Introduction

This booklet contains useful information about your accommodation and should be read in conjunction with your contract. It advises you what you can expect and what will be expected from you whilst living in your University accommodation. It will also help you make the best possible start when you arrive at Newcastle University Medicine Malaysia. Where we refer to the Accommodation Office, we mean the office located on the University campus.

A copy of our Standard Terms of Contract, which outlines all our joint contractual terms and copies of our standard policies, is available at www.ncl.ac.uk/accommodation/current-students/numed/

Our accommodation and services are regularly audited to ensure they meet our standards and as such we provide information, training and supervision for all our employees to fulfil excellence of service delivery.

We welcome your feedback on the service we provide. If your experience is that we are doing something particularly well please let us know. Similarly, if any aspect of our service does not meet with your expectations please contact the Accommodation Office. A copy of our ‘Complaints Policy’ is available at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-complaints.pdf

We hope your stay with us will be a happy and successful one and that you enjoy living in our accommodation.
Health and safety

Newcastle University Medicine Malaysia has a local ‘Health and Safety Policy’ which is supplementary to the University Statement on Policy, Organisation and General Safety Arrangements. You are required to maintain a reasonably safe environment at all times for University staff and contractors who may have to enter your accommodation, e.g., cables to personal electrical equipment should be safe and not pose a trip hazard. You are encouraged to report any health and safety issues to the Accommodation Office for investigation. All accidents, incidents and near misses should be reported to the Accommodation Office as soon as possible so a report can be completed and the cause investigated.

Emergency procedures

Immediate danger

If you or someone else is in immediate danger, you should phone 999 to contact the Police or Ambulance Services and Fire Service. If you are phoning from a mobile phone you should phone 120 for all services and then contact the Accommodation Office. Notify the security at campus control room. All related contact numbers will be available in each unit. The University has documented procedures, including an incident plan for dealing with events such as fire, gas leak, bomb alert, outbreak of disease or major breakdown of services and equipment. Details are available at the Accommodation Office.

Registration at a clinic

On your first week of arrival it is strongly recommended that you register with a local Clinic. Further details are available from the ‘Action in the Event of an Emergency’ notice displayed on the back of your study-bedroom door or the Accommodation Office.

Welfare support, financial advice and counselling

The Accommodation Manager is responsible for the general welfare of students and is contactable via the Accommodation Office during normal opening hours.

Firearms

Firearms, including air rifles, pistols and replicas, and any other sporting weapon (and any type of ammunition), are prohibited in your accommodation.

Fire safety

Your accommodation complies with the regulations as set out by the Fire Authority and has been fully risk assessed by our staff. It is extremely dangerous and is regarded as a serious criminal offence to interfere with any fire systems or fire-fighting equipment in place except in an emergency. Anyone found responsible for doing so, or whose carelessness, negligence or irresponsible behaviour leads to a fire alarm activation or the Fire Brigade attending, may be subject to the University’s ‘Student Disciplinary Procedure’, which could include a fine or may lead to the accommodation contract being terminated. Fines may also be imposed for failure to evacuate the building when the fire alarm sounds. A copy of the University’s ‘Student Disciplinary Procedure’ is available at www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary

Fire prevention

Due to the increased risk of fire – candles, flares, fireworks, incense sticks, deep fryers, chip pans and halogen lamps are prohibited within your accommodation. Fabrics are not permitted to be hung on walls, across ceilings or draped over electrical appliances.

To prevent a fire or a fire alarm activation:

- Follow the ‘Guide to Appliances’ information provided in your kitchen
- When cooking, ensure the kitchen extractor unit is turned on
- Never leave any food cooking on the hob or in the microwave unattended.
- Keep cooking appliances clean and free from grease
- Ensure flammable materials and liquids are always stored away from any heat sources and handled with great care
- Do not overload electrical sockets – if in doubt ask at the Accommodation Office

Illegal substances

You may not keep or use illegal substances and/or dangerous drugs on site. We are committed to the active promotion of healthy lifestyles for students. This includes a ‘zero tolerance’ of illegal drugs and policy to reinforce this. A copy of the ‘Illegal Drugs (Zero Tolerance) Policy’ is available from the Accommodation Office and at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-illegal-drugs-policy.pdf

Smoking

Smoking is prohibited in all University accommodation and is only permitted in external designated smoking areas.
Security

Building and room security
Your accommodation is subject to local security risk assessments. All residences are lockable and accessible by the resident(s) with the relevant key-fob or access card(s).

