

# RMIT UNIVERSITY VIETNAM

## Residential Centre

### **Resident Handbook**

#### **Incorporating the Rules of Conduct**

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## WELCOME TO THE RESIDENTIAL CENTRE

Dear Student,

Congratulations on securing accommodation within the Residential Centre at RMIT University, Vietnam.

The Residential Centre will provide you with high quality accommodation in a secure environment and the opportunity to develop friendships and study, free from distraction.

The services and facilities available to you within the facility not only make studying easier but will allow every resident to relax and enjoy themselves on campus when all the work is done.

Our staff and management team are committed to ensuring your term of residency is an enjoyable one and look forward to getting to know you through your participation in Residential Centre social events and academic support programs.

Whilst the management team will always be available to assist you, it is important to understand that the Residential Centre is a student community and that each one of us has a role to play in considering the needs of others in our community and to be aware of how our actions may impact on others.

This handbook establishes some behavioural guidelines to assist each of us to deliver on this responsibility as well as providing some useful information about the services and facilities available to you in the Residential Centre.

Should you require any assistance to understand the “rules”, our staff are always available to assist you.

Thank you for choosing to live in the Residential Centre, I have no doubt that your time with us will be happy and rewarding, an experience you will carry with you for a long time.

Best regards,



**Andy Kimpton**  
**Director, Operations**

## Accommodation Levels

Apartments are situated on levels two to six of the Residential Centre. Each level is allocated to a particular gender, and an outline of the allocation plan is provided in the table below:

Level	Gender
Two	Male
Three	Female
Four	Male
Five	Female
Six	Female

Members of the opposite gender are not permitted on any accommodation levels other than those levels allocated to their particular gender. A clear separation between male and female students on accommodation floors must be maintained at all times.

Senior residents are responsible for monitoring the accommodation levels and are required to report all breaches of this rule to University management immediately.

Any student who fails to abide by this rule will be considered in breach of their agreement and will face eviction.

Students are encouraged to meet friends of the opposite gender in the common spaces provided on level one of the Residential Centre, including the study rooms, recreation room and the external courtyard, or alternatively other recreational space provided on campus.

Only registered occupants of an accommodation level are permitted to gather on that particular floor. Residents from other accommodation floors are not permitted on accommodation floors above or below their own. All residents of the Residential Centre are encouraged to gather in the recreation room on level one.

## Academic Support

One of the University's highest priorities is to ensure that the residential environment offered by the Residential Centre fosters academic success.

Students will enjoy the opportunity to participate in regular academic support initiatives offered exclusively to the Residential Centre student community. Contact the reception desk on ext. 2067 for more information.

## Agreement

Students are reminded that the tenancy agreement is a legal binding document that outlines the terms and conditions by which your accommodation place at the Residential Centre has been offered and accepted.

The rules of conduct as outlined in this document or as updated from time to time constitute part of the tenancy agreement and a breach of rules will constitute a breach of the tenancy agreement.

## **Air-conditioning**

All apartments are air-conditioned. Whilst the cost of electricity is included in the accommodation fee each apartment will be monitored for acceptable usage.

Students are encouraged to be environmentally responsible and turn off air-conditioning units when not in residence.

## **Alcohol**

Students are not permitted to possess or consume alcohol within apartments or common areas of the Residential Centre, including kitchens, the recreation room and external courtyard. Alcoholic stuff suspected will be disposed of by cleaning staff or Residential Management team without prior notice or residents' permission.

## **Anti-Social Behaviour**

Students are required to consider the comfort and well-being of other students in the residential community at all times. Any student or their registered visitor, who acts in an aggressive, dangerous, threatening or disruptive manner whilst in the confines of the Residential Centre, including the external courtyard will be considered in breach of their agreement and face immediate eviction from the facility.

## **Bathroom**

Students are required to use the bathroom allocated to their bedroom and are collectively responsible for maintaining the condition of their allocated bathroom in multi share units.

In the interest of personal safety and security students are encouraged to lock the bathroom door when in use.

It is important to consider the comfort of other housemates by ensuring that bathrooms are maintained in a clean and hygienic state at all times. Students are required to regularly flush toilets after use, appropriately dispose of sanitary napkins at all times and clean the shower, shower screen, basin, mirror and cupboards on a regular basis.

Door hooks are provided on every bedroom door to enable students to hang their bath towel after use. Students are encouraged to keep their bath towel in their bedroom and take it to the bathroom only as required.

## **Bedroom**

Every student is entitled to feel safe and secure in their bedroom.

