

Things Every PA needs to know

by Housing Services

Important Contact Information

HOUSING INFORMATION: www.columbia.edu/cu/housing

SERVICE	LOCATION	PHONE
Questions	housing@columbia.edu	212 854-2775
Maintenance Requests	www.facil.columbia.edu/studentwor/	
Emergency Maintenance Requests	Hartley Hospitality Desk	212 854-2779
Room Assignments	125 Wallach	212 854-2946
Key Requests, Bins, Handtrucks, Fax Transmissions, Quarters, Stamps	Hartley Hospitality Desk	212 854-2779
After Hours Health Emergencies (CAVA)	Dial 99 from any campus phone or 212 854 5555 from your cell phone to access CAVA. Dial 911 if you are off campus.	
CPS After-Hours Clinician		212 854-9797

Important Dates

Please check the housing website calendar, www.columbia.edu/cu/housing regularly for important dates, such as:

- New Student Check-In
- Returning Student Check-In
- Fall Transfer and Swap Applications available
- Last day for Swaps in fall term
- Last day to apply for transfers prior to Winter Break.
- Winter Breaks
- Spring Transfer and Swap Applications available
- Room Selection
- Check-Out

Maintenance Requests

Residents of Broadway

Non-emergency requests should be submitted online at www.columbia.edu/cu/housing.

Carman

Also see the poster included in this packet.

East Campus

Furnald

Emergencies should be reported by phone at 212-854-2779.

Hartley-Wallach

Emergencies include broken room windows, doors that cannot be secured, fires, floods/leaks, lack of single light source, power failure, stolen keys.

Hogan

John Jay

It is important that your residents understand the difference between emergency and non-emergency requests.

McBain

River

Please help them make the distinction.

Ruggles

Schapiro

Watt

Wien

Residents of 47 Claremont

Please contact Superintendent Troy Parker at 212-851-1229.

Residents 600 W. 113th St.

Please contact Superintendent Malik Nawaz at 212-864-7895.

Reporting Problems in Common Areas

As an RA, it is your responsibility to notice and report problems in your building and common area. We appreciate your help in keeping the residence halls in excellent condition.

Repairs Not Serviced by Facilities Management

Ethernet Problems	212-854-1919
RolmPhone/CUtv Problems	212-854-1919
Vending Machines	212-854-2779

Your Responsibilities for Housing

CHECK-IN

Room Checks

Pre-Check-In Room Checks

(to be completed by August 23 for first-year rooms and August 25 for upperclass rooms)

Using the pre-printed room roster:

- Make sure the floor master key works.
- Identify any lock problems.
- Identify any rooms with maintenance and/or housekeeping problems, especially missing furniture.
- Leave copies of select Housing and Dining and University publications on each resident's bed before Check-In.

Vacancy/Occupancy Check

(to be completed by August 30 for first-year rooms and September 7 for upperclass rooms)

- Using the roster, determine any vacancies and verify that all occupants are the correct residents by checking their Columbia Cards against your roster.
- Submit your updated roster online in the Forms and Applications section of the Housing website.

RCR Completion

(to be completed by August 30 for first-year rooms and September 7 for upperclass rooms)

- Have residents complete their RCR in the Forms and Application section of the Housing website.
- Review any issues with your resident.
- Log-in with your uni and password ??where to review and submit forms for all residents.

CHECK-OUT

Before Check-Out

Approximately one week before Check-Out, you will receive Check-Out envelopes from your Associate Director. Distribute one to each of your residents. RAs should keep extras for students that lose their envelopes. Additional envelopes will also be available at the Hospitality Desk in Hartley lobby.

Check-Out Responsibilities

- Meet with residents to discuss Check-Out procedures.
- Set up a room inspection schedule for residents.
- Encourage students to organize cleaning of rooms and suites collectively, so that the labor is divided evenly and that move-out deadlines are met.
- Make sure residents complete online RCRs.
- Review and submit all online RCRs for your floor
- Complete all damage billing paperwork.
- Help with Check-Out Friday, May 11 and Saturday, May 12, 2007. Times to be assigned.
- Be available to answer student questions.

For Student Rooms and Suite Living Rooms:

- Personally inspect rooms to make sure that the resident(s) has removed all belongings.
- Once the room is empty, inspect all furniture for damage.
- Walls and ceilings should be clean and free of the following: gummy sticking material, tape, pushpins, nails, stickers, drawings, and posters.
- Test windows and shades or curtains. Note any discrepancies including disappearance of equipment.
- Inspect light fixtures for functionality and damage. Examine overhead light covers for breakage and lamps for shade damage.
- Be sure that the room is clean and orderly.

