

Dear Residents,

We wish you a very warm welcome to Nanyang Technological University (NTU) Graduate Housing.

We attach a copy of the Rules and Regulations governing your stay for your information and compliance. If there is any information not covered in this set of Rules & Regulations, or any assistance you may require or concerns you may wish to discuss, please do not hesitate to contact us at International Student Centre (ISC).

We wish you a pleasant stay,
International Student Centre (ISC)

International House, 36 Nanyang Avenue
#02-02, Singapore 639801
Phone : (65) 6790 6823
Fax : (65) 6793 4558
Email : isc@ntu.edu.sg
Website : www.ntu.edu.sg/isc

Opening hours:

Monday to Thursday : 8.30 am to 5.45 pm

Friday : 8.30 am to 5.15 pm

Closed on Saturdays, Sundays and Singapore Public Holidays

Emergency Hotline: 9170 0634 (For crisis situations only)

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1. Check-in and Check-out Procedures

1.1 Check-in procedures

- (a) Check-in will only be applicable for residents who have made an application for graduate housing and been reserved a place by the International Student Centre.
- (b) Residents are required to produce the letter of admission from the University and passport during check-in for verification.
- (c) ISC will explain the terms and conditions of the rental agreement and residents are required to acknowledge by signing on the agreement.
- (d) The following payment will have to be made upon collection of keys:
 - Application fee of \$16.05
 - 1 month rental deposit
 - 3 months rental (Rentals must be paid on a quarterly basis). The rental for the month will be pro-rated on a daily rate when residents check-in after the 1st of the month.

Residents who are in receipt of stipend from NTU will have to make payment for the first month's rental by cash. For subsequent months, the rental will be deducted from the stipend.

- (e) Payment may be made by cash or NETS at :
The Office of Finance, Student Services Centre, Level 3.
- (f) After payment is made, residents should return to ISC with the receipt for the collection of the following:
 - Room keys
 - Welcome Pack
 - Access card (applicable only for Graduate Hall residents)
 - NTU map
 - Copy of signed rental agreement
 - Graduate Housing Rules & Regulations
 - Room check-list
 - ISC emergency contact card
- (g) ISC will reserve the right to allocate the room to the next person on the waiting list should any resident fail to check-in 5 days after the stipulated date. ISC will not be responsible for any loss or inconvenience for the allocation of the room to the next person on the waiting list.
- (h) Access into the building (applicable for Graduate Hall residents)

Residents must use their matriculation card for access into the main building. Pending the issuance of the matriculation card, a temporary access card will be issued during check-in.

The temporary card has limited validity period and after the issuance of the matriculation card, residents must proceed to the Office of Facilities Planning & Management (OFPM) at North Spine NS1-B1-01 to have their card encoded for access to Graduate Hall. The temporary access card must be returned to ISC after matriculation.

To access the building, place the key card in front of the electronic reader to open the door.

For security and safety reasons, residents must not give their access cards to anyone or allow anyone else to follow them into the building.

In the event that residents notice anyone suspicious or someone trying to follow them in, please inform the on-campus security personnel at (65) 6790 5200.

1.2 Check-out procedures

- (a) Two weeks prior to vacating the room, residents must confirm with ISC that they do not have outstanding rentals.
- (b) Residents must return their keys to ISC by 2.00 pm on the day of check-out. Should the day fall on a Saturday, Sunday or Public Holiday, please place the keys in an envelope labelled with your full name, matriculation number and address and drop it into the box at ISC, Level 2, International House. Residents who fail to return the keys by the stipulated date will be charged a daily rate based on their monthly rental until the keys are returned to ISC.
- (c) Residents must remove all belongings from the room/apartment including bicycles stored in the bicycle lot. OFPM will remove all belongings after your check-out date without any liability.
- (d) Please ensure that your room is in a clean and tidy condition. You may be charged for any additional repair or cleaning costs if such work is required.
- (e) The Office of Finance will refund the rental deposit into your nominated local bank account (applicable for OCBC Bank account holders only) or by cheque within 6 to 8 weeks after vacating. Deduction will be made for any additional cleaning or repair costs or unreturned keys. If you are returning to your home country after vacating, please give ISC your home address for the bank draft to be sent to.
- (f) Residents who withdraw from their studies at NTU or convert to part-time candidature will not be allowed to continue their stay at Graduate Housing. Residents will have to vacate from the room within 5 days from the date of official notice by ISC.

1.3 Early Check-out

- (a) Residents who wish to vacate the room before the end of their lease must submit their check-out notice online at <http://www.ntu.edu.sg/ISC> by giving a

minimum of 2 weeks' advance notice. Immediate withdrawal of rooms will not be entertained and residents will be charged the two weeks' rent in lieu of notice.

