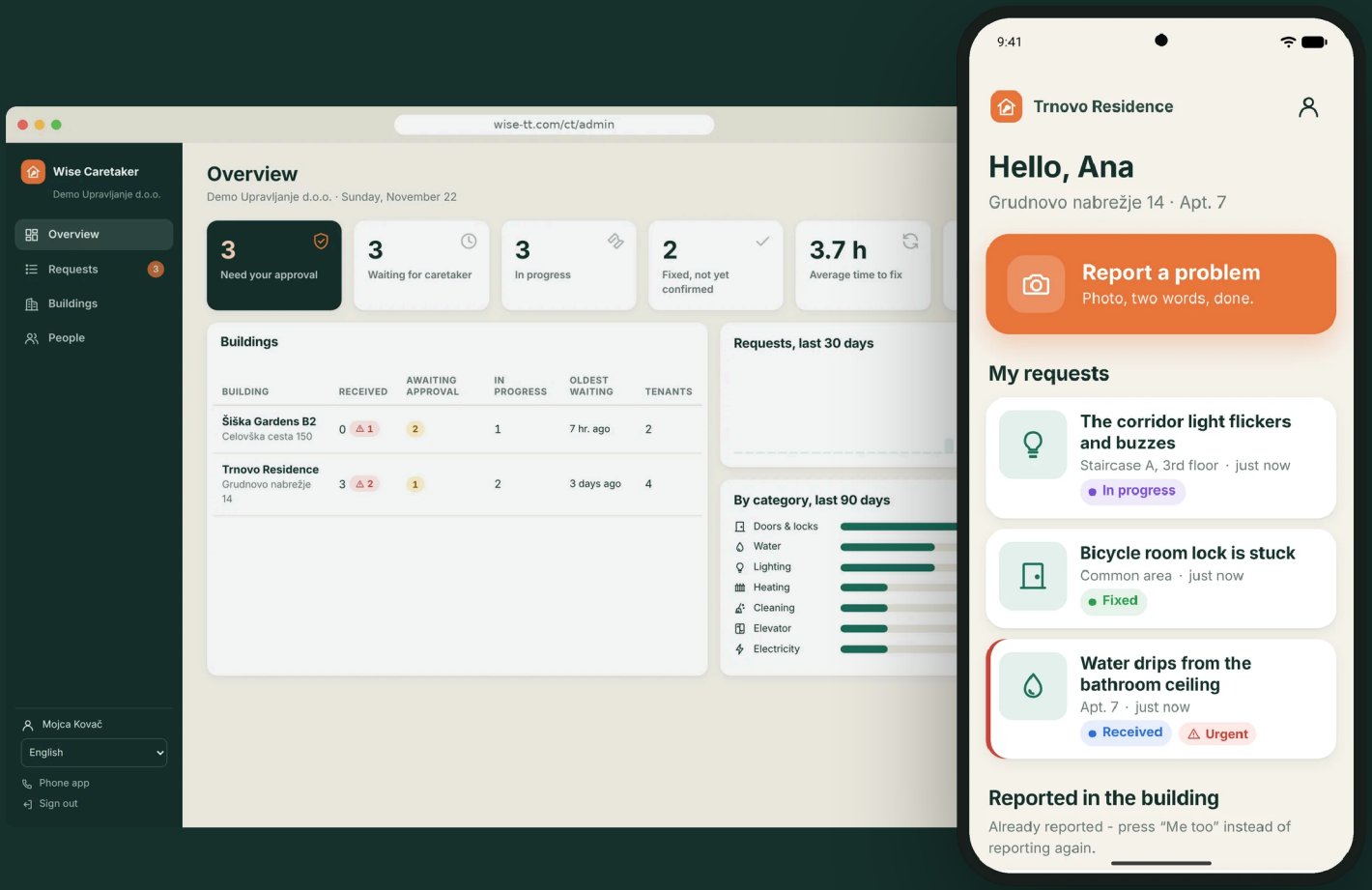
Wise Caretaker

USER GUIDE

Small repairs, quickly sorted.

