

PACA & TUBMAN HOUSES ONLINE ROOM CONDITION REPORT (RCR) INSTRUCTIONS

You must complete your RCR within 7 days of moving into your apartment. After 7 days, staff will mark the RCR as complete and any damages noted upon move-out will be billed to your account.

To complete your RCR follow these easy steps:

1. Sign into the Resident Portal by clicking on the resident tab, and then clicking residents log in (log in now) link. You'd need to register your email address. A pass code would be sent to that email address for you to log on
2. Click on the RCR tab
3. Click on View
4. Click on "Check all Good" to mark all items as good. This will save you time in completing the form.
5. For any item which is not in good condition with little to no wear and tear, change the selection to one of the following:
 - a. "Damaged - Needs Attention" if the item is damaged and needs to be repaired or fixed or cleaned.
 - b. "Damaged – Note Only" if the item is damaged but does not need to be repaired (i.e. wall has a small scuff mark but doesn't need to be painted)
6. Enter a description of the damage for any item that you didn't mark a status of "Good". Be as specific and concise as possible.
7. While entering the condition of your room, save your RCR periodically to prevent loss of data due to a time-out of your account.
8. Enter any general comments regarding the condition of your apartment/room in the bottom box.
9. Click Save/Complete to enter your RCR into the system. Once the RCR is completed, it is no longer available for editing.

*Please note when filling out the Room Condition status online, that the prior resident's information may be in there. Therefore, it is important that you check the status of each item and note the status yourself because it may have changed (been fixed by a prior work order or been damaged since). It is important that you enter SUBMIT once your information is entered. That way we will know when that the information has been reviewed by you and you are ready to submit it as an accurate account of the condition of your apartment at move in.

The RCR will be reviewed by the housing staff and if there are any items which require repairs, a work order will be created by the end of the next business day. If any of the items requiring repairs are an emergency, please contact the office or the RA on duty immediately.