



**QUEEN'S
UNIVERSITY
BELFAST**

**Residential
Students**

MAINTENANCE REPORTING AND HOUSEKEEPING

USER GUIDE

2025



**QUEEN'S
UNIVERSITY
BELFAST**



Overview

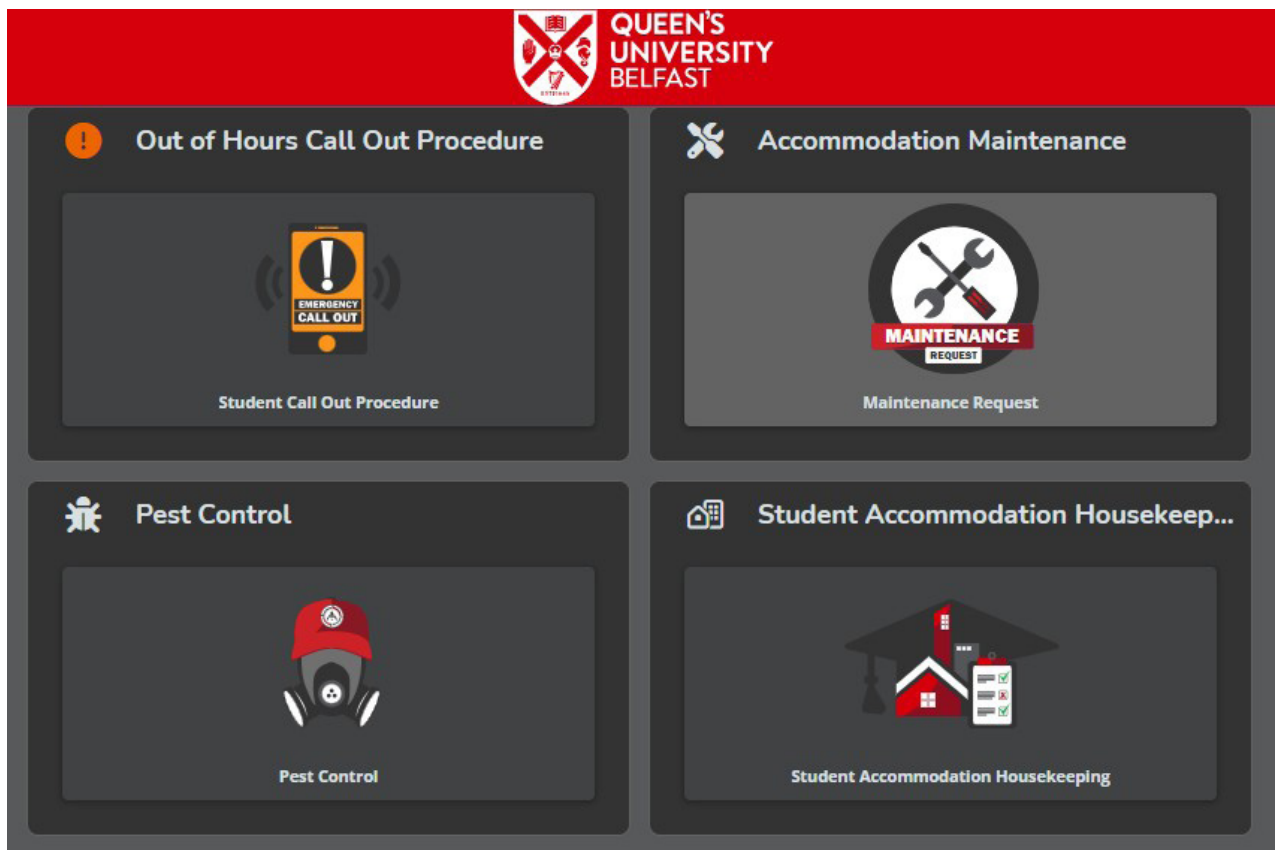
Queen's University Belfast has an online CAFM system called Planon where all residential students will have the ability to report a wide range of Accommodation issues such as maintenance issues, pest control issues and facilities requests. Once an issue or request is reported online using Planon, this will be processed by the Estates Service Desk or Facilities team and will arrange for a tradesperson, contractor or facilities assistant to attend within a pre-arranged timeframe to resolve the reported issue.