For tenants, caretakers and property managers



Version 1.0 · November 2026 · Wise Technologies d.o.o.

CONTENTS

1 What Wise Caretaker does

2 For tenants

3 For caretakers

4 For property managers

5 Getting started in a few days

1 What Wise Caretaker does

Wise Caretaker connects the three people every small repair in a managed building needs. The tenant reports a problem with a photo from the phone, the caretaker gets it at once, and the property manager keeps the overview of every building on the web. Nobody has to call anyone, and nothing gets lost between them.

- Tenants report from the phone in seconds - from the QR sticker in the corridor or by typing its short code.
- Caretakers work from one queue for all their buildings, urgent first.
- Property managers see every building, approve costs and print the QR posters.

A repair from start to finish

Every request moves through the same four steps, which the tenant sees as a progress bar:

- **Reported** - the tenant sent it; the caretaker has it in **To do**.
- **Accepted** - the caretaker took it.
- **Working** - the work is in progress.
- **Fixed** - the caretaker marked it fixed; the tenant confirms or says it is still broken.

When a repair costs money, the caretaker asks the manager for approval with an estimated cost. In a building set to approve every request, each new request waits for the manager first. Approved requests return to the caretaker's queue.

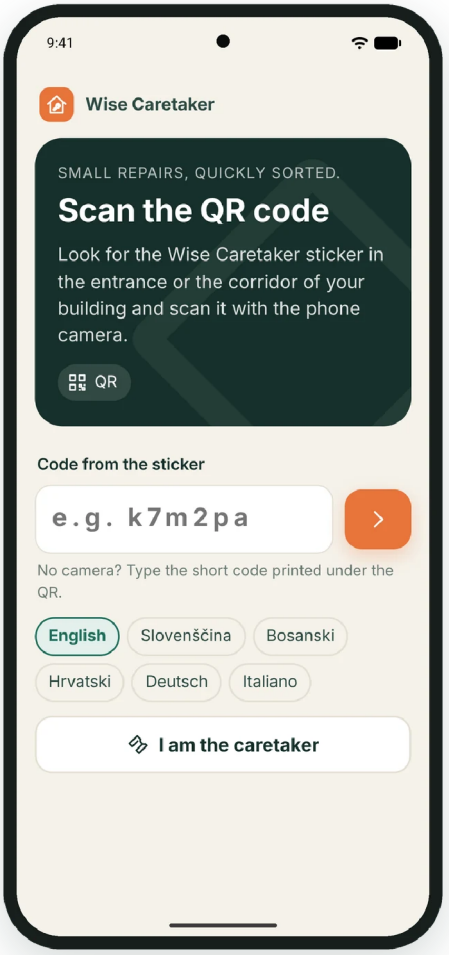
2 For tenants

Open the app

Scan the Wise Caretaker sticker in the entrance or the corridor with the phone camera. No camera? Open wise-tt.com/ct/ and type the short code printed under the QR code - for example `hst4fy`. Nothing needs to be installed; if you want an icon, install the Android app or, on an iPhone, choose Add to Home Screen in Safari.

Introduce yourself once

The first time, enter your name and apartment number. Phone and e-mail are optional and only the caretaker and the property manager see them. Pick your language - the app speaks it from then on.