Bedrooms are protected by a mechanical lock and students are encouraged to keep their bedroom door closed and locked when not in residence.

A safety deposit box is installed in every wardrobe to provide a safe, secure place to keep valuable personal items such as jewellery and laptop computers.

Students should not give the access key or pass code for their safety deposit box to anyone. Lost safety deposit keys should be reported to reception immediately so that the safety deposit box can be replaced at a cost to the student. Low battery alerts should also be reported to reception immediately to prevent valuable personal items from being deemed unrecoverable as a result of a keypad failing.

The University does not accept liability or responsibility for the loss, theft or damage of any personal items stored in room safety deposit boxes, including those items that cannot be recovered due to battery failure or a lost or missing key.

### **Common Areas of Accommodation Units**

The common area of apartments refers to the living room, entrance passage and hallways within three and five-bedroom units.

Students are collectively responsible for maintaining the condition of the common areas of multi share units.

### **Critical Incidents**

Critical incidents can occur in a student accommodation facility at any time and include medical emergencies, suicide, assault and theft.

Residential Centre staff and security are trained to effectively manage a critical incident and are available on site, 24 hours per day, 7 days a week.

In the unlikely event that you become aware of a critical incident occurring in a common area or accommodation unit, please seek immediate assistance from staff by calling the Reception desk on (+84-28) 3622 3438

### **Sleep Out or Late Return**

In the interests of your safety and security, if you intend to return to the Residential Centre after 10pm (2200hrs), please inform our duty staff of the time you plan to return and provide a contact number which you wish us to contact in case of an emergency.

Students who are temporarily vacating the Residential Centre overnight or for a short period of time, to visit friends off campus, return home for the weekend or go on a holiday are required to complete a **temporary absence registration form**, providing the University with the dates of their intended absence and a contact number.

Under these circumstances, students will not be deemed in breach of curfew unless they fail to return on the intended date and or fail to advise staff accordingly.

## **Disciplinary Process**

The legal framework provided by the tenancy agreement, including the rules of conduct as defined by the resident handbook, by which every student has accepted their accommodation place at the Residential Centre, entitles the University to apply a financial penalty or initiate disciplinary action, or move to formal notice of eviction, depending on the significance of the breach.

The disciplinary process will take the following form:

Verbal Warning - Note on file  
Issued for a minor breach of the tenancy agreement or rules of conduct as determined by the Accommodation Manager.

Formal Warning - Written  
Issued for a second minor breach or a significant breach of the tenancy agreement or rules of conduct as determined by the Accommodation Manager.

Final Warning - Written  
Issued for a further breach of the tenancy agreement or rules, as determined by the Accommodation Manager

## **Formal Notice of Eviction**

In the event that a resident displays a particular behaviour or undertakes an act that constitutes a clear breach of the tenancy agreement or rules and warrants the termination of the tenancy agreement, the matter will be referred to the Academic Registrar (Vietnam), and action will be taken according to Royal Melbourne Institute of Technology Regulation 6.1.1 – Student Discipline (available on the RMIT Vietnam web site).

The resident will have the opportunity to have their case heard by the Discipline Board who will determine whether eviction is appropriate with consideration of the circumstances and act in accordance with Regulation 6.1.1 – Student Discipline.

In the event that eviction is ordered by the Discipline Board, the resident will be required to immediately vacate the facility, removing all personal belongings and effects from their allocated apartment. Residents are not entitled to a refund of either their security deposit or accommodation fee and remain financially responsible for their accommodation place until the end of their contracted term of residence.

## **Doors**

In the interest of personal safety and security, students are encouraged to keep the entrance doors to apartments closed at all times. Keeping main entrance doors to apartments open provides opportunity for unauthorised access to dwellings and should be discouraged at all times.

## **Door Hooks**

Door hooks are provided on every bedroom door to enable students to hang their bath towel after use. Students are encouraged to keep their bath towel in their bedroom and take it to the bathroom only as required.

## **Door Locks**

Bedrooms are protected by a mechanical lock and students are encouraged to keep their bedroom door closed and locked when not in residence.

## **Drugs**

The possession, use or dealing of illicit drugs within the Residential Centre is strictly prohibited. Students suspected of or found to be in breach of this rule will face immediate eviction and will be reported to the local Vietnamese authorities for prosecution.

## **Early Termination**

The tenancy agreement requires a commitment from students to fulfil the natural term as agreed and outlined in the contract and failure to do so will result in significant financial penalties being applied.

