

## HOUSING SERVICES

### Facility and maintenance issues

Students can report facility and maintenance issues, including pests, by submitting a maintenance request on the [RMS Housing Portal](#). For all other housing service issues, email [dkuhousing@dukekunshan.edu.cn](mailto:dkuhousing@dukekunshan.edu.cn). The office is open 9 a.m. to 5:30 p.m., Monday to Friday (excluding public holidays). Out of hours, students with urgent facility and maintenance issues should call the RA duty phone for assistance.

### Internet and printer issues

Report issues with internet or printers in rooms, suites or common areas by emailing [service-desk@dukekunshan.edu.cn](mailto:service-desk@dukekunshan.edu.cn).

### Lockouts

Students can ask Residence Hall security guards for assistance during office hours: 9 a.m. to 5:30 p.m., Monday to Friday (excluding public holidays). At all other times, students should call the RA duty phone for assistance.

### Borrowing equipment

Vacuum cleaners can be checked out from the help desk on the second floor of Residence Hall, the first floor of Conference Center and 14th floor of Scholars Hotel during office hours. The office is open 9 a.m. to 5:30 p.m., Monday to Friday (excluding public holidays). At all other times, call the RA duty phone for assistance.

### Refrigerators

Residence Hall and Conference Center both have communal refrigerators in the common areas. Students can rent mini refrigerators for rooms/suites at Conference Center and Residence Hall by submitting a rental refrigerator application form. The yearly rental fee will be divided equally among all residents in a room/suite and deducted from their campus deposits. At the Scholars Hotel, each room has a mini refrigerator at no additional charge to the students.

## Mail

Parcels and other mail can be collected from self-service mail boxes outside Residence Hall (on-campus residents) and Scholars Hotel (off-campus residents). Due to limited storage space, students are advised not to mail luggage or other parcels to campus prior to arrival.

## Summer storage

Summer storage is available to students for a weekly fee. Fees vary according to size and payment is expected upfront. Students can drop off luggage and other packages at the campus mini mart prior to check-out and collect it at the Scholars Hotel (sophomores) upon their return.