

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Welcome to Egypt, welcome home! It is the school's goal to provide each PSM with a comfortable, safe and secure apartment while employed at Cairo American College.

The purpose of this policy statement is to clarify and identify the responsibilities of CAC and PSMs with regard to apartments and furnishings.

The school provides the EGP equivalent of \$500 as a settling allowance (per apartment) to assist you in settling into your new home. Colleagues will be happy to assist you with your shopping.

Furniture

The school provides the basic furniture listed below, some items may not be available when you first move in due to delays in shipping items from overseas.

- Some flats may contain some furniture or equipment that was left by a previous occupant with the permission of the newly assigned PSM, this agreement needs to be shared with the Housing Manager in writing so that the items may remain in the apartment.
- Bedrooms are furnished according to occupancy.
- The main/first bedroom is always furnished for the PSM according to the description in bedroom 1 below.
- If the PSM is a single person, the second bedroom will be furnished as a guest room according to the description below for bedroom 3.
- In the event that the PSM has dependents who occupy the other room(s) they will be furnished according to the description in bedroom 2.
- The third bedroom may not be furnished if unoccupied.
- **It is highly recommended that all tenants keep their valuables inside the provided safe. CAC is not responsible for any valuable items and/or cash left outside.**

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

List of School Furniture and Appliances

NOTE: The list below is current for PSMs hired for the 2019-2020 school year.

<p>Living Room: 1- Couch, loveseat and armchair 2- End tables 1- Coffee table 2- Reading lamps 1- Ceiling light fixture 1- Split-air conditioner</p>	<p>Dining room: 1- Dining table 1- Set of Chairs to match the table 1- Buffet 1- Ceiling light fixture 1- Hutch</p>
<p>Kitchen: Wall and floor cabinets 1- Refrigerator 1- Stove 1- Hot water service 1- Ceiling light fixture 1- Service for six including various utensils, pots, pan and serving bowls to help you get started.</p>	<p>Bedroom 1: The school will furnish all bedrooms for occupants plus one guest room when possible. 1- Queen Bed 1 Chest of drawers 2- Night stands 2- Small lamps 1- Wardrobe (if no built-in closet) 1- Ceiling light fixture 1- Split air conditioner</p>
<p>Bedroom 2: 1- Double, or two (2) singles beds 2- Night stands 2- Small lamps 1- Wardrobe or built in closet (as available) 1- Ceiling light fixture 1- Split Unit 1- Chest of drawers</p>	<p>Bedroom 3 if applicable: The furnishing will include: 1- Single bed 1- Night stand 1- Small lamp 1- Ceiling light fixture Note: Furnishings are not provided for bedroom three if it is unoccupied and it is not the guest room.</p>
<p>Bathroom 1: 1- Hot water service 2- Towel racks 1- Toilet paper holder 1- Mirror 1- Ceiling light fixture 1- Bathtub/shower curtain (If applicable)</p>	<p>Bathroom 2 if applicable: 1- Hot water service 1- Towel rack 1- Toilet paper holder 1- Mirror 1- Ceiling light fixture 1- Bathtub/shower curtain (If applicable)</p>

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

<p>Balcony, Patio or Deck (when applicable):</p> <ul style="list-style-type: none"> 1- Table (bamboo / Palm tree) 2- Chairs (bamboo / Palm tree) 	<p>General:</p> <ul style="list-style-type: none"> 1- Desk 1- Desk chair 2- Bookcases 1-Safe 1- Fire extinguisher 1 or 2- Smoke detectors according to flat size 1 CO detector 1-Washing machine
<p>Starter Supplies:</p> <p>Bedding Pack</p> <ul style="list-style-type: none"> 1-Pillow per occupant plus 1 extra 1-Set of sheets per bed (including pillowcase) 1-Set of towels (bath towel, hand towel) per occupant 12-Clothes hangers <p>Kitchenware Pack</p> <ul style="list-style-type: none"> 1-Cooking pot Noval size 22 1-Cooking pot Noval size 24 1-Frying pan Noval size 30 1-Milk pot Noval size 16 1-Salad Bowl 1-Set for six place settings (6 Flat plates, 6 Deep plates, 6 Mugs, 6 Glasses, 6 Teaspoons, 6 Tablespoons, 6 Forks, 6 Knives) 1-Rubbish bin 	<p>Note:</p> <p>All flats will have lockable windows and screens for windows that open.</p>

