

# Who to Contact if Your Unit Needs a Repair

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## ***Information to give when you call:***

There are multiple departments on-campus that coordinate repairs of specific items within the units in Loyola Village. When you call any of these departments, you will need to give the following information:



- your name
- your unit number (ex: Loyola Village, 207A)
- a phone number you can be reached at
- a detailed description of what the problem is (ex: the exhaust fan in the bathroom does not turn on)
- a detailed description of where the problem is (ex: the tall lamp in the back right corner of the living room area when you first enter the unit)
- any information that may help staff determine what caused the problem (ex: we put some leftover cooked rice down the garbage disposal and it suddenly stopped working even though it had been fine previously)

## ***Which number to call depends on the type of repair:***

Please use the following information to determine which department you need to call, depending on what the exact issue is.

- Facilities at x6464: any items connected to the structure of the unit (walls, windows, doors, floor, kitchen appliances, bathroom fixtures, etc.) that are not working properly
- Work Crew at x6859: any furniture in the unit (beds, desks, dining table/chairs, USF provided lamps, etc.) that need repair. Note: bedroom furniture can not be removed from the unit.
- ITS at x6668: internet connection not working properly
- Telecommunications at x6663: voicemail problems or telephone activation for off-campus calls

## ***What to write down after you call:***

When you call to request a repair, make note of the day and time you called, and if you spoke with someone or left a voicemail message. If you are calling Facilities or ITS, ask for the work order number as well as when you can expect the issue to be resolved. If you need to call to follow-up on the status of the repair, all of this information can be helpful, but the first item that Facilities or ITS will ask for is the work order number, so don't lose it!

