HOUSING AGREEMENT

1  DEFINITIONS

1.1  In this Agreement:

1.1.1  “Accommodation fees” means the fees established by the University for each academic year for the accommodation listed in the University’s website.

1.1.2  “Agreement” means this Housing Agreement.

1.1.3  “Contents” means the fixtures, fittings, appliances, furniture and furnishings in the Room in accordance with the latest inventory checklist signed by the Licensee.

1.1.4  “Licensee” means the student who is granted a licence to occupy the Room by this Agreement.

1.1.5  “Management Office” means the site office that manages the operations and administration of the Hostel at which the Licensee is residing in or is applying to reside in.

1.1.6  “Office” means the Office of Student Affairs, the Office of Housing Services or the Office of the Provost under which the Hostel is administered or overseen.

1.1.7  “Hostel” means the college, hostel, residence or hall of the University at which the Room is located.

1.1.8  “Hostel keys” includes access cards, transponders, door keys, cabinet keys, mailbox keys, etc and their corresponding key tags issued by the Hostel to the Licensee.

1.1.9  “Room” means such room or apartment in the Hostel as is from time to time allocated by the University to the Licensee.

1.1.10 “Stipulated period of stay” means the period stated in the Accommodation Offer from the University.

1.1.11 “University” means National University of Singapore.

2  PAYMENT

2.1  This Agreement is not intended to confer exclusive possession of the Room upon the Licensee nor to create a landlord and tenant relationship between the parties.

2.2  Upon check-in, the Licensee will be invoiced by the University and the Licensee shall ensure full settlement of the accommodation fees and all other related charges as reflected in the invoice by the due date. For GIRO payment, the due date shall be the University’s stipulated GIRO deduction date. A late payment charge of S$12.50 or 5% per annum on all fees and charges that remain outstanding after the due date, whichever is the higher, may be imposed by the University.
2.3 The University reserves the right to vary the accommodation fees during the academic year.

3 CANCELLATION

3.1 If, after the acceptance of the Accommodation Offer from the University, the Licensee fails to check-in by the stipulated date, the acceptance fee received from the Licensee will be forfeited and the Licensee will no longer be entitled to the Room at the Hostel.

3.2 If, after check-in, the Licensee gives notice of cancellation to the Management Office, the Licensee will remain responsible for the payment of the accommodation fees and all other related charges as reflected in the invoice notwithstanding that the invoice has yet been paid.

3.3 If, after check-in and payment of the invoice, the Licensee gives notice of cancellation to the Management Office, the Licensee will not be entitled to any refund.

3.4 All notices of cancellation must be in writing and may be given in person and/or by electronic mail to the Management Office.

4 NO REFUND OF FEES

4.1 The Licensee 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 Management Office.

5 CHECK-IN PROCEDURES

5.1 The Licensee shall present the following original documents to the Management Office for the check-in:

5.1.1 Matriculation Card, Identification Card and/or the Licensee’s Passport for verification;

5.1.2 Student Pass, Social Visit Pass, Dependant’s Pass, etc (where applicable).

If the Licensee does not present these documents, he or she will not be checked-in. If these documents are not presented by the stipulated check-in date, the Licensee will be deemed to have failed to check-in by the stipulated date and Clause 3.1 above will apply.

5.2 The Licensee shall conduct a room check and endorse on the inventory checklist form upon check-in to the Hostel. The form shall be returned to the Management Office within 24 hours of check-in or such longer time as may be allowed in writing by the Hostel.
5.3 In instances when the Licensee fails to sign or return the inventory checklist form, the Licensee 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.

5.4 The Licensee may check-in before or after the stipulated check-in date only with the prior written approval of the Office. In the case of an early check-in, the stipulated daily room rate will apply for the period between the early check-in date and the stipulated check-in date. In the case of a late check-in, the accommodation fees for the period from the stipulated check-in date will remain payable.

6 CHECK-OUT PROCEDURES

6.1 At least 1 week before the check-out date, the Licensee shall schedule with the check-out officer from the Management Office the time for a joint room-inspection, which is to be conducted during office hours on the actual check-out date.

6.2 Prior to the check-out, the Licensee shall clear all his or her belongings and clean the Room. If cleaning is required because the Room is not in an acceptable condition, a cleaning fee shall be imposed on the Licensee.

6.3 A check-out form completed and signed by the Licensee shall be endorsed by the check-out officer from the Management Office.

6.4 The Licensee shall return all issued hostel keys personally to the Management Office upon check-out.

6.5 Without prejudice to the other rights of the University, the stipulated daily room rate will continue to apply until the hostel keys are returned to the Management Office and the check-out procedures are completed.

7 ELIGIBILITY

7.1 The Room is for the occupancy of the Licensee who must be a full-time student registered with the University during the stipulated period of stay. The Licensee shall be ineligible to stay in the Room upon ceasing to be a full-time student of the University. It is the Licensee’s responsibility to inform the University if he or she is no longer a full-time student registered with the University. The Licensee will vacate the Room as notified by the University.

7.2 A Licensee residing in a designated married student/family accommodation, which allows the spouse and/or children to occupy the Room with the Licensee, shall ensure that only the Licensee’s spouse and/or children (maximum of two children) are registered as joint occupants to the Room. A Licensee wishing to reside with occupants of a different relationship (parents, aunts, grandparents etc.) shall obtain prior approval from the Office of Student Affairs. Approval is granted on a case-by-case basis.

7.3 A Licensee residing in a designated married student/family accommodation shall ensure that each of his or her registered occupants who is a foreigner has a valid pass (e.g. Social Visit Pass, Dependant’s Pass, etc) for the stipulated period of stay. The Licensee shall submit documentation to support his or her declared relationships with the registered occupants and a copy of the registered occupants’ valid passes to the Management Office upon check-in. Failure to submit these documents will
subject the Licensee and the registered occupants to termination of stay.

7.4 If the Licensee is an international student, he or she shall ensure that his or her Student’s Pass is valid during the stipulated period of stay. A Licensee without a valid pass faces expulsion from the University and action by the Immigration and Checkpoints Authority (ICA).

8 ROOM ASSIGNMENT

8.1 During the stipulated period of stay, the assigned Room shall be for the use of the following persons only:

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single room</td>
<td>Licensee only</td>
</tr>
<tr>
<td>Shared room</td>
<td>Licensee with such other licensees as may be assigned and approved by the University only</td>
</tr>
<tr>
<td>Married student or family accommodation</td>
<td>Licensee with the registered occupants approved by the University only</td>
</tr>
</tbody>
</table>

8.2 The Licensee shall not be eligible for any change or transfer of the Room or Hostel except under exceptional circumstances as determined and approved by the Management Office/s.

8.3 The University reserves the right, at any time on sufficient notice being given, to reassign another room in the Hostel to the Licensee.

8.4 Where a Licensee is occupying a double room, the University will have the right, for optimal use of its housing resources, to relocate the Licensee to another room or to assign another licensee to share the double room with the Licensee.

8.5 During the vacations, the University will have the right to relocate and consolidate licensees, including the Licensee, to designated blocks or hostels to maximise the occupancy in these blocks or hostels so as to enhance the personal safety of the residents and for better operational efficiency.

8.6 The University reserves the right to relocate the Licensee to another room or hostel for temporary occupancy in the event of any repair works, maintenance or improvement works, pest control or housekeeping works, emergency or unforeseen circumstances warranting such relocation.

8.7 The Licensee shall not be entitled to any refund of the accommodation fees or any other related charges or be entitled to any compensation arising from any such relocation described above.