The start screen: scan the sticker or type its code

Report a problem

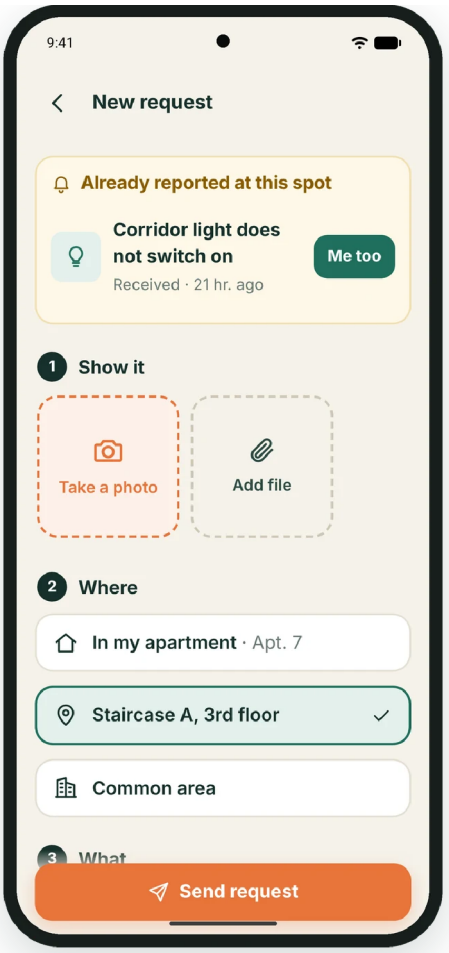
Tap **Report a problem** and go through four short steps:

- **Show it**: take a photo or add a file - a picture usually says more than words.
- **Where**: **In my apartment**, the place of the sticker you scanned (already filled in), or **Common area**.
- **What**: pick what kind of problem it is.
- **Describe it**: a few words; switch on **Urgent** for water leaking, no power or danger.

Tap **Send request**. The caretaker has it at once.

Already reported?

If a neighbour has already reported a problem at the same spot, the app shows it at the top. Tap **Me too** instead of reporting it again - the caretaker sees how many neighbours are affected, and you can follow it until it is fixed.



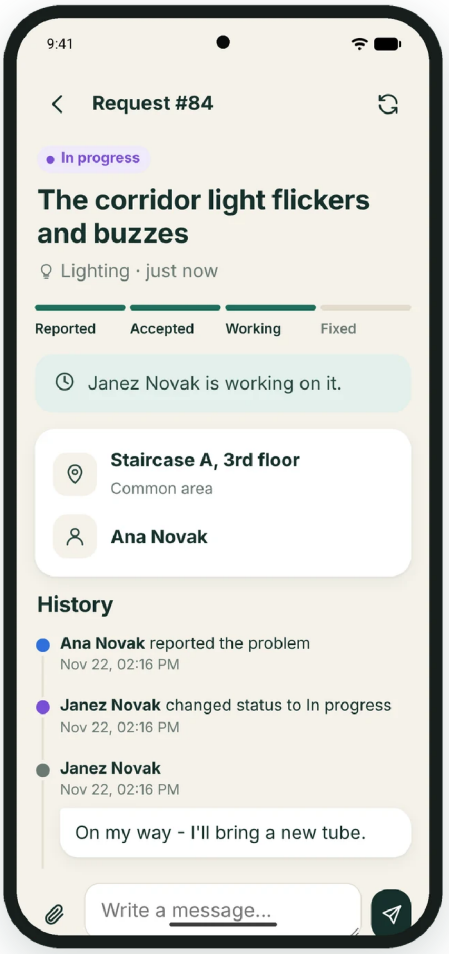
A new request - the place is already filled in

Follow the repair

Every request shows its progress, who is working on it and the whole history. Write a message to the caretaker under the request. While nobody has started yet, you can still **Withdraw**.

