

EAGLE LIVING GUIDE

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AMERICAN UNIVERSITY
WASHINGTON, DC



EAGLE LIVING GUIDE

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WELCOME TO YOUR NEIGHBORHOOD!

American University's Office of [Community Relations](#) works with our students and our neighbors to help ensure we live in clean, safe, and friendly communities on campus and off. The Eagle Living Guide provides valuable information that will help make living in your neighborhood a rewarding experience.

Our office is available to assist you however we can. Please reach out to us by email at communityrelations@american.edu or by phone at 202-885-2146 or connect with us via Twitter and Instagram @AUinYOURHOOD.

We are here to support you, and we hope you have the best year yet!

EXPECTATIONS OF AU STUDENTS

When you register and enroll in classes at AU, you agree to abide by the university's policies and [Student Conduct Code](#). It's important to note that your actions as a student apply to actions both on and off campus, and it's your responsibility to know your rights and responsibilities as an AU student.

The [Office of Student Accountability and Restorative Practices](#) adjudicates alleged violations of non-academic conduct. This conduct includes violations for students as well as student organizations. For example, if your student organization was alleged to have violated AU policy, it is possible your organization and you may go through the conduct process separately.

Typical University Response to Student/Neighbor Concerns

1

Meeting with
Office of the Dean
of Students

2

Possible referral to Office
of Student Accountability
and Restorative Practices

3

Individual students
and/or student
organization/team
will be addressed

4

Sanctions can include
censure, disciplinary
probation, or additional
actions related to risk
management and
community impact



You especially need to be aware of AU's Good Neighbor Guidelines and Parking policies. The [Good Neighbor Guidelines](#) summarize the university's expectations regarding off-campus behavior and educates AU community members about how to be active and responsible members of the surrounding communities while maintaining their involvement and connection to the university. The policy elaborates on local and federal laws especially those applicable to off-campus behavior.

In accordance with the Good Neighbor Guidelines, all AU community members visiting American University must park on campus. Parking in the adjacent neighborhoods is prohibited regardless of whether a vehicle has a DC Ward 3 residential parking permit or a reciprocity sticker.

AU parking regulations per the [Parking Policy](#) are always enforced. Violators are subject to citation, vehicle immobilization, tow and/or conduct referral. Please visit the [Parking and Commuter Services](#) page for more information. You can purchase parking permits or pay fines by logging into the [Parking Portal](#) with your AU credentials or guest account.

“Being a good neighbor means being proactive and taking into consideration the lives and needs of those who live around you.”

—AU School of International Service Senior

LIVING OFF CAMPUS

University Requirements

The University now [requires all first and second year students to live on campus](#). If you are an AU student living off campus, you must provide the university with your contact information, and you may have to attend an off-campus living orientation. You'll need to share your current local address, emergency contact information, and local telephone number via the [myAU Portal](#) every semester. Your local address is where you reside while attending school this year—most students will have addresses in DC, Maryland, or Virginia. Your local address is not your permanent address or your on-campus address.

If you are an undergraduate student who lives off campus in zip codes 20016 and 20008, you are required to complete an online orientation.

Orientation sessions include information students need to live safely and responsibly in the community including:

- being safe in local neighborhoods;
- understanding DC laws and American University expectations on noise, alcohol, marijuana, and trash;
- becoming an active member of the community;
- building positive relationships with neighbors; and
- keeping a safe and secure dwelling.

FINDING YOUR HOME

[Off-Campus Housing Services](#) within Housing and Residence Life provides resources for students looking to live off campus. While on-campus housing is guaranteed for first-year and second-year undergraduate students, most upper-class AU students, as well as graduate and Washington College of Law students, choose to live off campus in the DC-metropolitan area.

American University's [Off-Campus Housing](#) page is the best resource for students when searching for a new home. In addition to searching for housing options around the area, you can use the posting site to find roommates with similar interests and preferences. Signing up is easy, fast, and free. If you experience technical issues, please contact info@offcampuspartners.com or call 877-895-1234. For all other questions, email housing@american.edu. To search for a sublet, visit the page, select Housing at the top, choose More, and apply the appropriate Sublet filter under Lease Information.