9 TERMINATION OF AGREEMENT

9.1 The University reserves the right to terminate this Agreement by a notice in writing to the Licensee whereupon the Licensee shall vacate the Room in any of the following events:
9.1.1 The Licensee is terminated from the course of study;

9.1.2 The Licensee has withdrawn from the course of study;

9.1.3 The Licensee converts to part-time student status;

9.1.4 The Licensee becomes employed as a staff member of the University;

9.1.5 If the Licensee is an international student and does not have a valid Student's Pass or the registered occupants granted approval to stay with the Licensee in the Room do not have a valid pass (e.g. Social Visit Pass, Dependent’s Pass, etc) during the stipulated period of stay;

9.1.6 Upon the Licensee being conferred the degree. For avoidance of doubt, the degree conferment date will be the date as indicated in the conferment letter sent by the Registrar’s Office or Faculty;

9.1.7 The Licensee is on Leave of Absence, whether voluntary or mandated by the University;

9.1.8 The Licensee fails to make full payment of any outstanding accommodation fees or any other financial obligations due and payable under this Agreement;

9.1.9 The Licensee fails, for any reason, to comply with any provision of this Agreement or the Rules and Regulations;

9.1.10 The Licensee accumulates or exceeds the prescribed number of demerit points under the Demerit Point Structure for Housing Offences (“DPS”) found at http://nus.edu.sg/osa/documents/housing/housing-agreement/demerit_point_structure.pdf;

9.1.11 The Licensee’s accommodation privileges are suspended or withdrawn by the Disciplinary Appeals Board, Board of Discipline, Head or Dean in disciplinary proceedings pursuant to the University’s Statutes and Regulations; or

9.1.12 The University deems such termination necessary or advisable in the interests of the safety of the other licensees in the Hostel.

9.2 The onus is on the Licensee to notify the Office of Student Affairs of any change referred to in clauses 9.1.1 to 9.1.7 above.

9.3 The Licensee shall vacate the Room by the date stated in the said written notice or within 48 hours if there is no date stated. The check-out procedures will still apply to the Licensee upon termination. Failure to comply with a notice to vacate may result in liability for accommodation fees at such rates as the University may determine until the Licensee vacates the Room and/or in civil or criminal trespass.

9.4 In the event that this Agreement is terminated and the Licensee does not vacate the Room or fail to comply with the check-out procedures, the University shall have 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.
10.1 The Licensee shall comply with all applicable statutes, regulations, rules, procedures, directions, policies, guidelines, codes of conduct and notices (as may be amended or prescribed from time to time) of the University, the Office and the Management Office (“Rules and Regulations”), in particular on matters such as health, safety, security, the proper conduct of Licensees and the orderly and efficient operation and administration of the Hostel.

10.2 The Licensee shall be responsible for accessing, reading, understanding and updating himself or herself of the Rules and Regulations prevailing from time to time.

11 CONDUCT

11.1 When in the Hostel, the Licensee shall at all times respect the rights and privacy of other residents.

11.2 The Licensee is to use the common areas of the Hostel, including but not limited to the staircase, landings, dining hall, kitchen, pantry areas, bathrooms and laundry area, for their respective designated purpose in common with the other residents.

11.3 The Licensee shall not do or permit to be done in or upon the Room or the Hostel anything which may interfere with the quiet enjoyment of the other residents.

11.4 Where the Room is to be shared with another licensee, the Licensee shall use his best endeavours to share the use of the Room peaceably and amicably with such other licensee.

11.5 Noise level should be kept to a minimum.

11.6 The Licensee shall observe “Quiet Period” as stipulated by the Hostel. During the “Quiet Period”, the Licensee shall avoid making any excessive or unusually loud sounds or noises which may annoy or disturb the other residents.

11.7 The Licensee shall attend all briefings and meetings as and when notified by the Office or the Management Office or its appointed representatives.

11.8 The Licensee shall not remove, change, install or replace any lock in a Room or the Hostel. The Licensee shall not duplicate any key issued to him or her.

11.9 The Licensee is strictly prohibited from passing his or her hostel keys or matriculation card to other licensees of the Hostel or any non-residents (non-residents include friends, classmates, family members, relatives, visitors, etc).

11.10 The Licensee is strictly prohibited from allowing non-residents to use his or her Room for any purpose in his or her absence.

11.11 The Licensee is strictly prohibited from accommodating any other person in the Room (this includes having a person staying overnight or exceeding the curfew hours for visitors in the Room).

11.12 The Licensee is strictly prohibited from subletting the Room to any other person, with or without monetary consideration.
11.13 A Licensee residing in a single room shall keep the door open or ajar whenever a member of the opposite gender is in the Room.

11.14 A Licensee residing in a shared room is only allowed to entertain his or her visitors in the common areas (e.g. living room, lounge, etc.).

11.15 The Licensee is required to close and/or lock the common areas’ entry/exit gates and fire exit doors at all times.

11.16 The Licensee shall not compromise the safety or security of the other residents or any security measures put in place by the University, the Office or the Management Office.

11.17 The Licensee shall not trespass into another resident’s room or any area of the Hostel which he or she is not authorised to enter into.

11.18 The Licensee shall not change the Room allocated to him or her without the approval of the Management Office.

11.19 Facilities in the Hostel booked by the Licensee are non-transferable.

11.20 The Licensee is prohibited from engaging in conduct in or about the Hostel which poses a threat to the health or safety of others or which interferes with the rights or well-being of other persons.

11.21 The Licensee is prohibited from sleeping in the common areas (e.g. TV room, lounge, etc).

11.22 The Licensee is to be appropriately attired when in the common areas. He or she is to be attired in a manner that ensures the upper and lower body is properly covered. Bathrobes, night-dresses, swimwear, skimpy shorts and negligees are not considered proper attire.

11.23 The Licensee shall not be attired in a manner that will prevent him or her from being readily identifiable, for example, wearing clothing that covers the face or the use of a full-face motorcycle helmet or a mask that hinders easy identification.

11.24 Gambling, smoking, consumption of alcohol and habit-forming drugs as well as anti-social habits such as spitting and littering are strictly prohibited in the Hostel.

11.25 The Licensee shall not be in a state of drunkenness or behave in a disorderly manner while at the Hostel.

11.26 Solicitation, sale or promotion of any goods or services or any political or social cause by the Licensee within the Hostel is prohibited.

11.27 Activities at the Hostel contravening the Code of Student Conduct or the laws of Singapore are prohibited.

11.28 Any form of ragging, orientation or initiation activity by a Licensee or a group of licensees is strictly prohibited in the Hostel. Only orientation activities approved by the University, the Office or the Management Office are permitted.

11.29 The keeping of animals and pets in the Hostel is prohibited.
11.30 The use of heating and food preparation appliances, waterbeds, private air conditioners, air coolers and any other items not expressly approved by the Management Office are prohibited in the Hostel.

11.31 A surcharge will be imposed on approved personal appliances (e.g. mini-refrigerator). Such appliances have to be registered with and approved by the Management Office prior to installation. For such approved installation, the Licensee shall be responsible for its repair and its removal upon checking-out.

11.32 The Licensee may apply for the installation of a personal telephone line in the Room. As a subscriber, the Licensee shall be responsible for all costs incurred and the maintenance of the telephone line and equipment. This shall include the cost payable when a Licensee is relocated to another Room or Hostel.