In the unlikely event of a student having to withdraw from the University, or family or personal circumstances changing which may prevent a student from being able to fulfil the full term of the agreement, the student should write to the Accommodation Manager advising of their unforeseen change in circumstances.

The Accommodation Manager will then request a meeting with the student to discuss the student's change in circumstances. The matter will then be referred to the Executive Director Students for consideration.

If a student ceases to be enrolled at RMIT, they must immediately notify the Accommodation Manager in writing and may be required to leave the Residential Centre.

## **External Courtyard**

The external courtyard, situated outside the recreation room on level one, is provided for the comfort and relaxation of registered occupants and their visitors.

Students are required to consider their fellow residents at all times when using the external courtyard. Food and drinks are permitted to be consumed and all rubbish must be disposed of in the garbage bins provided.

## **Fee Payment**

All students who have signed a one-semester term agreement are required to pre pay their accommodation fee as a condition of acceptance.

Students are required to contact the Accommodation Manager prior to the payment date falling due should they run into financial difficulties which prevent them from making payment by the required due date. The matter will then be referred to the Executive Director Students for consideration in accordance with University policy.

## Fire

Fire is a real and ever-present danger in a residential student accommodation environment. In the event that you come into contact with a small fire in a kitchen, common area or anywhere within a unit on the Residential Centre please do the following:

- Warn others in the immediate vicinity of the fire.
- If still safe to do so, extinguish the fire using the fire blanket provided in every kitchen on accommodation levels or extinguisher units which can be found in the fire hose reel cupboards at the northern end of the corridors on each accommodation level.
- Press the “Push Button” fire alarm activation points located next to the guest lift and at the end of the eastern corridor on accommodation levels. This will immediately activate the buildings fire alarm initiating the standby for evacuation warning alarm throughout the building, alerting all residents and staff to the threat of fire.
- Notify security by calling the main Reception desk on (+84-28) 3622 3438 to request assistance.
- If it is not safe to extinguish the fire, ensure everyone has evacuated the immediate vicinity and contain the fire by closing all doors surrounding it.
- Then, evacuate the floor by knocking on every unit door, calmly advising all residents to accompany you to the nearest and safest fire exit. **DO NOT USE THE GUEST LIFTS.**

The Residential Centre is protected by heat and smoke sensitive detectors which will activate when the heat (in a kitchen) or smoke (in all other areas of the building) generated from a fire reaches a certain density. The activation of these detectors will immediately activate the buildings fire alarm initiating:

- The standby for evacuation warning alarm which will broadcast in every unit and all common areas of the facility.
- After a short period of time the standby for evacuation warning alarm will automatically change to the evacuation alarm which includes a broadcast-message instructing occupants to evacuate.
- Residents are required to evacuate the building upon the activation of the building fire alarm or upon instruction by staff, a senior resident or the local authorities.
- Calmly travel down the safest fire exit (DO NOT USE THE LIFTS) until you reach level one and vacate the premise immediately through the closest access door marked by a “Fire Exit “sign.
- Make your way to the nearest emergency assembly point.

## IMPORTANT FIRE SAFETY RULES FOR RESIDENTS

***Please be advised that tampering with the fire protection equipment, e.g. Covering detectors, removing batteries from detector units, the inappropriate use of fire blankets, fire hoses and fire extinguishers constitutes a breach of the tenancy agreement and will result in your eviction from the facility as it endangers the lives of you and others.***



## Fire Exits

Fire exit stairwells are only to be used in the case of a fire in the building.

Fire exit stairwells cannot be used to access accommodation levels as they remain locked unless released in the case of an emergency.

Any student found to be in fire exits stairwells, except in the case of an emergency, or deliberately keeping a fire exit door open will be considered in breach of their agreement and may be evicted from the facility.

## Furniture

The Residential Centre offers fully furnished and equipped apartments, designed to meet the specific needs of students. In the interest of minimising damage to the units and maintain consistency of the accommodation offered throughout the building strict rules apply to the introduction or swapping of furniture items within the unit.

Furniture and fixtures may not be swapped or transferred between accommodation units under any circumstances. No fixture or supplied furniture item can be removed from or within a unit.

The following additional items may be introduced to units by students:

- Clothes horse
- Standing lamp

The following items may NOT be introduced to the apartments by students:

- Mattress
- Dining table or dining chairs
- Washing machine or clothes dryer
- Cupboard or drawers
- Ironing board or iron
- Gas/Electrical kitchen appliances

Items listed NOT to be introduced will be collected immediately by cleaning team or Residential Management team without any prior notice or residents' permission. Those items will be donated to RMIT charity projects.

