Submitting a Maintenance Request

1. Go to the StarRez Portal (http://starrez.utoronto.ca/). Login using your UTORid and password.

2. Click the menu in the top left corner and select “Maintenance | My Unit.”

3. Carefully read the instructions and determine if you need to report the concern as an emergency. Maintenance emergencies include:
   - Flooding and leaks
   - Loss of heat
   - Loss of electrical power
   - No working toilet in a unit with one toilet
   - Premises are not secure due to a window/door lock issue
   - Appliance breakdown
   - No hot water
   - No access/door battery issue
   - Broken key
   - Slippery outside conditions during winter months
   - Fire – Get out and call 9-1-1
   - The “Fire Stop” extinguishing powder has released

4. If it is a maintenance emergency, phone the Residence office during office hours (416-287-7365) or the Residence Life Team on-call after hours (416-688-3818) to report the issue, then submit the online form.
   If the issue is not an emergency, proceed with clicking “New Request” and submit the form.

If you are unsure if the issue is an emergency, it is always better to call to ask.
5. Choose the location of the issue (Bedroom or in one of the shared areas).

6. Use dropdown menus to identify the category and item of the issue, and then write a description of the issue. Be as specific as possible. Click the box to acknowledge a staff member will enter your space to respond to the issue even if you are not there.

7. Read through the COVID-19 Health and Safety Policy, and then click “Save Request.” Facilities staff will respond to requests in a priority sequence. You can monitor the status of your maintenance request in the Portal.

Should you have any questions about your request, email residence.utsc@utoronto.ca. Do not submit a duplicate maintenance request prior to contacting our office.