



# ON-CAMPUS ACCOMMODATION HANDBOOK



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## 1.0 Accommodation Application

- 1.1 Students interested to live in an UCSI University Residential Hall are required to submit an application by submitting the Residential Hall Application Form.
- 1.2 Each application must be accompanied with a non-refundable booking fee of RM1,000.00 (for Residential Hall Block D & L) or RM2,000.00 (for Residential Hall Block E). Failing which, the application will be void and will not be processed.
- 1.3 No amendments can be made to the application once the application is processed.
- 1.4 Payment of booking fee does not guarantee a place in the Residential Halls. All bookings are entertained on a 'first-come-first-serve' basis. In the event the University is unable to provide a room in the Residential Halls, the booking fee shall be refunded in full.
- 1.5 A place would only be secured upon receipt of the non-refundable booking fee, rental and a complete Residential Hall Application Form.
- 1.6 The full payment of a semester's rental is required to be made within 7 days after submission of application form, if the payment is not received within 7 days, UCSI University reserve the right to release the room and refund the booking fee.
- 1.7 Once the rental is paid, the non-refundable booking fee will then be converted to refundable deposit.
- 1.8 Should the student check-in after the commencement of the semester, the student is still required to pay the full semester's rental for his/her accommodation.
- 1.9 All International students are strongly encouraged to reside in the University-provided accommodation during their first semester at UCSI University.

## 2.0 Tenancy & Rental Fees

### 2.1 Tenancy

- 2.1.1 Tenancy period is by semester basis only, UCSI University reserves the right to amend the check-out date by a written notice pasted in the accommodation hall should there is any changes to the check-out date.
- 2.1.2 The tenancy start and end date varies according to the academic calendar set up for different programmes. The tenancy may end earlier than what is stated in the application form, renewal form or any other written document, depending on the Final Examination Timetable released by the Exam Centre during the semester or at the discretion of the Deputy-Vice Chancellor of Academic, Student & Alumni Affairs. All Residents are to be aware of their tenancy periods during their stay in the Residential Hall.
- 2.1.3 Tenant is to check-in on / after the start date of their tenancy period and check-out on / before the end date of their tenancy period (date varies according to the academic programme and semesters).
- 2.1.4 Tenant is required to select the correct tenancy period upon application, no refund will be made if the tenant select the wrong tenancy period in the application form.
- 2.1.5 **Early check-in and late check-out are NOT allowed.** The student is required to stay at the Le Quadri Hotel, Block E, UCSI University (Kuala Lumpur Campus) if they need a place to stay before or after the tenancy period.

## 2.2 Rental Fee, Payment, Booking Fee & Deposit

- 2.2.1 All Residents are required to pay one semester's rental to the UCSI Group Finance Office (please refer to the latest established rates) before checking-in to the Residential Hall. The semester rental depends on the type of tenancy period the Residents applied for and according to their programme intakes.
- 2.2.2 A late payment fee of RM 5 per day will be charged for semester rentals paid after the stipulated due date.
- 2.2.3 An advanced non-refundable booking fee of RM1, 000.00 / RM2, 000.00 per person is required to secure the room at the Residential Hall during application. This booking fee would be converted to a refundable deposit upon full payment of a semester's rental.
- 2.2.4 Temporary accommodations are also available for UCSI University staff & internal guest (ie: staff & associates from our sister companies or branch campuses). Monthly rental RM650 will be charged and any discount subject to the approval of Deputy Vice-Chancellor of Student Affairs & Alumni.
- 2.2.5 Under any circumstances that a Tenant is required to stay in the Residential Hall on a daily basis, with the approval of the Head of Alumni & Support Services, the daily rate is RM 74 per Tenant per day for twin sharing room, RM 128 per Tenant per day for single room & RM 143 per Tenant per day for apartment room.
- 2.2.6 Under the circumstances where Resident make excess rental payment, the refund of the excess rental shall be accompanied by a written request from the resident, which will be attached together with the check-out refund notice. The refund of the excess rental will be processed together with the refund of the hostel deposit. The resident may also request to transfer the excess rental and/or refundable deposit to his/her tuition fees for next semester by indicating in the check-out refund notice and the written request from the Resident.
- 2.2.7 The Student Affairs & Alumni reserves the right to vary the accommodation fees during the academic year.

