

AUC Faculty Housing Manual



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Purpose of this Manual

The purpose of this manual is to share AUC housing information, policies and procedures, to the faculty members, Presidential Associates, and administrators who are eligible for housing services.

AUC reserves the right to change any provision in this manual at its sole discretion without prior notice.

Executive Summary

AUC Faculty Housing Office supports the teaching, research, and public service mission of the University by providing quality furnished and well-maintained housing for eligible AUC faculty and administrative members. Our clients include faculty members, Presidential Associates, and administrators, as well as external guests whom the administration invites for different purposes.

The Faculty Housing Office employs staff members, craftsmen, outside contractors who are trained to provide a wide array of quality services for its clients. Our business practices are based on customer service and emphasize employee innovation and growth.

Mission

The AUC Faculty Housing Office is committed to providing comfortable accommodation for eligible relocated faculty, administrators, and Presidential Associates, and to establish, through its services and resources, an atmosphere that assists in their personal growth and ensures a pleasant stay in Cairo in support of the University's mission.

Vision

To be recognized as the quality leader in providing comfortable furnished accommodation and maintenance services to our customers in the Middle East.

Disclaimer

Please keep in mind that the Faculty Housing (AUC) assumes no responsibility nor provide its service to faculty members, Presidential Associates and administrative members renting apartments privately by signing contracts with property owners.

1. Housing Overview:

The University, through the faculty housing department, provides major maintenance and upkeep the University-owned or leased housing units as indicated in this manual. Apartments are located in different districts of Cairo and vary considerably to meet the diverse needs of the AUC tenants. Eligible individuals, new to AUC, may express size and location preferences, and AUC will make every effort to respect these requests within the constraints of availability, demand, and university policy.

Definitions:

AUC: The American University in Cairo.

AUC Faculty Housing: housing made available to AUC Tenant by the University.

AUC Faculty Housing Personnel: personnel working in the faculty housing department.

AUC Rules: the rules, regulations, policies, and procedures of the University as established or amended by the University at its sole discretion from time to time.

AUC Tenants: regular full-time relocated overseas faculty, administrators, and Presidential Associates of the American University in Cairo who are eligible for AUC housing service.

Costs and Charges: costs relating to the occupancy of university housing, including monthly charges, such as ADSL.

Emergency: Cases of emergency are: electric cutoff, water flood, loss of apartment keys, etc.

Faculty Housing Office: the department responsible for the administration of accommodations and also take the job requests. The Faculty Housing office, hereinafter called the Housing Office, is located in parcel 17 room PO 29.

Family: the spouse and children of the individual to whom the university housing has been assigned. Other relatives are considered to be third parties.

Household Help: any person employed, either full-time or part-time, as the personal servant of AUC Tenants, whether or not the household help resides in AUC housing.

Local telephone service: Calls placed from a fixed landline phone location within an AUC

residence to another landline phone within Cairo area. Calls placed to cell phones and other types of mobile phones are not considered to be local calls.

Occupants: AUC Tenants, their family, household help, and guests of AUC Tenants residing, temporarily or indefinitely, in university housing.

Repair Costs: costs, expenses, damages, losses, or charges incurred by AUC in repairing university housing as a result of AUC Tenants' use of the university housing.

Visitors: relatives, guests, employees, and others invited by AUC Tenants into university housing.

2. Responsibilities of the Housing Office:

a. Prior to AUC Tenant Occupancy:

Before the arrival of new AUC Tenants, the Housing Office carries out the following procedures in the apartment:

- 1- Inspection of the AUC Housing for any electrical, plumbing, carpentry, or air-conditioning maintenance, repairs or replacements. Work will be completed before AUC Tenant arrives.
- 2- Thorough cleaning of the AUC Housing.
- 3- Painting walls and ceilings (if needed).
- 4- Floor finishing, new carpeting, or shampooing the existing floor carpets (if needed).
- 5- Cleaning and maintenance of refrigerator and stove.
- 6- Cleaning or changing mattresses.
- 7- Reupholstery of furniture if needed.
- 8- Washing and /or dry-cleaning rugs, curtains and shampooing upholstery (done only before the AUC Tenant occupancy. If washing of rugs or furniture is needed again, it will be at the AUC Tenant's expense, reviewed on a case by case basis).
- 9- Supply of any required additional furniture and arranging existing movables.
- 10- Polishing wooden furniture.
- 11- Fumigation is done only before the AUC Tenant occupancy with a three- month guarantee. If fumigation is needed again, it will be at the AUC Tenant's expense, reviewed on a case by case basis.

