

GUIDE TO HILLSIDE-JENNINGS APARTMENT LIVING MAINTENANCE REQUESTS

Guidelines and information can be found at the following website under "Apt Living Guide"
<http://www.uni.edu/dor/housing/forms-and-guides>



Summary of Important Contact Information:

- Non-emergency Maintenance Requests submit via Facility Repair Request.
- Emergency Maintenance Requests, during office hours call 319-273-6903, after office hours; call 319-415-3006.
- Utilities Concerns, call CFU – 319-266-1761.
- Computer questions/problems contact ITS 319-273-5555.
- ResNet questions/problems 319-273-7768.

Maintenance Needs:

The following are EMERGENCY situations (a situation, which jeopardized the health and safety of residents, poses an undue hardship, or could result in serious damage to property or the building structure):

- Smoke detector malfunction.
- No water (hot or cold) – this means your pipes are frozen in winter or a burst pipe.
- Plugged toilet – when plunging does not work.
- No heat.
- Electrical outage, after unplugging items and trying the breaker/fuse box.
- Broken locks where the security of the apartment is compromised.
- Uncontrolled water (i.e. broken pipes, overflowing sink, sewer back up).
- Fire in the apartment – notify Cedar Falls Fire Department 9-911, then UNI Police 319-273-2712 and then the Hillside-Jennings Apartments Office 319-273-6232.
- Smell of gas, get out of your apartment and call Cedar Falls Utilities 319-266-1761.
- A major roof leak.

If it is an **EMERGENCY**, during office hours contact the Department of Residence at 319-273-6903. If after hours, call 319-415-3006.

The following are **NON-EMERGENCY** situations (considered a minor inconvenience to residents): Broken appliances/refrigerator or stove not working.

- Broken window.
- Light switches and outlets not working.
- Dripping faucets.
- No hot water (Hillside and College Courts) contact CFU at 319-266-1761.
- No hot water (Jennings Court) during office hours, call the Department of Residence at 319-273-6903. After hours call 319-415-3006.
- No air conditioning.
- A minor roof leak.
- Removing articles such as contact lenses, rings, etc. from drains.
- Plugged sinks or tubs.

If it is a **NON-EMERGENCY**, please submit via Facility Repair Request. Process is as follows:

1. Go to the Repair Request Portal – this link can be found on the DOR website: www.uni.edu/dor/housing/facility-repair-request
2. Click on the "Facility Repair Request" icon.
3. Enter your email address and click Submit.



4. **If this is the first time** you are submitting a Repair Request, you will be asked to fill out your first and last name. Once done, click on submit.

Filling out the Request Form:

- ✓ **Step 1:** This will be filled in with your information from the email address you entered at the sign in screen. Since the Phone information is required, please put your cell number here and not in the cellular phone box.
- ✓ **Step 2:** Click on the drop down arrow and highlight a **Location** that you want the work to be done and click the mouse.
 - Follow the same steps for **Area**
 - Also be sure to type in your **Room # or Area description.**

MaintenanceDirect - Mozilla Firefox

File Edit View History Bookmarks Tools Help

MaintenanceDirect

https://www.myschoolbuilding.com/myschoolbuilding/MyRequest.asp

Maint Request Inventory Request My Requests Settings

HELP

Legend

Work Request

Welcome
To submit your request complete the following form. Please be very detailed in your description in Step #4.

Step 1 Please be yourself, click here if you are not test student

First Name test **Last Name** student **Email** test.student@uni.edu

Phone 319-222-2222 **Pager** **Mobile Phone**

Step 2 Location Bender Hall **Area** Student Room **Area/Room Number**

Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type: Plumbing

Maintenance Help Desk: Click on the problem type below that best describes your issue.

Step 4 Please describe your problem or request. The sink is clogged and backing up

Step 5 Submittal Password ***** [Forgot Password?](#)

Step 6 Submit

NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified if this request is completed.

Legend

- ✓ **Step 3:** Select from the drop down list the problem that best describes the repair request and click on it.
- ✓ **Step 4:** Type in your description of the problem – Please be detailed and specific in your description.
- ✓ **Next Step:** Type in the submittal password of: **panthers.**
- ✓ **Last Step:** Click submit.

My Request Tab

After you click submit on the request form, the screen will refresh to the **My Request** Tab.

Work Request | Schedule Request | **My Requests** | My Settings | Help


My Work Requests | My Schedule Requests |

My Work Requests

Request Totals
14 Complete

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:  Show All 

1 - 10 of total 71 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> Area	<input type="checkbox"/> Building	<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number	<input type="checkbox"/> Description	<input type="checkbox"/> Type	
<input type="checkbox"/> Purpose			
Complete	Maintenance Facility	No Action Note 11/18/2004	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.		