## 3.0 Check In Procedures

- 3.1 All Tenant may check in to the Residential Hall on or after the tenancy start date / check-in date, but not later than the stipulated last check-in date.
  - 3.2 The Tenant must present the following original documents to the Accommodation Officer for the check-in,:
    - 3.2.1 Identification Card/Passport
    - 3.2.2 Valid Student Pass and/or Offer Letter
    - 3.2.3 Receipt of Rental Payment
- If the Tenant does not present these documents, the Accommodation Officer reserve the right to reject the check-in, and if these document are not presented by the stipulated check-in date, the Tenant will be deemed to have failed to check-in and Clause 4.2 apply.
- 3.3 Check-in Time are as follows:

- 3.3.1 Monday to Friday: 9 a.m. to 6 p.m. ; Saturday: 9 a.m. to 1 p.m. (except on Public Holidays)
- 3.3.2 For other times including Sundays, Public Holidays or any time outside the range given above, student will have to inform and arrange for check-in one week in advance with the Accommodation Officer.
- 3.4 During check-in, the resident will be guided to his/her room and explained about the available facilities, amenities provided and key points of the Rules & Regulations. The Resident will also be given a Residential Hall Welcome Notice with the Guidelines to UCSI University On-Campus Accommodation Handbook.
- 3.5 The Tenant shall conduct a room check and endorse on the Check-in Form upon check-in to the Residential Hall. The form shall be returned to the Accommodation Officer immediately after the check-in.
- 3.6 In instances when the Tenant fails to sign or return the Check-in Form, the Tenant will be deemed to have agreed that the Room and the Contents as listed in the form are in good working order and/or condition and to be responsible for any shortfall or damage to the Room or the Contents after the Check-in.

#### **4.0 Check-Out Procedures**

- 4.1 During check-out, the resident will have to clear all of his/her belongings from the room and clean the room.
- 4.2 The key(s) / card(s) shall be returned to the Accommodation Officer personally by the Resident upon check-out. Resident is also required to complete the check-out acknowledgement form and refund notice to be considered as having fully completed the check-out procedures.
- 4.3 Check-out Time:
  - 4.3.1 On check-out date/tenancy end date: 2 pm to 6pm
  - 4.3.2 The next day of check-out date: 9 am to 12pmThe SAA reserve the right to reject the check-out request should the Resident requested to check-out at date and time other than the stipulated date and time as mentioned above.
- 4.4 Upon completing the check-out (without renewal of tenancy) as required, the resident can collect his/her deposit refund after 60 working days from the date of submission of the document, from the Finance Office, however, deposit will not be refunded until all payment, penalty or charges have been cleared by the resident accordingly, the University reserves the right to forfeit all deposit if the outstanding is not cleared by resident within 60 days after the check out date.
- 4.5 Failure to return the key(s) / card(s) and perform the check-out will result in replacement charges of the key(s) / card(s) and check-out on behalf by the Accommodation Officer.
- 4.6 Without prejudice to the other rights of the University, should the resident fail to check-out according to the check-out time and procedure as stated in clause 4.1, his/her check-out will be completed on behalf by the Accommodation Officer and the refundable deposit will be forfeited. Should there still be belongings in the room; the Accommodation Officer shall reserve the right to remove and dispose them without prior notification to the resident.

- 4.7 Without prejudice to the other rights of the University, should there be any damage to the facility and/or cleaning is required because the Room is not in an acceptable condition, the refundable deposit will be forfeited and/or maintenance / repairing / cleaning fee shall be imposed on the Resident. Resident will be responsible for additional charges if the refundable deposit is not enough to cover the maintenance / repairing / cleaning work.

## **5.0 Renewal of Tenancy**

- 5.1 The Resident should submit the Tenancy Renewal / Termination Form to the Accommodation Officer at least four weeks prior to the end of tenancy.
- 5.2 Tenancy is renewable after the first semester and is subjected to availability and approval from the SAA. Priority will be given to new students of the incoming semester intake.
- 5.3 All Residents will be allowed to stay in the Residential Hall for a maximum of 2 consecutive semesters, except for Single Room Type, which tenant are only allowed to stay for a maximum of 1 semester. Thereafter, the tenancy may be renewed, subject to the availability of rooms, and at the discretion of the Student Affairs & Alumni.
- 5.4 Application for renewal/termination of tenancy must be done within the renewal period and by the due date published for each semester by completing and submitting the renewal/tenancy termination form to the Accommodation Officer.
- 5.5 Any late submission of forms after the due date of the respective renewal period will not be entertained.
- 5.6 Failure to submit the tenancy renewal/termination form within the said renewal period will result in auto-termination of the next semester's tenancy for the Resident. The resident will then have to check-out latest by the current tenancy's end date.
- 5.7 Renewal Status and List of Approvals will be posted within 1-2 weeks after the end of the renewal period. Residents are to check their own status whether their application is approved or disapproved by going through the lists pasted on the notice boards and prominent areas around the Residential Hall's premises.
- 5.8 Residents may appeal if they are not satisfied with their renewal status within the period stated. However, the final decision is at the discretion of the SAA. No further appeals will be entertained after the deadline of the appeal submission period.
- 5.9 Residents are not allowed to change their renewal/termination application's choice after the renewal period and once the renewal status is published. The choice/request stated on the form will be final.
- 5.10 Should the Resident decide to cancel his/her renewal application, Clause 6.0 will apply.
- 5.11 For renewal of tenancy, the respective semester's rental amount must be paid at least two weeks before the check-in day of the new semester. A late payment fee of RM 5 will be charged on a daily basis for payment made after the due date.

