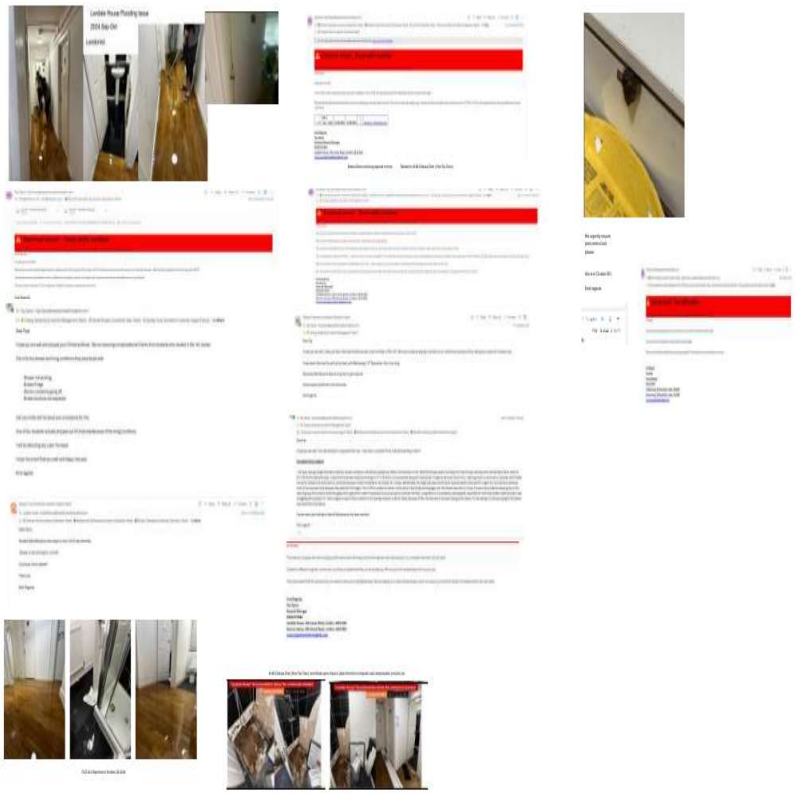
HFS Complaint File

Section 1 – Complaint Log

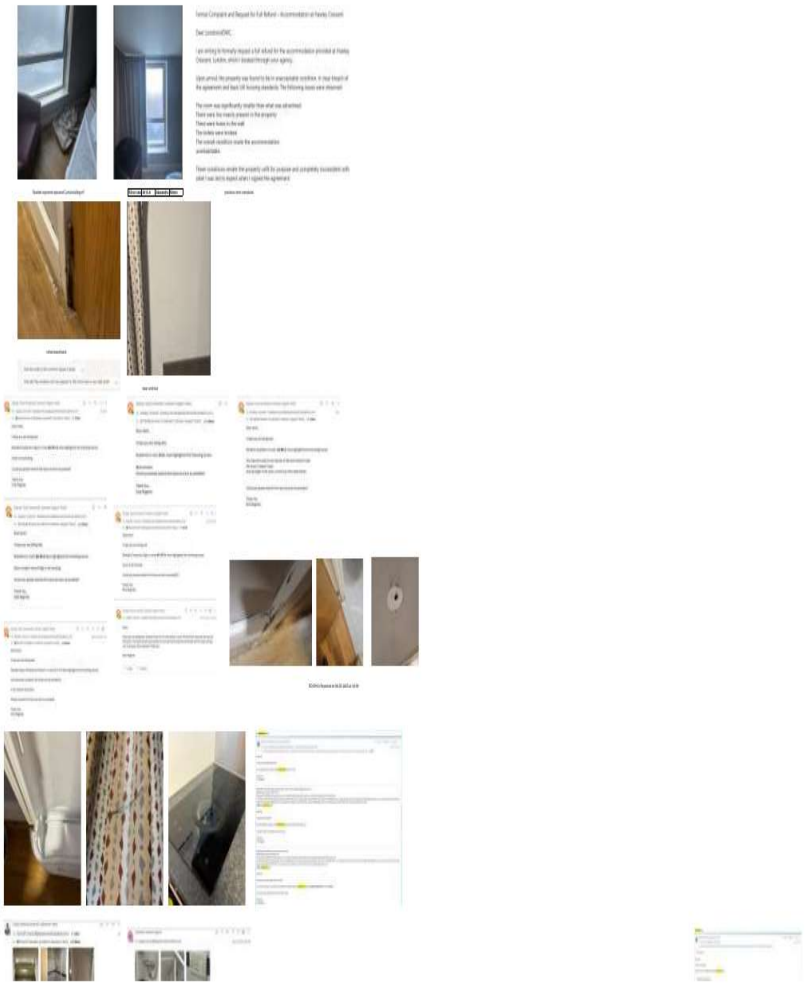
Date reported	Date resolved	Complaints
10.30.2024	no answer	Bathroom is started flooding again.
27.09.2024	27.09.2024	Part of the lock on her door is missing, both the shower and toilet were broken
11.11.2024	14.11.2024	Shower is not working for a month
27.09.2024	27.09.2024	the building is leaking in Landale house
11.10.2024		The drain in the bathroom has been clogged for three days and students have not been able to sh
9.12.2024	11.12.2024	Lock of the door is broken and toilet doesn't flush
25.11.2024	3.12.2024	Extractor fan not working
13.01.2025	13.01.2025	Curtain was ripped
22.01.2025		Toilet seat is broken, TV is not working
5.02.2025		Heating in the room doesn't work
12.02.2025		Flusher mechanism in toilet doesn't work, the shelf on the fridge foor is broken
6.02.2025	15.02.2025	Electric plates are not working in the kitchen and also hood is not functioning
26.02.2025	3.11.2025	Window is shattered and doesn't close, the cooker is burned, lock of the door is broken
23.02.2025	13.03.2025	Light of the bathroom is not working, refrigerator is lacking the shelves
1.04.2025	1.04.2025	Cooking hob is not working
8.05.2025		Curtain has fallen and was placed in drawer
16.06.2025		Toilet is clogged
24.01.2025		She is complaining about fire alarm keeps going off day and night and disturbs her a lot
18.06.2025		No hot water
24.06.2025	26.06.2025	Oven is not working
30.06.2025	2.07.2025	The induction plate in the kitchen of the room doesn't work, the hood doesn't work, One spotlight i
2.07.2025	2.07.2025	Shower drain is clogged
4.07.2025		Fridge not working
27.07.2025		The mattress of the bed has a hole in it

Section 2 – HFS Landale House Pictures

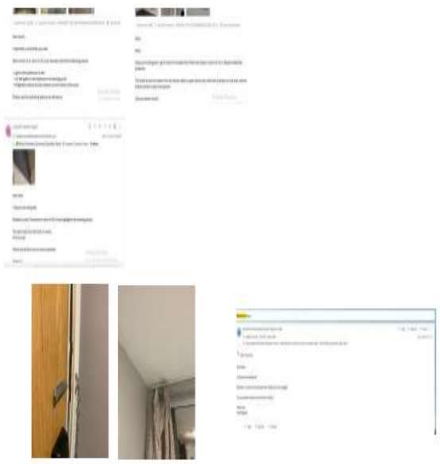


Broken door – Landale House, Room 101B (Chelsea Chen, complaint 29/10/2024)

Section 3 – HFS Hawley Crescent Pictures



Curtain repeatedly falling – Hawley Crescent, Silver Studio A1-6-A (Alexandre Simon, complaint 06/05/2025)



Rotted woodwork – Hawley Crescent, Room 51 (reported 06/05/2025)