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## **I. HOUSING DEPARTMENT MISSION STATEMENT**

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University Housing aims to provide a high quality of living to all its residents. A variety of living options and support structures supply generous opportunities for the growth and the development of students intellectually, socially, physically, and spiritually, all within the safety and convenience of living on campus, in close proximity to classes, faculty offices, administration, campus recreational opportunities, and even study mates. The Housing Department also seeks to encourage the development of friendships among students and the sense of community within the University.

**Validated**

**by:**

## II. HOUSING ASSIGNMENT & PROCEDURES

### 2.1 ROOM ASSIGNMENT

**Purpose:** To assign students to rooms in the University Housing during the academic semester

**Policy:** In coordination with Enrollment Services, International Programs Office, and schools with special programs, Dorm Supervisors must make the necessary arrangements to accommodate students at the beginning of each semester. Dorm Supervisors assign rooms and roommates based on student preferences indicated on the personal data form and student profile.

**Procedure:**

- Gather data from Enrollment Services, including information regarding pre-registered students, students expected to graduate, non-pre-registered students, and withdrawing students
- Gather data from the Office of International Programs concerning incoming/ outgoing exchange students and AUI students incoming from/ outgoing on exchange programs
- Gather data from schools about students with special programs

The Housing Office assigns each campus room to full occupancy. However, for a wide variety of reasons, housing vacancies may occur. To overcome this issue, Dorm Supervisors prepare a list of accidental single students who are encouraged to initiate conversation with other students for a consolidation purpose. students who failed to find a roommate within one week are asked to change their buildings or rooms and join other students of the same status; however, if they have a valid reason that compels them to stay in that room they are urged to contact Dorm Supervisors in building 26 so as to discuss their cases. Non solved cases are automatically charged for single occupancy starting the date they received the first message.

- Gather data from Admissions Office on newly-registered students (use Resident Personal Data Form – Appendix SA/HS/105).
- Compile all information of incoming and outgoing students and create a master list of Housing assignments

**Last updated:**

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## **2.2 NEW STUDENT PACKAGE**

**Purpose:** To inform new students about the services provided by the Housing Department and about operating rules and regulations.

**Policy:** All new students residing in the University campus, including exchange students, are provided with a New Student Package at the beginning of the semester. Packages include a room key, a welcoming letter (SA/HS/104 FORM), and a Housing brochure describing services, facilities, costs, rules, and useful phone extensions.

**Procedure:**

At the beginning of each academic semester, Housing packages are issued in the following manner:

1. Exchange students receive the New Student Package when they arrive at the University
2. New students receive the New Student Package when they complete registration

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## **2.3 KEY DELIVERY**

**Purpose:** To deliver room keys to registered residents

**Policy:** Room keys are delivered to students when they have completed the registration process.

**Procedure:**

1. Once the student has completed the registration process, he/she is given a room key.
2. During the check-in period, any student who has not yet registered cannot be given his/her room key, but is authorized to get into his/her room to leave luggage or spend the night, in case of late arrivals using the master key.
3. During registration process students have to sign their assigned room check-in form.
4. By signing the check-in form, the student acknowledges that he/she is in possession of the room key.
5. During registration days, Hall Directors should keep records of all master key uses and follow-up with students to be sure that they have registered and been given their keys.
6. All students helped by the master key should be denied access to their rooms after the first use until their registration is completed.
7. Every issued key should be recorded using the system

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## **2.4 BLANKET DISTRIBUTION**

**Purpose:** To provide students residing at the University with a blanket

**Policy:** Every student is provided one blanket by the University. Records should be kept in order to track blankets distribution. Residents who misuse their blankets as rugs will lose their privilege to use them for the rest of the semester. Students are responsible for the cleaning of their blankets throughout the semester.

**Procedure:**

1. Students can be provided with a blanket after registration and upon request. The Hall Director keeps a record of all blankets issued to students. All students are required to return their blankets when their Housing contract has been terminated.
2. International and exchange students can be provided more than one blanket and are also eligible for sheets and pillow cases (see Special Provisions for Exchange and International Students).
3. The stock of blankets is kept in the Housing stock. Hall Directors should verify that they have enough blankets to cover all needs at all times by requesting a permanent stock.

**Last updated:**

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## 2.5 LIST OF HOUSING ALLOCATIONS

**Purpose:** To keep record of students' Housing assignments

**Policy:** The Housing Department, Division of Student Affairs, Security Department, and the Phone Operator must have access to an updated list of students living on the University campus including room and building numbers, phone extensions, and ID numbers.

**Procedure:**

1. During the first two weeks of each semester, temporary lists are available in the shared drive and can be accessed by all Housing staff.
2. The lists are updated whenever there is a student room change.
3. After the two-week room change period, all necessary changes are made and data about student assignment is communicated to Security Department and the Phone Operator.
4. All changes occurring during the semester are made available to all concerned persons.

**Last updated:**

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## **2.6 CHECK-IN**

**Purpose:** To preserve the University's property by officially delegating responsibility of the room to the student and reassessing its state at check-out.

**Policy:** It is compulsory that students complete the check-in procedure. Students will be held financially responsible for any damage(s) incurred to their rooms after the time of check-in.

### **Procedure:**

1. Students' rooms are pre-checked by the Housing staff to determine room condition and the condition of the furnishings (See the Room Status Form SA/HS/106 in the Appendix). This form will be later used to complete check-out.
2. Check-in forms are placed (with keys and also packages for new and exchange program students) at the registration area.
3. When students complete the registration process, they receive their room keys and read and sign the check-in form. It is very important for each student to check this information before signing the check-in/check-out form. The student's signature on this form is an acceptance of the terms of use and responsibility for the condition of the room as stated on the form.
4. When students are given access to their rooms, they should check any damages mentioned on the form they signed match what those on the Room Status form posted at the entrance of the room. Students are held responsible for informing the Housing Office of any discrepancy.
5. During the check-in period, new students who have not submitted the Resident Personal Data Form (see the SA/HS/105 Form in the Appendix), are asked to return them to the Dorm Supervisor.

**Last updated:**

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## 2.7 CHECK-OUT

**Purpose:** To report the status of the room at the end of the semester and assess all damage(s) incurred, if any

**Policy:** Students are required to check-out with the on-duty Hall Director at the end of the Housing contract; usually at the end of the semester, but also in the case of early termination (withdrawal, dismissal or leave campus Housing).