- 12- One New settling-in kit (see inventory list) transferred to residence from warehouse (cookware, china, glass, etc.) at the time of AUC Tenant occupancy only. No additional items or quantities to be added after the AUC Tenant occupancy.
- 13- Initial supply of food according to the size of family, flowers, documentation and arranging beds done just prior to the AUC Tenant occupancy.

b. After AUC Tenant Settling:

- 1- Receiving requests from AUC Tenants regarding any maintenance (i.e. carpentry, flooring, plumbing, painting, air conditioning, upholstery, electricity, telephones, and gardening) in their assigned apartments. The Housing Office may assign specific job requests that need outside assistance to external contractors. These contractors are supervised by AUC personnel and will be accompanied by an AUC employee while they are in AUC housing.
- 2- Review written requests from AUC Tenants (**Article 9, b**) regarding their desire to move from one apartment to another.
- 3- Carrying out any reasonable request for replacement of furniture submitted by the AUC Tenants.
- 4- Replacing upholstery material or curtains within the time limit set by the AUC policy (**Article 9, d**).
- 5- Replacing fluorescent and ceiling light bulbs.
- 6- Providing the router device and offering a good quality service. In case the router crashes, we provide a new device free of charge (at one point). The tenant is committed to paying his/her bills according to consumption.
- 7- Providing free access points upon demand, and according to a technical decision taken by the technician.
- 8- Providing MiFi as an extra service offered at the times of emergency. In case the tenant wishes to keep it, he/she pays for the device and bills according to consumption.

NOTE 1: AUC Housing Personnel going to perform maintenance work in AUC Housing should wear or have an AUC ID. Any sub-contractors assigned to perform a job in AUC Housing should be accompanied by AUC Housing Personnel.

The only regular non-AUC Housing Personnel who need to go to the AUC Housing

are the Cairo gas and electricity meter readers. They go once a month to read the meters that are in the apartments. If nobody is at home, they usually leave a paper on your door (see [attachment 5 figure 2](#)).

Be cautious of anybody going to your apartment and asking to perform some checkup or maintenance. If you are not sure about these visitors, you may contact the Housing Office to find out, or you may tell these visitors to contact AUC.

NOTE 2: The Housing Office does not have spare keys to the AUC Housing units. In the event that you lock yourself outside your apartment, you may try to get help from your neighbors to call AUC Housing.

NOTE 3: NO TIPPING SHOULD BE GIVEN TO AUC WORKERS.

3. Responsibilities of the AUC Tenants:

- a. People who are assigned housing (AUC tenants) shall comply with AUC Housing Rules, Regulations, Policies and Procedures as indicated herein.
- b. During their stay in AUC Housing, AUC Tenants should contact the Housing Office by filling [Service Request online form](#) or sending an email or by filling and emailing the offline Housing Repair Request form (see [Attachment 6](#)) to facilities@aucegypt.edu for any repair, maintenance, rearrangement of furniture, or other needs as required (See **Article 5** for the submittal procedure). No job orders are to be requested nor they will be accepted via the household help.
- c. ADSL connection service. The AUC Tenant must settle all bills and cancel the ADSL service before departure. The University Network Services department must be notified of the cancellation number. The Housing Office must be notified upon subscription to this service.
- d. Garbage/trash/refuse collection fees.
- e. Housekeeper fees hired by AUC Tenants.
- f. Day-to-day cleaning of the AUC Housing and upkeep of the furniture.
- g. Changing regular floor and desk lamps light bulbs.
- h. The AUC Tenant is responsible for maintenance of washing machines, televisions, satellite dish, etc....
- i. The AUC Tenant should sign the inventory list within 2 weeks from arrival and return it to the Housing Office.

4. Arrival of AUC Tenants:

a. Procedures for AUC Tenants Check in:

Upon arrival of new AUC Tenants, the following procedures are taken for check in:

- 1- A representative from the Housing Office will be present at the residence to meet and welcome the new AUC Tenants on the specified date and time of their arrival.
- 2- The main door lock is changed and the new keys are handed over to the new AUC Tenant. AUC does not retain a copy of these keys.
- 3- The Housing Office representative reviews the check in inventory of assets, and materials in the AUC Housing with the AUC Tenant who signs the inventory afterwards.

5. Maintenance Request during the stay of AUC Tenants:

a. Routine Service:

Most of the repair and maintenance work is carried out by AUC Housing Personnel and coordinated by the Housing Office located on parcel 17 room PO29.

During their stay in the premises, the AUC Tenants will always contact the Housing Office for any repairs, maintenance, rearrangement of furniture or any additional items to be replaced or supplied in the University Housing, specifying in detail the required work, and giving time and date for the task to be done. The Housing Office can assist in the rearrangement of furniture in the occupied apartments if there are time slots in the workers' schedule.

Please comply with the procedures outlined below when requesting maintenance work. Because of the large number of requests received, they must be made in writing or by email except in case of an emergency.

1. Make requests by filling [Service Request online form](#) or sending an email to facilities@aucegypt.edu or by filling and emailing the offline Housing Repair Request form ([see Attachment 6](#)).
2. No job orders are to be requested, nor will they be accepted via the household helper unless the tenant is out of the country.
3. Be as specific as possible in describing the problem.

