DAVSUITE

DavSuite Properties

TENANT PORTAL GUIDE

For Customer Use

Powered by Davors Technologies

Version 2.3 | October 2026

Covers:How to use your DavSuite Properties tenant portal

Section 1 — Getting Started

Your landlord (or their managing agent, Davors) sets you up with a lease first - you don't sign up for a tenant account yourself.

Note

This guide is for tenants only. You do not need a staff account, and you should not use the main DavSuite staff login.

Once your lease is created, you'll automatically receive an email invite ("You're invited to DavSuite Properties") with a link to set your own password. This link expires after 7 days - if it's expired or you never received it, ask your landlord to resend your invite.

To log in, open the **DavSuite** portal chooser, choose **I'm a Tenant** under **DAVSUITE PROPERTIES** (or use portal.davorstechnologies.com the same way). Sign in with email and password, **Sign in with Google** (OAuth) where enabled, and **MFA** if your landlord requires it.

Branding. The sidebar shows **DavSuite Properties**; the top bar may say **Real Estate Portal** — both are the tenant product.

Section 2 — Home

Home (sidebar) is your main screen. It shows your unit, your active lease (rent amount, start/end date, status), and your current rent status.

Section 3 — Paying Rent, Other Charges & Payment History

Pay by Mobile Money or card, directly from your dashboard. If you have both rent due and any one-time "Other Charges" outstanding (e.g. a repair bill your landlord added), you can pay everything together in a single transaction rather than separately.

Note

You can't pay rent until your lease has been at least partially acknowledged (see Section 6 below) - if payment isn't available yet, check whether you still need to acknowledge your lease.

The Payments tab keeps a full history of your confirmed rent and one-time-charge payments. Open any payment to view, print, or download a receipt for it - useful for your own records.

Your security deposit also has its own record: a collection document when it's first held, and a resolution document (returned, forfeited, or partially forfeited) once your tenancy ends and it's settled.

Section 4 — Requesting Repairs

Go to Repairs to submit a request: describe the issue and attach photos. If it's something minor you'd rather fix yourself, tick "I'd like to fix this myself" and propose a cost - your landlord has to approve that cost first; once approved, it's credited against your next rent rather than you paying out of pocket separately.

Once your landlord marks a request completed, open it to see a before-and-after view: your own submission photos alongside any "after" photos your landlord attached showing the finished work.

Section 5 — Filing a Complaint & My Issues

Go to Complaints for anything that isn't a repair - a subject and description is enough. Your landlord will respond and mark it resolved.

Your landlord, or a Facility Manager they've assigned to your property, can also file a complaint about something on their end - you'll see it in Complaints labeled "From landlord" or "From Facility Manager" so it's always clear who raised it, and you can respond the same way.

My Issues gives you a combined view of everything you've submitted - both repair requests and complaints - with their current status, all in one place.

Section 6 — Your Lease, Move-In Photos & Signing

From your Home screen, you can download your lease as a PDF (or, if your landlord uploaded their own lease document instead, that's what downloads). Once you've reviewed it, click "Tenant acknowledged" - this confirms you've read and agreed to the terms. It is not a legally binding electronic signature, just an in-app confirmation.

If your landlord has uploaded move-in condition photos for your unit, you'll see them on your Home screen too - a visual record of the unit's condition when your tenancy started.

Section 7 — Requesting Early Termination

If you need to end your lease before the end date, click Request Early Termination on your Home screen and give a reason. Your lease stays active while your landlord reviews the request - you'll be notified once it's approved or rejected.

Section 8 — Account, announcements & notifications

Account (sidebar) — update profile, **change password**, set up **two-factor authentication**, and manage **push notifications** where enabled.

Your landlord may send announcements (email, SMS, in-app). You'll also get rent reminders and payment receipts. Use the **bell** icon for your inbox.

Ask DavSuite — floating chat for help using the tenant portal (read-only guidance).

Section 9 — Quick Reference

Term	Meaning
Lease Acknowledgment	An in-app confirmation that you've reviewed your lease's terms - not a legal electronic signature.
One-Time Charge	A single ad-hoc charge added to your lease (e.g. a repair bill), separate from your recurring rent.
Self-Fix Credit	An approved cost for a repair you fix yourself, credited against your next rent.

If you run into a problem with the portal itself, contact your landlord.