11.33 Loss or damage of hostel keys shall be reported to the Management Office within 24 hours or the next working day. The cost of replacing the hostel keys and lock shall be borne by the Licensee.

11.34 If the Licensee is locked out of his or her Room, the cost of engaging a locksmith shall be borne by the Licensee.

11.35 Reports of theft or loss of personal belongings will be handed over to the Police for investigation and further action.

12 FIREF AND COMMUNAL SAFETY

12.1 The Licensee is prohibited from activating, without reasonable cause, fire alarms, thereby producing false alarms, or damaging any fire-safety equipment or discharging or tampering with fire safety equipment without a fire or the reasonable threat of a fire being present.

12.2 Cooking or the use of naked flames, fire, incense sticks, candles, mosquito coils and sparklers is not permitted in the Room. Preparation of food is strictly restricted to the kitchen provided. The Licensee shall not leave any cooking or microwaving unattended in the kitchen.

12.3 Smoking is not allowed in the Room or in the Hostel.

12.4 Activities involving or the possession of chemicals, bio-compounds, etc that may cause fire, explosion or any kind of hazard to the residents are strictly prohibited.

12.5 The Licensee is prohibited from altering or adapting electrical outlets and equipment and from overloading the circuits. Do-It-Yourself (DIY) wiring and other electrical set-ups by the Licensee are prohibited in the Hostel.

12.6 The Licensee is required to attend all fire drills conducted in a swift and orderly manner.

12.7 The Licensee is prohibited from placing any garbage, trash, bicycles or other articles (e.g. shoes, slippers, shoe racks, laundry, clothes racks, bags, receptacles, detergent, potted plants, etc) in the common areas (which will include corridors, stairs, passageways, ledges, balconies, etc.) of the Hostel. The Management Office reserves the right to remove or discard any item or article stored or placed in the common areas in violation of this clause. Such item or article will not be returned to
a claimant without satisfactory proof of ownership and payment of all expenses incurred for its removal and/or storage. A Licensee who wishes to seek exemption from this clause is required to seek prior approval from the Management Office.

12.8 The Licensee shall not throw objects from windows, balconies, fire escapes or other exterior parts of the Hostel.

13 CARE OF ROOM, FACILITIES AND COMMON AREAS

13.1 The Licensee is responsible for the care of the Contents in the Room and the property in the facilities and common areas of the Hostel. The Licensee is responsible for keeping the Contents, the Room, the facilities and the common areas in the Hostel clean, safe and in a good condition.

13.2 No Licensee may paint, put nails or screws in, make holes in, or otherwise alter, dirty or damage the Room or any other part of the Hostel.

13.3 The Licensee shall not post or hang signs, notices, posters, banners, and the like on the walls of, or in or about, the Hostel in areas not designated by the Management Office for such a purpose, unless prior permission has been obtained from the Management Office.

13.4 The Licensee is prohibited from removing any appliance, furniture, furnishing, fitting or fixture from the Room and the common areas of the Hostel.

13.5 The Licensee is responsible for the cost of repair, repainting, rectification or replacement in the event of damage or loss caused to the Contents, the Room, the facilities and the common areas in the Hostel.

13.6 Any fault in or damage to the facilities or the common areas in the Hostel shall be reported without delay by filling up a work request form available at the Management Office.

13.7 If damage or loss to the facilities or common areas of the Hostel is determined to have been caused by the carelessness, negligence or improper conduct of the Licensee’s registered occupants or visitors, the Licensee shall be responsible for the cost of such repair, repainting, rectification or replacement.

13.8 Licensees sharing common facilities within a designated area of the Hostel shall be liable for a joint payment towards the cost of repair, repainting or rectification of the common facilities and appliances within the designated area in the event that the cause of such damage or loss to the shared facilities cannot be attributed to a single Licensee.

13.9 The University will also not store away furniture provided in the Room not required by the Licensee. The Licensee shall gauge the size of the Room first before bringing in his or her own furniture.

13.10 The Licensee is prohibited from using the Hostel as a storehouse for transhipment.

13.11 The Licensee shall be responsible for the conservation of water and electricity. The Licensee shall ensure that all lights, fans, air-conditioners, personal computer and
other electrical equipment (such as battery charger, alarm clock, etc) are switched off before leaving the Room or the common areas.

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

13.13 The Licensee shall comply with the instructions on the proper use of the washer and dryer. Cleaned laundry shall be promptly removed from the washer and dryer. Clothes shall only be dried at designated drying areas provided. Drying of clothes or laundry at windows, passageways, kitchens, staircases and other non-designated areas are strictly prohibited.

14 ROOM INSPECTION & REPAIRS

14.1 The University reserves the right for its authorised representatives to enter and inspect any Room in the interests of health, safety, and the orderly and efficient operation and administration of the Hostel, or to carry out any cleaning, repair, installation, maintenance, or improvement works.

14.2 If emergency, health or safety circumstances warrant, entry may be made at any time, whether or not the Licensee is present, and without prior notice to the Licensee.

14.3 Entry may also be made at any time, whether or not the Licensee is present, and without prior notice to the Licensee, if there are reasonable grounds to believe or suspect that:

14.3.1 any substance, material, item or article is being used, kept or stored in the Room and such use or possession is illegal or prohibited by law or by the Rules and Regulations; or

14.3.2 there is a breach or contravention of the immigration laws; or

14.3.3 there is a breach of any provision of this Agreement.

14.4 The provisions of this clause are without prejudice to the rights of the University as Licensor.

15 VISITOR POLICY

15.1 The Licensee shall abide by the “Visiting Hours” of the Hostel as stipulated in the Rules and Regulations. The Licensee shall ensure that his or her non-resident visitors be accompanied by the Licensee at all times.

15.2 Such non-resident visitors are to leave the Hostel by the stipulated time. They are strictly prohibited from staying overnight in the Hostel.

15.3 The Licensee is responsible for his or her visitor’s full compliance and observance of the provisions of this Agreement and of the Rules and Regulations. Any breach of this Agreement or of the Rules and Regulations by the visitor shall be deemed to be a breach by the Licensee.
16 **WAIVER**

16.1 Neither the failure nor delay by the University to exercise any right or remedy under this Agreement or to insist upon strict compliance by the Licensee with any of its obligation shall constitute a waiver of any of the University’s right or remedy under this Agreement.

16.2 No waiver of any breach of any terms of this Agreement shall be deemed to be a waiver of any other or of any subsequent breach.

17 **NO SUBCONTRACTING OR ASSIGNMENT**

17.1 The Licensee shall not sub-contract, assign, novate or otherwise transfer or dispose of any part of its rights or obligations under this Agreement to any other person without the prior written consent of the University.

18 **NO THIRD PARTY RIGHTS**

18.1 A person who is not a party to this Agreement shall have no right under the Contracts (Rights of Third Parties) Act to enforce any of its terms.

19 **SEVERABILITY**

19.1 If any part of this Agreement is held to be invalid, void or unenforceable, the remainder of this Agreement shall remain in full force and effect and shall in no way be affected, impaired or invalidated.

20 **HEADINGS**

20.1 The headings in this Agreement are for convenience only and not for the purpose of interpretation.

21 **CHOICE OF LAW AND JURISDICTION**

21.1 This Agreement shall be governed by and construed in accordance with the laws of the Republic of Singapore. The Licensee irrevocably submits to the non-exclusive jurisdiction of the courts of the Republic of Singapore.