When it is fixed

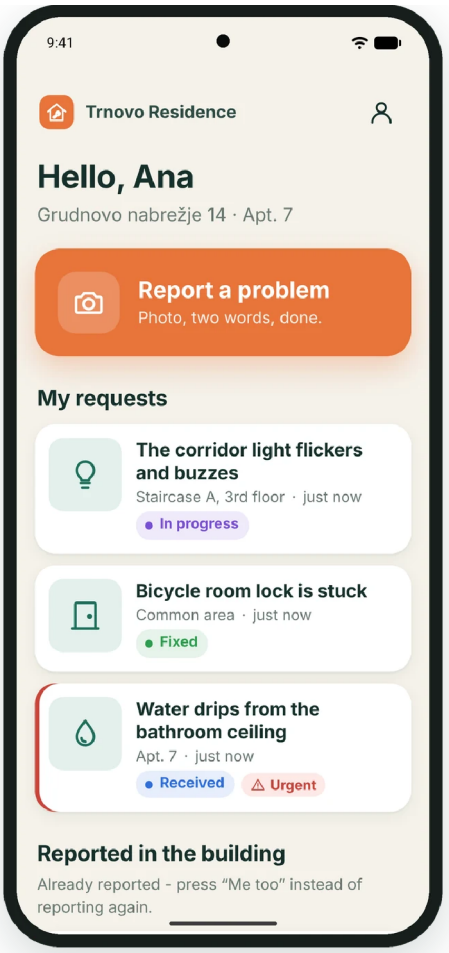
When the caretaker marks the request fixed, you confirm with **Yes, it is fixed** - or tap **Still broken** and say what is still wrong. The request goes straight back to the caretaker.



The tenant follows the repair

Your requests and your profile

The home screen lists your requests and the open ones in the common areas of your building. Under **Profile** you change your name, contacts and language, or sign out. How to delete your account is explained at wise-tt.com/ct/delete-account.html.



The tenant's home screen

3 For caretakers

Sign in

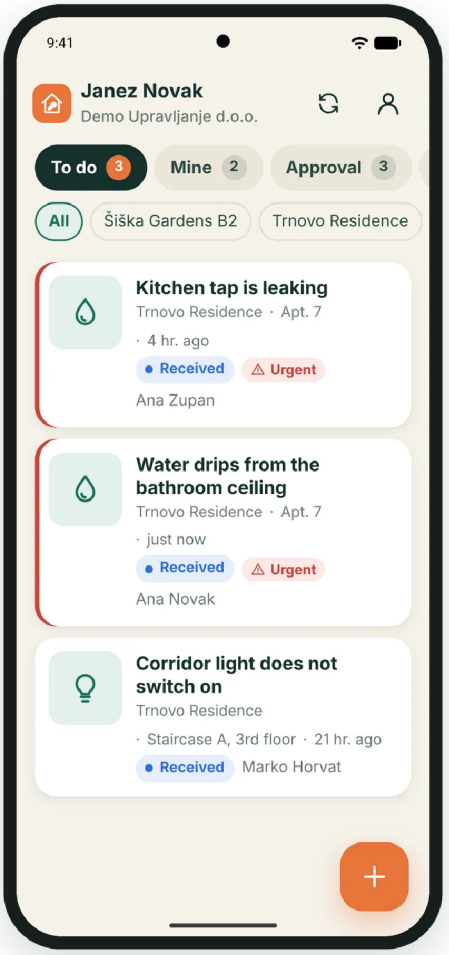
Open **wise-tt.com/ct/** on your phone, tap **I am the caretaker** and sign in with the e-mail and password you received from the property manager. You stay signed in on that phone.

Your queue

One list for all your buildings, urgent requests first and marked red. The tabs split it the way the work is done:

- **To do**: new requests nobody has taken yet.
- **Mine**: what you are working on.
- **Approval**: waiting for the property manager.
- **Done**: fixed recently.

Below the tabs you can narrow the list to one building.



