MAINTENANCE PROCEDURE

At true Student, we are committed to providing a safe, comfortable, and fully operational environment for our residents. To ensure any maintenance issues that you have are addressed promptly and efficiently, please follow the process outlined below:

1. Reporting a Maintenance Issue

All in-room maintenance issues must be reported via the **true Student App**. This ensures the issue is logged accurately and directed to the appropriate team without delay.

Steps to Report:

1. Open the **true Student App**
2. Click on the **settings** tab.
3. Select **Maintenance**
4. Provide a **brief description** of the issue you are experiencing.
5. **Upload photos** if applicable (this helps us diagnose the issue more efficiently)
6. **Assign** the maintenance request to your true student location.
7. Enter your **contact details.**
8. Enter your **room number.**
9. **Select give permission** to enter your room.
10. Submit the request.

You will receive an acknowledgment notification confirming your request has been received.

NOTE: EMERGENCY issues should be reported to Reception or a team member **immediately** if they pose a health and safety risk or the situation could worsen quickly

2. Access to Your Room

By submitting a maintenance request, we require you to give permission for the true Student team or approved contractors to enter your room to resolve the reported issue. We will always aim to provide advance notice of an external contractor visit where possible.

If you have concerns about your room being accessed, please contact the onsite team to agree a suitable time for maintenance to be undertaken.

MAINTENANCE PROCEDURE

If you are not available at the time of repair, we will leave a **maintenance card** or an email to inform you of the outcome.

3. Maintenance Response Times

Priority Level	Examples	Target Response Time
Emergency	Water leaks, power outages, no heating	Within 2 hours*
Urgent	Broken locks, faulty appliances	Within 2 hours*
Routine	Loose fittings, dripping taps, squeaky door	Within 24 hours*

*With a 24/7 onsite team, we aim to respond to any reported maintenance in the shortest possible time frame.

4. Respect and Professionalism

Our onsite team or our external contractors will treat your space with respect and professionalism. If you have any concerns regarding the service provided, we ask that you speak to the on-site management team.

5. Preventative Maintenance

We conduct routine inspections and maintenance checks across the building to ensure we are legally compliant with all relevant health and safety legislation.

These checks help us proactively identify and resolve issues, to maintain a safe and high-quality living environment for our residents.

We will inform you in advance of any planned visits to your room as part of these inspections, with a minimum of 24 hours' notice.

This procedure helps us keep your space and our community running smoothly.

Thank you for playing your part in helping us maintain a five-star standard at true Student.