22 **EXCLUSION OR LIMITATION OF LIABILITY**

22.1 As far as permitted by law, the University shall not be liable directly or indirectly for personal injury, loss of life, loss or damage to any personal property of the Licensee, his or her registered occupants or visitors suffered in the Hostel.

22.2 The Licensee shall lock the door and windows when he or she leaves the Room. The University shall not be liable for any damage or loss suffered by the Licensee arising from any unauthorised entry into the Room.
22.3 Without prejudice to the foregoing, the Licensee shall alert the Management Office to any building defect (including water seepage, termites, etc), mechanical and electrical defect or defect to the Contents in his or her Room for remedial action. There will be no compensation for any loss and/or damage caused to any personal property of the Licensee, his or her registered occupants or visitors due to such defects wherever arising in the Hostel (including defects in the Room or in the facilities or common property of the Hostel).

22.4 Where reasonable care is taken to provide the Room with furnishings and appliances that are in working order, there will be no refund or compensation should the furnishings or appliances break down in the course of the stipulated period of stay.

22.5 The University shall not be responsible for any delay or non-delivery of utilities or other services to the Room or the Hostel that are beyond the University’s control.

22.6 The University shall not be responsible for the Licensee’s belongings not removed from the Room after the stipulated period of stay has expired or the cancellation or termination of this Agreement. The University may dispose of such belongings and the Licensee shall be responsible for the costs incurred thereby.

22.7 The Licensee expressly authorises the University to receive and sign, without liability whatsoever, for all personal property and goods delivered to the Hostel by post, courier or hand intended for the Licensee. The Licensee agrees not to hold the University liable for any loss or damage caused to such property or goods.

23 LIABILITY FOR REGISTERED OCCUPANTS AND VISITORS

23.1 The Licensee is responsible for his or her registered occupant’s (where applicable) and visitor’s full compliance and observance of the provisions of this Agreement, in particular Clauses 11, 12, 13 and 15 of this Agreement, and of the Rules and Regulations. Any breach of the provisions of this Agreement or of the Rules and Regulations by the registered occupants or visitors shall be deemed to be a breach by the Licensee.

23.2 In addition to any rights and remedies that the University may have against the Licensee’s registered occupants and visitors, the Licensee shall be liable to and shall indemnify the University for any loss and damage caused by the registered occupants and visitors.

24 DISCIPLINARY ACTION

24.1 Without prejudice to the foregoing, the Licensee is advised to read and acquaint himself or herself particularly with Statute 6 and Regulation 10 of the University’s Statutes and Regulations on “Discipline with Respect to Students”, the Code of Student Conduct and the Guidance Note as breach of certain terms and conditions of this Agreement or of the Rules and Regulations may also attract disciplinary action.

24.2 Disciplinary action may result in a range of sanctions including, but not limited to, fines, revocation of visitation privileges and non-consideration for future accommodation at any hostel.
Demerit Point Structure (DPS) for Housing Offences

The Demerit Point Structure (DPS) is to be read in conjunction with the Housing Agreement. Please be familiarized with the following guidelines:

1.1 Each residential year begins on 1 June and ends on 31 May.

1.2 Demerit points (below 16 points) accumulated within a residential year are reset to ‘0’ on 1 June.

1.3 Housing Agreement is terminated upon accumulation of 16 demerit points (or more) within one residential year.

1.4 Housing Agreement is terminated upon accumulation of 25 demerit points throughout all residential years and eligibility for on campus housing will be withdrawn for the rest of the candidature.

<table>
<thead>
<tr>
<th>S/N</th>
<th>Offence Types</th>
<th>Demerit Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Theft</td>
<td>16</td>
</tr>
<tr>
<td>2</td>
<td>Vandalism or causing damage to facilities/rooms/common areas</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Misconduct / Inappropriate Behaviour / Breach of Law (e.g., Outrage of Modesty, Peeping Tom)</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>Subletting to external parties (i.e., non-NUS students)</td>
<td></td>
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<tr>
<td>5</td>
<td>Throwing of items from height ('Killer Litter')</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Subletting of room to NUS students</td>
<td></td>
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<tr>
<td>7</td>
<td>Use of opposite gender's facility</td>
<td></td>
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<tr>
<td>8</td>
<td>Activating fire alarm without reasonable cause</td>
<td></td>
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<tr>
<td>9</td>
<td>Unauthorised room-sharing (including overnight stay) with non-resident</td>
<td></td>
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<tr>
<td>10</td>
<td>Passing of room transponder/key to another person</td>
<td>9</td>
</tr>
<tr>
<td>11</td>
<td>Duplication of key</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Compromise of the communal security/safety measures (tampering with fire-exits and cluster doors)</td>
<td>9</td>
</tr>
<tr>
<td>13</td>
<td>Unauthorized removal of common furniture/appliances</td>
<td></td>
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<tr>
<td>14</td>
<td>Smoking in room/Hostel compound</td>
<td></td>
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</tr>
<tr>
<td>15</td>
<td>Alcohol consumption in the hostel or disorderly conduct/drunkenness at the hostel</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Swapping of rooms without authorisation</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Failure to keep room-door ajar when there is a member of the opposite gender in the resident's room (a.k.a. &quot;Male-Female behind closed door&quot;)</td>
<td>6 9 9</td>
</tr>
<tr>
<td>18</td>
<td>Unauthorised stay-over in another resident's room</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Visit by non-residents of the hostel during quiet hours</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Leaving guests unattended</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Excessive noise during quiet hours</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Obstruction and other potential fire hazards (e.g. usage of candles, open-flame)</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Littering in Common Areas</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Failure to upkeep cleanliness of common areas</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Failure to upkeep cleanliness of room</td>
<td>3 6 6</td>
</tr>
<tr>
<td>26</td>
<td>Installation of personal refrigerator or any electrical appliances without permit from the Management Office</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Installation and use of cooler/air con without permit</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Keeping of Pets</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Failure to shut or secure the fire-exit door/cluster gate</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Leaving lights/fan/appliances switched on when not in room</td>
<td></td>
</tr>
</tbody>
</table>

(Updated on 16 March 2017)
RULES AND REGULATIONS FOR STUDENT RESIDENCES

1 RULES AND REGULATIONS

1.1 “The Resident” refers to the registered occupants of Student Residences (Prince George’s Park Residences, UTown Residence) and Residential Colleges.

1.2 The Resident shall comply with all applicable statutes, regulations, rules, procedures, directions, policies, guidelines, codes of conduct and notices (as may be amended or prescribed from time to time).

1.3 The Resident is responsible for his or her registered occupant’s (where applicable) and visitor’s full compliance and observance of these Rules and Regulations. Any breach of these Rules and Regulations by the registered occupants or visitors shall be deemed to be a breach by the Resident.

1.4 The Resident shall be responsible for accessing, reading, understanding and updating himself or herself of the Rules and Regulations prevailing from time to time.

2 CONDUCT

2.1 The Resident is expected at all times to conduct himself/herself with due propriety, responsibility and good sense. The use of profanity or vulgarities, written or spoken, is not considered proper conduct.

2.2 “Quiet Hours” shall be observed between 11.00pm and 7.00am during which the Resident shall avoid making any excessive or loud sounds or noises which may annoy or disturb the other residents. “Quiet Hours” shall be in effect 24 hours during the Reading Week and final examination periods of the University’s Academic Calendar.

