



University of
Nottingham

UK | CHINA | MALAYSIA



Accommodation

Booklet

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Room application and booking

1.1 Applying for on-campus accommodation

- a. The University Accommodation policy states that all new and current residents are allowed to apply for on-campus accommodation.
- b. Current students who are progressing/continuing their studies (returning residents) are encouraged to apply in for the Academic Year starting in September and enjoy the option to request for the same room in the new academic year.
- c. On-campus accommodation will be allocated to returning Residents based on availability of a room and on a "first come first serve" with payment basis.
- d. All applications by New Students or Returning Residents must be made through the On Line Accommodation Application (OLAA) portal.

 applyaccommodation.nottingham.edu.my

1.2 Confirming your on-campus accommodation booking

- a. Different room types are available to suit your budget and preference. Applicants must prioritise their choice of room type from 1 (first) to 5 (fifth). Accommodation Office cannot process your application if you select less than five choices.
- b. Residents may request for certain rooms or particular roommates to be assigned to them, however the final decision shall be based on room availability.
- c. Returning Students who choose to apply for Room Type "Twin Shared in 6 bedded Flat" (TWIN), or "Four Shared Bathroom" (FSB) are encouraged to indicate your roommate at the point of applying to increase your chance of getting your preferred roommate. If none stated, the Accommodation Office reserves the right to allocate any student(s) to be your roommate.
- d. Note that Accommodation reserves the right to reallocate a room originally allocated to the applicant if no payment is received by UNM by the due date (or extended due date) given to the applicant.
- e. Kindly be reminded that we follow a "first come first served with payment" policy to confirm the room type.
- f. Upon accepting the offered room via OLAA, kindly pay the advanced rental amount as stated in the official invoice from Accommodation office. This invoice will be attached together with your room offer letter.

 accommodation@nottingham.edu.my

1.3 Cancellation and "No Show"

- a. Only students with unconditional offer letter are allowed to check-in. Accommodation Office will refund in full the advance rental to the applicant if the student application status is withdrawn for academic reason, does not meet academic requirements or is disqualified to study at UNM.
- b. Accommodation Office will refund in full the advance rental to the applicant if the student application status is withdrawn for academic reason, does not meet academic requirements or is disqualified to study at UNM.
- c. The University reserves the right at any time, to request the resident to move to another room. If required, the university will give one week's written notice to the resident prior to relocation.

Refund Form

1.4. Arrival at the University

- a. Those traveling by UNM shuttle bus will be dropped off just outside the Students' Association (SA) Building,- Block H1.
- b. On-campus accommodation residents are required to provide their actual arrival details via online check in form. (apps.nottingham.edu.my > Campus Services > Accommodation > Accommodation Check In)

Online Check in Form

Room application and booking

1.5 Room assignment and changing rooms

a. For Foundation, Undergraduate (UG) and Postgraduate (PG) students room offer and allocation as below:

September Intake	September to May
June Intake	June to May
February Intake	February to May
April Intake	April to May

b. For new academic year, students need to re-apply by submitting new application through OLAA.

c. Room allocation is according to your room preference list and subject to room availability. If your first choice of room is unavailable, you will be allocated the next best available room.

d. In the event that you do not get your preferred room type, it is recommended that you accept what is been offered to prevent further delay. You will have the chance to change to your preferred room type by applying for room transfer after you have checked-in to the room offered to you. Your room transfer request will be processed according to room availability due to "No Show"

[Room transfer request Form](#)



Rental payment and charges

2.1 Rental payment – terms and conditions

a. Effective from 1 September 2020, accommodation office will send 1st gentle reminder on 1st day of calendar month and 2nd/ final gentle reminder on 6th day of calendar month in each quarter billing cycle.

b. Invoice will be sent to the resident registered email and will be reflected in the **Nottinghamhub** portal on the next working day. Students are advised to approach or contact the Accommodation Office if invoice is not received.

c. Rental must be paid no later than seventh day (due date) of calendar month in each quarterly billing cycle. Rental due date for each quarterly billing cycle remains unchanged despite late check in.

d. Failure to pay by the due date can result in late penalty of RM10.00 per day (including weekends and public holiday) up to the day full settlement of all outstanding rentals and penalties is made. No appeal will be entertained by the Accommodation office.

e. Internet services and residents access card will be suspended if your rental remains outstanding after the rental due date. Students are advised to approach or contact the Accommodation Office if invoice is not received.

f. If the room rent is still outstanding for one month after the rental due date, there will be no further reminders and your room will thereafter be sealed. You will only be allowed to enter the room to pack all personal belongings and will then be escorted out of the room.

g. After the room has been sealed for a period of five days, all personal belongings will be packed and placed in storage.

h. Daily charges will be imposed for any extension stays from the standard rent period, calculated based on their room type and only applicable to existing residents.

i. Residents are allowed to pay the quarterly billing rental for less than 3 months if they wish to check out early. The daily rate, half month rental or monthly rental including the late penalty will be imposed if residents continue to stay without check out.

j. Your monthly rental is inclusive of:

- WiFi connection
- Utilities – water and electricity
- First 200 kWh air conditioning usage
- Room housekeeping and maintenance services

k. A monthly electricity charge of RM0.509 per unit of electricity above 200 kwh will be imposed according to the usage measured by the air-conditioning electricity meter. The First 200 kwh / 400 kwh is not charged to encourage sensible usage. The electricity rate is granted and charged by Energy Commission.

2.2 Billing cycle for air-cond charges

a. Additional usage above 200 kWh per month will be billed on a quarterly basis based on meter reading as follows:

Billing month	For period
March	Dec, Jan, Feb
June	Mar, Apr, May
September	Jun, Jul, Aug
December	Sep, Oct, Nov

2.3 Billing cycle for rental charges

a. Effective from April 2015, room rentals will be billed on a quarterly basis as follows:

Intake	Billing month	Standard rental period
February	February	1 February
	March	Mar, Apr, May
	June	Jun, Jul, 31 Aug
April	April	1 Apr, May
	June	Jun, Jul, Aug
	September	Sep, Oct, Nov
June	March	Mar, Apr, 31 May
	June	1 Jun, Jul Aug
	September	Sep, Oct, Nov
September	December	Dec, Jan, Feb
	March	Mar, Apr, 31 May
	September	1 Sep, Oct, Nov
	December	Dec, Jan, Feb
	March	Mar, Apr, 31 May

2.4 Rental payable upon check-in and check-out dates

a. The following cut-off dates are being practiced.

