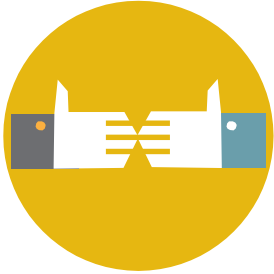
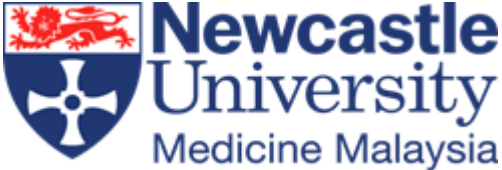


NUMed Accommodation terms and conditions



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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 which opens Monday to Friday From 8.30am -5.30pm.

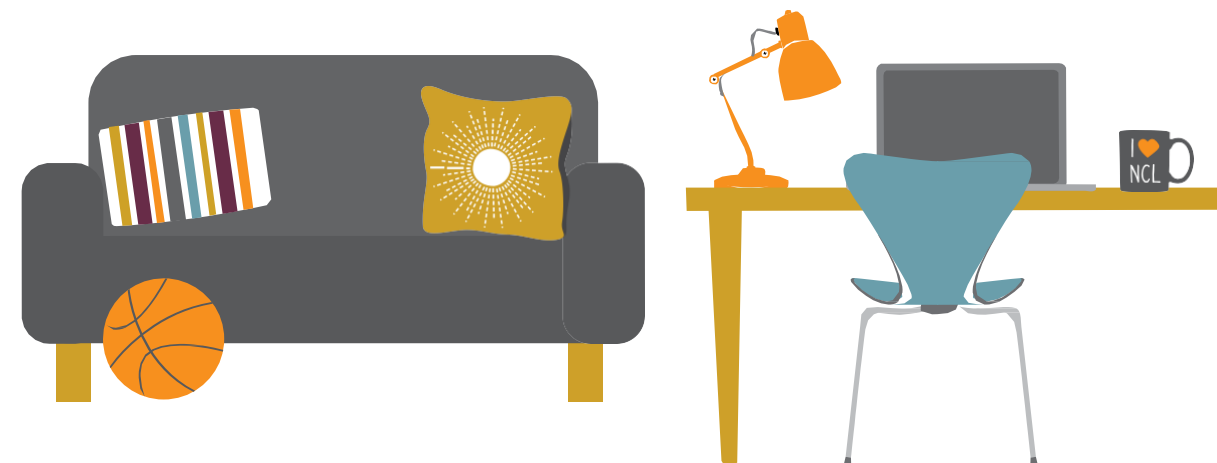
A copy of our Standard Terms of Contract, which outlines all our joint contractual terms and copies of our standard policies, is available at <https://www.ncl.ac.uk/numed/support/living/accommodation/#termsandconditions>

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 at accommodation@newcastle.edu.my

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, Organization 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 999 for all services and then contact the Accommodation Office at 012 568 5422. Notify the security at campus control room at 07-5553999 / 3895. All related contact numbers will be available in each unit.

A copy of Accident & Incident Reporting Guidelines is available on (website)

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 behavior 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 to read the "Fire Action" notice displayed in your accommodation and familiarize with fire exits and assembly point. Our accommodation is fitted with heat detectors.

Fire prevention

Due to the increased risk of fire—candles, flares, fireworks, incense sticks, deep fat 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:

- 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

Fire 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 dialing 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

Misuse 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 <https://www.ncl.ac.uk/numed/support/living/accommodation/#policies>

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 broken/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

<https://www.ncl.ac.uk/numed/support/living/accommodation/#policies>

Charges for replacement keys are RM25.00.

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.

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 behavior – contact NUMed Accommodation Office at +6 012 568 5422.

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, eg 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.

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 within your rent. However, this amount is capped to MYR200/RM300 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.

Electrical

The electrical supply consists of 13-amp square pin sockets. Please prevent overloading the pin socket 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.

