

# TABLE OF CONTENTS

	<b>Page</b>
<b>1. RENTAL</b>	<b>3</b>
<b>2. DEPOSITS AND REFUNDS</b>	<b>3-4</b>
<b>3. UTILITY BILLS</b>	<b>4</b>
<b>4. CHECK IN AND CHECK OUT</b>	<b>5</b>
<b>5. HOSTEL KEYS</b>	<b>5-6</b>
<b>6. GUEST POLICY</b>	<b>6</b>
<b>7. SECURITY AND SAFETY</b>	<b>7</b>
<b>8. BEHAVIOUR AND DISCIPLINE</b>	<b>8-9</b>
<b>9. UPKEEP OF THE HOSTELS</b>	<b>10-11</b>
<b>10. ELECTRICAL ITEMS</b>	<b>12-13</b>
<b>11. PETS</b>	<b>13</b>
<b>12. MAINTENANCE AND SUPPLY ORDER</b>	<b>14</b>
<b>13. TERMINATION OF TENANCY</b>	<b>14</b>
<b>14. SWIMMING POOL</b>	<b>14</b>
<b>ATTACHMENT 1 - LIST OF PENALTIES</b>	<b>15</b>

# HOSTEL RULES AND REGULATIONS

This handbook contains vital information on the terms and conditions of your stay with us. It will assist you in understanding the policies as well as the rules and regulations which have been set to ensure a pleasant environment for all residents.

A **House Meeting** will be held every term. All hostel residents **must** attend the house meeting at the beginning of every term and whenever required. Residents who are unable to attend the house meeting must inform the Student Service Department (SSD) at least 24 hours before the meeting. Absentees are responsible for finding out what was discussed during the meeting.

The Hostel Management reserves the right to revise the rules and regulations from time to time and will post notices on the SSD office/hostel notice boards to keep residents informed of any changes.

We hope that you will find your stay with us enjoyable and meaningful.

Further information about accommodation may be obtained from the SSD.

The Accommodation Office  
Student Service Department  
UOW Malaysia KDU Penang University College

# 1. RENTAL

1.1 Rental is charged according to semester. Each semester is equivalent to 3 months as shown in the table below:

Term 1	Term 2	Term 3	Term 4
Jan- Mac	Apr-June	Jul - Sept	Oct - Dec

1.2 Students may move into their hostels one week before the start of each semester and move out one week after their last exam.

1.3 Rental must be paid in full within 7 days (including Saturdays, Sundays and public holidays) from the start of each semester. **A late payment fee of RM10 per day** will be imposed on ALL outstanding amounts.

# 2. DEPOSITS AND REFUNDS

2.1 Keys will only be issued after all the following deposits have been paid in full:

	Male/ Female Hostel	
	Non Air-Con Room	Air-Con Room
Deposit	<b>RM180</b>	<b>RM580</b>

\* Additional RM100 access card deposit for hostel in Desa Pelangi.

\* The deposit is refundable. However, failure to return the full set of keys on time will result in forfeiture of the deposit.

# The deposit will be refunded upon termination of tenancy, provided that all hostel fines (e.g. for damage, misconduct, breaking hostel rules, etc.) and excess utility charges have been paid before the final examinations.

Residents who fail to settle their fines on time may be barred from taking the final examinations.

- 2.2 Refunds of hostel deposits will be processed after the latest utility bills have been checked against the capped amount. Should there be any excess, the balance will be billed to the residents on a pro rata basis.
- 2.3 The refund process will take 14-28 days.
- 2.4 Booking fees and rental paid are **NOT REFUNDABLE**.

### **3. UTILITY BILLS**

- 3.1 Utility charges (for electricity and water) borne by the College for each hostel are capped at the following rates:

Male & Female Hostels (Non Air-Conditioned)	RM300/month
Male & Female Hostels (Air-Conditioned)	RM500/month

- 3.2 All **EXCESS** utility charges will be borne by the residents of each unit.