4. Job orders should be requested at least one working day before the job is needed (unless it is an emergency). If you cannot be present, arrange to have someone present in the apartment during the work.
5. If it is necessary to change an appointment, the Housing Office or the AUC Tenant should notify the other party in advance.
6. Please note that the majority of the workmen speak little or no English, so do not expect them to understand additional instructions not initially requested in the form.
7. When the job is done, the AUC Tenant should sign the written job order to indicate that the workmen were there and the work is done.

NOTE 1: All information relevant to a completed job (i.e., compliance with promised date, AUC Tenants satisfaction, or other related comments, etc.) is recorded in the Housing Office system. AUC Tenant feedback is highly appreciated.

NOTE 2: Please be aware that the working hours of the craft employees is from **8:30 AM to 4:00 PM Sunday through Thursday**. Job orders should be requested at least one day before the job is needed (unless it is an emergency). Summer is the busiest season for AUC Housing staff. Please submit your job order, as noted in **NOTE 4** below.

NOTE 3: Please note that any requests over and above the regular maintenance work will be charged to the AUC tenant and should be paid in advance in the CIB bank using a collection advise form issued by the Housing Office. As proof of the payment, the receipt issued by the CIB Bank should be sent to the Housing Office. Some examples of services that will be charged for are:

- Renovation, alteration, or improvements to facilities
- Painting or decorating beyond the normal standard of off-white or light beige colors and the normal standard texture
- Providing special lighting (i.e., track lighting, non-standard recessed fixture, etc.)
- Upholstery or curtain materials other than the Faculty Housing standard. Check standard in [Attachment 3](#)

NOTE 4: Deadline for submitting requests for summer renovations will be March 31st of each year. Submittals received after that date will be scheduled for the following summer.

NOTE 5: Please be aware that the workers are obliged to perform the work written on the job orders. Any extra work, not stated in the job order, should be ordered and scheduled later with the Housing Office.

NOTE 6: Please be aware that some job orders are related to some governmental authorities which are out of the Housing Office control (e.g., telephone lines repair, electricity cutoff, etc...). Thus, exact dates for job completion cannot be given.

b. Emergency Service:

The AUC will deal with **emergency** problems on a top priority basis, but there may be times or circumstances that make the immediate response impossible. Please observe the following guidelines:

1. 8:30 AM to 4:00 PM Sunday through Thursday

Call the Housing Office at 2615.4844 or 0127000-1875 and explain the problem.

2. For any emergency outside regular office hours, during weekends, or on holidays

Call one of these mobile phone numbers in the order listed:

Housing supervisor **(010.0007.5707)**

Housing Assistant **(012.7000.1635)**

The Housing Director **(012.2214.5710)**

3. If you cannot reach any of them, call the AUC switchboard operator at 19282 and explain the problem.
4. Occasionally, there are disruptions in the water supply, telephone lines or electrical failures over which the AUC has no control. These can last from an hour or so to a day or more. It is therefore advisable to have on hand at all times an ample supply of water and candles or battery-operated flashlights in working order. Those who use bottled gas also should have an extra tank in reserve.
5. In case of an **emergency**, and if AUC Tenant is not available, the AUC shall have the right to break in any residence without prior notice to carry out repairs deemed

necessary to prevent damage to the fabric or structure of the apartment, the building or the safety of its occupants. All such works shall be appropriately supervised and documented in writing by the AUC, and AUC Housing will notify the AUC Tenants of the causes and results of such an action.

During emergency cases, requests can be made by telephone but should be followed as soon as possible by the written form to confirm the request.

Note 1: Cases for emergency calls are; an electric cutoff, water flood or loss of apartment keys and internet outage.

6. Furnishings:

Apartments are furnished by furniture and household items that are customarily provided in every AUC Housing, though there may be some variation from one apartment to the other. The inventory list of a typical two-bedroom apartment is listed in ([Attachment 2](#)).

Depending on the configuration of the individual apartment, air-conditioners are provided in each bedroom. If preferred, however, air-conditioning can be installed in the living room and one bedroom left without air-conditioning.

NOTE 1: If at any time, AUC Tenants desire to replace or add furniture, they should contact the Housing Office. Depending on availability, we will try to accommodate the request and will change the inventory list accordingly. Both parties must sign the requisition and transfer forms. AUC Tenants should not switch furniture between AUC Housing apartments without prior written approval from the Housing Office. The furniture must be handed to an AUC Housing representative and not to be left outside the apartment.

NOTE 2: If the required asset is not available and the AUC tenant wants to have it manufactured after the AUC Housing approve it the cost of manufacturing should be paid in advance by the AUC tenant in the CIB bank using a collection advice form issued by the Housing Office and as a proof of the payment the receipt issued by the CIB Bank should be sent to the Housing Office

NOTE 3: AUC Tenants should be aware that there are apartments that do not belong to the AUC. Consequently, some furniture in these apartments might belong to the landlords. In such a case, furniture cannot be replaced or removed from the apartment easily.