Keys
Our ‘Key Policy’ sets out procedures for issuing keys (including the replacement of lost/stolen keys) and key return at the end of the contract (see page 14 for more information). Full details and a copy of our policy are available from the Accommodation Office and at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-key-policy.pdf (by key we mean any instrument that is used to lock and unlock the accommodation, eg metal key, access card, fob etc.).

Out-of-hours assistance
Should you require assistance outside normal office hours, kindly contact NUMed Accommodation Office which operates 24/7.

Personal safety and security
By taking the following sensible precautions, you can do much to prevent crime:
• Secure windows and doors when leaving your accommodation
• If you live at basement or ground floor level, close your curtains/blinds
• Only let people you know into your accommodation – never allow someone unknown to follow you into the building
• Keep your keys and address separate
• Keep valuables out of sight

To report a crime or suspicious behaviour – contact NUMed Accommodation Office at +6 07 244 5635 / +6 07 555 3806 / +6 012 568 5422.

Utilities

Except in the case of emergencies or essential maintenance, electricity, gas and water supplies will be maintained and tested in accordance with statutory standards and without interruption.

The cost of your utilities (including gas) is included within your rent. However, this amount is capped to MYR400 and the cost of usage above this will be charged equally between all students within the unit. There will be no exception to this and all students residing in an apartment will be expected to contribute to additional bills incurred by the occupants of the apartment.

Please support the University's sustainability and environmental objectives by ensuring you switch off all appliances when not in use or when you leave your study-bedroom or accommodation.

Gas
Your cooking hob requires a gas cylinder and you will need to contact the emergency gas replacement service by telephoning 07 244 5635 so that a replacement can be ordered and fitted correctly.

Water
All water services are installed, monitored and maintained to statutory public health requirements.

Any cold water supply that is not drinkable will be clearly identified and all waste water is removed via a trapped connection to the sewerage system.

Electrical
The electrical supply consists of 13 amp square pin sockets. However, some study-bedroom sockets may be fused to a lower amp than usual and may only be suitable for appliances that are rated 1000 watts or less. Therefore, to prevent overloading the system and cutting off your electricity supply, you should not use any high-power appliances, eg additional fans, kettles, toasters and irons, within your study-bedroom.

We will remove personal electrical equipment if there is risk of fire or electrocution. All applied electrical appliance will be PAT tested annually by NUMed Chargeman.
Payment of rent and other charges

All University rents are fully inclusive of electricity, water and internet access charges. You may have other additional charges throughout the duration of your contract for items such as car parking, damage costs, fines, replacement keys/lock out, room transfer fees, or late payment charges.

Your accommodation contract will detail the total rental charges but will not include any additional charges as listed above.

All contracts are for a standard 38-week rental period. Rent is payable in two instalments, usually in October and January. You will be invoiced for your rent and the invoice will indicate the methods for payment.

Non-payment

If you cannot show reasonable cause or give satisfactory assurance as to when payment will be made, you may be charged a MYR125 late payment fee to reflect administration costs incurred by the University.

For continued non-payment, your circumstances will be assessed and considered for further action, such as an application being made to begin eviction proceedings to remove you from the accommodation. This course of action will incur additional costs.

If your rent is paid by someone else, such as a parent or sponsor, we will discuss details of your account with them unless instructed otherwise.

Please note: Any outstanding fees owed to the University may result in you not being permitted to progress to the next stage of your programme.

Accommodation fixtures and fittings

Our accommodation is maintained to a good standard and all furnishings conform to the relevant regulations. Before bringing any additional furniture into our accommodation, you should seek permission from your Accommodation Manager who will consider the necessary regulations and health and safety guidelines before giving a decision.

As a minimum standard, your study-bedroom will be fitted with: curtains or blinds, desk, desk lamp/light, desk chair, bed and mattress, bedside cabinet or chest of drawers, wardrobe, waste paper basket. Kitchens and dining areas will be fitted with: cooking-hob fridge/freezer, washing machine, dining table and chairs, and mop and bucket provided.

Damage

Where repair or replacement is necessary due to damage caused by residents or residents’ visitors, you will be notified of the total cost and charged for the repair as soon as possible.