The caretaker's queue

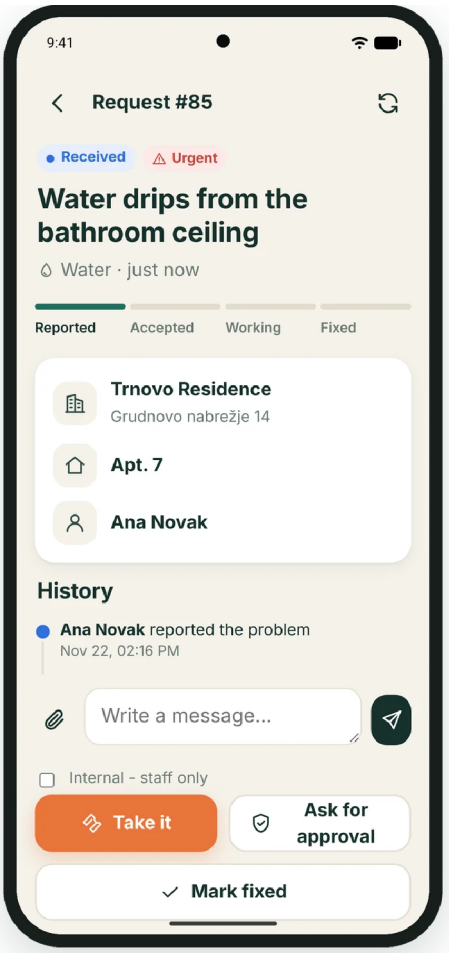
Work on a request

Open a request to see the place, the tenant and the history. Tap the phone number to call the tenant. Then:

- **Take it** - it is yours and the tenant sees it was accepted. **Give back** hands it back.
- **Mark fixed** - add a photo of the finished job if you like. Quick fixes can be marked fixed straight away.
- **Ask for approval** - say why and give an estimated cost; the manager decides on the web.
- Messages go to the tenant; tick **Internal - staff only** for a note only staff can read.

Report what you find yourself

Found something on your rounds? Tap + in the queue, choose the building and report it like a tenant would. It goes into the same list and the same overview.