	Check-in / check-out dates	Rental charged
a.	Check-in before 16 th	Full month rental
b.	Check-in 16 th onwards	Half month rental
c.	Check-out before 16 th	Half month rental
d.	Check-out 16 th onwards	Full month rental

b. Duration of stay will not be extended for delayed check ins except for students who have requested to extend their stay during the summer break (June, July, Aug)

c. Residents are still required to pay full rental as per the above billing cycle. Credits/deductions will be calculated as follows for the 4 scenarios below:

- i. Full month rental is charged, do deduction.
- ii. Half month rental will be credited/deducted against the next quarter billing.
- iii. Full month rental is charged, do deduction.
- iv. Half month rental will be refunded for early check out

Electrical and non-electrical items

3.1 Responsible consumption and safety

- a. All lights, fans, air-conditioner and other electrical appliances should be switched off when not in use, as part of the university's endeavor toward environmental sustainability.
- b. For safety reasons do not overload electrical sockets. Only one appliance should be used with each socket.
- c. While staying in On-Campus Accommodation;
 - Only use 230/240 v equipment with an appropriate and correctly designed plug or adaptor;
 - Do not allow flexes to trail across floors;
 - Do not use cuboid adapters;
 - Do not use faulty or damaged equipment;
- d. Students must take responsibility for their own safety and check regularly for the following danger signs;
 - a smell of hot plastic or burning near an appliance or socket;
 - sparks or smoke coming from a plug or appliance;
 - blackness or scorch marks around a socket or plug, or on an appliance;
 - damaged or frayed leads;
 - colored wire inside leads showing at the plug or anywhere else;
 - melted plastic on appliance casings or leads;
 - fuses that blow or circuit-breakers that operate for no obvious reason.
- e. If your electrical appliances use 230/240 volts, you may just need to use the wall outlet plug adapters WA-7 or #5 listed below



Malaysia's BS 1363 Domestic AC power plug

3.2 Electrical appliances

- a. Domestic electrical appliances may be brought into and used within the residential halls with the proviso that strict adherence is given to the following:
 - Appliances that compliant with Malaysian safety regulations, such as SIRIM and Energy Commission (Suruhanjaya Tenaga)
 - Appliance and plugs must be in good condition, wired correctly, and incorporate fuses of the correct rating.
 - Strictly no cable or wiring running from room to room.
- b. It shall be the responsibility of the hall warden / hall tutor to comply with the electricity voltage requirements of the University.
- c. For safety reasons, the following electrical or electronic appliances are strictly prohibited in your room:
 - Hot plate, induction cooker, multi cooker, microwave oven, etc.
 - Home theatre system, Hi-Fi system, etc.
 - Washing machine, clothes dryer, etc.
 - Exercise machines
 - Air cooler, portable Air-Conditioning unit
- d. The following appliances are allowed across all residences:
 - Iron and Iron table
 - Phone charger
 - Hair dryer
 - Personal computer
 - Bread Toaster
 - Alarm clock
 - Study/Table lamp
 - TV / Monitor
 - Mini Fridge (Below 60 Litre)
 - Rice cooker
- e. The following appliances are provided for in the respective residences:
 - Microwave oven – Common pantry on each floor
 - Mini-bar – J Halls
 - Induction cooker - Common pantry on each floor
 - TV – Nexus building, Student Village North
 - Hot and cold water dispenser - Common area on each floor
- f. Other than the standard furniture and fittings provided, no other additional furniture and fittings are allowed in the room.
- g. The lists above are not exhaustive. Accommodation office reserves the right to amend the above lists as and when necessary without having to attach any reason.
- h. The Accommodation Office reserves the right to take necessary action it deems fit in the event that items not in the approved list are found in any room. This may include removal of such items and the imposition of any other penalty.

Electrical and non-electrical items

3.3 Room content list and replacement prices

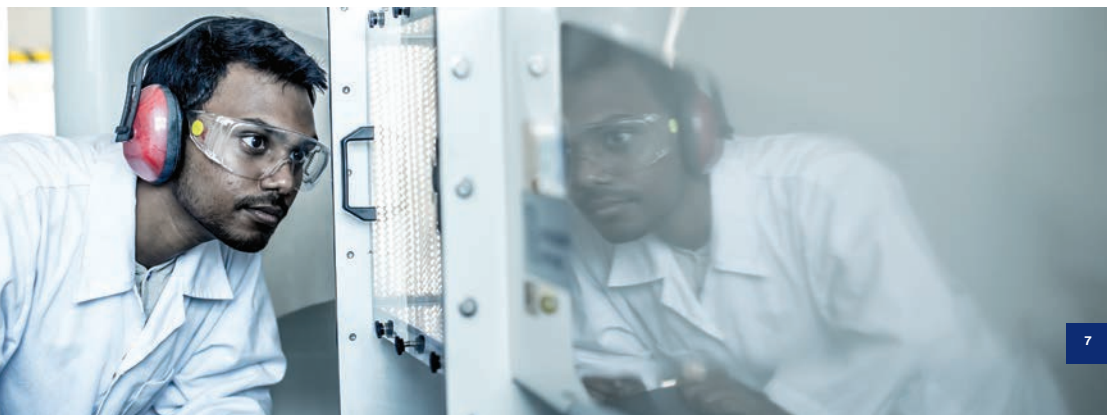
a. The following items are provided for your convenience and usage. However, in the event that any of these items are damaged, misplaced or taken without knowledge or approval from the Accommodation office, UNM reserves the right to charge you or deduct from your account the relevant costs.