Students who found to be in breach of using such items including "iron, gas/electrical kitchen appliances" in room will be face eviction from the facility.

## Gambling

All activities that constitute an act of gambling are strictly prohibited from being conducted in units, common areas and recreational spaces within the Residential Centre at all times.

## Garbage Room

Garbage rooms are available on every accommodation level and are provided for students to conveniently dispose of general household garbage and recyclable items such as glass, plastic and paper items, in an efficient manner.

Housemates are required to work together to ensure that garbage items are removed from apartments daily and disposed of in the garbage bins provided in the garbage rooms.

### **Hanging Clothes**

Hanging clothes in common area spaces within apartments, including windows and external veneers is strictly prohibited.

Delicate personal items may be hung to dry on a clothes horse unit in the privacy of a bedroom (not bathroom or common areas) within apartments on the condition that these items are not visible from windows.

An outdoor clothes line, accessible from the recreation room and electrical clothes dryers are available in the laundry room on level one, for the convenience of students. The University does not accept liability or responsibility for the loss, theft or damage of any clothes items left in designated dryer areas throughout the facility.

### **Harassment**

Harassment of a threatening or sexual manner will not be tolerated in the Residential Centre community.

If you are experiencing threats or harassment of a personal nature or unwanted attention from a fellow student or a member of staff, please report the matter to the Accommodation Manager, Residential Centre or Executive Director Students immediately.

Any student found to be acting in a physically or sexually harassing way towards a registered occupant of the Residential Centre or member of staff will face immediate eviction from the facility.

### **Health and Counselling Services**

RMIT International University Vietnam provides medical and counselling services to help students and staff to maintain and improve physical and mental wellbeing.

The SOS Medical Clinic in the Recreation and Events Complex (REC) is available to residents on campus. The operating hours are Monday – Saturday (8am – 6pm); Phone: (+84-28) 3776 1360

International students may also access: SOS International Medical Clinic; 65 Nguyen Du St, District 1; Phone (+84-28) 3829 8424

Student Counsellors are located in the Recreation and Events Complex room 10.02.02. and are available Monday to Friday. Phone (+84-28) 3776 2026. Email addresses and mobile phone numbers of the Counsellors are available in the “Keeping on Track” information sheet about Health and Counselling Services available at the Residential Centre reception desk.

### **Household Disputes**

Disagreements and disputes within households will occur. One of the advantages of choosing to live in on campus student accommodation is having the opportunity to develop the social skills required to live with other people in an environment managed by the University.

Therefore; students are required to take some responsibility for addressing issues of a personal nature or resolving disagreements with their housemates directly. Having made an effort to do so, in the event that an acceptable solution cannot be reached, each resident is entitled to report or discuss their concerns with Residential Centre staff.

In the first instance, the Accommodation Manager will call a house meeting to bring housemates together to discuss the concerns and attempt to identify a solution which all housemates agree to. In the event that an acceptable solution cannot be reached, there is a clear breach of the rules of conduct or a student's personal well-being and emotional state is being compromised, the Accommodation Manager will intervene and take the appropriate action to resolve the situation.

## Inspections

Regular inspections of apartments within the Residential Centre are important in ensuring that students are maintaining their allocated dwelling in an acceptable condition and living in a safe and hygienic manner. The following inspections will be conducted in the life of a student tenancy:

Pre-Arrival Condition Inspection - The management team will inspect the unit to identify any maintenance or cleaning issues and address them prior to a new student's arrival. The pre arrival condition inspection sets the benchmark for the condition of accommodation provided to the student on arrival.

Post Arrival Condition Inspection - Is conducted 48 hours post arrival with the new student. This inspection provides the new student with an opportunity to identify any maintenance or cleaning issues that were not identified during the pre-arrival condition inspection. New items should be immediately rectified by the Residential Centre management team or noted on the pre arrival condition inspection form before the resident signs, setting the condition benchmark for the student's term of residence.

Routine Condition Inspections - Are conducted once a semester. Residential Centre staff are required to provide students with adequate notification of their intention to inspect, as determined by the tenancy agreement, and thereby providing students with adequate opportunity to clean and return their unit to the required standard for the inspection. Routine condition inspections provide the University with an opportunity to identify any maintenance and cleaning issues that may need management intervention to rectify, and establish individual or collective student responsibility for any damage or non-compliance that may be found.

