

## Submitting A Maintenance Request

- Enter the Request **online** (available 24/7)
- **Call 656-5450** (7:30am to midnight, 7 days)
- **In person** at your community's front desk (8am-8 pm, M-F)
- **If an emergency** occurs **after midnight**, call **911** or **CUPD (656-2222)** and **contact the RA on-call.**



### **You will be asked for the following information:**

- Building and Room number or location
- Your first name
- Your cell phone
- A description of the need

## In Case of a Maintenance Emergency

**When immediate attention is needed** such as:

- ❖ issues causing damage to property (water or ac leak, toilet overflow...)
- ❖ there's personal health, security, or safety concerns (locks, window, smoke alarm...)
- ❖ wildlife issues
- ❖ elevator problems

**Call 656-5450** (7:30am-midnight). **After midnight call 911 or CUPD (656-2222)**, AND **contact the Resident Assistant (RA) on-call.**

**You will be asked for the following information:**

- Building and Room number or location
- Caller's first name
- Caller's cell phone
- A description of the need

The request will be put into a Work Order and the correct Custodial, Maintenance and/or Emergency Services personnel will be dispatched.



## UNIVERSITY HOUSING & DINING

### housing

- LIVING OPTIONS
- LIVING-LEARNING
- CONTRACTS & RATES
- RESIDENTIAL LIFE
- CAMPS & CONFERENCES
- FORMS & RESERVATIONS



### calendar

See all events

### who are you?

Select One...

**SUMMER 40—\$500**  
Stack of 40 meals in our residential dining halls  
700 Paw Points to spend in retail dining locations on campus

**SUMMER 20—\$260**  
Stack of 20 meals in our residential dining halls  
300 Paw Points to spend in retail dining locations on campus

**+ADDITIONAL 10—\$40**  
Stack of 10 additional meals for our residential dining halls  
This stack allows for an extra meal for each week in the hall  
To plan our meals please visit the Tiger Store website.

**HOW TO SIGN UP**  
Purchase a meal plan online at:  
<https://t1online.clemson.edu/>  
Or you may purchase at the Tiger One card office.

**Dine with us**  
Summer 2014 Meal Plans  
Meal plans begin in late August  
Let all summer at Clemson!

[@clemsonliving](#) [@clemsondining](#) [@clemsonliving](#)

### dining

- DINING HOME
- LOCATION & HOURS
- MEAL PLANS
- PAW POINTS
- NUTRITION



### quick links

- MENUS
- MAINTENANCE
- LAUNDRY



Select **MAINTENANCE** from the Right Side

The screenshot shows a web browser window with the URL `housing.clemson.edu/maintenance/`. The page features the Clemson University logo and the text "CLEMSON home UNIVERSITY HOUSING & DINING". It is divided into three main columns: "housing", "maintenance", and "dining".

**housing**

- LIVING OPTIONS
- LIVING-LEARNING
- CONTRACTS & RATES
- RESIDENTIAL LIFE
- CAMPS & CONFERENCES
- FORMS & RESERVATIONS

**maintenance**

home > maintenance

Having Issues?

Our dedicated maintenance staff is available to respond to your housing and facilities needs. You can report a maintenance problem by calling 864-656-5450 between 8 a.m. and midnight, or by clicking one of the links below. For emergency service after these hours, please contact the Resident Assistant (RA) on duty.

Please select the type of issue you are experiencing:

To report a maintenance issue in University Housing, please click here. [Online Maintenance Request](#)

A few troubleshooting tips:

- \*Do not turn your air conditioning/heating unit all the way up or all the way down.
- \*For students who use detergent pods in the laundry facilities, please make sure to place the pod in the washer itself, and not in the slot on the side.
- \*Calls about the elevator should be directed to the Clemson University Police Department (CUPD) at 864-656-2222.

We appreciate your patience and understanding that the

**dining**

- DINING HOME
- LOCATION & HOURS
- MEAL PLANS
- PAW POINTS
- NUTRITION

**quick links**

- MENUS
- MAINTENANCE
- LAUNDRY

A red arrow points from the "A few troubleshooting tips:" section to the "Online Maintenance Request" button.

Click the TMA link for submitting maintenance requests online.

