

Housekeeping and Facility Issues (Suites on Main)

1. Cable/Phone/Internet

-please contact the ResNet Support Center (814.393.2452) or resnet@clarion.edu

2. Lights-overhead or desk

- Submit a work request at the link below.
- If the light is required immediately, contact a member of your hall's staff.

3. Running Water and you cannot turn it off

-contact a member of your hall's staff immediately

4. Lack of Heat

-thermostat should be **set to "Auto"** and desired degrees should be selected using the up/down buttons
-make sure **all windows in your suite are closed AND locked** (living room and bedrooms).
-make sure area directly in front of heater is not blocked
-If successful, good job!
-If not successful and heat is required immediately, contact a member of your hall's staff.
-If not successful and it can wait until the next business day, follow instructions below to submit a work request.

5. Non-working Air Conditioning

-thermostat should be set to "Auto" and desired degrees should be selected using the up/down buttons
-make sure area directly in front of heater is not blocked
-If successful, good job!
-If not successful, follow instruction below to submit a work request*
***lack of AC doesn't constitute an emergency in which a callout would be completed outside of regular business hours unless there is a medical reason. If there is, please contact a member of your hall's staff.**

6. Housekeeping Issues (housekeeping staff does NOT clean resident's suites, only public areas)

-if you notice something in a public area that needs to be cleaned, please submit a work request via link
-if housekeeping is required immediately, contact a member of your hall's staff.

7. Lost Keys

-if you were issued a key and it is misplaced or lost, please contact a member of your hall's staff
-temporary access to room can be gained by contacting a member of your hall's staff

8. Lost Eagle Cards

-if you lose or misplace your card
-temporary room only access cards from the Eagle ID Card Kiosk located in the SOM South lobby
-new cards can be obtained in the Residence Life Services office, 2nd Floor Becht (M-F, 8:30a-4:30p)

9. Non-working Door card swipe lock

-Monday-Friday, 8:30 a.m. to 4:30 p.m. contact the Residence Life Services office, 2nd floor Becht Hall
-Outside of the above hours OR non-working exterior door, contact a member of your hall's staff

10. Electrical Issues

-if an outlet is not working, check circuit panel (contact hall staff if needed).
-if sparks from an outlet, do not touch, contact building staff immediately.

11. Fire Extinguishers

-if you find one that is not fully charged, submit a work request
-if one is used, either legitimately or not, contact a member of your hall's staff

12. Any other non-emergency concern

-submit a work request.
-you can always talk to a staff member and ask questions, they can usually help correct most issues.

Submitting a Work Request (everything else including little heat, small drip, damage, etc.)

-Look at list above to see if submitting a Work Request is the correct step (**please remember that any emergency that needs to be worked on must not be submitted via computer, you must contact a member of your hall's staff**).

Go to www.clarion.edu/housingworkrequest to submit your Work Request