Housing Maintenance FAQ sheet

- **What maintenance services does the Office of Housing & Residence Life provide?**

  Housing & Residence Life provides basic building maintenance services such as: replacing burned-out lights, unclogging drains, and basic electrical and carpentry. Cleaning for public and common areas are provided by the housekeeping staff.

- **Do I have to be present when the work request is addressed?**

  No. Work requests give the department permission to enter a resident’s living areas unescorted during regular business hours to complete the assigned maintenance request.

- **Why does it take so long to complete some maintenance requests?**

  All work requests are prioritized, with safety and health issues receiving the highest priority. Depending on workload, lower priority requests may take longer to be addressed. Some requests also reveal facility issues which are beyond the scope of Housing Maintenance. In these situations, we must then submit a work request to UNCP Facilities Operations or an outside contractor. The delays in completion are directly associated with the scope of work and their ability to secure the needed materials in a timely manner.

- **Why can’t a maintenance just fix something when I tell them about it?**

  UNCP Housing tracks all work requests. This provides us the ability to respond to and address ongoing problems, evaluate trends, maintain a history of activity, and assess each building's needs and demands. Verbal requests aren't entered into the system, which renders them nonexistent in terms of record keeping and accountability. We believe the documented request system improves our effectiveness and efficiency.

- **Why does it cost $40 to replace a lost key?**

  Lost keys present a safety and security risk, requiring us to replace the lock core and cut new keys to match. This fee also covers the labor cost of the locksmith.
**How do I submit an emergency maintenance request?**

If you have an emergency request, please contact the Community Director on call for your facility immediately. Their numbers are conveniently posted at the front desk/community building of each facility.

An emergency maintenance request will meet one or more of the following criteria:

1. The problem jeopardizes someone’s safety
2. The problem will cause further damage or loss to University property
3. The problem will significantly disrupt University activity.

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<tr>
<th>Non-Emergency Examples</th>
<th>Emergency Examples</th>
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<td>Light bulb replacement</td>
<td>Flooding</td>
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<tr>
<td>Pest problem</td>
<td>Total power outage</td>
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<tr>
<td>Broken furniture</td>
<td>Broken locks</td>
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<td>Broken electric outlet</td>
<td>AC not working</td>
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<td>Broken cable/Ethernet outlet</td>
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<td>Installed appliances not working</td>
<td>Broken railing</td>
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<tr>
<td>Wall patching</td>
<td>Clogged sink or toilet</td>
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<td>Water too hot/too cold</td>
<td>All other Safety and Security issues</td>
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Using these guidelines and your best judgment to decide whether something is an emergency repair will help avoid delays in addressing regular requests.

**How quickly is a maintenance request taken care of?**

We will respond to all maintenance requests submitted Monday-Friday within twenty-four to thirty-six hours. General maintenance requests submitted on Saturday and Sunday will be addressed the following Monday.
• **What can I expect after I submit my maintenance request?**

  Maintenance staff will enter your assigned living space within twenty-four to forty-eight hours from the submission of the request. Every effort will be made to resolve your issue as soon as possible. While each request we receive is important to us, critical repair issues will take precedence over problems like burned-out light bulbs. To ensure your request is handled in the most efficient manner possible and to avoid delays, please clearly describe your maintenance issue when you submit your maintenance request.

• **How do I follow-up on a maintenance request?**

  Contact your facilities Community Director or the maintenance supervisor at 910-775-4255.

• **Will I be billed to repair damages to my room?**

  We understand some circumstances are beyond your control (e.g. doorknobs falling off) and we make allowances for normal wear and tear. However, reckless damage to University property such as mirrors being broken or holes punched into walls will result in you being charged for repairing the damage. Staff will routinely conduct room inspections in all living areas. If a staff member finds that the room or its furniture, fixtures or appliances have been damaged, you will be required to pay restitution.

• **I want to do my part. How can I help keep the building clean, safe and presentable?**

  While we understand the time constraints full time students are under, cleaning up after oneself makes everyone’s environment more pleasant. Don't hesitate to pick up litter in the hallways, lobbies and lounges, and please don’t leave your trash for someone else to pick up.

  If you see something that needs repair, submit a maintenance request. Community quality of life is determined by the community.