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=L9ez
  xPcQnQuRGKTzF%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:

- Select the maintenance tab:
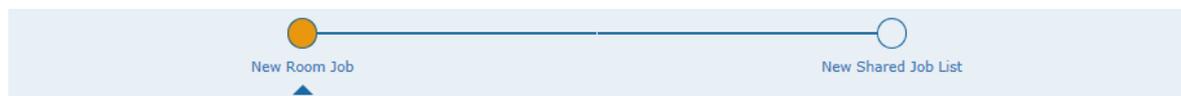

- Select a new job by clicking the 'new job' button

New Room Job   (Step 1 of 2)

No new maintenance records were found

[New Job]   [View/Modify]

- 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)

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.