1.4 Forwarding of mail (after check-out)

- (a) Please arrange with SingPost to redirect and forward your mails to your new address, 2 weeks before your check-out from Graduate Housing. All mails sent to your residence in Graduate Housing will be returned to sender.
- (b) Residents are advised to inform ISC, banks, family, friends and any other business organisations about their change of address.

2. Room check-list

- (a) A check-list for your room is provided in the Welcome Pack. All residents should take time to check the list and indicate any missing or damaged items. This check-list must be returned to ISC within 2 working days after check-in.
- (b) Failure to return the check-list within 2 working days will be taken to mean that you have accepted and agreed that all items in the room are in good order. Residents will be responsible for any loss or damage thereafter. For shared rooms, the remaining resident will be responsible for all the furniture in the room if there is no other resident in the room.

3. Maintenance of room/apartment

- (a) Alteration of room/apartment
Residents are not allowed to make any alterations to the room/apartment or to remove any fittings and fixtures.
- (b) Furniture
Residents must take full responsibility for the care of furniture and appliances in the room/apartment. If damage occurs (besides fair wear and tear), residents will be charged for the necessary repairs. Any damage must be reported as soon as possible to ISC through isc@ntu.edu.sg.

Dismantling of furniture provided is not allowed. Residents are required to pay for the cost of assembling the items to their original state.

- (c) Cleanliness, hygiene and sanitation
Residents are responsible for the cleanliness of their rooms and common areas such as living room, kitchen and toilets.

Residents must clean the kitchen after each use. Dirty dishes left out will be discarded. Show consideration to fellow residents as they may have different / specific dietary requirements.

Residents must not throw rubbish, refuse or any other things out of the balconies or windows or any part of the building. All rubbish should be placed in a rubbish bag, neatly tied and placed in bins or rubbish chutes provided.

Residents are responsible for controlling household pests by using insecticides or lizard, cockroach or ant traps. These items can be purchased at supermarkets.

Residents will be liable for the costs incurred by the University to engage contractors to clean up the room /apartment or common areas.

(d) Common areas

Residents are advised that although there is a cleaning contractor who maintains the common areas on a regular basis, it is the responsibility of the residents to ensure these areas remain clean. The common areas are the lobby, lifts, garbage rooms, corridors, etc.

(e) Adhesive and nails (super glue, hooks, thumb tacks, drawing pins)

Residents are not allowed to fix any hooks or permanent wall hanging fixtures, such as blue tack, double-sided/sticky tape and any such material to the furniture, windows, walls, doors, etc .

If it is necessary to fix items on the walls or doors, we recommend that you use 3M Wall Mounting Squares – Cat. 108. Residents are responsible for removing them prior to check-out inspection. Residents may be charged for any damage caused.

(f) Burning instruments (candles, incense, aromatherapy burners)

Burning of candles and incense is not allowed in the rooms.

4. Electrical appliances

(a) Refrigerators

Refrigerators are provided in the kitchen / pantry. Graduate Hall residents who wish to install refrigerators at their own expense are required to pay for the electrical charges of SGD\$15.00 per month. Payment must be made quarterly, at SGD\$45.00 per quarter. Residents must declare their intention at least 3 working days before the installation. A double charge will be imposed for failure to do so. There will be no refund of electrical charge for withdrawal of refrigerator usage.

(b) Air conditioning

Residents are not allowed to install or use air-conditioners in their room/apartment due to high electrical consumption, which will cause electrical circuit tripping.

(c) Use of electrical plugs

Residents are allowed to use only electrical accessories such as 3-pin plugs, multi-plugs and extension cords with approved stamp from PUB/SISIR. This is to ensure the safety of all residents and to prevent tripping or power outage.

(d) Residents are not allowed to use the electrical points located outside their units. The points are for the usage of the contractors for the cleaning of common areas.

(e) Fluorescent lights
Please submit a request to Fault Reporting Centre at (65) 6790 4777 for assistance. (Refer to Maintenance and fault reporting procedures)

(f) Energy conservation
Please switch off all lights and appliances when you leave your room/apartment or when they are not in use.

5. Smoking and illegal drugs

(a) Smoking is strictly prohibited in the room/apartment and on campus at all times.

(b) Illegal drugs are not allowed in your room/apartment and on campus. Any residents found with illegal substances will be handed over to the Police.

6. Accommodation of guests and squatters

6.1 Guests (Family and friends)

(a) ISC welcomes your family and friends to visit you. However, all visitors should leave the room/apartment by 11.30 pm. Residents are responsible for the conduct of their visitors. Staff from ISC/OFPM reserve the right to ask any visitors found behaving in an inappropriate manner to leave the building. The resident involved will be asked to take responsibility for the visitor's actions and face eviction from the room.

