



# RESIDENCE LIFE MAINTENANCE

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Residence Life Maintenance is charged with satisfying the needs of the housing facilities at Sam Houston State University. The staff, through frequent preventative maintenance checks and proper problem resolution, strive to provide exceptional safety and quality of life for all residents. Submit a work order for routine repairs.

**(See Maintenance Request Tutorial Video below)** For emergencies, contact Residence Life Maintenance by phone during business hours or contact the Resident Advisor on duty in your building after hours.

Residence Life Maintenance business hours are Monday through Friday from 8:00AM to 4:30 PM.

## Non-Emergency Maintenance

Non-emergency maintenance are to be reported online at the link below. Examples of non-emergency maintenance are: one light out in unit/area, beeping smoke detector, sink clog if not overflowing.

[Submit Maintenance Request](#)

## Emergency Maintenance

Emergency maintenance is performed to resolve an issue that constitutes an immediate threat to self, immediate threat to building or is a major inconvenience. Examples of emergencies are: overflowing toilet, air conditioner not working, no power in unit/area. To report emergency maintenance, follow the procedures below:

- Monday -Friday, 8:00 AM - 4:30 PM: Call Residence Life Maintenance at (936) 294-4474.
- Monday - Friday, 4:30 PM - 8:00 AM: Contact the RA on duty for your housing area and they will assist you with reporting your emergency.
- Any time on Saturday or Sunday: Contact the RA on duty for your housing area and they will assist you with reporting your emergency.

## Parents

Please have your resident log in with their SHSU credentials to the link provided above. They will be able to create and submit a maintenance request there.

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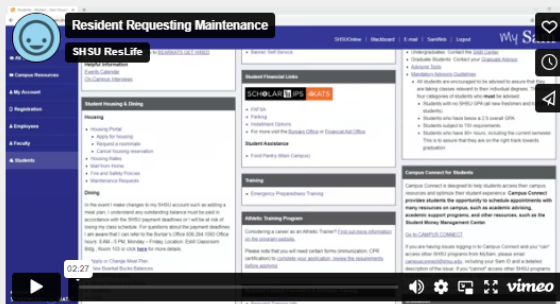
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## Contact Information

Phone  
(936) 294-4474

Address  
1401 22nd Street  
Huntsville, Texas 77340

Email  
[ResLifeMaint@shsu.edu](mailto:ResLifeMaint@shsu.edu)



Huntsville, Texas 77341  
936.294.1111 | (866) BEARKAT

### Contacts

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