UCR Housing Services

Dundee Maintenance Request Self Service

This target audience of this document is in-room residents of Dundee to demonstrate how to use the maintenance self service feature on UCR MyHousingPortal. You can click on the link or use the QR code in the header. Once you have logged into the portal, you are looking for the Maintenance Request button. Clicking the Maintenance Request button takes you to the Request A Repair page.

MAINTENANCE REQUEST

Request A Repair

We Fix It

Leaky faucet? Don't try fixing it yourself! We provide service repairs to your residence and community. Submit a request 24/7 and relax.

If something in your residence malfunctions or breaks, or if you notice something is out of order on the property, please submit a service request. Most repairs are completed free of charge. Ask your Resident Services Office staff whether or not you may be charged for a particular repair. Service requests are usually completed within 48 hours, depending on availability of materials.

Service requests we provide assistance for:

- Heating and air conditioning
- Water leaks
- Burned-out light bulbs
- Malfunctioning toilets
- Garbage disposals
- Grounds maintenance
- Lock and key issues
- And many others

Service requests we do NOT provide assistance for:

- Curtain rods
- Mini-blind valences
- Additional window coverings
- Additional bedroom doors
- Additional locks & security devices
- Additional lighting

Please refrain from installing these items in your residence.

Have an Emergency?

Contact the RSO or the RA On-Duty if it is a health or safety emergency, or if it will escalate damage to property. Maintenance staff is available 24 hours a day to conduct repairs.

Resident Services Office Information

Submit A Request

Figure 1. The Request a Repair page, Click Submit A Request on the lower left.

If you have been checked into your Dundee room then you should be routed to the Dundee Maintenance Request page. You can then make a maintenance request for your Room & Hall or for Dundee public spaces. Choose one and then click continue. For this example, I have chose My Room & Hall Maintenance Requests.