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

School Furniture and Appliances use policy

When the Housing Department prepares a flat for occupancy, they make sure that the flat is clean, safe, and has the furniture indicated in the list above. All furniture, paint, and cabinetry are in neutral colors.

All furniture assigned to the flat belongs to CAC and may not be removed, painted, or altered in any manner. Any furniture no longer required by the PSM must be returned to the Housing Department. Transportation of furniture/items to the Housing Department is available with prior arrangement made with the Housing Manager. All returned items will be deducted from the flat inventory list. CAC furniture may not be loaned or shared among other PSM's or non-CAC employees.

The school's expectation is that occupants of school housing will maintain and preserve the assigned furniture and appliances. Furniture that is damaged or altered due to mishandling or to meet individual taste will be repaired or replaced if necessary and charged to the assigned PSM. When a piece of furniture has naturally worn out from regular use and requires the upholstery to be replaced, the PSM may participate in the color selection from a pre-approved neutral slate provided by the school.

Starter packs

The school-provided home starter packs include kitchenware and bedding items and are to help you settle in once you arrive. It should be returned back to Housing no later than September 30th. If you decide to keep the kitchenware and/or bedding pack, you need to contact the Housing Department to get the price. The Housing Manager will make sure that you receive a new pack should you decide to purchase either of them.

You can either pay for the packs in cash or arrange for it to be deducted from your salary. You can choose to purchase one pack or both, but packs cannot be broken apart for single-item purchase.

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

Kitchen Starter pack (Kitchen set is to be returned to Housing or purchased no later than September 30)	
1	Cooking pot Noval size 22
1	Cooking pot Noval size 24
1	Frying pan Noval size 30
1	Milk pot Noval size 16
1	Rubbish bin
(2 sets = 6 pieces each)	Clothes hangers
1	Salad Bowl
1	Set for six place settings (6 flat plates, 6 deep plates, 6 mugs, 6 glasses, 6 teaspoons, 6 tablespoons , 6 forks, 6 knives)
Bedding Starter pack (Bedding pack is to be returned or purchased to Housing no later than September 30)	
2	Bed sheets - Large size (260cmx260cm)
4	Bed sheets - Small size (175cmx260cm)
5	Pillows - 50cmx70cm (Density 900g)
5	Pillow covers (50cmx70cm)
4	Towels - regular size (100cmx50cm)-600 g
4	Towels - Large size (140cmx70cm)-600 g

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Flat Modifications

PSMs are not permitted to make any major modifications to the assigned apartment. All changes require prior approval by the Housing Manager. Unauthorized changes will be restored to their original condition at the expense of the PSM. Items that do not require approval include the installation of ceiling fans and dryers. Any other changes require prior approval from the Housing Manager.

Flat Maintenance and Repair

When there is an issue with your assigned flat that falls into the CAC responsibility side of the matrix below, you must submit a work order to the Housing Department. All work order requests must be submitted electronically on the Faculty and Staff Dashboard. PSMs will be informed when the Housing Department needs to enter a flat to perform necessary work. It is also the responsibility of the Housing Department to notify you of the progress and the next steps, if applicable. Housing Representatives will leave a note upon each visit to execute a work order or take a meter reading.

