

# Reporting Smoke Alarm and Fire/Life Safety Concerns

Housing\*Dining\*Hospitality (HDH) takes resident safety seriously. Residents who experience concerns related to smoke alarms, fire alarms, strobe devices, or emergency notification systems are encouraged to report those concerns immediately so they may be reviewed and addressed appropriately.

Examples of concerns that should be reported include:

- Smoke alarms not sounding
- Strobe lights not functioning
- Excessive or repeated false alarms
- Missing or damaged smoke detectors
- Difficulty being alerted during alarms while sleeping
- Concerns regarding emergency communication accessibility
- Concerns related to hearing accessibility or accommodation needs
- Any situation where a resident feels unsafe due to alarm functionality

## How to Report a Concern

Residents may report smoke alarm or fire/life safety concerns through any of the following methods:

- Through HDH FixIt (Maintenance) by submitting a [FixIt Request](#) or via phone at **858.534.2600**
- Through the HDH Housing Liaison via phone at **858.534.8567** or via email at [housingliaison@ucsd.edu](mailto:housingliaison@ucsd.edu)
- The [Office for Students with Disabilities \(OSD\)](#) via phone at 858.534.4382 or via email at [osd@ucsd.edu](mailto:osd@ucsd.edu) (general email) or [deaf-hohrequest@ucsd.edu](mailto:deaf-hohrequest@ucsd.edu) (requests for deaf/hard of hearing services)

## What Information to Provide

When reporting a concern, residents should provide as much information as possible, including:

- Name and contact information
- Community, building, and unit number
- Description of the concern
- Date/time the issue occurred
- Whether the issue is ongoing
- Whether the resident feels unsafe remaining in the unit
- Whether accommodation-related support is requested

## What Happens After a Report Is Submitted

Residence Life/Graduate and Family Housing (GFH) staff will treat smoke alarm and fire/life safety concerns as high-priority matters.

Concerns reported during business hours are escalated to the Director of Residence Life (DRL)/Associate Director (AD) of Upper Division Housing (UDH)/GFH General Manager (GM) for the resident's community. The DRL/AD/GM coordinates follow-up with Facilities Building Services (FBS) Maintenance for review and investigation.

Concerns involving accessibility, disability accommodation, or deaf/hard of hearing communication needs may also be coordinated with the HDH Housing Liaison and other appropriate campus resources.

After hours, emergency concerns are escalated to after hours on-call staff and emergency maintenance response procedures. Residents should call 911 immediately if there is an active fire or immediate threat to safety.

## Emergency Situations

If there is an active fire, smoke, or immediate threat to safety, call 911 immediately and evacuate the building if safe to do so.

After-hours emergency concerns should also be reported to HDH Fix-It at **858.534.2600**.

## Accessibility and Accommodation Support

Residents who have concerns regarding emergency notification accessibility or who believe they may benefit from additional accommodation support related to fire/life safety systems are encouraged to contact:

- The HDH Housing Liaison via phone at **858.534.8567** or via email at [housingliaison@ucsd.edu](mailto:housingliaison@ucsd.edu)
- The [Office for Students with Disabilities \(OSD\)](#) via phone at **858.534.4382** or via email at [osd@ucsd.edu](mailto:osd@ucsd.edu) (general email) or [deaf-hohrequest@ucsd.edu](mailto:deaf-hohrequest@ucsd.edu) (requests for deaf/hard of hearing services)

OSD will review accommodation-related concerns on an individualized basis and coordinate with appropriate campus partners as needed.