



# Terengganu Campus Accommodation Handbook

Student Affairs: 609 - 628 1880



[www.ucsiuniversity.edu.my](http://www.ucsiuniversity.edu.my)



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# 1. Accommodation Application



- 1.1. It is the responsibility of the applicants to submit their application form for accommodation at least three (3) weeks in advance to the Residential Hall Office (RHO) before the commencement of a new semester to ensure their place at the Residential Hall.
- 1.2. The Accommodation Service Unit (ASU) will only reserve a place for a student once we receive a completed Accommodation Application Form together with a receipt of a non-refundable booking fee of RM500 (obtained from the Finance Office upon registration).
- 1.3. Bookings will be accepted on a first-come, first-served basis. Payment of booking fee does not guarantee a place at the Residential Hall. In the event that the University is unable to secure a place for a student, the student's booking fee shall be refunded in full.
- 1.4. All rooms at the Residential Hall are rented out on a twin-sharing basis.
- 1.5. Students may apply for either an air-conditioned or a non-air-conditioned room.
- 1.6. Full payment of the semester's rental must be made upon checking in at the Residential Hall.
- 1.7. Once the rental is paid, booking fee will then be converted to a refundable deposit.
- 1.8. Should a student checks-in after the commencement of semester orientation, the student is still required to pay a full semester rental for his/her accommodation placement.
- 1.9. Should a student is a "No Show" for his/her accommodation placement within for (4) weeks from the start date of the tenancy agreement, the ASU reserve the rights to forfeit the student's booking fee.

## 2. Tenancy & Rental Fees

### 2.1 Tenancy

- 2.1.1 Tenancy period is determined by the duration of each semester, consistent with the academic calendar for the programme enrolled by residents.
- 2.1.2 All residents need to be aware of the start date and end date of their tenancy period during their stay at the Residential Hall.



- 2.1.3 Should a resident checks in before the tenancy commencement date, he/she is required to pay an extra rental amount, which will be charged on a pro-rated basis for each day based on the number of days a student resides in the Residential Hall.
- 2.1.4 Should a resident checks out later than the tenancy check-out date, he/she is required to pay an extra rental amount, which will be charged based on the extension rate; (late check- out with permission from the Accommodation Officer) or overstay rate; (late check-out without permission from the Accommodation Officer).

## **2.2 Rental fees, Booking fees & Deposits**

- 2.2.1 An advanced non-refundable booking fee of RM500 is required to reserve a room at the Residential Hall. This booking fee will be converted to a refundable deposit upon full payment of the semester's rental.
- 2.2.2 All residents are required to pay one (1) semester rental (please refer to the latest established rates) upon checking in to the Residential Hall. The semester rental will be charged based on the applied tenancy period according to their programme intake.

# **3. Check-In & Check-Out**



## **3.1 Checking In**

- 3.1.1 All students may check-in at the Residential Hall ONE DAY before the commencement of their respective semester orientation or on the start of the tenancy date; free of charge.
- 3.1.2 Check in time is as follows:  
From Sunday to Thursday : 8.30 am to 6.00 pm  
For other times including Fridays, Public Holidays or any other time outside the time frame given above, students will have to inform the Accommodation Officer one (1) week in advance for arrangements
- 3.1.3 Upon successful check-in, students are required to make a full semester rental payment within the third week of the semester.



### **3.2 Checking Out**

- 3.2.1 Residents are required to inform the Accommodation Officer of his/her intended check-out date from the Residential Hall by submitting the Renewal/Termination Form before the end of his/her tenancy period.
- 3.2.2 During check-out, residents are expected to move all of his/her belongings from the room and return the keys to the Accommodation Officer. Residents are also required to complete the Check-Out Acknowledgement Form and Check-Out Refund Notice Form to complete the Check-Out process.
- 3.2.3 Upon completing the check-out process, residents may collect his/her deposit refund from the Finance Office - within one (1) month from the check-out date.
- 3.2.4 Failure to return the keys and to complete the check-out process within the stipulated time frame will result in additional charges. These include replacement charges for the keys and overstay rate charges (should you fail to check-out by the end of the tenancy date).
- 3.2.5 In the event that the student does not check-out within two (2) weeks after the tenancy period ends, the Accommodation Officer reserve the rights to complete the check-out process on the residents' behalf with predetermined deductions (for keys and overstay charges)
- 3.2.6 If there are still belongings in the room; the Accommodation Officer reserve the rights to remove them without prior notification.

