



PRINCE GEORGE'S PARK RESIDENCES

Resident Handbook



AY2020/21
Semester 1

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Front cover: Group photo of PGPR Orientation

A NOTE FROM RESIDENTIAL LIFE TEAM

Hello and welcome to Prince George's Park Residences (PGPR)!

At PGPR, our residential community consists of a good mix of local and international students, and you will have opportunities to interact with fellow students from diverse social and cultural backgrounds.

This handbook will provide you with essential information about PGPR residential life team and resources, facilities and amenities within PGPR, and how you can get around NUS to and from PGPR. We hope this will help you with an easier transition to residential living and campus life in NUS.

Warmly,
Residential Life Team @ PGPR

ABOUT PGPR



The Prince George's Park Residences (PGPR) is located on the eastern end of the Kent Ridge Campus and is within close proximity to Science Park and Kent Ridge MRT Station.

With 3,000 local and international students living here, PGPR embraces global community living and racial harmony.

PGPR is a self-contained student housing estate with an apartment-style living arrangement. Catering to undergraduates as well as graduates, PGPR is designed to maximise the potential for interaction amongst its residents. The single rooms are grouped into clusters of 15, and every resident in the cluster is entrusted with

collective responsibility for shared facilities such as a kitchen, dining area, and bathroom facilities.

The 30 blocks in PGPR are segregated into 7 Residences – Residences 1, 2, 3*, 4, 6, GSA (Graduate Student Apartments), and Prince George's Park House (PGP House)*.

Within each Residence in PGPR, we have a team of friendly and approachable Resident Advisors who are full-time NUS Staff, and students who are appointed as Residents Assistants and Cluster Leaders. They are the go-to persons should you have any issues while staying at PGPR. Most importantly, they are there to enhance your residential life experience! So, get to know them and feel free to say hi to them if you see them around.



PGPR residents celebrating the mid-autumn festival at the PGP Multi-Purpose Court

* PGP House will be under renovations and upgrading works in AY2021 Semester 1 and the hostelites will reside in Residence 3.

PGPR AT A GLANCE

1 PGP Terminal

With a dedicated bus terminal at PGPR, it's easy to get anywhere on campus. To get to the Bukit Timah Campus (BTC), you could also hop onto the BTC Service!

2 GSA

The 13-storey Graduate Student Apartments (GSA) is home to about 300 students and primarily offers accommodation to our graduate students with their family. Guest rooms are also available to cater to the needs of university visitors.

Nearby, there is a Supersnacks outlet that gives you some cheap fast food options, especially at midnight.

3 Main Foyer

Designated as the main centre-point of the residences, you can get to every corner of residence easily by following the sheltered walkway. You may also find the Management Office here regarding any housing matters.

4 Back Gate

From the back gate of PGPR, residents can have easy access to Science Park 2. Other amenities such as West Coast Plaza and the Clementi Town are just a bus ride away!



Legend:

- AED
- Carpark
- BBQ Pit
- 12 Block Number
- Canteen/Cafe
- \$ Coin Changing Machine
- Drop Off Point
- Event Facilities
- FCC Fire Command Centre
- Internal Shuttle Bus
- Laundry Room
- Management Office
- Mini Mart
- Parcel Collection Point
- Sheltered Walkway
- Sport Facilities
- Water Point

5 PGP House

Established in 2017 as the latest Hall in NUS, PGP House provides an inclusive on-campus experience for freshmen and aims to help them settle into varsity life by providing a familiar and well-supported residential environment.

The signature Peer Mentorship Programme offers freshmen an opportunity to receive academic guidance and student life-related care from a selected group of dedicated senior students.

For Semester 1 AY20/21, PGP House will be relocated to Blocks 9 – 12 due to renovations and upgrading works.



6 PGPR Plaza

Serving as a hub for residential activities, PGPR Plaza offers various amenities and facilities to the residents such as food courts, Nanyang Mart, multi-purpose hall, auditorium, function rooms, gym & leisure park.



PGPR Gymnasium is equipped with the state-of-the-art facilities

PGPR offers the convenience of living in a dynamic on-campus environment that promotes academic success, self-discovery and creating life-long friendships. With a comprehensive array of facilities and amenities, PGPR provides you multiple common areas to socialize through interactive bonding and cultural exchanges.