### 2.7.1 Check-Out Steps

**Procedure:**

1. Three weeks before the beginning of the check-out period, check-out guidelines are dispatched to all rooms.
2. The Hall Director will be responsible for determining the conditions of the room in the presence of the student, including furnishings.
3. The student should first contact the Hall Director for a check-out schedule and arrange for a time for his/her individual check-out.
4. Prior to checking out with a Hall Director, the student must remove all of his/her belongings, discard any trash, and clean the room. The student will not be allowed to check-out unless these conditions are met.
5. At the pre-arranged check-out time, the Hall Director will inspect the room in the presence of the concerned resident for cleanliness and the condition of all furnishings and will assess any damages incurred since the check-in period. The student is given the opportunity to explain the reason of any discrepancies.
6. It is very important that this clearance be done thoroughly. It will be assumed that any discrepancy between check-in condition noted on the check-in form and the check-out condition of the room will be the responsibility of the student and appropriate charges will be assessed.
7. After completing check-out with their Hall Director, students turn in their room keys, but those who plan to remain in the same room the following semester may keep their closet, dresser, and desk keys. Students should sign the Returned Keys Form (See form SA/HS/107 in the Appendix).
8. Residents who leave without being checked out by their Hall Director will be held responsible for all damages found in the room.
9. Students who do not properly perform check-out are subject to different charges and fines.
10. Hall Directors use the SA/HS/107 Form -in the Appendix- to record all data relevant to student check-out. After the check-out period, the data is gathered and converted to a soft copy for the internal records.

## 2.7.2 Checks-Out Types

### 1. End of Fall

#### 1.1. Residents who should perform a total check-out:

- Exchange students leaving AUI
- AUI Students going on exchange for the Spring semester
- Students who are changing rooms for the next semester
- Students who are withdrawing from the University
- Graduating students

1.2. Students pre-registered for the following Spring semester who are approved for room change are required to free their rooms and store their belongings in storage rooms.

1.3. Other residents who are pre-registered for the following Spring semester who intend to keep the same room are allowed to leave their belongings in their rooms. Residents have to return their door keys. Rooms are checked for cleaning purposes and students are charged accordingly.

### 2. End of Spring

#### 2.1. Residents who should perform a total-check out:

- Students going on exchange programs for the Fall semester
- Students who are not registered for Summer. They are required to free their rooms by the end of the Spring semester.
- Students who will change their rooms for the summer session. Students are permitted to move their belongings to the new rooms after making arrangements with the current residents of the room. If no arrangement is reached, students changing rooms for summer may leave their luggage in their current rooms until they return from vacation if their rooms are not needed for special events.

2.2. Residents who are pre-registered for the following Summer session and intend to keep the same room are permitted to leave their belongings in their rooms. Residents have to return their door keys. Rooms are checked for cleaning purposes and students are charged accordingly.

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### 2.7.3 Preparation for Check-Out

**Purpose:** To inform students of check-out guidelines and calendars in order to ensure a smooth check-out process

**Policy:** Information should be communicated to residents concerning all details of the check-out process. Hall Directors should also be reminded of check-out procedures.

**Procedure:**

1. Notices are posted to inform students about the following:
  - Check-out schedule
  - Storage schedule and procedure
  - Blanket information
  - Key information
  - Important dates (last day to check-out, first day of check-in for the following semester, etc.)
  - How to secure belongings in the case that the student will remain for the next semester
2. Housing staff meeting
3. Preparation of check-out lists, including check-in records

### 2.7.4 Storage

**Purpose:** To provide storage facilities after the period of check-out for students who are planning to return the following semester

**Policy:** Authorized students can store up to five items in the storage rooms.

**Procedure:**

1. All items should be packed in sealed boxes or locked suitcases and bags.
2. Storage forms and labels should be prepared in advance and be available in the Hall Director's office.
3. All items should be clearly marked with the resident's name and ID number and accompanied by the completed storage form.
4. The University is not responsible for any items damaged or missing from storage.
5. No resident is allowed to store or collect belongings on behalf of another resident.
6. Residents are responsible for belongings stored in their names.
7. Students who deliberately leave belongings in their rooms after check-out are subject to pay a fine of 500DH. Any forgotten items will be donated to Charity Association.
8. Charges are applied for late pickup of storage and are based on the number of items and period of time left.
9. Only pre-registered residents are allowed to store their belongings, with the exception of students going on exchange.

### **2.7.5 Damages at Check-Out**

**Purpose:** To make sure check-out process goes as smooth as possible

**Policy:** Hall Directors must communicate the damages reported in check-out to the Housing Director and the Vice President for Student Affairs in order to assess the value of damages and apply them to the student's bill.

**Procedure:**

1. Charges for damages are determined based on a list defined by the Housing Desk Officer in coordination with the Grounds and Maintenance Department and approved by the Housing Director. This list covers all University furniture available in rooms and studios and includes fees appropriate to the level of damage incurred.
2. During the check-out period, Hall Directors record damages to University rooms and furniture.
3. A general status of Housing damages should be prepared by female and male Dorms supervisor and use the Housing Charges at Check-out Form (See SA/HS/109 in the Appendix).
4. The form must be approved by the Housing Director, the Vice President for Student Affairs, and Vice President of Finance and Administration before being processed by the Business Office for fees deduction.
5. The Dorm Supervisor should gather all detailed reports of room damages generated by Hall Directors after check-out.

**Last updated:**

**Validated by:**

## **2.8 WITHDRAWAL PROCEDURE**

**Purpose:** To establish extra check-out in circumstances of withdrawal from the University

**Policy:** Withdrawing students must complete full University Housing check-out.

**Procedure:**

1. The withdrawing student should complete an Official Withdrawal Form at the Enrollment Services.
2. The Official Withdrawal Form must be signed by the Dorm Supervisors.
3. The Hall Director will perform the check-out in the presence of the student and as it is the case with any check-out, damages should be assessed.
4. After check out all the damages and the dates of check out should be mentioned on the withdrawal form for business processing.
5. After check-out, if no damage is recorded for the room, the student receives Official Withdrawal Form signed by the Dorm Supervisors.