On this screen you will see up-to-date information on your request including:

- Status
- work order number for referencing
- The date you requested the work
- Any Action Taken notes added by the technician on the progress
- And a Completion Date once the work has been completed

TIPS:

- A. In the Request Totals section (on the right hand side of the above screen), you can click on the number next to the status description to see all request marked with that status.
- B. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (Ex: "keys" would pull up any request dealing with keys).
- C. Click on the **Work Request** Tab to input a new request.

Mold:

The Hillside-Jennings Apartments staff will not clean your apartment in the case of mold. Residents are encouraged to open windows and run exhaust fans (if present) as often as possible to prevent the possibility of mold growth. If mold begins to occur, please use one of the numerous household cleaners that exist to help you clean and kill mold.

Laundry Room Key:

1. Keys are not to be loaned out or given to persons who do not live in Hillside-Jennings Apartments.
2. If a resident loses a key or fails to return a laundry room key they will be charged \$15.00 for key replacement.
3. After office hours and on weekends, laundry room access can only be gained through the back door by the Jennings parking lot.
4. During office hours you are welcome to use the front doors of the Hillside-Jennings Apartments Office to gain access to the laundry room.

5. Each contract holder is responsible for the laundry room key issued to them. Our primary concern is greater security for residents using the Hillside-Jennings Apartments laundry facilities.

Parking:

Contact the Parking Division of UNI Police at 319-273-2710 or information is available at their website http://www.vpaf.uni.edu/pubsaf/parking_division/index.shtml

Pests:

Hillside-Jennings Apartments has a comprehensive cockroach and bedbug control policy that includes a combination of preventative and treatment measures with an emphasis on sanitation. For cockroaches, an on-site licensed pesticide sprayer applies a residue insecticide to cracks, crevices, baseboards and other roach runways when an apartment vacates. Proper cleaning and treatment with pesticides can control cockroaches and bedbugs. If a resident finds cockroaches or bedbugs in their apartment, a pest control specialist will treat their apartment and adjacent apartments. More than one treatment may be needed. A resident may be exempt from the spraying for medical reasons. The resident must provide a statement from a healthcare professional to the Hillside-Jennings Apartments Office. If other apartments in the building are treated, the resident not receiving treatment runs a greater risk of cockroach and bedbug infestation. Once an apartment becomes occupied it is the resident's responsibility to maintain a standard of cleanliness and sanitation. If the resident follows the "Apartment Cleaning and Upkeep Guide," the "Guide to Apartment Living" and the guidelines below, they should not have a problem with cockroaches or bedbugs. Report any sightings of cockroaches and bedbugs to the Hillside-Jennings Apartments Office immediately 319-273-6232.

1. Cockroaches feed on spills, crumbs, and other food products, therefore, do not leave food open on counters for long periods of time. Rinse dishes thoroughly if they cannot be washed immediately. Wipe up spills and crumbs.
2. Clean carpets and periodically move and clean under rugs. Use only washable rugs in the kitchen.
3. Keep the tops of the kitchen counters, shelves and drawers clean.
4. Periodically pull the kitchen appliances out and clean the sides, behind and underneath the units.
5. Report dripping and leaking pipes immediately, so maintenance can fix them. Cockroaches are drawn to water.
6. Do not keep garbage under the kitchen sink that is a perfect habitat for cockroaches.
7. Empty your garbage daily into the outside dumpsters that are provided. Never leave bagged trash or garbage inside or outside your apartment.
8. Rinse out cans and bottles before recycling.
9. Food products that do not require refrigeration should be kept in sealed containers.
10. Do not leave dirty dishes, utensils, food wrappers or food in other rooms in the apartment. This will also draw cockroaches to those areas.

Control of pests such as ants, crickets, box elder bugs, ladybugs is considered the individual resident's responsibility. If a mouse or other rodent is suspected to be inside an apartment, the resident must provide their own traps. Hornets, wasps and bees that have built nests and are potential problem/concern should be reported to the Hillside-Jennings Apartments Office, be sure to indicate the nest location so removal is not delayed.

Hillside-Jennings Apartments Office:

Academic year office hours are Monday – Friday, 8:00 a.m. to 5:00 p.m.

Summer hours are Monday – Friday, 7:30 a.m. to 4:30 p.m.

The office is closed for University Holidays.

Our phone number is 319-273-6232.

Our fax number is: 319-273-7730

Our email address is: uapartments@uni.edu

Our website is: www.uni.edu/dor/housing/forms-and-guides

Our mailing address is: 3900 Jennings Drive, Cedar Falls, IA 50613

(Common Forms/Handout)