No.	Items	Qty	J halls	I halls
			Unit price (RM)	Unit price (RM)
1.	Curtain (per set)	1	1000.00	
2.	Curtain (four share)	1		1000.00
3.	Curtain (twin room)	1		800.00
4.	Curtain (single room)	1		500.00
5.	Wardrobe (disable)	1	850.00	850.00
6.	Wardrobe	1	1035.00	1035.00
7.	Book case (disable)	1	650.00	650.00
8.	Book shelf	1	200.00	200.00
9.	Mattress cover w zip	1	70.00	70.00
10.	Mattress	1	678.00	678.00
11.	Mattress protector	1	32.00	32.00
12.	Mini refrigerator	1	540.00	
13.	Door	1	500.00	500.00
14.	Door lock-set	1	100.00	100.00
15.	Study table	1	460.00	460.00
16.	Study chair	1	110.00	110.00
17.	Mirror (room)	1	250.00	250.00
18.	Mirror (toilet)	1	150.00	150.00
19.	Mobile pedestal	1	278.00	278.00
20.	Beside cabinet	1	453.00	453.00
21.	Bed frame	1	218.00	218.00
22.	Notice board	1	123.00	123.00
23.	Chain lock	1	50.00	50.00
24.	Coat hook	1	50.00	50.00
25.	Dustbin	1	15.00	15.00

3.4 Other replacement cost list

a. The following may be used as a guide. Actual replacement cost will depend on prevailing market rate.

No	Item	Unit Price (RM)
1.	Fire extinguisher	300.00
2.	Smoke / heat detector	150.00
3.	Sofa, coffee table, chair, etc	TBC



Resident tenancy

4.1 Room check-in

a. Kindly inform Accommodation Office of your arrival details via apps.nottingham.edu.my portal so that your room will be ready upon your arrival. Failure to do so may effect your check-in experience. Please submit your actual check in date via Accommodation Check In form at least 3 working days in advance.

Check-in procedure:

Student are advised that check-in to On-Campus Accommodation will be at following times:

Monday to Friday : 9 AM to 7 PM

Saturday, Sunday, public and state holiday : Closed

b. Residents may contact our Accommodation On-Call (AOC) staff at this number 019 - 2316130 for further assistance during non-office hour.

c. Upon collecting your room keys, you will be given an inventory checklist to be completed and signed after you have checked your room. The signed inventory checklist must be returned to the Accommodation office within 3 days after checking into your room.

d. Feedbacks must be given to Accommodation office if inventory items are not in good and tenable conditions within 3 days after check-in.

4.2 Room check-out

a. Resident must submit the check-out form and refund form (if any) at least one (1) week before the check-out date as verbal notifications will not be entertained and must settle all outstanding fees for your accommodation.

b. Residents are allowed to check-out before the semester ends.

c. If you check-out **during Accommodation office normal working hours**, please return your keys and completed check out form to the Accommodation Office at Radius (Block J) or Tioman Hall (Block I). Kindly ensure that you email to accommodation@nottingham.edu.my the following:

1. Please fill out and submit the **Check-Out Form**. Verbal notifications will not be accepted.
2. Book your **room inspection slot**.
3. Return your room key with the room number tag.
4. Vacate the room by removing all your belongings.

d. If you check-out **after normal working hours**, just drop your room key in the "Key-drop box" located at respective halls for Block I and Radius Office for Block J. Kindly ensure that you email to accommodation@nottingham.edu.my the following:

- Name
- Student ID number
- Room number
- Key drop Date and Time
- Photo of your Room Key with room number tag
- Location of Key Drop

Check out form

e. Room inspection will be conducted to assess for any damage, loss or cleaning charges. Any charges will be deducted from the refund amount due to you.

f. Residents are required to remove all personal belongings upon check-out. In cases of non-compliance with this regulation, the Accommodation office reserves the right to remove all belongings and will not be liable for any loss or damage caused as a result.

g. Check out will only be considered as confirmed after the Accommodation office has received the completed check out form, your room key, belongings are vacated from the room and no outstanding charges for Accommodation.

h. In the event the resident has checked out with messy room condition; Accommodation reserved the rights to charge the resident as per quotation or RM 500.00, whichever is higher for any repair, painting, heavy duty room cleaning and etc.

4.3 Refund

a. Refund for payment(s) made earlier to UNM may occur under any of the following situations:

- Overpayment of rental or any other charges.
- Check-out before end of semester (billing cycle).
- Cancellation of room offer by UNM (after payment) if the applicant did not qualify or enrolled into UNM.
- Cancellation of room offer by applicant within 14 days before or after course commencement date.

b. Any refunds due to residents will be carried out only after check-out (for those already checked-in) and after confirming loss or damages.

c. Residents may fill up the refund form by requesting to Accommodation Office via email. The refund amount will be processed usually in one (1) month from the date you submit your refund form.

Refund Form

Resident tenancy

4.4 Resident with specific requirements

a. The University has wheelchair friendly accommodations located on the ground floor and have previously housed visually challenged and physically challenged Residents.

b. If you have a physical disability or have special needs, kindly indicate when applying via OLAA and provide written supporting documentation or medical reports from a registered physician/doctor. These will be forwarded to our Wellbeing and Learning Support office for further advise and assessment.

4.5 Accommodation office working hours and location

Monday to Friday: 9.00 am-7.30 pm (Radius)
Monday to Friday: 9.00 am-7.30 pm (Tioman)

Location	Hall of residences
Accommodation office @ Radius Hub Room JH2A	Student Village North Sipadan (J1), Mabul (J2), Lankayan (J3), Rawa (J4), Gemia (J5) & Perhentian (J6)
Accommodation office @ Tioman Room I 1A05	Student Village South Tioman (I1), Langkawi (I2), Redang (I3), Pangkor (I4) & Kapas (I5)
Administration office @ Student Service Center Room HB13E	General enquiries, application, etc
Maintenance Office @ Nexus Hub	Room JH1A - Maintenance enquiries



Facilities and conveniences

5.1 Cleanliness and upkeep of accommodation halls

- a. UNM has a team of housekeepers and cleaners to provide general cleaning services for common areas and corridors within the accommodation halls, including the shared lounges, kitchen pantry and toilets.
- b. Residents must ensure that all their rubbish are placed in garbage bags, tied securely and placed outside your room along the common corridors for the housekeeping staff to collect and dispose.

