



**SPRINGHILL
(SEREMBAN/PD)**

OFF-CAMPUS ACCOMMODATION HANDBOOK



1.0 Accommodation Application

- 1.1 All rooms of the Off-Campus Accommodation are rented out on a single or twin-sharing basis.
- 1.2 To secure a place (subject to availability), all application forms must reach the Student Affairs & Alumni Office at least 4 weeks in advance of a new semester.
- 1.3 Each application must be accompanied with a non-refundable booking fee of RM1,000.00
- 1.4 A place would only be secured upon receipt of the non-refundable booking fee and a fully completed Off-Campus Accommodation Application Form.
- 1.5 Payment of the booking fee does not guarantee a place in the Off-Campus Accommodation. All bookings are entertained on a 'first-come-first-serve' basis. In the event the University is unable to provide a room in the Off-Campus Accommodation, the booking fee shall be refunded in full.
- 1.6 The booking fee shall be forfeited in the event of no show by the student within 1 week after tenancy start date / expected check-in date or cancellation of booking.
- 1.7 The full payment of a semester's rental is required upon arrival at UCSI University, before or during the check-in into the Off-Campus Accommodation.
- 1.8 Once the rental is paid, the non-refundable booking fee will then be converted to refundable deposit.
- 1.9 Should the student check-in after the commencement of the semester's orientation, the student is still required to pay the full semester's rental for his/her accommodation.

2.0 Tenancy & Rental Fees

2.1 Tenancy

- 2.1.1 Minimum tenancy period is 1 year, rental is collected on semester basis only (approximately 4 months, 5 months or 6 months, depending on the academic programme the student is enrolled in).
- 2.1.2 The tenancy start and end date varies according to the academic calendar set up for different programmes. All students are to be aware of their tenancy periods during their stay in the Off-Campus Accommodation .
- 2.1.3 Students are 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 **Early check-in and late check-out are NOT allowed.**

2.2 Rental Fees, Booking Fee & Deposit

- 2.2.1 All students are required to pay one semester's rental (please refer to the latest established rates) upon checking-in to the Off-Campus Accommodation. The semester rental depends on the type of tenancy period the students applied for and according to their programme intakes.
- 2.2.2 An advanced non-refundable booking fee of RM1,000.00 per person is required to secure the room at the Off-Campus Accommodation during application. This booking fee would be converted to a refundable deposit upon full payment of a semester's rental.

3.0 Check in & Check Out

- 3.1 All students may check in to the Off-Campus Accommodation on or after the tenancy start date / check-in date.
- 3.2 Check-in Time are as follows:
 - 3.2.1.1 Monday to Friday: 9 a.m. to 6 p.m.
 - 3.2.1.2 For other times including Saturdays, 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.
- 3.3 Check-out Time:
 - 3.3.1.1 On check-out date / tenancy end date: 9 a.m. to 6 p.m.
- 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 student will also be given an Off-Campus Accommodation Welcome Notice with the link to UCSI University Springhill Campus Off-Campus Accommodation Handbook.
- 3.5 Upon successfully checking into the Off-Campus Accommodation, the resident is required to make the full semester rental payment **before / on the first day of check-in** to the Off-Campus Accommodation.
- 3.6 A late payment fee of RM 5 per day will be charged for semester rentals paid after the due date.
- 3.7 The resident should submit the Tenancy Renewal / Termination Form to the Accommodation Officer at least four weeks prior to the end of tenancy.
- 3.8 During check-out, the resident will have to move all of his/her belongings from the room and return the key(s) / card(s) to the Accommodation Officer. He/She is also required to complete the check-out acknowledgement form and refund notice to be considered as having fully completed check-out.
- 3.9 Upon completing the check-out (without renewal of tenancy) as required, the resident can collect his/her deposit refund after 2 months from the last day of the check-out from the Finance Office.
- 3.10 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.
- 3.11 Should the resident fail to check-out according to the check-out time, 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 them without prior notification to the resident.
- 3.12 Should there be any damage to the facility and/or the room is not clean, the refundable deposit will be forfeited for maintenance / repairing / cleaning work.

4.0 Renewal of Tenancy

- 4.1 Tenancy is renewable after the first semester and is subjected to availability. However, priority will be given to new students of the incoming semester intake.
- 4.2 All students will be allowed stay at the Off-Campus Accommodation for a maximum of 2 consecutive semesters or 1 year, whichever longer. Thereafter, the tenancy may be renewed, subject to the availability of rooms, and at the discretion of the Student Affairs & Alumni.
- 4.3 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.
- 4.4 Any late submission of forms after the due date of the respective renewal period will not be entertained.

