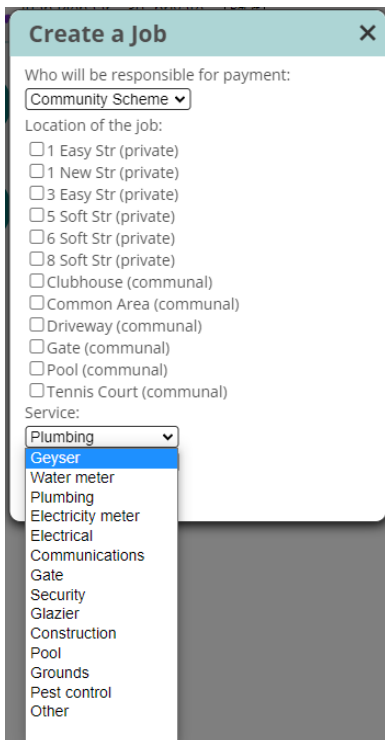

Please note that locations and services may differ from community to community.

Once the job has been created go back to your main screen where you will see the new topic added. For scheme executives receiving requests the job will be appear in the same way.

Requesting Quotes and Arranging Site Visits

Once a service request has been received or created you can open the job as seen below.
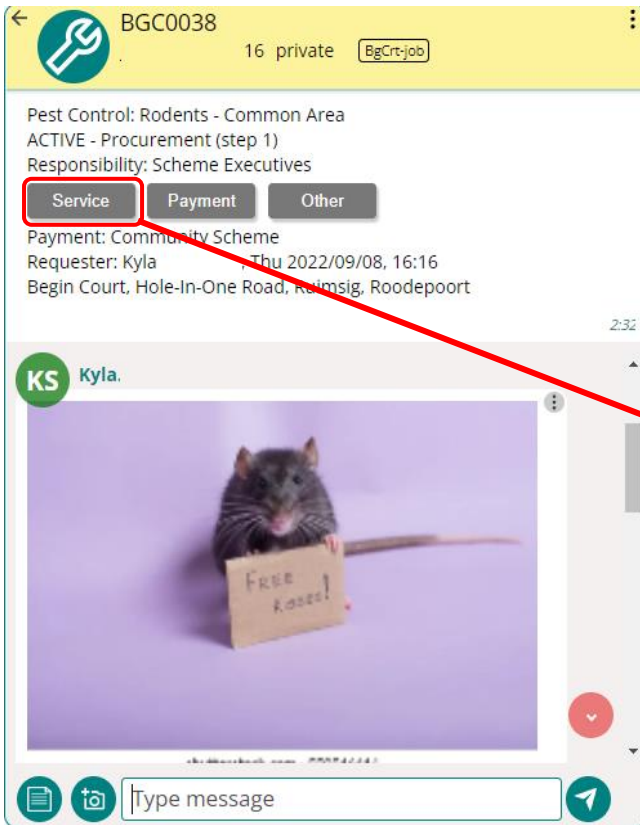
From this screen you can send pictures and note relevant information, informing the service providers of what is required.

Once you have identified and confirmed the work required you can request, the preloaded and approved service providers, to provide quotes and schedule a site vist if necessary.
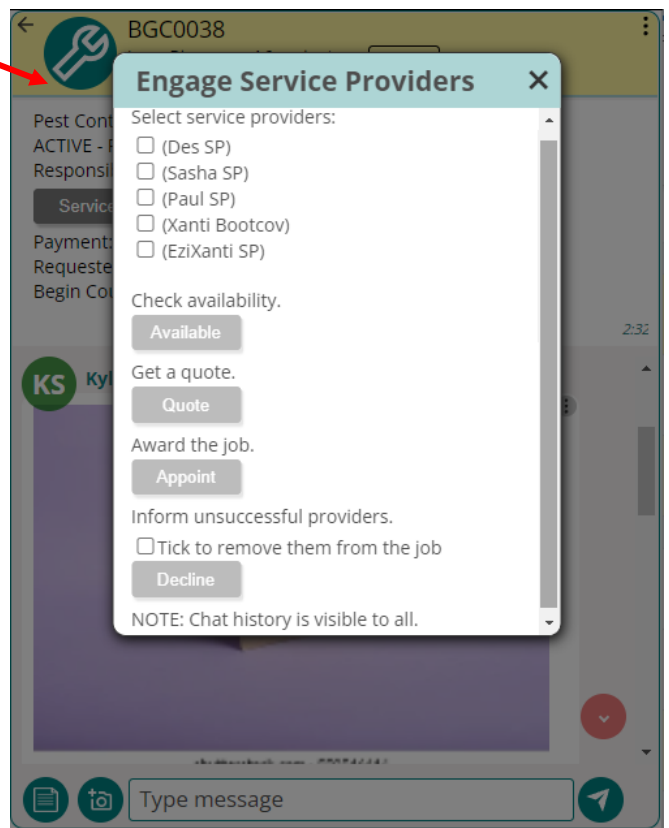
The selected service providers will submit their quotes directly through ЄZist and may attach a more detailed quote in PDF format. Quotes are not visiable to other service providers, who may be incuded in the service request. Only Scheme Executives and Complex Managers included in the job can view comments and quotes submitted from the service providers.