## **4. CHECK IN AND CHECK OUT**

- 4.1 Students may check in and out at the following times:  
Monday to Friday 9.00am - 5.30pm
- 4.2 Students who wish to check in after normal working hours are advised to make an appointment with the SSD at least 3 days in advance. The SSD may not be able to check in students who turn up after working hours without an appointment.
- 4.3 Students are advised not to check in before the specified check-in date. **The Hostel Management cannot guarantee the availability of accommodation before the specified check-in date.**
- 4.4 Students are reminded to go to the SSD upon checking out to apply for deposit refunds.

## **5. HOSTEL KEYS**

- 5.1 A set of keys will be issued upon checking in.
- 5.2 Residents are fully responsible for their keys and are not allowed to duplicate them or lend them to anyone under any circumstances. Misuse of hostel keys may lead to eviction.
- 5.3 Residents who damage or lose their hostel keys must report the damage/loss to the SSD immediately and will be charged **RM50**. For security reasons, a new set of locks will be installed and new keys issued to all residents.
- 5.4 Students locked out of their hostel may borrow a set of keys from the SSD for a fee **(RM10 during office hours, RM50 after office hours)**. The borrowed keys must be returned to the SSD on the same day, failing which disciplinary action may be taken.

5.5 Residents are responsible for their own safety and belongings. Rooms and main doors must be locked before leaving the hostels. **A fine of RM50 per person will be imposed if any rooms and/or main doors are found unlocked.**

## **6. GUEST POLICY**

6.1 Residents are held responsible for the behaviour of their guests and assume full responsibility for informing their guests of hostel policies, procedures and expectations. If guests break any hostel rules, the residents concerned must pay the fine or serve the penalty. **All guests must leave the hostel compound by 11pm.**

6.2 NO overnight guests, including family members, are allowed. Guests found residing in student hostel will be asked to leave immediately. At no time at all are residents allowed to receive or entertain guests of the opposite gender in the bedrooms.

### **6.3 Apartment at No.12 Khaw Sim Bee Road**

a. All guests must report to the guardhouse before entering the premises. Guests (male and female) are not allowed access beyond the ground floor. Guests are not allowed to drive their vehicles into the hostel compound, except during heavy rain. Only registered vehicles are allowed to park in the carpark.

b. Residents who wish to use the study room must register at the office.

6.4 Failure to comply with the rules can lead to the penalties and disciplinary actions listed below:

<b>Offence</b>	<b>Penalty</b>
Unaccompanied guest/s (excluding parents) in common areas	First offence : Warning Letter + RM50 Second offence : Warning Letter + RM100 Third offence : Eviction
Guest/s of opposite gender in room	First offence : Warning Letter + RM100 Second offence : Eviction

## **7. SECURITY AND SAFETY**

- 7.1 Residents at **No.12 Khaw Sim Bee Road** who enter/leave the hostel after 11pm must sign the log book and provide a reason for entering/going out; their parents will be duly informed.
- 7.2 Residents are responsible for ensuring that all doors are locked at all times for security reasons.
- 7.3 The Hostel Management shall not under any circumstances be responsible for:
- a. any damage to or loss of property, money and other items belonging to residents or their guests
  - b. personal injury suffered by residents or their guests, howsoever caused.
- 7.4 Residents are **NOT** permitted to change rooms or sleep anywhere other than in their own bedrooms without prior approval from the SSD. Failure to comply with the rules may result in penalty or disciplinary action.

<b>Offence</b>	<b>Penalty</b>
Main Door unlock	RM50 per resident
Change room without prior approval	First offence : RM50 per offender Second offence: RM100 per offender + Warning Letter Third offence : Disciplinary Hearing

- 7.5 Residents whose roommate/s has/have been missing for more than 48 hours must inform SSD immediately.



