

Prior to the beginning of the Fall 2017 semester, Residential Learning and University Housing has updated the Room Condition Report (RCR) process. For the first time, the RCR for every housing assignment will be viewed on line through your student Banner Self-Service account. Previously, the RCR was a 3-part paper copy that was distributed to residents upon their arrival.

What is an RCR?

Our Room Condition Reports or “RCRs” are on-line assessment forms that we use to record the quantity and condition of University provided furniture, fixtures, and the condition of the apartment or room itself. A report is completed for each room/apartment prior to the arrival of residents. Each RCR should reflect the total room/apartment inventory of furniture and items. For example, if you live in a double room your RCR will reflect two complete sets of furniture comprised of a bed, desk, desk chair, dresser, and armoire. In an apartment, the RCR will reflect both the bedroom as well as common areas.

How is the RCR used?

Billing for any damaged or missing items at the conclusion of your occupancy of the space will be based upon information contained in the RCR. It is important that you thoroughly review this report, which is completed prior to your arrival to campus to avoid unnecessary billing after you vacate your assignment. While we strive to correct or document as many imperfections as possible prior to your check in, we encourage you to bring any missed items to our attention via this process. After reviewing your RCR, if you have changes, additions, or comments that you would like RLUH staff to review, follow the instructions below in MyHousing to complete the process:

- Log into www.rowan.edu/selfservice
- Click on the student tab ➔ Click on “MyHousing” ➔ Click on “More Tasks” in the menu at the top of the page ➔ Select “Room Condition Report” ➔ Click “Sign Off”
- Review your RCR:
 - If you **agree** with the condition of your room, sign your name in the box at the bottom of the page and click “submit my room condition report”
 - If you **do not agree** with the condition of your room, provide detailed comments in the comment box of the items you wish to have re-evaluated. Sign your name in the box and click “submit my room condition report”. A staff member will then follow up with you.
- Once you click “submit my room condition report” you will receive confirmation that your response has been saved and you can review your RCR if need be. If you would like to make changes after you have submitted your RCR, please notify your RA or RD.

All residents of an assigned room/apartment are held equally responsible for the condition and any missing items at the time of your check out, unless otherwise documented. If any damages have occurred to your room during your stay please see your RA or RD to complete a damage responsibility form. If no damage responsibility form is completed then all residents who had access to that space are held financially responsible for the repair or replacement of said damage.

How long do I have to review the RCR and complete the submission process?

Residents have 48 hours after they receive their key/door access to complete the RCR review and acceptance process. After 2 days, the original RCR will become the final and official record of your room condition. The quantities and condition descriptions documented on the RCR for your space will be used as comparison points when your space is re-assessed at the conclusion of your occupancy.

If an issue appears on the RCR, does that mean someone will come to fix or replace it?

Most of the time, a maintenance request is entered for any issue significant enough to require noting on the RCR in advance of your arrival. However, students can also submit maintenance requests by visiting www.rowan.edu/rowanworks to ensure a repair is requested by the current resident.