2.3 If the Resident is locked out of his/her Accommodation, the Resident shall seek assistance from OHS during office hours (see Appendix A for applicable fees). The Resident may approach Resident Assistant/ Student Assistant/ Fire Command Centre (FCC) (where applicable) for any lock-out incident after office hours. Applicable fee per lock-out occasion will be imposed on respective resident as listed in Appendix A of this document. In the event the service of a locksmith / specialist is required, the Resident shall bear the costs incurred.

3 THEFT OR LOSS OF PERSONAL BELONGINGS

3.1 The Resident shall exercise responsibility in attending to and the safeguarding of all personal belongings. Leaving personal belongings like laptops, valuables, textbooks, notes, food unattended even for short period of time, may invite unnecessary petty thefts or create unnecessary misplacement or losses. The University will not be responsible for any personal loss of items.

3.2 Reports of thefts or loss of personal belongings made to OHS will be handed over to the Office of Campus Security (OCS) or Police for investigation and further action.

Updated on 18 August 2017
4 USE OF ELECTRICAL APPLIANCES

4.1 For fire safety reasons, electrical immersion heaters, cooking apparatus or any high electrical consumption equipment are not permitted to be used in the Accommodation.

4.2 All personal electronic devices like laptops must be charged using Singapore certified standard sockets, adaptors etc. The Resident may be held liable for any power outage or situations relating to the usage of non-certified sockets / adaptors etc.

5 HOUSEKEEPING SERVICES

5.1 Housekeeping services are provided once just before the Resident moves in. The Resident shall be responsible for the routine upkeep of the Accommodation.

5.2 Housekeeping services will only be extended to common areas of residences. For UTown, housekeeping services will also be extended to common areas (living room, kitchen and toilet) of 4-Bedroom Apartments and 6-Bedroom Apartments based on stipulated schedules.

6 DENGUE PREVENTION

6.1 For Dengue Prevention purposes, the Resident must prevent the breeding of its carrier, the Aedes mosquitoes. Aedes mosquitoes are identified by the black and white stripes on their bodies. The Resident can get rid of the Aedes mosquito by frequently checking and removing stagnant water in the Accommodation.

6.2 Any fine / penalty issued by NEA for breeding grounds found within the Accommodation (rooms / apartments) shall be borne by the Resident(s).

7 SAFETY & SECURITY

7.1 For security and safety, the Resident shall lock the door and windows whenever he or she leaves the Accommodation.

7.2 The Resident shall not use any equipment or do anything which obstructs or cause overloading on any system or plant serving the Accommodation or any other part of the Building. This includes the water, electrical or gas supply to the Accommodation.

7.3 The Resident shall not allow or do anything in the Accommodation which may overload the floors, walls or roofs. This should also refer to furniture and all other equipment provided in the housing unit.

7.4 The Resident shall clear away all his/her belongings from the Accommodation after the authorized period of stay has expired or ceased. The University may dispose of such belongings and the Resident shall be responsible for any costs incurred.
7.5 For hygiene safety purposes, resident shall clear any unwanted / expired food or consumable items kept in the refrigerator provided in the common pantry regularly. The University may dispose of such items as deemed appropriate.

8 VISITING HOURS

8.1 The visiting hours are strictly from 7:00am to 11:00pm daily.

9 CARPARK

9.1 The Resident shall park only at the designated carpark lot determined by the University's Office of Campus Amenities ("OCA").

9.2 The Resident shall consult OCA on any carpark issues.

10 MOVING IN / MOVING OUT PROCEDURES

10.1 The Resident is required to complete the University's prescribed Inventory Checklist personally upon moving into his/her Accommodation. The Resident must report to the Management Office on any defects spotted, if any, and return the inventory form to the Management Office within one (1) working day of checking in to the Accommodation.

10.2 In instances when the Resident fails to sign and return the Inventory Checklist, the Resident will be deemed to have agreed that the Accommodation and the Contents as listed in the form are in good working order and/or condition and will be responsible for any shortfall in the Inventory Checklist or damage to the Accommodation or the Contents after the check-in.

10.3 The University will not entertain request for removal of any furniture provided in the Apartment.

10.4 Before moving out, the Resident shall arrange for a pre move-out inventory check with the Management Office. This inventory check should be conducted at least three (3) working days before the actual date of vacating the Accommodation.

10.5 To facilitate prompt inventory checking out procedures, the Resident shall ensure the following are completed before vacating the Accommodation:

(a) All personal possessions (including posters) / appliances are removed and the Accommodation is cleaned & tidied. The University shall not be liable for the loss of or damage to any personal effects of the Resident left behind in the Accommodation after the keys / transponders / access cards are returned to OHS.

(b) The Resident shall return all issued transponder, access cards, residence access keys (where applicable), cabinet keys (if any), key tag (if any) and mailbox key (if any) personally to the Management Office upon check-out.

(c) The Resident shall check out of the Accommodation by 12noon on the
last day of the stipulated period of stay unless approval to extend his/her stay has been obtained.

(d) Over stayers are liable for additional administrative charges plus room charges for the number of days overstayed.

11 VACATION STAY

11.1 If the Resident wishes to stay on in the University Residence during University Vacations, he/she must submit his/her application by the stipulated deadlines as may be announced by the University Residence. Applications submitted after the closing date will incur a late application fee.

11.2 Vacation accommodation is subject to availability.

11.3 The Resident may be allocated different rooms from his/her current room or apartment if the application is approved.

11.4 The Resident who overstays without registering any formal applications will also be subject to an additional administrative charges plus the room charges for the number of days overstayed. The Resident may also need to be relocated if necessary. Further disciplinary action(s) may be warranted should the Resident persist in uncooperative behaviours.

11.5 The Resident who wishes to cancel or shorten his/her approved vacation stay will be charged an administrative fee.

12 SCHEDULE OF COSTS

12.1 The Schedule of Costs that the University may impose on the Resident is attached (refer to Appendix A).

THESE RULES AND REGULATIONS ARE NOT EXHAUSTIVE AND MAY BE REVISED, AMENDED AND ADDED ON TO AS AND WHEN DEEM NECESSARY BY THE UNIVERSITY. ANY CHANGE TO THESE RULES AND REGULATIONS WILL BE POSTED ON OHS WEBSITE AND SHALL BE DEEMED TO HAVE BEEN BROUGHT TO THE NOTICE OF ALL RESIDENTS ON THE DATE OF SUCH POSTING.

(Updated on 16 March 2017)
Appendix A - Schedule of Costs for Housing Related Matters

The Schedule of Costs is to be read in conjunction with the Housing Agreement and Rules and Regulations.