Departure Inspections - Are conducted at the completion of an individual's term of residence prior to that student vacating the apartment. Departure inspections provide the University with an opportunity to identify any maintenance and cleaning issues that may need to be discussed amongst housemates in multi share apartments prior to the departing student vacating to alleviate the possibility of remaining students being held responsible for the repair of cleaning and maintenance issues they may have been the direct responsibility of the departing student.

All students are encouraged to attend departure inspections. Failure to do so may jeopardise the full refund of a student's security deposit or result in cleaning and maintenance rectification costs being charged to them.

## Internet Access

Students can connect to the University wireless internet network from their bedrooms in the Residential Centre and are required to abide by the conditions of the University IT Acceptable Use Policy and Guidelines.

In addition to the wireless internet connection the Residential Centre provides registered occupants with the convenience of a wireless connection to the printer located in the printing lab on the level one. Standard usage and printing costs apply.

For those students who want a non-restricted internet connection, the University suggests that students purchase a 3G USB portable connection.

## Key Security

As a registered occupant of the Residential Centre, each student will be issued with the following keys:

Access Card - Provides access to the main entrance door of the students allocated accommodation unit.

Proximity Access Card - Provides access to the main entrance door of the facility afterhours, the recreation room and your allocated accommodation level only, via the lift.

Bedroom Door - Provides access to the students' allocated bedroom within their allocated accommodation unit.

Kitchen Locker - Provides access to the kitchen locker assigned to a registered occupant in the kitchen of their allocated accommodation level.

Bedroom Desk Drawers - Provides access to the drawers in your desk.

Safety Deposit Box - Provides access to your in-room safety deposit box when used in conjunction with your personal pass code to the unit.

In the interest of your personal safety and well-being and that of the residential community in general, students are not permitted give or leave the above keys with anyone. Lost or stolen keys must be immediately reported to reception staff. Replacement keys will be arranged in most circumstances at a cost to the student.

## Kitchens

Kitchens are provided on every accommodation level for the exclusive use of students allocated to that floor. Each kitchen comes equipped with a two-burner electric stove top, refrigerator, with freezer unit, a rice cooker, kettle and microwave oven.

Students are invited to purchase their own crockery, cutlery and cooking utensils. These items and dry food stock can be locked away in the lockers provided in each kitchen. Perishable food items should be labelled and safely and hygienically stored in the refrigerator unit supplied.

A dining table and chairs is also provided in each kitchen to provide students with a comfortable place to eat and drink in the company of other residents on your accommodation floor as an alternative to dining in your apartment. It is important to note that food and drink items are not permitted to be consumed in reading rooms located in the lift lobby on each accommodation level.

Students are required to consider their fellow residents at all times when using the kitchen. Food preparation areas should be shared and all crockery, cutlery, utensils, cook tops, benches and the dining table should be properly cleaned immediately after use in anticipation of other residents needing to use the same space. Food must be labelled and sealed in plastic/glass containers during refrigerated storage period. All food scraps and trash items must be disposed of in the garbage bins provided.

Kitchens will be cleaned twice a day by cleaning staff who will dispose of unsealed, unlabelled (including fridge and freezer items) or unsecured dry stock or perishable items found unattended in kitchens at the time of the clean in the interest of student safety and well-being.

The University does not accept liability or responsibility for the loss, theft or damage of any food items left in the kitchen or food lockers under any circumstances. Kitchen locker inspections will be conducted in conjunction with routine condition inspections of apartments to ensure lockers are being maintained in a clean and hygienic condition.

Any student who fails to abide by the acceptable use of the kitchen rules will be considered in breach of their agreement and may face eviction.

### **Laundry Room**

The laundry room is situated on level one next to the recreation room. The laundry room provides free washing, drying and ironing facilities for the exclusive use of registered occupants of the Residential Centre.

The operating principle of washing and drying machine requires a unit of token per function. Students will be provided a quota of 12 tokens for every month; however, it will not be accumulated for next months. Students are able to collect tokens at Reception desk each time of doing laundry.

As an alternative to drying clothes in the clothes dryers, students have the option of drying clothes using the outdoor clothes line, accessible from the recreation room on level one.

### **Lock Outs**

Students are encouraged to keep their apartment key set with them at all times. Lost or stolen keys should be immediately reported to staff at reception staff.

In the unlikely event that you forget your keys or lock them in your bedroom, students are required to seek access via staff at the reception desk. Staff are required to properly identify a student before providing access to any accommodation unit, bedroom or kitchen locker.

All "lock outs" will be recorded on your accommodation file and a "lock out" fee equivalent to 97,500 VND charged for second and subsequent "lock outs" requests.