Where damage occurs in the communal area of your accommodation, all residents will be jointly charged unless an individual claims responsibility. Added to the damage cost will be a minimum administration charge of MYR25 per person.

A copy of our ‘Damages Policy’ is available at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-damages-policy.pdf

Inventories

You will be e-mailed a copy of an inventory listing fixtures and fittings of any area that you have contractual responsibility for. You should check your inventory carefully, noting any damaged or missing items before returning it to the Accommodation Office within seven days. If you do not reply, this will be taken to mean you agree with the details on the inventory.

Facilities

Laundry

Your accommodation is fitted with a washing machine and drying racks. An ironing board and iron is also supplied.

Transport and travel

Bus schedule

NUMed operates a regular free bus service that runs between the accommodation and campus as well as to local shops and amenities. The schedule is shown on the next page. NUMed reserves the right to adjust the schedule in line with the needs of the students.

Bicycles and car/motorcycle parking

For safety reasons bicycles must not be kept on staircases, corridors or within your accommodation. Any bicycle found within these areas will be removed by staff. Full details of available parking facilities for cars/motorcycles, together with appropriate parking permit application forms, regulations and any tariff charges, can be obtained from the Accommodation Office.

Use of the swimming pool and gym

Please note that use of the swimming pool and gym is strictly for residents only. Residents who break this rule may be disciplined for unprofessional behaviour. Repeat offenders will be asked to vacate their accommodation. The facilities mentioned can be used until 22:00 hours as stated in Horizon Residence Management House Rule.
## Bus timetable

<table>
<thead>
<tr>
<th>Route</th>
<th>Mon-Fri</th>
<th>Horizons (HR) Arrival</th>
<th>Horizon (HR) Departure</th>
<th>Shops and Jusco (AEON) Arrival</th>
<th>Shops and Jusco (AEON) Departure</th>
<th>Numed Campus Arrival</th>
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* 2 buses
Services

Cleaning and inspections

Your accommodation will be cleaned, prepared and inspected for your arrival. The statement also sets out the areas we are responsible for cleaning, the frequency of cleaning and your own responsibility for cleaning. If you have concerns regarding the standard of cleanliness within your accommodation, please contact the Accommodation Office.

During your stay, a member of staff will conduct a random spot check to your accommodation to check the overall condition, i.e. it is being maintained in a clean, tidy and safe manner and no damage has been caused. In cases where the condition of the accommodation is not satisfactory, or where there is a suspected breach of your obligation, more regular visits may be necessary. If extra cleaning is required to bring your accommodation back to the condition in which you found it on your arrival, this will incur additional charges which will need to be paid by you. Again, charges incurred for additional cleaning in communal areas will be charged jointly to all occupants of the apartment.

Environmental

You are encouraged to be environmentally responsible and supportive of the University’s Environment Policy by making use of all resources and recycling facilities on site.

Letters and parcels (Mail)

All residents will be issued with a post box key where your mail will be delivered to. We will be able to accept large items of mail, e.g. parcels, on your behalf so you should ensure you make the appropriate arrangements with the courier company to receive such items. Once you have vacated your accommodation, either during or at the end of the academic year, we will not accept mail or parcels on your behalf. It is therefore important that you arrange redirection to your new address.

Lost and found

Any personal item of value lost or left will be logged at the NUMed Accommodation Office kept for 60 days. After this time any items not collected will be disposed of in accordance with our 'Lost and Left Property Policy' available at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-lost-property.pdf

Recycling

Please support the University’s environmental objectives by using recycling facilities wherever possible.

Repair and maintenance management

Fault/defect notification and rectification

You are required to report faults and defects as soon as possible to the Accommodation Office or via the online Repair Reporting system available at www.ncl.ac.uk/accommodation/current-students/numed/. Emergency repairs, e.g. flood, mains power failure, please refer to HEALTH AND SAFETY, Emergency Procedures, Immediate Danger on page 3.

Failure to report a repair, however minor, could lead to extensive damage being caused and loss of service for which you could be liable. All repairs are prioritised with a timescale for response; depending on severity. All faults should be rectified within 20 working days, although this may not always be possible. We will keep you informed of, and the reason for, any delay if we are unable to meet the defined response times.

Pest control

You are required to report any infestations that need to be treated, e.g. mosquitoes or ants, as soon as possible to the Accommodation Office or via the online Repair Reporting system available at www.ncl.ac.uk/accommodation/current-students/numed/. Our response time for a specialist company to treat the infestation is within two working days.