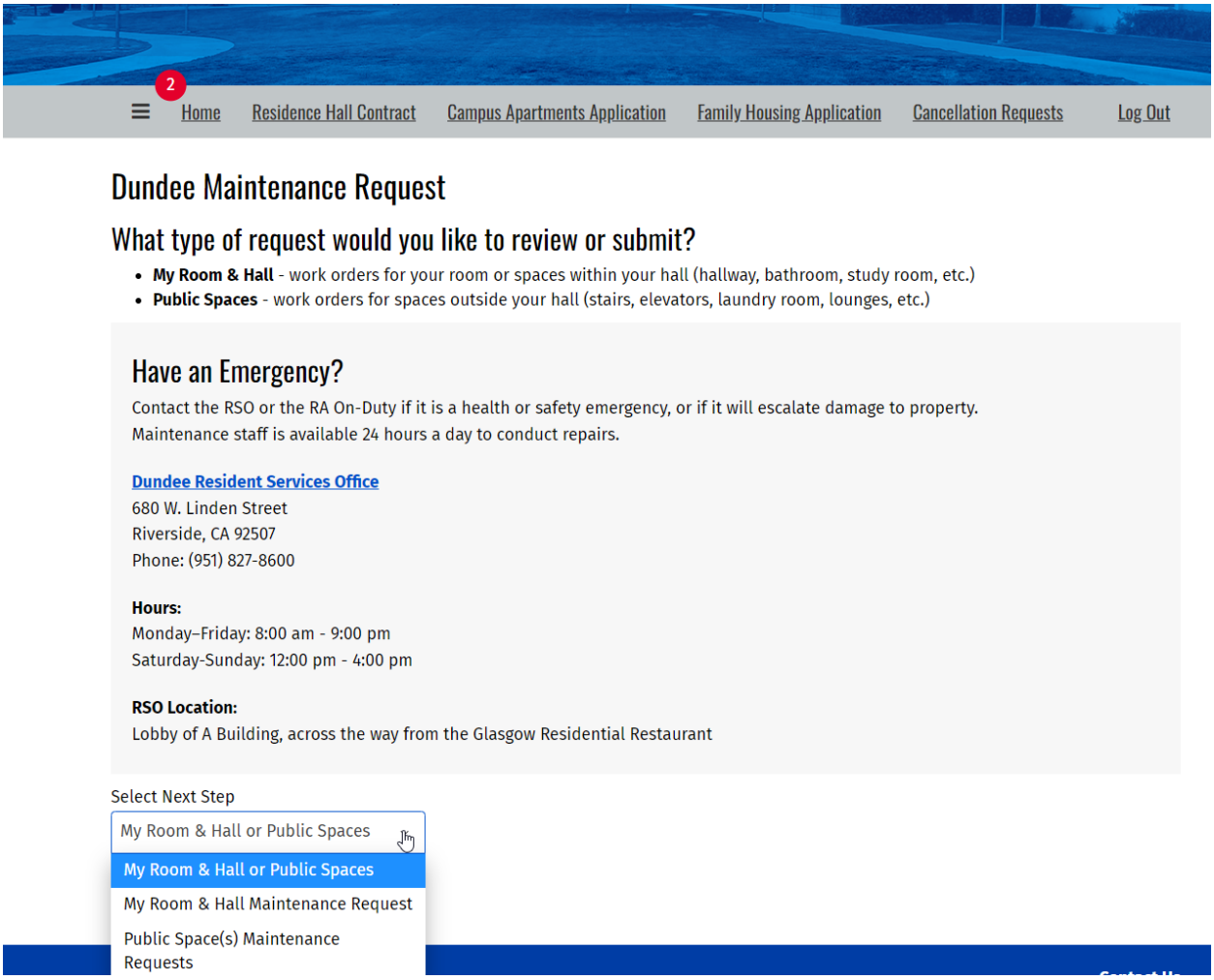
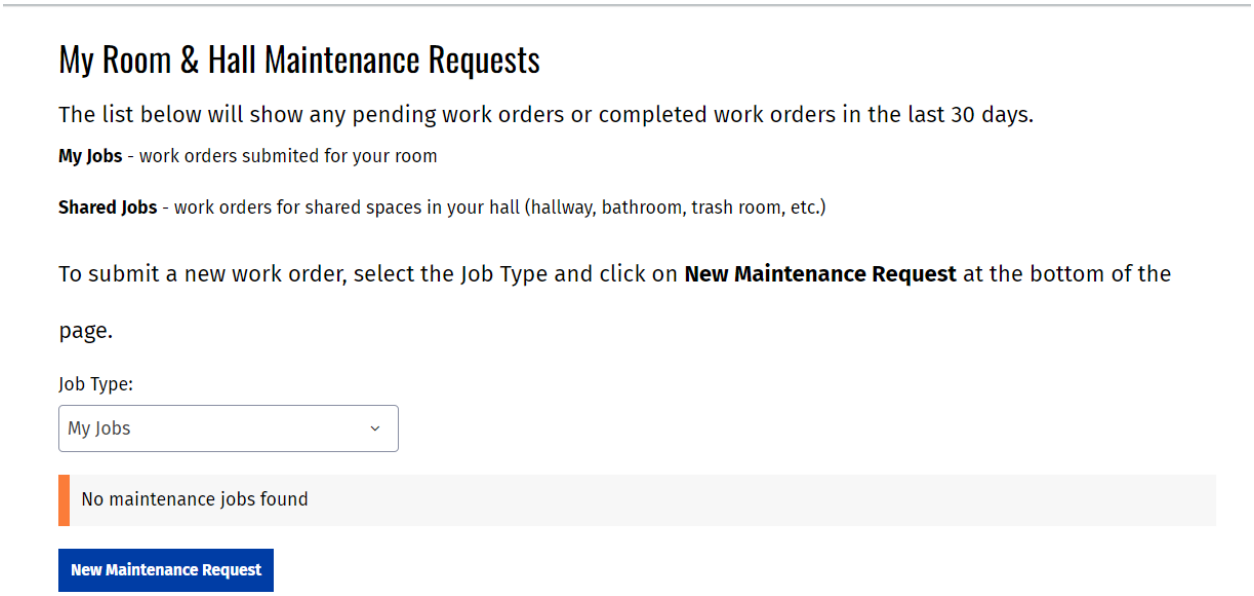


Figure 2.Dundee Maintenance Request page

Housing Services

Now at the My Room & Hall Maintenance Requests page, you will need to choose either *My Jobs* or *Shared Jobs* and click *New Maintenance Request*. For this example, I chose My Jobs.