7. Settling-in kit:

To assist newly arrived AUC Tenants, the AUC provides some basic household utensils from the local market. A complete list of the supplied items in the apartments is available at the end of this manual ([Attachment 2](#)). The quantities provided are limited and must be supplemented by items brought by the faculty member.

8. Equipment not supplied or maintained by the Housing Office:

The Housing Office does not supply or maintain washing machines, driers, dish washers, microwave ovens, vacuum cleaners, kitchen electric appliances, radios, televisions, satellite dishes, VCRs, or any furniture or equipment not listed in the inventory list ([Attachment 2](#)).

9. General Rules:

AUC Tenants who are assigned housing shall comply with these rules and regulations, which may be amended by the AUC from time to time.

a. Housing Assignment:

- 1- Presidential Associates are assigned a shared apartment
- 2- AUC tenants will be assigned apartments according to availability and requests sent to the Housing Office on a first-come, first-served basis.

b. Housing Change:

The AUC Housing assigned to the AUC Tenants will be the best available. No changes can be made unless, in the opinion of the AUC Housing, it does not conform within reasonable limits to the AUC Tenant's written preference, or unless there is a change in the size of the family. In these cases, change may be possible but cannot be guaranteed.

AUC Tenants, in certain cases, may request to change their assigned apartment provided that they supply an acceptable reason in writing for such a move. The moving request is sent to the Housing office by email stating the reasons. The Housing Director then studies the request for approval or denial. If approved, the Housing Office will assist in relocation for AUC Tenant. AUC Tenant's owned items of high value or which require specialized handling will be the AUC Tenants' responsibility and at their expense.

If you are relocating from an AUC / non-AUC apartment to an AUC apartment, the Housing Office will work with the AUC tenant to try to accommodate the relocation of as much of the

AUC tenant's possessions as possible. Where this is not possible, it will not be the responsibility of the Housing Office to find or pay for storage accommodations for the AUC tenant's possessions.

Additionally, the Settling-In Kit that AUC provided in your previous unit will be utilized for the relocation. If this is the tenants' first AUC Faculty Housing unit, a new Settling-In Kit will be provided.

NOTE 1: Deadline for submitting relocation requests are **March 31st** of each year.

NOTE 2: AUC Tenants are not allowed to move unless 3 years have passed from the previous house change; or there is a change in the size of the family, any other reason will be studied by Housing Director.

NOTE 3: If the housing change is approved, the AUC Tenant will not be eligible to request any renovations or change of re-upholstery or drapes, etc., to the new AUC Housing reviewed on a case by case basis.

c. Rules and Regulations:

- 1- AUC Tenants who are entitled to housing shall abide by all university rules and all laws, decrees, and regulations in force in Egypt. The AUC may amend these rules at its sole discretion at any time
- 2- AUC Housing shall only be used as living accommodation. It may not be used for any other purpose (including but not limited to private business, political activity, religious activity, subletting or any other use other than housing accommodation for specific AUC Tenants).
- 3- The accommodation unit is for the sole use of the Tenant and Tenant's direct dependents.
A direct dependent is defined as a first-degree relative according to Egyptian Law (i.e. spouse, son, daughter, and parents). The unit shall not be used by non-family members and shall not be shared with other non-family individuals without AUC prior written approval. Advance notification to AUC shall be sent to the Senior Director, Soft Services or his designates.
- 4- Drugs, weapons, or material prohibited either by law or by university rules shall not be used or stored in AUC housing.
- 5- AUC shall be responsible for ensuring that the premises are clean and in good condition when delivered to AUC Tenants. After that, it shall be the responsibility of the AUC Tenant to ensure that the premises are maintained in good condition. Any renovations, alterations,

repainting, or decorating of a permanent nature shall be in accordance with AUC standards and requires prior approval, in writing, from the Housing Office. AUC will repaint and/or renovate the premises, if needed, once every four years unless an inspection by the Housing Office deems it necessary.

- 6- AUC shall not be responsible for any damage incurred by AUC Tenants, occupants, or guests resulting from theft or fire, whatever its cause, from force majeure or any circumstance beyond the control of the AUC. AUC Tenants will be held responsible for damage to housing resulting from their misuse or violation of these rules and regulations or other AUC rules.
- 7- AUC shall not be liable for any loss or damage resulting directly or indirectly from the failure of electric power, flooding or any similar incident in the premises.
- 8- AUC Tenants may not relocate AUC furniture from one AUC Housing unit to another or any other place without the prior written approval of the Housing Office. If approved, the inventory list of both locations will be updated.
- 9- Any AUC Tenant may buy insurance for their personal effects, which can be done through the AUC Business Support Services office.
- 10- AUC tenants should not be involved in any renting negotiations related to their Housing unit.
- 11- In case of any violation to any of the rules and regulations mentioned herein, the matter will be referred to University for immediate action. Action taken can range from warning to an order from the University to vacate the premises immediately.
- 12- AUC Tenants shall hold the University harmless from any claim, request, lawsuit or the like that is filed against AUC due to a personal violation of AUC tenant to any of the rules and regulations herein or any applicable in the Arab Republic of Egypt.
- 13- The AUC Tenant shall at all times safeguard AUC property including the building, the assigned unit and all its component parts, which includes but is not limited to: tiles, carpets, switches, windows, doors, hinges, knobs, sinks, toilets, bidets, pipes, screens, wiring, furniture, fixtures, telephones, curtains and appliances. The AUC Tenant shall not make any modifications in the unit or add/demolish any part of the property or its component parts, including the garden if applicable, without the prior written consent of the Director of Housing.
- 14- Prior approval from the Director of Housing must be obtained before installation of any objects that might alter the appearance of the housing unit, including painting of exterior or

