

Reporting Repair & Maintenance Issues

If something in your accommodation breaks or needs repairing, just let us know. We have a team of maintenance staff and contractors who will aim to fix the problem quickly. We prioritise repairs to ensure that the most urgent are dealt with first. Our categories for responding to maintenance are as follows:

Emergencies: Attended to and assessed as soon as possible and within 2 hours of the report. Examples of emergencies are gas leaks, loss of heating, or power to a whole building.

Urgent Issues: Have a **4-hour response** between 8am and 1pm on the same day. These include blocked drains, broken windows, loss of heating, or power to a room and/or apartment.

Routine Issues: Have a **48-hour response** to assess between 8am and 5pm and completion within 7 working days.

Non-Urgent Issues: Generally attended to within seven working days and includes reports of a dripping tap, loss of power to a single socket, window adjustment etc.

There are lots of ways for you to report any problems in your accommodation to us. Don't wait until an inspection or until you move out, we're here to help and want to hear from you all year round.

Online reporting

Our residents asked for online reporting of maintenance, so we implemented it!

The easiest and most convenient way to report maintenance via our online reporting system, Planon.

<https://universityoflincoln-prod.planoncloud.com/case/001/RES005>

If you report your repair and maintenance issues online, then you will receive emails keeping you up to date with the progress of the repair.

You can report several types of queries via our email contact link. Which also has an option to report maintenance questions and concerns.

Use the online option at [Contact – Accommodation Services \(lincoln.ac.uk\)](mailto:Contact-Accommodation_Services@lincoln.ac.uk) to have the matter emailed straight to the team. (Please note this email link is not monitored 24/7. During non-office hours please use the Planon link or call our Security Team on 01522 886062.



Come and See Us.

You can also report maintenance is by dropping into your accommodation reception.

Cygnets Wharf & Lincoln Courts Reception: Open Monday to Friday 9am to 5.30am.
Saturdays 10am to 5pm

St Marks Reception: Open Monday to Friday 9am to 5.30am. Saturdays 10am to 5pm

179 High Street Reception: Open Monday to Friday 9am to 5.30am.

Valentine Court Reception: Open Monday to Friday 9am to 5.30am.
Saturdays 10am to 5pm

Viking House Reception: Open 9.30am until 2:30pm, Monday to Friday

Call Us

If you are reporting maintenance during normal office hours, then please call Accommodation Services on 01522 886300 and we can take the details of the maintenance request for you.

However, if you are reporting maintenance outside of office hours then please call the 24/7 Security Team on 01522 886062 who are here 365 days a year and are happy to help!

Please Remember!

When reporting a problem, try to include as much information as possible.

Full details of what the problem is.

Location of the fault (including which residence you live in and your apartment and room number)

Your name, email address and telephone number

Once a report of a required repair is received our Operations Team will arrange for one of their team or a contractor to attend your room or apartment. We will always attempt to make you aware that we are at the apartment by knocking on doors. However, if you are not in, the facilities team do have keys / key cards to access all areas as necessary and will seek to arrange the repair/replacement of non-working items as soon as they can.