



NCFH Laundry Room 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 dryers. The laundry rooms will be monitored by cameras.
- The tenants who is renting an apartment for one month or more can use the laundry room
- Machines may be used only by the tenants.
- 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.
- 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, 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 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.



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