Laundry Service Change FAQ

General Information

Q: What's changing with the laundry service?

A: All residential laundry facilities have been upgraded with brand new washers and dryers, including accessible machines in each laundry room. We have also switched to a new external vendor who will maintain the machines and respond to service calls.

Q: Why did you switch vendors?

A: As part of a normal upgrade process, Goucher sought out and evaluated providers for campus laundry services who could provide the highest quality machines, improved service and maintenance support, and additional features to improve the student laundry experience.

Q: What is the Clothesline app?

A: Clothesline is a mobile app that allows you to monitor machine availability across campus, receive notifications when your cycles are complete, and log service requests.

Payment and Credits

Q: How much laundry credit do I receive each semester?

A: Residential students receive $48.00 in laundry credits each semester, which covers 16 wash and dry cycles (approximately one load per week).

Q: Is this $48 credit included in my housing rate?

A: This credit is provided as amenity for all residential students, ensuring that all residential students have equitable access to a consistent level of laundry service. Every residential student is allocated this initial deposit of $48.00 to use on laundry for the semester.

Q: What happens if I use all my $48.00 credit before the semester ends?

A: Additional cycles can be purchased at $1.50 each using Gopher Bucks or a credit card. You can add funds to your laundry account through the OneCard system.

Q: What is the plan for J-term residents?

A: J-term residents will also receive a credit.

Q: What if I don't have a credit card or additional funds for extra cycles?

A: Payment methods, such as Apple Pay and Google Pay, are accepted at the machine. Also, you can transfer existing credit balances from your student account to your OneCard by emailing billing@goucher.edu.

Q: What is the one-time $15 credit for?

A: This covers five additional wash and dry cycles to help you transition smoothly to the new system. This is for Fall 2025 only.

Technical and Access Questions

Q: What if I don't have a smartphone to use the Clothesline app?

A: The Clothesline app can be accessed with any iOS mobile or android mobile device. Students without a mobile device can still use the machines by paying directly at the machine using their OneCard, Gopher Bucks, or credit card.

Q: How do I add funds to my laundry account?

A: You can:

- Add Gopher Bucks to your OneCard and transfer funds to your laundry account at onecard.goucher.edu
- Pay directly at machines using credit cards
- Transfer credit balances from your student account by emailing billing@goucher.edu

Q: Where can I find instructions for using the new system?

- Clothesline app instructions: [FMB Clothesline Video - YouTube](https://youtube.com)
- Adding Gopher Bucks instructions: [Adding to Your Gopher Bucks | Goucher College](https://goucher.edu)
- Download the app from your device's App Store (Links below)

Google Play

Apple

Support and Service

Q: What if a machine breaks or doesn't work properly?

A: You can log service requests directly through the Clothesline app, contact service@fmblaundry.com or call 1-800-832-6193.

Q: Who do I contact if I have questions or concerns about the laundry service?

- Technical app issues: service@fmblaundry.com
- Machine service issues: service@fmblaundry.com
- General concerns: fixit@goucher.edu

Q: What if I'm an international student or exchange student with different payment needs?

A: International and exchange students can use the same process.

Accessibility

Q: Are there accessible machines available?

A: Yes, each laundry room now includes accessible washers and dryers.

Q: What accessibility features does the Clothesline app have?

A: For information about app accessibility features, please contact service@fmblaundry.com or check the app's accessibility settings.

Timeline

Q: When will these changes take effect?

A: The new system is *active* for the current semester. The machines will begin charging on August 22. Your $48 semester credit and one-time $15 transition credit will be available on your OneCard once your housing selection has been billed on your student account. Any holds on your student account could delay the setup of these accounts.

Q: When do my semester credits expire?

A: Semester credits expire at the **end of Spring Semester 2026**.

For additional questions not covered in this FAQ, please contact laundry@goucher.edu.