## **6.0 Cancellation, Withdrawal and Termination of Tenancy**

- 6.1 If, after the acceptance of the Accommodation Offer from the University, the booking fee/deposit received from the Resident will be refunded only if the Resident gives notice of the cancellation

- at least 2 weeks before the check-in date, failure to do so will result in forfeiture of booking fee/rental, whichever applicable.
- 6.2 If, after the acceptance of the Accommodation Offer from the University, the Resident fails to check-in by the stipulated date, the booking fee/deposit/rental received from the Resident will be forfeited and the Resident will no longer be entitled to the Room at the Residential Hall.
  - 6.3 If, after check-in, the Resident gives notice of cancellation to the SAA, the Resident will remain responsible for the payment of the rental and all other related charges as reflected in the invoice, regardless of the payment has been made for the invoice or not.
  - 6.4 If, after check-in and payment of the invoice, the Resident gives notice of cancellation to the SAA, no refund will be made.
  - 6.5 Resident expelled from the Residential Hall for violation of Residential Hall Rules & Regulations will not be entitled to the refund of the deposit and remainder of their paid rental.
  - 6.6 The Resident shall not be eligible for any refund, whether in full or pro-rated, of the accommodation fees and any other related charges paid, for early termination of the stipulated period of stay, temporary absence or any other reasons whatsoever except under exceptional circumstances as determined and approved by the Deputy Vice-Chancellor of the SAA.
  - 6.7 All notices of cancellation must be in writing and may be given in person to the Accommodation Officer and/or by electronic mail to the official email of the Accommodation Officer.
  - 6.8 Deposits will only be refunded should a resident decide not to renew his/her tenancy after his/her stay at the University's Residential Hall, provided that the facilities and amenities of the relevant Residential Hall unit have been kept in its original condition after he/she has completed the check-out process. The Accommodation Officer shall decide at its discretion what may be considered 'original'.
  - 6.9 In the event that damages have been done upon the properties of the University, the resident's deposit will be used to cover the cost of returning the said property to its original state.
  - 6.10 In the event the deposit is insufficient to cover the cost of such repair, the resident will be held liable for the balance of the cost.
  - 6.11 The SAA reserves the right to terminate the Tenancy by a notice in writing to the Resident whereupon the Resident shall vacate the Room in any of the following events:
    - 6.11.1 The Resident cease to be a student of the University, for any reason.
    - 6.11.2 The Resident fails to make full payment of any outstanding accommodation fees or any financial obligations due and payable arise from this handbook
    - 6.11.3 The Resident fails, for any reason, to comply with any provision of this Handbook.
    - 6.11.4 The SAA deems such termination necessary or advisable in the interests of the safety of the other Residents in the Residential Hall or the students in the University.
  - 6.12 Upon termination, the Resident shall vacate the Room by the date stated in the notice, Clause 4.0 will still apply to the Resident upon termination, all rental paid and deposit shall be forfeited, and the University also reserve the right to deduct any amount owing by the resident against their deposit, caution fees and other fees.
  - 6.13 In the event that the Tenancy is terminated and the Resident does no vacate the Room or fail to comply with Clause 4.0 to complete the check-out procedures, the University reserves the

unconditional right to enter into and take complete possession of the Room and the Contents without being guilty of any manner of trespass and without prejudice to any other remedies it may have under the law.

Table 1: Illustration of Booking Fees, Accommodation Rentals & Refundable Deposits Summary:

Situations	Booking Fee	Rental	Refundable Deposit
Cancel Accommodation Application within the stipulated deadline	Forfeited	Refunded if fully paid by then	Nil
Early Check-Out	Nil	Fully charged	Refunded
Did not report/show-up/check-in <i>(Within stipulated date / expected check-in date)</i>	Forfeited	Forfeited	Nil
Check-Out on Tenancy End Date <i>(Completed Check-out process)</i>	Nil	Nil	Refunded**
Failure to perform Check-Out <i>(After Tenancy End Date)</i>	Nil	Nil	Forfeited

\*\* Terms and Conditions as stipulated in Section 4.0 applies.

## 7.0 Eligibility

- 7.1 All Resident must be a student registered with the University during the period of stay, Resident shall be ineligible to stay in the Room upon ceasing to be a student with the University.
- 7.2 If the Resident is an international student, Resident must ensure that he or she is holding a valid Student's Visa during the stipulated period of stay.

