



Maintenance Request

Step 1.

- Login to the Residences Portal at residences.ucd.ie

The screenshot shows the UCD Residences Portal interface. On the left, there is a user profile section with fields for STUDENT ID, NAME, and EMAIL ADDRESS, and a 'logout' button. The main navigation menu includes 'Your Application', 'Your Offer', and 'Your Room', with a red arrow pointing to 'Your Room'. To the right, under the heading '2023-24', there is a 'STATUS' section with a list of request options: 'Accommodation Cancellation Request', 'Request a Room Transfer', 'Overnight Visitor Request', 'Report a Welfare Concern', 'Maintenance Request' (highlighted with a red box), and 'Review submitted requests'.

Step 2.

- Click on “Your Room”
- Choose “Maintenance Request”

Request Maintenance

Damage and repairs should be reported as soon as possible.

Maintenance requests will often require UCD maintenance contractor staff access to the reported location, which may be in the shared apartment spaces or bedroom areas.

Please note that any repair or maintenance work that is required as a result of anti-social behaviour or serious neglect may result in maintenance charge being applied.

The University will deal with faults on a priority basis and will carry out repairs as soon as reasonably practicable.

In reporting a fault, you are giving permission for staff to access the area where the fault has occurred. Staff will always announce themselves upon arrival at any resident apartment. Staff and contractors will always carry University ID.

Please complete your maintenance request below.

The screenshot shows the maintenance request form. It has two text input fields: 'Where is the issue? *' and 'Please provide more details of the maintenance issue *'. Below these is another field: 'What is the issue relating to? *'. At the bottom, there is a checkbox with the text 'I understand that I am logging the item listed above as damaged, and that I may be contacted for further details.' To the left of the checkbox is a 'return to Hub' button, and to the right is a 'Submit Request' button, which is highlighted with a red box. A red arrow points to the 'return to Hub' button.

Step 3.

- Complete the necessary fields
- Tick the box confirming that you understand the process and click “Submit Request”