AMENITIES

There are several sports and social facilities such as the gym, badminton courts, a Multi-Purpose Hall, tennis courts and BBQ pits. Various areas such as the fitness corner, student lounges, and basketball courts are on a first-come-first-serve basis. To utilise these areas, please proceed to the Management Office to make a booking.

Due to safe management measures for COVID-19, social distancing will be observed. During this period, some facilities may only be accessed by residents from specific zones.

PGPR Event & Sport Facilities Booking

✉ askpgpr@nus.edu.sg

Walk-in booking during office hours:
Management Office located at Block 6,
Level 2

24-hour Self Printing & Photocopying

Block 5 (Level 2); Block 10 (Level 2); Block 18 (Level 1); Block 22 (Level 1) Seminar Room 5C and Block 28 (Level 1) Lounge

Gymnasium (PGPR Plaza B1)

🕒 7am – 10pm daily

(subject to zoning and limited number of persons at each time)



LAUNDRY

Each Residence has a 24-hour laundry room. Residents will need to bring their own detergent and this can be purchased at Nanyang Minimart (within PGPR). The washing machines and dryers are on a pay-per-use usage and are coin-operated. There are coin vending machines at the foyer, next to the Management Office if you need loose change.

The laundry rooms can be found at the locations below:

Residence 1 (Blocks 1 – 4): Block 2 Level 2
 Residence 2 (Blocks 5 – 8): Block 5 Level 2
 Residence 3 (Blocks 9 – 12): Block 10 Level 2
 Residence 4 (Blocks 15 – 19): Block 18 Level B1
 PGP House (Blocks 20 – 25): Block 21 Level B1 & Block 24 Level B1
 Residence 6 (Blocks 26 – 30): Block 29 Level B1
 Graduate Apartment (Blocks 13 and 14): Block 13 Level 1 & Block 14 Level 1



FOOD, GROCERIES AND DAILY NECESSITIES

You can cook in the cluster kitchens that are located at each level. Do note that utensils are not provided. You may shop for your groceries and daily necessities at Nanyang Minimart, or the nearest NTUC FairPrice (supermarket) at the Kent Ridge MRT station.

There are also two food courts located within PGPR and the average price ranges from \$2.50 – \$5.00. If you need a late night supper, the Supersnacks outlet is opened till late.

Nanyang Minimart

🕒 Mon – Sat: 9.30am – 9.30pm
 Sun & Public Holidays: 12pm – 9pm

Air-conditioned Food Court (PGPR Plaza)

🕒 Mon – Fri: 7am – 8.30pm
 Sat: 8am – 8.30pm
 Sun & Public Holidays: 8am – 8pm

Foodclique (Non Air-conditioned Food Court)

🕒 7am – 9.30pm daily

Supersnacks

🕒 Mon – Fri : 12pm – 1am



For more information and the latest updates on the campus food options, please visit <https://uci.nus.edu.sg/oca> or scan the QR code.

INTERNET

Wireless Internet services are available in all rooms. You would be prompted to log in using your NUSNET ID and password upon connection to the NUS Wi-Fi. For IT or Internet related issues, please contact NUS IT Care at **65162080** or email them at **itcare@nus.edu.sg**



ATM MACHINES

The nearest ATM machines are located at Kent Ridge MRT station and the National University Hospital.




POST OFFICE AND MAILS

If you need to post letters or send parcels, the nearest Post Office is along Pasir Panjang Road.

Post Office (Pasir Panjang Branch)

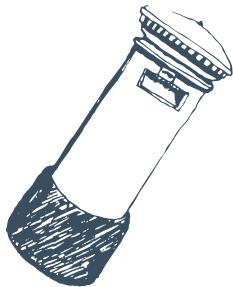
 396 Pasir Panjang Road, #01-01, Singapore 118733

 Mon – Fri: 8.30am – 5.00pm
Sat: 8.30pm – 1.00pm

Closed on Sun and Public Holidays

Please refer to the table on the next page on how to write your mailing address. The mailbox key will be held by your cluster leader and they will be in charge of collecting the mail for your level. During the vacation period, you can personally collect your mail by borrowing the mailbox key from the Management Office. To do so, you will need to deposit your matric card.