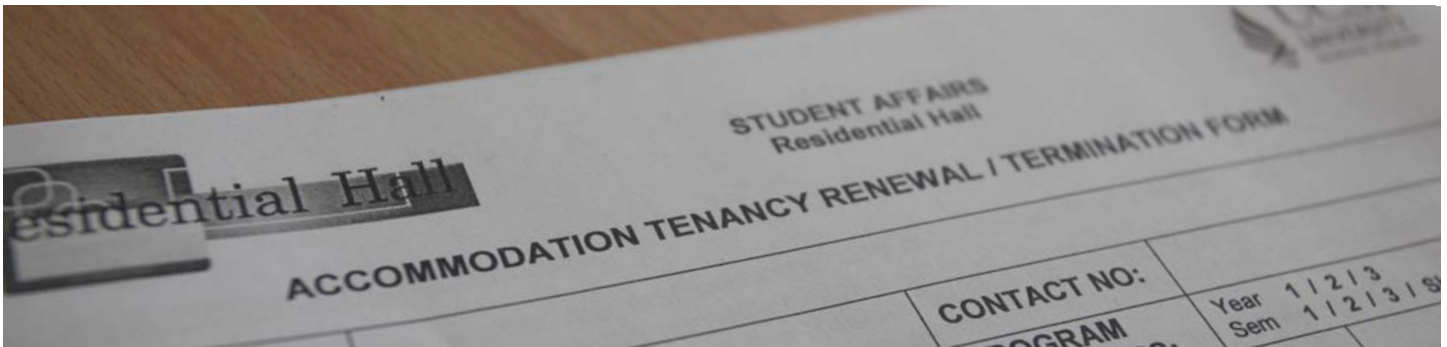
## **4. Tenancy Renewal (for returning students)**

- 4.1 Tenancy renewal is possible, subject to room's availability. However, priority will be given to new students from the incoming semester intake.
- 4.2 Application for renewal/termination of tenancy can be done by submitting the completed Renewal/Termination Form to the Accommodation Officer before the deadline of the renewal period.
- 4.3 Submission of forms after the deadline will not be entertained under any circumstances.
- 4.4 Failure to submit the Tenancy Renewal/Termination Form within the renewal period will result in the AUTO-TERMINATION of the resident's (hostel) tenancy for the next semester. next Residents are required to Check-Out from the room by the end of the tenancy contract period.



- 4.5 Renewal status and list of approvals will be published within one (1) to two (2) weeks after the end of tenancy contract renewal period. Residents are to check whether their application has been approved by going through the lists posted on the notice boards and prominent areas around the Residential Hall premises.
- 4.7 Residents may appeal if they are not satisfied with the renewal status within the stated period. However, the final decision lies with ASU.
- 4.8 Residents are not allowed to change their renewal / termination application after the renewal period/renewal status has been published. The request stated on the form is final.
- 4.9 If residents decide to cancel his / her renewal application request (once renewal application has been approved); his / her refundable deposit shall be forfeited. If advanced rental has been paid, it shall be refunded in full provided that it is supported with a written request from the resident.
- 4.10 For tenancy renewal, the respective semester's rental amount must be paid no later than the first day of the new semester.
- 4.11 If a resident has already paid the next semester's rental in advance but has decided to terminate his / her tenancy for the next semester, the rental fee shall be refunded in full upon successful completion of the check-out process.
- 4.12 The excess rental refund should be accompanied with a written request from the resident and should be attached together with the check-out refund notice. This refund will be processed together with the refund for hostel deposit. The resident may also request to have the excess rental and/or refundable deposit to be converted into his / her tuition fees for the next semester. The resident will need to indicate this on the check-out refund notice together with a written request to the Accommodation Office.

