Facility Issues (Suites)

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 or contact your housekeeping staff directly
   - If the light is required immediately, contact a member of your hall’s staff.

3. **Running Water (faucet, toilet, sprinkler, drinking fountain, etc.) 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 all windows in your suite are closed (living room and bedrooms).
   - 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, contact your housekeeping staff directly
   - If you are not able to locate housekeeping staff and it is not an emergency, submit a work request
   - 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 Givan Hall lobby
   - New cards can be obtained in the Residence Life Services office, 236 Egbert Hall (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, 236 Egbert 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](http://www.clarion.edu/housingworkrequest) **to submit your Work Request**