Planon Student Home Page

Students can use the below link to access the student home page.

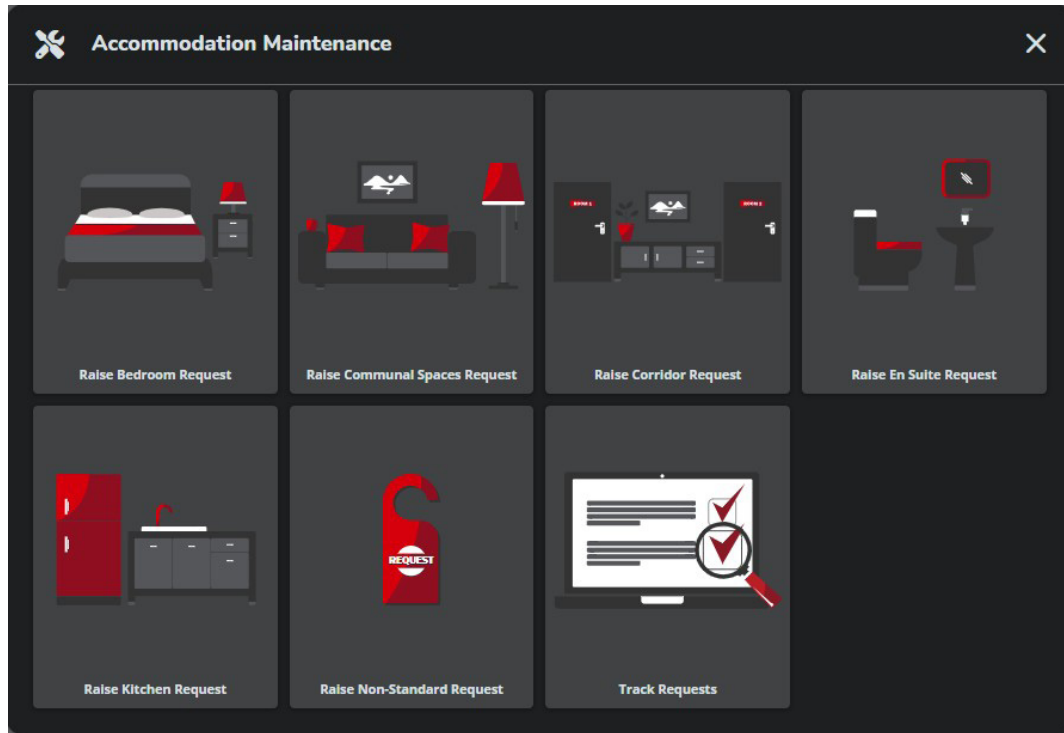
<https://www.qub.ac.uk/accommodation/living-with-us/repairs-maintenance-safety/>

When on the home page, students will be presented with the following gadgets to choose from:

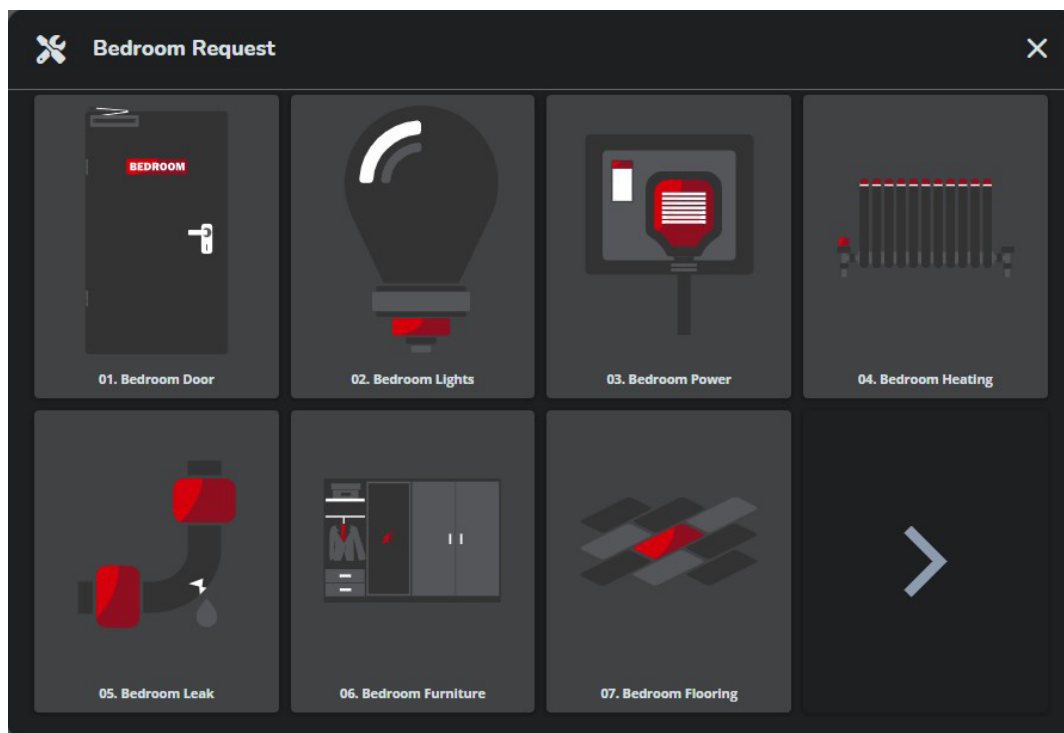


Accommodation Maintenance

The most commonly used gadget is Accommodation Maintenance which when selected, students will be provided with the following options:



Students can navigate through the options to report the issue that has occurred within the property. For instance if the issue occurs within the bedroom, by clicking on this option, the below options are available:



Should the issue be related to the bedroom door, by choosing this option, it will generate a service request form:

Accommodation Maintenance

The field Description is a read only field that has been pre-populated with text based on the option chosen and any field that has a red asterisk next to it is a mandatory field which needs to be completed.

Bedroom Door

* Description
Bedroom Door

* Requestor
A, Student

* Property
Ash Avenue - Apartment 1

Space
8100101005, Bedroom ASH01 111

* Bedroom - type of Door Fault
☐ Closer not working
☐ Sticking/not closing
☐ Door handle/lock broken
☐ Locked out of room

Further info

Project Code
H1001WHH

* Order group
J, Joinery

Files
 Drag & drop files here or Browse

Submit Cancel

The Requestor, Property and Space field is pre-populated with information based on the student's record within Planon.

Students would need to select the fault type from the radio buttons under the title 'Bedroom - Type of Door Fault' that relates to the issue.

Further Information field can be used to provide further information that would be relevant to the tradesperson/contractor before attending the property.

The project code field will default to the cost centre associated with the students property location and should be kept the same.

The order group will populate based on the type of issue that is being reported.

Images/documents can be uploaded to the Files section should it help towards the resolution of the reported issue.

Once the form has been completed, this can be submitted using the 'Submit' button at the bottom of the form.

Bedroom Door

🔔 Your request has been successfully submitted.

Number
658745.00

Property
81001, Ash Avenue - Apartment 1

Space
8100101005, Bedroom ASH01 111

Description
Bedroom Door

Bedroom - type of Door Fault
Closer not working

After submitting the request, a confirmation page will confirm the request has been submitted successfully.