Painting

Flats are eligible to be repainted every **six years**. Housing will supply neutral colored paint and perform the work at no cost to the PSM. Should the PSM want an alternative paint color, the PSM is responsible for purchasing the paint and Housing will be responsible for applying the paint. **In the event the PSM wishes to have the flat repainted prior to the minimum six years, or before Housing has determined that it is necessary, the PSM may purchase the paint and apply it at his/her own expense.**

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

Responsibility Matrix

Item(s)	CAC	PSM	Notes
Repair of major appliances provided by CAC that include refrigerators, stoves, water heaters, and air conditioners.	X		
Repair of plumbing issues including water leaks, clogged drains and toilets, and fixture failure.	X		
Installation & repair of torn or broken window screens, shutters, windows.	X		Installation & repair of screens for enclosed balconies are the responsibility of Housing at the expense of the PSM.
Repair of broken glass or mirrors.	X	X	Repair is the responsibility of Housing at the expense of the PSM if the damage was caused by the PSM.
Repair of doors and locks	X		
Replacement of locks		X	If PSM lost keys or has other reasons to verify this request.
Repair of electrical supply receptacles, light switches, and fire alarms.	X		
Ceiling fans		X	The school recommends that the PSM hire a qualified electrician to install the fan as serious electrical shock can occur when installed improperly.

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

Washing machine installation, maintenance and repair.	X	X	Supplied washing machines by the Housing must be installed by the agent to validate the guarantee; Housing will supervise the installation process. Regular repairs and spare parts if needed and if not covered by the guarantee must be paid for by PSM, CAC will assist the PSM with contacting the agent or hiring a qualified technician.
Dishwasher maintenance and repair. (Requires prior approval of the Housing Manager before installation.)		X	Newly purchased dishwashers must be installed by the agent to validate the guarantee. For regular repairs, the school recommends that the PSM either contact the agent or hire a qualified technician.

Painting	X		Done every (6) six years, if necessary, with colors chosen by the school.
Upholstery	X		Done every (6) six years, if necessary, with colors and fabrics approved by the school.
Plumbing or electrical issues associated with PSM installed items.		X	PSM can contact the Housing Department to hire Housing Technicians after school working hours.
Hanging of any personal items (frames, shelves, curtains, etc....)		X	PSM can contact the Housing Department to hire Housing Technicians after School working hours.
Utility bills/meter readings/phone lines. Meter readings, making utility & phone line payments.	X		Utility & phone costs are the PSMs responsibility.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Payment for Utility bills & phone bills.		X	Consumption rates are the responsibility of the PSM.
Installation of local Phone Service (Including all calls made to landlines and cell phones in Egypt)	X		
Installation of long-distance phone service	X		<p>Installing long distance service on your landline phone is not possible any more due to regulation complications.</p> <p>The school recommends using international prepaid cards available in the local market.</p> <p>All phones have access to dialing cell phones.</p>
Internet Access	X		The Housing Department will be sure that each CAC flat has the proper wiring to ensure that the Internet can be accessed.
Internet provider selection and set-up Housing will provide ADSL service with the selected CAC provider (NOOR). Those who choose to go for different providers will have to contact their selected provider to arrange for the service.		X	<p>PSMs with personal ADSL service are responsible for troubleshooting.</p> <p>Leaving PSMS with a personal ADSL , must provide the service cancellation number before leaving so Housing can hook the service back for the next occupant.</p>
Moving personal items		X	
Repair of cabinets (kitchen & bedroom closets)	X		
Maintenance and repair of all water pumps	X		If applicable, not all buildings have one.
Cable TV (installation, bill payment)		X	