interior walls, drilling into tiles and installing satellite dishes. Mounting pictures on the plaster walls using anchors or nails is acceptable.

- 15- The AUC Tenant shall, with reasonable notices and agreed upon time, allow access to the unit to authorized AUC officials and personnel, or its assigned contractors, to check, carry out damage assessment, repairs and maintenance, alterations and improvements, etc.
- 16- In case of emergencies, defined as “situations which pose a significant threat to personal safety or equipment,” AUC officials may break in assigned housing unit without prior notice to the AUC Tenant for major maintenance-related problems, such as water leak from a pipe (not a dripping faucet), loss of electricity, air conditioning, cooker, power outage, or any other situation which may affect safety, order and security.
- 17- The AUC Tenant undertakes not to cause any disturbance or discomfort to neighbors or other residents, and to use the facilities to which he/she is eligible in a safe and appropriate manner, complying with AUC governing rules at all times.
- 18- Pets are allowed in housing units, with the following understanding:
 - The AUC tenant must have proper veterinarian paperwork indicating that the animal is currently healthy and has had all required shots.
 - They must not be permitted to wander alone otherwise, there will be LE. 50 fine.
 - Pets shall be restrained (cats and dogs must be leashed) when on common areas
 - Damage to the apartment caused by the AUC tenant’s animal will be the responsibility of the AUC tenant to reimburse the University for the repairs.
 - In case of neighbors’ complaint, the AUC Tenant is responsible to get rid of the cause of complaint. The AUC Tenants are responsible for the actions of their pets and are liable to other residents for damage caused by their pets.
- 19- AUC Tenants who need to store their excess personal items must make their own arrangements with a commercial storage company.
- 20- The AUC Tenant agrees to be responsible for the keys to his/her assigned unit, and to hand it over upon final checkout of the premises.

d. Asset Replacement and Maintenance Strategy:

The Strategy is:

- 1- To replace window type units or split A/C units, if needed.
- 2- To replace refrigerators and stoves, if needed.
- 3- To paint AUC Housing every 4 years, if needed. Painting is in off-white or light beige. If other colors are requested, the paint job is done at the AUC Tenants expense and must be

settled in advance.

- 4- To replace upholstery and curtains every 4 years, if needed. (see [Attachment 3](#)).
- 5- To replace the furniture every 4 years, if needed
- 6- Fumigation done only prior to the AUC Tenant occupancy with a three- month guarantee. If fumigation is needed again, it will be at the AUC Tenant's expense, reviewed on a case by case basis. Before requesting fumigation please consider the following:
 - a. The tenant has to leave the apartment for 12 hours. During this period, the Housing Office is not in charge of accommodating the tenant in another apartment.
 - b. Tenants should seal the uncovered food.
 - c. In case of fumigating the apartment against mice/rats, the company will use poison that may harm children and pets.
 - d. The Housing Office is not responsible for any problems may take place due to the fumigation process against different insects including mice.

NOTE: Number of upholstery fabric, curtain vendors or any item vendors are limited to the list supplied by the Supply & Chain Management. Therefore, AUC Tenants should choose materials from vendors listed in the vendors list.

e. Sabbatical and leave without pay:

AUC Tenants who have been granted sabbatical leave or Leave without pay can keep their apartments but should be charged for rent and utilities.

10. Departure of AUC Tenants:

a. Check-out:

AUC tenants will advise the Housing Office, at the earliest possible opportunity, of any intention to vacate university housing, with not less than one month written notice, of their intention and date to vacate the premises. In the last month of tenancy, the amount of the rent will be prorated.

Prior to the departure of AUC Tenants, the following procedures are taken:

- 1- The AUC tenant should settle any outstanding payments for ADSL, mobile, international calls.
- 2- In the last month of tenancy, the amount of the rent will be prorated.

