

How to log a maintenance request through the accommodation portal

1. Go to the University Accommodation webpage (<http://rcc.anu.edu.au/>) and click on 'Accommodation Portal'.

Australian National University
Residential & Campus Communities

RESIDENTIAL & CAMPUS COMMUNITIES

- Home
- Accommodation guarantee
- Accommodation options
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- Accommodation portal**
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- Accommodation alternatives >>
- National Rental Affordability Scheme (NIRAS) >>
- Contact us

CAMPUS COMMUNITIES

- Campus communities >>
- Student safety

USEFUL LINKS

- Housing online
- Resident parking
- Tenants' Union ACT Inc

Welcome to Accommodation Services

Second semester applications

Second semester applications are now closed. If you require accommodation for second semester you should source accommodation yourself, the resources below may be of assistance. As a small number of vacancies may still arise you should refer to [waitlist](#) for more details.

Key dates

- 14 Jul Orientation week commences
- 21 Jul 1st day of classes
- 20 Aug 2015 accommodation applications open

Resources

If you are looking for resources so you can research alternative accommodation off campus you may find the following links will help:

- [ANU Apartments](#)
- [Housing online](#)
- [Allhomes](#)
- [Australian Institute of Sport residences](#)

ANU Apartments

[ANU Apartments](#) provides a range of accommodation ranging from [short stay](#), [staging and rental accommodation](#). We also cater for [postgraduate students with families](#).

[Student accommodation](#) | [Short stays, visitors & staff](#) | [Communities](#) | [A day in the life](#)

Student accommodation

2. Enter your Username and Password:

HOME REGISTER

Username: Password:

Remember Login [Forgot Password?](#)

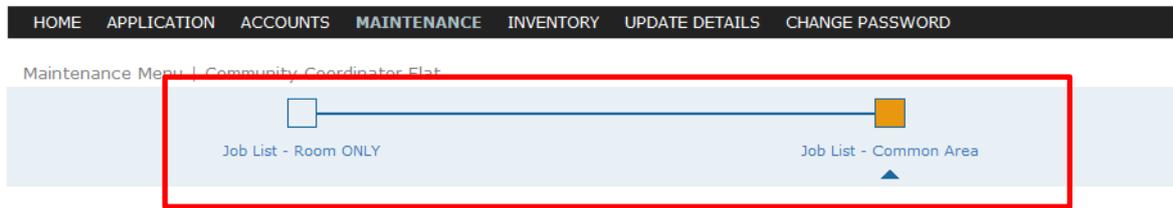
[Log In](#) [Register](#)

3. Click on the 'MAINTENANCE' tab toward the top of the page.

HOME APPLICATION ACCOUNTS **MAINTENANCE** INVENTORY UPDATE DETAILS CHANGE PASSWORD

4. Is your maintenance request for something in your bedroom or in a common area of Toad Hall?

Select whichever applies, and click 'new job' toward the bottom of the page:



Job List - Common Area

(Step 2 of 2)

Date Reported	Item	Description	Room Type	Room	Room Space	Status
25/06/2014	Hot Plates	Two hotplates on the left stove of the E2 kitchen	Administration	Kitchen	Kitchen E2	Completed



Note: If your maintenance request is for your bedroom, you will be taken directly to step 6.

5. If your maintenance request is for a Toad Hall common area, you will need to select the appropriate 'room space' and click 'continue' toward the bottom of the page.

Laundry E	Laundry	Laundry
Laundry F	Laundry	Laundry
Laundry G	Laundry	Laundry
Garbage Enclosure	Garbage Enclosure	Administration
Bike Shelter	Bike Shed - Side	Administration
Bike Shelter	Bike Shed - Front	Administration
Kitchen A Ground	Kitchen	Kitchen
Common Area G1	Common Area	Administration
Common Area G2	Common Area	Administration
Common Area G3	Common Area	Administration
Common Area G Ground	Common Area	Administration
Common Area F1	Common Area	Administration
Common Area F2	Common Area	Administration
Common Area F3	Common Area	Administration
Common Area F Ground	Common Area	Administration



6. You will now be able to log the request. Please select a 'category' and 'item'.

Please complete the description section with as much clear detail as possible.

Note: If the maintenance request is for your bedroom, you will also have the option to select 'I wish to be present when this issue is being resolved'. **Please do not tick this box.** It will not be possible for our maintenance staff to organise appointments for maintenance requests. Maintenance staff will leave a note in your bedroom letting you know that they have entered your room if you are not there. They will also update the job request which can be viewed online.

Remember to **always** click 'save and continue' when you have completed a maintenance request. Failure to do so will mean that your request is not passed on to our maintenance staff.

Job List - Common Area -

(Step 2 of 2)

Date Reported: 14/07/2014 3:36:28 PM

Status:

Category:

Electrical Works

Item:

Lights

Description:

G2 corridor light near G287 is flickering. [

[Save & Continue](#)

7. Your maintenance request is now complete! You can view the progress on your maintenance request at any time by completing steps 1 -3 and selecting from your list of requests. Click 'view' to view progress.

We hope that these instructions are easy to use and will help you successfully log maintenance requests from now on. If you have any difficulties with this process, please do not hesitate to contact the Toad Hall front desk for assistance.