LANDLORD/TENANT AGREEMENTS

Now that you have signed your lease, both you and your landlord have many legal agreements that you must uphold. The landlord agrees to provide a clean, sanitary, and vacant apartment/home and to make repairs required by the DC Housing Code. You agree to pay the rent, keep your apartment/house clean and undamaged, and follow the rules and regulations of your lease. We recommend that you read your lease from cover to cover and be sure to connect with your landlord with any questions or concerns you may have. Should problems arise while you are living in your apartment/home, reference your lease to determine how to address it.

Occasionally, legal action must be taken if parts of the lease are not being upheld. The university does not involve itself in lease disputes. However, the District is a tenant-friendly city, and there are resources available to help residents if you are having issues with your landlord. See the listings for the Department of Buildings, Department of Licensing and Consumer Protection, Department of Health, and the Office of the Tenant Advocate in the Resources section at the end of this guide for help.



BEFORE SIGNING YOUR LEASE

So, you've found a place to live. Congratulations! There's a lot to consider before you sign your lease.

American University is committed to ensuring that off-campus students are living in safe apartments and housing. Make sure your house meets the fire and safety standards required by DC law. It is best not to sign a lease without checking the following first:

- Every sleeping quarter has two accessible exits (for a window to be considered accessible it must be large enough and low enough to the ground so you can climb out).
- Bedrooms are not located in the same room as a furnace or oil or gas meter.
- Every room has a working smoke detector, preferably one that is hardwired and does not depend on batteries.
- Each floor has a working carbon monoxide detector.
- The home has at least one working fire extinguisher.
- The property has an active Basic Business License (BBL), which is required to rent any property in DC. A unit with a BBL has successfully completed a home safety inspection with the Department of Buildings (DOB). Visit [DOB's Scout](#) to check whether your rental property has an active BBL. You will need to create a free account to access this information.
- Local permitting laws allow you to park at your residence if you have a car and want to park it there.

SECURITY DEPOSIT

A security deposit is an amount of money paid by a tenant to a landlord to provide protection to a landlord in case a tenant fails to meet obligations in a lease or rental of a property. There are things you can do to protect your security deposit while you are renting and when you move out.

Before you move in all your belongings, inspect the apartment/house. Make a list of any damage like cracks or holes in walls and floors, water damage, appliances not working properly, etc. Make sure you sign and date the list and ask your landlord to do the same. Taking photos during your walk through is increasingly important—this action will prevent the landlord from charging you for pre-existing damage.

If you have caused any damage beyond normal wear and tear, the landlord may keep all or a portion of your security deposit to cover damage when you move out. Under DC law, the landlord can inspect your apartment three days before to three days after you move out. A Notice of Inspection should be sent to you at least ten days prior to the inspection. If possible, try to be present for your inspection. If you are unable to be there for the inspection, take time-stamped pictures of the entire property after you have removed all your belongings. Save these pictures to confirm any damage after the landlord completes the final inspection.

As a tenant, you should know your rights regarding your security deposit:

- A landlord cannot charge a security deposit that exceeds the amount of a full month's rent.
- All security deposits must be deposited by the landlord into an interest-bearing escrow account and held in a trust in a financial institution in DC.
- A landlord can use a security deposit to cover repair expenses for damage to the property caused by the tenant or the tenant's guests.
- A landlord cannot use a security deposit for damage caused by normal wear and tear.
- A landlord has 45 days to either return the deposit or notify you by certified mail of plans to withhold some or all the deposit.
- If you do not receive your security deposit, you must first submit a demand letter by certified mail to your landlord requesting the return of your security deposit. If the landlord continues to improperly withhold your security deposit, you may have to bring legal action against the landlord.

RENTERS' INSURANCE

Your landlord's insurance policy does not cover any of your personal belongings. We recommend that all renters purchase some form of renters' insurance. Renters' insurance can protect your personal property in the event of theft or damage. Also note it is relatively inexpensive—just dollars a month.

Check with your parents or legal guardian to find out whether you are covered under their insurance policy. Students are typically covered under their parents' policies when living in on-campus housing, but they are typically not covered when renting privately-owned property off campus.

Speak with an insurance agent to understand the array of policies and coverage options. Normal coverage may include fire, lightning, windstorm, explosion, vehicles, smoke damage, water damage from plumbing, and theft. Floods, normal wear and tear, and earthquakes may not be covered.