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

Keys	X	X	<p>PSMs may not change their locks without providing a copy to Housing. The Housing Department must have a copy of all school apartment keys for emergency/maintenance/repair purposes. CAC reserves the right to access school apartments if there is an urgent need without the prior approval of the PSM.</p> <p>Housing will supply two key copies per apartment. Additional copies will be at the expense of the PSM.</p> <p>In case of loss or theft of keys, PSMs are responsible for the cost of replacing locks.</p>
PSM owned furniture/appliances/equipment		X	
Fire Extinguisher	X	X	While Housing is responsible to provide fire extinguishers, we ask that each PSM monitors the expiry date and inform Housing at least a couple of weeks before the due date for replacement.
Smoke Detector	X	X	While Housing is responsible for providing a smoke detector, we ask that each PSM monitor the battery life and replace it as needed or inform Housing if not reachable.
CO Detector	X	X	While Housing is responsible for providing a CO detector, we ask that each PSM monitors the battery life and replaces it as needed.
Blackout Curtains	X		The Housing Department will provide blackout curtains for

**CAIRO AMERICAN COLLEGE
SCHOOL HOUSING POLICY**

			bedrooms only according to occupancy.
Curtains		X	
Lighting		X	PSMs are responsible for purchasing and changing light bulbs, Housing may assist in changing them.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Routine Inspections

The school performs an annual preventive maintenance inspection. The Housing Department encourages PSMs to routinely inspect their flats to become aware of any issues before they become more serious. This is especially true when dealing with water, electrical, and security issues.

Utilities

The school is responsible for setting up the electrical, water, sewer, and local telephone services. The Housing and Accounting Departments will submit utility bills to the PSM. A member of the Housing Department will enter each flat to obtain the meter readings for gas, water, and electricity use for each billing period. PSMs should not allow other service personnel from Egyptian utility companies to enter the flat to read the meter.

PSMs have the option to manage utility bills themselves. In this event, the PSM will need to sign a waiver to take full responsibility for electricity, gas and water bills. The waiver is available in the Finance & Operations Office.

The Housing Department will:

- have access to each flat as required to read the meters.
- make every effort to facilitate this in the same week of each month so that there is a period of time in which the visit may be expected to occur. The date of the visit must be confirmed by the various government utility offices so is not always within our control.
- leave a note indicating that a visit had been made for the purpose of reading the meter.

Utility bill payments are made on your behalf by CAC. Please see attached **Utility Bill Payment Agreement** and decide which payment option you would prefer, then return the form to the Housing Department.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Building Maintenance Fee

This is a monthly fee paid by tenants to cover building maintenance. It is used to maintain, repair or replace shared facilities such as staircases, light bulbs, elevators, and caring for plants in common areas. The building maintenance fees vary from one building to another and are either paid directly to the landlord or by the Housing Department on behalf of the PSM and charged to his/her account.

Bowab Fee

The Bowab is responsible for cleaning the common areas in your building and, in some cases, for security. Bowab fees vary by building but are paid on a monthly basis and are the responsibility of the PSM. The bowab may provide additional services, such as daily car washing, but these services are paid for separately. The Housing Department will inform PSMs of the required amount to be paid for building maintenance and bowab fees, as decided by landlords or building management.

Vacating a Flat

When a PSM is vacating a CAC flat, the Housing Department will inspect it to be sure that it is in good condition and that the furniture and appliances are in good condition as well (normal wear & tear allowed). Should the flat be damaged or altered in any manner that incurs a school expense, the PSM will be responsible for payment of that expense. Should the furniture or appliances be damaged or in need of repair because of any alterations or unusual wear and tear, the PSM will be responsible for the cost of the repair or replacement, as necessary.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

DSL Service (Internet)

- All flats are equipped with DSL service (NOOR main provider).
- The provided service aims to supply you with reasonable steady services.,The router has been placed in the best spot inside your flat.
- Your username and password are provided on the router.
- Housing will take care of your payments and the charges will be forwarded to your account through the regular utility Billing Procedure.
- Housing will introduce an offer from an internet provider with special rates for different speed services, all needed information to make your decision will be introduced during the orientation sessions by the company representative.
- Housing will support you with any needed documents and communication, as needed .