## 8.0 Room Assignments

- 8.1 During the period of stay, only the Resident assigned to the Room by the SAA is allow to use or enter the room.
- 8.2 Resident may request for certain rooms or particular roommates to be assigned to them before the application being processed; however the final decision with regards to room and roommate assignments shall reside with the SAA (and they shall be guided by the Rules and Regulations set for the Residential Hall).
- 8.3 Room re-assignments requested by student shall only be considered after the 3rd week of the semester and application for re-assignments is subjected to the approval of the Accommodation Officer.
- 8.4 Residents are not allowed to change rooms on their own without the approval of the Accommodation Officer. If found, disciplinary actions will be undertaken accordingly
- 8.5 A Resident is granted no more than one (1) re-assignment of rooms per semester.
- 8.6 Should a resident request for transfer of room, an administrative fee of RM 150.00 will be charged and has to be duly paid before transfer of rooms can take place.



- 8.7 The SAA reserves the right to reassign Resident into another room provided sufficient notice being given to the Resident.
- 8.8 The SAA reserves the right to reassign Resident occupying a double room to another room or to assign another Resident to share the double room to optimise the use of housing resources.
- 8.9 The SAA reserves the right to relocate and consolidate Resident to designated room to maximise the occupancy, enhance personal safety and for better operational efficiency during semester break.
- 8.10 The SAA reserves the right to relocate the Resident to another room or block for temporary occupancy in the event of any repairs, maintenance, housekeeping works, or emergency or unforeseen circumstances.
- 8.11 The Resident shall not be entitled to any refund of the accommodation fees or any compensation arising from any such re-assignment or re-location.

## **9.0 Behaviour & Discipline**

- 9.1 The Resident shall comply with all applicable rules, regulations, procedures, guidelines and notices of the University and/or the SAA. Residents are expected to display behaviour which is acceptable and conforms to the Malaysian law and custom anywhere within the Residential Hall and campus area.
- 9.2 The Resident shall attend all briefings and meetings as and when notified by the SAA.
- 9.3 Residents, as residents of UCSI University, are expected to carry themselves in a respectable manner. Unbecoming conduct that may embarrass or cause inconvenience to other students, residents or staff will not be accepted.
- 9.4 Residents are to be appropriately attired when in the common areas.
- 9.5 Resident shall use his best endeavours to share the use of the Room peaceably and amicably with the other Resident in the Room designated for double-sharing.
- 9.6 Smoking, vaping, possession and/or consumption of alcoholic drinks, any prohibited drugs and gambling are prohibited in the Residential Halls (and within UCSI University premises). Any other activities deemed illegal in the eyes of the law or any other anti-social habits such as spitting and littering are also prohibited in the Residential Hall.
- 9.7 Viewing, possession and/or dissemination of pornographic materials (hard or soft copies) in the Residential Hall are strictly prohibited.
- 9.8 Possession of weapons or any items considered dangerous which can be used to cause injuries or bodily harm is not allowed in the Residential Hall and campus area.
- 9.9 All contraband material found in the Residential Hall may be confiscated permanently at the discretion of the Student Affairs & Alumni.
- 9.10 Vandalism is a serious offence. Residents found guilty of committing such an offence can or will be evicted from the Residential Hall or barred from continuing his/her studies in the University. The cost of making good any item vandalized will be charged accordingly to the resident.
- 9.11 Residents are not to make excessive noise or disturbance in the Residential Hall. Music must be kept to a reasonable level at all times of the day. Careful consideration of other residents must be taken into account at all times.

- 9.12 Residents are not allowed to cook in the Residential Hall (except with the Microwave oven provided in the pantry of each floor). Any form of cooking in the rooms is strictly prohibited, except Apartment type of unit at Block E Residential Hall with the condition that no naked flame is allowed.
- 9.13 Residents are not to wash their own laundry (including undergarments) in the washrooms.
- 9.14 Residents are not to hang clothes to dry at/outside their windows.
- 9.15 Residents are not to hang wet clothes anywhere in their rooms (especially in the wardrobes).
- 9.16 Residents are not allowed to carry out any kind of business in the Residence Hall.
- 9.17 Parties or other social gatherings in the Residential Hall are not permitted without the prior consent of the Student Affairs & Alumni.
- 9.18 Use of naked flames, lighted candles, live holiday trees, holiday or decorative lights, incense, fireworks, explosives and incendiary materials are prohibited. No decorations, flags, banners or other items may be hung on the exterior or draped from a window or doorway of any residential hall.
- 9.19 Pets or animals of any kind are not permitted in the residential halls at any time for any reason.