<table>
<thead>
<tr>
<th>S/N</th>
<th>Offences / Housing Related Matter</th>
<th>Fees Involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Vandalism to facilities.</td>
<td>Replacement cost for any damage / loss incurred.</td>
</tr>
<tr>
<td>2.</td>
<td>Unauthorised duplication of key/transponder key/access card.</td>
<td>Replacement cost for any damage / loss incurred.</td>
</tr>
<tr>
<td></td>
<td>(Possession of common furniture / electric appliances constitutes an act of misappropriation).</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Refrigerator / portable air-conditioning found in the room without proper authorization.</td>
<td>Administrative fee &amp; utility charges applicable.</td>
</tr>
<tr>
<td>5.</td>
<td>Do-It-Yourself (DIY) wiring and operating other electrical set ups or appliances that do not form</td>
<td>Replacement cost for any damage / loss incurred.</td>
</tr>
<tr>
<td></td>
<td>part of the provision or inventory e.g. cooking equipment and personal washing machines etc.</td>
<td>• Removal cost and utility cost incurred.</td>
</tr>
<tr>
<td>6.</td>
<td>Failure to upkeep cleanliness in kitchen / common areas.</td>
<td>Replacement cost for any damage / cleaning fee incurred.</td>
</tr>
<tr>
<td></td>
<td>(Including appliances e.g. refrigerator, hotplate, microwave oven, electric oven etc.).</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Failure to upkeep cleanliness in the accommodation and the furniture provided in the accommodation.</td>
<td>Replacement cost for any damage / cleaning fee incurred.</td>
</tr>
<tr>
<td>8.</td>
<td>Placing personal items e.g. shoes, slippers, mats, racks, clothing etc. along corridors and on</td>
<td>These items will be disposed by the cleaning staff. OHS will not be responsible for any losses.</td>
</tr>
<tr>
<td></td>
<td>staircases. (These items may pose as a fire hazard or tripping hazard that will impede the evacuation of Residents in an emergency).</td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>9.</td>
<td>Setting of fire. Use of candle or any type of open-flame in the room / residence (e.g. incense sticks, sparklers etc.)</td>
<td>Replacement cost for any damage / cleaning fee incurred.</td>
</tr>
<tr>
<td>10.</td>
<td>Using and obstructing accommodation especially all common areas of the apartment/building as illegal storehouse for transhipment arrangements etc.</td>
<td>Clearing / cleaning fee incurred.</td>
</tr>
<tr>
<td>11.</td>
<td>Daily</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(i) Lockouts during office hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(ii) Lockout after office hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$5.00 per lockout.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$10.00 per lockout.</td>
</tr>
<tr>
<td>12.</td>
<td>Loss of or damage to transponder, access card, and keys (where applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$10.00 per replacement of mechanical key type, e.g. letterbox key, cabinet key, wardrobe key or equivalent.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$30.00 per replacement of access card.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$40.00 per replacement of transponder.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$60.00 per replacement of mechanical lockset (in cases of where security of the room may be compromised).</td>
</tr>
<tr>
<td>13.</td>
<td>Failure to return transponder, access card, residence keys personally to Management office upon check out</td>
<td>Replacement cost for any damage / loss incurred.</td>
</tr>
<tr>
<td>14.</td>
<td>Room Change / Room Swap within Hostel</td>
<td>Admin charge of $21.40 per change (subjected to Hostel Management Office’s approval).</td>
</tr>
<tr>
<td>15.</td>
<td>Inter-hostel Transfer</td>
<td>Fees where applicable (subjected to Hostel Management Office’s approval).</td>
</tr>
</tbody>
</table>
GENERAL INFORMATION

Registration

If you are arriving before the official check-in date, 6th August 2017, please register your arrival time and date (subjected to room availability) via this link. You will have to make the payment for early check-in period before the official check-in date of 6th August 2017.

If you would like to skip the queues on 6th August 2017, you could opt for pre check-in exercise at respective hostel office to complete your check-in process.

If you are arriving on the official check-in dates, please proceed to our welcome counters. You can look out for the "footprints" to direct you to the check-in counters. There will be Housing Ambassadors to welcome you and help you settle in. Look out for them!

Facilities and Services

The general information on facilities and services below are offered within UTown Residential Colleges (RC) and UTown Residence (UTR).

A) Access Card to Common Areas, Rooms and Apartments
B) Internet Access
C) Water Cooler Dispenser
D) Kitchenettes
E) Meal Plan @ Dining Halls (Residential Colleges Only)
F) Alcohol Policy
G) Cleaning Services, Waste Disposal & Recycling Arrangement
H) Laundry Facilities
I) Paying for Air-con usage via Electricity Vending System (EVS)
J) Repairs & Damages
K) Mail Collection
L) Rental of Storage Space
M) Safety and Security
N) User Guides

A) Temporary Access Cards to Common Areas, Rooms and Apartments

All residents will be issued a temporary Access Card upon checking in for the access to common areas, and assigned room. Thereafter, there would be a programming exercise for students to program their matric cards for the access and the returning of the temporary Access Card.

Please keep the temporary Access Card with you at all times to avoid any inconvenience. Do note that there is a fee of $30 for card replacement. Once the matric card has been programmed, the resident relinquishes his/her right to the temporary Access Card.

B) Internet Access

All rooms are provided with internet points to allow connection to internet services. In addition, wireless internet connectivity is available at key common areas.

The Cat 6 type LAN cable will be issued to you for the internet usage within the rooms and all residents are reminded not to remove the UTP Cat 6 cable for connection of their
Personal Computers to the internet access points inside the apartment. Do note that there would be a fee of $10 for any lost or damaged item.

For internet connection issues, please contact the NUS IT Care and they would be able to assist you.

### NUS IT Care
Tel: 6516 2080
Email: itcare@nus.edu.sg

### Operating Hours
- Mondays – Fridays (8.30am – 8.00pm)
- Sat/Sun & PH (8.30am – 6.00pm)

#### C) Water Cooler Dispenser

Water cooler dispensers are provided at following locations:

<table>
<thead>
<tr>
<th>UTown Residence</th>
<th>Residential Colleges Cinnamon &amp; Tembusu</th>
<th>Residential Colleges College of Alice and Peter Tan</th>
<th>Residential College 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Level 2 Laundry rooms of North &amp; South Tower -Adjacent to Basement 1 Lounge</td>
<td>-Level 1 Mail Rooms -Kitchenettes</td>
<td>-Basement 1(along corridor next to Student Cafe) -Level 1 (near the vending machines and EVS Kiosk) -Kitchenettes</td>
<td>-Basement 1(Located next to Theme Room 3) -Level 1(near the vending machines and EVS Kiosk) -Kitchenettes</td>
</tr>
</tbody>
</table>

In addition, hot water dispensers are available at the Kitchenettes / Pantries of Residential Colleges.

#### D) Kitchenette/Pantry

Kitchenette/pantry are provided at the following locations:

<table>
<thead>
<tr>
<th>UTown Residence</th>
<th>Residential Colleges Cinnamon &amp; Tembusu</th>
<th>Residential Colleges College of Alice and Peter Tan</th>
<th>Residential College 4 Residential College 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-bedroom Apartment</td>
<td>Married Unit</td>
<td>Kitchenettes are located at Level 5, 9, 13, 17 &amp; 21.</td>
<td>Kitchens are located at Level 4,7,10, 13 and 16</td>
</tr>
<tr>
<td>Kitchenette with a microwave and refrigerator</td>
<td>Kitchenette with a microwave, refrigerator and</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
induction cooking hob.

Kitchenette with a microwave, refrigerator and induction cooking hob.

Kitchenette with a microwave, refrigerator and induction cooking hob.

Kitchenette with a microwave, refrigerator and induction cooking hob.

Note: All other Kitchen Appliances with open flame or heating element are strictly prohibited.

E) Meal Plan @ Dining Hall (Residential Colleges Only)

The University Town Meal Plan Program is an essential part of the Residential Colleges’ experience to cultivate community bonding and interaction between residents. In each Dining Hall, there are at least 5 meal options provided for the residents each day. The menus are served based on a 4-weeks cycle for breakfast and an 8-weeks cycle for dinner, to reduce food fatigue. The meal options offered are prepared in Halal, Non-Halal and Vegetarian.

Students are required to bring their student matriculated card to tap for their meals at the respective Dining Hall. The operational hours of the Dining Halls are as follows,

- Mondays to Fridays: Breakfast (7.00am to 10.30am) and Dinner (5.30pm to 9.30pm)
- Saturdays: Breakfast only (7.00am to 10.30am)
- Sundays: Dinner only (5.30pm to 9.30pm)

Meal credits are provided for breakfast and dinner. Breakfast meal credits are non-transferrable to dinner meal credits, and vice versa.

