

What to Do and Who to Ask

If...	Then...
Something is broken, not working, missing, etc. either in your room or a public space.	Fill out a maintenance request form (available at the Front Desk)
Something is broken and needs immediate attention (i.e. leaks/floods, elevator problems).	Notify the Front Desk, they will contact the appropriate person or department.
The kitchen or a bathroom is out of basic supplies.	Contact Housekeeping, either directly or through the Front Desk.
You have a question or suggestion about the renovations.	Contact Bill Miller or Bill McCartney
You have a problem with a computer or printer in the resident labs.	E-mail the Residential Computing Group (ResCom) <u>i-house-technology@lists.uchicago.edu</u>
You have a problem with the network (wireless or ethernet).	Contact NSIT at 834-8324 or fill out a maintenance request form.
You have a problem with your phone.	Fill out a maintenance request form.
You have a question or suggestion about a public event at I-House, including Social Hour	Contact a member of the Office of Programs & External Relations
You need to reserve a room for your own event (this is free for I-House residents, subject to availability)	Contact Mary Beth DeStefano or another member of the Office of Programs & External Relations
You need to reserve a room for a short term guest	Contact the Front Desk
You have a question about your contract or wish to change your room assignment	Contact Maria Acosta or Brian Davis
You have a question or problem with your bill or a payment	Contact Gwyneth Cunningham
You have a problem with another resident or the behavior of an unknown resident.	Contact Maria Acosta, Brian Davis, or Bill McCartney (Start with Maria)
You have, or another resident has, a medical problem.	Small First Aid Kit: Front Desk Student Care Center: 702-4156 Emergency Care: 911 or 702-6250 (UofC ER)
You need mental health assistance or are concerned about another resident.	Student Counseling & Resource Center 702-9800 (Also see: help.uchicago.edu)
You lost money in a vending machine, washer or dryer	Contact the Front Desk for a refund.
You lost or left behind something.	Contact the Front Desk (small items) or Housekeeping (large items).
You want to contact someone in the Office of Finance & Administration	Send an e-mail to <u>i-house-housing@lists.uchicago.edu</u>
You want to contact someone in the Office of Programs & External Relations	Send an e-mail to <u>i-house-programs@uchicago.edu</u>