ONLINE MAINTENANCE WORK ORDER PORTAL INFORMATION

Regular Maintenance Work Order
The Online Maintenance Work Order Portal is for NON-EMERGENCY regular maintenance work orders. Work orders submitted outside of business hours will be processed the following business day.

New Job (Maintenance Work Order)
A work order is given an ‘open’ status when it has been received by the Residence Office. Use the itemized maintenance list to identify the necessary work. If you are unable to find an appropriate description of work that is required then use the “Description” field and describe the work order.

Please note the “Description” field is character limited. Ensure your work order description is clear, concise and brief as possible. When completing the description field, be succinct and do not exceed 230 characters (space included) otherwise when the work order is printed some of your description may not appear.

Work orders for common/shared areas are submitted in person at the Residence Office or by email to charles.street@utoronto.ca and NOT through the maintenance work order portal.

“View” Tab
“View” tab is to view a work order already submitted. If you would like to modify a work order that was submitted using the online maintenance work order portal then call the Residence Office at 416-978-8304 during business hours or email at charles.street@utoronto.ca.

Unit Inspection Form
The Unit Inspection Form must be submitted to the Residence Office within one week of your move in date. Do not use the online maintenance work order portal to submit work orders for issues pertaining to your move in assessment. All issues noted must be reviewed with the front desk staff in the Residence Office.

Unit: Bedroom Set Up
Two types of bedroom options are available on the maintenance portal. You must choose the bedroom option that coincides with your unit size in order to submit a work order.

1. Bedroom 1 option: Larger bedroom in a 2 bedroom unit.
   One Bedroom unit.
   Bachelor unit.

2. Bedroom 2 option: Small bedroom in a 2 bedroom unit.
**Pest Control Treatment**

We offer 3 types of treatments:

1. Max (IMPACT) Gel- MAX gel no longer contains peanuts.
2. Greenway Gel
3. Spray

When requesting a gel treatment the option of “Expanded” (EXP) or “Regular” (REG) is offered. “Expanded” means all rooms in the unit will be treated. “Regular” means only kitchen and bathroom will be treated.

The strongest of the treatments available is the spray. All rooms of the unit will be treated if a spray is requested. If kitchen and bathroom are the only rooms that require treatment then please make note in the “Description” field.

Please refer to the preparation sheets provided by the Residence Office for further information and instructions on pest treatments.