- 3- Upon vacating the apartment, the tenant name will be moved automatically from any Housing waiting list for the residents in the Faculty Housing to the waiting list of the non-residents in the Faculty Housing (priority is given to the residents).
- 4- If the AUC tenant decides to sell any of his/her used items to anyone and would leave this item to be picked up after departure from the apartment, the Housing Office should be notified via email stating in the email the item, name of the purchaser and his/her contacts. In addition, the name of the purchaser should be written on the item. The Faculty Housing Office will not be responsible for any items left in the apartment without any notification.
- 5- If the departing faculty member has not subscribed to the ADSL through the Housing Office he/she must cancel the ADSL service, settle all bills and hand over the splitter and router or modem to the ADSL provider (if rented) before departing. The Housing Office must be notified of the cancelation number by sending the cancelation number by email to Housing@aucegypt.edu.
- 6- The AUC tenant will contact the Faculty Housing Office to set an appointment to inspect the apartment and the check-out inventory list of assets and materials
- 7- After inspection and check-out inventory, the Faculty Housing Office representative will receive a copy of the main door key. In the case of AUC New Cairo Faculty Housing apartments, tenants who already have activated AUC ID access to the apartments are kindly requested to visit the Security Office in order to deactivate the apartment access on the date of inspection.
- 8- AUC tenants will be responsible for all costs and charges as determined by the AUC estimated cost. AUC will bill the AUC tenant or may deduct such amounts from compensation due to the AUC tenants in the following cases:
 - a. Damages or losses in inventory items
 - b. Damage that required excessive/substantial cleaning revealed in the check-out inspection
 - c. Damage to University housing resulting from a violation of any AUC rules

- 9- The Faculty Housing office representative will sign the clearance of the departing AUC tenant after settling all the due amounts.
- 10- All main door keys should be left in the apartment when the AUC tenant departs. In the case of AUC New Cairo Housing, all key cards should be left in the apartment on the date of departure.

11. New renting system for faculty joined the AUC Housing starting academic year 2011/2012

1. The University is committed to assisting the AUC tenant to meet their housing needs. The AUC tenant has the option of renting an AUC apartment, furnished and maintained by the University in one of the areas in Cairo where AUC has faculty housing, subject to availability.
2. The AUC tenants shall pay **Annual** rent of the AUC unit. These amounts cover the rent and normal repairs and are paid monthly. It is understood that this does not include any expenditure concerning ADSL service, electricity, gas, water and telephone bills etc. All the utilities will be charged separately every month according to the actual consumption.
3. The "**Annual Rental Value****" of the AUC unit is as follow:

	Maadi	Zamalek
One Bedroom Apt.	\$14,250	
Two Bedroom Apts.	\$ 16,000	\$ 17,250*
Three Bedroom Apts.	\$ 19,000	\$ 21,000*
Four Bedroom Apts.	\$ 20,000	

4. The "**Annual Rental Value****" of the New Cairo Housing unit is as follow:

	New Cairo
One Bedroom Apts.	\$ 8,100
Two Bedroom Apts. + study	\$ 10,700
Three Bedroom Apts. + study	\$ 13,200

*** The annual rental value will be revised annually.**

*** The Housing office doesn't accommodate new tenants in Zamalek**

**These amounts cover the rent of the furnished Housing unit and are paid every month. The rent includes normal and emergency maintenance, furniture repair, and replacement (if needed), handling the billing process of utilities (gas, electricity, water, and internet), in addition to building maintenance fees. It is understood that these amounts don't include any expenditure concerning electricity, gas, water and telephone bills, etc. The Tenant will be charged for all the utilities separately every month.*

**The annual rental value will be revised at the beginning of each fiscal year. In case AUC increases the above-mentioned rates, the Tenant will have the right to terminate the Agreement starting from the date upon which the new rates are implemented. In the first month and the last month of tenancy, the rent due will be prorated.*

*** One of the bedrooms is furnished as a study. In exceptional cases, it can be furnished as a bedroom, but the Tenant must store the study room furniture in his storage room located in the garage.*

5. For full details, kindly read the [Tenancy agreement](#) .

12. General Cairo Neighborhoods Description:

Maadi

Maadi is ten kilometers (6 miles) south of downtown Cairo and 20 km (12 miles) south west of the New Cairo AUC campus. It is a rather upper-middle class cosmopolitan and westernized suburb. Once a neighborhood of large old homes and gardens, it is rapidly being built up with apartment buildings. Though new high-rises line the Corniche, a major thoroughfare along the Nile, and the outskirts of town, most of Maadi consists of low and medium-rise apartment buildings surrounded, in the residential areas, by shade trees and gardens, where something seems to be in bloom in every season.

Maadi is relatively quiet compared to Zamalek (another area for AUC housing - see description below), though less so than El Rehab, and the streets are usually fine for walking. There is an abundance of grocery stores (with delivery) and other shopping facilities. While it does have many restaurants and fast food outlets, there is not the wide range of choice found in other parts of town, although it has improved in the last few years. There are several indoor and outdoor cafes. There are many private international schools, such as Cairo American College (CAC), the French Lycée and the Maadi British International School. There are also several nurseries, such as The Preschool Years, Irish Nursery, Small Talk and Small Word. There are local churches.

Maadi offers family-oriented activities. The easiest transportation to downtown Cairo is by metro, but it might be crowded at peak times. Depending on the time, a taxi to downtown/ Zamalek is not too time consuming or expensive. There is an AUC bus service to the New Cairo Campus that takes around 30-40 minutes, which is free for faculty and staff.