SAFETY AND SECURITY

AMERICAN UNIVERSITY POLICE DEPARTMENT (AUPD)

[AUPD](#) is present 24 hours a day, seven days a week to support and respond to safety and security needs on the campus. As an off-campus student, you can request AUPD assistance by contacting the Metropolitan Police Department (MPD) or other law enforcement for off-campus crimes or safety concerns.

AUPD officers are commissioned in Washington, DC, and have full law enforcement authority on all AU-owned-and-leased property. AUPD officers are required by law to attend The Consortium of Universities of the Washington Metropolitan Area's Campus Public Safety Institute Police Academy.

AUPD officers respond to all police, fire, and medical incidents on campus with the assistance of university police dispatchers. AUPD uses the Crisis Intervention Response model when responding to individuals that may be experiencing a crisis.

You can contact the AUPD at 202-885-2527 for non-emergency needs or 202-885-3636 for emergencies.

AUPD offers several services and programs to the university community including AU Alerts, police escorts, self-defense classes and the Rave Guardian App and SafeRide to Campus program described in more detail below:

- **Rave Guardian App:** Be sure to download the Rave Guardian app (available on the Apple App Store or Google Play) to transform your phone into a personal safety device. The Rave app helps students find contact information for emergency help. The app discreetly contacts the AUPD via a panic button that transmits your location, and a safety timer notifies your selected guardians and AUPD when the button is not deactivated. You can also send anonymous crime tips to AU Police through the app.
- **SafeRide Back to Campus Program:** The goal of AUPD's SafeRide Back to Campus Program is to get you out of a potentially dangerous situation by calling AUPD directly on your phone or through the Rave App. AUPD will then call a LYFT driver to pick you up and bring you directly to AUPD, which will pay for the cab and place the charge on your student account, ensuring that you can always return safely to campus—even without money to immediately pay for the ride. This program allows AUPD to be aware of what happened, which could be a potentially dangerous situation, and AUPD can follow up with the appropriate support and a ride home, if you need it.

HOME SAFETY

Keep your home and yourself safe by ensuring your landlord has installed working locks on all doors and windows in your residence and making it a common expectation among your roommates that your home remains secured when no one is home.

An important part of building a community of care is to help with reporting anything you see as suspicious. Remember the phrase, "If you see something, say something." Be familiar with those who live near you, pay attention to common vehicles, and alert neighbors if you see any suspicious activity in or near their properties during the day when you may be home and they may be at work. Call 911 if you suspect the police need to be involved.



Here are some tips to keep you safe when you are at home:

- Always lock the doors to your house.
- Contact your landlord immediately if you have concerns about the security of your house. The landlord is required to provide effective locks for your residence.
- Leave an exterior light on at night.
- Keep your valuables out of sight to discourage theft.
- Record information about your electronics including the make, model, and any serial numbers in the event they are stolen or missing.
- Do not go in, but call 911 and wait for police if you come home and see an open door or broken window.
- Ask your landlord for a security camera covered fully by the city through DC's [Private Security Camera Rebate Program](#).

FIRE SECURITY

Take these fire safety actions immediately when you move in, and be sure you check them regularly:

- Avoid using extension cords whenever possible.
- Do not overload electrical outlets.
- Keep combustible materials like curtains, sheets, and rugs away from appliances that may heat up or have open flames.
- Make sure piles of paper and trash are kept tidy and away from wires and heating appliances.
- Do not leave cooking food unattended and have a fire extinguisher accessible in your kitchen. Cooking food left unattended may activate the smoke detector, which will alert the rest of your building or house to evacuate the premises.
- Be careful when smoking inside your home.
- Ensure fire extinguishers are in optimal working condition and accessible.
- Check your smoke detectors.
- Make an evacuation plan and an alternate evacuation plan in the event of a fire or a gas leak. Discuss a meet-up location in case of an emergency. Make sure you have a fire escape ladder in all upper-level rooms.





LIVING IN YOUR NEIGHBORHOOD

YOU AND YOUR NEW RESIDENTIAL COMMUNITY

One of the most important aspects of living off campus is understanding that you are now a part of a residential community. There are additional expectations and responsibilities that come with living in neighborhoods such as Spring Valley, Wesley Heights, Tenleytown, Fort Gaines, AU Park, Cleveland Park, and Palisades.