## Mail

Mail items can be posted directly to students and will be kept at the reception desk for collection by registered occupants.

The mailing address is:

[Student Name]  
Apartment [No.]  
The Residential Centre, Building 9  
RMIT International University Vietnam  
702 Nguyen Van Linh Boulevard,  
District 7, HCMC, Vietnam

Large deliveries, packages and courier parcels will not be accepted by staff on your behalf. Please ensure arrangements are made with the delivery company to ensure you are in residence when the parcel is delivered to avoid inconvenience.

## Maintenance

Students are required to report any maintenance issues to staff at reception as soon as they are identified as part of the students' obligation, as per the tenancy agreement, to maintain the dwelling in an acceptable condition.

General maintenance, e.g. changing light bulbs, is the responsible of the University and will be attended to at no cost to individual students.

Student recharge maintenance items, maintenance that results from the accidental or wilful damage or negligence of a registered occupant will be attended to at a recharge maintenance cost to the student. It is important that student recharge maintenance items are reported to staff immediately to minimise the cost of repair.

The University will endeavour to address all maintenance items within five days of the matter being reported and are required to notify all occupants of an accommodation unit of its intention to access the dwelling to attend to maintenance prior to the work being conducted, unless in the case of a maintenance emergency.

## Medical Emergency

In the event that you come across a medical emergency (including a serious injury, medical condition, death or suicide), please do as follows:

- Immediately notify Reception on (+84-28) 3622 3438 to request assistance.
- Call an ambulance on 115.
- Assess the condition of the person and if it is safe to do so, begin to apply basic first aid taking all necessary safety precautions.
- Keep the patient calm and remove onlookers from the vicinity. In the unlikely event of suicide or death, ensure the area is vacated immediately and secured for the local authorities, being careful not to disturb the scene or draw attention to the situation amongst the rest of the residential community.

- Wait for staff to arrive to assist.

## **Musical Instruments**

Students who wish to keep a musical instrument in their bedroom are required to seek permission from the Accommodation Manager prior to bringing the instrument into the facility.

Upon receiving your letter of request, the Accommodation Manager will consider the potential impact of your instrument on the residential community and consult your housemates in multi share environments before approving the request. Please be advised that there is no guarantee that permission will be granted.

Musical instruments may not be played in the common areas of apartment or in any area of the building including the external courtyard.

## **Noise**

Every student living in the Residential Centre is entitled to reside in a peaceful manner and free from distraction. Students are encouraged to contact the Reception desk on (+84-28) 3622 3438 at any time should their individual comfort be disturbed by the behaviour or level of noise caused by other students in their allocated unit or those in neighbouring units on, above or below their floor. Staff are authorised to investigate any concern raised and will ensure that the matter is addressed discreetly at all times.

Students who are found to be in breach of this rule will face eviction from the facility.

## **Parking**

Motorbike and bicycle parking stations are available on campus however residents are advised that should they elect to park their motorbike, bicycle or car on campus they do so at their own risk.

## **Parties**

Parties of any of kind are strictly prohibited within the Residential Centre.

Only registered occupants of an accommodation level are permitted to gather on that particular floor.

Students are not permitted to have more than one additional person for each registered occupant in their allocated unit at any time. For example: Single unit requires there be no more than two people in the unit at any time. Five-bedroom units require that there be no more than ten people in the unit at any time.

Residents from other accommodation floors are not permitted on accommodation floors above or below their own. All residents of the Residential Centre are encouraged to gather in the recreation room on level one.

Students are encouraged to have quiet gatherings in kitchens or the reading room on accommodation levels or in the recreation room or external courtyard on level one or in other areas of the campus, with consideration for the peaceful comfort of others at all times.

## **Pets**

Pets (including fish) are strictly prohibited within the Residential Centre at all times. Students found in breach of this rule may face eviction from the facility.

### **Printing Lab**

The printing lab is situated on level one opposite reception and is provided for the exclusive use of residents.

The lab provides access to the following facilities:

- Computers with internet access.
- Colour printer without scanner (wireless network connection)
- Two built in language lab workstations with computer and headsets designed to meet the study needs of English Language students in residence.

Photocopying facilities are available in Building 1, at the Stationary shop – room 1.1.014.

Operating Hours:

Mon - Fri: - 7.30am - 5.30pm  
Sat: - 7.30am - 2.30pm

### **Reading Room**

Reading rooms are provided on every accommodation level and situated outside the lift lobby and next to the kitchens. The reading room offers registered occupants an area to gather with other registered occupants of the same floor to talk, read and study.

