

How to report Maintenance

Firstly you will need to log in to the Accommodation Portal.

- You can find the get to the Accommodation Portal on the link:
<https://accommodationportal.bournemouth.ac.uk/StarRezPortal/Default.aspx?Params=L9ezxPcQnQuRGKTzF%2B4sxeNblvAA%2B26c>
- Log in to the portal as you did when applying for accommodation using the same log-in information including your student number and password:



Home

Student Number: Password:

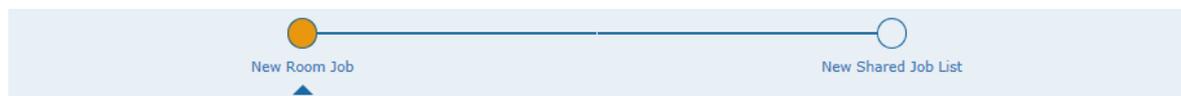
Remember Login Request Password

Welcome to the Bournemouth University Accommodation Portal

- Select the maintenance tab:



- Select a new job by clicking the 'new job' button



New Room Job

(Step 1 of 2)

No new maintenance records were found



- Complete the form by giving as much information as you can about the maintenance issue then click save and continue (please remember to add your mobile phone number and email address)



New Room Job

(Step 1 of 2)

Date Reported: 08/03/2019 15:16:00

Status:

Category:

(Please Select)

Item:

(Please Select)

Description:

Cause:

I agree to allow a staff member into my room while I am not there.

Comments (eg requested time):

This will complete your maintenance request. Someone from Residential Services will then pick up the job and allocate it to someone for them to resolve. You should be able to keep an eye on the progress by logging back in to the portal and checking the job status including timescales for resolution.