



# Housing Services



## Housing Services – Online Services

### Maintenance Request (Work Order)

Housing Services will now be accepting online work requests for maintenance and repairs through our Online Services Portal. [www.uleth.ca/housing/onlineservices](http://www.uleth.ca/housing/onlineservices)

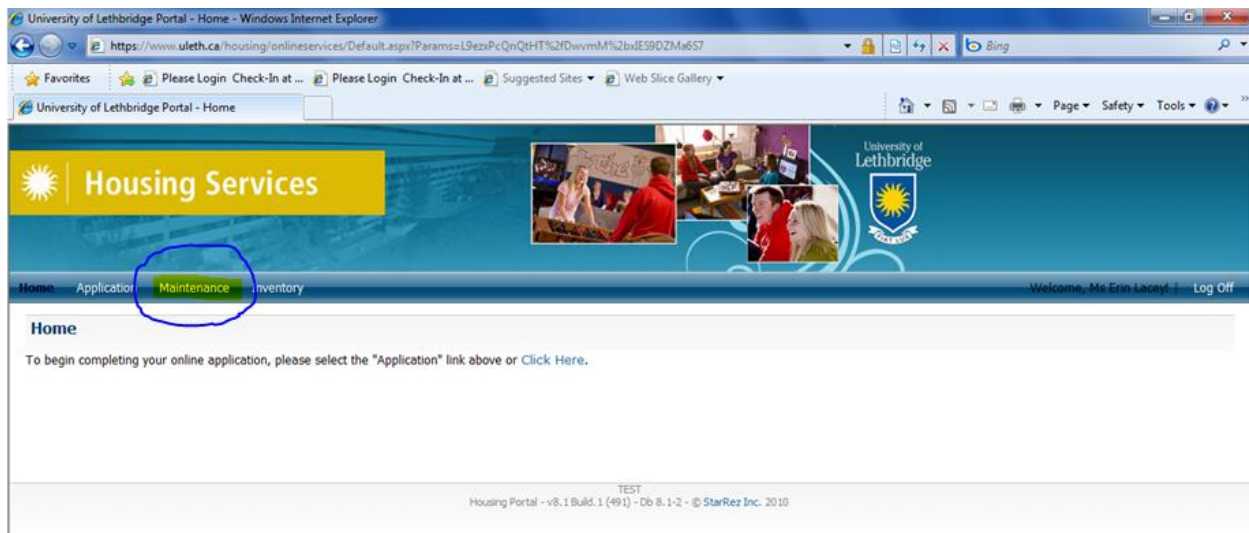
To log into the system you will need to memorize your username and password. Your username and password will be the same as all other U of L systems.

i.e. john.smith

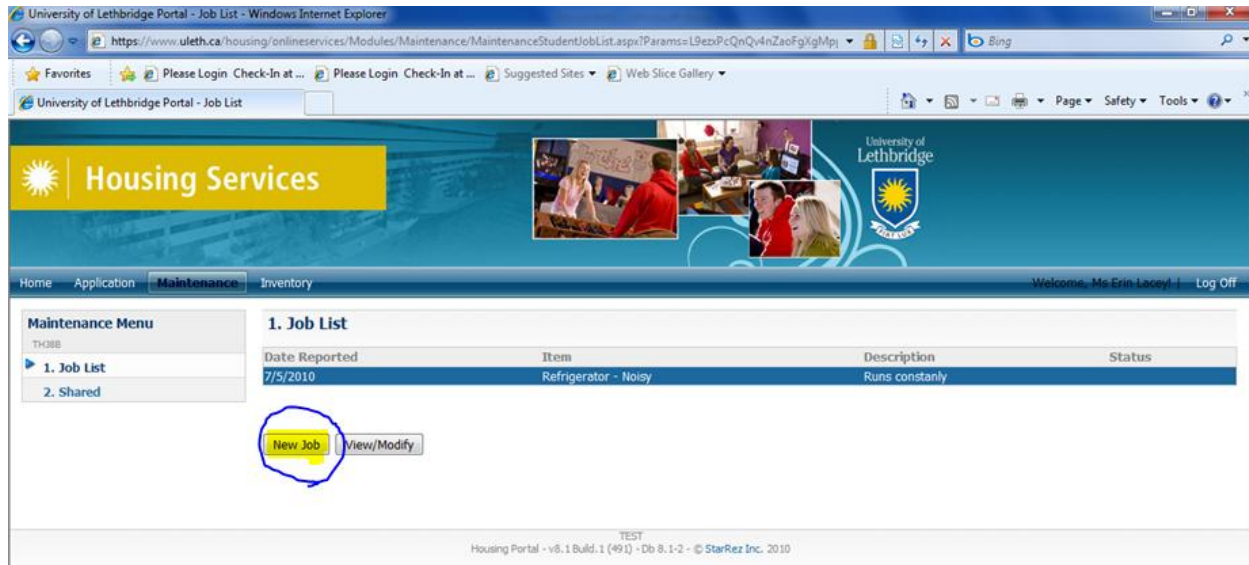
### A few things to remember when completing a Maintenance Request:

- Work orders will be completed based on urgency and priority, not necessarily on a first come first serve basis
- Please be patient, your request is important to us. Although we strive to respond to your requests as quickly as possible, sometimes delays can occur due to time, labour or material constraints.
- We care about your home and we would like you to be comfortable there. If there is anything that requires maintenance, please don't hesitate to contact us.

### 1. Select the "Maintenance" tab



2. To request a new job, select the “New Job” button



3. Fill in the job request details

- Select a category from the drop down list
- Provide a thorough description of the issue
- Provide a cause for the deficiency if known
- Indicate if you consent to a staff member entering your room/unit while you are away
- Save and continue back to the menu

