

**The University of Nottingham
Malaysia Campus**

Jalan Broga
43500 Semenyih
Selangor Darul Ehsan
Malaysia
t: +60 3 8924 8000
f: +60 3 8924 8001
w: www.nottingham.edu.my

The University of Nottingham Malaysia Campus

Accommodation Handbook 2014/15

www.nottingham.edu.my/accommodation

The University of Nottingham has made every effort to ensure that the information in this brochure was accurate when published. Please note, however, that the nature of the content means that it is subject to change from time to time, and you should therefore consider the information to be guiding rather than definitive.

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Your deposits

To confirm your accommodation booking please provide:

- a. one month's advance rental
- b. two months' rental deposit in accordance with the rates of the type of room offered
- c. a damage deposit of RM300 for damage to facilities and amenities provided
- d. a room key deposit of RM50 for one set of room keys

Refund of deposits

- a. Deposits will only be refunded after check-out and once an inspection of the room has been completed.
- b. Your deposits cannot be used to off-set any outstanding rental or electricity charges for air conditioners or to indemnify the cost of damage to rooms, facilities and amenities provided by the accommodation management.
- c. Deposit refunds will not be paid in cash.
- d. Deposits will only be refunded into a bank account, details of which must be provided by you. Local or foreign bank charges will be charged to your account. Kindly enclose a copy of the front page of your bank account passbook, clearly indicating details of the account.
- e. A period of one month must be allowed for deposits to be refunded if complete information had been submitted.
- f. As stated in the contract, your period of stay will be for the first academic year only. Please note that you are committed to stay for the whole of this contract period and are not allowed to give your assigned room to any other party within this period. Failure to comply with these regulations will be considered a serious breach of contract and all deposits will be forfeited .

If the room is vacated prior to completion of the academic year, the rental deposit will be forfeited. In the event of medical problems, if the University is able provide suitable alternative accommodation but if the student still decides to vacate the premises, deposits cannot be refunded in this event. Rental deposits may only be refunded on serious medical grounds as approved by the University authorities.

Deposits will be refunded if a room is vacated within seven days after check-in. However, the first month's rent advance will be forfeited and only a refund of the two months' refundable room deposit, damage deposit and key deposit will be given. After the first seven days, no appeal will be entertained and all deposits will be forfeited.

- a. Damage and room key deposits will be refunded only if all of the keys are returned and after satisfactory inspection of the room to assess any damage or cleaning requirements.
- b. The University reserves the right at any time, for any reason whatsoever, to request a student to vacate their room. If required to do so, the University will give one month's written notice for a student to vacate the premises.
- c. The University reserves the right at any time, for any reason whatsoever, to request a student to move to another room. If required to do so, the University will give one week's written notice to the student prior to relocation.

Rental payments

Terms and conditions

- a. The rental must be paid no later than the seventh day of each calendar month.
- b. Failure to do so will result in an additional late rental penalty of RM10 per day up to the day full settlement of all outstanding rentals and penalties is made. No appeal will be entertained by the Accommodation Office.
- c. Internet services will be suspended if your rental remains outstanding after the rental due date.
- d. If the room rent is still outstanding one month after the rental due date there will be no further reminders and your room will thereafter be sealed. You will only be allowed to enter the room to pack all personal belongings and will then be escorted out of the room.
- e. After the room has been sealed for a period of five days, all personal belongings will be packed and placed in storage. Storage charges of RM20 per day will be further imposed.

3.1 Room rental for short stays

- a. A daily room rental rate will be charged according to the room type offered for short stays of no more than seven days.
- b. Half-month room rental rates will be charged according to the room type offered for short stays of more than seven days but less than 15 days.
- c. A full-month rental rate will be imposed according to the room type offered for a short stay of more than 15 days.
- d. A room rental deposit is not required for a short stay, however a damage deposit and room key deposit is required. Damage and room key deposits will be refunded when all keys are returned to the office and an inspection of the room to assess damage has been successfully carried out.

3.2 Room rental payment upon check-in and check-out

- a. Half-month room rental rates will be imposed according to the room type offered upon check-in on the 16th of the month onwards. The first payment will be a full month rental, of which any overpayment will be credited or offset against the second month's rental.
- b. A full-month room rental rate will be imposed for check-in before the 16th of the month.
- c. A half-month room rental rate will be imposed upon check-out before the 16th of the month. A full-month room rental is required to be paid for the month of check-out and the remaining half-month room rental will be refunded together with all refundable deposits.
- d. A full-month room rental rate will be imposed for check-out on 16th of the month onwards.

3.3 Revised billing cycle for room rental

- a. Effective from April 2015, room rental will be billed on a quarterly basis. The room rental billing cycle will be as follows:
 - September
 - February
 - April
 - July

Electricity charges

A monthly electricity charge of RM0.41 per unit of electricity will be imposed according to the usage measured by the air-conditioning electricity meter. The electricity charges must be paid together with the monthly room rental. Please note that the electricity rate per unit may be subject to change by Tenaga Nasional Berhad.

