

MAINTENANCE

To submit a Maintenance Request, you will go in through the Student Housing Portal:

1. Login to Portal by going to: <https://unca.starrezhousing.com/StarRezPortalX>
2. Go to the **Maintenance** tab.
3. To review current maintenance requests, select **My Jobs** or **Shared Jobs** (for Bailey Street and Center Stage Apartments if there are requests for **common** spaces; all other requests default to "My Jobs" for your room).
4. To submit a request, click "**New Request**".
5. Select the appropriate **room category** (for Bailey Street and Center Stage Apartments if there are requests for **common** spaces).
6. Click on your room to select it.
7. Select the appropriate maintenance **category** and **item** from the drop-down menu. Add a **description** of your maintenance request.
8. Click **save request** to finish.

You may view and/or modify the status of your maintenance request by navigating to back to the "**Maintenance**" tab.

Login

STAFF LOGIN ONLY (UNCSA Student Login button below - scroll down)

Staff Username:

Staff Password:

Remember Login for 7 day(s)

[Staff - Forgotten password](#)

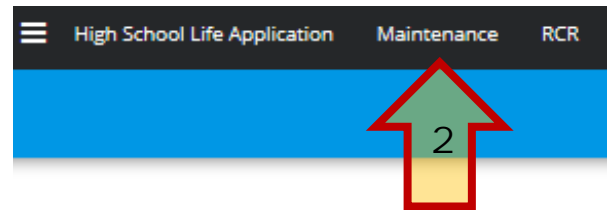
[STAFF LOGIN](#)

UNCSA Student Login

[UNCSA - STUDENT SSO LOGIN](#)

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NOTE For **emergency** requests please contact the RA on Rove by dialing **(336) 462.7789**. For other maintenance-related issues or concerns, please see a staff member or call the Housing Office: **(336) 770.3280**.



Maintenance

Please submit your maintenance request below by clicking for commons areas, i.e. living room.

Note: Bed loft requests will incur a \$25/semester charge t

Job Type:

My Jobs

No maintenance jobs found

[NEW REQUEST](#)

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4

Room

Room Category:

My Room

Please select a Room Space for this maintenance job:

Room Description	Room Space	Room Type
Sanford-203	Sanford-203-H5-B	Double Room

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Status

Date Reported: 8/15/2019 18:56

Status:

General

Category:

Please select a maintenance item

Item:

Description:

Comments (e.g. requested time):

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

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[GO BACK](#)

[SAVE REQUEST](#)

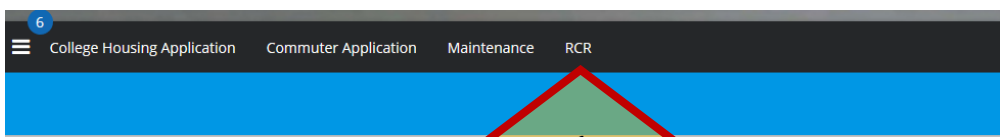
ROOM CONDITION REPORTS (RCRs)

After you check in, all students are required to complete a room condition report (RCR) to ensure that the quality of the room is up to an acceptable standard. RCRs are **MANDATORY** and are due **within two (2) weeks of checking in**. Failure to complete an RCR within this timeframe will automatically result in you accepting the room's condition and forfeiting the right to appeal damages.

To complete an RCR, you will go in through the Housing Portal by logging on to:

<https://unca.starrezhousing.com/StarRezPortalX>

1. Go to the "RCR" tab. NOTE: This will be only viewable if you have checked-in.
2. Click "Review" in order to review the condition of each applicable room.
3. Check each item to ensure that you agree with its pre-inspected condition. If you do not agree, do not click the button, and click "More Information" to leave a comment regarding the condition of the item.
4. Click "Save Review" to confirm the RCR – a confirmation page will be displayed once you are finished!



RCR & Health and Safety Information

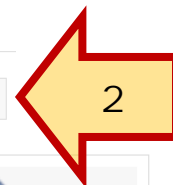
Click on an inspection below to review that inspection. Note that Room Condition Reports (RCRs) are only reviewable for 2 weeks *after* check-in.

Inspection Title	Room Space	Location	Date Modified	Status
CSA 1000s Opening RCR	CSA-1109-Utility	Center Stage Apartments	8/15/2019 21:03:28	Ready for Review



TIPS: Items to check for!

- Holes in the wall (including nail/pin holes)
- Faulty appliances
- Command hooks
- Broken furniture
- Stains or leaks
- Maintenance issues



A screenshot of the RCR review interface. It shows three inspection items, each with a document icon and a 'More Information' link. The items are: 1. Appliance: Clothes Washer, Reviewed By: [redacted], Condition: Satisfactory but used. 2. Structure: Closet Door, Reviewed By: [redacted], Condition: Satisfactory but used. 3. Fixture: HVAC Unit, Reviewed By: [redacted], Condition: Satisfactory but used. Below the items are buttons for 'ACCEPTED, CLICK HERE TO REJECT' and 'REJECTED, CLICK HERE TO ACCEPT'. A red arrow labeled '3' points to the 'More Information' link for the HVAC unit, which has a text input field containing 'The A/C does not work well.' A red arrow labeled '4' points to the 'ACCEPTED, CLICK HERE TO REJECT' button.

GO BACK

SAVE REVIEW