



The Dorm Inform

The Graduate Dormitory Housing Office
monthly newsletter

Written by Renee Robichaud,
Manager of the GDHO

September 2011

Hello Grad Residents –

Welcome to Graduate Dormitory Housing. Every month, the Grad Dorm Housing Office will send students a newsletter with general information relevant to the month or time of year upon us. We encourage you to take a quick read through the newsletter each month. We often list due dates and deadlines and we'd hate for you to miss something important.

Here is the September Dorm Inform Newsletter!

One of the biggest questions at the beginning of each year is, "How do I report a problem with my room? or the bathroom? or the kitchen? And who do I report it to?"

To report an URGENT or EMERGENT problem directly to the **Customer Service Control Center for Physical Plant** : call 203-432-6888 (Central Campus) or 203-785-4620 (Med School). Emergent calls will be handled within 24 hours; Urgent calls will be handled within 1-3 days.

Examples of urgent or emergent issues would involve loss of heat, water, electricity (large scale or small), broken windows, running toilets, broken door locks (security risks), etc.

For all ROUTINE work (Broken towel bars, light out, etc) ...

To enter a work request into the FAMIS system, visit the following web site:
<http://www.facilities.yale.edu>. Click on the "Facilities Work Request" link on the left hand side of the page.

You will need to enter your Net ID and password to access the system. At the first pull down menu, select your building. At the next pull down menu, select your floor. At the next, select your room number. In the large text box provided, write out, with detail, your work request. Finally, click the “submit” button at the bottom. It’s that easy!

**The GHO encourages all students to report their own work order problems but contact your RC or the GHO if it’s a big or on-going problem so we can help monitor! Emailing or calling the GDHO to report a facilities issue will only delay the problem being reported and fixed.

Furniture related problems need to be emailed to the GDHO at grad.dorms@yale.edu. Depending on the problem or request, we’ll help coordinate work to be done. Problems with **blinds or shades** provided in HHH, 254 P & 276 P also need to be reported to grad.dorms@yale.edu. (In Harkness, problems with the shades can be reported to Customer Service.) We have to call our repair vendor directly for the central campus dorms. (Sorry – we do not provide blinds or shades in HGS. Students may choose to purchase a small tension rod to hang sheers or curtains if desired.

Furniture issued to each room needs to stay in each room. When students add furniture to the student storage rooms, there is less space for your personal items that need to be placed there. Any university furniture found in a student storage room will be moved to a secured GHO Storage room. You are still responsible for your furniture so if it is not in your room at the end of the year, you may be fined for missing/stolen furniture.

Student storage rooms are located in each building Please check in the Grad Housing Student Handbook or with your Resident Coordinator to learn where the rooms are located. Make sure to LABEL all items you place in storage. I hope to inspect and clean out the storage rooms within the fall semester so any “abandoned” items will be removed making space for newer student items.

The GHO can’t stress enough the need for all residents to cooperate with each other and **clean up the kitchens** after using them each day. The Custodians work hard cleaning up but they are not expected to be personal maids and wipe down the counters after each person cooks. We need to respect our neighbors; if everyone cleans up after themselves, the kitchens will be kept in good shape for the next person.

Thanks to many of you who have already purchased and submitted proof of your **renters insurance**, as requested. If you still need to purchase it, you can visit www.haylor.com/student for enrolling! Students have until September 15th to purchase and submit proof of purchase to the GDHO. After Sept 15th, the GHO will purchase a \$2000 policy, with a \$50 deductible, for an annual premium of \$70.00 on your behalf. This non-refundable \$70.00 will be billed to your SFAS account in mid-September.

Upon check-in, all students should have received a Check-In packet containing a **Room Inventory Report** to document the furniture your room has, the general condition of

your room and its furnishing, as well as any damages that need to be repaired. If you have not yet completed your room inspection report, please do so immediately and return the forms to your Resident Coordinator or the Harkness Housing Office. Rooms without Room Inventory Reports on file are considered to have a standard furniture inventory for that room type. Missing furniture or damaged rooms will result in fines at the end of the academic year.

Many new and returning students have been asking about the rumored **Lock-out boxes** in the grad dorms. In mid-September, the GDHO will be finished programming the lock-out boxes so that students, with your ID card or UserID & PIN, can access a lock-out key to your room and building. I will notify each building as I finish the data entry and get the boxes up and running for your use!

Lastly, please return your **TEMP access card** issued to you at check-in. Cards should be returned by this Friday September 9, 2011 – either to the GDHO, Harkness Housing Office, or the RC of your dormitory. Cards not returned (which will be deemed lost or stolen) will result in a \$25.00 charge to your SFAS account.

I wish you the best during the 2011-2012 academic year!

Ms. Renee Robichaud
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