

## 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.

IMA Request Admin x Clemson Home | UNIVERS... x

housing.clemson.edu

Google

## CLEMSON *home*

### 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**  
Block of 40 meals in our residential dining halls  
700 Paw Prints to spend in retail dining locations on campus

**SUMMER 20—\$260**  
Block of 20 meals in our residential dining halls  
100 Paw Prints to spend in retail dining locations on campus

**+ADDITIONAL 10—\$80**  
Block of 10 additional meals in our residential dining halls  
100 Paw Prints to spend in retail dining locations on campus

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




**Dine with us**  
Summer 2014 Meal Plans  
Buy 100 Paw Prints  
Eat all summer at Tiger Inn


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

#### dining

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

#### quick links


-  MENUS
-  MAINTENANCE
-  LAUNDRY



MOVE-IN WEEKEND

ASSIGNMENT LOOKUP

SUMMER SCHOOL



Select **MAINTENANCE** from the Right Side

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housing.clemson.edu/maintenance/

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## CLEMSON *home* UNIVERSITY HOUSING & DINING

### housing

- LIVING OPTIONS
- LIVING-LEARNING
- CONTRACTS & RATES
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- 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.

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




[Online Maintenance Request](#)

### dining

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



#### quick links

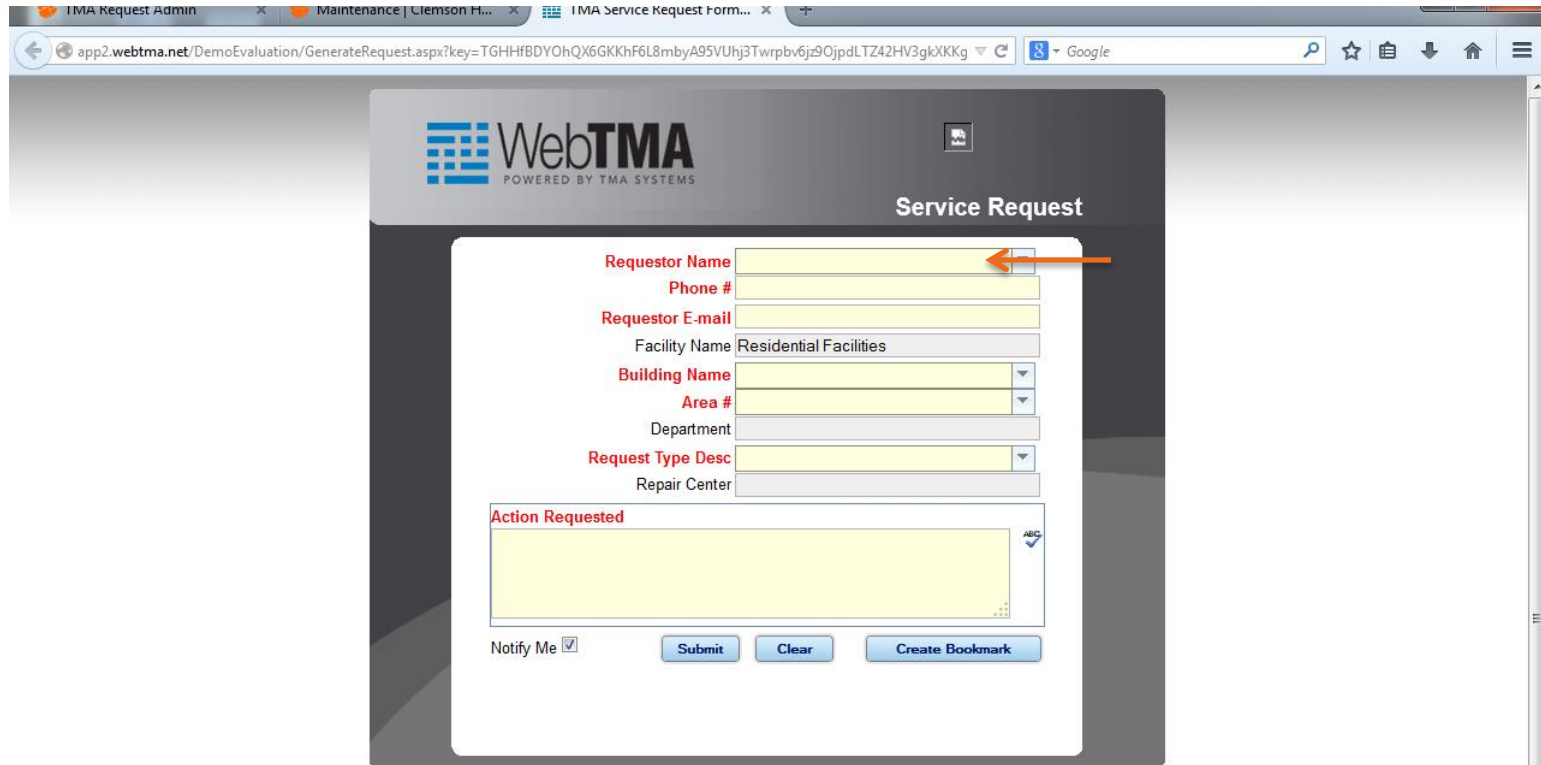
-  MENUS
-  MAINTENANCE
-  LAUNDRY

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).





