

## **Repair and Maintenance in student hostels**

When hostel residents find that there is damaged furniture/ facilities, shortage of services, etc., they should report the matter to the FMD according to the procedures listed below.

a.	Fill in the form “Repair and Maintenance Requisition in Student Hostels” (RMRSH) at the security counter of his/her hostel. If there is any urgent matter, such as no electricity/ water supply, no flushing water in toilets, broken window, gas leakage, etc., inform the security officer of the hostel immediately and fill in the RMRSH at the security counter afterwards.
b.	The Security Officer will give a copy of RMRSH to the requisitioner for reference.
c.	If the problem has not been resolved for three days, call the FMD at 2616-7139 or 2616-7134 during office hours to follow up.
d.	Report to the tutors or the student resident representatives of the hostel to follow up the case.
e.	A monthly operation meeting will be organized by the Comptroller’s Office to meet with the Warden’s Offices and Student Hostel Associations of the hostels to discuss the issues of repair, maintenance, security and cleaning services, etc. Residents are most welcome to raise their comments and advice on related issues at the meeting.