Graduate Student Apartment residents are given the mailbox key to their apartment.



Please note that the Management Office will not be able to collect a parcel on your behalf.

Alternatively, if your parcel is delivered by Singpost, there is a POP station located at Block 6, Level B1. You may request for your parcel to be delivered to the POP station and you can make arrangement for its collection at your convenience. Nanyang Mart provides a receiving service and charges S\$1 to collect your parcel.

24-hour Parcel Delivery & Collection

POP Station: PGPR Plaza B1

BluPort: PGPR Main Foyer



Please scan the QR code for more information on receiving mails and parcels.

Example of a resident residing in Residence 1, Block 4, Level 4, Room A

Prince George's Park Residences
21 Prince George's Park
Block 4 #04-04
Singapore 118420
Attn: Room A

Residences	Block	Cluster Unit Number	Designated Room Number/Alphabet	Mailbox Address	Postal Code
PGPR Residence 1	1	1	Do advise your sender to add in your room number (Married Apartment) / alphabet (single rooms) i.e A to O to distinguish your mail from your cluster mates' mail.	21 Prince George's Park	118420
	2	2			
	3	3			
	4	4			
PGPR Residence 2	5	10		27 Prince George's Park	118425
	6	11			
	7	12			
	8	13			
PGPR Residence 3	9	14		29 Prince George's Park	118426
	10	15			
	11	16			
	12	17			
PGPR Residence 4	15	27		37 Prince George's Park	118430
	16	28			
	17	29			
	18	26			
	19	25			
PGPR Residence 5	20	23		35 Prince George's Park	118429
	21	24			
	22	21			
	23	22			
	24	20			
	25	19			
PGPR Residence 6	26	7		25 Prince George's Park	118424
	27	8			
	28	9			
	29	6			
	30	5			
Graduate Students Apartment	13 14	Unit number of the apartment		39 Prince George's Park	118431

GETTING AROUND NUS FROM PGPR

NUS internal shuttle buses (ISB) provide students with hassle-free transportation in and around the campus free of charge.

In line with NUS' zoning strategy, the ISB services will be re-routed with effect from 20 July 2020 so as to ensure that each zone has a direct ISB service to the Kent Ridge MRT station and other key facilities such as the University Health Centre (AA1, AA2 and BB routes).

Please visit Office of Campus Amenities website or scan the QR code for more information on the ISB services, route map and the latest updates. The NUS NextBus App will be useful for you to download to get up-to-the-minute bus timing.



The distinctively blue and orange air-conditioned buses ply the Kent Ridge and Bukit Timah campuses

Commuters are reminded to be socially responsible, maintain good safe distancing and comply with the following measures when taking the ISB, while keeping to your designated zone.



Maintain a distance of 1 metre from other commuters while waiting for the bus



Only commuters with approved identification are allowed to board the ISB



Commuters are to adhere to spaces marked out for sitting or standing in the buses and at bus stops where possible



Commuters are to board from the front bus entrance and alight from the back exit door of the buses



