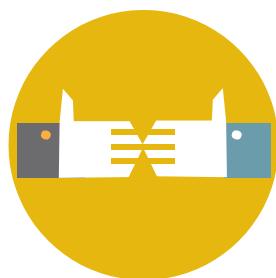
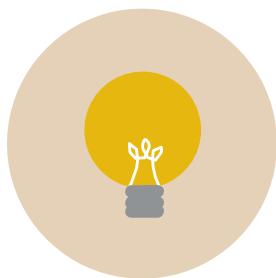
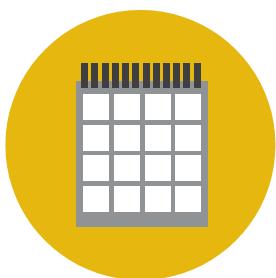
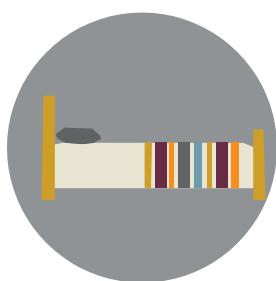


NUMed – Managed Accommodation

Terms and Conditions



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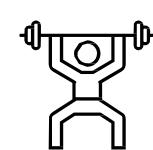
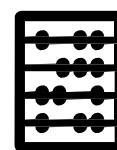
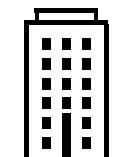
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Do you need help?

Useful Information





1. Introduction

This booklet contains useful information about your accommodation and should be read in conjunction with your contract. It advises you on 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.

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

2. Health and safety

Newcastle University Medicine Malaysia has a local 'Health and Safety Policy' which is supplementary to the University Statement on Policy, Organization and General Safety Arrangements. You are required to always maintain a reasonably safe environment 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.

2.1 Emergency procedures

2.1.1 Immediate danger

If you or someone else is in immediate danger, you should call **999** to contact the Police or Ambulance Services and Fire Service. If you are phoning from a mobile phone, you should call **999** for all services and then contact the Accommodation Office at **012-5685422**. Notify the security at the campus control room at **07- 5553999 / 3895**. All related contact numbers will be available in each unit.

2.1.2 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.

2.2 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. It is important that you read the "Fire Action" notice displayed in your accommodation and familiarize yourself with fire exits and assembly points. Our accommodation is fitted with smoke detectors.

2.2.1 To prevent a fire or a fire alarm activation:

- 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

2.2.2 re action

If you discover a fire you are required to:

- Raise the alarm
- Evacuate the building using the nearest safe exit staircase.

DO NOT USE LIFTS.

- Close all doors behind you
- Call the Fire Brigade by dialling 999
- Report to your Fire Assembly Point
- Stay out of the building until you are advised by someone in authority that it is safe to return

On hearing the alarm, you are required to:

- Alert those around you
- Evacuate the building using the nearest safe exit staircase.

DO NOT USE LIFTS.

- Close all doors behind you
- Report to your Fire Assembly Point
- Stay out of the building until you are advised by someone in authority that it is safe to return

2.3 Illegal substances

You may not keep or use illegal substances 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 a policy to reinforce this.

2.4 Smoking and alcohol

The use of alcohol and smoking is strictly prohibited within all student accommodation premises.

3. Security

3.1 Building and room security

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

3.2 Keys

Our '**Key Policy**' sets out procedures for issuing keys (including the replacement of broken/lost/stolen keys) and key return at the end of the contract (see page 13 for more information). Charges for replacement keys are **RM25.00**.

3.3 Out-of-hours assistance

Should you require assistance outside normal Office hours, kindly contact NUMed Security Control Room at **07-555 3999** which operates 24/7.

3.4 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
- 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 locked in a safe place

To report a crime or suspicious behaviour- contact NUMed Accommodation Office at **+6 012 568 5422**.

A copy of the policies is available at

<https://www.ncl.ac.uk/numed/students/living-and-accommodation/accommodation/terms-and-conditions/>

3.5 Staff and access to your accommodation

All university staff and contractors working on our behalf are easily identified by either ID Smartcards/service name badges/uniforms with logos or security passes. If we need to gain access to your accommodation, e.g. to undertake planned maintenance or an inspection, you will be given two days advance notice, unless urgent work is required when at least 24 hours' notice will be given. The only exception would be in the case of an emergency; to carry out reported repairs, we will always try to contact you if access is required.