For Bathrooms:

- Inspect all fixtures for leaks and proper drainage.
- Inspect all tile work. Note damage or need for repairs.
- Inspect light fixtures for functionality.
- Inspect walls, following guidelines for student rooms.
- Check toilet seats, towel racks, and paper holders. Take note of any need for repair.

For Kitchens:

- Make sure area is clean, organized, and sanitary.
- Be sure that all food, refuse, and personal belongings have been removed.
- Check operation of stove, refrigerator, and freezer.
- Check sink operation and drainage.
- Note condition and operation of lights.
- Note condition of flooring and any necessary repairs.

Other:

- Note damage to walls and ceilings, including tiles.
- Note missing fire extinguishers and signs.
- Note broken light covers.
- Note missing RolmPhone.

After Completing Inspection

Once you have inspected common areas and individual rooms, you should discuss damages with residents. Note any residents' objections on the appropriate RCRs.

Check-Out boxes are available at the Security desk of each residence hall at the end of each term. At all other times (unless otherwise instructed), all Housing residents should check-out in person at the Hospitality Desk in Hartley lobby.

Post Check-Out Tour

After all of your residents have checked out, you should tour your area of responsibility to make sure that the lights have been turned off, the windows are closed, and the doors are locked.

Do Not Collect Keys!

Under no circumstances should you agree to return residents' keys. Each resident is responsible for the return of his or her own keys.

Master Keys: DOs and DON'Ts

- DO turn in your Master Set and your Duty Set to your Associate Director after Room Checks in the beginning and end of the academic year.

While in your possession:

- DO keep them in the same place all the time.
- DO keep them in a secure, out-of-sight location in your room, such as a bottom right desk drawer.
- DO report lost Master Keys within 24 hours! This is a security issue.
- DO use them to let residents in as a courtesy, but only if you know the resident and know that you are letting him or her into the proper room.

- DON'T take the Master Keys off of the ring or out of the building.
- DON'T use them to let a "friend" into a resident's room, no matter how important the situation.
- DON'T use them as your room keys.

Where to go for more information

Room Key Replacement:	Hospitality Desk and the <i>Guide to Living</i> * section on Keys & Locks
Mailbox Key Replacement:	Lerner Student Mail Center
Laundry:	<i>G2L</i> section on Laundry under Policies and Procedures
Columbia Card Validation:	Hospitality Desk and ID Office in 204 Kent Hall
Television/Cable:	<i>G2L</i> section on Residence Hall Cable Television, under Campus Services
Mail Delivery:	<i>G2L</i> section on Mail Services, under Campus Services
Handtrucks and Moving Bins:	Hospitality Desk and <i>G2L</i> section on Hospitality Desk
Flex Account:	118 Hartley, Hospitality Desk, and Dining website
Employment:	Jobs section of Housing website
Prohibited Items in Residence Halls:	Policies and Procedures section of the <i>G2L</i>

**The Guide to Living (G2L)* is available in print and online at www.columbia.edu/cu/housing.

Fire Safety and Fire Drills

The Safety Office will conduct three state-mandated fire drills per building, only two of which will be announced. Make sure you knock on resident's doors when evacuating the building, and bring the Master Key if possible.

Fire alarm equipment will be tested monthly, on the first Wednesday or Thursday of each month, with notices posted for the specific day and time of the test.

Once per term, fire safety checks for prohibited and restricted appliances will be conducted in each hall. Students will be notified by email prior to the month the building will be checked. A list of prohibited appliances can be found in the Policies and Procedures section of the *Guide to Living*.

Room Assignment Information

Room Transfers and Swaps

Information can be found in the Policies and Procedures section of the *G2L*, under Room Assignments and Room Transfers.

Checklist for RA Responsibilities for Transfers and Swaps:

- Contact resident(s) that are making transfer or swap, inspect their space, and have them complete the online RCR.
- Review and submit the RCR for your resident.
- Report issues at www.facil.columbia.edu/studentwor/.
- Make sure new resident completes an online RCR.

Cancellations

Information can be found in the Policies and Procedures section of the *G2L*, under Cancellation Policies

Still have questions?

Please feel free to come by the Hospitality Desk, Customer Service Center, or the Room Assignments Office at any time, we'll be happy to answer any of your questions or send an email to housing@columbia.edu.