To ensure that you are welcomed and able to successfully engage with your neighbors, it is important that you know, understand, and abide by DC ordinances established by the local government, any homeowner or condominium or tenant association regulations, and AU policies that may apply to off-campus behavior.

As a student, you will find yourself among a diverse population of families with children, working professionals, elderly residents, and new homeowners whose lifestyle and investment in their properties and neighborhood is likely based on a much more long-term vision of what type of community they have chosen to live in. While you may be living in the area around the AU campus for one, two, or three years, please keep in mind that the residents and families who live in these areas have invested their livelihoods here. They want to be able to enjoy their homes and property year-round in a safe and friendly manner.

BEING A GOOD NEIGHBOR

Nothing will influence your quality of life as an off-campus student more than being a good neighbor. To that end, we highlight ways for you to develop positive relationships with your neighbors as it is an important aspect of building a community of care.

You only get one chance to make a first impression. So, introduce yourself or have your roommate group introduce yourselves together. By introducing yourself, you increase your own social and professional network. It makes the neighbors feel more comfortable and allows you to make a good first impression. When introducing yourselves to neighbors, it is important to share the best way to contact each other. Sharing phone numbers and/or email addresses can create an open line of communication.

Periodically, look for opportunities to perform random acts of kindness...pull neighbors' garbage bins back toward their houses, toss newspapers closer to their doors, pick up trash on the sidewalk when you see it, offer to help with yardwork. Small favors don't go unnoticed.

If you establish a relationship early on, it can help in creating trust and respect among you. Showing respect towards your neighbors goes a long way in strengthening that relationship. You don't have to be best friends, but it's critical to show and treat your neighbors the same way you would like to be treated. It's much easier when there is a conflict to talk it through if you know each other's names and have had some positive interactions.



HOSTING SOCIAL EVENTS

Social events off campus can help or hinder your off campus living experience. As humans, we are social in nature. However, having social events with excessive or frequent noise can lead to serious consequences, especially as a DC resident. Some of those consequences can be DC citations and lead to AU consequences as a violation of the [Student Conduct Code](#).

Inviting your neighbors to your events, such as barbecues and cookouts, is one of the great ways to build positive relationships with your neighbors. Interacting with your neighbors in environments like these provides a space for you both to get to know each other more and build on the relationships you have established.

DC Noise Laws

American University encourages neighbors to contact the MPD when noise is disrupting them, particularly in the late-night hours. No neighbor wants to knock on a student house door to ask that you and your guests lower the noise level, and they do not want to wait until the next day to address it with you directly. The reality is neighbors want the noise to stop so they, and perhaps their children, can sleep or otherwise enjoy their homes.

MPD will be the first to answer and to arrive on scene but may invite AUPD to come to the scene to assist in identifying students. AUPD can capture additional information as it relates to students involved in the situation including their AU ID, and student contact info.

Good Neighbor Tips

- Be friendly and introduce yourself to your neighbor. Start with a smile and a hello. Offer to exchange contact information. Open lines of communication make it easier to address small concerns before they become big issues.
- Be conscious of your noise levels, especially during early and late hours and in warm weather with open windows. Notify your neighbor before a gathering and ask them to advise you if you are too loud. This shows respect and builds trust. Remember, excessive noise is a violation of DC law and the AU [Student Conduct Code](#).
- Be clean. Keep the porch/stoop, lobby, hallway, laundry, and common spaces clean and free of trash and clutter. Maintaining your yard, tree boxes, weeds, and snow removal is common among all who live in the neighborhood.
- Treat your neighbors and their children with respect. Watch your words and behavior; they will appreciate it.
- Watch out for safety in your community. Keep your house or building safe by keeping doors shut and locked. If you observe any suspicious activity in your neighborhood, report it to the MPD at 911.

Social events at your home or activity on the street with excessive noise can lead to serious consequences within the District of Columbia and could be potential violations of the [Student Conduct Code](#).

You need to be aware of two noise laws. One sets noise levels at the property line of your residence with different levels acceptable during the day and the night. These levels, for example, would apply to a party in your backyard in the afternoon. The other designates unreasonably loud noise after 10 p.m. as disorderly conduct, a criminal offense in DC.