### **Reception Desk**

Staffs are available at reception, 24 hours a day, 7 days per week to assist and care for registered occupants. University Accommodation Officers staff the reception desk from 7am – 10pm daily and security officers from 10pm – 7am daily.

Staffs are required to conducted regular patrols of the facility, including the accommodation levels and are authorised to enter apartments if they are concerned for a student's personal wellbeing or suspect a rule is being breached.

The Reception desk contact number is (+84-28) 3622 3438.

### **Recreation Room**

The recreation room is situated on level one and is provided for the peaceful comfort and recreation of registered occupants, and visitors, of the Residential Centre.

The recreation room offers:

- Lounge settings, including coffee tables.
- Pool table.
- Foosball table
- Air Hockey table
- Television with free to air and cable television.
- Bi-fold doors allow access out onto the external courtyard providing several outdoor settings.



The recreation room is the allocated visitor's space. Residents are required to register visitors at the reception desk and are permitted to entertain them in the recreation room during which time they remain responsible for the behaviour and actions as defined by the rules of conduct.

### **Refund Policy**

Residents are reminded that payments made for all accommodation related charges, including the accommodation fee, will not be refunded in the event of a cancellation or withdrawal from an academic program, or early termination of the agreement, except if a student's enrolment is cancelled by the University as a result of unsatisfactory academic progress.

### **Room Cleaning**

Included in the accommodation fee is a weekly cleaning service during which all bedrooms, bathrooms and common area spaces of the accommodation unit are thoroughly cleaned.

One accommodation level will be serviced daily, the schedule is provided below:

<b>Level</b>	<b>Day Of Week</b>
<b>Two</b>	Monday
<b>Three</b>	Tuesday
<b>Four</b>	Wednesday
<b>Five</b>	Thursday
<b>Six</b>	Friday

Students are required to prepare their apartment for the weekly service by ensuring that floors, desks, beds, bathrooms and common area spaces are tidy, free of garbage and obstructions.

The weekly cleans are compulsory and any accommodation unit that is identified on the day of a scheduled clean to be unfit for the service to proceed, will be brought to the attention of the Accommodation Manager and all registered occupants of that apartment required to meet with the Accommodation Manager to explain their non-compliance.

Room cleans include the changing of the bottom sheet and pillow case. Other linen items such as a bed quilt and bath towel will not be serviced and remain the responsibility of each student to regularly wash using the washing machines and dryers in the laundry room or the commercial laundry service provider.

Students are advised that access to apartments and bedrooms will be provided to room attendants by an authorised staff member of the Residential Centre and bedrooms and main entrance doors will be secured on departure, so students should take their keys with them if not present for the weekly service.

Valuable personal items should be secured in the safety deposit box installed in the wardrobe in your bedroom.

The University does not accept liability or responsibility for the loss, theft or damage of any personal items kept in bedroom, bathrooms, accommodation units and the common area spaces of the Residential Centre.

### **Room Moves**

Requests for room moves are generally not encouraged within the Residential Centre.

Staff undertake an extensive assessment of each student accommodation application profile in a bid to ensure that “like minded” students are allocated together in multi-share environments and the post arrival inspection process provides an opportunity for staff and registered occupants to discuss any issues with room allocation early in the life of the student tenancy alleviating a genuine reason for requesting a room move later in the term.

In the unlikely event that later in the tenancy, having addresses issues of concern directly with housemates and failing to reach an acceptable solution, students may write to the Accommodation Manager requesting a room move and stating their reasons for doing so. The Accommodation Manager will organise to meet you and discuss your concerns in more detail before considering whether a room move is justified and deliverable. If your reasons are considered genuine and all alternative methods of resolving your concerns have been explored a room move request may be granted.

Alternatively, students are entitled to request a room move at the successful completion of their first term of residence at the time of confirming their intention to re-sign for another term in residence.

### **Safety Box**

A safety deposit box is installed in every wardrobe to provide a safe, secure place to keep valuable personal items such as jewellery and laptop computers.

Students should not give the access key or pass code for their safety deposit box to anyone. Lost safety deposit box keys should be reported to reception immediately so that the safety deposit box can be replaced at a cost to the student.

Low battery alerts should also be reported to reception immediately to prevent loss of valuable personal items.

The University does not accept liability or responsibility for the loss, theft or damage of any personal items stored in room safety deposit boxes, including those items that cannot be recovered due to battery failure or a lost or missing key.

