



Expatriate Housing Overview

- I. This document is designed to be a convenient reference resource. Please refer to the Expatriate Housing Policies and Procedures document for comprehensive information about your housing benefit.
- II. Maintenance
 - a. Household - in the event maintenance is required to the housing unit, the employee will use the following procedure:
 - i. **Small, non-emergency request** - contact the compound property management office and copy the TAMUQ Housing Manager.
 - ii. **Large, non-emergency request** – contact the TAMUQ Housing Manager.
 - iii. **Emergency request** – immediately contact the compound manager and the TAMUQ Housing Manager.
 - b. Computing - for all TAMUQ provided software and hardware, Qatar Computing Services will provide basic software support and troubleshooting in addition to any repair or replacement of equipment. In the event maintenance is required for computing equipment, the employee will use the following procedure:
 - i. **Requests for support from Qatar Computing Services will be processed through the existing TAMUQ helpdesk system – helpdesk@qatar.tamu.edu.**
 - ii. The vendor will contact the employee directly to schedule a maintenance visit. Services are expected to be provided Saturday through Thursday, 7:30am until 8:00pm.
 - iii. The TAMUQ employee will be responsible for purchasing replacement printer paper, ink cartridges, and surge strips.
- III. Provisions
 - a. Soft Goods - purchase of soft goods above and beyond those listed in the unit inventory will be the financial responsibility of the employee. A soft goods allowance is provided based on employment contract terms.
 - b. Purchase of furniture and appliances above and beyond that listed in the unit inventory will be the financial responsibility of the employee.
- IV. Vacating TAMUQ provided housing
 - a. Vacated units will be clean. All personal affects will be removed by the departing employee.
 - b. Prior to vacating the property, the employee will meet with Properties, external housing vendor, to review the inventory of furnishings and appliances.
 - c. The departing employee will be financially responsible for replacement of any missing items and damages due to personal negligence or that exceed the normal wear and tear of such items.
- V. Change in housing assignment
 - a. Please refer to Expatriate Housing Policies and Procedures document for eligibility requirements.
 - b. Process
 - i. The TAMUQ employee submits a move request form to the TAMUQ Housing Manager.
 - ii. If the move request is approved, the employee will be notified by email. This correspondence will serve as a commitment of the employee’s intent to move.
 - iii. Once the new unit is ready for occupancy, the TAMUQ employee will receive the keys for the new unit and return the keys for the original unit to the Housing Manager along with receipts for cleaning of linens.
 - iv. **Employee bears all moving costs** including: cleaning of the unit, professional cleaning of linens, damages to original property, and movement of household goods.
 - c. Compound/TAMUQ provided items
 - i. An employee who moves to another TAMUQ housing unit will not be eligible for an additional soft goods package.
 - ii. All compound provided items will remain in the original unit.
 - iii. All computer equipment, **with the exception of the router**, should be moved to the new unit. Qatar Computing Services will provide computer set-up at the new unit; this service should be requested through the TAMUQ help desk system.