

## Residents' Bill of Rights

The George Washington University is committed to offering quality housing and partners with residents for a pleasant and satisfactory residential experience. GW created the *Residents' Bill of Rights* to outline the rights and responsibilities of residential students.

### Your Residential Rights:

- GW will provide a clean room at the beginning of the academic year, before summer arrivals, and upon all new resident arrivals, including:
  - Wiped surfaces, vacuumed/swept or mopped floors, scrubbed bathroom fixtures/tiles, and clear toilet/drains;
  - Cleaned fixtures;
  - All existing furniture and appliances in clean, working order;
  - Inspection of rooms for mold/mildew, maintenance, and cleaning issues.
- GW will respond to FIXit requests and resolve within a reasonable time:
  - GW targets response to emergencies within four hours and resolution within 24 hours (although follow up may be needed);
    - Facilities emergencies are issues that jeopardize a person's safety, cause damage/loss of property, or involve power loss, a broken door/lock, or an elevator outage.
  - GW targets completion of most routine requests within five days (completion times will vary based on request volume).
- GW will expand maintenance service hours during peak times for move in and move out; minimize disruption during reading days and testing periods; communicate via email after work requests are complete. GW also invites students to complete the post-FIXit survey to provide feedback.
- GW will maintain a website (go to [facilities.gwu.edu](http://facilities.gwu.edu) for FIXit link) to enter routine maintenance requests and a 24/7 call center for reporting facility emergencies (202-994-6706, option 2).

When moving into an occupied room at the beginning of the semester, GW will ensure your private space is clean and will clean around the existing residents in areas of shared space. For help in managing shared space with other roommates, visit [living.gwu.edu/roommate-agreement](http://living.gwu.edu/roommate-agreement) to establish expectations/norms for behavior in shared rooms.

If repairs are extensive, GW will look for other options, including relocation.

### Your Residential Responsibilities:

- Do not tamper with life safety equipment such as smoke detectors, sprinkler heads, evacuation plans, and strobe lights. Report damage to life safety equipment within 24 hours of noticing an issue.
- Report maintenance and facilities issues as you notice them anywhere on campus.
- Basic upkeep of your room, including:
  - Keeping the room(s) generally clean -- wiping surfaces, vacuuming/sweeping/mopping floors, scrubbing bathroom fixtures/tiles, and keeping toilet/drains clear of debris;
  - Regularly taking out trash to the appropriate receptacles and not clogging the chute;
  - Cleaning the inside of your appliances and cabinets – wipe up spills and crumbs;
  - Doing your part to prevent mold and mildew by keeping the bathroom clean, dry, and ventilated, (e.g. open shower door when finished or allow exhaust fan to run for a short period of time);
  - Reporting all maintenance issues you are unable to resolve within 24 hours.
- Complete your electronic Room Condition Report via GW Housing e-Services within one week of moving into your residential space.

GW recommends that you keep a stock of cleaning supplies on hand in your room to maintain your residential living environment.