### **Security**

Security officers are on site twenty-four hours a day, seven days a week for the safety and protection of registered occupants, their visitors, staff and the building assets.

Security officers are required to conduct regular patrols of the building, including accommodation levels in addition to monitoring the main entrance to the facility and access to the recreation room and external courtyard.

Should you require the assistance of a Security officer please call the Reception desk on (+84-28) 3622 3438 or the Security Control Room on (+84-28) 3776 1368

### **Social Activity Programs**

One of the great benefits of choosing to live in on campus student accommodation is the opportunity students have to meet new people, make friends and build a support network for themselves.

Residential Centre management team will ensure that a busy social activity program is planned and coordinated during the course of the year to provide a good balance between study and recreation and assist to build a strong residential community.

Students are encouraged to connect with residents allocated to their accommodation level or alternatively through staff, and actively participate contribute to the design and deliver of social activities within the Residential Centre.

### Smoking

All forms of smoking are not permitted in units or in all internal common area spaces within the Residential Centre. Students are permitted to smoke in the external courtyard outside the recreation room on level one. Students who are found to be in breach of this rule will face eviction from the facility.

### Study Room

One study room is provided behind the reception desk on level one. It is limited within 2 hours per slot booking for registered occupants only, extendable to 1 hour extra when necessary. Booking on behalf of others is not accepted in any circumstances.

The study room provides registered occupants with a private area to:

- Meet with academic staff and tutors
- Study with other students
- Prepare group assignments
- Meet visitors.

The study room is equipped with a wireless internet connection, white board and is furnished with a meeting table and chair setting for six people.

### Suspicious Persons

In the interest of your personal safety and well-being and that of the residential community in general, students are encouraged to report suspicious persons or behaviour they may observe within the facility, including situations when persons who are not known to you gain access through common area access points, accommodation levels and travel in lifts without an access card.

Suspicious persons should be reported to Reception when you are in a safe position to do so by calling (+84-28) 3622 3438.

### Television

Televisions and antenna points are NOT provided in apartments or individual bedrooms as the University would prefer that students congregate in the recreation room on level one to watch television with friends.

### Temporary Absence

Students who are temporarily vacating the Residential Centre overnight or for a short period of time, to visit friends off campus, return home for the weekend or go on a holiday are required to complete a **temporary absence registration form**, providing the University with the dates of their intended absence and a contact number. Residents are also encouraged to advise staff upon their return.

Under these circumstances, students will not be deemed in breach of curfew unless they fail to return on the intended date and or fail to advise staff accordingly.

### **Valuable Personal Items**

Valuable personal items should be kept in the safety deposit box installed in the wardrobe in your bedroom at all times.

The University does not accept liability or responsibility for the loss, theft or damage of any personal items kept in bedrooms, bathroom, accommodation units and the common area spaces of the Residential Centre

### **Visitors**

Students are permitted to invite a maximum of two visitors into the Residential Centre at any time. All visitors are required to be signed in to the Visitors book at the main reception desk by a registered occupant of the Residential Centre, who is then responsible for the behaviour of each visitor and must ensure that they comply with the rules as stated in this handbook whilst enjoying the facilities available within the Residential Centre.

Visitor access is restricted to level one, including the recreation room and external courtyard. All visitors must be signed out of the Visitors book by the registered occupant upon departure. Visitors are required to vacate the premises before 9pm (2100hrs) and will not be permitted in the facility before 7am (0700hrs). Inviting visitors up onto the accommodation levels or into apartments is strictly prohibited as are overnight stays. Any student found in breach of this rule will face immediate eviction from the facility.

Only registered occupants of an accommodation level are permitted to gather on that particular floor. Residents from other accommodation floors are not permitted on accommodation floors above or below their own. All residents of the Residential Centre are encouraged to gather in the recreation room on level one.

All students are encouraged to report visitors who are found to be in unauthorised areas by contacting the Reception desk on (+84-28) 3622 3438. Residential Centre management reserves the right to remove visitors from the building at any time.

### **Walls**

The walls within bedrooms, bathrooms and living areas of the accommodation units are easily marked.

Students are encouraged to be careful when moving large items, furniture and suitcases around the apartments as their actions can cause marks and other damage to walls that will require repair to return the apartment to the same condition in which the dwelling was provided to you on arrival. The cost of repair in this instance would be deemed the responsibility of the student and charged accordingly.

The hanging of posters, pictures and other items from walls is also discouraged as these may also cause damage requiring rectification at cost to the student on departure.

Please talk to Residential Centre staff should you require more information in this regard.