Residents are given a meal credit, redeemable for meals during each meal period. Residents may redeem up to 3 meal credits per meal session, however, the meal credit will be deducted accordingly from the meal plan entitlement during the semester.

For meal credits not consumed, the meal credit on that day will be carried forward for 13 days. The meal credit that is carried forward can be utilized through redeeming an additional meal before it is forfeited on the 14th day from the day of the meal credit not consumed.

If there are no credit forward meal credits and an additional meal is redeemed, the meal credit will be deducted accordingly from the meal plan entitlement during the semester. All forfeited and unused meal credits will be funded to support special events such as Formal Dinners, Monthly Theme Nights and Meal Enhancements (e.g. soy milk, juices, etc.).

You may check your meal credit balance via the following link, https://myaces.nus.edu.sg/Prjhml/
F) Alcohol Policy

No alcohol should be consumed or sold on University premises.

G) Cleaning Services, Waste Disposal & Recycling Arrangement

Cleaning

Residents are responsible for cleaning their own rooms, and are expected to keep their rooms and common areas in such a manner that adheres to university standards of cleanliness and safety.

The cleaning staff will clean common area washrooms and lounges, corridors, stairwells, and laundry rooms. The cleaning staff will also clean the toilet and kitchenette areas (excluding crockery left in the sink) in the apartments on a weekly basis.

All rooms would be inspected upon check-out date. Cleanliness and neatness will be part of this inspection and a $60 cleaning charge can be issued to each resident if the room or apartment is not cleaned up to the condition in which it was handed over during check-in.

Waste Disposal & Recycling

UTown makes it a priority to recycle and strongly encourages students to adhere to recycling practices. Please look out for the Recycling Stations within your residence. All the recyclable material shall be deposited in designated locations.

H) Laundry Facilities

Laundry facilities are provided in Laundry Rooms for your convenience at these locations:

<table>
<thead>
<tr>
<th>UTown Residence</th>
<th>Cinnamon &amp; Tembusu</th>
<th>College of Alice and Peter Tan &amp; Residential College 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 2 of North &amp; South Tower</td>
<td>Level 9 and 17</td>
<td>Level 5, 8, 11, 14, 17</td>
</tr>
</tbody>
</table>

Washer cost $1.00 per load and dryer cost $1.00 per cycle. Be careful not to overload these machines, as that may cause damages that prevent other residents from using them.

I) Paying for Air-con Facilities via Electricity Vending System (EVS)

The air-conditioner within the air-conditioned rooms is operated on a pay-per-use basis. The tariff will be pegged to but not exceeding the prevailing electricity rate which might be reviewed from time to time.

Residents may purchase the air-con credits using credit cards (VISA or MASTER) via online at https://nus-utown.evs.com.sg/

Alternatively, residents may top up their air-con credits value using NETS card (e.g. NETS ATM Card and Cash Card) at the Kiosk located near the lift lobby of Cinnamon (USP) College or adjacent to the Basement Lounge of UTown Residence. Do take note not to over
top up your meter as there would be no refund of unconsumed credits.

J) Repairs and Damages

Residents should report on any repairs and/or damages to the respective maintenance department through Resident Assistants or through the Maintenance Hotline: 6516-1515 (24-hour operation).

Do note that residents are responsible for all damages and losses to furniture, fixtures and furnishings, including doors and windows in the apartment / common areas. Should repairs be the result of damage, breakage, or vandalism, all residents residing in the apartment at the point of report will be held collectively accountable, unless the individual resident(s) responsible is (are) found.

**VANDALS WHO DAMAGE UNIVERSITY PROPERTIES ARE ESSENTIALLY SPENDING YOUR MONEY.**

If you witness any damage being done, please report the matter immediately to your Resident Assistant or Campus Security at 6874-1616 (24-hour operation).

K) Mail Collection

All individual mailboxes are located at designated Mail Rooms. Please note that residents sharing an apartment will share a common mailbox.

L) Rental of Storage Space at Trunk Room

Residents are allowed to rent a storage space (subject to availability) in the trunk room. The University is not responsible for any lost or stolen items arising from the use of the rented space. All storage items must be cleared upon end of rental period. Any items left behind after the rental period will be disposed accordingly.

Please note that minimum rental period is one month. Residents can apply for the storage service at Management Office 3 days in advance.

Rental rates for storage space are listed below:

<table>
<thead>
<tr>
<th></th>
<th>Vacation period</th>
<th>Non vacation period (Semester period)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vacation 1</td>
<td>Vacation 2</td>
</tr>
<tr>
<td>Rental Rates based on 90cm (L) x 60cm (W) x 80cm (H)</td>
<td>$21.40 (inclusive GST)</td>
<td>$53.50 (inclusive GST)</td>
</tr>
<tr>
<td></td>
<td>Monthly Rate ($)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$16.50 (inclusive GST)</td>
<td></td>
</tr>
</tbody>
</table>

M) Safety and Security

Please note the following safety and security measures:

<table>
<thead>
<tr>
<th>No</th>
<th>Location</th>
<th>Operating Hours</th>
<th>Accessibility</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Multi-Purpose Hall (RC)</td>
<td>7.00am - 10.00pm</td>
<td>Card access</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Location</td>
<td>Access Times</td>
<td>Access Type</td>
<td>Notes</td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------------------</td>
<td>--------------------------</td>
<td>-----------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>2</td>
<td>Lounge (UTown &amp; RC)</td>
<td>7.00am - 10.00pm</td>
<td>Card Access</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Main Entrance (UTown &amp; RC)</td>
<td>24 hrs</td>
<td>Card Access</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Lift (UTown &amp; RC)</td>
<td>24 hrs</td>
<td>Card Access</td>
<td>Lifts can only be operated when the Access/ Matriculation Card is presented at the call buttons.</td>
</tr>
<tr>
<td>5</td>
<td>Student Rooms (UTown &amp; RC)</td>
<td>N.A</td>
<td>Card Access</td>
<td>No visitors from 11.00pm - 8.00am</td>
</tr>
<tr>
<td>6</td>
<td>Roof Garden / Sky Garden (UTown)</td>
<td>7.00am to 10.00pm</td>
<td>Card access</td>
<td>No access after 10.00pm</td>
</tr>
<tr>
<td>7</td>
<td>Pantry (RC)/Kitchenette</td>
<td>24 hrs</td>
<td>N.A</td>
<td>Residents only</td>
</tr>
<tr>
<td>8</td>
<td>Laundry Room (UTown &amp; RC)</td>
<td>24 hrs</td>
<td>Card Access</td>
<td>Residents only</td>
</tr>
<tr>
<td>9</td>
<td>Bicycle Room (UTown &amp; RC)</td>
<td>24 hrs</td>
<td>Card access</td>
<td>Residents only</td>
</tr>
</tbody>
</table>

Please do not allow non-residents to enter the building unless you are willing to take responsibility for them as your personal guests. Please adhere to Visitors’ Policy at all times. Keeping exterior doors open (e.g. wedging) will compromise the safety and security of residents and is strictly prohibited.

Keep your room locked at all times. Lending your Access Card to others is prohibited and could result in disciplinary actions. If you lose your Access Card, you are strongly advised to report the loss immediately to Campus Security at 6874-1616 (24-hour operation); and also contact the Resident Fellow / Resident Advisor promptly.