Contracts for the chosen service should be in CAC's name to avoid cancellation complications and to facilitate communications with providers regarding upgrades and concerns.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Housing Work orders

- Housing work orders include all regular maintenance items in the flat (such as leaks, drains, clogs, shower hoses & heads, faulty switches, wiring, outages, burned lamps, control switches, telephone landlines, AC/heat units, fridge maintenance, fixing doors, window screens, locks, latches, kitchen cabinets and painting.
- It is important to submit a work order whenever any item is not functioning.
- Housing work orders are submitted online via the Dashboard. Forms are only available online and allow you to track your work order.
- In an emergency, please contact the Housing Representatives below:
 - Sarah Mohamed, Housing Manager
Email: smohamed@cacegypt.org Ext.: 5276
mobile: 01286820379
 - Maha El Torkey, Department Assistant
Email: meltorkey@cacegypt.org Ext.: 5563
mobile: 01273399025
- Remodeling, upgrades or other extensive work requests are considered to be separate projects and must be submitted to the Housing Manager for approval.
- The Housing Department is located on the ground floor of the HS Music Building.

Please follow the below steps for submitting work order:

1. Login to the CAC staff dashboard
2. Find the **Staff Forms** widget/block - if you can't see this widget on your dashboard please refer to the "[Customizing your Dashboard](#)" tutorial
3. Under the **Staff Forms** widget click on the **Housing/Maintenance work order** link
4. Click on the **New Ticket** button
5. Fill in your phone number, extension
6. Select the **Department**
7. Select the **Building**
8. Select the **Help Topic**
9. Enter the **Subject** of the issue
10. Describe the issue and the preferred time for the visit in the **Issue Summary** box
11. You can upload a photo(s) of the issue under the **Attachments** section
12. Click on the **Submit Ticket** button at the bottom of the page
13. You should receive a ticket submission confirmation email
14. When your ticket is processed and closed you should receive ticket status emails

Please note that you can reopen tickets by going to the My Tickets section and change its status.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

AC use instructions

- To operate your AC unit, please use the remote control only.
- Do not use the button in front of the unit.
- Should you need any further help, please contact Housing. An AC technician will be dispatched to help you.

CAC Housing Assignment & Move Process

Assignment Procedures

The superintendent makes the final decision on housing assignments with the support of the Human Resources Director, the Housing Manager and the Finance and Operations Manager, in consultation with the Division Principals and the School Nurse when necessary.

As much as possible, the school wishes to minimize the number of annual moves. The fewer flat changes the better for faculty morale, particularly “forced” moves. Nevertheless, when a move is necessary the guidelines and procedures listed below will be followed.

I - Initial Faculty Housing Assignments

CAC will make every effort to assign new PSMs to CAC housing using the following priorities:

1. Family Size

# of authorized residing dependents	# of Bedrooms
0	2
1	2-3
2+	3-4 (if available)

2. Physically challenged PSM/Dependents (Accessibility issues).

When the school is not able to assign an appropriate flat due to lack of availability, every effort will be made to correct the assignment as soon as possible. Please, note that this process may require a PSM to move at a later date as per the procedures listed below in this section.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

II – Forced Moves

A forced move can occur when:

1. The school has not been able to renew a flat lease.
2. A change has occurred in the PSM's number of authorized resident dependents and the school is in need of the PSM's flat in order to correct another PSM's assignment.

Procedures:

In a forced move, the school will:

- inform the PSM of the upcoming move at least three months prior to the scheduled move-in date or faculty closure date (whichever occurs first and when possible).
- provide the PSM with moving and set-up support. The school will provide packing boxes. In addition, Housing will re-install all ceiling fans and blinds/curtain rods (when possible) and the washer and dryer in the new flat.
- provide an allowance of the EGP equivalent of 500 USD
- Allow the PSM to retain all faculty assigned furniture. However, in the case where the PSM has developed a custom piece of furniture that was unique to the configuration of the old flat, housing may not be able to relocate it in the new flat.

