

## **LAUNDRY POLICY**

Laundry facilities are available in each residence hall. In Pace University managed properties in New York City (33 Beekman, 182 Broadway and Maria's Tower) and Pleasantville (Alumni Hall, Elm Hall, Martin Hall, North Hall and the Townhouses), the cost of laundry is included in the cost of your housing and the laundry facilities are maintained by Automatic Laundry, an off-campus vendor. In 55 John, a property leased from Education Housing Services, laundry services are provided at an additional cost of \$55 per semester for unlimited use (a negotiated cost savings over their standard pay-per-use plans), billed separately to each student's account. The 55 John laundry facilities are maintained by Lux Services.

Pace University assumes no responsibility of any kind for damaged or loss of personal property caused by the laundry facilities, theft, the actions of other students or guests, or any other cause whatsoever. Residents are encouraged to consider carrying residence hall insurance. Personal property laundered in the provided laundry facilities shall be done at the owner's risk. Anyone using the laundry machines is advised to read all garment care labels and the guidelines below before operating the machines and remove belongings promptly after the cycle ends. Do not remove others' belongings from the laundry room.

### **Reporting Laundry related concerns**

All concerns regarding the laundry facilities, including damaged laundry, must be reported in a timely manner. Please follow the proper process based on the nature of the issue being reported:

#### **Malfunctioning Machines**

To report malfunctioning machines in Pace managed properties, contact the laundry vendor directly online at <https://www.automaticlaundry.com/request-service-campus-residence/> or by phone at (617) 969-4340. In 55 John, email [zohar@crownrealty.com](mailto:zohar@crownrealty.com).

Requests for reimbursement are handled by each laundry vendor and will only be considered in the event of a mechanical failure. Damaged items must be available for inspection, upon request, and will be surrendered by owner if reimbursement is issued. Reimbursements will not be considered in cases of damages resulting from delicate fabrics, laundry pods or detergents, residue or stains caused by previous users, overloaded or unbalanced loads, and other user-related issues.

Reimbursements will not be approved for issues that can be remedied through another wash cycle.

### Missing Property

Report concerns about missing property to Security. They will gather the necessary information and discuss the options available to address the situation.

### Other Laundry Room Conditions

Issues with the conditions in laundry facilities (excluding malfunctioning machines and issues with laundered items) in Pace managed properties should be reported through the facilities request process at <http://facilitiesrequest.pace.edu>. In 55 John Street these issues should be reported through the EHS work order system at: <http://www.studenthousing.org/repairs>.

## **Guidelines for Laundry Facilities**

- **Follow Social Distancing Rules.** Follow all University policies and posted guidelines for room occupancy limits and social distancing.
- **Be Timely** in removing clothes. It is recommended that you do not leave laundry unattended. Do not leave clothes in the washer or dryer after the cycle has been completed, as others may be waiting to use the machines. Set an alarm for yourself if needed.
- **Be Respectful.** Use one or two machines at a time during peak hours. Treat everyone's clothing like your own. Give others 15 minutes after their cycle has finished to remove another person's clothes from the washer or dryer, and place finished laundry in a basket or designated area. Do not throw clothing on the floor.
- **Be Clean.** Keep the laundry room neat. Empty lint trays after each use. Carefully place lint in the provided trash cans, wipe up any spills, and clean up any other messes made. Leave washer lids or doors open after use and leave dryer doors closed.
- **Read Garment Care Labels.** It is advised that you read all garment care labels before laundering your clothes and note that some clothes may be too delicate for machines, even on recommended settings.
- **Don't Overload the Machines.** Overloading machines with laundry, as well as using too much detergent, can damage your laundry and the machines, causing disruptions in service.
- **Use Lower Heat Settings:** Drying materials on settings that are too high can damage laundry and machines. Certain synthetic materials are especially susceptible and will burn and break down if dried on temps that are too hot.