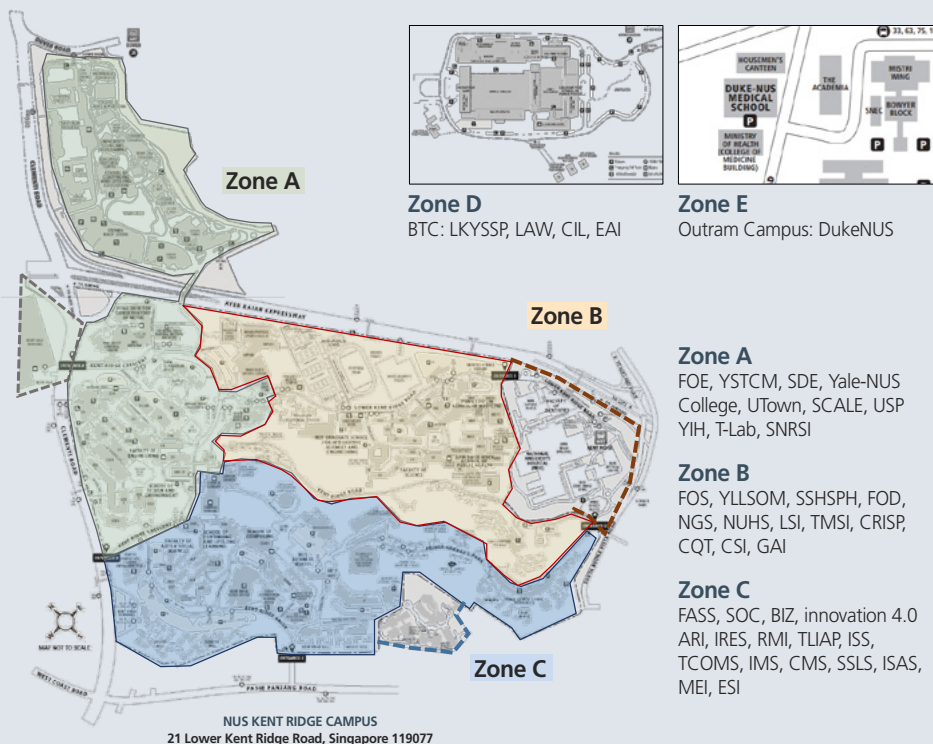
Commuters are required to wear a mask at all times and refrain from talking



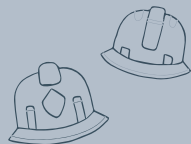
Commuters are not allowed to board the ISB if they are unwell or if the bus is packed

ZONING ON CAMPUS

Version 2 | 30 May 2020



PGPR MAINTENANCE



Office of Housing Services will carry out planned and routine maintenance tasks from time to time, and they will keep disruption to the minimum. Notices on these maintenances will be displayed on notice boards around PGPR.

If you need to report any facility fault, you can log in to the 24-hours fault reporting system at <https://uhms.nus.edu.sg/students>, using your NUSNET ID to raise your maintenance/housekeeping request. You can also call the 24-hours maintenance hotline at 6516 1515 for any urgent maintenance issues.

FIRE COMMAND CENTRE

The Fire Command Centre (FCC) is located at Block 5, Level B1 and its hotline is 6601 2222. Besides managing the security of Prince's George's Park and responding to medical emergencies, residents can approach them for matters relating to urgent facility issues or if you are being locked out of your room after office hours.

BICYCLES AND PERSONAL MOBILITY DEVICES (PMD)

It is a requirement for residents who own a bicycle to register for a bicycle tag from the Management Office once every semester. The tag should be displayed on the bicycle at all times when it is parked at PGPR.

For PMDs, it must be compliant with the safety requirements as stipulated by Singapore's Land Transport Authority. More information can be found at https://www.lta.gov.sg/content/ltagov/en/getting_around/active_mobility/rules_and_public_education/rules_and_code_of_conduct.html

When charging your device in PGPR, do note that it is an offence under the Demerit Point Structure to leave it unattended during charging.

Below show the 3 easy steps on how to log a maintenance request.



1. Log in to your UHMS student portal (<https://uhms.nus.edu.sg/students>)



2. Indicate full details of fault, and exact location. Help us by saying exactly what the problem is and where it is. E.g. "tap dripping constantly in kitchen of 6th floor at Blk 3".



3. Do note that residents are automatically giving consent for personnel to enter your room to assess the problem or carry out the repair during office hours

HOUSING AGREEMENT, CODE OF STUDENT CONDUCT AND HOUSING RULES AND REGULATIONS

The University places great importance on the safety of its students staying in the University student accommodation. Hence, appropriate measures and rules are put in place to ensure that its student accommodation is free from crime and other negative elements.



PGPR Cluster Leader Training

To maintain safety and harmony at these living spaces, students are expected to abide by the Housing Agreement and to uphold the housing rules and regulations at all times. Due to COVID-19, the university has instituted safe management measures in all campus housing including PGPR. As a PGPR resident, you are expected to abide by these safe management measures in addition to the housing rules and regulations and the housing agreement, and are not permitted to sublet or allow any unauthorised person to reside in your room.