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## 2.9 ROOM CHANGE POLICY

**Purpose:** To give students the possibility of changing rooms when necessary and possible

**Policy:** The University seeks to provide students with mutually acceptable roommates. For a variety of reasons, students sometimes request to change rooms. In order to satisfy all students' requests and to effectively manage the University Housing facilities, the following rules regulate room changes:

**Procedures:**

1. Students are not allowed to change rooms without the permission of the Housing Office.
2. Room changes are permitted during the first two weeks after the registration period. After that period, room changes have to be authorized under a special circumstance (ex: roommate conflict).
3. Adjustments should be made in the case of a change in the availability of Housing types (single, double or studio), and communicated to Business Office using the Housing Status Adjustment Form (See SA/HS/110 in the Appendix).
4. All students making room changes must be checked in and out of their respective rooms by a Hall Director, in accordance with normal check-in and check-out policies.
5. Students who change rooms without the permission of the Housing Office may be required to move back to their assigned room, will be charged for any damage in the unauthorized room, and may be subject to disciplinary action.
6. Applicants for room reservations/room change are asked to complete the Room Reservation/Change Request Form (See SA/HS/112 in the Appendix). This form will be referred to whenever there is a vacancy so as to respond to pending requests. Applicants will also receive a receipt stating the date, nature of the room reservation, and the deadline for cancellation.
7. When Housing preferences are met, e-mails are sent to applicants to inform them of their new Housing assignments. The new Housing assignment should be completed within 3 days.
8. Residents are urged to make arrangements to move their belongings to their new rooms in an expeditious manner after check-out; otherwise their requests for new rooms will be cancelled and future requests denied.
9. The change of status should be communicated to the business office using the Weekly Housing Adjustment Form (See SA/HS/110 in the Appendix).

**Last updated:**

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## 2.10 WAITING LIST

**Purpose:** To maintain a list of room change requests and provide residents with the opportunity to be served on a first come, first served basis

**Policy:** Students may request a particular type of University housing. If the request cannot initially be met, students can be put on a waiting list.

**Procedure:**

1. Applicants for single, studio, large or corner rooms are requested to complete the Room Reservation/Change Request Form that is available in the offices of Dorm Supervisors in building 26 (See SA/HS/110 in the Appendix).
2. If the requested type of Housing is available, it will be immediately satisfied; if not, the requester's name and preferences will be added to the waiting list. Students can check their ranks in the waiting lists that are posted in all the buildings.
3. Residents who wish to cancel their request are asked to do the following:
  - Send an e-mail of cancellation to the Dorms Supervisors
4. Students who benefit from University grants as a financial aid are not eligible for single room or studio occupancy.

**Last updated:**

**Validated by:**

## **2.11 SPECIAL PROVISIONS FOR EXCHANGE AND INTERNATIONAL STUDENTS**

**Purpose:** To respond to the special needs of exchange and international students in order to make their stay more comfortable.

**Policy:** Exchange and international students are provided with extra amenities and services, including:

- A phone code to have access to international phone operators
- Sheets, pillow, pillow case, and soap at the first day of check-in; extra blankets, if requested.

**Procedure:**

1. Lists of Exchange Program students and international students are received from OIP and Enrollment Services, respectively.
2. Rooms are prepared and incoming students are provided with a pillow, pillowcase, sheet, and blanket. Should the international or exchange student desire an extra blanket, he/she may obtain one from the nearest Hall Director's office.
3. A phone code is attributed to their phone line to have access to international operators.

**Last updated:**

**Validated by:**

## **2.12 Room preparation before the beginning of the semester**

**Purpose:** To make rooms and dorms ready to receive students

**Policy:** All rooms are checked and bulletin boards updated.

### **Procedure:**

- Before students arrive, Housingdesk members should perform complete walk-through of all rooms and record their status and perform the necessary repairs.
- All room doors have FAQs that contain the following:
  - Emergency extensions
  - Housing regulations and policies
  - Hall Director's extension
  - Noise restriction, Quiet Hours
  - Garbage restriction, electricity fine
  - Relevant check-in information
  - Last date to pick up stored belongings, room change deadline. etc.

**Last updated:**

**Validated by:**

## **2.13 CLOSING DORMS EACH SEMESTER**

**Purpose:** To prepare student dorms for the next semester

**Policy:** All partially or entirely free rooms should be cleaned and well maintained at the end of each semester.

**Procedure:**

1. At the end of each semester all rooms should be cleaned and well maintained.
2. Room damages should be repaired and damaged items should be replaced
3. A check in (the status of the room) should be performed in all partially and totally free rooms.
4. In partially or entirely free rooms, all blankets and pillow cases should be washed after the end of the summer session.
5. Only returned blankets, pillow cases, and sheets that are in partially and totally free rooms are washed at the end of the Fall and spring semesters.

**Last updated:**

**Validated by:**

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### III. POLICIES & REGULATIONS

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#### 3.1 ALCOHOL AND DRUGS

**Purpose:** To maintain a safe and healthy student community

**Policy:** Possession, consumption, or distribution of alcoholic beverages or drugs is strictly prohibited. Students involved in such behavior are subject to severe disciplinary action that may include final dismissal from the University.

**Procedure:**

1. Housing Officers should report whenever they suspect possible violations.
2. In the case of certainty of the possession, consumption, or distribution of alcohol or drugs inside dorms, at least two staff members should be called for immediate intervention, one representing the Housing Services and the other representing the Security Department.
3. Tangible evidence is needed.
4. The Incident Report should follow (See SA/HS/101 in the Appendix) and should be reported to the Vice President for Student Affairs.

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### 3.2 THEFT

**Purpose:** To preserve private property

**Policy:** The unauthorized taking, misappropriation, or possession of any property owned by the University or any other person residing on campus is subject to disciplinary action.

**Procedure:**

1. Residents are urged to take all necessary security measures, especially locking the room door.
2. All incidents of theft should be reported.
3. The resident completes the Property Loss Statement (See SA/HS/102 in the Appendix), providing all relevant details to the circumstances of the theft, regardless of their importance.
4. A written report by the Hall Director should follow, including such details as whether the resident lost his/her key, the lock was forced or not, etc.
5. The Dorm Supervisor should then contact the concerned student, collect all relevant information, and perform an investigation together with the Security Department.
6. The details of the incident should contain but not be restricted to the following:
  - The names and IDs of all persons involved
  - Whether the victim is certain that he lost his property, or considers it a theft incident
  - Whether the victim suspects any one or not
  - The exact or approximate time when the theft took place
  - The names of students who have frequent relations with the victim and/or came frequently to his/her room
  - Whether the victim has problems with anyone on campus
  - Whether he/she gave or showed the lost property to other students
  - Whether the victim locks the room door
6. Residents should understand that the University is not responsible for the loss of any property.

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### **3.3 GROUND FLOOR COMMITMENT**

**Purpose:** To preserve strict gender separation in the student dormitories.

**Policy:** Living on the ground floor of any residence hall requires a strict commitment from its residents. Residents living on the ground floors of buildings are not permitted to have students of the opposite gender to loiter in front of their French doors.