New Cairo

New Cairo, where the new AUC campus has been located since 2007, is 35 km (21.75 miles) from downtown Cairo and the AUC Tahrir Square campus. While New Cairo is currently under development, it is considered an upscale suburb.

The AUC housing complex is located a mere 500 meters from the campus. For a description of the building and its facilities and to view pictures of a model apartment, [click here](#).

Fresh air and quiet is a plus. The AUC campus, within walking distance, offers facilities such as

a small grocery market and an extensive sports complex. A lot of entertainment options and commercial areas are functioning in the area. Also, AUC has established a special shuttle bus from the new housing development to commercial areas nearby. For the shuttle bus schedule [click here](#) or check this link in aucegypt.edu/AUC-faculty/faculty-housing/shuttle-buses. Another option is to use the regular AUC buses that leave the campus throughout the day during weekdays to go to several neighborhoods of Cairo, including downtown Cairo, El Rehab, Maadi and Zamalek. [Click here](#) for the schedule of the routes.

Travel times to other areas of Cairo are roughly expected to range from approximately 40 minutes (Maadi, Heliopolis and Nasr City) to an hour (Garden City and Downtown), possibly longer for Zamalek. It may require more time at the end of the day owing to traffic congestion.

There are schools in New Cairo including the New Cairo British International School, the Canadian International School, Choueifat International School, Modern English School, and the American International School. Usually, these schools provide transportation, but it is always wise to check with them while registering.

New Cairo is only 90 km from Ain El Sokhna. Ain El Sokhna is known for its crystal waters and pristine beaches.

Attachment 1

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Attachment 2

Inventory List:

This list is a guideline, based on what might be included in a typical two-bedroom unit. The actual number of pieces of furniture and accessories depends on the size of the apartment and the number of people who occupy it. Many units leased by AUC are partially furnished by their owners, and pieces vary in style and type.

Living Room

Couch (sofa) & armchair(s)
Coffee table & end table(s)
Table & floor lamp(s)
Bookcase(s)
Rug(s)
Telephone
ADSL router (for new faculty)
Emergency light
Voltage regulator (transformer)
A/C

Dining Room

Dining room table & chairs
Baby chair (on request)
Sideboard
Table lamp(s)
Rug(s)
A/C (if not living/dining room combined)
Tablecloth & napkins

Balcony

Bamboo table & chairs

Master Bedroom

Double bed (standard mattress
approximately 160x200 cm)
Bedding (mattress pad, bed sheets, pillows,
pillowcases, bedcover, blanket)
Bedside table(s) & lamp(s)
Chest of drawers with mirror
Wardrobe (when there are no built-ins)
Clothes hangers
Rug(s)
A/C

Second Bedroom

Single bed(s) (standard mattress
approximately 100x200 cm)
Bedding (mattress pad, bed sheets, pillows,
pillowcases, bedcover, blanket)
Baby crib & bedding (on request)
Bedside table(s) & lamp(s)
Chest of drawers with mirror
Wardrobe (when there are no built-ins)
Clothes hangers
Rug(s)
A/C or ceiling fan

Study Area

Desk & chair
Bookcase(s)
Wastebasket

Bathroom

Shower curtain
Bathtub mat
Linens (bath & hand towels, washcloths)
Laundry basket
Toilet brush
Wastebasket
Water Heater

Kitchen

Refrigerator
Stove with oven
Kitchen cabinets
Stool Ladder
Waste cans
Fire extinguisher
Water Heater
Gas cylinder (in a few flats)

Tableware

Dinner & dessert plates, soup plates/bowls
Cups, saucers, coffee mugs
Serving bowl & tray
Breadbasket
Salad bowl
Salt & pepper shakers
Sugar bowl & creamer
Water pitcher
Glasses (water, juice, wine)
Dinner forks & knives
Tablespoons, dessert/teaspoons

Cookware & Tools

Set of frying pans & saucepans (Teflon)
Casserole & Pyrex oven dish
Oven baking tray
Teakettle
Mixing bowl, plastic colander,
Set of kitchen knives with poly cutting board
Utensils (ladle, peeler, can & bottle openers, tea strainer)
Set of glass jars
Ice cube trays & plastic fridge containers
Hot dish mat, oven mitt & pot holder
Dishtowels
Dish drainer & flatware tray

Miscellaneous

Broom, dustpan & brush
Water bucket & mops
Dust cloths
Portable electric heater
Oil-filled electric radiator (on request)
Fans
Flower vase
Ashtrays
Wastebaskets
Fire Sensor (on request)

Attachment 3

Upholstery Rules:

- 1- Re-upholstery fabrics are chosen from samples in the Faculty Housing Office
- 2- Curtains supplied are off white sheer. If the bedroom windows don't have shutters the curtains consist of off-white sheer and white blackout, this is only applicable in the bedrooms

