Facility Issues (Traditional Halls)

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
   - heater control should be set to highest setting
   - make sure all windows are closed
   - make sure area directly in front of heater is not blocked with at least 1 foot of open space, there must be room for air to circulate
   - If successful, good job!
   - If not successful and heat is required immediately, contact a member of your building’s staff.
   - If not successful and it can wait until the next business day, follow instructions below to submit a work request.

5. Housekeeping Issues (housekeeping staff does NOT clean resident’s rooms, 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 hall staff.

6. Lost Keys
   - if you were issued a key and it is misplaced or lost, please contact hall staff
   - temporary room keys are available, please contact hall staff

7. Lost Eagle Cards
   - if you lose or misplace your card
   - temporary room only access cards (Givan, Ballentine, and Suites only) from the Eagle ID Card Kiosk located in Givan Hall lobby
   - new cards can be obtained in the Residence Life Services office, 236 Egbert (M-F, 8:30a -4:30p)

8. 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

9. Electrical Issues
   - if an outlet is not working, contact building staff to look at circuit panel.
   - if sparks from an outlet, do not touch, contact hall staff immediately.

10. 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

11. 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 immediately must not be submitted via computer, you must contact a member of your building’s staff).

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