- 4.5 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 student. The resident will then have to check-out latest by the current tenancy's end date.
- 4.6 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 Off-Campus Accommodation's premises.
- 4.7 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 Student Affairs & Alumni. No further appeals will be entertained after the deadline of the appeal submission period.
- 4.8 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.
- 4.9 Should the resident decide to cancel his/her renewal application request once the renewal application is approved with advance rental has been paid before the new semester's check-in date, his/her advance rental and refundable deposit shall be refunded in full supported by written request from the student. For cancellation of renewal after the new semester's check-in date, the advance rental is not refunded but the deposit is refunded.
- 4.10 For renewal of tenancy, the respective semester's rental amount must be paid at least two weeks before the first 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.
- 4.11 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 student.

5.0 Cancellation, Withdrawal, Termination of Tenancy & Refund of Rental & Deposit

- 5.1 Should a student wish to cancel his/her accommodation application before he/she checks into the Off-Campus Accommodation, only the full semester rental (if fully paid by then) will be refunded. The non-refundable booking of RM1,000.00 will be forfeited.
- 5.2 If a resident decides to withdraw from his/her accommodation during the tenancy period after checking into the Off-Campus Accommodation (early check-out), the rental is not refunded but the deposit is refunded.
- 5.3 If a student did not report or check in into the Off-Campus Accommodation within 1 week from the start date of the tenancy period or expected check-in date, his/her booking will be released, and the non-refundable booking fee will be forfeited. His/her accommodation rental (fully paid then) will only be refunded upon request in writing to the Off-Campus Accommodation.
- 5.4 Residents expelled from the Off-Campus Accommodation for violation of Off-Campus Accommodation Rules & Regulations will not be entitled to the refund of the deposit and remainder of their paid rental.

- 5.5 Deposits will only be refunded should a resident decide not to renew his/her tenancy after his/her stay at the University's Off-Campus Accommodation (except for clauses 5.1, 5.2, 5.4, & 5.5 above), provided that the facilities and amenities of the relevant Off-Campus Accommodation unit have been kept in an acceptable condition after he/she has completed the check-out process. The Accommodation Officer shall decide at its discretion what may be considered 'acceptable.'
- 5.6 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.
- 5.7 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.

Table 2: Illustration of Booking Fees, Accommodation Rentals & Refundable Deposits Summary:

Situations	Booking Fee	Rental	Refundable Deposit
Cancel Accommodation Application	Forfeited	Refunded if fully paid by then	Nil
Early Check-Out	Nil	Fully charged	Refunded
Did not report/show-up/check-in <i>(Within 1 week from the start of the tenancy period / expected check-in date)</i>	Forfeited	Refunded upon written request**	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
Cancel Renewal Application <i>(When renewal is approved and before the next semester's check-in date)</i>	Nil	Refunded if advance is paid**	Refunded

** Terms and Conditions Applied – Refer to Section 3 & 5

6.0 Room Assignments & Reshuffling

- 6.1 Students may request for certain rooms or particular roommates to be assigned to them; however, the final decision with regards to room, unit and roommate assignments shall reside with the Accommodation Officer (and they shall be guided by the Rules and Regulations set for the Off-Campus Accommodation).
- 6.2 The Accommodation Officer reserve the right to reshuffle student into different rooms or unit with an advance notice of 2 weeks.
- 6.3 Room/Unit 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 availability and approval of the Accommodation Officer.
- 6.4 A resident is granted no more than one (1) re-assignment of rooms per tenancy period.
- 6.5 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.