**Procedure:**

1. Frequent rounds should be performed by Hall Directors.
2. Hall Directors should coordinate with University Security and should report any violations.
3. First-time violators will be warned verbally and the incident recorded in the Warning Logbook.
4. The second violation should be reported to the Dorm Supervisor using the Incident Report (SA/HS/101 FORM). The Dorm Supervisor meets with violators to issue a final warning. Any further violations will be referred to the Housing Director for disciplinary action with the approval of the Vice President for Student Affairs.

**Last updated:**

**Validated by:**

### **3.4 NOISE**

**Purpose:** To maintain a comfortable dorm environment for students and all residents.

**Policy:** Dorms should be reasonably quiet at all times. After 10:00 p.m., quiet hours are enforced and noise-making in the hallways is prohibited. Music should be played with low volume; it should take into consideration other residents who may be sleeping or studying.

**Procedure:**

1. Gathering and shouting in the hallways are prohibited
2. The Hall Director should perform regular rounds to identify any excessive noise, especially during quiet hours.
3. The source should be identified.
4. A written warning should be issued during the first violation
5. In case of a second violation, students are summoned to the supervisor's office; they should sign a pledge which testifies that the violation will not be reproduced.
6. In case of third violation, a committee assembly and action will be taken; students will be asked to change their building or loose housing privileges.
7. All the incidents should be recorded in the Warning Logbook.

**Last updated:**

**Validated by:**

### **3.5 LITTERING IN COMMON AREAS**

**Purpose:** To preserve cleanliness in the Residence Halls

**Policy:** Residents are prohibited from leaving any garbage or trash in the hallways. Violators will be charged a 100 DH/hour fine.

**Procedure:**

1. Every effort should be made to maintain a clean and pleasant environment inside the dorms. Regular notices should be posted to remind residents about littering fines.
2. Housing staff should coordinate with cleaning agents to find and report violators.
3. Hall Directors should notify the Dorm Supervisor of violators. The Dorm Supervisor is responsible for completing the Weekly Charges & Fines Form (SA/HS/122) to charge violators. The form is processed in the Business Office with the approval of the Vice President for Student Affairs and the Vice President of Financial Affairs.

**Last updated:**

**Validated by:**

### **3.6 LIABILITY FOR PERSONAL PROPERTY**

**Purpose:** To preserve personal property and maintain a safe environment at the University

**Policy:** The University is not liable for damage, loss, or destruction of residents' personal property. Measures will be taken to remind students to secure their belongings, however, in the event of suspected theft, students may request University intervention.

**Procedure:**

1. Every effort should be made to inform all residents about issues related to personal property.
2. Residents should be reminded of the security measures that should be taken, including locking the room door, requesting a new copy of the key when the original has been lost, etc.
3. Students complaining about loss of personal property should follow the same procedure as in the case of theft by completing a Property Loss Statement (See the SA/HS/102 in the Appendix).
4. Housing should work in cooperation with the Security Department to try to retrieve the item.

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### **3.7 HOLIDAYS**

**Purpose:** To accommodate students wishing to stay on campus during holidays.

**Policy:** The Residence Halls close during holidays. Residents are reminded a week in advance about campus closing and check-out periods, if applicable. Students may choose to remain on campus during holidays, but the Housing Office reserves the right to relocate them to specific Halls that will remain open. If a student chooses to remain in his/her room, he/she may need to shower in another reserved room to have access to hot water.

**Procedure:**

1. Appropriate notices should be posted to inform all residents about campus closing and opening dates.
2. Students who wish to stay on campus over the break for academic reasons should receive authorization from the Housing Director or Vice President for Student Affairs. The request for authorization should be validated by an academic supervisor.
3. Students who are authorized to stay on campus during inter-semester break are charged housing fees per night.
4. International and exchange students have special authorization to remain on campus during breaks and need only to inform Housing Services.

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### **3.8 SMOKING**

**Purpose:** To protect the rights of non-smoking residents on campus

#### **4.8.1 Smoking in Common Areas**

**Policy:** Smoking in the hallways, shared, and common rooms is prohibited. Smoking in the Residence Halls should be limited to individual rooms only.

**Procedure:**

1. Notices are posted in all Residence Halls reminding students of the strict prohibition of smoking in common areas.
2. Violators will be warned verbally and the violation should be recorded in the Warning Logbook.
3. The second violation is subject to a written warning.
4. In the case of any further violation, the student should be contacted by the Dorm Supervisor. Any further violations should be referred to the Housing Director for disciplinary action with the approval of the Vice President for Student Affairs.

#### **3.8.2 Non-Smoking Residence Buildings**

**Policy:** Provide non-smoking residents with smoke-free residences

**Procedure:**

1. Based on students' personal data, non-smoking students objecting to living with a smoking roommate are assigned rooms in a non-smoking building or a non-smoking roommate.
2. Those who smoke are not permitted to do so in non-smoking buildings or in any residence hallways, and will be relocated to smoking buildings as necessary.
3. Smoke-free residences for faculty and guests are restricted to non-smoker use. Visitors must comply with this rule.

**Last updated:**

**Validated by:**

### **3.9 ACCESS TO FACULTY RESIDENCES**

**Purpose:** To protect the privacy of University faculty by restricting student access to faculty residences

**Policy:** Students are not normally permitted to visit faculty residences. The Vice President for Student Affairs may, however, grant permission if needed.

**Procedure:**

1. Should a student violate this rule, the violator will be subject to disciplinary action.
2. A clear report should be written (See SA/HS/101 in the Appendix).
3. A copy of the report should be sent to the Vice President for Student Affairs.

**Last updated:**

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### **3.10 NON-CLEAN ROOMS**

**Purpose:** To maintain clean living areas

**Policy:** It is the responsibility of each resident to keep his/her room clean and tidy. Cleaning staff will report dirty rooms that require extra work and the resident will be charged 50 DH/hour for cleaning (See the Weekly Charges & Fines Form SA/HS/122 in the Appendix).

**Procedure:**

1. Should a cleaning maid discover a very unclean/disorderly room, the maid should not clean the room, but report the incident to the Hall Director.
2. A written warning is sent by the Hall Director to the resident in question informing the resident/him or her that he/she is in violation of Housing regulations and asking him/her to clean the room by a specified date.
3. The Hall Director should continue to watch for any future violation. The warning should be recorded in the Warning Logbook.
4. Students receiving more than one warning and/or those who have failed to comply with written warnings after few weeks will be charged 500 DH for each violation (See SA/HS/122 in the Appendix).

**Last updated:**

**Validated by:**

### 3.11 GUEST POLICY

**Purpose:** To keep record of all University visitors

**Policy:** No student is permitted to host overnight guests. Residents who fail to comply with this regulation are subject to disciplinary action. After 8.00 pm., visitors should leave campus. Residents who wish to receive guests are required to get approval from the Housing Office. It should be noted, however, that alumni are not considered visitors but are supplied the same privileges as students living off campus.

