

**From:** Fisher, Blaine C. (Housing and Residential Life)

**Sent:** Thursday, August 28, 2025 4:03 PM

**Subject:** Work Orders & Room Condition Reports



Good evening, Warriors,

We hope that everyone is settling in nicely on campus! Part of settling in is making sure that you've reviewed and responded to your Room Condition Report and know how to enter your work orders in case there is an issue Facilities needs to help with. Please review the following carefully so you do not miss any important deadlines and so that you know how to request assistance when needed.

Thank you!

**ROOM CONDITION REPORTS:**

All housing assignments are inspected by housing staff prior to students moving in. Students can view the conditions and comments that result from that inspection in the MyHousing Portal. Students are encouraged to review their Room Condition Report and respond to it no later than August 31st. After August 31st, if a student does not respond to their Room Condition Report, the comments and conditions made by staff are automatically agreed to, and damage billing at the end of the time a student lives in a space will be determined by a Professional Staff Member (NOT an RA) based on the student's check-in Room Condition Report.

To accept or contest your Room Condition Report:

- 1.) Using Google Chrome or FireFox, login to the MyHousing Portal
- 2.) CLICK: RCR/Damages, then CLICK: Room Condition Reports
- 3.) CLICK: The "eye" icon to view your Room Condition Report
- 4.) Check the conditions and comments of each feature in your room.

- a. If you agree with the conditions and comments, choose “I agree” and leave an electric signature
- b. If you do NOT agree with a condition or comment, choose “I disagree” leave a comment, and an electronic signature. A staff member will follow up.
- c. If you are not able to agree or dispute your Room Condition Report, let a staff member know.

### **WORK ORDERS:**

A friendly reminder to all students that they are responsible for the care and cleaning of their housing assignments, and for reporting issues that need to be addressed by Facilities. To request support from Facilities, students are required to submit a work order using the MyHousing Portal. Instructions can be found [HERE](#) and below:

#### **Access the MyHousing Portal:**

- 1.) Login to your [Eastern Apps](#) using either Google Chrome or Mozilla FireFox as your internet browser (Safari and Internet Explorer will not work for this process)
- 2.) While in “Eastern Apps”, click the “App Launcher” icon in the top left of the screen (looks like 9 small square dots)
- 3.) Click the blue “All apps” link
- 4.) Carefully look for the “MyHousing Portal” next to an icon of a black house

#### **Accessing the Work Order Feature in the MyHousing Portal:**

- 1.) After you’ve logged into the MyHousing Portal, click “RCR/Damages” in the navigation panel, on the left side of the page (if the navigation panel does not show up, click the three lines on the top of the page to have it appear to you).
- 2.) Click “Work Order Requests”
- 3.) Click “Add Work Order”

#### **Writing Your Work Order Request:**

When writing your request, please include the following information:

1. Which residence hall you live in.
2. Which room you live in.
3. Which area within your housing assignment needs attention.
4. What the issue is.

5. When someone who lives in your housing assignment is available.

*NOTE: Facilities staff members are on campus for routine requests Monday - Friday between 7:00am and 3:00pm (except for holidays or snow-day closures), and they may enter a housing assignment whether a resident is "home" or not.*

Example of a Work Order:

“Noble Hall, Apartment 100, Bedroom A: The light in my bedroom needs to be replaced, please. I am expected to be in my apartment on Thursday, January 1st between 10:00am and 12:30pm, or 2:00pm to 3:30pm. Thank you!”

### **After You Submit Your Work Order:**

When a resident submits their work order, it is then sent to the Hall Director for review. This is NOT an automated process. Hall Directors receive new work orders when they arrive to their office for the day. After the work orders from the previous day or weekend are reviewed, they are then sent to Facilities. Once Facilities receives the work orders, they are prioritized by urgency and then reported to as soon as possible/during business hours.

Students may check the status of their work order by logging into the MyHousing Portal, going to the work order system and viewing the work order they submitted. If your work order has not been resolved within 3 business days, please report to your residence hall staff.

A work order could be delayed if the resident does not properly submit their request or write it out appropriately. Work orders without enough detail will require follow up before being sent to Facilities. For example, if your window blinds no longer open and close, it is best to explain that so that Facilities knows exactly what the problem is and what tools they may need to fix it. Vague work orders will be delayed.

### **Emergency Work Orders:**

If you have an emergency work order, please do not submit a work order. Please find an available Housing & Residence Life staff member and report the issue in person. If a staff member is not available, call Campus Police at 860-465-5310.

Emergency Work Orders Include:

1. A main residence hall door OR a main housing assignment door does not close, automatically lock, or open.
2. Water actively running into a space.
3. Heat (during winter months) or hot water (any time of year) has stopped running completely.

4. Broken windows.
5. Bloodborne pathogens in a residence hall common area (bloodborne pathogens in a housing assignment cannot be addressed by Facilities).

These are the ONLY reasons a facilities staff member will report to an issue overnight, during the weekend, or when the University is closed. All other issues are considered to be routine and will be addressed during business hours: Monday – Friday 7:00am – 3:00pm, when the University is open.

**Blaine Fisher, MSOM**

Pronouns: She/Her/Hers

Associate Director of Housing & Residential Life for Housing Services

Eastern Connecticut State University

83 Windham Street | Willimantic, CT 06226

PHONE: (860)465-5297 | FAX: (860)465-5151

WEBSITE: <http://www.easternct.edu/housing/>

*“Do what you can, with what you have, where you are.” – Theodore Roosevelt*