#### 10.0 Care of the Residential Hall

- 10.1 Residents are responsible for keeping the Room, the Contents, the facilities and the common areas in the Residential Hall, such as the lounge area, corridor, pantry and bathrooms clean safe, tidy and in a good condition at all times. They must also practice the proper handling of all fittings and equipment provided for them.
- 10.2 Cleaning is provided for common areas, such as pantry, common bathroom and corridors.
- 10.3 Room cleaning services may be requested upon signing up with the Front Desk, upon availability. Resident is required to be present in his/her room when cleaning occurs, the SAA will not be responsible for any untoward incidents.
- 10.4 Cleaning tools can be requested upon signing up with the Accommodation Officer.
- 10.5 All air-conditioners, lights and electrical appliances must be switched off when not in use.
- 10.6 Air-conditioners in Residential Hall Block D and L1 will be turned off from 5.00 a.m. to 11.00 a.m.
- 10.7 Any electrical components installed or used in the room must have prior approval of 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 Accommodation Officer or the Residential Hall Warden for the electrical appliances/components in your room.)*
- 10.8 Electrical items/appliances allowed in resident's rooms include hair-dryer, table lamp, table fan, laptop/desktop computers, printer, chargers (phone, camera, and laptop) and radio.
- 10.9 Electrical items/appliances **NOT** allowed in the Residential Hall including but not limited to slow cooker, rice cooker, toaster, Hi-Fi/home theatre system, water kettle, water heater, vacuum cleaner, iron, mini-fridge, and any other high voltage appliance.
- 10.10 Residential Hall's common area furniture must not be moved into any rooms without the consent of the Student Affairs & Alumni. A penalty will be imposed for failure to comply.

- 10.11 Items allocated for the use of one room cannot be taken by residents to another room without the written permission of the Accommodation Officer/Warden.
- 10.12 Residents are not allowed to paint, make holes in, or attach fixtures that would deface the ceilings, walls, wardrobes and desks in their assigned rooms. If such fixtures are installed and marks are left behind when the fixtures are removed, the resident would be charged for destruction of property. The cost to restore the property of the Residential Hall will be borne by the resident responsible.
- 10.13 Any damage to the Residential Hall's property must be reported immediately to the Accommodation Officer/Warden. Residents will be charged for all damages except damages caused by normal wear and tear.
- 10.14 Residential Hall items/properties that are damaged intentionally or due to negligence of the users will be subjected to reimbursements by the residents according to the market rate cost of the items and/or the refundable deposit will be forfeited.
- 10.15 At no time should residents install their own padlocks or other locks to the doors, wardrobes, drawers and/or cabinet in the rooms.
- 10.16 The Residential Hall is designated as a "Halal area." Non-halal food/items are prohibited. Such items found will be confiscated and disposed off by the staff with no compensation to the resident(s) involved. *(If you are not certain whether an item is considered halal, please consult with the warden or any SAA staff.)*
- 10.17 It is the responsibility of each resident to ensure that his/her doors, windows and wardrobes are locked.
- 10.18 All residents are responsible to help ensure that all entries and exits to the Residential Hall are locked at all assigned times.
- 10.19 All Residents are responsible and jointly liable for damage or loss of common facilities within a designated area of the Hostel, towards the cost of repair, repainting or rectification of the facilities, in the event that the cause of such damage or loss to the shared facilities cannot be identified and/or attributed to a single Resident.
- 10.20 The Accommodation Officer / Residence Hall Warden (or duly authorized Student Affairs & Alumni staff) may conduct a periodic inspection of the premises without prior notification to the residents to ensure all rules are being observed. These inspections may be conducted at any time, including during non-office hours, whether or not the Resident is present.
- 10.21 Residents must allow UCSI University maintenance personnel to enter their rooms for maintenance purposes, with or without the presence of the resident. Such maintenance exercise must be approved by the Accommodation Officer. Residents have the right to request proof of such permission having been given to the maintenance staff.
- 10.22 All complaints pertaining to maintenance should be directed to the Accommodation Officer or Residential Hall Warden.
- 10.23 The assigned Student Affairs & Alumni staff has the responsibility of operating the Residential Hall. For the wellbeing of all, residents should adhere to the instructions of the Accommodation Officer/Warden/Student Affairs & Alumni staff at all times when it pertains to resident life.

Refusal to comply with instructions given by these staff members is a serious violation and strict disciplinary action will be meted out in regards to such resident behaviour.