Once the quotes have been reviewed and a decision taken, you will need to 'award' or 'appoint' the job to the prefered service provider. Following the approval select the remaining service providers and tick the box to remove them from the job and 'Decline' their quote. This will automatically advise them that their quote was unsuccessful.

The selected service provider will then confirm and arrange a time with the Executives to attend to the job, conveniently arranged directly within the job topic.

Approving Work and Providing Photos

After the service provider completes the job, the service requester and/or scheme executive will need to inspect the work or review the Before&After images to approve the work and sign off.

Once final work has been completed the service provider will submit the invoice directly through the app. Once satisfied the scheme executives will approve/authorise the job for payment.
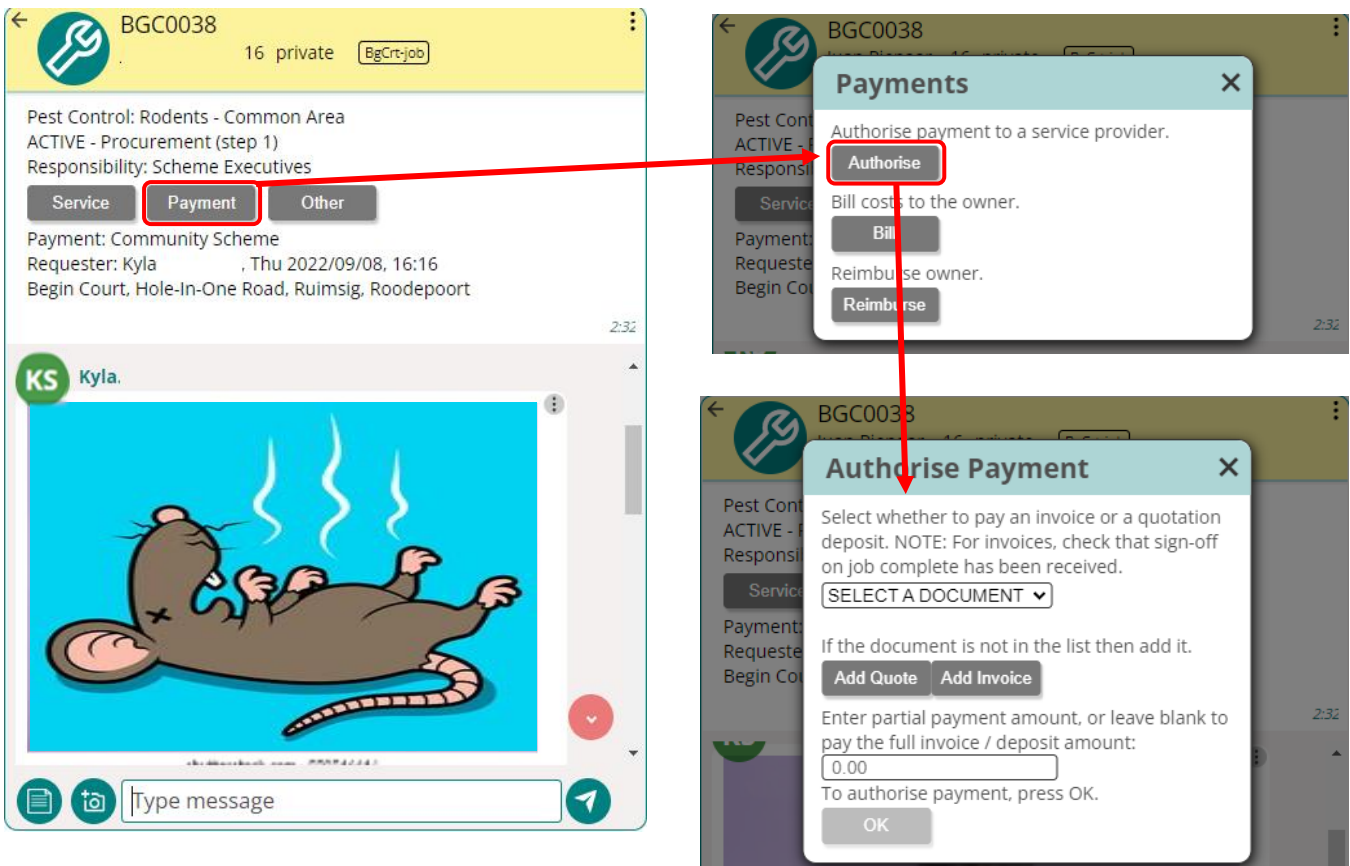

Insurance claims must be handled by the managing agent who will submit the claim and bill any excess to the relevant party. Notes of such can be made within the job chat.