Your visitors should be from the same activity zone or same residence zone in PGPR and they should abide by the housing rules and

regulations. Visitors who are NUS students but are not residents should not stay in the hostel (including common facilities) beyond the permitted visiting hours. They may not use the card, transponder or key of any resident to access the hostel. Visitors who are non-NUS students are not allowed in PGPR.

Please note that any breach of these Rules and Regulations by the registered occupants or visitors shall be deemed to be a breach by the Resident. Some important rules and regulations highlighted on the next page for your noting. Please refer to the *Housing Agreement, Code of Student Conduct* and *Housing Rules and Regulations* for the full details.



Quiet Hours

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.



Safety and Security

For security and safety, residents should lock the door and windows whenever they leave their room.



Subletting of Room

Subletting of your room to any other person is strictly prohibited from, with or without monetary consideration.



Electrical and Electronic Appliances

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

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

The use of private air conditioners, air coolers and any other items not expressly approved by the Management Office are prohibited in the Hostel. For approved personal appliances (e.g. mini-refrigerator), a surcharge will be imposed.

To purchase air-conditioner (AC) credits or manage your AC usage in your individual accommodation, please refer to page 16 and 17 'EVS – Electricity Vending System Service Provider for NUS' section.





Visiting Hours and Visitors

The visiting hours are strictly from 7.00am to 11.00pm daily. Due to COVID-19, safe management measures are instituted across NUS including campus hostels. This also mean you are unable to host non-resident visitors (NUS students) if you are not from Activity Zone C. As the situation is evolving, please refer to circulars by PGPR Management and OSA on the latest updates to visitor policy. Do note that visitors should comply with NUS safe management measures and housing rules when in PGPR.



Theft or Loss of Personal Belongings

Residents should exercise responsibility in attending to and the safeguarding of all personal belongings. Any reports of thefts (including food theft) 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.



Prohibited Activities

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.



Fines and Fees

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

The Resident is responsible for the care of the Contents in the Room and the property in the facilities and common areas of the Hostel. The Resident is expected to keep the Contents, the Room, the facilities and the common areas in the Hostel clean, safe and in a good condition. A fee will be charged for replacement or repair of facilities or items that is caused by the Resident.



The Housing 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 Office of Housing Services website and shall be deemed to have been brought to the notice of all residents on the date of such posting.

DEMERIT POINT STRUCTURE (DPS) FOR HOUSING OFFENCES

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

- 1.1 Any points accumulated from the beginning of one semester will be carried over to the end of the following semester, and thereafter reset to "0" and recorded for the purposes of points 1.2 and 1.3.
- 1.2 Housing Agreement is terminated upon accumulation of 16 demerit points (or more) within two semesters. A housing

suspension of 12 calendar months will take effect from the date of the disciplinary outcome letter.

- 1.3 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.
- 1.4 Residents are responsible for their registered occupant's and visitor's full compliance and observance of the Housing Agreement, and of the Rules and Regulations. Any breach by the registered occupants or visitors shall be deemed to be a breach by the Resident.

S/N	Offence Types	Demerit Points		
		1 st	2 nd	3 rd
1	Theft	16		
2	Vandalism with intention to cause damage to facilities/rooms/ common areas			
3	Sexual Misconduct/Other serious Misconduct/Inappropriate behaviour/Breach of Law			
4	Subletting of room (with or without monetary consideration)			
5	Throwing of items from height ('Killer Litter')			
6	Use of opposite gender's shower and toilet facilities, including such inappropriate use by visitor(s) of the resident			
7	Unauthorised room-sharing (including overnight stay) with non-resident			
8	Duplication of key			
9	Misconduct (including disorderly or disruptive behavior that interferes with the privacy, rights and well-being of other residents)	9	9	
10	Activating fire alarm without reasonable cause			
11	Passing of room transponder/key to another person			
12	Tampering with communal security/safety measures (including fire-exits, cluster/lift lobby doors, toilet doors and CCTVs)			