## **8. BEHAVIOUR AND DISCIPLINE**

- 8.1 A hostel should be a place where students have the best possible conditions for study and rest. Residents are expected to act responsibly and not interfere with the rights, comfort or safety of other residents.
- 8.2 Outdoor games e.g. basketball, football, etc., may not be played in the hostels.
- 8.3 Fighting or any form of physical violence will not be tolerated.
- 8.4 Vandalism is a very serious offence. Residents who commit vandalism will be evicted from their hostels and charged for the damage caused.
- 8.5 Harassment, whether verbal or physical, and any form of abusive behaviour will not be tolerated.
- 8.6 **Smoking is strictly prohibited at all times.**

Smoking offences include:-

- (a) Smoking/ holding a burning cigarette
- (b) Cigarette butts in the hostel e.g. cupboards, rooms, drawers, bathrooms, etc.
- (c) Possession of used or unlit cigarettes
- (d) Allowing someone to smoke
- (e) Hiding/helping to hide a smoking offender or his/her violation





- 8.7 Possession and/or consumption of alcoholic beverages is strictly prohibited and can lead to eviction.
- 8.8 Parties and other social gatherings are permitted **only with prior approval from the SSD.**
- 8.9 Residents are expected to be courteous and respectful of one another regarding room noise and activity at all times. **Residents must switch off or turn down the volume of televisions, hi-fi sets and radios after 10pm.**
- 8.10 The university college does not tolerate stealing, weapon possession, any type of vice (e.g. gambling, drugs, sex, frolicking with partners, pornography), or any violation of Malaysian laws in university college accommodation. Residents found engaging in such activities will be expelled immediately.

The penalties for behavior & discipline are as follows:-

<b>Offence</b>	<b>Penalty/Disciplinary Action</b>
First Violation	Fine RM50 + Warning Letter
Second Violation	Fine RM100 + Warning Letter
Third Violation	Eviction from Hostel

## **9. UPKEEP OF THE HOSTEL**

- 9.1 Residents are responsible for the cleanliness of the hostels. The compounds, floors, toilets, rooms, refrigerators, kitchens, etc., will need to be cleaned by all residents on a regular and rotational basis on days when there are no paid cleaners from UOW Malaysia KDU. Basic cleaning supplies and garbage bags will be supplied.
- 9.2 Every room will have a bed, mattress, study table and cupboard. Residents must bring their own bed sheets, pillows, blankets, etc.
- 9.3 Shoes must be arranged neatly on the shoe racks provided; shoes may not be worn into the hostels.
- 9.4 Residents **MUST** switch off all air-conditioners, fans, lights and other electrical appliances when these are not in use. Failure to comply will result in a fine.

<b>Offence</b>	<b>Bedroom</b>	<b>Common Area</b>
First Violation	Fine RM50 per resident	Fine RM50 per resident
Second Violation	Fine RM100 per resident	Fine RM100 per resident
Third Violation	Eviction from hostel	Eviction from hostel

- 9.5 Residents are not allowed to move or relocate hostel furniture without prior approval from the SSD.
- 9.6 Beds must be covered with bed sheets at all times. Failure to comply will result in a fine.

<b>Offence</b>	<b>Penalty</b>
First Violation	Fine RM50 per resident
Second Violation	Fine RM100 per resident
Third Violation	Eviction from Hostel

- 9.7 Residents must report any damage to/loss of hostel property immediately to the SSD. Residents will be charged for any missing/damaged property (except where the damage is due to normal wear and tear). See Attachment 1 on page 15.
- 9.8 The Hostel Management reserves the right to conduct spot checks on hostel units and bedrooms. Where necessary, residents will be asked to clean up bedrooms and hostel units; failure to comply can result in fines or disciplinary action as stated in the following clause.

<b>Offence</b>	<b>Bedroom</b>	<b>Common Area</b>
First Violation	Fine RM50 per resident	Fine RM50 per resident
Second Violation	Fine RM100 per resident	Fine RM100 per resident
Third Violation	Eviction from Hostel	Eviction from Hostel

- 9.9 The Hostel Management reserves the right to assign any vacancy in hostel at any time and/or to reassign any student at any time.
- 9.10 Nails, screws, posters and pictures are not allowed on hostel walls, doors or furniture. Any damage to the hostels will be charged to the residents concerned. See Attachment 1 on page 16.
- 9.11 Residents may not put their belongings or hostel furniture on the balconies. Any items found on hostel balconies will be confiscated. For safety reasons, residents are not allowed to play on the balconies.