If school has the need to initiate a move in order to correct a housing assignment, the school will:

- identify flats where changes in family size and/or change in circumstances have occurred rendering the flat inappropriate for the current PSM/PSMs.
- contact the PSMs residing in identified flats to inquire if there is a volunteer willing to move.
- make the flat selection based on the criteria listed above in Section I if volunteers do not come forward. PSMs will be asked to move, following the forced move procedures.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

III – Voluntary Moves

- A PSM may apply for a voluntary move. Such requests will be considered based on the criteria described above (in section I).
- The total allowable moves in a given year will not exceed **five** (including forced and voluntary).
- In the event there are more than five forced moves in a given year, the school will move all those affected.
- The flat availability will be determined by the Housing Manager after the first Thursday in December, when contracts are returned and the number of departing faculty is known. A list of available flats will be made available to PSMs residing in school housing in January.

In a voluntary move situation, the PSM will:

- Be eligible to submit a request to move after living at least 2 years in his/her current flat.
- Fill out the request to move form sent by the Finance & Operations Director's Office no later than the third Thursday in February. This deadline will be announced annually by the FOD as a reminder to PSMs.
- Bear the responsibility of moving and setting up his/her furniture and personal effects.

Procedure:

- The list of available flats and flat selection date will be made available to individuals approved for a voluntary move.
- PSMs will decide to which flat they would like to move.
- The Housing Committee will review all requests and make the best possible decisions to reallocate those requesting a voluntary move.
- Should the PSMs decide not to move when it is his/her turn to make a selection; the choice will go to the next person on the priority list. At that time, no additional PSMs who requested a move will be added; if only one opts out, there will be no more than four moves that year.
- Requests for a voluntary move will be reviewed by the Superintendent, HR Director, and Finance & Operations Director after the Housing Committee recommendations.
- The decision to grant a voluntary move will be made by the Superintendent and the decision will be shared with the PSM no later than the start of Spring Break.
- Visiting an apartment **does not** indicate a PSM will move into that apartment. Nothing is decided until the Housing Committee meets.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Collegial Respect and Professionalism in the Moving Process:

Whether yours is forced or voluntary, moving is a stressful event. The members of your housing committee want to help make these transitions as smooth and as stress-free as possible. These are recommendations that we hope you will consider guidelines for all future moves.

- Please do not place yourself on the voluntary moves list if you are not serious about moving. Your colleagues who are leaving CAC have a lot of checking-out tasks to complete. Opening their homes for viewing adds more to the list of requirements.
- Voluntary move applications must be submitted by the deadline. You cannot request a move after the deadline, but you can withdraw from the moves list at any time prior to selection day. All withdrawals are final.
- When you request a move, you will have to fill out a form online. The information collected on this web site regarding your current flat will become public knowledge to the housing committee and all other PSMs involved in the move process.
- When you come to the final selection meeting, you must be ready to make alternative choices on the spot. If you do not qualify as first on the moves list, you may not get your first choice.
- All moves become final at the selection meeting, and no extensions of time will be given for making choices. If you are on the voluntary moves list and another PSM has already chosen your current flat, administration will assign you a flat if you cannot make another choice on the spot.
- Visiting an apartment **does not** indicate a PSM will move into that apartment. Nothing is decided until the Housing Committee meets.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Housing Allowance:

CAC offers the option of receiving an allowance in lieu of a CAC housing unit. Qualifying PSMs can have the EGP equivalent of \$800 USD per month, to be paid to the PSM quarterly and reviewed every two years.