Payment Process and Closing Job

Once payment for a job has been authorised, approval is sent to your manging agent where payment is effected.

Once payment has been made the job will be closed, we recommend the job be archived for future reference.
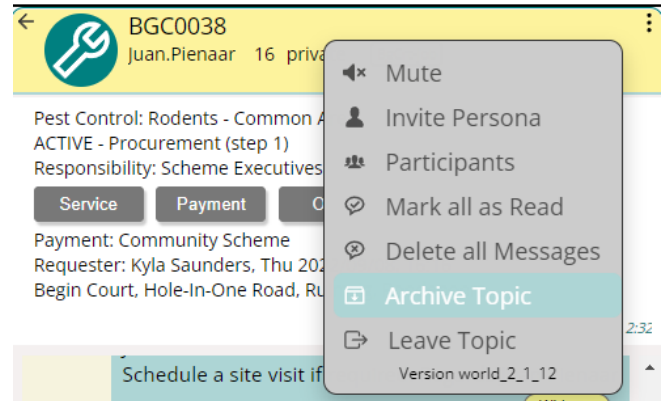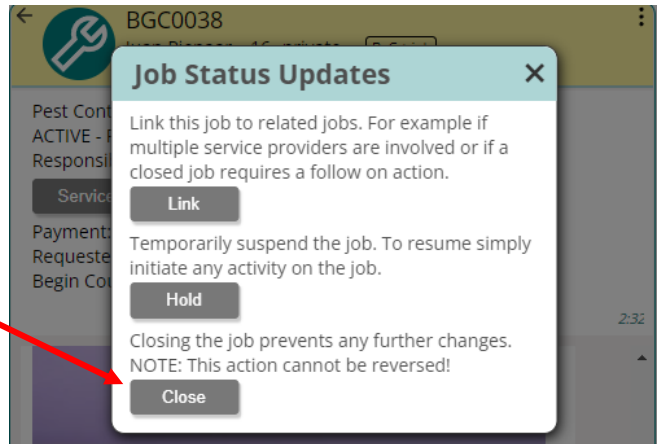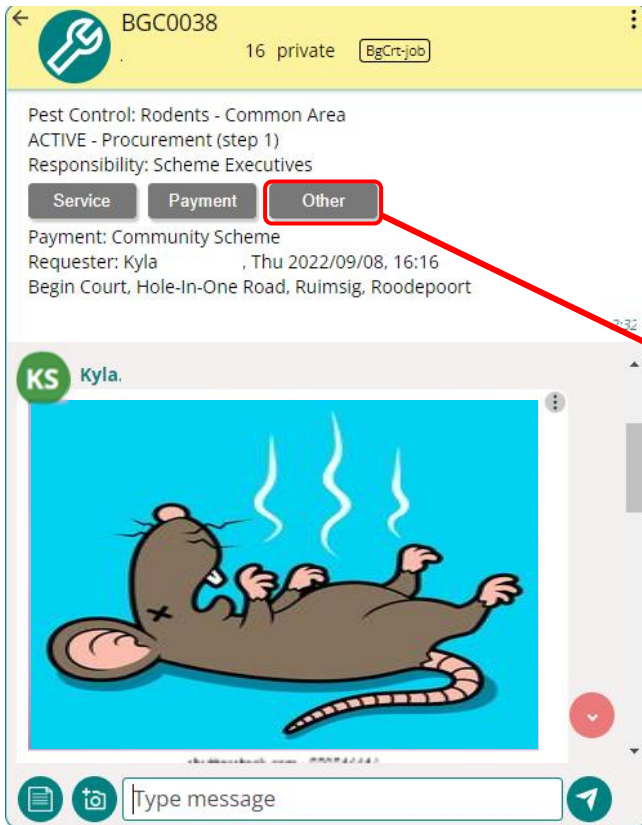
This concludes the full service request process on EZist. Please take the time review the other features and options avaliable and reach out to your managing agent or clientservices@ezist.online should you have further questions.

Further inforamation and tutorials are avaliable on the official EZist website.

https://ezist.online/