When hosting social events off campus please consider:

- Social events with excessive noise can lead to serious consequences through the MPD as well as student conduct action through the university.
- If the police are called to your home because of excessive noise, they are likely to first ask you to reduce the level of the noise—and keep it reduced. Non-compliance is potentially subject to a fine of up to \$500 and/or jail time up to 90 days.

DC Alcohol and Marijuana Laws

Per the [Good Neighbor Guidelines](#), alcohol and marijuana policies and ordinances are enforced, whether you are on or off campus.

Regarding alcohol, it is unlawful in DC:

- to possess or consume alcohol under the age of 21;
- to provide alcohol to anyone under the age of 21;
- to possess an open alcohol container in public spaces (sidewalks, streets, alleyways, parking lots, etc.).

You must be 21 years old to possess or consume alcohol. It is unlawful and against university policy to sell or provide alcohol to anyone under the age of 21. It is also unlawful and in violation of university policy to consume alcohol in any public spaces including sidewalks, streets, alleyways, and parking lots.

Violations of these laws is also a potential violation of the [Student Conduct Code](#).

Regarding marijuana, it is unlawful in DC:

- to possess marijuana under the age of 21;
- to smoke, eat, or drink marijuana in any public space;
- to sell any amount of marijuana to another person;
- to possess more than two ounces of marijuana.

Though marijuana has been decriminalized in DC, it is not permitted on campus. However, marijuana is still illegal for anyone under the age of 21 to consume or possess. Smoking, eating, drinking, holding, or carrying a lighted roll of paper or other lighted smoking equipment filled with marijuana in any public space is unlawful. This includes parks, roadways, and other public areas. Violation of these laws is also a potential violation of the [Student Conduct Code](#).



PARKING AND TRANSPORTATION

In accordance with Washington, DC, regulations and AU's [Good Neighbor Policy \(Parking\)](#), all members of the university community—including students, faculty, staff, visitors, and guests—are required to do one of the following while attending class, working, or visiting AU-owned property:

- Park on campus and obtain an AU parking permit.
- Purchase hourly/daily parking using the pay-as-you-go machines.
- Use public transportation.
- Park at your off-campus residence with appropriate permits.

Compliance with the [Good Neighbor Policy](#) is a condition of enrollment and/or employment at American University. Contact the Office of Parking and Commuter Services at parking@american.edu with questions.

PARKING AT YOUR RESIDENCE

Be mindful of how multiple vehicles parked at your residence impact those living around you. If you do have a car at your local address, you'll need either a [residential parking permit](#) if your car is registered in DC or a [reciprocity sticker](#) if your car is registered in another state. Students living in certain areas are not permitted to receive reciprocity parking permits, so we encourage these students to read up on DC Department of Motor Vehicle [permit requirements and restrictions](#). In addition to registering your vehicle with the DC Department of Motor Vehicles, as a student, you must also register with [AU Parking and Commuter Services](#).

You should note that even if you obtain a residential parking permit or reciprocity sticker, you still must follow AU's Good Neighbor Policy [parking guidelines](#). All AU community members must still park on campus when visiting AU-owned property, regardless of DC parking permit status. Failure to abide by the guidelines could result in fines and disciplinary action; students with outstanding unpaid or uncontested violations could be prohibited from registration, receipt of grades, and graduation. Read the American University [parking policy](#) for further details.

In addition to registering your vehicle with the DC Department of Motor Vehicles, as a student, you must also register with [AU Parking and Commuter Services](#).

TRANSPORTATION OPTIONS

Jumping in your car is one way to travel to campus, but there are plenty of other options that you might find more convenient and sustainable.

Bikes and Scooters

Bikes and scooters are a convenient way to get around, especially for off-campus transportation. When traveling with bikes or scooters, be careful to watch for pedestrians on sidewalks, crosswalks, and obey traffic laws appropriately.