5.2 Room cleaning

- a. Residents are responsible for keeping their own rooms clean, neat and tidy. Your belongings should not be scattered on the floor.
- b. UNM provides free room and toilet cleaning services which must be carried out in your presence. To request for this service, just log into the e-Housekeeping link at:

apps.nottingham.edu.my

- c. Room cleaning slot will be available once a week for each resident.
- d. Room cleaning booking can be made minimum one day and maximum four days in advance. Room cleaning booking will be automatically cancel if student not present within 10 minutes from schedule time slot. And student may re-apply only on the following week.
- e. Accommodation Office reserves the right to cancel booking applied more than one time from the same resident.
- f. Cleaning services are available as follows:
Monday to Friday: 10 am to 4.40pm
Saturday, Sunday and Public Holiday: Not available
- g. Student must give their feedback by scanning QR Code behind the Housekeeper ID after service.
- h. Scope of cleaning includes: Clean the room, sweep and mop the floor. Clean mini fridge (only Deluxe Single Room with Ensuite Bathroom, A/C). Wipe the dust at the windows, wall mirror and furniture. Removal of rubbish and clean the cobweb and fan. Clean and wash the bathroom wall, tiles, sink, tabs, mirror and toilet bowl including wipe the bathroom door and toilet window.
- i. Scope of cleaning does not include cleaning of air conditioning system. You are advise to submit your request via Maintain X

5.3 Repairs and maintenance

- a. Should your room require any repairs or maintenance for furniture, light fittings, or plumbing, you can log into the **MaintainX system** to submit your requests.

- a. General repairs and maintenance services are available as follows:

Monday to Saturday: 9am to 6pm
Sunday and Public Holiday: Not available

- b. Some maintenance services are also available during non-working hours, such as electricity outage, clogged sink or drainage, but others will require more time depending on the seriousness and availability of qualified technicians.

5.4 Common shared kitchen pantry

- a. The kitchen-pantry located at each floor is equipped with kitchen appliances such as microwave oven, infrared cooker, refrigerator, dustbin, wash basin and kitchen cabinets. Only light cooking(Block I) and reheating (Block J) are allowed.
- b. Store your food items in the refrigerator at your own risk. Please place them within plastic containers and label them properly.
- c. Any unlabeled items will be disposed after a week by our housekeepers in the presence of a hall tutor or hall committee member without any prior notification to the residents involved.
- d. Accommodation office will not be responsible for any items lost/damage placed in the refrigerator.
- e. The kitchen-pantry area is designated as "Halal". Non-halal food items found will be disposed by the housekeeper with no compensation to the residents involved.
- f. All residence are advised to clean up their utensil and kitchenware after each use and keeping them into their own room to avoid potential theft or damage issue.
- g. Residents are encouraged to discard the used oil or food residual in the provided rubbish bin to avoid clogging issue.
- h. Without prejudice, Accommodation Office, Hall Tutors and Hall Wardens will dispose of any utensils/ kitchenware that has been left unattended and/or unwashed, after 24 hours of receiving reports or after 24 hours of discovering this issue.

5.5 Retail, food and beverage outlets and vending machines

UNM has over 20 operators providing food and beverage options, some of which operates on a 24-hour basis. Vending machines offering snacks, hot and cold drinks are also located at various places within the campus. We also have:

- Night bazaar
- Food trucks
- Student activities (eg: Campfire Night, Residents Welcoming Night etc

5.6 Laundromat

Coin operated laundry washing machines and dryers are available at both Student Village North (Radius Building) and South (Kapas Hall, Pangkor Hall and near Tioman Hall. Clothesline and drying areas are also available within the residential halls.

5.7 Student Network Service (SNS) – Internet connectivity

For any enquiry or issues related to the Internet services within the accommodation halls, kindly contact or visit the SNS office located at Nexus Hub (JH1A03) - Student Village North (Block J).

- Operations hours: 8.30am – 5.30pm (Mon – Fri)

Facilities and conveniences

5.8 Parking

a. You may apply for a "Red" vehicle parking permit that will allow you to park at designated zone according to the time of the day. Kindly take note that limited parking bays are available. Illegally parked vehicles will be clamped by Security Office.

b. Application for parking permit or renewal will be announced by the Security Office for end of the year and submission can be made at apps.nottingham.edu.my

Parking permit application

5.9 Transportation

a. The University manages a fleet of buses and vans to provide free shuttle services on fixed routes available throughout the year. You will need to show your student or staff ID upon entering the vehicles.

b. Kindly download our mobile app ["wheremybus.nottingham.edu.my"](https://www.wheremybus.nottingham.edu.my) for the latest bus schedule for the various routes. This app will also show the current location of the bus on the chosen route.

5.10 Mail Room at Block A (Trent Building)

a. Parcel collection hours are from Monday to Friday (9.00am – 5.30pm).

Mailing address: -
(Student Full Name)
(Hall Name)
(Room Number)

University of Nottingham Malaysia Campus
Jalan Broga, 43500 Semenyih,
Selangor Darul Ehsan, Malaysia..

- b. Items prohibited from delivering or posting are:
- Weaponry
 - Gold/jewellery
 - Illegal drugs/narcotics
 - Live plant/animals (any form live or dead)
 - Human remains or cremated ashes
 - Loose lithium ion batteries
 - Counterfeit or pirated goods (CD, DVD, Blu-ray disc, etc)
 - Currency notes, coins, bullions, credit cards, or traveller's cheques
 - Original official document such as identity cards or passports, birth certificate
 - Goods which may endanger health, environment and safety or damage other items
 - Pornographic and/or obscene materials
 - Wet items (fresh groceries)

5.11 On-campus Medical Clinic

- a. Location: Room HB16, Block H, First Floor, Student Association Building.
Contact Number : 03-8924 8089/8090
Email : kmnu@qualitas.com.my
- b. Monday - Friday: 8:30 am- 5:00 pm
Saturdays: 9:00 am to 1:00 pm
Sun and Public Holidays: Closed.
- c. Services:
- Medical consultation and examination, occupational health assessment, in house pharmacy, wound dressing, excision of lumps and bumps
 - Preemployment check up
 - EMG - Foreign student medical check up
 - Suturing of wounds/Suture removal
 - Nebulization for asthma patients, ear syringing for impacted wax
 - ECG for heart screening, blood and urination examination
 - Vaccination - Hepatitis, Cervical cancer, tetanus, sinovac covid, typhoid, flu and etc
 - Covid 19 screening - saliva test, nose swab, RTK test & PCR test

5.12 Sports Complex

- a. The emphasis on sporting excellence can be seen throughout the University.
- b. The use of the sports facilities is free of charge and available to all students.
- c. All activities (except for gymnasium and swimming pool) should be pre-booked via the sports centre.

