

# **The Hang Seng University of Hong Kong Student Hostel (TPG Master)**

## **Resident Handbook 2019/20**





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## **Our Team**

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# **Regulations of Student Hostel**

## **Preamble**

Student Hostel provides on-campus accommodation for students of The Hang Seng University of Hong Kong (“the University” or “HSUHK”).

The University works towards providing a welcoming and safe environment to support students’ study and personal growth. The Regulations of Student Hostel (“the Regulations”) aim to ensure the safety of the residents and security of the premises, and facilitate residents to maintain a harmonious, mutually respectful and supportive living and learning community.

Under the Academic Regulations for Taught Postgraduate / Undergraduate Programmes of HSUHK, students are expected to observe all the rules and regulations of the University and uphold the image and reputation of the University by behaving in a disciplined and responsible manner. These Regulations shall automatically apply to all residents of the Student Hostel.

## **1. Safety and Security**

- 1.1 Residents and their visitors are responsible for the safekeeping of their property, including but not limited to keeping their personal belongings in safe places and locking the room before leaving. The University shall not bear responsibility for any loss of or damage to any items brought into the Hall.
- 1.2 Residents must comply with the rules relating to safety and security and avoid any behaviour which may pose any potential safety, health or environmental concerns to others or the Hall community. The University and their delegates possess the right to inspect and remove any items that create such concern.
- 1.3 To secure safety, security and a non-disturbing environment for all residents, and to ensure compliance with the Regulations mentioned herein, the University or their delegates may enter any room in the premises with or without prior notice at any time.

- 1.4 Residents are required to present their Student ID Cards to access the Hall.
- 1.5 Student ID Cards or Resident Cards should be used by the designated student only and are not transferrable. Misuse or falsification of identity is strictly prohibited.
- 1.6 No cooking, including boiling of water, is allowed in the student rooms.
- 1.7 Naked fire and any type of ignition, such as candles and incense burners, are strictly prohibited within all areas of the Hall.
- 1.8 Interference with fire safety devices and any act that will trigger fire alarm are strictly prohibited.

## **2. Respect for Others**

- 2.1 Any action or behaviour that may interfere with the privacy, time to study and rest, or normal use of facilities by other users in the Hall should be avoided.
- 2.2 Residents should be properly attired in common areas.
- 2.3 Residents should keep their noise at a reasonable level and should not cause nuisance to neighbours and fellow residents.
- 2.4 Quiet hours are between 11:00pm and 7:00am every day. During revision and examination periods, quiet hours may be extended as needed.
- 2.5 Damage to or taking away of other residents' personal belongings, including but not limited to food stored in the refrigerators in the common rooms, will result in disciplinary action.
- 2.6 Any display of indecent decorations, obscene or intimating messages or images in the Hall is not allowed.

### **3. Hygiene and Cleanliness**

- 3.1 Residents are responsible for keeping their student rooms and common rooms clean and tidy. They should clean their student rooms on a regular basis to maintain a safe and healthy condition of their rooms.
- 3.2 No personal belongings can be stored in any communal or public areas, including but not limited to the pantry, corridor, and bathroom. Unauthorised storage items will be confiscated by the University without further notice and the owner will not be entitled to any compensation.

### **4. Smoking, Alcohol, Gambling and Drugs**

- 4.1 The University is a smoke-free campus. Smoking in any form and ignition of cigarettes, cigars or pipes in any form are strictly forbidden in any part of the premises of the Hall.
- 4.2 Possession or consumption of alcoholic beverages without prior approval from the RCU is prohibited.
- 4.3 Gambling in any form and/or possession of gambling instruments, such as mah-jong and/or mah-jong tables, are strictly forbidden.
- 4.4 Possession or use of any illegal and/or dangerous drugs as defined by the government ordinances of the HKSAR is strictly prohibited.

### **5. Visiting Policies and Access to the Floors of the Opposite Gender**

- 5.1 Visiting hours of the Hall are 8:00am to 11:00pm. Overstay beyond visiting hours is strictly prohibited.
- 5.2 Host residents must accompany their visitors throughout the visit. They are held responsible for the behaviour of their visitors.

5.3 Simple and flameless cooking is allowed in common rooms and the kitchen appliances provided are limited to reheating purposes. Unattended cooking is strictly prohibited.

5.4 Residents must not enter the residential floors or rooms of the opposite gender from 11:00pm to 8:00am of the following day, all days of the week.

## **6. Living in the Hall**

6.1 Residents should bring along their keys all the time. Charges related to the replacement or late return of keys and opening of rooms will be levied. Duplication of keys is strictly prohibited.