4. Utilities

Except in the case of emergencies or essential maintenance, electricity and water supplies will be maintained and tested in accordance with statutory standards and without interruption. The cost of your utilities is included in your rent. However, this amount is capped at MYR200 for Type D and E while RM300 for Type G units 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

5. Payment of rent and other charges

All University rents are fully inclusive of electricity, water and internet access and you may have other additional charges throughout your contract for items such as car parking, damage costs, fines, replacement keys, 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 minimum of 39 weeks. **Rent is payable in full payment or in two instalments.** You will be invoiced for your rent and the invoice will indicate the methods for payment.

5.1 Non-payment

If you experience difficulties in making payment, please ensure you speak to the Accommodation Office or the Finance Section as soon as possible. We are here to help and can give you advice and guidance. For continued non-payment, your circumstances will be assessed and considered for further action, such as blocking your access to the respective unit 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.

6. Facilities

6.1 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 Team who will consider the necessary regulations and health and safety guidelines before making a decision. As a minimum standard, your study bedroom will be fitted with: curtains or blinds, a desk, desk lamp/light, desk chair, bed and mattress, bedside cabinet or chest of drawers, wardrobe, and waste paper basket. Kitchens and dining areas will be fitted with cooking-hob fridge/freezer, washing machine, dining table and chairs, and washer/dryer.

6.2 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.

6.3 Inventories

On arrival, you will be given 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 of the inventory.

6.4 Laundry

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

6.5 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 Econest Management House Rule.

6.6 Bus Schedule

NUMed operates a regular free bus service that runs between the accommodation and campus. The schedule is shown below. NUMed reserves the right to adjust the schedule in line with the needs of the students. For safety reasons, bicycles must be parked at the designated bicycle parking spots.

Shuttle Bus Timetable No 1 (Monday to Thursday) EcoNest Eko Botanik to NUMed (Campus)

Route No	EcoNest	NUMed (Campus)
Monday to Thursday	Arrival/Departure	Arrival/Departure
1	7.40 AM	7.50 AM
	8.00 AM	8.10 AM
	8.20 AM	8.30 AM
	8.40 AM	8.50 AM
	9.00 AM	9.10 AM
	9.20 AM	9.30 AM
2	>>>>>	12.50 PM
	1.00 PM	1.10 PM
	1.20 PM	1.30 PM
	1.40 PM	1.50 PM
3	>>>>>>	5.10 PM
	5.20 PM	5.30 PM
	5.40 PM	5.50 PM
	6.00 PM	6.10 PM
	6.20 PM	6.30 PM
	6.40 PM	6.50 PM

Shuttle Bus Timetable No 2 (Every Friday)

EcoNest Eko Botanik to NUMed (Campus)

Route No	EcoNest	NUMed (Campus)
Every Friday	Arrival/Departure	Arrival/Departure
1	7.40 AM	7.50 AM
	8.00 AM	8.10 AM
	8.20 AM	8.30 AM
	8.40 AM	8.50 AM
	9.00 AM	9.10 AM
	9.20 AM	9.30 AM
2	>>>>>	12.00 PM
	12.10 PM	12.20 PM
3	>>>>>	2.40 PM
	2.50 PM	3.00 PM
4	>>>>>	5.10 PM
	5.20 PM	5.30 PM
	5.40 PM	5.50 PM
	6.00 PM	6.10 PM
	6.20 PM	6.30 PM
	6.40 PM	6.50 PM

7. Services

7.1 Cleaning and Inspection

Your accommodation will be cleaned, prepared and inspected for your arrival. If you have concerns regarding the standard of cleanliness within your accommodation, please contact the Accommodation Office. You and your flatmates will be **responsible** for **cleaning your study bedrooms and communal areas of your flat e.g. kitchen, lounge, bathrooms**. During your stay, a member of staff will require access to check the overall condition of your accommodation to check the overall condition, 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

7.2 Environmental

You are encouraged to be environmentally responsible and supportive of the University's environmental policy by making use of all resources and recycling facilities on site.

7.3 Letters and Parcels

Each unit will be issued with a mailbox key where your mail will be delivered. 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.