(b) No resident may accommodate any guest(s) in their room/apartment overnight. Any resident found harbouring or in any way assisting unauthorised guest(s) will be evicted from the room and a fine equivalent to 1 month's rental will be imposed.

6.2 Squatting

(a) Any resident caught harbouring squatters in the room will be fined a daily rate of SGD\$50.00 from the check-in date. They will be barred from university housing thereafter and other necessary action will be taken for the illegal stay. The resident of the room will be evicted with the deposit forfeited.

7. Rental payment

7.1 Rentals must be paid for the whole duration of the lease, regardless of the period when residents go away on vacation or leave of absence.

Please ensure that you will have sufficient funds to pay for subsequent months rental. Residents may be evicted from Graduate Housing if they fail to pay the rentals promptly.

- 7.2 Rental is payable every quarter in accordance to the University academic year:
- (a) 1st quarter – August to October
 - (b) 2nd quarter – November to January
 - (c) 3rd quarter – February to April
 - (d) 4th quarter – May to July

7.3 **Payment**

- (a) Payment is to be made at the Office of Finance, Student Services Centre, Level 3. You may pay by cash (SGD), NETS or through deduction from stipend for residents on scholarship.
- (b) Cash and NETS payment is payable every 1st week of the quarter.
- (c) Stipend payment is deducted every last week of the month.
- (d) If you are going away on holiday, please arrange for your rental to be paid in advance.

8. Replacement of keys and lock

- (a) Residents will be issued the keys as indicated below according to their housing type.

Graduate housing	Apartment key	Room key	Mailbox
Graduate Hall	1 access card	1	1
Nanyang Heights	1	1	1
Nanyang Valley	1	1	1

- (b) If you lose or misplace your keys, please notify ISC immediately. Residents will be liable for the costs incurred in replacing the loss of keys and change or damage to the lock set. The charges will be SGD\$50 for the duplication of each key and SGD\$100 for the change of each lock set.
- (c) Duplication of keys is prohibited unless authorised by ISC. Unauthorised entry to room/apartment by means of duplicated key without authorisation by ISC is a serious offence. Please note that trespassing is an offence and offenders will be seriously dealt with.
- (d) Should you lock yourself out of your room/apartment, please contact ISC at (65) 6790 6823 during office hours, Monday to Thursday, 8.30 am to 5.45 pm, Friday 8.30 am to 5.15 pm. After office hours, please contact the ISC Emergency Hotline at (65) 9170 0634.
Please provide your full name as in your matriculation card, matriculation number, address and contact number on hand when you call ISC. We need these details to verify your identity.
- (e) Residents are not allowed to pass their room/apartment keys to their friends or relatives. Friends and relatives found staying in the room/apartment will be considered as squatters and will be dealt with in accordance to Regulation 6.
- (f) Residents are advised not to keep large sums of money and valuables in their

rooms. For security reasons, residents should lock all doors and windows each time they leave their rooms. ISC assumes no liability for damaged, lost or stolen personal belongings.

9. Access by authorised staff

9.1 For maintenance or cleaning services

- (a) You may choose to be present when maintenance work or cleaning is being carried out. Otherwise, authorised personnel of ISC or OFPM will access your room using a set of master keys.

9.2 Room/apartment inspection

In the interest of our residents, authorised personnel have the right to enter and inspect the room/apartment at all reasonable times, whether or not the residents are present and without prior notice to the residents under such circumstances:

- (a) If there are reasonable grounds to believe that there is the presence of prohibited items stipulated by the rules and regulations of the University. The ISC representative without prior notice may impound any such items. Any necessary cost for such removal shall be the responsibility of the residents found in possession of the prohibited items.
- (b) Under emergency circumstances, immediate access may be required. Staff will knock loudly on the door, call out your name and advise his or her name to ascertain whether the room is occupied. If there is no response, a master key will be used to gain access.

Emergency circumstances include:

- (a) Failure to contact you by family or university for the last 48 hours.
- (b) Threat to resident safety e.g fire
- (c) Suspicion of unlawful activity in the room/apartment
- (d) Urgent maintenance work

10. Eviction

- (a) Residents should use the room/apartment as private residence. Activities in the room/apartment or in the building that could possibly be an annoyance or nuisance to others, or compromise the safety and security of other residents or persons within the building are strictly prohibited.
- (b) Any resident found behaving inappropriately will be evicted from the room/apartment with immediate effect and the balance of the housing fees will be forfeited. Actions that could result in eviction include gambling, indulging in excessive drinking, fighting, using habit-forming drugs and using offensive language.
- (c) Residents who continue to stay in the room/apartment after the check-out date as specified in the rental agreement will be regarded as squatters. In this instance, an eviction notice will be sent for you to vacate the room immediately and the room deposit will be forfeited.

- (d) Residents who fail to pay their rental on time may be evicted from the room/apartment.