Online booking for sports complex

d. The UNM sports facilities are open daily from:

During semester

Monday to Saturday : 7.30 am to 10.00 pm
Sunday : 9.00 am to 9.00 pm
Public Holiday : Closed

During semester break (June –Sept)

Monday to Friday : 9.00 am to 10.00 pm
Saturday to Sunday : 9.00 am to 9.00 pm
Public Holiday : Closed

5.13 Printing Services

The print service uses Multifunctional Devices (MFDs) which offer printing, copying and scanning. You can release your print or copy job at any MFD across the University.

Security and safety

6.1 Security

- a. Your assigned room can only be used as private living accommodation.
- b. Each resident will be provided keys to his/her own room as well as key(s) for wardrobe and drawers.
- c. Residents are solely responsible for the security of their own valuables and belongings. All residents are strongly advised to lock their room door, wardrobe, drawers, and window at all times and to keep their belongings in a safe and secured manner.
- d. UNM shall not be responsible or liable for any loss or damage to your personal belongings left within your room or left in common corridors outside your room.

6.2 Safety

- a. Each residential hall has its own hall wardens (staff) and hall tutors (postgraduate students) who will be available to provide assistance related to your safety and welfare.
- b. Every accommodation hall is divided into male floors located at the ground and first floors, with the female floors assigned at the floors above (except for I2 Langkawi which is an all-female hall).
- c. Safety and security are provided by a team of in-house Security officers and outsourced Security guards. The University also has over 300 CCTV cameras throughout the campus.
- d. All residents are responsible to ensure that all doors access to the accommodation halls are closed at all times.

6.3 Infectious diseases

- a. Notice must be given to the hall warden and the Accommodation office of any resident who is or suspected to have an infectious or contagious disease in order for the University to address the risk of health and safety of other residents.
- b. In the event that you have just returned from a region or country which is placed on alert by any country's authorities, please inform the management.

6.4 Door access card policy

- a. Tap your student ID card at the card readers beside the door to enter. The door access card system is operating 24 hours.
- b. New residents may request for a temporary access card during check-in. Once your student ID card is activated to access your respective hall, residents must return the access card to the Accommodation Office.
- c. Temporary access card will be charged RM50 and refundable upon returning the card.
- d. For any problem with using your Student ID card, please refer to the Accommodations office during office hours.
- e. Please contact the Security office for any lost or damage Student ID replacement. Fees of RM50/card replacement.

6.5 Room keys and surcharges

- a. The charge for replacing lost keys is RM 100.00 for the first room key, and RM20.00 each for the other keys.
- b. It is unlawful for residents to duplicate any Accommodation keys or to hand off keys to unauthorized persons for any purpose. Residents are held responsible for use or misuse of any keys or access cards issued to them.
- c. You are not allowed to change or add an extra door locks unless with the Accommodation office authorization.
- d. If you found the room key after reporting the loss, it will still be considered as a lost key and the charge is non-refundable.
- e. Accommodation keys must be returned upon check out.
- f. The following surcharges apply for lost key replacement and seek assistance from the Accommodation Office: -

Key Retrieval Time	Per key
Office hours, Monday – Friday (9.00 am – 7.30 pm)	RM100
After office hours	RM150
Public holidays	RM200

Security and safety

6.6 Baggage storage services and charges

a. Accommodation office has a baggage storage service for on-campus Accommodation residents who have yet to check-in or already check-out with the following charges:

Duration	Rate per box/package
First 3 months	RM100
1st Extension (3 months)	RM100
2nd Extension	Not available
*Rate is regardless to the size & weight of box/package	
*Residents could apply extension once ONLY, with a total storage period maximum up 6 months.	

b You are only allowed to retrieve your stored baggage during Accommodation office working hours.

c. Resident may request for storage extension with valid reason only. Extension request must be made one week before the duration of storage expires?

d. Baggage/luggage stored will be disposed if no retrieval is made after three month from date of stored or without extension.

e. There will strictly be no storage for valuables such as jewelry, cash, electronic appliances and etc.

~ Baggage Storage Retrieval Slip
~ Official Receipt issued by The University's

g. Representatives are allowed to retrieve baggage/luggage stored on behalf of residents during working hours. Resident must email to Accommodation beforehand to set an appointment and representative must present the original/copied slip upon baggage retrieval. Walk-ins without fulfilling the above conditions will not be entertained.

6.7 Routine Inspection

a. The Accommodation Team reserves the right to enter the units/rooms to carry out routine inspections. In the presence of representatives from (a) Accommodation Office, (b) Hall Tutors/ Wardens, and (c) Campus Security.