## Before completing an online request, please consider:

- A request cannot be submitted for more than **one space** at a time.
  - i.e., if you and your neighbor both have a light bulb out, please submit a *different* request for each.
- A request should only be submitted for **one type** of need at a time.
  - i.e., if you have a light bulb out and your toilet is stopped up, please submit a request for each (light bulb is Custodial, toilet is Plumbing)
- A request can be submitted for multiples of the **same type** of request.
  - i.e., a leaking sink and a clogged toilet (**both** Plumbing).

WebTMA  
POWERED BY TMA SYSTEMS

### Service Request

**Requestor Name**

**Phone #**

**Requestor E-mail**

Facility Name Residential Facilities

**Building Name**

**Area #**

Department

**Request Type Desc**

Repair Center

**Action Requested**

Notify Me

**Fill in all boxes preceded with Red text.**  
**Type your name** into the **Requestor Name** box  
**\*\*Do not select a name from the drop down menu**

IMA Request Admin x Maintenance | Clemson H... x IMA Service Request Form... x

app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHFBDYOHQX6GKKhF6L8mbyA95VUjh3Twrpbv6jz9OjpdLTZ42HV3gkXKkg

Google

**WebTMA**  
POWERED BY TMA SYSTEMS

### Service Request

**Requestor Name** Type Your Name Here

**Phone #** Enter Your Cell Number

**Requestor E-mail** Enter Your Email Here

Facility Name Residential Facilities

**Building Name**

**Area #**

Department

**Request Type Desc**

Repair Center

**Action Requested**

Notify Me

Submit Clear Create Bookmark

Fill in your **Cell phone** number and **email**

The screenshot shows a web browser window with the URL `app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHFHBDYOHQX6GKKhF6L8mbyA95VUjh3Twrpbv6jz9OjpdLTZ42HV3gkXKkg`. The page title is "Service Request" and the logo "WebTMA POWERED BY TMA SYSTEMS" is visible. The form contains the following fields and options:

- Requestor Name:** Type Your Name Here
- Phone #:** Enter Your Cell Number
- Requestor E-mail:** Enter Your Email Here
- Facility Name:** Residential Facilities
- Building Name:** (Drop-down menu)
- Area #:** ALL BUILDINGS
- Department:** ATM at Bryan Mall
- Request Type Desc:** ATM at Klugh
- Repair Center:** Barnett Hall, Benet Hall, Bowen Hall, Brackett Hall, Bradley Hall, Byrnes Hall
- Action Requested:** (Text area)
- Notify Me:**
- Submit:** (Button)
- Items 1-60 out of 60:** (Page indicator)

Select your building from the **Building Name** drop down menu  
\*\*Do not select *ALL BUILDINGS*

**Service Request**

Requestor Name: Type Your Name Here  
Phone #: Enter Your Cell Number  
Requestor E-mail: Enter Your Email Here  
Facility Name: Residential Facilities  
Building Name: Benet Hall  
Area #: [Dropdown]  
Department: 0100-Benet Lobby Entrance  
Request Type Desc: [Dropdown]  
Repair Center: [Dropdown]

**Action Requested**

0101-Benet South Rear Entrance  
0200-Benet North Rear Entrance  
0300-Benet Lobby Entrance ADA  
091-Kitchen - 091  
093-Equipment Room - 093  
094-Elevator Storage - 094  
097-Custodial Room - 097  
1000-Grounds - 1000  
1001-Porch/Breezeway - 1001

Notify Me  Submit

Items 1-109 out of 109

Doors  
Basement

**Scroll thru the drop down menu to select the Area**  
(hallway, bathroom, student room...)

\*\*The first digit usually represents the floor number

Requestor Name

Phone #

Requestor E-mail

Facility Name Residential Facilities

Building Name

Area #

Department

Request Type Desc

Repair Center

Action Requested

Notify Me

Submit

Items 1-109 out of 109

1st floor Hallway

**Example:** All *Hallway* Area #'s end with 77, so *Hallway - 177* is on the first floor. **Scroll** to find Student Room-xxx

WebTMA  
POWERED BY TMA SYSTEMS

### Service Request

**Requestor Name** Type Your Name Here  
**Phone #** Enter Your Cell Number  
**Requestor E-mail** Enter Your Email Here  
Facility Name Residential Facilities  
**Building Name** Benet Hall  
**Area #** 109-Student Room - 109  
Department  
**Request Type Desc** Web request  
Repair Center

**Action Requested**  
Be as descriptive as possible.

Notify Me

**Select** *Web request* in the drop down as the **Request Type Desc**, then enter a description in the **Action Requested** box.