**Procedure:**

1. No visits are permitted after 8:00 pm unless special permission is issued by the Housing Director or Security Director.
2. Family guests are not allowed to spend the night on campus; however, special authorization may be given by the Vice President of Student Affairs when a sick resident is in need of the presence of a member of his/her family
3. Hall Directors should report any violation using the SA/HS/101 Form.
4. Special authorizations for overnight stays for alumni and non-enrolled students may be granted. Alumni benefit from a special Housing discount (See Housing rates for visitors). Proper information should be provided to the Security Department, including name and period of stay.
5. Staff members are permitted to host overnight visitors of the same gender for three days. Authorization is given by the Vice President for Student Affairs.
6. Faculty members should obtain the approval of the Vice President for Student Affairs for any of their overnight guests. In the absence of the Vice President for Student Affairs, the Housing Director can deliver special authorization in coordination with the Security Director.

**Last updated:**

**Validated by:**

### **3.12 ANIMALS**

**Purpose:** To preserve the health of campus residents

**Policy:** For health reasons, no animals of any type are permitted in the Residence Halls, with the exception of fish living in an aquarium.

**Procedure:**

1. Violators should be warned verbally and the warning must be recorded in the Warning Logbook. Students are given a limited amount of time to transfer the animal off campus.
2. The appropriate Hall Director should follow-up with the student to be sure that the animal is gone.

**Last updated:**

**Validated by:**

### **3.13 Cleaning**

Purpose: To preserve the University property and maintain a clean indoor environment

Policy: All rooms in the residential area must be cleaned once every two weeks.

Procedure:

1. The schedule for cleaning is posted in all Residence Halls at the beginning of each semester.
2. Cleaning maids should maintain the University's property by regularly cleaning floors, doors, windows, walls, mirrors, etc.
3. Students rooms are provided with toilet paper only at the beginning of the semester.
4. Students' personal belongings are not cleaned as part of the regular cleaning program, but students can request a separate cleaning after paying the Business Office or at one of the Housing offices. The cost for this service is 25 DH/ hour. A cleaning time is scheduled after 24 hours according to the student's preference.
5. For separate cleaning requests, the Housing Maintenance assistant is asked to complete the Cleaning Request Form (SA/HS/116) to then be forwarded to the cleaning supervisor along with the payment receipt number. A copy of the receipt and the cleaning request are kept for internal records.

**Last updated:**

**Validated by:**

### **3.14 ROOM ENTRY RIGHT**

**Purpose:** To ensure compliance with Residence Hall standards and policies

**Policy:** University Housing reserves the right to enter any room without prior notice in order to make reparation, to inspect for compliance with health/sanitation standards, University regulations, or in response to an emergency situation.

**Procedures:**

1. Any entry should be noted and the purpose documented on the Room Entry Notice booklet
  2. A copy is left in the inspected room and a copy is saved in the booklet for records.
  3. Hall Directors should indicate any violation or maintenance that they discover.
  4. Hall Directors should perform regular inspections to check for violations and should refer violators to the Dorm Supervisor. Inspections for violations may be witnessed by the Security Department in the presence of SGA members.

**Last updated:**

**Validated by:**

### **3.15 MASTER KEY**

**Purpose:** To enable the Housing staff to have access to all rooms as needed

**Policy:** Hall Directors have in their possession a master key giving them access to all student rooms

**Procedure:**

1. The Hall Director may use the master key to access student rooms in the absence of the resident for the following reasons:
  - Maintenance work (A room entry notice should be left behind.)
  - Cleaning work (The cleaning schedule is posted in each Residence Hall and master keys given to cleaning supervisors for this purpose.)
  - Inspection (A room entry notice should be left behind.)
  - Emergency (A room entry notice should be left behind.)
2. Upon the request of a resident who has lost his/her room key, the Hall Director may let him/her into the room with the master key. The resident is asked to complete the Master Key Use Form (See SA/HS/103 in the Appendix).
3. The Hall Director maintains a record of all students who have requested the master key. When a resident's number of requests exceeds two, he/she is asked to provide the evidence that the key has not been lost. If the resident fails to do so, he/she is reported to the maintenance officer, follows key loss procedures.
4. Students are helped with the master key during the check-in period before they are registered. A list is kept of all the students who should register the following day and get their keys.

**Last updated:**

**Validated by:**

### **3.16 LOST KEY**

**Purpose:** To maintain residents' security by providing key replacement in the case of a lost key.

**Policy:** Students should report key loss to the Housing Maintenance Officer to be provided a new key. Fees for key/lock replacement will be charged to the student.

**Procedure:**

1. When key loss is reported, inquiry is made as to the nature of the loss (i.e. where, when, how...etc.).
2. Residents who lose keys are charged 300 DH for the replacement of the entire lock. This amount should be paid at the Business Office and the receipt should then be given to the Housing Maintenance Officer (See the Weekly Charges & Fines Form SA/HS/122 in the Appendix).
3. To avoid refunds in the case that the key is later found, the full charge for lock replacement is not applied immediately to the student's account. The form is sent after one semester so that if the student finds the key he/she is charged only 100 DH.

**Last updated:**

**Validated by:**

### **3.17 BROKEN KEY**

**Purpose:** To provide a replacement key in the event that a key is broken

**Policy:** Residents are charged 100 DH to replace broken room keys.

**Procedure:**

1. The resident should bring the broken parts to the Housing Maintenance Officer in order to obtain a new copy of his/her key.
2. The resident is charged a fee of 100 DH to be deducted from his/her balance using the Weekly Charges and Fines Form (See the SA/HS/122 Form in the Appendix).

**Last updated:**

**Validated by:**

### 3.18 FURNISHING AND ROOM PERSONALIZATION

**Purpose:** To ensure students' safety and status of University property is maintained

#### 3.18.1 University/Residence Hall Property

**Policy:** Students are permitted to personalize their rooms as they wish provided that it does not affect the status of University property.