Planned maintenance

Maintenance work will be undertaken so as to minimise inconvenience to residents. This will not always be possible with unplanned/reactive maintenance.

Waste and refuse management

Please ensure you dispose of litter at refuse center which can be found in each floor.

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<tr>
<th>Repair Response Times</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>Immediate response</td>
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<tr>
<td>Urgent</td>
<td>Respond within one working day</td>
</tr>
<tr>
<td>Normal Engineering Defects</td>
<td>Respond within three working days</td>
</tr>
<tr>
<td>Normal Building Defects</td>
<td>Respond within five working days</td>
</tr>
<tr>
<td>Low Priority</td>
<td>Respond within 15 working days</td>
</tr>
<tr>
<td>Lifts</td>
<td>Respond next working day</td>
</tr>
</tbody>
</table>
Anti-social behaviour and discipline

You are required to act in a fit and proper manner at all times. We expect you to treat our property, members of the local community, staff, neighbours and visitors with respect, regard and consideration. It is important that you recognise that you are now part of the larger community and respect the right of other individuals. You are also responsible for the behaviour of any visitors you have in your accommodation.

Where there has been an alleged breach of contract or these terms and conditions, this will be investigated in accordance with the University’s ‘Student Disciplinary Procedure’ available at www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary. Residents are required to attend any investigatory meeting called by an ‘authorised person’.

Fines

This is an indication of fines that may be charged for breaches of your terms and conditions of contract. This list is not exhaustive.

- Action/act of misconduct as per procedures* MYR125
- Tampering with gas appliances MYR250
- Damage to fire signs/information MYR150
- Non-preparation of study-bedroom/flat for inspection MYR125
- Smoking in accommodation* MYR125
- Theft of NUMed Accommodation property as mentioned in the checklist MYR125

* Fine may vary, depending upon severity, first or second offence etc.

Room moves

The room you have been allocated is the room you will be expected to occupy for the duration of your accommodation contract. It may be necessary, due to unforeseen circumstances, that we need to move you to an alternative room either before or during your contract. Provided this request is reasonable, you must comply.

Swaps

Room swaps may be available and these can be identified by finding another student to swap with. If you have found another student also living in University accommodation and you wish to swap rooms with each other, you need to speak with the Accommodation Office to confirm if the swap is acceptable. If so, you can agree a moving date and new contracts will be prepared.

Please note: You can only swap rooms with someone of the same gender. Undergraduates cannot normally swap with Postgraduates and vice versa. If one student is withdrawing from the University or leaving the accommodation to live elsewhere, this does not count as a swap.

Transfers

If you would like to move to an alternative room, it may be possible for you to do so, subject to certain restrictions. Requests for transfers will be considered, but only after all new students have been offered a room. Applications for transfers will be available for completion once the students have settled.
Contractual liability

For most students, there is no notice period in your contract which means you will not be released from the contract before the end date stated in it and you remain responsible for all rent charges even if you decide to vacate the accommodation before the end of your liability.

If you have already left the accommodation, we will need to gain access to the room to clean and prepare it for potential viewings, so you should ensure you remove all personal belongings when you leave.

Continuing your studies but wanting to leave University accommodation

If you decide that living in University accommodation is no longer what you want and choose to move to non-University accommodation, whether privately rented or your home address, you will remain liable under the contract. You will remain responsible for the rent until the end of the contract or until the room is re-let to another student (a ‘successor’) who is not already contracted to another University room. If a new occupant is found, you will remain liable until the date on which the new occupant moves in.

Finding a replacement student (a ‘successor’)

You are responsible for finding a replacement student (a ‘successor’), but the Accommodation Office will assist you with this process.

Whilst the Accommodation Office will have a small list of students looking for accommodation at the beginning of the year, we cannot guarantee that a ‘successor’ would be interested in your specific room. We will contact these students on your behalf and make arrangements for them to view your room/flat.

Key return

The return of keys during your contract is in no way an acceptance on the University’s behalf of the termination on any part of the contract which remains unexpired.

When leaving your accommodation either during or at the end of the contract, you must ensure you return all keys to the Accommodation Office.

If you leave outside of normal opening hours, you should collect a key return envelope from the Accommodation Office and return as directed.