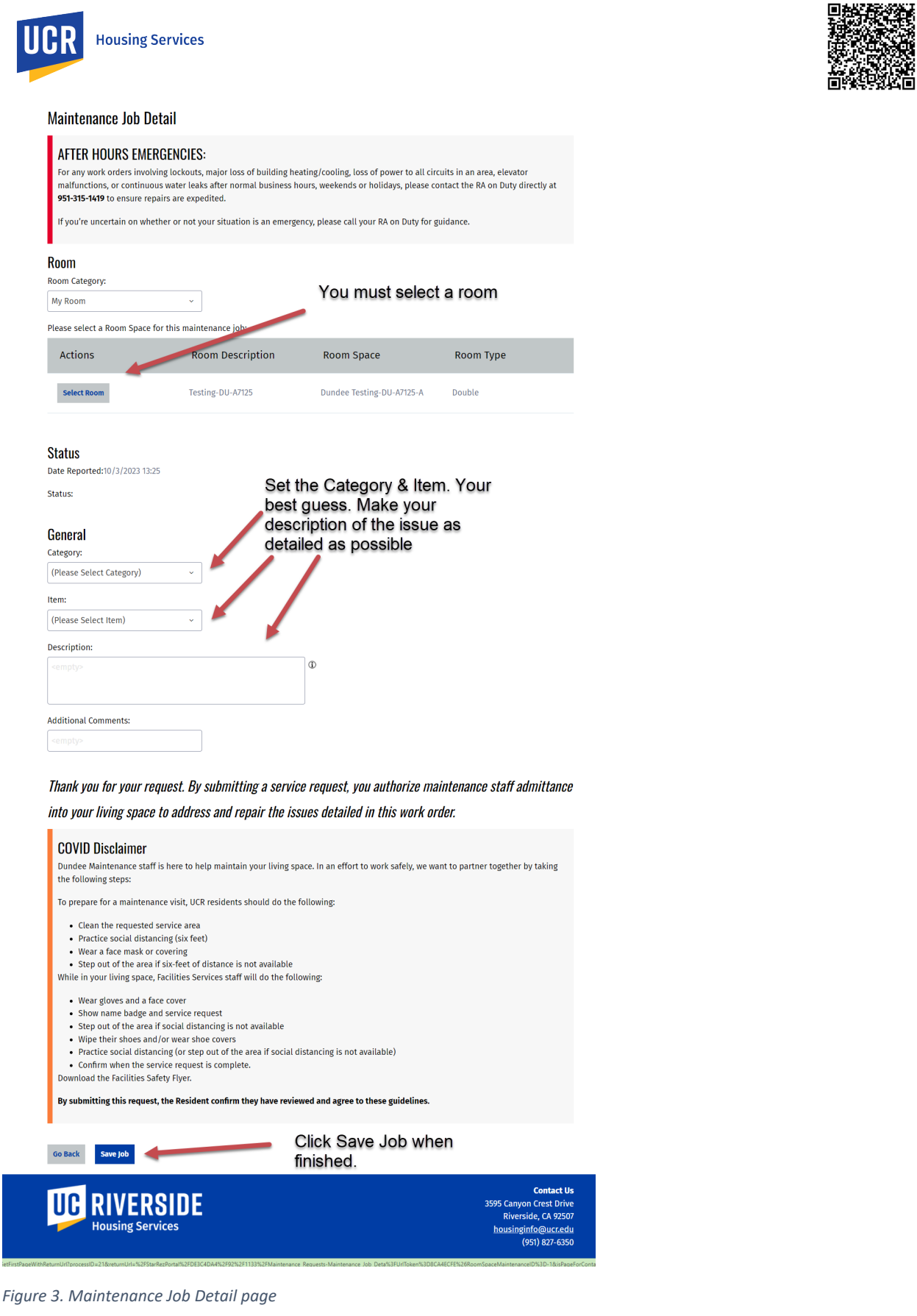


Figure 3. Maintenance Job Detail page

You should now be able to see the request that you just made in the jobs table on the page. Also, a Maintenance Request Confirmation email will be sent to your UCR email address. You can login again at anytime to see the pending or completed jobs that wer submitted in the last 30 days.

My Room & Hall Maintenance Requests

The list below will show any pending work orders or completed work orders in the last 30 days.

My Jobs - work orders submited for your room

Shared Jobs - work orders for shared spaces in your hall (hallway, bathroom, trash room, etc.)

To submit a new work order, select the Job Type and click on **New Maintenance Request** at the bottom of the page.

Job Type:

My Jobs

Date Reported	Job Status	Job Description	Item	Action
10/3/2023 1:33:00 PM	REQUESTED	Test	Clean Up	View

New Maintenance Request

Dundee Maintenance Request 2919 Submitted

AC American Campus Communities - Dundee <dundee@americancampus.com>
To

Reply | Reply All | Forward | ...
Tue 10/3/2023 1:34 PM

UNIVERSITY HOUSING OPERATED BY AMERICAN CAMPUS COMMUNITIES

Dear Spiffy,

Thank you for your request. By submitting a service request, you authorize Facilities staff admittance into your living space to address and repair the issues detailed in this work order.

Maintenance Job ID: 2919
Description: Test

If you have any questions or concerns, you can contact the **Dundee Resident Services Office**
680 W. Linden Street
Riverside, CA 92507
Phone: (951) 827-8600

Hours:
Monday–Friday: 8:00 am - 9:00 pm
Saturday-Sunday: 12:00 pm - 4:00 pm

RSO Location:
Lobby of A Building, across the way from the Glasgow Residential Restaurant

Thank You,
Dundee Maintenance

Figure 4. Maintenance Request Confirmation Email