**Procedure:**

1. Students are permitted to personalize and decorate their rooms, but not to change room furniture position.
2. Common room furnishings are not to be placed in individual rooms. These furnishings are intended to be used by all residents and must be kept available for community use.
3. Hall Directors should notify their supervisors about any violation of this policy using the SA/HS/101 Form. All violators will be charged 500 DH using the 122 Form processed by the Business Office with the approval of the Vice President for Student Affairs and the Vice President of Academic Affairs.
4. Any student found guilty of throwing any item out of a window, or in any way endangering themselves or others through an open window, will be subject to disciplinary action that may include their immediate removal from campus.
5. Repair costs for damage to rooms, or replacement costs for lost or damaged room furnishings, will be charged to the resident(s) assigned to the room. The charge will be applied to the students equally unless there is an agreement between the students that one student had greater responsibility for the damage/loss. All the charges are deducted from the Housing deposit after final check-out. Repairs carried out during the semester are immediately reported and the cost will be added to students' balances using the SA/HS/122 Form.

It is expected that residents will take responsibility for their community by handling room furniture with care and by reporting misuses and abuses to the Housing Office.

#### 3.18.2 Student Property

**Policy:** Students are permitted to possess and use certain electrical items including: irons, hair dryers, fans, televisions, computers, clocks, blenders, electric razors, small refrigerators, hand mixers, hair trimmers, typewriters, radios/stereos, and coffee-makers. Students must check with their Hall Director before bringing any unlisted item.

Due to the fire hazard they present, hotplates are not permitted in student rooms.

**Procedure:**

1. A list of permitted appliances is made and is sent to prospective students prior to registration.

2. Any appliance not mentioned that is found in rooms during inspections will be placed in storage until the end of the semester and the resident(s) will receive a warning. Warnings are recorded in the Warning Logbook.
3. In addition to confiscation of the item, the Hall Director should submit a written report to the Dorm Supervisor describing the violation.
4. If a restricted item is discovered in the student's room for a second time, the item will be confiscated and the student may be subject to a fine.
5. In the case of additional violations, the student should be contacted by the Housing Director as a final warning. Any further violations will be referred to the Vice President for Student Affairs for disciplinary action.
6. Bicycles may not be kept in student rooms, stairwells, or other interior public areas.
7. Students who wish to play musical instruments in dorms must do so in a manner that does not disturb other residents.

### **3.18.3 Room Decorations**

**Policy:** Students are permitted to decorate their rooms as long as no permanent damage remains.

**Procedure:**

The following guidelines are to be followed to minimize damage to University Housing facilities:

1. Nails and thumbtacks may not be used on any wooden or plaster surface in dorms, including the interior and exterior surfaces of all doors.
2. Screws may not be used on any room surface.
3. Damage caused by the improper use of nails, screws, tacks, staples, tape, etc. will be charged to the residents of the room during the check-out period.

**Last updated:**

**Validated by:**

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## **IV. GENERAL PROCEDURES**

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### **4.1 HANDLING OF GENERAL EMERGENCY CASES**

**Purpose:** To ensure the safety of the residents and the campus in any emergency

**Policy:** Emergencies should be handled in collaboration with other Housing officers and with the Security Department.

**Procedure:**

1. In the event of an emergency, the Housing officer should inform other colleagues on duty.
2. The on-duty Security Supervisor should be notified and provided with appropriate information.
3. The Dorm Supervisor and/or Housing Director should be informed at any time, even late at night (using codes and/or cell phone numbers).
4. Intervene immediately.

**Last updated:**

**Validated by:**

## 4.2 MEDICAL EMERGENCIES

**Purpose:** Take actions necessary to appropriately handle medical emergencies

**Policy:** Health emergencies are handled in the Health Center in Building 26. Outside of working hours, the Hall Director is responsible to take measures necessary to handle all health emergencies.

**Procedure:**

When contacted for a health emergency, the Hall Director should proceed as follows::

1. Obtain the following information: name and location of the person requiring medical attention, name of the person reporting the incident, a quick description of the accident/ailment, then go immediately to check on the concerned person.
2. If the case is urgent, the Hall Director should call the doctor on duty and report the case.
3. Accompany the patient to the Health Center if necessary.
4. Write a detailed report using Health Incident Report (See SA/HS/117 in the Appendix) to be reported to the Hall Director's supervisor.
5. Send an email to inform colleagues and the Housing Director.
6. Should a student's illness be deemed non-urgent, he/she should be asked to wait until the following day for a medical exam during Health Center operating hours.
7. If in doubt, the Hall Director may connect the patient with a University physician in order to determine the seriousness of his/her illness.
8. Hall Directors have access to a limited number of medicines to administer if student symptoms match those described by the physician.

**Last updated:**

**Validated by:**

### 4.3 HOUSING FOR GUESTS

**Purpose:** To ensure appropriate accommodation for university guests and event participants.

**Policy:** Housing will receive and process reservations from University departments and will prepare apartments according to the reservation criteria (regular, extra services, VIP, etc.).

**Procedure:**

1. Receive reservations from university departments including all relevant data:
  - Period of reservation and number of guests
  - Type of accommodation (1 bedroom, 2 bedroom, etc.), smoking, non- smoking
  - Define any extra service requested (fruit basket, soft beverages, etc.) if applicable
  - Determine the category of the visitor to set the corresponding Housing rates and the method of payment
  
2. The Guest Coordinator should determine the availability of the requested accommodation.
  
3. In case of availability:
  - The Guest Coordinator should respond to the concerned department or guest(s) via email either with a reservation confirmation message or with a notice of unavailability (in this case, the department/guest may choose to book a hotel in town or to postpone a visit).
  - In the case of availability Department/guest should fill in the Housing Reservation Form (See SA/HS/115 in the Appendix)
  - Housing Reservation Form should be submitted first to Budget Controller for validation
  - Once Budget Controller validates the form with estimated expense it should be submitted to VPSA then to Housing Office for execution.
  - The Guest Coordinator should determine any maintenance needs of reserved apartments or rooms and give instructions to the cleaning staff to clean/change sheets, blankets, and towels and to deliver any applicable amenities.
  - He/she should coordinate with Dining Services to obtain a fruit basket or beverages, if requested.
  - The Guest Coordinator should include a University Housing brochure with a list of useful/emergency numbers in the reserved apartments/rooms.
  - He/she should issue entrance keys in suitable envelopes bearing the full name of the guest, the assigned apartment/room, and the phone extension.
  - The key envelope should be accompanied with a Guest Information Form.
  - The key envelope may be handed directly to guest(s), submitted to the requesting department, or left at the Main Gate, should a guest be expected to arrive late.
  
4. In case of unavailability:
  - The Guest Coordinator should respond to the appropriate department or guests with a regret email message.

- The guest coordinator should collaborate with the requester and notify him/her of any other available accommodation.
5. Issuing bills:
- The Guest Coordinator should issue invoice(s) before guest(s) check- out.
  - The invoice should be approved by the Housing Director and the Vice President for Student Affairs before it is submitted to the Business Office.