Housing Allowance Regulations:

1. After at least two years in CAC housing a PSM may request a housing allowance instead of school housing. The PSM must make a written request to the Finance & Operations Director no later than the third Thursday in February of the year before the requested move out of CAC housing. The CAC flat will be assigned to another faculty member and must be vacated by June 30.
2. A PSM who chooses the allowance would NOT have the following CAC benefits:
 - Furniture, telephone setup and appliances
 - School maintenance or personnel
 - Assistance with utility setup or payments
 - Assistance with finding accommodations
 - Intervention involving utility bills or disputes, landlord actions, assistance in searching for apartments, apartment contracts and/or lease negotiations or legal issues
3. A PSM moving out of or moving back into school housing must pay all moving expenses and will not be permitted the use of school vehicles or school personnel for their moves.
4. CAC has the right to reject accommodation chosen by a PSM in case of safety issues, construction problems etc.
5. Housing allowance payments will be made in Egyptian Pounds on a quarterly basis in advance.
6. The allowance amount will be reviewed every two years.
7. A PSM who has chosen the allowance over CAC housing may not return to CAC housing or move to another accommodation during his employment at CAC except in extreme cases. Special approval from the Housing Committee and the Head of School is required.
8. CAC housing must be the principal residence of the faculty member. If the faculty member is not residing in his/her assigned flat, the flat must be returned to CAC and personal property must be removed from the flat. Once this has been accomplished, you will qualify for the Housing Allowance.
9. PSMs do not have the right to sublease his/her assigned flat.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Responsible Use Policy

Utility Management when travelling:

To support the faculty member in preventing damage due to utility failure in their absence, the Housing Department will:

- Provide a check list of recommended procedures for PSMs to review when leaving for an extended period of time.
- Email faculty before long holidays with a reminder to secure gas, electricity and water before travelling.

Guest policy (long & short-term):

No notification is required when there is a guest staying less than 30 days with the faculty member present.

The Housing Department requires notification of a guest when the guest is staying in the flat without the presence of the faculty member assigned to the flat, and/or when the guest is staying for more than 30 days.

To notify the Housing Department of a guest, please email Mrs. Sarah Mohamed (smohamed@cacegypt.org) prior to the guest's arrival and include the guest's name and date of arrival and departure

Sub-Leasing:

At no time may a faculty member sublease the flat or in any way use the flat for economic gain.

In addition, using the flat in a "flat-swap" is not allowed (a flat-swap is when an individual exchanges homes/flats with another person from another city/country for a short or long-term arrangement to avoid housing costs while travelling.

Business Activity:

Should the faculty member use the flat to provide tutoring or other services, the school administration must be notified for prior approval.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Recommended Security Procedures

It is highly recommended that you secure your flat every time you plan to leave for vacation by:

1. Turning off the main water valve to avoid any leaks. It is usually located in the main bathroom beside the toilet seat.
2. Turning off the main gas valve to avoid any gas leaks. It is usually located in the kitchen on the main gas line.
3. Keeping electricity connected.
4. Securing locks of the main door.
5. Ensuring that your housekeeper follows these steps every time they come to the flat.
6. Ensuring that your housekeeper uses electricity wisely to avoid heavy consumption as electricity is very expensive, also not to use the phone line at the flat except for emergency situations.
7. Ensuring that your housekeeper has the Housing Department contact information in case of emergency.
8. Ensure that your valuable belongings and cash are placed inside your safe.

Should you have any difficulties finding water or gas valves or do not know how to turn them off, please contact Housing. We will come to your flat to help you.

CAIRO AMERICAN COLLEGE SCHOOL HOUSING POLICY

Working Hours and Contact Information

Regular working hours:

Sunday to Thursday 7:45 a.m. – 3:45 p.m.
Saturday 8:00 a.m. – 3:00 p.m.

After Hours Emergencies:

When there is an emergency please call from list below in the order in which it is presented:

Security: 2519-6579
Sarah Mohamed: 01286820379
Maha El Torkey : 01273399025

Additional numbers that may be helpful to you include:

Electricity Company 2358-3792 (Hotline #121)
Gas Company 2516-4890 (Hotline #129)
Water Company 2358-4429 (Hotline #125)

- The hotline numbers are to be used **only in the event of an emergency**.
- To a dial hotline number, simply dial the three digits from your landline or mobile phone.

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