

Frequently Asked Questions

What size sheets do I need to buy?

All mattresses in the residence hall require twin extra-long sheets.

Who is responsible for cleaning my room?

You are! Housekeeping staff are responsible for keeping all public areas of the residence halls clean. Students are responsible for keeping their rooms and suites clean.

A Resident Assistant will help you organize a cleaning schedule for your suite in the beginning of the year.

What if I have a maintenance concern in my room?

Students should not attempt to make their own repairs to any residence hall furnishings or equipment. If a repair is needed students may email workorders@juilliard.edu describing the issue.

Is cable television provided in the residence halls?

All suites are equipped with basic cable television service. The charge is included in the semester housing rate; no additional payment is needed. Premium and/or additional channels are not available.

Do I need to bring a telephone? What about long distance calls?

Landline telephone service is not provided in residence hall rooms.

What about internet access or computer problems?

The Residence hall is equipped with wireless internet service is available as well. Students who are experiencing computer problems may contact the I.T. Help Desk in any one of the following ways:

- Helpdesk Portal (Preferred Method): <http://helpdesk.juilliard.edu>
- E-mail: helpdesk@juilliard.edu

Are my personal belongings insured?

The Juilliard School is not responsible for any personal belongings in the residence halls or around campus. Students are encouraged to consider renter's insurance if they plan on bringing expensive personal items.

Where will I do my laundry?

The laundry room is located on the 11th floor next to the Residence Life Office. The machines are card operated; laundry cards can be purchased in the 11th floor lobby.

What do I do with my trash?

Trash should be placed in the large trash cans located outside each suite.

May I bring my own furniture?

Desks, desk chairs, and beds are provided for student use in every residence hall room. Any room furnishing added by a student must be free-standing - students may not attach furnishings to walls, floors, etc. No item may be located so as to obstruct direct access to the door or windows. No furniture may be removed from the room or altered in any way - students will be charged for any school furniture that is missing at the time of checkout.

Do you rent refrigerators or microwaves?

Yes, students may rent micro-fridges through Collegiate storage.