## 11.0 Penalty Charges & Fine Lists

11.1 All residents are to conform to the following list of penalty charges when they've committed the following penalty:

Table 3: Penalty Charges and Fine List

No.	Penalty	Fine (RM)
1	Locked out of the room (first offense is waived)	10.00 (additional RM 10.00 for each additional offense)
2	Loss or damage of room key	60.00
3	Loss or damage of wardrobe / drawer key(s)	30.00
4	Loss or damage of room access card	250.00
5	Loss or damage of Residential Hall Temporary Access Smart Card	250.00
6	Loss, misuse or damage of equipment, facility or amenity (E.g. Air-conditioner, bathroom fixtures, bed, mattress, pantry appliance, and etc)	RM100.00 or as per replacement unit's market price, whichever higher and/or forfeit deposit
7	Misuse of fire extinguisher, fire alarm, and/or emergency systems	RM100 and/or forfeit deposit
8	Other offences not listed in the above (E.g. smoking, vaping, drinking alcohol, and etc)	From RM100 up to maximum RM1000 and/or forfeit deposit

## 12.0 Security & Safety

- 12.1 The Residential Hall is divided into all-Female Floors and all-Male Floors. Residents of the opposite gender are prohibited from going to floors designated for members of the opposite gender. Disciplinary actions would be taken if failure to comply.
- 12.2 All rooms are meant for single, twin sharing, or triple sharing. Each resident has a key/access card to his/her own room as well as key(s) for wardrobe/drawer,
- 12.3 In addition, a Temporary Access Smart Card will be issued when necessary to access the Main Door and the respective floors according to gender.
- 12.4 The Temporary Access Smart Card has a specific period of validity only. Once the resident has obtained his/her UCSI 1 Card, he/she is to return the Temporary Access Smart Card to the Accommodation Officer immediately, as his/her UCSI 1 Card would be used as the access pass to the Residential Hall.
- 12.5 Failure to return the Temporary Access Smart Card would consider the card being lost and the resident will have to pay for its replacement.
- 12.6 RH Temporary Access Smart Cards remain the property of UCSI University and residents are not to write on or in any way permanently alter the appearance of these passes.

- 12.7 Residents are not allowed to duplicate any of the keys assigned to them. If found, disciplinary actions would be undertaken accordingly.
- 12.8 Residents are solely responsible for the safety of their own valuables. All residents are strongly advised to lock all their valuables at all times.
- 12.9 It shall be the responsibility of the residents to lock their doors, windows and wardrobes at all times for the protection of their property and that of the roommates and for security reasons.
- 12.10 All residents are responsible to help ensure that all entries and exits to the Residential Hall are locked at all assigned times.
- 12.11 The University shall not under any circumstances be responsible for any damage, loss or theft of any property, money and other items belonging to the residents and/or their visitors and any personal injuries suffered by the residents or their visitors/guests howsoever caused.
- 12.12 Residents are prohibited from climbing over the stairs or windows to get in or out of the Residential Hall. They must use authorized entrances and exits.
- 12.13 Residents are prohibited from remove, change, install or replace any lock in a Room or the Hostel, the Resident shall not duplicate any key issued to the Resident.
- 12.14 Residents are strictly prohibited from passing his or her hostel keys or access card to anyone.
- 12.15 Residents are strictly prohibited from allowing any other person to use his or her Room for any purpose, with or without their presence.
- 12.16 Residents are strictly prohibited from accommodating any other person in the Room or subletting the Room to any other person, with or without monetary consideration.
- 12.17 Residents are required to close and/or lock the entry/exit gates and fire exit doors at all times.
- 12.18 Residents are not allowed to use the lift at the Residential Hall Block D without prior permission from the staff, due to security reasons as it'll open up the access to all floors.

### **13.0 Curfew Hours & Returning Late to the Residential Hall**

#### **13.1 Curfew Hours**

- 13.1.1 The curfew period for the Residential Hall is set at 12:00 am (midnight) to 7:00 am in the morning.
- 13.1.2 All residents must return to the Residential Hall no later than 12:00 am daily.
- 13.1.3 All residents are to be in their own respective rooms by 3:00 am daily.
- 13.1.4 No visitors are allowed in the Residential Hall after 11:00 pm daily.

#### **13.2 Returning Late to the Residential Hall:**

- 13.2.1 Should a resident need to return after 12:00 am to the Residential Hall, prior approval from the Accommodation Officer is required.
- 13.2.2 The resident is to submit the Request to Return Late Form to the Accommodation Officer 3 days before the actual date of late return, stating the reasons and expected time of return.
- 13.2.3 All requests to return late to the Residential Hall should not be later than 3:00 am in the morning.

13.2.4 The resident is to obtain the Request to Return Late Confirmation Slip as proof of approval for returning late failing which disciplinary actions will be taken.