## 5. Cancellations, Withdrawals, Termination of Tenancy, Refunds of Rental Deposit



- 5.1 If a student wishes to cancel his / her accommodation application before the start of a new semester or before he / she checks in to the Residential Hall, only the full semester rental (that has been paid) will be refunded. The booking fee of RM500 will be forfeited.
- 5.2 The booking fee of RM500 will not be refunded if the student cancels his / her accommodation application prior to commencement of the semester period.
- 5.3 If a resident decides to withdraw his / her accommodation application before the end of the semester, only the remaining uncharged rental fee (pro-rated accordingly) will be refunded. The booking fee deposit of RM500 will be forfeited. The uncharged rental fee will be calculated based on the semester's total rent cost (pro-rate by the number of days stayed).
- 5.4 If a resident withdraws from his / her accommodation within the last 14 days of the semester, it will be considered an early check-out from his / her accommodation placement. In such cases, he/she shall be entitled to a deposit refund (as per clause 5.7).
- 5.5 If a resident does not report or check-in at the Residential Hall within one (1) month from the starting date of the tenancy period, his / her booking fee will be forfeited. His / her accommodation rental fee will only be refunded upon written request to the Residential Hall.
- 5.6 Residents who have been expelled from the Residential Hall for violating the Residential Hall's Rules & Regulations will not be entitled to a booking fee refund. The balance of their paid rental and their deposits shall also be forfeited.
- 5.7 The deposit shall only be refunded if the student decide not to renew his / her tenancy after his / her stay at the Residential Hall (except for clauses 5.1, 5.2, 5.3, 5.5 & 5.6), and provided that the facilities and amenities of the relevant Residential Hall unit has been kept in an "acceptable" condition after he / she has completed the check-out process. The Student Residence and Housing Committee shall decide at its discretion, what is considered as "acceptable".
- 5.8 In the event that there are damages to the properties of the University, the resident's deposit shall be used to cover the repair cost of restoring the said property to its original state.
- 5.9 In the event that the deposit is insufficient to cover the cost of such repairs, the resident will be held liable for the balance cost of repairs.





A table illustrating summarised information on the Booking Fees, Accommodation Rental & Refundable Deposits has been set out below:

Situation	Booking Fees	Rental	Refundable Deposit
Cancelled accommodation application (before the tenancy starting date – only applicable to registered students)	Forfeited	Refunded if the deposit is fully paid	Nil
Withdrawal from accommodation placement (before tenancy period ends)	Nil	Remaining uncharged rental fee will be refunded	Forfeited
Did not check in (within one (1) month from the tenancy starting date)	Forfeited	Will be refunded upon written request	Nil
Check-out on the end date of the tenancy (has completed check-out)	Nil	Nil	Refunded <sup>1</sup>
Failure to perform check-out process (two (2) weeks after the end date of the tenancy)	Nil	Nil	Partially Refunded <sup>3</sup>
Cancelled application renewal (when renewal has already been approved)	Nil	Will be refunded upon written request, if advance has been paid <sup>2</sup>	Forfeited
Termination is approved with advance rental paid	Nil	Will be refunded upon written request	Refunded

<sup>1</sup> Terms and conditions apply– (refer to section 5)

<sup>2</sup> Refer to section 4

<sup>3</sup> With deduction of key replacement and overstay charges



## 6. Temporary Accommodation for Students & Guests



### 6.1 Temporary Accommodation for Students

- 6.1.1 Temporary accommodation is available for all registered UCSI University students, subject to availability.
- 6.1.2 All temporary residents are required to abide by all rules and regulations of the Residential Hall during their stay.
- 6.1.3 Students who have newly arrived at the University without prior booking of accommodation but would like to temporarily stay at the Residential Hall will be charged a daily rate. Subsequently, students are required to sign up as a tenant or move out from the Residential Hall.
- 6.1.4 **Daily Rate**
  - 6.1.4.1 Daily rate charges apply to existing UCSI University students only.
  - 6.1.4.2 An advance payment for the requested number of days in the Residential Hall must be made prior to checking in at the Residential Hall.
  - 6.1.4.3 A daily rate is charged based on the number of days a student resides in the Residential Hall.