4.1 Electrical appliances – additional chargeable and non-chargeable amounts

- a. Effective from April 2015, electricity charges will be billed on a quarterly basis. The electricity charges billing cycle will be as follows:
 - November
 - February
 - May
 - August

- b. Additional charges for electrical appliances per month:

1. Refrigerator (mini bar only)	RM39
2. Rice cooker	RM5
3. Iron	RM20
4. Stand fan	RM15
5. Electric kettle (jug)	RM15
6. Toaster	RM15

Non-chargeable use of electrical appliances

- Laptop/notebook
- Table or study lamp
- Printer
- Mobile phone charger
- Hair dryer

Please take note that all electrical appliances need to comply with the electricity voltage requirements of the University. For safety reasons, all other electrical or electronic appliances are strictly prohibited.

Student tenancy

Terms and conditions

a. Period of residence

The University accommodation policy states that all new students are allowed to stay in on-campus accommodation for their first academic year only. Thereafter, on campus accommodation will be allocated to returning student based on availability of a room.

b. Check-in

Upon collection of room keys, you will be given an inventory checklist to be completed and signed after checking the room. The inventory checklist must be returned to the Accommodation Office (Operations Unit) immediately after inspection of the room.

Feedbacks must be given to Accommodation Office (Operations/Maintenance Unit) if inventory items are not in good and tenable conditions within 24 hours upon room check-in. You are advised that check-in to on-campus accommodation will be at following times:

Monday to Friday:	9am-5pm
Saturday:	9am-12pm
Sunday, public and state holidays:	Closed

You are strongly advised not to arrive at your designated accommodation before the specified check-in date as the Accommodation Office (Operations Unit) cannot guarantee the availability of accommodation should you arrive prior to your specified check-in date. No requests for change of location, room or roommates will be entertained.

c. Check-out

You must check-out at the end of your first academic year. The room must be vacated by 12noon on the last day of occupancy.

You are required to remove all belongings. In the case of non-compliance with this regulation, the Accommodation Office (Operations Unit) reserves the right to remove all belongings and will not be responsible for any loss or damage caused as a result.

All keys must be returned to the Accommodation Office (Operations Unit) for your room inspection and to assess for any damage or cleaning charges. You must submit your Notice of Check-out Form one month before the date of check-out. A daily rental rate will be imposed if you fail to check-out by the specified date and there has been no prior approval from the Accommodation Office (Operations Unit).

d. Allocation of accommodation/room

Accommodation shall be allocated to you from your preference list subject to the availability of room type. Should the choice of room be unavailable, you will be allocated the next best available room.

e. Changing or transferring room

You are not allowed to change or transfer to another room without prior written permission or approval from the Accommodation Office (Operations Unit).

f. Use of rooms

Rooms are only to be used as private living accommodation.

Male and female students are allocated rooms on different floors, where possible. Students, guests or family members of the opposite gender are not allowed on those floors. If this rule is violated, the incident will be reported to the University. As a result, reports may be made to parents/guardians or eviction may be enforced.

g. Visitors and guests

If you occupy a single room, visitors of the same gender as you are allowed to visit you in your room. If you occupy a shared room you must entertain your visitors in the lounge area.

Visitors are not allowed to spend the night in your room. All visitors must leave the room by 10pm at the latest.

Visitors must ensure that the student they are visiting is in their room, otherwise such an intrusion would be considered trespassing which is a criminal offence and will be dealt with in accordance to the law.

h. Parties, functions and events

No parties, functions and events are permitted in the halls unless prior written permission or approval of the Accommodation Office (Operations Unit) has been received.

i. Cooking

For residents of Tioman, Langkawi, Redang, Pangkor and Kapas Halls: Cooking may only be carried out in the hall pantries and all food must be consumed in the dining rooms. Only Halal food is permitted in campus accommodation. For residents of the Student Village: No cooking is allowed in the pantries with the exception of the re-heating of pre-prepared foods in the microwave ovens provided. Only Halal food is permitted in the accommodation.

j. Pets

No pets or rescued animals are allowed in the accommodation. You are not allowed to feed any stray animals that may wander onto the campus. Anyone found feeding, playing or bringing animals into the halls will be subjected to a fine of RM50.

k. Cleanliness

You must ensure cleanliness of the room you occupy. All rubbish must be placed in the garbage bags provided, tied securely and placed in the designated location for the housekeeping staff to dispose of.

l. Removal of amenities and utilities

It is an act of misconduct for you to remove property belonging to the accommodation without prior approval from the Accommodation Office (Operations Unit). A fine of RM500 will be imposed for the first offence. If the offence is repeated you will be expelled from the accommodation and all deposits paid will be forfeited.

m. Maintenance services

All requests for repairs must be submitted to the appropriate Accommodation Offices (Operations Unit) as listed below during office hours (Monday-Friday, 9am-5.30pm). The Maintenance/Repair Form is available at these Accommodation Offices (Operations Unit) for students to complete.

For emergency repairs a contact number will be posted outside the Accommodation Office (Operations Unit) for you to call in the case of an emergency after office hours. There will be a representative at the following times for you to discuss any problems with your accommodation and to answer any questions about the Terms and Conditions.