11. Fault & Maintenance reporting

As we continually seek to provide quality service to our residents, we have implemented a maintenance procedure to provide a prompt and efficient service without any inconvenience.

Items for replacement such as electrical appliances and furniture will be delivered. Delivery date and time will be arranged when such a request is made.

You may request maintenance assistance through:

a. GSLink

New students may access GSLink 5 working days after matriculation. You should have your network username and password ready to access GSLink. Please go to the NTU website at www.ntu.edu.sg and click on Quick Link on the top right-hand corner and select GSLink. You will be transferred to the log-in page. After log-in, click on General Service and select Estate Work Request.

b. 24-hour Fault Reporting Centre at (65) 6790 4777

Urgent repairs are classified below:

- A burst hot water service
- A blocked or broken toilet system
- A serious ceiling leak
- A dangerous electrical fault
- Flooding or serious flood damage
- A failure or breakdown of the electricity or water supply
- Serious storm or fire damage
- A failure or breakdown of any essential service provided for hot water, cooking or heating
- Any fault or damage that makes the room/apartment unsafe or insecure
- An appliance, fitting or fixture which is not working properly and causing a substantial amount of water to be wasted or deemed dangerous for residents.
- Doors that cannot be locked or shut properly.

c. Through ISC email at isc@ntu.edu.sg

In the email, please state maintenance request in the subject field, work required, your full name, matriculation number, full address and contact number.

12. Laundry

Residents are responsible for their own laundry. No laundry should be hung anywhere other than the designated areas. Laundry hung in inappropriate areas will be removed.

13. General rules

(a) Animals

No animals may be kept in your room/apartment or within the building.

(b) Computers / Laptops

Residents keeping, receiving or transmitting pornographic / offensive data files while residing in the room/apartment are deemed to have violated the regulations governing the code of ethics and conduct for residents.

(c) Evacuation procedures

Our staff are trained to assist in emergency situations such as fire evacuation. However, residents are strongly encouraged to familiarise themselves with the emergency exits on your level and the following evacuation procedures:

- Prepare to leave the building if in danger or on hearing the alert tone.
- Listen and follow the instructions given by emergency personnel.
- Do not use the lifts.
- Make your way in an orderly manner down the main stairwell.
- If the corridors or stairwells are filled with smoke, stay as low to the ground as possible and cover your nose and mouth with a handkerchief or piece of clothing.
- Make your way out of the building and assemble at the assembly point as advised by emergency personnel.
- Wait at the assembly point for further instructions. Please do not leave the area without informing the emergency personnel.
- Do not re-enter the building unless clearance has been given.

DO NOT TAMPER WITH ANY FIRE EQUIPMENT (FIRE EXTINGUISHER, SMOKE DETECTORS, FIRE HOSE. IF THEY ARE TAMPERED WITH OR DISMANTLED, RESIDENTS OF THE ROOM/APARTMENT WILL BE EVICTED IMMEDIATELY.

(d) Fire escape doors

Please note that fire escape doors must not be tampered with.

(e) Insurance coverage

Please ensure that you have medical and hospital insurance coverage during the period of your study at NTU.

(f) Noise level

All residents should show consideration to their fellow residents and keep noise level to the minimum.

You may minimise noise by:

- Keeping your door shut
- Avoid talking loudly in your room/apartment
- No slamming doors
- No partying or playing loud music. Radios, television sets and other audio devices shall be operated at a sound level that cannot be heard outside the resident's individual room.

- (g) Prohibited activities
Playing pranks, ragging and rowdy games in any form are prohibited
- (h) Occupation / Transfer of rooms
Housing may be available for resident and their spouse in selected rooms. However, no infants or children will be allowed.
- Residents are not allowed to exchange or transfer rooms without the approval from ISC. Those found committing this act will be evicted from the room and the deposit will be forfeited.
- (i) Phone connection
Residents are responsible for the application / cost of their own phone lines including replacement of faulty phone point, cabling or any other replacement / repair works.
The University will not be liable for any dispute that may arise between the service provider and the resident concerned.
- Phone line subscribers will have to terminate their lines with the service provider immediately upon withdrawal or change of room/apartment. Residents will be liable for all costs involved.
- (j) Plants
Keeping of plants by residents in common areas is not allowed. This is to prevent health hazards such as breeding of mosquitoes.
- (k) Relocation of resident(s)
ISC and OFPM reserve the right to relocate residents from one room/apartment to another when the room/apartment needs to be vacated for renovation works or regrouping purposes.
- (l) Smoke detectors
Some apartments may be installed with smoke detectors. If the smoke detector activates, you should not remove the device from the ceiling. Any person who does so will have to pay for the reinstallation of the device.

It is important for residents to note that any failure to comply with these Rules & Regulations, and any update will constitute a failure to comply with the provisions of the rental agreement and may lead to eviction.