### 6.2 Temporary Accommodation for Guests

- 6.2.1 Temporary accommodation is also available for UCSI University staff, internal guests (i.e. staff and associates from UCSI sister companies, branch campuses and agents) and external guests (i.e. parents and relatives of students, camp participants, workshops, seminars, outings, trips and etc.).
- 6.2.2 Guests are required to abide by all rules and regulations of the Residential Hall during their stay.

### 6.2.3 Residential Hall Guest Units

6.2.3.1 Guests will be occupying at the Residential Hall Apartments.

6.2.3.2 If the Residential Hall Apartments are fully occupied, guests shall stay at the Residential Hall hostel units. They might may also be placed temporarily with an existing student.

6.2.3.3 Rental fee for internal guests shall be charged to the respective Department / Organisation.

### 6.2.4 Guest Accommodation Application

6.2.4.1 The application form must be submitted 2 weeks prior to the guests' arrival.

6.2.4.2 The staff in charge or student liaising with the guests is responsible for the guests' application for accommodation.

6.2.4.3 The application is subject to availability of the Residential Apartments, and approval from the Student Affairs & Alumni, Terengganu Campus.

## 7. Room Assignment & Reshuffling

7.1 International students are paired in rooms with a local or a student from another country. This will be mutually beneficial as both students are encourage to adapt to other cultures with the help of his / her roommate. Simultaneously, this enables both parties to learn more about various cultures from those familiar to them. International students will be paired with local students or international students from a different background. This also promotes diversity. and at the same time enable these students to learn other cultures other than their own.

7.2 Students may request for a certain room or a particular roommate to be assigned to them. However, the final decision lies with ASU, guided by the rules and regulations of the Residential Hall.



- 7.3 The ASU reserves the right to reshuffle students into different rooms within the first three (3) weeks of the new semester.
- 7.4 Room re-assignment requested by residents shall only be considered after the third week of the semester, subject to approval by the ASU.
- 7.5 A student is granted no more than one (1) re-assignment of rooms per semester.
- 7.6 Residents are not allowed to change rooms on their own without prior approval from the Accommodation Officer. If this is discovered, disciplinary actions shall be taken accordingly.
- 7.7 Room re-assignments or room transfer applications will not be charged if the transfer is within the hostel premise.

## 8. Maintenance



- 8.1 All complaints pertaining to accommodation maintenance should be directed to the Accommodation Officer.
- 8.2 Residents are required to allow the University maintenance personnel to enter their rooms for maintenance purposes. Such maintenance exercises must be approved by the ASU staff. Residents have the right to request for proof of such permission that has been granted to the maintenance staff.

## 9. Periodic Inspections

- 9.1 The Accommodation Officer and the Residence Hall Warden (or duly authorised Student Affairs & Alumni, Terengganu Campus staff) may conduct periodic inspections of the premises to ensure that the residents abide by the rules. These inspections are not limited to office hours only. From time to time, room inspections may be conducted after office hours without prior notification to the residents.
- 9.2 For the residents' well-being, residents should adhere to the instructions given by the Accommodation Officer and the Residence Hall Warden (or duly authorised Student Affairs & Alumni) at all times. Refusal to comply with instructions given by the staff members is a serious violation and strict disciplinary action shall be meted out with such behaviour.



- 9.3 The ASU reserves the right to terminate the tenancy of those who violate any of the above conditions. All rental paid will be forfeited and the University also reserves the right to deduct any amount owing by the residents against their deposit, caution fee and other fees.