7.4 Repair and Maintenance Management

You are required to report faults and defects as soon as possible to the Accommodation Office or via the online Repair Reporting form <https://forms.office.com/r/Js2gUjuBXd>

Econest Repair Report Form

Please fill in as much information as possible. Your job will be prioritised and actioned during Accommodation Office opening hours: Monday - Friday, 8.30am - 5pm. If your repair is urgent and outside office hours, please contact NUMed Security on 012-5685422

All repairs are prioritised with a timescale for response depending on severity.

* Required

1. Name *

Enter your answer

2. E-mail *

Enter your answer

3. Unit no. *

Enter your answer

4. Tower *

Enter your answer

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 prioritized 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.

7.4.1 Repair Response Time

Repair Response Time	
Emergency	Immediate response
Urgent	Respond within one working day
Normal Engineering Defects	Respond within three working days
Normal Building Defects	Respond within five working days
Low Priority	Respond within 15 working days
Lift	Respond the next working day

7.5 Waste and Refuse Management

Please ensure you dispose of litter at the refuse centre which can be found on each floor.

8. Anti-social behaviour and discipline

You are always required to act in a fit and proper manner. 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 recognize that you are now part of the larger community and respect the rights 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 policies.

9. 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, but due to unforeseen circumstances, we need to move you to an alternative room either before or during your contract. Provided this request is reasonable, you must comply.

No room moves will be permitted where there is any rent owed to the University. Students making unauthorized room moves will be required to move back to the original allocated room and charged accordingly if cleaning is required.

9.1 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 on a moving date and new contracts will be prepared.

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

9.2 Transfers

If you would like to move to a different room, this may be possible, subject to certain conditions. Transfer requests will be considered only after all new students have been allocated a room. Transfer application forms will be made available once new students have settled in.

10. Contractual Liability

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 seven if you decide to vacate the accommodation before the end of your liability.

10.1 Key Return

Returning your keys during the term of your contract does not constitute the University's acceptance of the termination of any remaining part of the contract. 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 leave your keys on the dining table for collection. You are required to notify the accommodation team via email upon your departure. At the end of the academic year, if the keys are not returned within an acceptable period, the University reserves the right to continue to charge rent until they are returned.

10.2 Notice to Leave Accommodation

A breach of your contractual terms could result in you being asked to leave the University accommodation. You will be given 30 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.

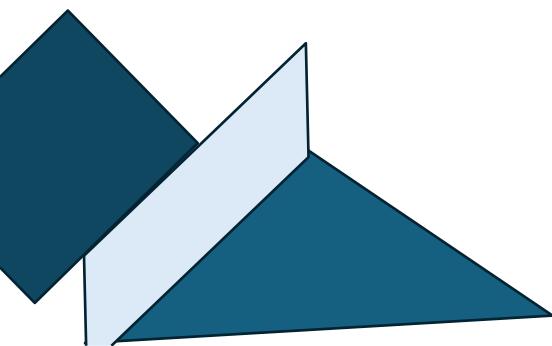
10.3 Withdrawal or Deferment

It is your responsibility to inform the Accommodation Team 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.

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 until you return the keys, access card and parking device (if applicable).

11. Departure

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. A copy of the departure list will be emailed to you and expected to return upon checking out.



Do you need help?

Accommodation

Query	What to do??
Repairs, and maintenance to furniture/fittings within your study-bedroom flat	Report via online repair reporting system https://forms.office.com/r/Js2gUjuBXd
Anti-social behaviour on-site	
Looking to move out of your room	Email us at accommodation@newcastle.edu.my
Loss/theft of keys/access card	
Emergency Accident / Incident	Contact Accommodation Office Phone: 012-5685422 Office: 07-5553999

Financial

Query	What to do??
Difficulty in paying accommodation fees	Email Finance team numed-finance@newcastle.edu.my
Assistance with budgeting money management or other financial help	Accommodation team accommodation@newcastle.edu.my

Useful contact information

Person In Charge	Contact Number
NUMed Student Office	Call: +6 075553800
NUMed Accommodation	Call: +6 012-5685422 Call: 07-5553999 (out of office hours)
Emergency Contact Number	
Fire / Police / Ambulance	Call: 999
NUMed Security Control Room	Call: +6 075553881 / 3984 / 3985
Iskandar Putri District Police HQ	Call: +6 075113622
Columbia Asia Hospital	Call: +6 072339999 / 9883
Hospital Permai Counselling	Call: +6 072311846