S/N	Offence Types	Demerit Points		
		1 st	2 nd	3 rd
13	Non-compliance with regulations, rules, policies, guidelines, codes of conduct or notices issued by the University or government authorities relating to health and safety	9	9	
14	Solicitation, sale or promotion of any goods or services using the hostel premises without permission is prohibited			
15	Unauthorised removal of common furniture, appliances, food and personal items belonging to other residents			
16	Smoking of cigarettes, using or possessing of imitation tobacco products (Vaporisers such as electronic cigarettes, electronic pipes, electronic cigars and the like, shisha, chewing tobacco, Heat-Not-Burn tobacco products etc) in room/Hostel compound			
17	Alcohol possession or consumption in the hostel or disorderly conduct/drunkenness at the hostel			
18	Visit by non-residents of the hostel during quiet hours			
19	Leaving visitors unattended			
20	Swapping of rooms without authorisation	6	9	9
21	Unauthorised stay-over in the room of another resident in the same hostel			
22	Excessive noise during quiet hours			
23	Obstruction and other potential fire hazards (e.g. usage of candles, open-flame)			
24	Possession or use of unauthorised electrical appliances, personal refrigerators or coolers/air-conditioners without permit from the Management Office.			
25	Leaving any personal mobility device (PMD) unattended when charging the PMD.			
26	Littering in Common Areas	3	6	6
27	Failure to upkeep cleanliness of common areas/room			
28	Keeping of Pets			
29	Failure to shut or secure the fire-exit door/cluster door			
30	Leaving lights/fans/appliances switched on when not in room			



EVS – ELECTRICITY VENDING SYSTEM SERVICE PROVIDER FOR NUS

The EVS combines smart metering technologies with e-payment platforms to allow residents to monitor, control, and manage their air-conditioner (AC) usage within their individual premises at University Campus.

FOLLOWING ARE THE STEPS TO PURCHASE AC CREDITS (FOR TYPE A ROOMS AND GSA APARTMENTS ONLY)

STEP 1



Visit
<https://nus-utown.evs.com.sg>

STEP 2



Enter your Meter ID

STEP 3






Select the purchasing amount

STEP 4



Proceed with payment

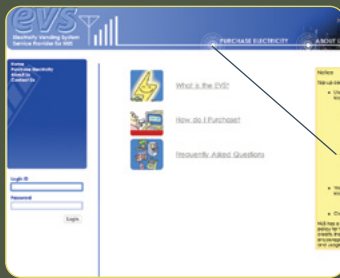
 EVS Hotline: 8299 9655
 Operating Hours: 9.00am – 6.00pm
 EVS email: evs_operator@yahoo.com.sg

** Please note that NUS has a NO refund/cancellation policy for the student housing Aircon credits.

Go to website:

<https://nus-utown.evs.com.sg/>





EVST
Electricity Vending System
Service Available to 1000

What is the EVS?
How do I Purchase?
Recently Asked Questions

login to:
Username:
Password:
login

Click here to purchase



Click here to purchase



Electricity Vending Sys

To purchase electricity, please enter your Meter ID
O refund/cancellation policy for the student housing air-

Meter ID:

Submit Reset

Enter the Meter ID. Aircon Meter ID can be found on the wall above the aircon control in respective room (example: 10001081) and click submit.

Please confirm you are purchasing for the above premise.
Please select the purchase amount :

\$6.00 \$10.00 \$15.00

\$20.00

Alternatively, manual Input :

Click on the amount of credit to be purchased or type a different amount in the box between \$6 to \$50 and click the confirmation button. The average usage is about 25 cents per hour on a moderate day.

Meter ID: 10001081
Address: 6 College Ave East, 2, 3, NA

Payment mode :

MasterCard
VISA

Return to Main Page



Click on either the MasterCard or Visa logo for payment (Credit/Debit cards only).

CREDIT/DEBIT CARD INFORMATION

Card Number

CVV / CVC2 [What is CVV/CVC2/CID]

Expiry Date / (eg: 2019)



Fill up the required details and click submit to complete the transaction.