## 10. Behaviour & Discipline



- 10.1 Residents are expected to portray good behaviour and should wear proper attire that is acceptable and conforms to the Malaysian way of life anywhere within the Residential Hall and campus area.
- 10.2 Residents, as students of UCSI University, are expected to carry themselves in a respectable manner. Indecent conduct that may embarrass or cause inconvenience to other residents, students or staff will not be accepted.
- 10.3 Smoking, being in possession of and / or consuming of alcoholic drinks, any prohibited drug and gambling are prohibited at the Residential Hall (as well as the rest of the campus). Any other activities deemed illegal in the eyes of the law are also prohibited at the Residential Hall.
- 10.4 Viewing, being in possession of and / or disseminating of pornographic materials (hard or soft copies) at the Residential Hall are strictly prohibited.
- 10.5 Being in possession of weapons or any item that is considered dangerous which can cause injuries or bodily harm-is not allowed at the Residential Hall and campus area.
- 10.6 All contraband materials found at the Residential Hall shall be confiscated permanently at the discretion of the ASU.
- 10.7 Vandalism is a serious offence. Residents who are found guilty of committing such an offence can or shall be evicted from the Residential Hall or barred from continuing his / her studies at the institution. The costs of repairing vandalised items will be charged to the resident accordingly.
- 10.8 Residents are not to make excessive noise or disturbances at the Residential Hall. Music must be kept at a reasonable level at all times of the day. Careful consideration of other residents must be taken into account at all times.
- 10.9 Residents are not allowed to cook at the Residential Hall (except with the microwave oven provided at the pantry of each floor). Any form of cooking in the rooms are strictly prohibited.

- 10.10 Residents are not allowed to wash their laundry (including undergarments) in the washrooms.
- 10.11 Residents are not allowed to hang clothes to dry outside their windows.
- 10.12 Residents are not allowed to hang wet clothes anywhere in their rooms (especially in the wardrobes).
- 10.13 Residents are not allowed to conduct any kind of business at the Residential Hall.
- 10.14 Residents are prohibited from climbing over the stairs or windows to get in or out of the Residential Hall. Authorised entrances and exits should be used.
- 10.15 Parties or other social gatherings in the Residential Hall are not permitted without prior consent from the ASU.
- 10.16 Lighted candles, live holiday trees, decorative lights, incense, fireworks, explosives and incendiary materials are prohibited. No decorations, flags, banners or other items should be hung on the exterior or draped from a window or doorway of the Residential Hall.
- 10.17 No pets or animals of any kind are permitted in the Residential Hall at any time for any reason.
- 10.18 The furniture at the Residential Hall is not to be moved without the consent of the Student Affairs Office. A penalty shall be imposed upon failure to comply.

## 11. Upkeep of the Residential Hall



- 11.1 Residents are responsible to keep their rooms and the common areas at the Residential Hall, such as the lounge area, pantry and bathrooms, clean and tidy at all times. They must also practice proper handling of all fittings and equipment provided for them.
- 11.2 All air-conditioners, fans, lights and electrical appliances must be switched off when not in use.
- 11.4 Any electrical components installed or used in the room must have prior approval from the Accommodation Officer. Failure to obtain permission may result in your item being considered as contraband. (Please ensure you have documented evidence that permission has been given by the Residential Hall Warden or the Accommodation Officer for electrical appliances/components in your room.)
- 11.5 Electrical items allowed in a resident's room include hair-dryer, table lamp, laptop / desktop computers, chargers (phone, camera and laptop) and radio. Electrical items NOT allowed in the Residential Hall include slow cooker, rice cooker, Hi-Fi / home theatre system, speakers using more than 5V voltage, water heater, vacuum cleaner and mini-fridge. If found, the items will be confiscated and will only be returned to the owner upon checking out.



- 11.6 The furniture at the common area of the Residential Hall is not to be moved into any rooms without the consent of the Student Affairs @ Alumni. A penalty shall be imposed for failure to comply.
- 11.7 Items allocated for the use of one room cannot be moved by residents to another room without written permission from the Accommodation Officer.
- 11.8 Residents are not allowed to attach fixtures that could deface the ceiling, walls, wardrobes and desks in their assigned rooms. Should there be marks left behind after the fixtures are being removed; the resident responsible shall be charged according to the cost to restore the property to its original state.
- 11.9 Any damages found within the Residential Hall property must be reported immediately to the Accommodation Officer. Residents shall be charged for all damages except damages caused by normal wear and tear.
- 11.10 Residential Hall property that are damaged intentionally or due to user negligence of the users shall be subjected to reimbursement by the residents according to the market cost of the items.
- 11.11 At no time should residents install their own padlocks or other locks to the doors, wardrobes, drawers and/or cabinets in the rooms.
- 11.12 The Residential Hall is designated as a "Halal Area." Non-halal food/ items are strictly prohibited. Such items found shall be confiscated and disposed of by the staff with no compensation to the student(s) involved. (If you are not sure whether an item is considered halal, please consult the Accommodation Officer or any Student Affairs & Alumni.)
- 11.13 It is the responsibility of each resident to ensure that his/her doors, windows and wardrobes are locked at all times.
- 11.14 All residents are responsible to help ensure that all entries and exits to the Residential Hall are locked at all designated times.