**Last updated:**

**Validated by:**

## 4.4 FACULTY HOUSING

**Purpose:** To ensure appropriate accommodation of faculty members

**Policy:** Housing applications or reservations made by faculty members or Departments will be received and speedily processed.

**Procedure:**

1. Housing applications for new faculty are prepared by different Schools or centers using the SA/HS/113 FORM to be processed upon to the approval of the Vice President for Student Affairs. Only faculty members on a temporary contract are permitted to reside on campus, with the exception of Housing staff.
2. If no housing is available in the off-campus residences, faculty members are assigned temporary on-campus housing until an apartment of the type they have requested becomes vacant. Faculty in this situation should complete the SA/HS/113 FORM indicating their preference and will be notified when it becomes available, but will not be asked to move during the semester.
3. If an apartment of the requested size is not available, the resident is given a larger apartment for the price of the one requested until the requested apartment becomes vacant. However, faculty members are not asked to move during the semester. They should complete the SA/HS/114 FORM.
4. New residents receive brochures providing them with all pertinent information to living in University Housing. Before faculty arrival, bags with some commodities are delivered to their respective apartments.
5. After check-in the SA/HS/123 FORM is filled and sent for billing. Changes in Housing status should be followed by an immediate adjustment using the same form.
6. At the end of each month, a list of the Housing status of each resident is sent for auditing see SA/HS/124 FORM.

**Last updated:**

**Validated by:**

## 4.5 MAINTENANCE WORK

### 4.5.1 Housing Desk

**Purpose:** To respond swiftly to students' maintenance needs

**Policy:** The Housing Desk receives all maintenance requests and forwards them to the Grounds & Maintenance Department to be fulfilled. The Housing Desk office hours are from 8:30 am to 5:30 pm (morning shift) and from 4:00 pm to 10:00 pm (evening shift). After 10:00 pm, calls are forwarded to Hall Directors, who intervene only in case of an emergency. Other requests as well as any resolved emergencies will be communicated to the Housing Desk via e-mail for follow-up and records.

**Procedure:**

1. All maintenance requests are recorded in the Maintenance Logbook according to building and room to identify recurrent maintenance problems.
2. The records should also record damage inflicted upon the rooms by students, so that Housing officials will be aware of recurring themes and offenders.
3. The Housing Desk sets a daily work schedule for the Grounds and Maintenance and IT Department and timetable to work on various categories of requests.
4. This schedule is disregarded when the request is urgent; urgent requests take precedence (i.e. leakage, electricity cuts, etc.).
5. Students are informed of the above schedule and are asked to take it into consideration when submitting their requests.
6. When a request is made, an email is sent to GMHLP (Maintenance Desk) with all information concerning the request, the room, the building, and the type and urgency of the request.
7. If a request is frequent and repeated more than three times, the Housing Desk Officer should notify the G&M to discover the reason.
8. A member of the Housing Desk staff is required to accompany maintenance agents to the resident's room and wait for the reparations to be completed if the resident is absent.
9. A Room Entry Form for Maintenance is left for the resident indicating the reason for the entry and the type of maintenance work completed. If the student is present in his/her room, he/she is informed that a maintenance agent will enter to fix the problem.
10. If the maintenance problem is not fixed within 24 hours, the student should receive a message giving him/her the reason for the delay and requesting patience.

11. Housing Desk staff is required to submit detailed reports concerning all pending tasks to the Housing Director.

#### **4.5.2 Inter-Semester Inventories**

**Purpose:** To maintain the condition of University furnishings

**Policy:** Inventories must be performed for all rooms in each building in the presence of maintenance agents at the end of each semester.

**Procedure:**

1. One month prior to the end of each semester, a meeting with G&M section chiefs (plumbing, electricity, carpentry, masonry, and painting) is held to approve general maintenance inventory plans and needs.
2. The first day after the University has closed; rounds are made to all rooms of all buildings by carpenters, electrical engineers, and plumbers, supervised by a Housing Desk Officer.
3. Inventory works are performed to check the state of each room and the functioning of equipment. Any discrepancies should be repaired on the spot, or postponed only if a special tool/machine is required.
4. Receipts of the changed parts are issued to the maintenance agents.
5. A report of each building's repairs and changes is kept as a record and a copy should be sent to G&M Coordinators and to the Housing Director.
6. Necessary follow up should be made for pending works.
7. All needs in terms of parts or replacement material are communicated to the Housing Maintenance Officer through an email to the GMHELP or through a **Request for Maintenance Form** describing the appropriate specifications for ordered items or services.
8. Housing Desk staff members organize regular meetings with the maintenance chief sections to solve pending tasks and discuss future projects.

#### **4.5.3 Cleaning**

**Purpose:** To preserve the University property and maintain a clean indoor environment

**Policy:** All rooms in the residential area must be cleaned once every two weeks.

**Procedure:**

1. The schedule for cleaning is posted in all Residence Halls at the beginning of each semester.
2. Cleaning maids should maintain the University's property by regularly cleaning floors, doors, windows, walls, mirrors, etc.
3. Students' personal belongings are not cleaned as part of the regular cleaning program, but students can request a separate cleaning after paying the Business Office or Housing Maintenance Office. The cost for this service is 25 DH/ hour. A cleaning time will be scheduled after 24 hours according to the student's preference.
4. During regular cleaning, if a room is found in a very unkept state, it should be communicated to the respective Hall Director by the supervisor of the cleaning staff. The room will not be cleaned.
5. The Hall Director will then issue a warning to students involved requesting that their room be cleaned within an established deadline. If this deadline is not respected, cleaning staff will clean the room at a cost of 50 DH/ hour to the student.
6. The Housing Maintenance Officer is asked to complete the Cleaning Request Form (See SA/HS/116 in the Appendix) to then be forwarded to the cleaning supervisor along with the payment receipt. A copy of the receipt and the cleaning request are kept for internal records.

**Last updated:**

**Validated by:**

## **4.6 EMPLOYEE COMPENSATION AND VACATIONS**

**Purpose:** To provide incentives for employees to perform well in their jobs.

**Policy:** Hall directors have the right of compensation days for worked weekends and official non-working days.

**Procedure:**

1. Hall directors working on week ends should be compensated directly on the following week.
2. A schedule for compensation is set on a weekly basis, according to the staff members that are on-duty on the week end.
3. It should be sent to the Dorm Supervisor one week prior for approval.
4. If there are any remaining days for compensation they should be taken whenever campus is closed. And priority is for those with the highest number of compensation days.
5. There may be special authorization for all Housing staff to have compensation whenever it is asked depending on the workflow.
6. Compensation form should be filled in few days before the asked date(s).
7. All worked week ends and taken compensation days should be recorded.

