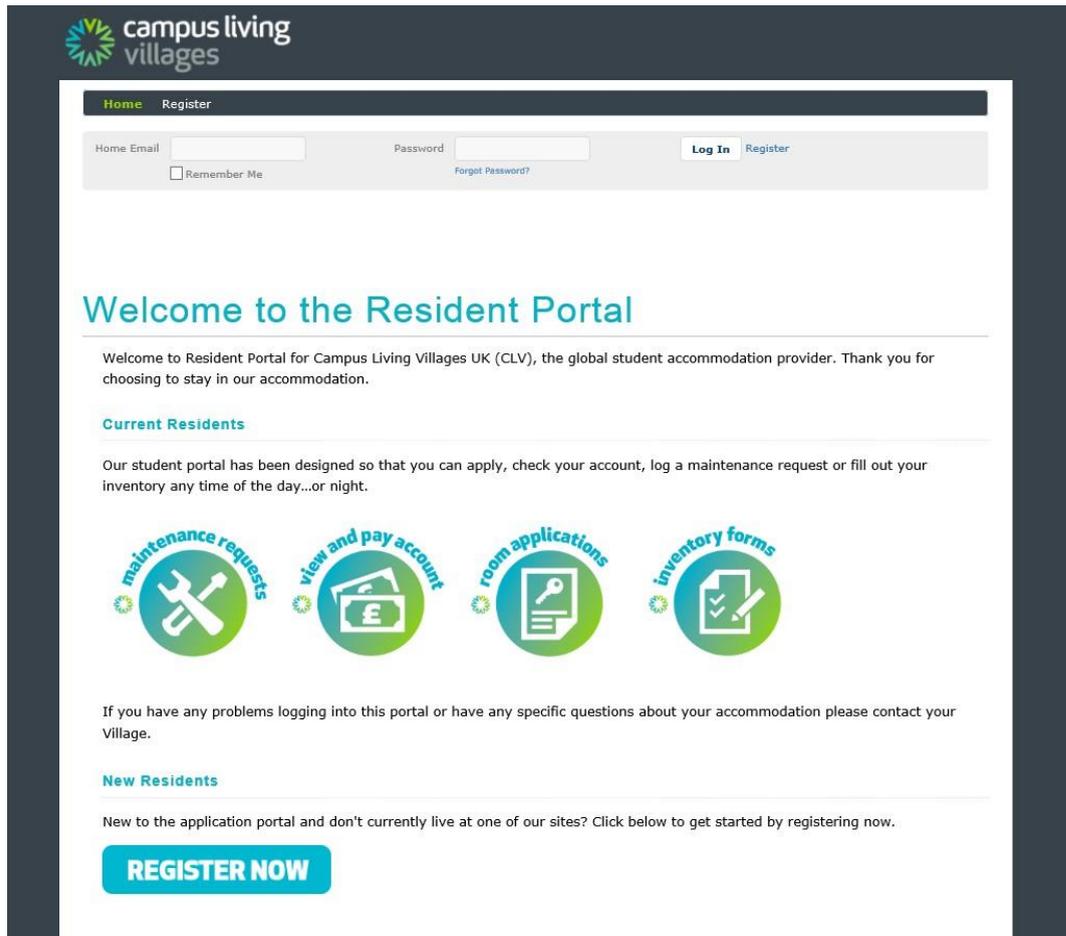
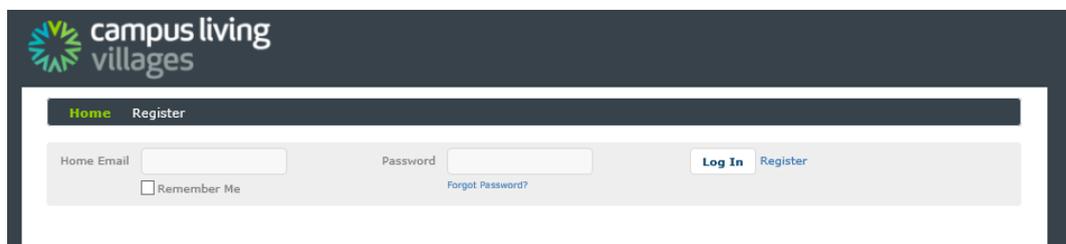