Accommodation Maintenance - Structure Guide

The below navigational structure can be used to identify where the relevant request form would sit within the options:

Raise Bedroom Request:

- Bedroom Door
- Bedroom Lights
- Bedroom Power
- Bedroom Heating
- Bedroom Leak
- Bedroom Furniture
- Bedroom Flooring
- Bedroom Television
- Bedroom Window
- Bedroom Curtains
- Bedroom Other

Raise En Suite Request:

- En Suite/Bathroom Leak
- En Suite/Bathroom Lights
- En Suite/Bathroom Shower
- En Suite/Bathroom Sink
- En Suite/Bathroom Toilet
- En Suite/Bathroom Water Supply
- En Suite/Bathroom Door
- En Suite/Bathroom Extract Fan
- En Suite/Bathroom Flooring
- En Suite/Bathroom Furniture
- En Suite/Bathroom Other

Raise Communal Spaces Request:

- Communal Door
- Communal Lights
- Communal Power
- Communal Heating
- Communal Leak
- Communal Furniture
- Communal Curtains
- Communal Flooring
- Communal Television
- Communal Window
- Communal Sink
- Communal Toilet
- Communal Ventilation
- Communal Wash Room Accessories
- Communal Water Supply
- Communal Other

Raise Kitchen Request:

- Kitchen Appliance
- Kitchen Lights
- Kitchen Power
- Kitchen Sink
- Kitchen Water Supply
- Kitchen Furniture
- Kitchen Door
- Kitchen Leak
- Kitchen Curtains
- Kitchen Flooring
- Kitchen Heating
- Kitchen Television
- Kitchen Window
- Kitchen Other

Raise Corridor Request:

- Corridor Door
- Corridor Lights
- Corridor Power
- Corridor Leak
- Corridor Flooring
- Corridor Window
- Corridor Other

Raise Non-Standard Request

This request is for anything that falls outside the other requests listed here.

Accommodation Maintenance

All residential students will have the ability to track the status of their requests by using the Track Requests option. By clicking on this option will display all current and previously completed requests for review. Students can contact the Accommodation Helpdesk on 028 9097 4419 should they wish to query the status of any of their requests.



Track requests

If you require further information please contact:
Elms BT1 - Telephone 028 9097 6040
Elms BT2 - Telephone 028 9097 6441
Elms BT9 - Telephone 028 9097 4419

Requestor

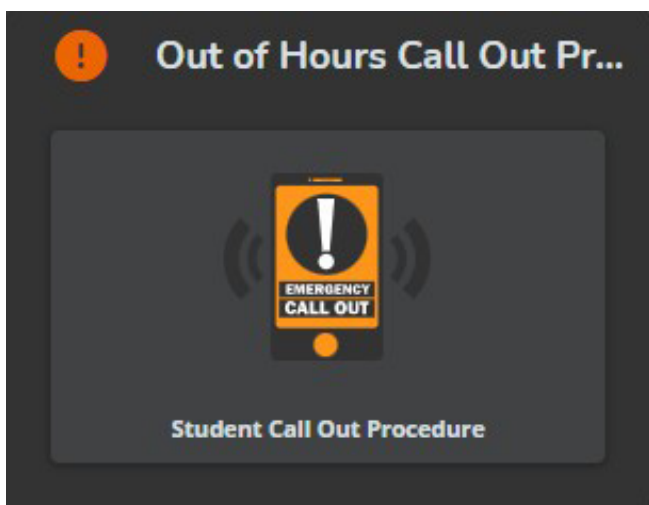
A, Student

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Number	Fault	Property	Space	Status	Reported on
601343.01	TD - Bedroom Door - Sticking/not closing	82001, Willow Walk Block 1 - Block T	8200102033, Study Bedroom WWT 31.2	ACC Order Administratively Complete	31/01/2025 11:53
596660.01	Non-Standard Request	10016, Admin. Building	1001605006, Combined Admin.	Order Cancelled	17/01/2025 17:02
557001.01	Test for contractor assignation	82013, Willow Walk Block 13 - Block F	820130G014, Shower/Toilet WWF 11	Order Cancelled	22/08/2024 15:13
526832.01	Kitchen Power - Electrical Sockets not working	24040, 40 Mount Charles	2404001005, Kitchen-Y4	ACC Order Administratively Complete	22/03/2024 17:02

Emergency Call Out Procedure (Out of Hours)

There will be occasions where faults occur out side of core hours. Should this happen, information on what constitutes as an out of hours emergency and who to contact can be found within the Out of Hours Call Out Procedure gadget.