A request seen by the caretaker

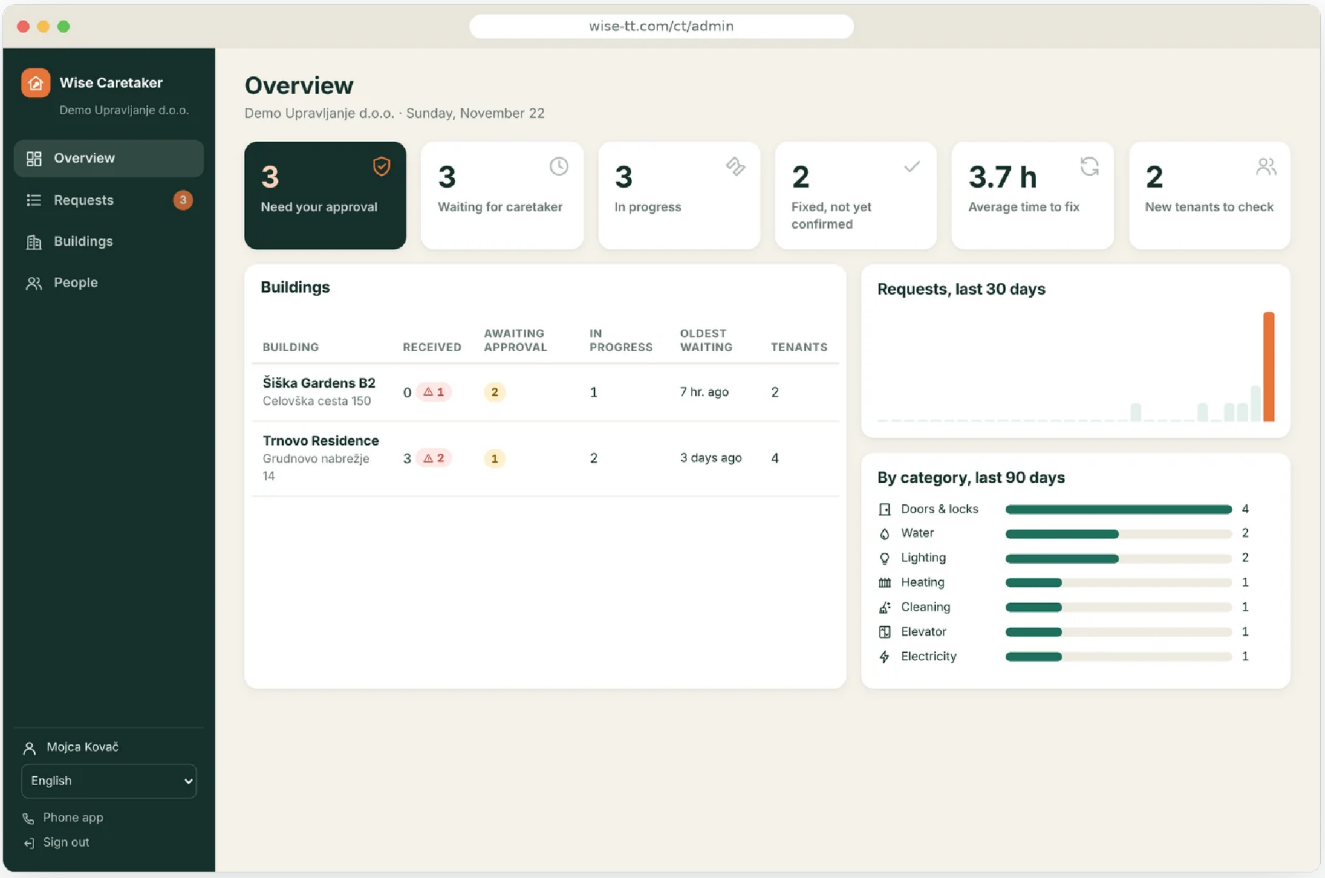
4 For property managers

Sign in on the web

Open **wise-tt.com/ct/admin** in the browser and sign in with your e-mail and password. Everything for the office is there; the caretakers use the phone app.

Overview

The first screen shows what needs you: requests waiting for your approval, waiting for a caretaker, in progress, fixed but not yet confirmed, the average time to fix and the new tenants to check. Below, every building with its open requests and the oldest one still waiting, and charts of the last 30 and 90 days.