## 12. Penalty Charges & Fine Lists

- 12.1 All residents are required to conform to the following list of penalty charges below upon committing the following offences:

Offence	Penalty (RM)
Loss or damage of room key	5
Loss or damage of wardrobe key	30
Attaching fixtures to the wall	50
Smoking in the Residential Hall	50
Possessing/Drinking alcoholic drinks in the Residential Hall	50
Locked out of the room (charges for first offence is waived)	60
Making excessive noise in the Residential Hall	100
Staining of the walls	100
Changing rooms without permission	100
Misuse of the fire-extinguisher	100
Cooking in the room	100
Unkempt and dirty room	100
Visitors staying overnight	200

## 13. Security & Safety

- 13.1 The Residential Hall is divided into Female Floors and Male Floors. Residents of the opposite gender are prohibited from going to floors designated for members of the opposite gender. Disciplinary actions shall be taken for failure to comply.
- 13.2 All rooms are meant to be twin sharing. Each resident has a key to his/her own room as well as 2 keys to the wardrobe.
- 13.3 Residents are not allowed to duplicate any of the keys assigned to them. If found, disciplinary actions shall be taken accordingly.
- 13.4 Residents are solely responsible for the safety of their own valuables. All residents are strongly advised to lock up all their valuables at all times.
- 13.5 It is the responsibility of the residents to lock their doors, windows and wardrobes at all times to safeguard of their property and that of their roommate's, as well as for security reasons.
- 13.6 All residents are responsible to help ensure that all entries and exits to the Residential Hall are locked at all designated time.

- 13.7 The University is not under any circumstances responsible for any damage, loss or theft of any property, money and other items belonging to the residents and/or their visitors or for any personal injuries suffered by the residents or their visitors guests.

## **14. Curfew Hours & Returning Late to the Residential Hall**

### **14.1 Curfew Hours**

- 14.1. The curfew period for the Residential Hall is set from 12.00 midnight to 7.00am in the morning.
- 14.1.2 All residents must return to the Residential Hall no later than 12.00 midnight.
- 14.1.3 All residents are to be in their respective rooms by 1.00 am.
- 14.1.4 No visitors are allowed into the Residential Hall after 11.00 pm.

### **14.2 Returning Late to the Residential Hall**

- 14.2.1 Should any of the residents need to return to the Residential Hall after 12.00 midnight prior approval from the Accommodation Officer/Warden is required.
- 14.2.2 Residents are to submit the "Request to Return Late Form" to the Accommodation Officer 3 days before the actual date, stating the reasons and expected time of return.
- 14.2.3 All requests to return late to the Residential Hall should not be later than 3.00 am.
- 14.2.4 Residents need to have the "Request to Return Late Confirmation Slip" as proof of having obtained approval to return late; failing which, disciplinary actions will be taken.

## **15. Visitors**

- 15.1 Visitors, including non-resident friends, fellow students, family members and relatives are only allowed into the visitors' lobby area and the cafeteria section located at the ground floor. This is to prevent any loss of personal properties or untoward incidents.
- 15.2 No visitors are allowed inside the Residential Hall after 11.00 pm daily.
- 15.3 Visitors, including non-resident friends, fellow students, family members and relatives are not allowed to stay overnight at the Residential Hall.
- 15.4 Visitors, including non-resident friends, fellow students, family members and relatives are not allowed to enter floors designated for members of the opposite gender and/or in any of the residents' rooms.
- 15.5 All residents are strictly prohibited from bringing strangers and/or persons of the opposite sex or the same sex into their respective rooms at any time for whatever reason.
- 15.6 All visitors are to check in at the Front Desk of the Residential Hall and must have their Visitor ID displayed at all times while they are inside the Residential Hall.
- 15.7 The University reserves the right to request a person to leave the premises if he/she fails to display his / her Visitor ID.