## **Logging onto Arena Village Portal: 6 easy steps!**

- 1. Click this link to the [Arena Village Portal](#) which looks like the below:**



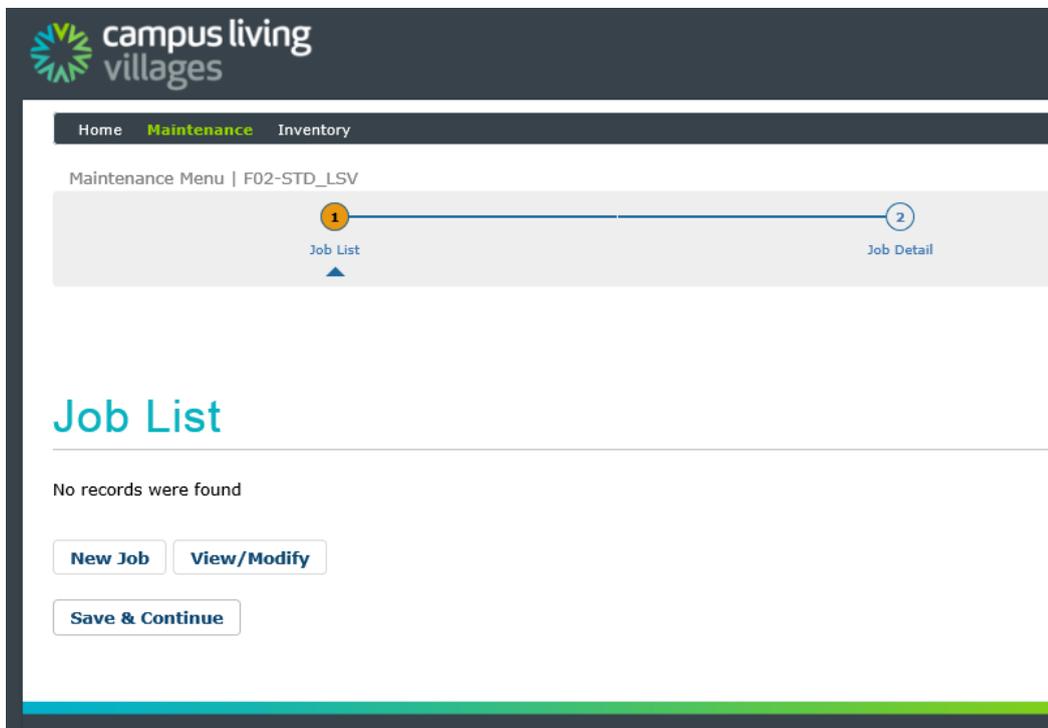
- 2. Login with the login details emailed to the email address provided by Leeds Beckett University- This will either be your University Email address or the address you used to apply for your accommodation. On the 14/9/15. If you cannot locate this then this information can be given to you at reception (ID required)**



3. Once logged in you will see the maintenance tab towards the top of the screen:



4. Click on Maintenance and then New Job



5. Complete all boxes where possible, telling us as much detail about what needs fixing. Please pay attention to the tick box giving us consent to go to your room in your absence, failure to give us permission might result in a delay in fixing your request.

## Job List

(Step 1 of 2)

Date Reported: 10/11/2015 10:28:11

Status:

Category:

(Please Select Category)

Item:

(Please Select Item)

Description:

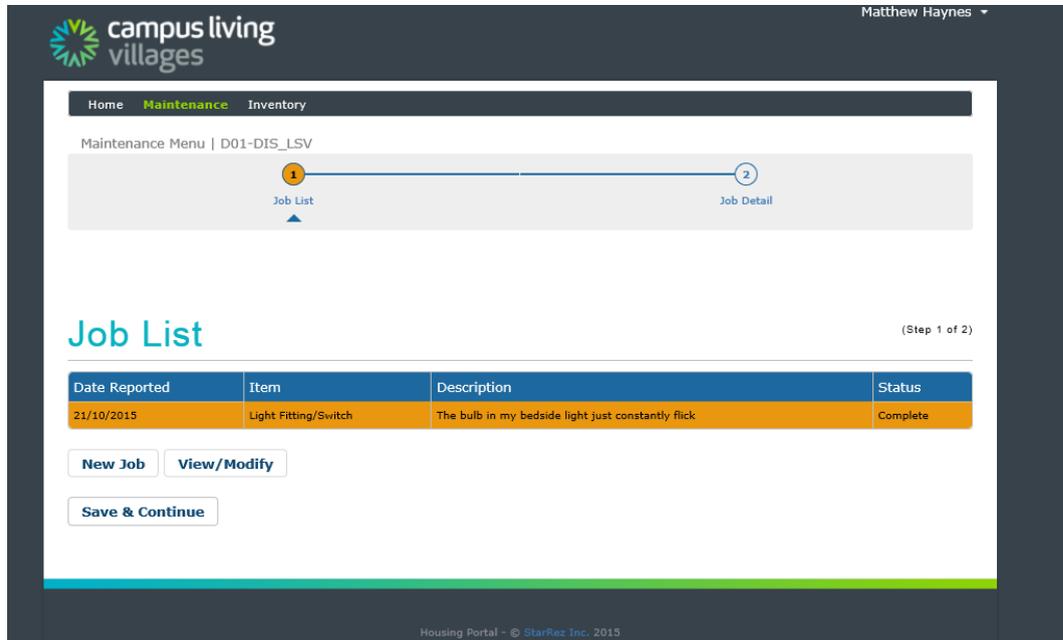
Cause:

I agree to allow a staff member into my room while I am not there.

Comments (eq requested time):

[Save & Continue](#)

6. Once you have clicked Save & Continue, your Job will be submitted to the Maintenance Team. The job will be graded as per our maintenance completion agreement (at end of this document) and we will endeavour to fix your request within these timescales. You can click View/Modify to check on the progress of your fix it request at any time.



## Job List - The bulb in my bedside light just constantly flickers and has...

(Step 1 of 2)

Date Reported: 21/10/2015 17:27:00  
 Status: Complete

Category:  
 Maintenance Bedroom

Item:  
 (Please Select Item)

Description:  
 The bulb in my bedside light just constantly flickers and has been like this for a few days now.  
 Bulb replaced

Cause:  
 Unsure

I agree to allow a staff member into my room while I am not there.

Comments (eg requested time):

Save & Continue

Finally, when the maintenance team have been to fix your fault, they will leave a feedback form. Please could we ask that you complete and return these to reception, so we can capture your feedback on our maintenance service we are providing at LSV!

## Categories of Faults and Agreed Response Times:

### Categorisation of Faults/Repairs and Response Times

PRIORITY	DESCRIPTION	TARGET RESPONSE TIME	EXAMPLES
<b>URGENT</b>	Faults which represent an immediate danger to personal health, safety, or cause serious damage to the building.	To be made safe or repaired within 8 hrs	Security Break in - to secure Flat/bedroom cannot lock or open Block cannot be secured Dangerous electrics /no Power to room/flat Plumbing- bad leaks, continual Main sewer blocked /backing up
<b>HIGH</b>	Faults where there is no immediate danger to personal health and safety but delays may lead to serious damage to the building	To be targeted to be repaired within 24hrs	No lights (room /corridor) No power to sockets Broken or keeping smoke/heat detectors Blocked Wc /shower /sink. Fridge/Freezer not working Lift out of order No hot water Shaving/bathroom light
<b>MEDIUM</b>	Faults which [includes are required to be rectified to avoid substantial inconvenience or on-going deterioration to the building.	To be targeted to be repaired within 7 days	Replacement bulbs No heating Electrical fault general Extractor fan faulty Broken electrical appliance no TV reception! Broken/missing equipment [major] Shower reseal-grout  Joinery repair Glazing Pest Control Curtains/ rails Plaster repairs [major] Bed Light
<b>LOW</b>	Faults where non-completion within 28 days would not cause inconvenience.	To be completed within 28 days	Minor joinery repairs Redecoration Broken/missing equipment (minor) Fridge/extractor hood bulbs Floor coverings Plaster repairs (minor) Window repair [non-security issue] Minor other repairs