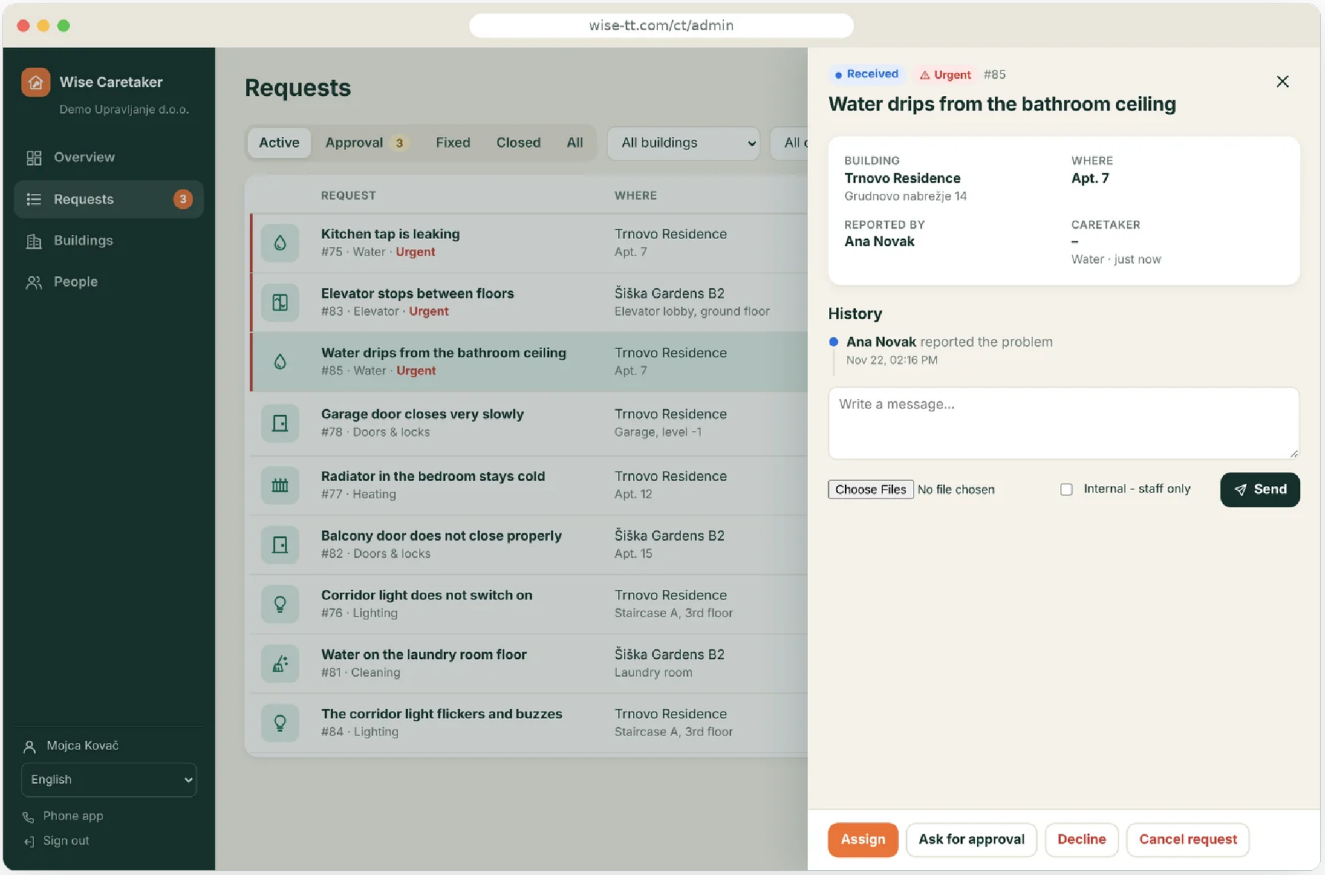


The manager's overview

Requests

All requests of all buildings, filtered by **Active**, **Approval**, **Fixed**, **Closed** or **All**, by building and by kind. Click a request to open it beside the list:

- **Approve** or **Decline** a request that waits for you.
- **Assign** it to a caretaker.
- Write to the tenant, or add an internal note only staff can read.
- **Close** a fixed request, or reopen a closed one.