Attachment 4

RULES APPLICABLE TO NEW CAIRO FACULTY HOUSING

The New Cairo faculty apartments, are fully furnished units and equipped with a refrigerator and a stove. As noted in the Faculty Housing Manual, those assigned housing in New Cairo will comply with all AUC Housing Rules, Regulations, Policies and Procedures, except as modified below:

1. If you are relocating from existing AUC Housing to the New Cairo housing the Settling-In Kit that AUC provided in your previous unit will not be utilized for the relocation, a new Settling-In Kit will be provided.
2. The Housing office provides one key card for each family member in addition to one more key card for the maid, in case the AUC tenant wants to have additional cards, he/she has to pay LE. 50 to the Housing Office. If the key card is lost a fine of LE. 50 should be paid to the Housing Office. All the key cards should be handed to the building housekeeping on the date of The AUC tenant departure.
3. The AUC tenant must throw the garbage in the garbage cans in the basement not in front of the apartment's doors.
4. Pets are allowed in housing units, with the following understanding:
 - The AUC tenant must have proper veterinarian paperwork indicating that the animal is currently healthy and has had all required shots.
 - The AUC tenant must collect the pet's droppings.
 - They must not be permitted to wander alone otherwise there will be LE. 50 fine.
 - Pets shall be restrained (cats and dogs must be leashed) when on common areas
 - The pet must not be abandoned or left to fend for itself outside or inside when the owners leave on holiday.
 - Damage to the apartment caused by the AUC tenant's animal will be the responsibility of the AUC tenant to reimburse the University for the repairs.
 - In case of neighbors' complaint, the AUC Tenant is responsible to get rid of the cause of complaint. The AUC Tenants are responsible for the actions of their pets and are liable to other residents for damage caused by their pets.
5. Unlike regular faculty housing, the Housing Office will have a master key card to the units. The master key card will only be used in case of emergencies.
6. Connection for a television is available, in the apartments, AUC tenant can ask for assistance by filling the repair request form or sending an email to facilities@aucegypt.edu.
7. For other issues, and all requests for exceptions to the New Cairo Housing, Rules must be submitted in writing to the Housing Office. They will be reviewed on a case by case basis.

Attachment 5

Utility bills:

Sometimes you will find some electricity and gas bills or notes on your door. In case you find any, please proceed with the following:

1. The bills in the figures below are either electric bills (to the left) or gas bills (to the right) please hand them over to the Housing Office.

Figure (1)

2. The Following note in the figure below is not a bill. If you can write the reading of the electric meter, do it. If not just ignore it.

Figure (2)

Attachment 6

NCFH Laundry room Policy:

1. The Faculty Housing Office is responsible for the NCFH laundry in each building.
2. Each building has a laundry room for the residents of that specific building. Laundry rooms are equipped with front load washers and dryers. The laundry rooms will be monitored by cameras.
3. The tenants who is renting an apartment for one month or more can use the laundry room
4. Machines may be used only by the tenants.
5. AUC Housing will pay for all necessary repairs without demanding reimbursement from the tenant. In case of any misuse of machines. Responsible person will be charged accordingly.
6. Upon the tenant request, the tenant will be provided with a key to the laundry room in his/her building. (if the tenant is leaving the Housing apartment permanently he/she has to return the key before leaving the apartment permanently).

Laundry Room Guidelines

1. Laundry rooms can be used only by tenants who is renting an apartment for one month or more.
2. Tenants are expected to use automatic laundry detergents. Contact Housing office if you have any questions.
3. Laundry detergent should not be stored in the laundry room.
4. Tenants are expected to keep the laundry rooms clean by properly disposing of detergent containers, garbage, and cleaning up any messes or unintentional spills.
5. Tenants are expected not to leave their laundry unattended.
6. Collect all items from washers and dryers in a timely manner.
7. Do not overload the machines
8. Always clean dryer lint traps after use.
9. If a machine malfunctions and you are unable to open the door, do not force / pull the door open. Contact the building caretaker (or security) to report this issue. (Building Caretakers cell phones no. Mr. Abdullah 01270001644 and Mr. Khaled 01270001655 Mr. Ahmed Shalaby 01275363751 or extensions 4643, 4653, 4589).
10. Any malfunction in the machines should be reported to the Housing Office by filling the repair request form or sending an email to facilities@aucegypt.edu.
11. Pets are not permitted in the laundry rooms.
12. Do not wash/dry rugs, blankets or other large and bulky items in the machines. If there is any

question, please contact the Housing Office facilities@aucegypt.edu.

13. If a machine is broken through the misuse by a tenant, the tenant's family or the tenant's maid, the Housing Office will bill the tenant the amount necessary to cover the cost of repairs.
14. The misuse cases that don't cause a direct malfunction in a machine will be reviewed on a case by case basis for taking the necessary action accordingly.

Examples of misuse:

- Washing any large or bulky items like rugs, blankets, quilts, etc.
- Misusing the washing machines control panel, buttons, doors, etc.