## Writing a Description

- **Plumbing:** toilet overflowed; faucet drips continuously; no hot water at the third shower; fire sprinkler leaking
- **Carpentry:** **1<sup>st</sup>** bedroom door handle is loose; key won't work in door lock; key broke in lock; need a door sweep installed
- **Electrical:** a/c not working (heating); a/c leaking; no power; exit sign (near xxxx) in hallway missing
- **Custodial:** **closet** light out; **Left** light above the vanity not working; blind fell down; biohazard (bodily fluid on floor, in sink, on toilet...)

The screenshot shows a web browser window with the following tabs: 'IMA Request Admin', 'Maintenance | Clemson H...', and 'IMA Service Request Form...'. The address bar shows the URL: 'app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHfBDYOHQX6GKKhF6L8mbyA95VUjh3Twrpbv6jz9OjpdLTZ42HV3gkXKkg'. The page title is 'Service Request' and the logo is 'WebTMA POWERED BY TMA SYSTEMS'. The form contains the following fields and values:

|                   |                        |
|-------------------|------------------------|
| Requestor Name    | Type Your Name Here    |
| Phone #           | Enter Your Cell Number |
| Requestor E-mail  | Enter Your Email Here  |
| Facility Name     | Residential Facilities |
| Building Name     | Benet Hall             |
| Area #            | 109-Student Room - 109 |
| Department        |                        |
| Request Type Desc | Web request            |
| Repair Center     |                        |

**Action Requested**  
Be as descriptive as possible.

Notify Me  **Submit** **Clear** **Create Bookmark**

Submit the work order.

Request Created

Request Number 15553 has been created.

OK

Service Request

Requestor Name: Tom Warnock  
Phone #: 656-5450  
Requestor E-mail: wwarnock@clermson.edu  
Facility Name: Residential Facilities  
Building Name: Clemson House  
Area #: 108-Office - 108  
Department:  
Request Type Desc: Web request  
Repair Center:

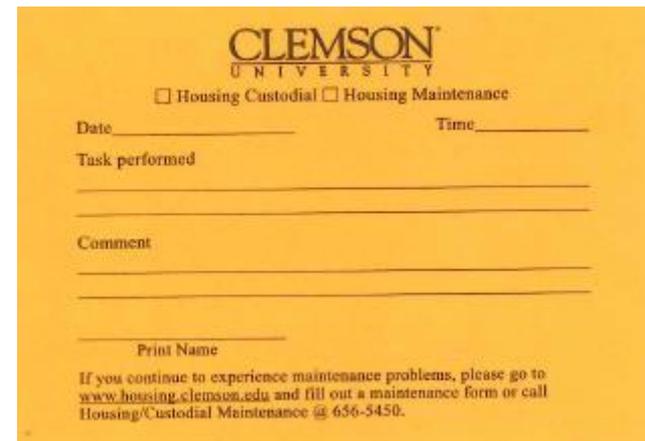
If contact information is entered accurately and the "Notify Me" box is checked, a Reference Number is displayed.

## Thank You

Thank you for submitting a maintenance request. Residential Facilities & Custodial staff appreciate your partnership in taking care of our buildings. We take pride in having well-maintained and clean residences that meet your needs.

**Emergency needs** will be addressed immediately.

Any **non-emergency requests** are typically addressed within 24-48 hours, unless there is a part that must be ordered, etc. Staff will communicate with you when the request is addressed via an **orange task status note** left in your location.



CLEMSON  
UNIVERSITY

Housing Custodial  Housing Maintenance

Date \_\_\_\_\_ Time \_\_\_\_\_

Task performed  
\_\_\_\_\_  
\_\_\_\_\_

Comment  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Print Name

If you continue to experience maintenance problems, please go to [www.housing.clemson.edu](http://www.housing.clemson.edu) and fill out a maintenance form or call Housing/Custodial Maintenance @ 656-3450.