

Maintenance form quick reference

Emergency

If your request is an emergency please contact the reception (01509 236809) during office hours or the duty sub-warden (07855 453051) out of hours and over the weekend who will be able to call someone out to resolve the fault as quickly as possible. Please see below list a of what we class as an emergency;

- No electric to flat/block
- No water to flat/block
- Major leak in flat/block
- No hot water to block
- Broken window
- Security issue (cannot secure room/flat/block)

Booking Code

Your booking code is RN00881199

Categories

Common Enquiry	Service type
Lights in room not working	Electrical
Appliance not working (Oven, Kettle, toaster etc)	Electrical
Shower not draining correctly	Plumbing
Radiator/heater in room not working	Heating
*Miscellaneous (Desk chair broken, door won't close etc)	Plumbing

* We are currently working to expand the categories in the drop down menu and you may find that your fault does not fall under a 'service type' (such as a broken desk chair) if this is the case please select 'plumbing' but write the correct information in the description box

Bathroom

If you are reporting a fault in your communal bathroom you will need to select 'corridor' in the final drop down menu of stage 2 'Where is the fault?', then in the description box state that the fault is in the bathroom.

How to fill out the form

Report a fault - stage 1: Tell us who you are

If you have a non emergency fault in your accommodation please fill out this form.

If you're reporting an emergency please contact the City Team. If the office is closed contact the UNITE Emergency Control Centre via the callpoint in reception or by calling 0845 111 0021.

First name *	<input type="text"/>
Last name *	<input type="text"/>
Contact number *	<input type="text"/>
Email address *	<input type="text"/>
Confirm Email *	<input type="text"/>
Booking code *	<input type="text"/>

[Next >](#)

[Cancel](#)



- Please complete all the details on the first page of the report form. We need these details so we can keep you updated with your request
- Your 'booking code' is RN00881199

Report a fault - stage 2: Where is the fault?

Where is the fault?

- In the building / common location
 In a flat

Please find the area affected:

Loughborough William Morris Halls AA FIRST AA 1

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- Kitchen
- Lounge
- Corridor
- 1
- 2
- 3
- 4
- 5
- 6
- 7



- You will need to highlight where the fault is; either in the building or your flat – you do this by clicking on the appropriate text
- Using the drop down menu's select your location
- The first drop down box should say 'Loughborough'
- The second drop down box should say 'William Morris Halls' (for residents living in Somerton you will need to select 'William Morris Villas')
- The third drop down menu needs to say your block
- The forth drop down menu is for what floor you are on
- The fifth box needs to state your flat
- In the final drop down box you can either select your room or an area in your flat. If you are logging a report of a communal shower or bathroom please select 'corridor'
- Once completed click 'Next'

Report a fault - stage 3: What is the fault?

Please select the service type:

We can only accept 1 fault per repair. For non-maintenance

the right resource is sent to investigate and can carry out the repair, please contact your City Team during surgery hours.

Please enter the fault description



- On the new screen you will be asked to select the service type in a drop down menu, as shown in the picture above

N.B We are currently working to expand the categories in the drop down menu and you may find that your fault does not fall under a 'service type' (such as a broken desk chair) if this is the case please select 'plumbing' but write the correct information in the description box

Common Enquiry	Service type
Lights in room not working	Electrical
Appliance not working (Oven, Kettle, toaster etc)	Electrical
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Radiator/heater in room not working	Heating
Miscellaneous (Desk chair broken, door won't close etc)	Plumbing

Report a fault - stage 3: What is the fault?

Please select the service type:

We can only accept 1 fault per form, this ensures the right resource is sent to investigate and can carry out the repair. For non-maintenance requests i.e. cleaning, please contact your City Team during surgery hours.

Please enter the fault description



- Now type your fault into the 'fault description box'. Please be as specific as possible to aid our maintenance team
- Once completed click on 'Next'

Report a fault - stage 4: Confirm your details before submitting them

Please confirm the following :

You (Jack Hardy) are reporting a Electrical fault in Loughborough, William Morris Halls, AA, FIRST, AA 1, 1 as described below:

"The light in my room is not working"

By submitting this request you give UNITE and its 3rd party suppliers permission to enter your flat/room between the hours of 8.00am to 6.00pm to carry out an assessment and repair. The only exception outside of these hours will be where an emergency repair is required to your flat/room.

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Send >

Cancel



- The screen will now show an overview of the fault you have reported, if everything is correct click on 'send' if not, click on 'back' and amend the details
- You will now receive an e-mail informing you that you have reported a fault

A follow up e-mail will be sent letting you know when the job will be fixed by – N.B this is the date we aim to complete your fault by but you may find it is completed sooner.