Remember, pedestrians on sidewalks and crosswalks have the right of way. When finished, always park the bike or scooter upright and in designated parking areas. On campus, these zones are contiguous with any outdoor bike racks. Specific locations are viewable within each dockless provider's app. Do not block any driveways or transit ways, and park the bike or scooter away from vehicles and away from plants or trees. Do not park dockless vehicles on the sidewalk or near sidewalk ramps, where they can pose tripping hazards and hinder persons with disabilities. You might want to take the time to consider if [owning a bike and riding it to campus is for you](#), or if you may want to use [Capital Bikeshare or DC's dockless and scooter providers](#).



Metrorail, Metrobus, and U-Pass

AU's [U-Pass](#) program with the Washington Metropolitan Area Transit Authority provides for a flat fee unlimited rides throughout the semester on Metrorail and Metrobus (including express and airport shuttle buses) for all full-time undergraduate, graduate, and law students for trips to school, work, internships, cultural events, and entertainment.

The mandatory student fee appears on students' bills. The fee is not assessed for all full-time distance (online) learning, MetroAccess-eligible, or study-abroad students for the semester they are abroad. For students with financial aid, the fee is included in the cost of attendance with estimated cost of transportation adjusted to account for this program.

Students use a personal SmarTrip card linked to a unique serial number they pick up at the beginning of the semester on Main Campus and at the Washington College of Law. The Office of Parking and Commuter Services handles reports of lost or stolen cards, replacement requests, and late pickups.

AU Shuttle

[AU Shuttle Services](#) runs free buses between Main Campus, the Washington College of Law, the Spring Valley Building, and Tenleytown for AU community members and neighbors. Please email shuttle@american.edu if you have questions or comments about the shuttle.

MAINTAINING YOUR HOME

KNOW YOUR RESPONSIBILITIES

Necessary maintenance and upkeep of your property will be quite different depending on where you live. If you are living in a house, you are likely responsible for the upkeep of your property in and around your house. This maintenance could include mowing the grass, maintaining the gardens, weeds, and/or painting. Keep your backyard and porches clear of debris, old furniture, and trash.

Inside the house, you are responsible for the upkeep of basic appliances such as cleaning stoves, washers and dryers, and your refrigerator. Your lease may include any specific information about maintaining indoor spaces, so contact your landlord if you have questions or concerns.

In an apartment or complex, your property manager will maintain the grounds and surrounding areas. Additionally, most upkeep of your apartment is included, and you should contact your building's property manager right away to fix anything that may be broken. While living in an apartment complex, your community may have specific rules and guidelines to follow, whether it be modified quiet hours, smoking policies, or trash disposal rules, among other things.

Most importantly, regardless of where you live, you should read your lease. Your lease may contain important information regarding basic maintenance and upkeep of your home and the responsibilities of both you and your landlord. For example, if you are responsible for mowing the grass, then you should determine how you will mow it because excessively long grass is subject to a fine in DC.





TRASH AND RECYCLING

Trash and recycling collection procedures differ depending on if you live in a house or an apartment complex. The [DC Department of Public Works \(DPW\)](#) collects trash from single-family residences and residential buildings with three or fewer living units.

If you are living in a house, you will be responsible for putting your trash and recycling on the curb for the city-sponsored trash collectors to pick up. DC has specific pickup and drop-off times. Check the DC Department of Public Works website to [verify your collection day\(s\)](#) and check the [holiday pickup schedule](#). Make sure your trash bins have secure lids and are not overflowing. You can email dpw@dc.gov with any questions.

If you live in an apartment complex, your trash will be collected through an apartment-sponsored program. Most apartment complexes have trash chutes or centralized trash disposal locations where you place your trash and recyclables.

Bulk Trash

By appointment, DPW collects from residential households that receive DPW trash collection large, bulky items—like furniture and appliances—that cannot be picked up on a normal trash day. (Bulk trash is not a large quantity of bagged trash or loose items.) Learn more about [bulk trash collection](#) on the DPW webpage. Those who live in apartment complexes should contact their landlords to see what arrangements might be made as the city's bulk trash collection services are unavailable for commercial properties that contain more than three units.

Zero Waste DC

With the District of Columbia's goal of diverting 80 percent of the city's waste by 2032, DPW has expanded its list of recyclable items. Typical items that can be recycled are paper, plastic, cardboard, metal, glass, cartons, paper and plastic lids, and to-go containers. Styrofoam and foam packing are not recyclable. Find out what can be recycled at zerowaste.dc.gov.

