

FACILITY MAINTENANCE AND REPAIRS POLICY FOR S' RESIDENCES RESIDENTS

Purpose and Scope:

This policy defines the responsibilities, reporting procedures, and expected standards for the upkeep of facilities within S' Residences. It ensures timely repairs, accountability for damage, and protection of the residential environment and assets.

Maintenance Coverage:

- 1.1. Routine maintenance related to normal wear and tear—including plumbing, electrical fixtures, locks, and furniture—is covered by the hostel management.
- 1.2. Preventive maintenance and periodic inspections will be undertaken by the building team to ensure smooth operations and safety of infrastructure.

Reporting and Turnaround Time:

- 2.1. Residents must report facility-related issues (e.g., leaks, power failures, broken fittings) via the official hostel app, service desk, or QR-based complaint system.
- 2.2. The standard turnaround time for non-critical repairs is 48 to 72 hours.
- 2.3. In cases of emergencies such as water leakage, power outage, or safety hazards, urgent maintenance will be attended to on priority—within 6 to 12 hours of reporting.

Damage Responsibility:

- 3.1. Any damage caused intentionally or through negligence—such as broken furniture, stained walls, or misuse of electrical fixtures—will be assessed by the facility team.
- 3.2. Residents will be individually or collectively held responsible for such damage, depending on the circumstances and location of the incident.
- 3.3. A detailed cost estimate will be shared with the concerned resident(s) before deduction of charges from their caution deposit. Acknowledgement will be obtained.

Vandalism and Misuse:

- 4.1. Vandalism of common property (e.g., lift buttons, CCTV units, signboards, walls, furniture in lobbies, or amenities) is considered a serious offense.
- 4.2. Residents found guilty of willful damage will face:
 - Monetary penalties
 - Written warnings
 - Suspension of hostel privileges
 - Expulsion from the hostel premises
- 4.3. Such students may also be barred from hostel admission in future academic years.

Disciplinary Accountability:

- 5.1. All residents are expected to use hostel infrastructure with care and responsibility.
- 5.2. Common property is a shared resource, and its protection is essential to maintain a harmonious and safe living environment for all.
- 5.3. Repeated misconduct or damage-related violations will be escalated to university authorities for further action.

Amendments:

- 6.1. This policy is subject to updates based on operational experience, resident feedback, or safety audits.

By adhering to the Facility Maintenance and Repairs Policy, residents of S' Residences help uphold a culture of care, accountability, and mutual respect, ensuring a functional and secure living space for the entire student community.