Emergency Call Out Procedure (Out of Hours)

Locked out of room
Major water leak
No power
No hot water

If your emergency occurs between 16:30hrs and 08:00hrs, Monday to Friday, or at the weekend, please telephone reception to log the request urgently on:

Elms BT1 - Telephone 028 9097 6040
Elms BT2 - Telephone 028 9097 6641
Elms BT9 - Telephone 028 9097 4525

An engineer will be on site as soon as possible.

Accommodation Pest Control

Separate to Accommodation Maintenance, students will have the option of reporting issues related to pest control by using the Pest Control gadget. When the gadget is selected, they will see the following options to choose from:



There are four options to choose from:

Crawling insect
 Flying insect/Bird
 Rodent spotted
 Other

Each of these options doesn't not have any sub sections but is linked to it's own service request from.

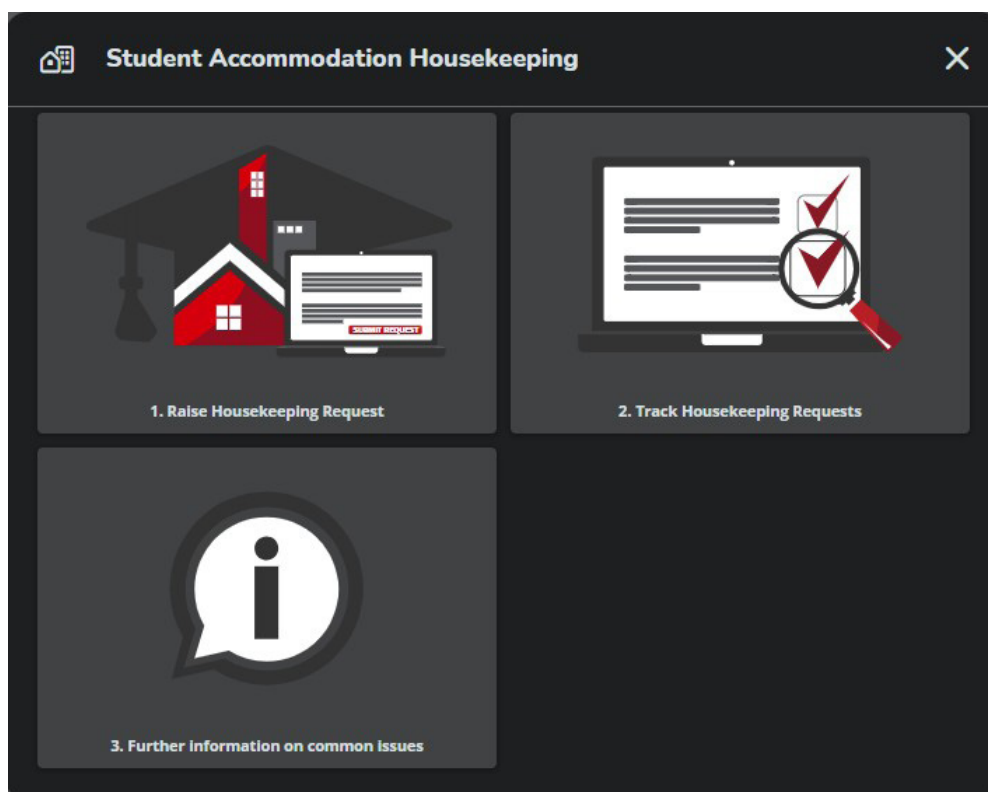
The pest control service request form is similar to the maintenance service request form. There is an additional 'Contact information' field to provide contact information to allow the pest control contractors to contact the student directly to arrange a visit.

Additional details of the request can be added to the 'Details of work request' field and the Files section will allow photographs to be uploaded to assist with the contractor visit, if applicable.