## 10. **ELECTRICAL ITEMS**

10.1 Small domestic appliances may be brought into and used in the hostels on condition that the following guidelines are strictly observed:

- (a) equipment and any connecting cables/wires must be in good and serviceable condition
- (b) there must not be any cables on the floor e.g. across passageways or from room to room
- (c) plugs must contain correctly-rated fuses and be wired correctly
- (d) Multiway adapters may not be used

10.2 Items which are allowed in the hostels are as below:

- Personal computers
- Alarm clocks
- Irons
- Hairdryers
- Table/stand fans
- Study table lamps
- Toasters
- Rice cookers
- Coolers
- Battery chargers

10.3 Items which are prohibited are as below:

- Microwave ovens
- Hot plates
- Exercise machines
- Musical instruments (piano/organ)
- Other unauthorized items

10.4 Residents should ensure that power points are not overloaded. Residents who install electrical extensions without prior approval from the SSD may result in penalty or disciplinary action.

<b>Offence</b>	<b>Penalty</b>
First Violation	RM50 + Warning Letter
Second Violation	RM100 + Warning Letter
Third Violation	Eviction

10.5 Electrical items which do not conform to safety standards will be confiscated.



## **11. PETS**

11.1 Residents are not allowed to keep pets in student accommodation.

11.2 Failure to comply with the rules may result in penalty or disciplinary action.

<b>Offence</b>	<b>Penalty</b>
First Violation	RM50 + Warning Letter
Second Violation	RM100 + Warning Letter
Third Violation	Eviction

## **12. MAINTENANCE AND SUPPLY ORDER**

- 12.1 Defective items (e.g. furniture, fixtures, etc.) which require repair, replacement or removal must be reported to the SSD immediately by filling out a WORK ORDER form (obtainable from the SSD). The SSD will determine the feasibility of the request.

## **13. TERMINATION OF TENANCY**

- 13.1 Residents are required to give at least one month's notice before the end of the tenancy.
- 13.2 Booking fees and rental paid are **NOT REFUNDABLE.**

## **14. SWIMMING POOL**

- 14.1 Resident at Desa Pelangi are allowed to use swimming pool from 8am to 8pm.
- 14.2 Swimming attire and bath towel are required for all residents for using the swimming pool. A penalty of RM200.00 per person per day will be imposed for non-compliance by The Management of Desa Pelangi.
- 14.3 No lifeguard on duty, swim at your own risk.

## ATTACHMENT 1 - LIST OF PENALTIES

The following are the charges imposed for damage to or loss of UOW Malaysia KDU Penang University College property.

No.	Item	Amount Charged
1	Wardrobe/ Cupboard	as per bill, up to RM500
2	Bed (double decker)	as per bill, up to RM500
3	Mattress	as per bill, up to RM200
4	Study Table	as per bill, up to RM200
5	Chair	as per bill, up to RM30
6	Locker (4units)	as per bill, up to RM500
7	Curtain	as per bill, up to RM300
8	Door (Room)	as per bill, up to RM400
9	Door (Main)	as per bill, up to RM800
10	Door latch/ door knob	as per bill, up to RM100
11	Grille door	as per bill, up to RM1000
12	Window	as per bill, up to RM500
13	Mirror	as per bill, up to RM100
14	Kitchen sink & cabinet	As per bill
15	Gas tank	as per bill, up to RM50
16	Stove	as per bill, up to RM100
17	Dining chair & table	as per bill, up to RM400
18	Washing machine	as per bill, up to RM1000
19	Shoe rack	as per bill, up to RM50
20	Sofa & cushion	as per bill, up to RM1000
21	Ceiling fan	as per bill, up to RM250
22	Stand fan	as per bill, up to RM180
23	Air conditioner	as per bill, up to RM1500
24	Refrigerator	as per bill, up to RM1800
25	Water heater	as per bill, up to RM500
26	Damage to walls	as per bill, up to RM500
27	Toilet bowl	As per bill
28	Basin	As per bill
29	Other repairs/ lost items	As per bill