7.0 Behaviour & Discipline

- 7.1 Residents are expected to display behaviour, which is acceptable and conforms to the Malaysian custom anywhere within the Off-Campus Accommodation and campus area.
- 7.2 As residents of UCSI University Springhill Campus Off-Campus Accommodation, 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.
- 7.3 Smoking, vaping, possession and/or consumption of alcoholic drinks, any prohibited drugs and gambling are prohibited in the Off-Campus Accommodation (and within UCSI University premises). Any other activities deemed illegal in the eyes of the law are also prohibited in the Off-Campus Accommodation.
- 7.4 Viewing, possession and/or dissemination of pornographic materials (hard or soft copies) in the Off-Campus Accommodation are strictly prohibited.
- 7.5 Possession of weapons or any items considered dangerous which can be used to cause injuries or bodily harm is not allowed in the Off-Campus Accommodation and campus area.
- 7.6 All contraband material found in the Off-Campus Accommodation may be confiscated permanently at the discretion of the Student Affairs & Alumni.
- 7.7 Vandalism is a serious offence. Residents found guilty of committing such an offence can or will be evicted from the Off-Campus Accommodation or barred from continuing his/her studies in the institution. The cost of making good any item vandalized will be charged accordingly to the resident.
- 7.8 Residents are not to make excessive noise or disturbance in the Off-Campus Accommodation. 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.
- 7.9 Residents are allowed to cook in the Off-Campus Accommodation at the common area, but residents must ensure cleanliness after cooking. Any form of cooking in the rooms is strictly prohibited.
- 7.10 Residents are not encouraged to wash their own laundry (including undergarments) in the washrooms.
- 7.11 Residents are not encouraged to hang clothes to dry at/outside their windows.
- 7.12 Residents are not to hang wet clothes anywhere in their rooms (especially in the wardrobes).
- 7.13 Residents are not allowed to carry out any kind of business in the Off-Campus Accommodation.
- 7.14 Residents are prohibited from climbing over the stairs or windows to get in or out of the Off-Campus Accommodation Area. They must use authorised entrances and exits.
- 7.15 Parties or other social gatherings in the Off-Campus Accommodation are not permitted without the prior consent of the Student Affairs & Alumni.
- 7.16 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 Off-Campus Accommodation.
- 7.17 Pets or animals of any kind are not permitted in the Off-Campus Accommodation at any time for any reason.

8.0 Upkeep of the Off-Campus Accommodation

- 8.1 Residents are responsible for keeping their rooms and the common areas in the Off-Campus Accommodation, such as the living room, kitchen, dining area and bathrooms clean and tidy at all times. They must also practice the proper handling of all fittings and equipment provided for them.

- 8.2 Room cleaning services and common area cleaning services are not provided but can be requested at own expenses with the Accommodation Officer. The resident is required to be present in his/her room/unit when cleaning occurs to prevent any untoward incidents.
- 8.3 All air-conditioners, lights and electrical appliances must be switched off when not in use.
- 8.4 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 Off-Campus Accommodation Warden for the electrical appliances/components in your room/unit.)*
- 8.5 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.
- 8.6 Electrical items/appliances **NOT** allowed in the Off-Campus Accommodation include slow cooker, rice cooker, toaster, Hi-Fi/home theatre system, water kettle, water heater, vacuum cleaner, iron, mini-fridge, fridge and other high voltage household appliance.
- 8.7 Off-Campus Accommodation '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.
- 8.8 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.
- 8.9 Residents are not allowed to 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 Off-Campus Accommodation will be borne by the resident responsible.
- 8.10 Any damage to the Off-Campus Accommodation'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.
- 8.11 Off-Campus Accommodation 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.
- 8.12 At no time should residents install their own padlocks or other locks to the doors, wardrobes, drawers and/or cabinet in the rooms.
- 8.13 The Off-Campus Accommodation 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.)*
- 8.14 It is the responsibility of each resident to ensure that his/her doors, windows and wardrobes are locked.
- 8.15 All residents are responsible to help ensure that all entries and exits to the Off-Campus Accommodation are locked at all assigned times.
- 8.16 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.
- 8.17 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.
- 8.18 All complaints pertaining to maintenance should be directed to the Accommodation Officer or Off-Campus Accommodation Warden.
 - 8.19 The assigned Student Affairs & Alumni staff has the responsibility of operating the Off-Campus Accommodation. 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.
 - 8.20 The Student Affairs & Alumni reserve the right to terminate the tenancy of those who violate any of the above conditions and/or any rules and regulations of UCSI University. 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.