First contact list

Task	A/O	AOC	T/W	Sec	AH	EMET
Administration duties and support (as per respective job scope)	✓	✓	✓	✓	✓	✓
Room management - application, allocation, transfer, invoicing, etc	✓					
Check-in and check-outs - during office hours	✓					
Check-in and check-outs - during non-office hours		✓				
Acting on feedback and complaints - SAM e-ticketing and/or F2F requests	✓	✓		✓	✓	✓
Room lock-outs (lost/temporary key) - during office hours	✓					
Room lock-outs (lost/temporary key) - during non-office hours		✓				
Housekeeping common areas, and in rooms (upon request)	✓					
Residents liaison - organising and conducting: Briefings, hall committee meetings, activities and events, training for hall committee members, etc.			✓			
Residents misconduct and discipline - disturbance, nuisance, smoking, drunk/alcohol, drugs, theft, complaints by other residents, etc. issuance of warning letter and fines.			✓			
Residents welfare and safety - during fire drill, evacuation, emergencies, medical/health cases, illness, calling ambulance, etc.			✓			
Spot checks @ student room - ad hoc, drugs/alcohol related, routine inspections, complaints, etc.	✓	✓	✓	✓		
Post-check-out Inspection: confirm all in working conditions: lights, switches, power sockets, fan, water heater, aircon, toilet flush, basin, doors, drawers, table, chair, water/fungus/mouldy marks, pest, etc.	✓					
Pre-check-in inspection: confirm all in working conditions: lights, switches, power sockets, fan, water heater, aircon, toilet flush, basin, doors, drawers, table, chair, water/fungus/mouldy marks, pest, etc.					✓	
Change: air-cond remote control batteries, trouble shoot remote control error/fault code.					✓	
Check and replace: light bulbs, starter, ballast, fan blade, microwave, induction cooker, refrigerator, etc.					✓	
Repair/replace: Wash basin, sink, taps, toilet bowls, toilet seat, toilet/angle valve, floor trap, clogging, leaking, etc.					✓	
Repair/replace: duplicate lost key, jammed lock/lock-set, hinges, handles, etc.					✓	
Repair/replace: broken furniture: door, bed, table, chair, drawers, cupboards, pedestals, bookshelves, etc.					✓	
Campus wide (including Accommodations) water disruption, electrical power outage/trips.						✓
Service/repair/replace: water heaters, light fittings, power sockets, RCBO, electrical wiring, DB panel, fire alarm, ventilation fan, wall fan, ceiling fan, power socket, heater switch, light switch, shower head, etc.						✓
Service/repair/replace: air-cond filter, blower, compressor, capacitors, water/gas leaks, indoor and outdoor units, faulty air-cond meter, etc.						✓
Repair/Replace: tiles, flooring, ceiling, walls, leaking/water marks, etc.						✓

Legend

A/O - Accommodations administration and operations unit
AOC - Admin on call
T/W - Hall tutors and hall wardens

Sec - Security (hotline)
AH - Accommodations handyman
EMET - Estate mechanical and electrical technicians

Emergency contact list

Receptionist	University of Nottingham Malaysia general line	03-8924 8000 (Mon - Fri: 9am - 5.30pm)
In-house Clinic	Clinic hotline number: Block H, room BH16	03-8924 8089 (Mon - Sat: 9am - 5pm)
Security Office	Security hotline number	03-8924 8777 (24/7)
Estate Office	Building maintenance and facilities hotline number: Fire alarm sounded, electric power outage, air conditioner and water outage	03-8924 8073 (24/7)
Internet Services	SNS accommodation internet services hotline Number: Block I1-I5, J1-J6, Nexus and Radius	03-8924 8085 (24/7)
Wellbeing Services	Counselling, mental health, disability and learning support hotline number	03-8924 8060 (Mon - Fri: 9am - 5pm) 019-266 0691 (After Office Hours)
International Office	Medical and health insurance for international students	03-8924 8750 (Mon - Fri: 9am - 5.30pm) 019-4288577
Accommodation Office	Block I1 - I5	(Mon-Fri: 9am - 7.30pm)
	Block J1 - J6	(Mon-Fri: 9am - 7.30pm)
	Late check in, lost key (charges applied for key replacement) and any accommodation matter.	019-231 6130 After Office Hours
Hall warden	Student Village South (I1, I2, I3, I4 & I5)	019 275 9492 (After Office Hours)
	Student Village North (J1, J2, J3, J4, J5 & J6)	019 384 9350 (After Office Hours)
		019 275 9546 (After Office Hours)
		019 275 9670 (After Office Hours)
Hall tutor	I1 - Tioman Hall - httioman@nottingham.edu.my	019 276 1879 (24/7)
	I2 - Langkawi Hall - htlangkawi@nottingham.edu.my	019 276 2506 (24/7)
	I3 - Redang Hall - htredang@nottingham.edu.my	019 276 0637 (24/7)
	I4 - Pangkor Hall - htpangkor@nottingham.edu.my	019-276 3246 (24/7)
	I5 - Kapas Hall - htkapas@nottingham.edu.my	019-276 2634 (24/7)
	J1 - Sipadan Hall - htsipadan@nottingham.edu.my	019-276 3183 (24/7)
	J2 - Mabul Hall - htmabul@nottingham.edu.my	019-276 4053 (24/7)
	J3 - Lankayan Hall - htlankayan@nottingham.edu.my	019-276 2463 (24/7)
	J4 - Rawa Hall - htrawa@nottingham.edu.my	019-276 0270 (24/7)
	J5 - Gemia Hall - htgemia@nottingham.edu.my	019-276 3514 (24/7)
	J6 - Perhentian Hall - htphentian@nottingham.edu.my	019-276 3954 (24/7)

QR Code for UNM Hall Tutor



Conduct and misconduct

7.1 Visitors

- a. All visitors (including friends, relatives, and/or family members) are allowed to visit the residents.
- b. Only same gender visitors are allowed into the resident's room but must leave before 12 midnight.
- c. No visitors, irrespective of gender, are allowed in the resident's room between 12 midnight until 8am daily. All visitors are not allowed to stay overnight in the accommodation halls.
- d. If any of the above is violated, the incident will be reported by the hall warden and /or hall tutors to UNM, which may involve reports being made to parents/guardians and eviction from the accommodations halls.
- e. Visitors must ensure that the resident they are visiting is in their room, otherwise such as intrusion would be considered trespassing which is a criminal offence and will be dealt with in accordance to the law.
- f. The University reserves the right to require any visitors to leave the accommodation halls.

7.2 Pets

- a. Anyone found feeding, keeping or bringing any pets, stray or rescued animals into the residential halls or into your room will be subjected to a fine of RM200.
- b. Anyone found abandoning pets upon check-out will be traced and actions will be taken against them.

7.3 Parties, function and events

No parties, functions and events involving more than 5 people are permitted within the halls unless prior written permission or approval of the accommodation office has been obtained.

7.4 Internet Bandwidth Usage Management

- a. UNM practices fair usage which prioritises teaching and learning related network traffic while deprioritising other traffic. When viewing web content with high data transmission, such as HD video streaming, the transmission may be temporarily affected during peak times when network traffic is high (i.e. there are many users using our network resources at the same time). The experience will resume to normal when network traffic is less busy.
- b. UNM reserves the right to change the network prioritisation policies from time to time to ensure internet traffic is being utilised fairly by the majority of users.