The screenshot shows a web browser window with the URL `app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHFBDYOhQX6GKKhF6L8mbyA95VUHj3Twrpbv6jz9OjpdLTZ42HV3gkXKKg`. The page title is "Service Request". The form is titled "WebTMA POWERED BY TMA SYSTEMS". The form fields are as follows:

- Requestor Name**: A text input field with a red arrow pointing to it.
- Phone #**: A text input field.
- Requestor E-mail**: A text input field.
- Facility Name**: A dropdown menu with "Residential Facilities" selected.
- Building Name**: A dropdown menu.
- Area #**: A dropdown menu.
- Department**: A text input field.
- Request Type Desc**: A dropdown menu.
- Repair Center**: A text input field.
- Action Requested**: A large text area with a "ABC" icon in the top right corner.

At the bottom of the form, there is a "Notify Me" checkbox (checked), a "Submit" button, a "Clear" button, and a "Create Bookmark" button.

**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**

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app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHf8DYOOhQX6GKKhF6L8mbyA95VUjh3Twrpbv6jz9OjpdLTZ42HV3gkXKKg 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=TGHHFBDYOHQX6GKKhF6L8mbyA95VUjh3Twrpbv6jz9OjpdLTZ42HV3gkXKKg`. 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*



The screenshot shows a web browser window with the URL `app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=...`. The page title is "Service Request" and it features the WebTMA logo. The form contains several input fields: "Requestor Name" (placeholder: "Type Your Name Here"), "Phone #" (placeholder: "Enter Your Cell Number"), "Requestor E-mail" (placeholder: "Enter Your Email Here"), "Facility Name" (value: "Residential Facilities"), "Building Name" (value: "Benet Hall"), and "Area #" (a scrollable dropdown menu). The dropdown menu is open, showing a list of areas: "0100-Benet Lobby Entrance", "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", and "1001-Porch/Breezeway - 1001". Two orange brackets on the right side of the dropdown menu point to the first three items, labeled "Doors", and the last three items, labeled "Basement". Below the dropdown menu is a "Repair Center" field, an "Action Requested" text area, a "Notify Me" checkbox (checked), and a "Submit" button. At the bottom of the dropdown menu, it says "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

The screenshot shows a web browser window with the URL `app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHFH8DYOhQX6GKKhF6L8mbyA95VUjh3Twrpbvjz9OjpdLTZ42HV3gkXKKg`. The page title is "Service Request" and the logo "WebTMA POWERED BY TMA SYSTEMS" is at the top. The form contains the following fields:

- 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 #: A dropdown menu is open, showing a list of areas. The "177-Hallway - 177" option is highlighted. An orange arrow points from the text "1st floor Hallway" to this option.
- Department: 1100-Roof - 1100
- Request Type Desc: 1101-Attic - 1101
- Repair Center: 110-Student Room - 110
- Action Requested: A text area for describing the request.
- Notify Me: ☒
- Submit: A blue button.

The dropdown menu for Area # shows the following items: 109-Student Room - 109, 1100-Roof - 1100, 1101-Attic - 1101, 110-Student Room - 110, 111-Student Room - 111, 112-Student Room - 112, 113-Student Room - 113, 114-R/D Apartment - 114, 177-Hallway - 177, 182-Apartment - 182, and 190-Lobby - 190. At the bottom of the dropdown, it says "Items 1-109 out of 109".

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

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app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHF8DYOhQX6GKKhF6L8mbyA95VUjh3Twrbv6jz9OjpdLTZ42HV3gkXKkg 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** 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...)

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

app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHHfBDYOhQX6GKKhF6L8mbyA95VUjh3Twrpbvjz9OjpdLTZ42HV3gkXKKg 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** 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.

File Edit View History Bookmarks Tools Help

Mozilla Firefox Start Page x Outlook Web App x TMA Request Admin x Fob Control and Pool Assi... x Picture Perfect x Maintenance | Clemson H... x TMA Service Request Form... x

app2.webtma.net/DemoEvaluation/GenerateRequest.aspx?key=TGHFHBDYOhQX6GKKhF6L8mbyA85VUjh3Twrbv6jz9OjpdLTZ42HV3gkXKXgsgav0sRqJu3OrbmPEtovw7MA5mej7ISUTkAy Google

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WebTMA  
POWERED BY TMA SYSTEMS

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

Request Created  
Request Number 15553 has been created.  
OK

Submit Clear Create Bookmark

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

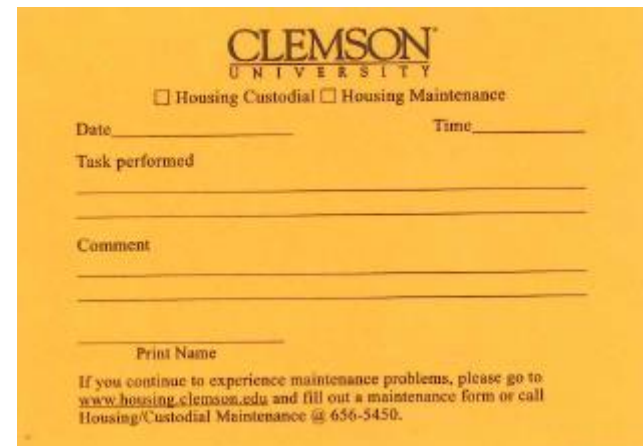


## Thank You

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.



A yellow maintenance request form from Clemson University. At the top is the Clemson University logo. Below it are two checkboxes: ☐ Housing Custodial and ☐ Housing Maintenance. The form includes fields for Date, Time, Task performed, Comment, and Print Name. At the bottom, there is a note about experiencing maintenance problems and contact information.

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.