Penalty Charges & Fine Lists

- 8.21 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
2	Loss or damage of room key/unit key	50.00
3	Loss or damage of wardrobe / drawer key(s)	100.00
4	Loss or damage of Off-Campus Accommodation Access Card	50.00
5	Loss, misuse or damage of equipment, facility or amenity (E.g. Air-conditioner, bathroom fixtures, bed, mattress, pantry appliance, and etc)	RM500 / as per replacement unit's market price and/or forfeit deposit
6	Misuse of fire extinguisher, fire alarm, and/or emergency systems	RM500 and/or forfeit deposit
7	Failed to keep the room/common area clean	RM 500 and/or forfeit deposit
8	Other offences not listed in the above (E.g. smoking, vaping, drinking alcohol, and etc)	RM500 and/or forfeit deposit

9.0 Security & Safety

- 9.1 The Off-Campus Accommodation is divided into all-Female Unit and all-Male Unit. Residents of the opposite gender are prohibited from going to unit designated for members of the opposite gender. Disciplinary actions would be taken if failure to comply.
- 9.2 All rooms are meant for single or twin sharing. Each resident has a key to his/her own room as well as key(s) for wardrobe/drawer,
- 9.3 In addition, a Residential Access Card for vehicle will be issued upon request and subject to availability.
- 9.4 Failure to return the Residential Access Card would consider the card being lost and the resident will have to pay for its replacement.

- 9.5 Residential Access Card remain the property of UCSI University and residents are not to write on or in any way permanently alter the appearance of these passes.
- 9.6 Residents are not allowed to duplicate any of the keys assigned to them. If found, disciplinary actions would be undertaken accordingly.
- 9.7 Residents are solely responsible for the safety of their own valuables. All residents are strongly advised to lock all their valuables at all times.
- 9.8 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.
- 9.9 All residents are responsible to help ensure that all entries and exits to the Off-Campus Accommodation Unit are locked at all assigned times.
- 9.10 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.

10.0 Visitors

- 10.1 Visitors, including non-resident friends, fellow residents, family members and relatives are only allowed into the common area only. This is to prevent any loss of personal properties or untoward incidents.
- 10.2 No visitors are allowed in the Off-Campus Accommodation after 11:00 pm daily.
- 10.3 Visitors, including non-resident friends, fellow residents, family members and relatives are not allowed to stay overnight in the Off-Campus Accommodation.
- 10.4 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.
- 10.5 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.
- 10.6 The University reserves the right to require a person to leave the premises if he/she is unwilling to register him/herself

11.0 Amenities Provided

11.1 Common Area

- 11.1.1 A dining table and dining chairs are provide at the Common Area of each unit
- 11.1.2 A kitchen cabinet, induction cooker, washing machine, refrigerator is provided at the Kitchen of each unit

11.2 Room

- 11.2.1 Amenities provided for all rooms are a wardrobe, a study desk and chair, a bed, a mattress, fan (for non-air-conditioned unit), aircon (for air-conditioned unit)
- 11.2.2 Water, electricity are not included in the semester's rental paid by the resident, resident is required to pay for the water and electricity monthly as per the deadline given by the Accommodation Officer, Student Affairs & Alumni reserves the right to impose late payment penalty of RM 1 per day after the given deadline.
- 11.2.3 Wireless Internet service is included in the semester's rental paid by the resident.

11.2.4 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).

11.3 Kitchen

11.3.1 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.

11.3.2 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.

11.3.3 The Off-Campus Accommodation is designated as a "Halal area". Residents are not allowed to cook or store any non-halal food/items in the refrigerator. Such items found will be confiscated and disposed by the staff with no compensation to the residents involved.

11.4 Bathrooms

11.4.1 All bathrooms of the Off-Campus Accommodation are equipped with hot water shower.

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

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

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

11.5 Wireless Internet Service

11.5.1 Wireless Internet Service is provided throughout the Off-Campus Accommodation and the whole campus.

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

12.0 Revision of Rules & Regulations

12.1 The University reserves the right to impose new rules and/or amend existing rules in connection with the rules and regulations governing the Off-Campus Accommodation from time to time, and such additions and amendments shall be duly notified to the residents accordingly.

12.2 A resident residing at the Off-Campus Accommodation under the purview of UCSI University is governed by the rules and regulations herein mentioned.

13.0 Key Contact Numbers

For further enquiries on the on-campus accommodation rules and regulations of the Off-Campus Accommodation, please email to shsaa@ucsiuniversity.edu.my or contact 06-6488888

14.0 Emergency Contact Numbers

In case of life-threatening emergencies, please contact the following:

- Lukut Police Station : 06-651 1143
- Port Dickson Fire & Rescue Station: 06-647 1444
- Port Dickson District Police Headquarters: 06-647 2222

- UCSI Hospital: 06-648 9999
- If the above cannot be reached, please call 999

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

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