SNOW REMOVAL

If you are residing in a house, you will be responsible for clearing pathways, sidewalks, and stairs around your property after a snow or ice storm. [DC law](#) states you must remove snow and ice from walkways within the first eight hours of daylight after a storm ends. If the snow is not removed within the first 24 hours after the storm ends, you may be issued a fine from the city. Sidewalks and pathways should be clearly visible and easily accessible. Help your elderly neighbors out with snow removal around their properties. They will appreciate it and be friendly to you in return.



RESOURCES

As you can see, living on your own in an off-campus house or apartment comes with different challenges and opportunities. Luckily, there are multiple agencies and resources within the university and DC to help support your efforts.

AMERICAN UNIVERSITY

Within the university, we strike a balance between first, working to ensure your health and safety and providing you with the information to support your efforts and, second, addressing issues that fall outside of the lines of university expectations, endangering your success and negatively impacting those living around you.

Each of these offices/departments at AU are available to assist you in making your off-campus living experience a positive one, so don't hesitate to reach out and speak with them:

- [The American University Police Department](#) is present 24 hours a day, seven days a week to support and respond to safety and security needs on the campus. As an off-campus student, they can also assist you in contacting MPD or other law enforcement for off-campus crimes or safety concerns.
- [The Division of Student Affairs](#) covers many offices and departments related to your experience outside of the classroom, which can include the [Health Center](#), [Center for Well-Being Programs and Psychological Services](#), [Center for Student Belonging](#), [Center for Leadership & Community Engagement](#), [Center for Student Involvement](#), and many others. These offices offer a wide range of resources to help you succeed in different aspects of being a student.
- [Community Relations](#) works in tandem with other university offices, but its primary focus is on maintaining positive relationships with the university's neighbors. This office has frequent meetings with many stakeholders within the community as well as AU staff. These meetings cover topics such as partnering on programs and content to help build relationships with students and community members.
- [Office of the Dean of Students](#) provides support for you when it comes to your experiences outside, and sometimes inside, the college classroom. This support may also include your experience off-campus. Office of the Dean of Students staff have regular meetings with residents of the community and provide opportunities for students to schedule one on one appointments with individual staff members.
- [Office of Student Accountability and Restorative Practices](#) not only responds to allegations of misconduct, but is available to meet with you to discuss risk management strategies, provide education to organization or group houses, or help you resolve conflicts that may arise during your off-campus experience.



DISTRICT OF COLUMBIA

As an off-campus student, you have many other resources at your disposal, and we would like to highlight a few of the DC resources here:

- [Advisory Neighborhood Commissions \(ANC\)](#) are non-partisan, neighborhood bodies made up of locally elected representatives called advisory neighborhood commissioners. The commissioners are their neighborhood's official voice in advising the DC government on issues affecting their neighborhoods. The neighborhoods closest to the AU campus are within the [ANC 3A](#), [ANC 3D](#) and [ANC 3E](#) boundaries. Find out which ANC covers your neighborhood with the [ANC Finder](#).
- [DC City Services](#), also known as 3-1-1, is a toll-free number and [online portal](#) to request assistance with city services and information for residents. Some of the things you can call them for are to report a missed trash pickup, schedule a bulk trash pickup if you have a lot of things to give away, and report any city repairs like streetlamps, potholes, etc. An online request system is available.
- [The Department of Buildings](#) (1100 4th Street SW, dob@dc.gov, 202-442-4400) protects the health, safety, and quality of life of DC residents by ensuring that houses and buildings follow the DC Housing Code. The department helps you understand the regulations around maintaining a healthy and safe living environment within your property or residence, specifically regarding code compliance and inspections.
- [Department of Health](#) (899 North Capitol Street NE, doh@dc.gov, 202-442-5955) is concerned with the health and safety of all DC residents and conducts inspections of homes regarding air quality, mold, and vermin infestations.
- [Office of the Tenant Advocate](#) (2000 14th Street NW, Suite 300; 202-719-6560) provides support for residents regarding their leases or landlords. This office also teaches you about your rights and responsibilities as a tenant within the community. It can be super helpful for you as a student if you are having issues with understanding your lease or need free legal advice with your landlord or property.



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