A “Fire Emergency Evacuation Plan” is displayed at the lift lobby / Laundromat / Kitchenette. Please familiarize yourself with the plan.

**Security Services**

NUS Campus Security conducts regular campus patrols, respond to emergency situations and enforce campus security regulations.

Residents may seek the advice or assistance from Campus Security Personnel located at Level 1, Education Resource Centre (ERC) personally. Alternatively, you can contact the Campus Security Hotline at 6874-1616 (24-hour operation).

**Theft Prevention Tips**

- ALWAYS lock your room or apartment door and close your windows when you leave, even if you are leaving your room for a second!
- Keep your Access Card with you at all times.
- Never wedge a door open.
- Never leave laptops, wallets or valuables exposed; store them out of sight.
- Maintain a list of all items and passwords in a secure place.
- Engrave your ID onto valuable personal items if possible.
- Contact the Campus Security at 6874-1616 (24-hour operation), immediately if a theft has occurred.

Updated on 18 August 2017
USER GUIDELINES

Access Card User Guide

As a security feature, access to lobbies, lift levels, student lounges, laundry room and units within both Residential Colleges (RC) and UTown Residence (UTR) are restricted. Entry to these locations can only be activated with the Access or Matriculation Cards that are issued upon check-in.

The following are the guidelines on the use of the Access Cards;

Access to Lifts Lobbies and Student Lounges

1) Tap the Access Card on the card reader panel. A ‘beep’ will indicate the card has been read.
2) Open the doors to enter when the ‘Access Granted’ indication appears on the panel.

Access to Lift Levels

1) Tap the Access Card on the lift access reader panel. A ‘beep’ will indicate the card has been read.
2) Choose your level by pressing the elevator buttons.

Aim your access card towards the Main Door Panel and wait for the “Beep” sound and “Access Granted” text. To Exit, press the “Exit” button

Aim your access card towards the Lift Access Panel located at the bottom of the floor buttons. Press the level you have access to.
USER GUIDELINES

Access to Unit & Room Doors

1) To unlock; tap the Access Card on the door lock mechanism/knob. A **GREEN** light will appear indicating that the card has been read.
2) Turn the knob **outwards** to **unlock** the door.
3) To lock; tap the Access Card on the door lock mechanism/knob. A **GREEN** light will appear indicating that the card has been read.
4) Turn the knob **inwards** to **lock** the door.

Aim your access card towards the door lock and wait for the light to turn green. Turn the lock outwards (2 rotations) to unlock your door.

Do refer to the below action plans for the different scenarios which may occur:

<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Possible Causes</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red light appearing when card is tapped</td>
<td>Access is denied</td>
<td>During office hours - to approach the management office for assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After office hours - to approach Resident Assistants/ Student Assistants for assistance</td>
</tr>
<tr>
<td>Room door unable to lock/unlock</td>
<td>Mechanism issue</td>
<td>During office hours - to approach the management office for assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After office hours - to contact maintenance hotline</td>
</tr>
<tr>
<td>Lost Card</td>
<td>NA</td>
<td>During office hours - to approach the management office for assistance</td>
</tr>
<tr>
<td>Faulty Card</td>
<td>NA</td>
<td>After office hours - to approach Resident Assistants/ Student Assistants for assistance</td>
</tr>
</tbody>
</table>
Laundry Room User Guide

Laundry facilities are provided in laundry rooms located within both Residential Colleges (RC) and UTown Residence (UTR).

- Each usage of the washer and/or dryer will cost S$1.00 per load. Each wash / drying cycle will take approximately 30 minutes.

- Only S$1.00 coins are accepted. A coin machine is available in each laundry room.

Using the Washer / Dryer

1) Put your laundry in the washer or dryer and close the machine door.
2) Insert S$1.00 into the coin slot.
3) Select your desired settings. The machine will start automatically once the settings have been selected.

Step 1  Step 2  Step 3
# Framework for Early Checkout

## Reasons for Early Check-out

<table>
<thead>
<tr>
<th>Reasons for Early Check-out</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Student going for SEP or attending NUS Overseas College (NOC).</strong>  &lt;br&gt; - Field work/Internship (local and overseas)  &lt;br&gt; <em>Applicable only if student is checking out early. Students who ask to check in late charge full sem (Applicable to late check ins).</em></td>
<td><strong>Before Check in:</strong>&lt;br&gt;• Acceptance fee to be refunded  &lt;br&gt;<strong>After check in:</strong>&lt;br&gt;• Resident to provide 2 weeks’ notice prior to check out date (student are allowed to stay during the notice period)  &lt;br&gt;• Unused hostel fee to be refunded  &lt;br&gt;• Acceptance fee can be used to offset hostel fee.  &lt;br&gt;• Meal plan to be pro-rated  &lt;br&gt;• Resident can choose to stay till end of notice period</td>
</tr>
<tr>
<td><strong>2. Student from Yong Loo Lin School of Medicine or the Faculty of Dentistry that has different academic calendar from the standard academic calendar.</strong>  &lt;br&gt; Student on Leave of Absence or Termination of Study.  &lt;br&gt; - Termination or withdrawal from College (Non-disciplinary)  &lt;br&gt; - Withdrawal  &lt;br&gt; - Conversion from Full-time to Part-time  &lt;br&gt; - Medical grounds  &lt;br&gt; <em>Applicable only if student is checking out early. Students who ask to check in late for this reason is subjected to approval. (Applicable to late check ins)</em></td>
<td><strong>Before Check in:</strong>&lt;br&gt;• Acceptance fee to be refunded  &lt;br&gt;<strong>After Check in:</strong>&lt;br&gt;• Hostel fee to be pro-rated  &lt;br&gt;• Acceptance fee can be used to offset hostel fee.  &lt;br&gt;• Meal plan to be pro-rated</td>
</tr>
<tr>
<td><strong>3. Dissertation submission (for Post Graduates)</strong></td>
<td><strong>Before Check in:</strong>&lt;br&gt;• Acceptance fee is forfeited  &lt;br&gt;<strong>After Check in:</strong>&lt;br&gt;Check out before the end of instructional week 2:&lt;br&gt;• Acceptance fee to be forfeited  &lt;br&gt;• Hostel fee to be pro-rated  &lt;br&gt;• Meal plan to be pro-rated  &lt;br&gt;Check out after instructional week 2:&lt;br&gt;• Resident liable for the entire semester</td>
</tr>
</tbody>
</table>
### Framework for Inter-Accommodation Transfer

<table>
<thead>
<tr>
<th>Reasons for Early Check-out</th>
<th>Charges</th>
</tr>
</thead>
</table>
| 1. Transfer during the **Vacation Period** | • Hostel fee to be prorated  
• Acceptance fee to be transferred to receiving hall / residence |
| 2. Transfer during the **Semester Period** | **Before Check in:**  
• Acceptance fee is transferred to receiving hall / residence  

**After Check in:**  
Transfer **within 15 days of official check-in date:**  
• Hostel fee to be pro-rated  
• Acceptance fee can be used to offset hostel fee  
• Meal plan to be pro-rated  
• Cleaning fee of $21.40 (GST incl.) is chargeable  

Transfer **after 15 days of official check-in date:**  
• 2 weeks of hostel fee and meal plan will be chargeable from check-out date. (No stay)  
• Hostel fee to be pro-rated  
• Acceptance fee can be used to offset hostel fee  
• Meal plan to be pro-rated |