#### **14.0 Visitors**

- 14.1 Visitors, including non-resident friends, fellow residents, family members and relatives are only allowed into the visitors' lounge area or lobby area and the cafeteria section on the ground floor only. This is to prevent any loss of personal properties or untoward incidents.
- 14.2 No visitors are allowed in the Residential Hall after 11:00 pm daily.
- 14.3 Visitors, including non-resident friends, fellow residents, family members and relatives are not allowed to stay overnight in the Residential Hall.
- 14.4 Visitors, including non-resident friends, fellow residents, family members and relatives are not allowed on floors designated for members of the opposite gender nor in any of the residents' rooms.
- 14.5 All residents are strictly prohibited from bringing in strangers and/or persons of the opposite sex or the same sex into their respective rooms at any time for any reason.
- 14.6 All visitors are to check in at the Front Desk of the Residential Hall and must have their Visitor ID display at all time while they are in the Residential Hall.
- 14.7 The University reserves the right to require a person to leave the premises if he/she is unwilling to register him/herself and/or to display his/her Visitor ID.

#### **15.0 Amenities Provided**

##### **15.1 Common Area**

15.1.1 There is a common area on each floor of the Residential Hall and in the visitor's lobby (*applicable to selective locations only*).

##### **15.2 Room**

15.2.1 Amenities provided for all rooms are a wardrobe, a study desk and chair, a bed, a mattress, a shared wastepaper basket/sanitary bin, an electrical socket outlet, and/or a standing fan.

15.2.2 Water, electricity and wireless Internet service charges are included in the semester's rental paid by the resident.

15.2.3 The residents must provide their own bedsheet and use the bedsheet for the mattress at all time (bedsheet and pillow are not provided by the University).

##### **15.3 Pantry**

15.3.1 The pantry at each floor will be equipped with basic kitchen appliances such as a microwave oven, a hot water dispenser/water filter, a refrigerator, a dustbin, a wash basin and kitchen cabinets.

15.3.2 Storage of food/items in the refrigerator is at the risk of the resident themselves. All residents are responsible to store their food/items in a plastic container and label them properly before putting them in the refrigerator for a maximum of ten (10) days.

15.3.3 UCSI University will not be responsible for any items lost/damage from the refrigerator. Any food/items found stored or packed in plastic or paper bags which

are not properly labelled would be disposed without any prior notification to the residents involved.

15.3.4 The Residential Hall is designated as a “Halal area”. Residents are not allowed to cook or store any non-halal food/items in the microwave and the refrigerator. Such items found will be confiscated and disposed by the staff with no compensation to the residents involved.

15.3.5 The Resident shall observe good habits in the use of Pantry. Plates and utensils are to be washed and cleaned immediately after use. Food scraps and litter should be properly disposed off in the rubbish bin provided.

#### 15.4 **Bathrooms**

15.4.1 All bathrooms on all floors of the Residential Hall are equipped with hot water shower.

15.4.2 Residents are not allowed to do any laundry washing (including undergarments) in the bathrooms.

15.4.3 Residents are not allowed to hang their clothes or undergarments in the bathrooms.

15.4.4 Any clothing articles found hanging in the bathrooms would be confiscated and disposed without prior notification to the residents involved.

#### 15.5 **Laundry Service**

15.5.1 Laundry Service Card or laundry tokens will be given upon making the full payment of the semester’s rental for block D.

15.5.2 The Laundry Service Card is only considered valid after being verified by the Finance Office and Student Affairs & Alumni.

15.5.3 The Laundry Service Card must be presented by the resident to the laundryman when using the laundry service (washing, drying and folding).

15.5.4 Each resident is allowed to send in their laundry 2 times a week with a maximum of 4.5kg each load or 9kg per week for Block D

15.5.5 Laundry service is provided by the Le Quad Hotel in Block E & L at the rate of RM3.50 per kg.

15.5.6 Any additional laundry services required (e.g. ironing) may be done at the request of the residents themselves at reasonable costs charged.

15.5.7 Dry cleaning, blankets and other services will be separately charged, accordingly to the rate as published by the laundry shop.

15.5.8 A penalty charge of RM 10.00 will be charged for the replacement of the Laundry Service Card / laundry token.

#### 15.6 **Wireless Internet Service**

15.6.1 Wireless Internet Service is provided throughout the Residential Hall and the whole campus.

15.6.2 Residents will be required to configure their desktop computers or laptops/notebooks at the Computer Services Department in order to utilize the Internet service.

### 15.7 Parcel Collection Service

By delivering your personal item(s) to the university's address, the University is entirely not responsible and not to be held accountable in any way, and you are deemed to have agreed to the following:

15.7.1 It is the responsibility of the resident to personally collect the item(s) from the designated area.

15.7.2 You have given your permission to the University to receive the item(s) on your behalf from the courier companies, without prejudice and completely under no obligation. Thus, the University has the absolute right to reject any delivery or accept any delivery at any point of time.

