



Maintenance Requests

Washing machine and dryer problems must be reported by the resident to **Vending (936) 294-1824**.

Ethernet/Telephone problems must be reported by the resident to **IT@SAM (936) 294-1950**.

All **TV cable** and **cable outlet** problems must be reported by the student to **Sudden Link Communications at (936) 295-2664**.

Routine Repairs should be submitted by the student on-line. Residence Life Maintenance staff work daily to ensure that all work order requests are completed in a timely manner. If you have an **Emergency Repair**, please do not submit a workorder on-line. Monday through Friday 8:00 a.m. to 4:00 p.m., please call the Residence Life Maintenance Work control at ext. 936-294-4474. After business hours, call the resident advisor on duty in your building for **Emergency Repairs**.



[Click Here To Enter Routine Maintenance Workorder System](#)

[Click here for instructions on placing a workorder](#)

Workorder request can only be made from a computer network connection on-campus

What is the difference between Routine Repairs and Emergencies?

Routine Repairs are problems that can be scheduled, and do not require immediate attention – even though the student would like it taken care of as soon as possible. Examples of **Routine Repairs** include a burned-out light bulb, broken or sticking drawers or cabinets, a/c filter changes, moving furniture, broken blinds, and rodents/pests.

Emergency Repairs are identified as anything that requires immediate attention because if it is not remedied, serious injury or damage will result. **Emergency Repairs** include broken water or gas pipes, main sewer pipe stoppage, power failure, 1st floor broken windows, any water backing

up out of a drain, smoke detector beeping or malfunctioning, any potential fire or shock hazard, and all air conditioner and heating problems.

Instructions for On-Line Routine Repairs:

If you are a first-time user, you will be asked for your email address. Enter your SHSU email address and click SUBMIT. The system will then indicate that it cannot find your email address. Enter your last name. Click SUBMIT.

Enter in the remaining information (first name, phone number, Cell #, etc.) Click SUBMIT. When you use the system for future requests, your stored information will be automatically pre-filled in these categories.

If you are a returning user, enter your SHSU email address and click SUBMIT. Your stored information will automatically be pre-filled in the workorder request.

Complete the request as indicated on the form. Descriptions of your **Routine Repair** need to be as detailed as possible to ensure that the Residence Life Maintenance Staff understands the issue and can schedule the repair. If you reside in an apartment style hall (i.e. **Bearkat Village, Sam Houston Village, or Raven Village**) and the request is for a bedroom, please specify either Bedroom A (Left Bedroom) or Bedroom B (Right Bedroom). Please Limit One Issue Per Workorder!

Incorrect Description: My bed is broken.

Correct Description: The leg on my footboard is loose and the screws are missing.

Click SUBMIT. You will receive an email that your workorder was submitted successfully. You will have the ability to track your workorder on-line through completion.