If, following your withdrawal or suspension of studies, you do not return the keys by the end of the termly billing period, we will continue to charge rent at the relevant daily rate until they are returned.

At the end of the academic year, if the keys are not returned within an acceptable time period, the University reserves the right to continue to charge rent at the relevant daily rate up until they are returned.

A copy of our ‘Key Policy’ is available at www.ncl.ac.uk/media/wwwnclacuk/accommodation/files/numed-key-policy.pdf

Notice to leave your accommodation

A breach of your contractual terms could result in you being asked to leave the University accommodation following the serving of a legal Notice of Seeking Possession. You will be given 28 days to vacate the accommodation with an explanation of why this course of action is being taken. Whilst you may have been asked to leave, you remain liable for all accommodation fees due under the original contract.

We may however, reduce your contract liability to the termly billing period during which you are asked to vacate. Termly billing periods are listed below.

When you leave

When you leave our accommodation, whether this be to move to another University room or leaving during or at the end of your contract, you are responsible for leaving your accommodation in the same condition as you found it upon your arrival.

Withdrawning or suspending your studies

In the event that you cease to be a registered student at the University following a decision to withdraw or suspend your studies, you will continue to be charged rent on the daily rate.

It is your responsibility to inform the Accommodation Service of your intention to withdraw or suspend your studies. You should keep us informed of your situation and not assume that your School or the Student Progress Service will notify us of your change in circumstances.
Where to go for assistance

Knowing where to go for help ensures you get the relevant assistance as soon as possible. Below is a guide to the most common enquiries.

Accommodation

<table>
<thead>
<tr>
<th>Query</th>
<th>Where to go</th>
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<tbody>
<tr>
<td>Repairs, maintenance to furniture/fittings within your study-bedroom or flat</td>
<td>Accommodation Office or report via the online repair reporting system available at <a href="http://www.ncl.ac.uk/accommodation/current-students/numed/">www.ncl.ac.uk/accommodation/current-students/numed/</a></td>
</tr>
<tr>
<td>Anti-social behaviour on-site</td>
<td>Accommodation Office</td>
</tr>
<tr>
<td>Looking to move out of your room</td>
<td>Accommodation Office</td>
</tr>
<tr>
<td>Loss/theft of keys</td>
<td>Accommodation Office</td>
</tr>
<tr>
<td>Internet access</td>
<td>Accommodation Office</td>
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</tbody>
</table>

Financial

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<tr>
<th>Query</th>
<th>Where to go</th>
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<tbody>
<tr>
<td>Difficulty in paying accommodation fees</td>
<td>Finance Department. Use the ‘Student Support’ link on the campus desktop or email <a href="mailto:accommodations@newcastl.edu.my">accommodations@newcastl.edu.my</a></td>
</tr>
<tr>
<td>Assistance with budgeting, money management or other financial help</td>
<td>Finance Department. Use the ‘Student Support’ link on the campus desktop or email <a href="mailto:accommodations@newcastl.edu.my">accommodations@newcastl.edu.my</a></td>
</tr>
<tr>
<td>Changes to bank accounts where paying accommodation fees by direct debit</td>
<td>Finance Department. Use the ‘Student Support’ link on the campus desktop or email <a href="mailto:accommodations@newcastl.edu.my">accommodations@newcastl.edu.my</a></td>
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University Smartcard

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<tr>
<th>Query</th>
<th>Where to go</th>
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<tbody>
<tr>
<td>Loss/theft of University ID card Smartcard</td>
<td>Security Control Room</td>
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</table>

Directions to the Newcastle University Medicine Malaysia campus

1 Jalan Sarjana 1, Kota Ilmu, Edocity@Iskandar, 79200 Iskandar Puteri, Johor
Useful contact information

NUMed Accommodation Manager
Tel: +6 07 555 3816

NUMed Student Office
Tel: +6 07 555 3800

NUMed Accommodation Office
Tel: +6 07 244 5635
Tel: +6 07 555 3806
Tel: +6 012 568 5422

Emergency contact numbers:

Fire/Police/Ambulance:
Tel: 999 (120 from handphone or mobile)

NUMed Security Control Room:
Tel: +6 07 555 3881/3984/3985

Anjung Police Station:
Tel: +6 07 510 3222

Columbia Asia Hospital:
Tel: +6 07 233 9999
(Emergency: Ext 9883)

Hospital Permai Counselling:
Tel: +6 07 231 1846