## 16. Amenities Provided



### 16.1 Common Area

- 16.1.1 A coloured television is provided at the common area on the first and third floors of the Residential Hall and at the visitor's lobby.

### 16.2 Room

- 16.2.1 Amenities provided for all rooms include a wardrobe, a study desk and a chair, a bed, a mattress, a pillow per student, a ceiling fan, one set of bed-sheet and pillow cover, a shared waste-paper basket and an electrical socket outlet.
- 16.2.2 Water, electricity, wireless internet service and laundry service are included.

### 16.3 Pantry

- 16.3.1 The pantry, located on each floor, is equipped with a microwave oven, a hot water dispenser / a kettle, a refrigerator, a dustbin, a set of table and chairs, a wash basin and kitchen cabinets.
- 16.3.2 Storage of food/items in the refrigerator is at the resident's own risk. All residents are responsible to store their food/items in a plastic container and label them properly before putting them in the refrigerator.
- 16.3.3 UCSI University will not be responsible for any items missing from the refrigerator. Any food items found stored or packed in plastic or paper bags which are not properly labelled will be disposed of without any prior notification to the residents involved.
- 16.3.4 The Residential Hall is designated as a "Halal Area". Residents are not allowed to store any non-halal food/items in the microwave and the refrigerator. Such items found will be confiscated and disposed of by the staff without any compensation to the residents involved.

### 16.4 Bathrooms

- 16.4.1 All bathrooms on all floors of the Residential Hall are equipped with water heaters.
- 16.4.2 Residents are not allowed to do any laundry (including undergarments) in the bathrooms.
- 16.4.3 Residents are not allowed to hang their clothes or undergarments in the bathrooms.
- 16.4.4 Any clothing found hanging in the bathrooms would be confiscated and disposed off without prior notification to the residents involved.
- 16.4.5 Residents are not allowed to leave their toiletries in the bathrooms.





## **16.5 Laundry Service**

- 16.5.1 Self-operated coin laundry kiosks are equipped in the laundry area at the Ground floor of the Residential Hall.
- 16.5.2 A flat rate of RM 2 per wash for both machines (Washer and Dryer) will be imposed.
- 16.5.3 Residents have to weigh their clothes before using both machines. Maximum load is 6kg (dry clothes) per wash.
- 16.5.4 Residents have to adhere to the operating procedures of both machines.

## **16.6 Wireless Internet Service**

- 16.6.1 Wireless internet service is provided throughout the Residential Hall and the whole campus.
- 16.6.2 Residents are required to have their desktop computers or laptops/notebooks configured by the Computer Services Department to utilise the internet service.

# **18. Key Contact Numbers**

For further enquiries on the rules and regulations of the Residential Hall,  
Please visit the following offices or contact:

Accommodation Services Unit	: 09 – 628 1880/1889 ext. 6220
Student Affairs & Alumni	: 09 – 628 1880/1889 ext. 6224
Warden Office	: 09 – 628 1880/1889 ext. 6040

# **19. Emergency Contact Numbers**

In case of emergencies, please contact the following numbers:

UCSI University Guard House	: 09 – 628 1880/1889 ext. 6042
Hospital SNZ (Ambulance)	: 09 – 621 2121
Fire Brigade	: 09 – 618 3444

**UCSI Education Sdn. Bhd.** (185479-U)  
**UCSI University, Terengganu Campus**

(KPT / JPT / DFT / US / T01)

Bukit Khor, PT 11065, Mukim Rusila, 21600 Marang,  
Terengganu Darul Iman, Malaysia

Tel: 609 - 628 1880 / 1889      Fax: 609 - 628 1885

Latitude: 5.216519 (5° 12' 59.47" N) Longitude: 103.161621 (103° 9' 41.84" E)