7.5 Behaviour and discipline

Residents of UNM are required to conduct themselves appropriately in a respectable manner. Unbecoming behavior that may embarrass or cause inconveniences to others will not be accepted. Actions may be taken, including fines and/or eviction from the accommodation hall, if any resident is found guilty of the following:

- a. Loud noises from excessive laughter, shouting, slamming of doors or music (from radio, TV, computers, video games, musical instruments, etc.) resulting in complaints from other residents.
- b. Viewing, possession and/or dissemination of pornographic materials (hard or soft copies).
- c. Peeping, photo taking and/or video recording of other residents infringing on their privacy.
- d. Possession of weapons or any items considered dangerous which can be used to cause injury or bodily harm.
- e. Fighting or any kind of physical violence and intimidation is strictly prohibited within the Accommodation halls.
- f. Resident must use the authorized entrances and exits. Residents are prohibited from climbing over the fence or wall to get in or out of the halls.
- g. Residents are not allowed to carry out any kind of business or activities deemed illegal according to the Laws of Malaysia, including soliciting, gambling, trading or storing within the accommodation halls.
- h. Langkawi Hall (I2) all female only. Only female residents and visitor are allowed into hall.

7.6 Removal of furniture, fittings, appliances and etc

- a. It is a misconduct if you remove or relocate property belonging to the University (into your room or anywhere else), without the knowledge and approval of the Accommodation office.
- b. A fine of RM500.00 will be imposed for the first offence. If the offence is repeated, you may be expelled from on-campus accommodation halls and all rental deposits paid will be forfeited.

Serious misconduct

8.1 Alcohol

- a. No alcohol may be brought into, stored within, or consumed in UNM premises, including halls of residence, either by students or by their guests and visitors. This is a requirement under legislation enacted by the Ministry of Higher Education.
- b. Any alcohol which is donated from an outside agency, e.g. for use in charity events or the like, and hence inadvertently brought on to campus unwillingly must immediately be declared to the Provost/CEO or one of the Vice-Provosts and its handling will be subsequently discussed.

8.2 Illegal narcotics and drugs

- a. Use of illegal drugs, drug substances or poisons (as defined in the First Schedule in The Dangerous Drug Act 1954 [Act 234] of Malaysia) is dealt with under strict legislation in Malaysia which carries out capital punishment for such offences. The handling of, use of or dealing in illegal drugs or poisons is hence completely forbidden for all students in UNM and any such offence will be treated as an offence under the UNM Code of Discipline for Students.
- b. No student shall have in their possession or under their custody or control any utensil, instrument, apparatus or other article which, in the opinion of the disciplinary authority, is designed or intended to be used for consuming any illegal drug or poison orally, or by smoking or inhaling, or by introduction into the body by injection or in any other manner whatsoever.
- c. No resident shall give, supply, provide or offer or propose to give, supply, provide or offer any illegal drug or poison to any person.
- d. Nothing in this rule shall be deemed to prevent a resident from undergoing any treatment by or under the prescription of a medical practitioner registered under the Medical Act 1971 [Act 50].
- e. Accommodation office will notify the police of any resident(s) found guilty under Regulation (a) – (c).
- f. Note that UNM randomly engage the services of sniffer dogs to be on duty and to patrol the campus, including the accommodation halls.

8.3 Smoking

- a. The entire UNM campus is gazetted as a no smoking zone, under the Malaysian Food Act 1983, Control of Tobacco Product (Amendment) Regulations 2013.
- b. No smoking (electronic cigarettes, cigarettes, cigars, pipes, shisha or any other substitutes) is therefore allowed within the room, accommodation halls, campus buildings and campus compound throughout UNM.

8.4 Theft and vandalism

- a. If you are found to have taken any items or property belonging to the university or another person, your case will be dealt with according to the provision of the UNM Code of Discipline for Students, and the Laws of Malaysia.
- b. Damaging or vandalizing fire-fighting equipment (e.g. hose reels, extinguishers, heat detectors, smoke detectors, fire alarms and etc) may result in immediate eviction from your accommodation and all rental paid will be forfeited.
- c. Items (e.g. fittings, furniture and etc) in the resident's room that are damaged intentionally or became faulty due to negligence (e.g. clogged sink or drainage, etc.) are subjected to reimbursements by the Resident according to the market cost for replacing or repairing the items. Resident are expected to pay for the costs involved in repairing any damage of amenities in your room if they are not maintained to the standard the room was in at the time of check-in
- d. Items in the common area of halls of residence that are damaged intentionally or unintentionally will be reimbursed by the resident responsible. If no one admits to the act, all residents on that floor will be held responsible and will share the cost of replacing or repairing those items.
- e. Residents are not allowed to attach fixtures (including nails and screws) that would deface the ceilings (including drawing, scribbling, defacing the paint works, paste stickers/wall paper/tapes), walls, wardrobes and furniture in their assigned rooms. If such fixtures are installed and marks are left behind when the fixtures are removed, the resident will be charged for destruction of property. The cost to restore the damage will be borne by the Resident responsible.
- f. Any damages to university's property must be reported immediately to the Accommodation office.