USEFUL NUMBERS AND HELPLINES

NUS has the following 24/7 Resources should you require help or wish to make a report:



NUS Emergency Number
(Office of Campus Security)
6874 1616



NUS Lifeline (University
Counselling Services)
6516 7777



VCU Helpline
(NUS Victim Care Unit)
6601 4000

OTHER USEFUL CONTACTS AND RESOURCES

For Emergency and Security matters

Ambulance: 995

Police: 999

PGPR Fire Command Centre (24 hours):

6601 2222

For Mental and Wellness matters

Counselling Services

☎ 6516 2376 (during office hours)

✉ uhc_counselling@nus.edu.sg

For PGPR Finance matters

(accommodation payment issues):

✉ ohsbox32@nus.edu.sg

For PGPR Housekeeping matters

🔗 <https://uhms.nus.edu.sg/students>

For Housing and other Finance related matters (e.g. invoice, receipts etc)

Management Office

☎ 6601 1111

✉ askpgpr@nus.edu.sg

🕒 Mon – Thu: 8.30am – 6.00pm

Fri: 8.30am – 5.50pm

Closed on Sat, Sun and Public Holidays

For Room Maintenance & Lockout case
Maintenance Office

☎ 6516 1515

🔗 <https://uhms.nus.edu.sg/students>

For Conference

(to book a guest apartment)

☎ 6601 1611

🔗 <https://uhms.nus.edu.sg/Conference-Guest-Reg>

(Please note that the guest apartment is restricted to two persons stay and they must be the parents of the student).

For NUS Residential Life resources

Residential Life

✉ reslife@nus.edu.sg

OSA Student Wellness

✉ OSACares@nus.edu.sg

OSA (Hostel Admission)

☎ 6516 1384

NUS Whistleblowing Unit

✉ whistleblow@nus.edu.sg

“Roadmap to building a safer campus”

🔗 www.nus.edu/safer-campus



You are strongly encouraged to download the **NUS ResLife** app for one-stop campus resources

FREQUENTLY ASKED QUESTIONS

Q: I lost my access card. What do I do?

A: Please proceed to the Management Office to do a replacement of your access card. The cost of replacement is \$30.00.

Q: I am locked out of my room. Who can I approach for help?

A: During office hours, please proceed to the Management Office for assistance. After office hours, you may approach FCC at Block 5, Level B1 or call them at 6601 2222.

Q: How do I change my room?

A: Room change is subject to availability. Please approach the Management Office located at Block 6, Level 2.

Q: When can I apply for vacation stay?

A: The vacation stay application will normally be open a month prior to the official check out date. An email notification will be sent out by the Management Office nearer to the date regarding the details.

Q: How do I shorten or extend my vacation stay?

A: You can shorten your vacation stay at the Management Office but an administration fee will be incurred.

For extension of vacation stay, you can apply through the Management Office and there will be no administration fee incurred. However, it is subject to room availability and Management approval.



PGPR residents participating in the 'Walk for Rice' activity

Q: When will the luggage storage application begin?

A: The vacation stay application will normally be open a month prior to the official check out date. An email notification will be sent out by the Management Office nearer to the date regarding the details. Each resident is only allowed to one lot of storage space area of 90cm (L) x 60cm (W) x 80cm (H).

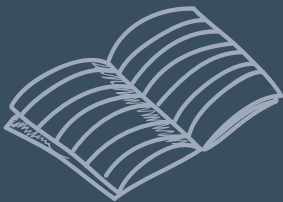
Q: When and how do I pay for the accommodation fee?

A: The payment is due within one week from your check-in date. You will be required to pay for the full accommodation fee via the methods below. Please note that cash payment is not accepted.

Location	Payment Modes
(a) Online Student Portal: https://uhms.nus.edu.sg/students	<ul style="list-style-type: none">• Credit / Debit card : Amex, VISA, MasterCard• eNets
(b) Student Service Centre at Yusof Ishak House	<ul style="list-style-type: none">• NETS• Credit /Debit Card (Self-service kiosks)
(c) Management Office at PGPR	<ul style="list-style-type: none">• NETS• Credit / Debit card : Amex, VISA, MasterCard• Local cheque / Bank Draft

Q: How can I get a copy of my invoice/receipt/statement of account for my hostel accommodation?

A: For copies of your invoices, receipts or statements of account, kindly approach the Management Office located at Block 6, Level 2.





Office of
Student Affairs



Information is correct as at
July 2020