



Maintenance and Noise complaint reporting 2025/26

1. Maintenance issues - How to report them

1.1 For any student experiencing a maintenance issue, they should report this directly to the staff in The Lodge by completing a maintenance slip. Alternatively, the repair can be emailed through to thelodge@orlandovillage.co.uk

1.2 Halls staff will investigate each report received. The work will be assigned to a member of the Maintenance Team or to an external contractor who will attend the job at a time which is agreed to be convenient by all involved. At least 24 hours' notice will be given prior to accessing any flat to carry repairs unless requested sooner by the tenant who has reported the issue.

1.3 If an external contractor is required, things may take a little longer to resolve but we will try to keep you informed of the progress.

2. What happens if the repair cannot be completed in one visit?

2.1 Often defects reported require replacement parts or specialist trades. It may be that on the first visit no repairs are undertaken as parts are identified, there may be delays whilst parts are ordered and that subsequent visits are required.

2.2 We cannot guarantee that a defect reported will be fixed within one visit, if however, the defect impedes on the quality of life for residents we will where possible identify other options available to us. These may include:

2.2.1 a temporary change of room

2.2.2 permanent change of room

2.2.3 provision of additional equipment or access to alternative facilities.

3. Noise complaints – how to report them

3.1 If you're being disturbed by noisy neighbours—whether it's loud music, shouting, or persistent noise during quiet hours—we want to make sure your living environment remains peaceful and enjoyable.

3.1.1 To report a noise complaint, please follow these steps:

- a. Send a Text Message: Contact our "Out of Hours" phone number, which you'll find in your Welcome Pack. This number is monitored in the evenings and overnight to handle urgent issues like noise complaints.
- b. Include Key Information:
 - i. Your full flat number (e.g., Block A, Flat 5, Room 2)

- ii. A brief description of the issue (e.g., “Loud music coming from Flat 3 next door”)
- iii. The approximate time the noise started

3.1.2 What Happens Next: One of the Orlando Village team members or on-site security staff will respond as quickly as possible. Our approach is always to discreetly resolve the issue—respecting your privacy and maintaining a calm environment.

Please remember, we’re here to help. Don’t hesitate to get in touch if noise is affecting your ability to relax or study