15.7.3 The University shall not be held responsible, liable and/or accountable for any loss, damage or misplacement of the item(s)

15.7.4 Due to storage constraints, resident has to track the delivery status of the parcel with the delivery services they engage themselves, and come to collect at SAA within 3 working days after the parcel has been delivered, if no collection was performed by the resident within 3 working days, the parcel will be sent to the Parcel Collection Counter at Level G, Block G, and normal charge will apply accordingly.

15.7.5 Handling fee will be charged for item exceed the specific size as below:

PARCEL < 2KG < 150 mm x 320 mm x 380 mm (L x W x H)	FREE for first 3 parcels per semester per resident, normal charges of RM 3 per parcel apply after 3 <sup>rd</sup> parcel or student fail to collect within 3 working days (please refer to Clause 4)  Collection at SAA Office, Level 9, Block G
PARCEL > 2KG – 5KG > 150mm x 320 mm x 380 mm (L x W x H)	Normal handling charges of RM 6 per parcel apply. Collection at Parcel Collection Counter, Level G, Block G
PARCEL > 5KG > 150mm x 320 mm x 380 mm (L x W x H)	Normal handling charges of RM 10 per parcel apply. Collection at Parcel Collection Counter, Level G, Block G

15.7.6 Resident must follow the address format as below, accurate room number and block must be specified, SAA will not be responsible if handling fee is charged due to incorrect address format:

**(Room Number), (Residential Hall Block),  
 UCSI University, No. 1, Jalan Menara Gading  
 UCSI Heights (Taman Connaught), Cheras  
 56000 Kuala Lumpur, Malaysia**

Example:

**Room 511, Residential Hall Block E,**



**UCSI University, No. 1, Jalan Menara Gading  
UCSI Heights (Taman Connaught), Cheras  
56000 Kuala Lumpur, Malaysia**

15.7.7 SAA reserves the right to reject the collection of parcels, should the name and room number state on the parcel is different with the record of SAA, normal charges as imposed by the Parcel Collection Service apply for all rejected parcel by SAA.

## **16.0 Revision of Rules & Regulations**

- 16.1 All the Rules and Regulations stated in this Handbook are not exhaustive and may be revised, amended and added on to as and when deem necessary by the University, the University reserves the right to impose new rules and/or amend existing rules in connection with the rules and regulations governing the Residential Hall from time to time, and such additions and amendments will be posted on UCSI University website and shall be deemed to have been brought to the notice of all residents on the date of such posting.
- 16.2 A resident residing at the Residential Hall under the purview of UCSI University is governed by the rules and regulations herein mentioned.

## **17.0 Exclusion or Limitation of Liability**

- 17.1 The University shall not be liable directly or indirectly for personal injury, loss of life, loss or damage to any personal property of the Resident.
- 17.2 The Resident shall lock the door and windows when he or she is not in the Room, the University shall not be liable for any damage or loss suffered by the Resident due to unauthorised entry into the Room.
- 17.3 There will be no refund or compensation should the furnishings or appliances break down in the course of the stipulated period of stay.
- 17.4 The University shall not be responsible for any delay or non-delivery of utilities to the Room or the Hostel that are beyond the University's control.
- 17.5 The University shall not be responsible for the Resident's belongings not removed from the Room after the stipulated period of stay has expired or the cancellation or termination of Tenancy. The University may dispose of such belongings and the Resident shall be responsible for the costs incurred.
- 17.6 The Resident expressly authorises the University to receive and sign, without liability whatsoever, for all personal item delivered to the Hostel by post, courier or hand intended for the Resident. The Resident agrees not to hold the University liable for any loss or damage caused to such item.

## **18.0 Key Contact Numbers**

For further enquiries on the on-campus accommodation rules and regulations of the Residential Hall, please email to [rhall@ucsiuniversity.edu.my](mailto:rhall@ucsiuniversity.edu.my) or contact 603 – 9101 8880:

- Student Affairs & Alumni : ext. 2081 / 2082
- Residential Hall Block D : ext. 3451

- Residential Hall Block E : ext. 2000
- Residential Hall Block L : ext. 5052

## 19.0 Emergency & Service Contact Numbers

In case of emergencies, please contact the following:

- UCSI University Guard House : ext. 3189 (Taman Connaught) /  
ext. 5401 (Taman Tayton View)
- Warden : Mr Zailany (018-373 2831)  
: Mr Helmi (011-3988 7541)  
: Mr Fadlie (011-6222 6396)
- Police Station Cheras : 603 – 9205 0222
- Hospital UKM : 603 – 9145 5555 / 5588
- Cheras Fire and Rescue Station : 603 – 9132 9490 / 9491

*\*\*The information contained herein is correct at the time of printing and the University reserves the right to make any amendments without prior notice.*

*\*\*Document uncontrolled when printed*