**Last updated:**

**Validated by:**

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## V. JOB DESCRIPTIONS

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**Position:** Housing Director

**Reporting line:** Vice President for Student Affairs

**Span of Control:** Administrative Assistant, Dorm Supervisor, Housing Desk Officer, Housing Guest Coordinator, Housing Maintenance Coordinator, Coordinator of Off-Campus Residences

**Major tasks and responsibilities:**

- Plan and supervise all Housing activities and actions for the University residential area (on & off-campus residences)
- Develop and implement Housing regulations and policies, recommend policy changes when necessary
- Supervise all visitors' accommodations
- Select, train, and evaluate Housing staff
- Organize scheduling and vacations of Housing staff.
- Approve room assignments and room changes
- Meet regularly with Housing staff
- Coordinate with other Departments for the organization of conferences and events
- Conduct and chair inspection committees
- Oversee maintenance process of the University residences (on & off-campus) and make orders for needed equipment
- Intervene in solving serious residents' conflicts, quarrels, theft, etc.
- Other tasks as suggested by Vice President for Student Affairs

**Last updated:**

**Validated by:**

**Position:** Administrative Assistant to the Director

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**Reporting Line:** Housing Director

**Major tasks and responsibilities:**

- Assist the Director in the administrative management of the Department
- Review each submitted work to the Director for signature, ensure accuracy
- Ensure adequate coordination between the different units of the Department
- Control action on incoming and outgoing communication and correspondence
- Generate reports
- Prepare requisitions and related arrangements
- Announcements (including meetings, procedure reminders, etc.) to Housing staff
- Develop the role of SDA (Students Dorms Association) and coordinate applicable proposals and activities
- Perform other related tasks as assigned by the Director

**Last updated:**

**Validated by:**

**Position:** Dorm Supervisor

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**Reporting Line:** Housing Director

**Span of Control:** Hall Directors

**Major tasks and responsibilities:**

- Process applications for all new and returning residents
- Assign rooms to students and authorize room changes
- Supervise records of all residents' check-in and check-out
- Submit initial status and any adjustments of students' housing status
- Intermediate roommate conflicts
- Ensure the implementation and the reinforcement of rules and regulations in cooperation with the Director of Housing and the Residence Hall Directors
- Supervise the distribution of announcements, notices, and messages to residents
- Serves as liaison between students, administrators and other AUI departments
- Supervise Residence Halls and Hall Directors
- Coordinate the Hall Director duty schedule
- Conduct regular meetings with Hall Directors
- Supervise staff including recommendation for hiring, performance evaluation, training, work allocation, and problem resolution
- Maintain relevant filing and records
- Prepare general reports by the end of each semester
- May perform other related tasks as assigned by the Director

**Last updated:**

**Validated by:**

**Position:** Hall Director

**Reporting line:** Dorm Supervisor

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**Major tasks and responsibilities:**

- Conduct check-in, check-out, and room changes
- Provide students with necessary facilities/services (blankets, master key use, medicines under physician authorization, etc.)
- Mediate roommate conflicts, provide advising to students
- Encourage the development of friendship among students and a sense of community within the University
- Provide first aid assistance to residents in case of medical emergencies
- Assist students in upholding the rules and regulations of the University and the Residence Hall
- Send messages to students to notify them of various issues (at the Director's instructions)
- Identify and suggest revisions of policies and procedures within the Residence Halls
- Generate incident reports, emails, and other related documents
- Submit relevant data to the Dorms Supervisor at the end of each semester
- May be called upon to perform limited tasks in other departments

**Last updated:**

**Validated by:**

**Position:** Housing Desk Officer

**Reporting line:** Housing Director

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**Major tasks and responsibilities:**

- Set room damage inventory at end of each semester to identify damages caused by students
- Receive and follow-up on day-to-day maintenance requests
- Coordinate with Heads of Maintenance sections
- Coordinate with Purchasing Office
- Set plans and proposals to solve persisting problems, follow-up on maintenance projects
- Recommend to the Director plans to keep University equipment in good order
- Generate general reports
- May be asked to perform other duties as requested by the Director

**Last updated:**

**Validated by:**

**Position:** Housing Guest Coordinator

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**Reporting line:** Housing Director

**Span of Control:** Housing Maintenance Assistant

**Major tasks and responsibilities:**

- Receive and process reservation requests from Departments, Alumnus, GAT students, and undergrad students
- Prepare packages for guests and key-issuing
- Welcome guests and assist them in check-in and check-out
- Coordinate to meet Housing guest needs; work with other Departments to plan events
- Set and update the Housing calendar (to be displayed to all AUI administration)
- Bill guests and maintain records
- Perform a general maintenance inventory of free apartments and rooms
- Plan and work on projects to attract more guests and visitors

**Last updated:**

**Validated by:**

**Position:** Housing Maintenance Coordinator

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**Reporting line:** Housing Director

**Span of Control:** Housing Maintenance Assistant

**Major tasks and responsibilities:**

- Check-in, check-out, and monitor faculty and staff housing
- Supervise faculty maintenance operations
- Keeper of all keys (master keys, apartment keys, student room keys, closet, desk, and dresser keys, etc.)
- Make copies of lost or broken keys, changing locks if necessary
- Report all cases of lost/ unreturned keys
- Coordinates with the cleaning section to schedule room cleaning for entire semester, submit weekly statistics regarding cleaning

**Last updated:**

**Validated by:**

**Position:** Housing Maintenance Assistant

**Reporting line:** Housing Maintenance Coordinator, Housing Guest Coordinator

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**Major tasks and responsibilities:**

- Supervise cleaning needs of guests
- Perform and follow-up on guest, faculty, and staff maintenance requests
- Conduct regular checks of guest accommodations (cleaning, amenities, VIP)
- Assist in preparing keys for visitors
- Perform regular maintenance inventories in available apartments
- Assist in student check-in and check-out
- May be assigned other duties by the Housing Guests Coordinator or the Housing Maintenance Coordinator

**Last updated:**

**Validated by:**

**Position:** Manager of Off-Campus Residences

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**Reporting line:** Housing Director

**Major tasks and responsibilities:**

- Control and keep record of apartment keys
- Receive and process residence applications
- Assign apartments to eligible applicants
- Issue invoices and relevant documents to the Business Office
- Receive, process, and follow-up on all maintenance requests
- Follow-up on status of all residential property and furniture
- Set plans and proposals to solve/ameliorate Housing conditions
- Perform and report resident check-in and check-out
- May be assigned other duties by the Director

**Last updated:**