General office hours

Monday to Friday:	9am-5pm
Saturday:	9am-12pm
Sunday, public and state holidays:	Closed

Please note: the office is only deals with maintenance and housekeeping matters on a Saturday.

Location of Accommodation Offices (Operations Unit)

For residents of Kapas and Pangkor Halls:
Accommodation Office. Ground Floor, Kapas Hall

For residents of Langkawi, Redang and Tioman Halls:
Accommodation Office, Ground Floor, Tioman Hall

For residents of Gemia, Lankayan, Mabul, Perhentian, Rawa and Sipadan Halls: Accommodation Office, Ground Floor, Radius Building

n. Damages

Any wilful or accidental damage or breakage to your room must be made good by you.

For damage to common areas of the halls of residence, if no one admits to causing the damage, all residents on that floor will be held responsible and will have to indemnify the University for the damage or breakage.

You are expected to pay for the costs involved in repairing any damage of amenities in your room if they are not maintained to the standard of the condition the room was in at the time of check-in. No nails and screws are allowed to be attached to the walls, furniture or doors.

o. Electricity supply and safety

All lights, fans, air-conditioner and other electrical appliances must be switched off when not in use. This is an environmentally friendly measure encouraged by the University. For safety reasons do not overload electrical sockets.

p. Disabled students

The University endeavours to provide all disabled students with accessible accommodation. If you have a disability you may request accessible accommodation and will need to provide written supporting documentation or medical reports from a registered physician/doctor.

q. Infectious diseases

Notice must be given to the warden and the Accommodation Office of any resident who is suffering from an infectious or contagious disease in order for the University to address the risk of health and safety of other residents.

r. Discipline

You must ensure that there is no loud conversation, excessive laughter, shouting, slamming doors or loud music (either from radios, CD players, computers, musical instruments or playing games) because such noise might be a disturbance to other residents. Absolute silence must be observed after midnight.

Fighting or any kind of physical violence is strictly prohibited within the accommodation. If you are found guilty of committing such an offence you will be evicted.

You must use the authorised entrances and exits. You are prohibited from climbing over the fence or wall to get in or out of the accommodation and if found committing such an offence you may be evicted from the accommodation

s. Vandalism and theft

If you are found vandalising fire extinguishers or fire equipment you will be immediately expelled from your accommodation and all deposits paid will be forfeited. If no one admits to the act, all residents on that floor will be held responsible and will have to indemnify the cost of replacing or repairing those items.

If you are involved, suspected or caught for theft or any kind of vandalism you will be immediately expelled from the accommodation and will be reported and handed over to the police. All deposits paid will be forfeited.

t. Alcohol and drugs

It is illegal to have alcohol and drugs on any educational premises in Malaysia. Neither drugs nor consumption or storage of liquor is permitted inside rooms or anywhere else in the accommodation. You will be immediately expelled from the accommodation and will be reported and handed over to the police if you disobey this alcohol and drugs law. It is the University's policy not to tolerate the use of illegal substances on its land or in its buildings.

u. **Smoking**

No smoking (cigarettes, cigars, pipes or any other substitutes including Shisha) is allowed in the rooms/accommodation (University building) for safety purposes. Smoking is only allowed in areas specifically designated.

v. **Security and safety**

There is security presence at the accommodation. However, you are reminded to lock your room doors at all the times. All valuable items such as cash, cameras, mobile phones, jewellery, ATM cards, identity cards, driving licences, passports etc are your responsibility and must be looked after with great care. The University Accommodation Office is not responsible for any loss or misplacement of such items.

w. **Keys and surcharges**

The charge imposed for lost keys, damage to room doors or replacement of the door lock is RM50.

You are not allowed to make additional duplicate room keys yourself. No changes or additional door locks are allowed except with authorisation of the Accommodation Office (Operations Unit).

If you lock yourself out of your room and seek assistance from the Accommodation Office (Operations Unit), you will have to pay to the following cash surcharges.

During office hours	RM50
After office hours	RM100
Public and state holidays	RM150

x. **Storage charges**

The Accommodation Office (Operations Unit) has provided a baggage storage service for students who stay in on-campus student accommodation. You can only request baggage storage if you are a current student and the following charges will apply:

- a. A storage fee of RM100 per baggage/luggage/package will apply for a storage period not more than three months.
- b. Storage fees of RM20 per baggage/luggage/package will apply for a three hour storage period and for subsequent hours, a storage fee of RM50 will be imposed based on the daily storage rate.
- c. Residents are only allowed to request baggage storage if they have yet to check-in or already check-out.
- d. You are allowed to retrieve your stored baggage during working hours, 9am-5pm, Monday to Friday, (except public or state holidays)

The University acts as a facilitator in order to provide storage space for residents/students and will not be held liable in anyway whatsoever.

y. **Personal belongings in common areas**

You are solely responsible for the safety of your own valuables and belongings. The University shall not under any circumstance be held responsible for any damage, loss or theft of any money or belongings left outside your room. These common areas include the kitchens and hall compounds.

