Residence Life Maintenance Request

Please use our **severity rating guide** to determine the urgency of your request:

- **5:** No heat, no water/hot water, water leak, broken lock/window/mirror, replacement for smoke alarm/thermostat battery, thermostat not working, ice on walkways, any bodily fluid clean-up or hazmat clean up, gas odor, electric issues
- **4:** Refrigerator/stove/shower not working, clogged shower drain, elevator problems
- **3:** Outlets/bathroom sink not working, broken door/closet door/door frame/bed frame, laundry room issues (call MacGray for broken appliances, phone number is on machine in laundry room)
- **2:** Broken cabinet doors/dresser drawers, toilet clogged/running, hallway lighting, clogged sink kitchen or bath
- **1:** Light bulb out, broken kitchen chairs/bedroom chairs/lamp/sofa

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First Name

Last Name

Email Address

Select Jmst - DORMS

Space

Room Type

Common Area? Specify exact location

Description

Urgency

Priority

TimeFrame