NCFH Laundry Policy

- The Faculty Housing Office is responsible for the NCFH laundry in each building.
- Each building has a laundry room for the residents of that specific building. Laundry rooms are equipped with front load washers and four dryers. The laundry rooms are monitored by cameras.
- Machines may be used only by the tenants who have subscribed for this service by filling NCFH Laundry room membership form and who are paying through payroll deduction. For the NCFH Laundry room membership form please click here
- Below are the monthly subscription fees, the monthly fees will be deducted from the tenant paycheck every month
  a. EGP 40 for the one-bedroom apartment
  b. EGP 60 for the two-bedroom apartment
  c. EGP 80 for the three-bedroom apartment
- The above mentioned amounts will be used by the Housing Office to pay the laundry electricity, water consumption cleaning the laundry room, and to maintain the washers and dryers.
- AUC Housing will pay for all necessary repairs without demanding reimbursement from the tenant. In case of any misuse of machines that will be noted via video cameras. Responsible person will be charged accordingly.
- The tenant can opt out from the program at any time and the monthly costs charged will be terminated on the month that he/she so opt out. This is applicable only if the key was returned before the beginning of the month.
- When you subscribe for the service, you will be provided with a key to the laundry room in your building. (if you are leaving AUC or if you leave the service, you have to return the key before leaving the service).
- Minimum subscription period is one month unless the subscriber is a new arrival or he/she will leave the apartment permanently. In this case they can be charged as of the day they receive / hand over the key.

Laundry Room Guidelines

1. Laundry rooms are for resident use only.
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 or extensions 4643 in plot 1 or 4653 in plot 3)
10. Any malfunction in the machines should be reported to the Housing Office by sending an email to horepairs@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 horepairs@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:
   a- Washing any large or bulky items like rugs, blankets, quilts, etc.
   b- Misusing the washing machines control panel, buttons, doors, etc.