International House Darwin use a web based system to log all maintenance issues around IHD this short brochure will help you log maintenance issues as you find them.


2. Click the “Log job” Button (see figure 1)

3. Log into the Housing Portal using the login details you used to apply for residence (see figure 2). If you do not remember these details, email the office at accommodation@cdu.edu.au.

![Figure 1 - "Log job" Button](image1)

![Figure 2 - Logging into the Housing Portal](image2)
4. Click on Maintenance (see figure 3)

![Figure 3 - Selecting Maintenance](image)

5. Click the “New Job” button (see figure 4)

![Figure 4 - Clicking “New Job”](image)

- Click the dropdown box to select the category or item that needs maintenance.
- Fill in the description of the maintenance problem in as much detail as possible in the box labelled Description.
- If a cause is known, please fill in the cause in detail in the box next labelled Cause.
- If the maintenance issue is related to your room, and you give permission for a staff member to enter your room whilst you are not there, please check the box.
- Enter any other comments in the box labelled Comment if deemed necessary.
- Click “Save and Continue”.

Maintenance reports are checked daily by IHD Management and depending on the damage may take a few days to fix. To monitor your maintenance reports click on the Maintenance tab and select the job list. Your maintenance reports job status will be updated by IHD Management.