Common offences and disciplinary action

No	Offence	Disciplinary Action			Notes
		First Offence	Second Offence	Third Offence	
1	Visitors are in room between 12 midnight and 8.00 am.	<ul style="list-style-type: none"> Verbal warning from Hall Tutor. RM 100 fine. 	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM300 fine. 	<ul style="list-style-type: none"> RM500 fine. 	<ul style="list-style-type: none"> Up to RM500 fine.
2	Partying within room or in Residential Hall Common area.	<ul style="list-style-type: none"> Verbal warning to Host. Party to be dismissed. RM 100 fine. 	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM200 fine. 	<ul style="list-style-type: none"> RM750 fine. Eviction from Hall of Residences. 	<ul style="list-style-type: none"> Up to RM750 fine.
3	Vandalism.	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. Fine imposed. If not caught, whole wing/floor will be penalized. RM500 or value of damaged item, whichever is higher. 	<ul style="list-style-type: none"> Eviction from Hall of Residences. 		<ul style="list-style-type: none"> Replacement or repairing costs will be according to prevailing market rate.
4	Theft.	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. Fine imposed. Eviction from Hall of Residences. RM500 or value of stolen item, whichever is higher. 			<ul style="list-style-type: none"> Up to RM500 fine.
5	Moving items between rooms or common area.	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM500 fine. 	<ul style="list-style-type: none"> Eviction from Hall of Residences. 		<ul style="list-style-type: none"> RM500 fine.
6	Possession/consumption of alcohol.	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. RM400 fine. 	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. Warning Letter from Hall Tutor. RM750 fine. 	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. RM750 fine. Eviction from Hall of Residences. 	<ul style="list-style-type: none"> Up to RM750 fine.
7	Possession/consumption of narcotic drugs.	<ul style="list-style-type: none"> If caught, Hall Warden, Hall Tutor, Security and Accommodation Office will be notified. Eviction from Hall of Residences. Handed over to Police. 			
8	Smoking cigarettes, shisha or vaping, etc. within Halls.	<ul style="list-style-type: none"> Verbal warning from Hall Tutor. RM 500 fine. 	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM650 fine. 	<ul style="list-style-type: none"> RM750 fine. Eviction from Hall of Residences. 	<ul style="list-style-type: none"> Up to RM750 fine.
9	Continuous loud noise (inside room or common areas)	<ul style="list-style-type: none"> Verbal warning from Hall Tutor 	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM100 fine. 	<ul style="list-style-type: none"> RM200 fine. 	<ul style="list-style-type: none"> Up to RM200 fine.
10	Inappropriate disposal of waste or rubbish, littering.	<ul style="list-style-type: none"> Verbal warning from Hall Tutor. RM 100 fine. 	<ul style="list-style-type: none"> Warning Letter from Hall Tutor. RM200 fine. 	<ul style="list-style-type: none"> RM750 fine. 	<ul style="list-style-type: none"> Up to RM750 fine.

Disclaimer:

1. Hall wardens, hall tutors, Security Office and accommodation office, will be notified of all offences. All offences will be recorded and copied to Student File for future reference regardless of the weight or seriousness of the offence.

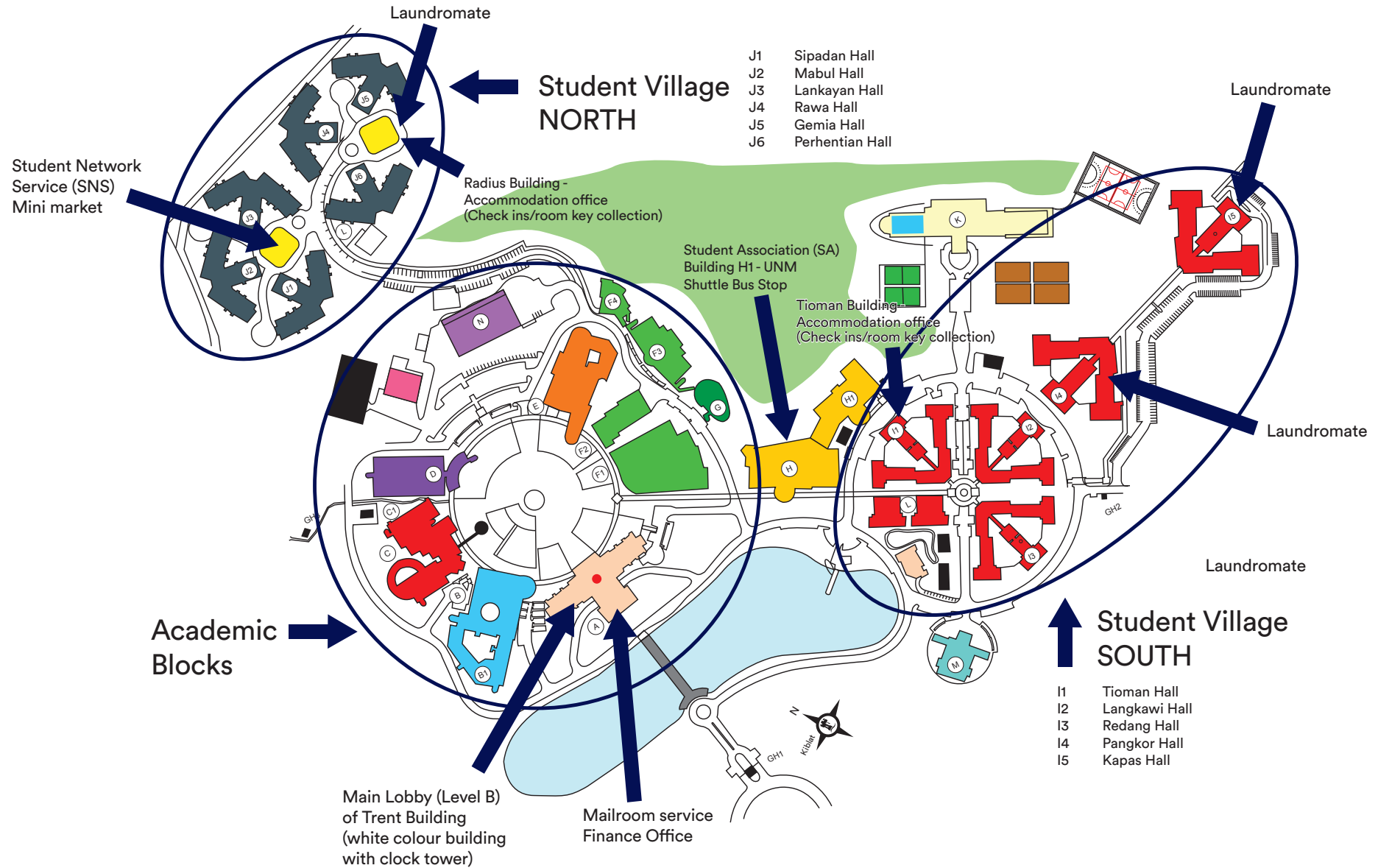
2. Theft, vandalism or any offences not listed above will be reported by the hall wardens, accommodation office and Security Office. It will be dealt with by the University management on a case by case basis.

Your perfect home

Finding the right place to live while you study is an important consideration in your choice of university. Our Accommodation Office offers a free and friendly service in helping you find a place to live that not only suits your needs but lets you get on with university life – both studying and having fun.



Campus map





University of
Nottingham

UK | CHINA | MALAYSIA



accommodation@nottingham.edu.my



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UoNMalaysia



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