 A screenshot of the '01 - Crawling insect' service request form. The form has a dark grey background with a title bar at the top containing a bug icon and the text '01 - Crawling insect'. Below the title bar is a blue information box with a white 'i' icon and text: 'All pest control issues will be monitored and triaged by the Helpdesk to ensure all required attendance priorities will be met. Should a follow up visit be required, you will be contacted by the contractor in advance.' Below this are several form fields: 'Requestor' (with 'Eamon, McConville' entered), 'Contact information' (with a red 'i' icon), 'Property' (with '81001, Ash Avenue - Apartment 1' entered and a blue arrow icon), 'Space' (with a blue arrow icon), and 'Description' (with 'Pest Control - Crawling insect' entered). Below these is a 'Details of work required' field (a large text area) and a 'Files' section (a dashed box with the text 'Drag & drop files here or Browse'). At the bottom are two buttons: 'Submit' and 'Cancel'.

Student Accommodation Housekeeping

The Student Accommodation Housekeeping / Accommodation Facilities gadget allows students to request housekeeping items such as Bedding packs, Kitchen packs etc. When selecting the Student Accommodation Housekeeping gadget, students will be able to choose from the below options:



Raising a housekeeping request will create a service request form which the student can request specific items from the drop down option under 'Choose a replace Item Request'.

The screenshot shows a detailed form titled 'Student Accommodation Housekeeping'. At the top, a blue banner states: 'Your Housekeeping request will be attended by our next available team member.' Below this, the form has several sections:

- Choose a replacement Item Request:** A dropdown menu.
- If Item Request: "Other Replacement item" has been selected, please provide details in the Further Info field below.**
- Space:** A text field containing '8100101005, Bedroom ASH01 111' with a blue arrow button to the right.
- Property:** A text field containing 'Ash Avenue - Apartment 1'.
- Requestor:** A text field containing 'Eamon, McConville'.
- Description:** A text field containing '01. Bedding Pack'.
- Further Info:** A large, empty text area.
- Upload photograph(s) (10MB file limit):** A dashed box with the text 'Drag & drop files here or Browse'.

 At the bottom, there are two buttons: 'Submit' (blue) and 'Cancel' (gray).

Students can choose from the following items:

Bedding Pack
 Bedroom Bin - Needs replaced/missing
 Fridge Freeze - Drawers missing/cracked/needs defrosted
 Kettle - Lever broken/limescale
 Kitchen Bin - Needs replaced/missing
 Kitchen Food Caddy - Needs replaced/missing
 Kitchen Pack
 Mattress - Bumpy/stained
 Medical Fridge - Not working
 Microwave - Not working/needs cleaned/glass plate missing
 Toaster - Lever/buttons broken
 TV - Not working/needs tuned in/no signal
 TV Remote - Missing/batteries need replaced
 UC Freezer - Drawers missing/cracked/needs defrosted
 UC Fridge - Drawers or door shelves missing/cracked
 Vacuum - Not working/bags needed
 Other Replacement item - Please provide information in the further information field below