6.2 Residents may store food and drinks in the refrigerator in the common rooms. The refrigerator is shared among residents. Cleaning of refrigerator will be conducted by the University regularly and all unclaimed or rotten food will be discarded without further notice.

6.3 Common rooms and other public areas should be kept clean. Residents should dispose of trash and restore the setting of the areas before they leave.

6.4 Electrical appliances over 1500 Watts or large appliances, such as refrigerator and washing machine, are not allowed in the Hall. All electrical appliances and devices brought into the Hall shall comply with the Electrical Products (Safety) regulations as defined by government ordinance of the HKSAR.

6.5 Residents may use the value-adding machine on the ground floor of Lee Shau Kee Complex to top up their student account for laundry. Values stored in the student account are non-transferrable and non-refundable.

6.6 Commercial and/or promotional activities are not allowed in the Hall. Sale of any goods and services is prohibited without prior approval of the Residential College Unit (RCU).



6.7 Distribution of promotional items without prior approval of the RCU is prohibited. Materials approved by the RCU can be posted in designated areas only.

6.8 When defects and malfunctions of facilities are observed, residents are required to report the details immediately by using google form on RC website.

## **7. Pets and Animals**

7.1 Birds, fish, insects and other animals are not allowed to be kept at or brought into the Hall.

## **8. Property of the Hall**

8.1 Residents are required to keep all common facilities, furniture, fixtures and equipment of the Hall in good condition and order. No furniture or equipment shall be removed without prior approval from the RCU. Residents must not interfere with or deface existing fittings, fixtures or furniture, or install any additional equipment or fixtures. Residents will be required to compensate the University for any loss or damage which results from deliberate acts or negligence of the residents concerned and/or their visitors.

## **9. Hall Fees and Payment**

9.1 There are two residential terms for postgraduate students in each academic year and residents must commit themselves to residing in the Hall for either one or two term(s). Hall fees are paid in two instalments in each term.

9.2 Residents are required to pay the hall fees by the deadlines stipulated by the RCU. Late payment will affect one's application and/or resident status.

9.3 All payments made are non-refundable.

9.4 Requests for refund will not be considered, unless there are special circumstances. Student concerned should submit a written request with supporting documents to the Office of Vice-President (Organisational Development) via the SAO.

9.5 Residents whose residency is terminated due to violation of the Regulations, change of student status or other reasons are not entitled to refund of any fees and charges paid.

## **10. Room Allocation and Change**

10.1 RCU is responsible for room allocation. Successful applicants should follow the room assignment accordingly.

10.2 Room change requests will normally not be considered. Residents with a genuine need should submit a written request to the RCU.

## **11. Move-out**

11.1 Depending on the progress of study and the intended length of residency, residents are required to move out by the specified date in either Semester 1 or 2.

11.2 Residents are required to vacate their rooms and move out by the deadline stipulated by the RCU, withdrawal or termination of residency, outbound exchange, leave of absence, deferment of study, discontinuation of study, dismissal or withdrawal from the University.

11.3 Residents must clean their rooms and restore them to the original setting and condition prior to move-out. Residents who fail to check out properly will be charged a cleaning fee.

11.4 Residents must complete move-out procedures in person by the designated move-out time. Keys must be returned at the move-out.

11.5 RCU reserves the right to discard any unclaimed items after check-out dates without further notice.

## **12. Interpretation of the Regulations**

12.1 SAO reserves the right to interpret these Regulations and update the information without prior notice.

## **13. Violations of the Regulations**

13.1 Violations of these Regulations may render the resident and student concerned liable to disciplinary procedures promulgated by the University.

## **Payment of Hall Fees and Air-conditioning Charges**

The room rate of \$3000 per person per month excludes air-conditioning and laundry fee.

The hall fee will be collected in 2 instalments in each semester. The above rate excludes air-conditioning and laundry fee.

Those who accepted the residential offer are required to settle the deposit of Student Hostel fee (HK\$3000). The remaining fee for 1st semester and the air-conditioning charges of \$1500 should be settled from 2- 9 September 2019.

The Finance Office will notify you by email to your HSUHK email address regarding the payment methods.

An acknowledgement receipt will be issued by the Finance Office once the payment is settled. Students who do NOT settle all hall fees on 9 September 2019, their Student Hostel places would be released and allocated to students on the waiting list.

## **Facilities in Student the Student Rooms**

Quadruple Room with bamboo furniture



## Room Swapping

Room places assigned for all residents are for one academic year. All students are strongly encouraged to resolve differences and conflicts with roommates through communication and mutual respect. As such, residents are not allowed to change rooms except by special request and with the approval by the RCU.

