

MAINTENANCE ISSUE PROCEDURE

Preventative Maintenance:

- Residents are responsible for avoiding damage to their unit.
- Report any maintenance issues to Base Student Living Management promptly through your Student Portal by logging a maintenance ticket.

Emergency Maintenance:

- In case of emergency maintenance, provide immediate and necessary access to Base maintenance personnel.
- Cooperate with Base Student Living maintenance personnel by allowing access to the unit until the issue is resolved.

Vacating the Unit:

- Upon vacating the unit, ensure it is left in the same condition as when received, with allowance for fair wear and tear.
- Do not engage third-party contractors for any maintenance or repair work.

Liability for Damage:

- Residents are liable for any damage caused to the unit.
- Base Student Living may deduct repair costs from the security deposit.

Library Usage during Maintenance

During maintenance, feel free to use the library downstairs for your convenience.

MAINTENANCE TICKET PROCESS

- 1 . RESIDENT LOGS A TICKET**
- 2 . SAVE REFERENCE NUMBER**
- 3 . YOUR MAINTENANCE TICKET WILL BE ACKNOWLEDGED.**
- 4 . YOU WILL BE NOTIFIED WHEN YOUR ISSUE HAVE BEEN RESOLVED**