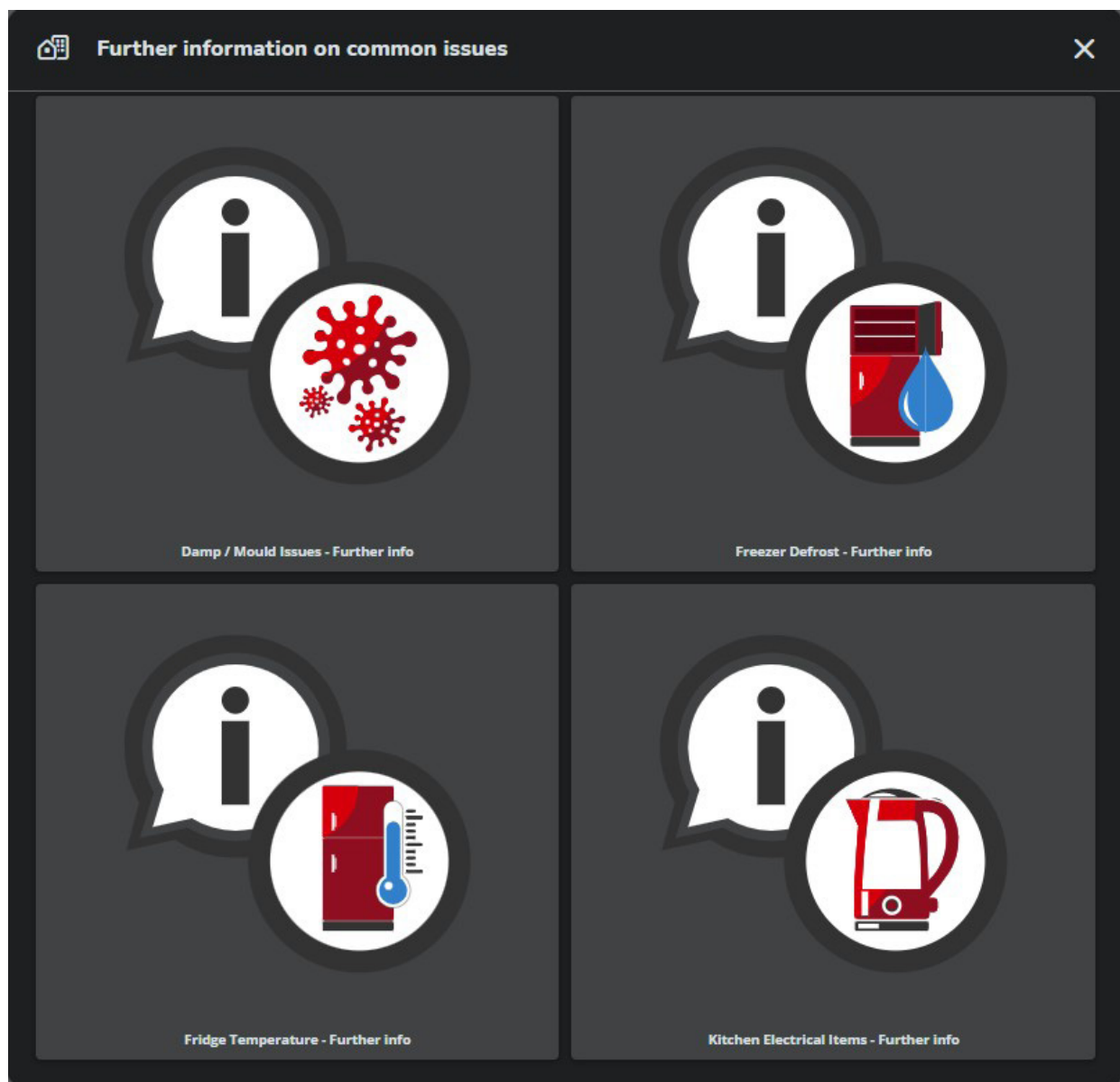
The fields Property, Requestor and Description are read-only and is populated with information from the requestor's student record. The Space field can be updated to another area within the apartment and Further Info field can be used to provide further information to support the request. The Declaration box will need to be checked to ensure the common issues guides have been read before submitting the request and the Upload photo field can be used to provide images of items that need to be replaced.

Student Accommodation Housekeeping

Once the service request has been submitted, students will be provided with confirmation of this via email.

Students also have the option to track the status of these requests using the 'Track Housekeeping Request' option within the gadget. This works similarly to the Maintenance Track Request option.

Further information on how to resolve common issues that can occur within Residential accommodation properties. These are broken down into four categories:



By clicking into each option, students will be provided with information on why the issue occurs and provides information on how to reduce the occurrence of the issue.

Contact Information

Student Accommodation Reception:

Elms BT1

Telephone: 028 9097 6040

Email: accommodationelmsbt1@qub.ac.uk

Elms BT2

Telephone: 028 9097 6641

Email: accommodationelmsbt2@qub.ac.uk

Elms BT9

Telephone: 028 9097 4525

Email: accommodation@qub.ac.uk

Accommodation Helpdesk:

Telephone: 028 9097 4419

Email: maintenance@qub.ac.uk