## Withdrawing from the Student Hostel

Residents requiring for withdrawal of accommodation during the residential period can complete and submit the “Application form for Withdrawal from Student Hostel” and email to Residential Colleges Unit (RCU). Please note that the air-conditioning charges will NOT be refunded.

## Housekeeping, Repair and Maintenance

For the repair and maintenance services in case any defects are found in the bedrooms and the premise, residents should report to Campus Development Management Office:

<i>Office Hours</i> <i>Monday to Friday except public holiday, 9:00 am - 6:30 pm</i>	<i>Beyond Office Hours</i>
Visit Room 245, Block M Call 3963 5100	Call 3963 5166



## **Student Hostel Security and Visiting Hours**

The University is implementing measures to ensure all student residents can live in a safe, healthy and clean environment.

To enhance the security for the access to the Student Hostel, patrolling of duty guard and the 24-hour CCTV surveillance system has been set up in public premises.

Non-residents are allowed to visit during the visiting hours between 8:00 am - 11:00 pm. As stipulated in clause 5.1 and 5.2 of the Regulations of Student Hostel, overnight stay or non-residents is NOT permitted. For urgent assistance, please call the security counter at 3963 5100 or 3963 5166.

If residents need help for opening their room door, they can contact the security counter at 3/F Block M. A \$100 penalty will be charging each time.

## Student Hostel Inventory Check List

Unit	Description	Quantity
Per student	Loft Bed	1
	Wardrobe	1
	Chair	1
	Mattress	1
Per room	Curtain Blinds	2
	Fan	1
	Air-conditioner	1
	Wi-Fi Router	1
	Ceiling lamp	2

## Operational Guidelines

### 1. Wi-Fi



Wi-Fi signal covers all bedrooms and common areas in the Student Hostel. To connect to the WIFI service, boarders can use their own student ID to login. Users must comply with the computer user policy.

### 2. Air-conditioning



Air-conditioning of student room is on a self-paid basis. The air-conditioning service is charged at the reference of the charge of CLP. A deposit of \$1500 for air-conditioning charges is required at the time to settle the remaining balance of hall fee. To be environmentally friendly, we strongly encourage you to discuss with your roommates how to save energy of air-conditioning service. We will refund the unusable air-conditioning charges to each room by equally shared of the number of residents. To monitor the air-conditioning usage, manual reading of air-conditioning service meter per room will be handled by the University.

To turn on/off the air-conditioner or temperature, please use the air-conditioner remote controller allocated at the student room.

### 3. Access Control



Resident are required to present their Student ID cards to access the Hall.



## 4. Keys and Locks



Residents should bring along their keys at the time. Charges related to the replacement or late return of keys and opening of rooms will be levied. Duplication of keys is strictly prohibited.

## 5. Laundry

### a. E-payment System



E-Payment System for Laundry Services

To start using the laundry machines, please visit: <http://www.laundry.hsuhk.edu.hk> or scan the QR code on the left.

### b. User Guidelines



User guidelines can be obtained by scanning the QR code on the left.

You may also find a copy in the laundry room.

### c. Pricing



Washer: HK\$5/per wash

*(approx. 35 minutes / 8 kg)*

Dryer: HK\$1/ 5 minutes

*Suggested time is 35 minutes but varies depending on the materials of your laundry.*

## Useful Contacts

<b>Security Services</b>	
24-hour Security Hotline	3963 5166

<b>Repair and Maintenance</b>	
Office Hours	3963 5100
Non-office Hours	3963 5166

<b>Residential Colleges Unit, Student Affairs Office</b> <b>Location: G/F, Wellness College</b>	
General Enquiry	3963 5800
Email	rescolleges@hsu.edu.hk
Opening Hours	Monday – Friday except public holiday 9:00am – 12:30pm, 1:45pm – 5:30pm

<b>Student Affairs Office</b> <b>Location: M603, Block M</b>	
General Enquiry	3963 5560
Personal Growth & Counselling	3963 5174 (Dacon) 3963 5593 (Rita)

## Getting to the Student Hostel



## Mailing Address

Attn.: (Your Name)  
(Room Number)  
Student Hostel (TPG Master)  
The Hang Seng University of Hong Kong  
9 Hang Shin Link, Siu Lek Yuen  
Shatin, New Territories



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We strive to provide the last update information in this Handbook as far as possible at the time of production. This Handbook is a guide only and the University do not accept responsibility for any changes that may occur. Stay up-to-date by checking the RCU's website and checking your emails