Requests, with one opened beside the list

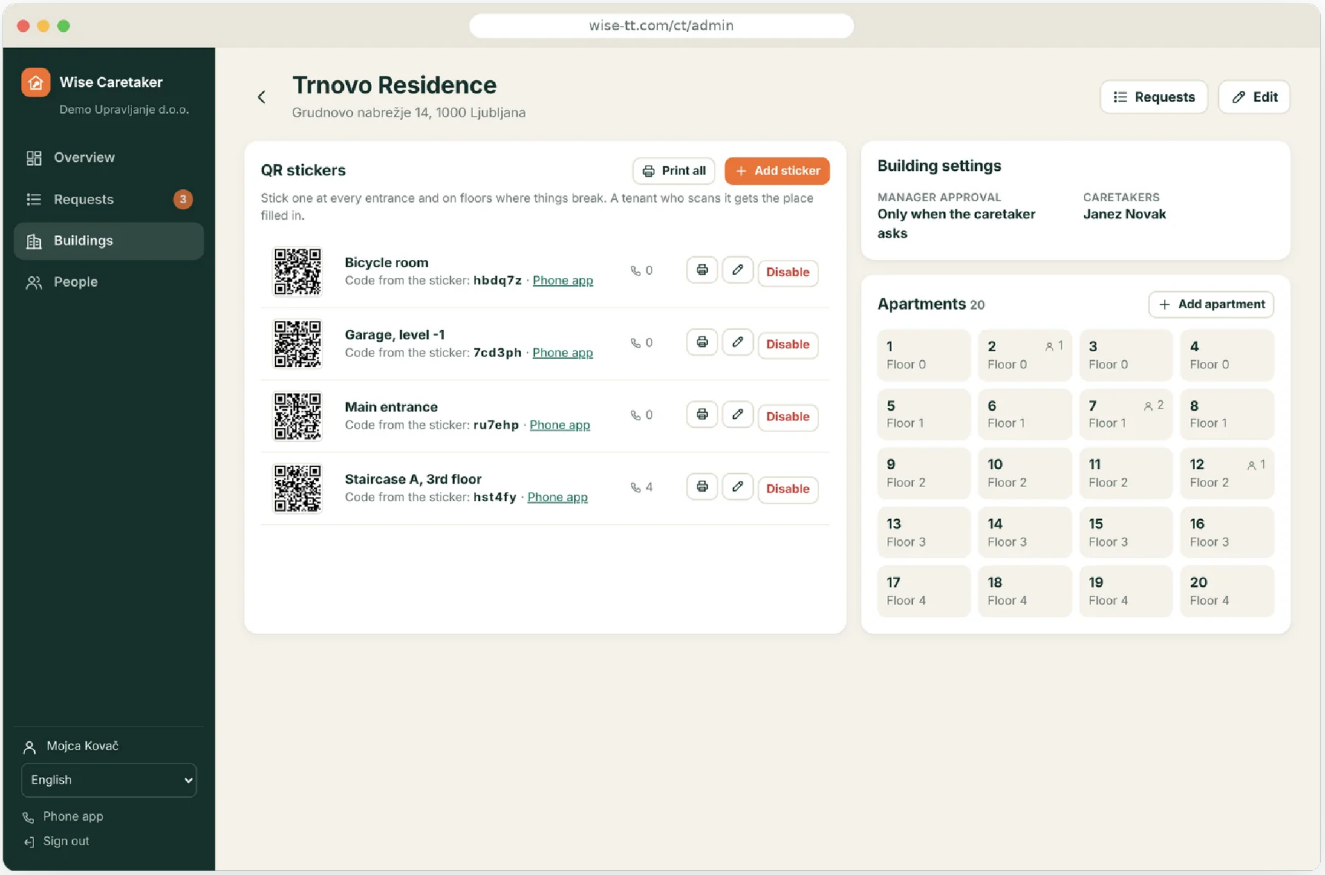
Approvals

Each building has its own setting, **Manager approval**:

- **Only when the caretaker asks** - the caretaker repairs, and asks you only when it costs money.
- **Every request first** - every new request waits for your decision before the caretaker sees it.

Buildings and QR stickers

A building has its address, its apartments, its caretakers and its QR stickers. Add a sticker for every entrance and every floor or room where things break, and name the place - **Where the sticker hangs**. The tenant who scans it has the place filled in. **Print** prints one A4 poster, **Print all** all of them at once; every poster carries the short code for phones without a camera.



A building: QR stickers and apartments

People

Tenants register themselves from the sticker. New ones are marked **New** until you check that they really live there - **Mark checked**. Caretakers and other office staff you add yourself, with their e-mail and a password.

5 Getting started in a few days

- Tell us your buildings, apartments and caretakers - we set them up.
- Print the posters and stick them at the entrances and on the floors.
- Give the caretakers their sign-ins; they install the app or use the browser.
- Tell the tenants - a notice on the board with the poster is enough.
- The first 30 days are free.

Help and contact

Wise Technologies d.o.o., Cesta 24. junija 23, 1231 Ljubljana, Slovenia. E-mail **info_wise@wise-t.com**, phone +386 41 367 314. The live demo, pricing and this guide in other languages: **wise-tt.com/caretaker**.

Privacy

Data is kept on our servers in the European Union, encrypted in transit, without advertising or tracking. Other tenants see only problems in the common areas, never anyone's apartment or contacts. The full privacy policy is in the app and at **wise-tt.com/ct/**privacy.html.