Water

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

Payment of rent and other charges

All University rents are fully inclusive of electricity, water and internet access charges up to a capped amount of RM200 / RM300. You may have other additional charges throughout the duration of 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 two instalments, usually in June/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 MYR100 late payment fee to reflect administration costs incurred by the University.

If you experience difficulties in making payment, please ensure you speak to the Accommodation Office 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.

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.

Facilities

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 Team** 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, washer/dryer.

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.

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 on the inventory.

Laundry

Your accommodation is fitted with a washing machine and drying. 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. 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 be parked at the designated bicycle parking spots. Full details of available parking facilities for cars/motorcycles/bicycles, 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 behavior. 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.

Bus timetable

Shuttle Bus Timetable No 1 (Monday to Thursday)

Eco Botanic City to EduCity

Route No	Eco Botanic City	EduCity
Mon- Thu	Arrival/Departure	Arrival/Departure
1	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	>>>>>>	12:30 PM
	12:40 PM	12:50 PM
	1:00 PM	1:10 PM
	1:20 PM	1:30 PM
3	1.40 PM	1:50 PM
	>>>>>>	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 (Friday)

Eco Botanic City to EduCity

Route No	Eco Botanic City	EduCity
Friday	Arrival/Departure	Arrival/Departure
1	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	>>>>>>	11:40 AM
	11.50 PM	12.00 PM
3	12:10 PM	12:20 PM
	>>>>>>	2:40 PM
4	2:50 PM	3:00 PM
	>>>>>>	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

Services

Inspections

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 flat mates 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, ie 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)

Each unit will be issued with a mailbox key where your mail will be delivered to. We will be able to accept large items of mail, eg 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.

Internet Connection

Should you have any issues with your Internet connection, please contact the Accommodation Office by completing the Repair Report Form as below

<https://forms.ncl.ac.uk/view.php?id=2074646>

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 form

<https://forms.ncl.ac.uk/view.php?id=2074646>

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.

Repair Response Times

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

Lifts: Respond next working day

Pest control

You are required to report any infestations that need to be treated, eg mosquitos or ants, as soon as possible to the Accommodation Office or via the online Repair Reporting form

<https://forms.ncl.ac.uk/view.php?id=2074646>

Planned maintenance

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

Waste and refuse management

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

Recycling

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

Anti-social behavior 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 right of other individuals. You are also responsible for the behavior 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. Residents are required to attend any investigatory meeting called by an 'authorized 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**
- Damage to fire signs/information MYR150
- 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. 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.

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.

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

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 NUMed Security Guard Post and return as directed.

Keys must not be left in your room or with a friend. Responsibility for the safe and timely return of keys lies with you.

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 period, the University reserves the right to continue to charge rent until they are returned.

Notice to leave your accommodation

A breach of your contractual terms could result in you being asked to leave the University accommodation. 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.

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

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.

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

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

Query	Wheretogo
Repairs, maintenance to furniture/fitings within your study-bedroom or flat	Accommodation Office or report via the online repair reporting system https://forms.ncl.ac.uk/view.php?id=2074646
Anti-social behaviour on-site	Accommodation Office
Looking to move out of your room	012-568 5422
Loss/theft of keys/access card	07-555 3999

Financial

Query	Wheretogo
Difficulty in paying accommodation fees	
Assistance with budgeting, money management or other financial help	Finance Department or email accommodations@newcastle.edu.my

Directions to the Newcastle University Medicine Malaysia campus

1 Jalan Sarjana 1, Kota Ilmu, Educity@ Iskandar, 79200 Iskandar Puteri, Johor



Useful contact information

NUMed Student Office

Tel: +6 07 555 3800

NUMed Accommodation Office

Tel: +6 012 568 5422
07-5553999 (Out-of-office hours)

Emergency contact numbers:

Fire/Police/Ambulance:
Tel: 999

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

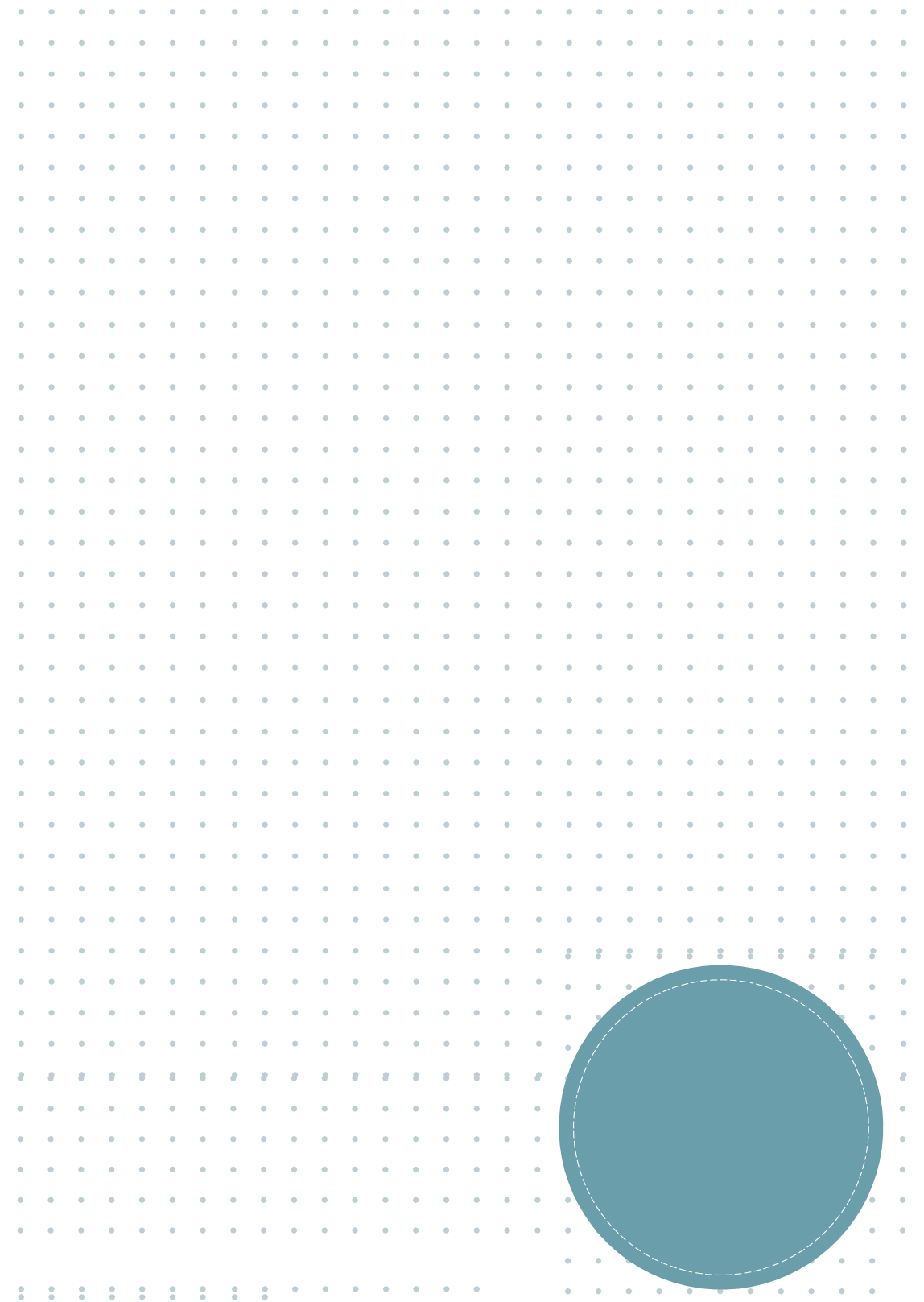
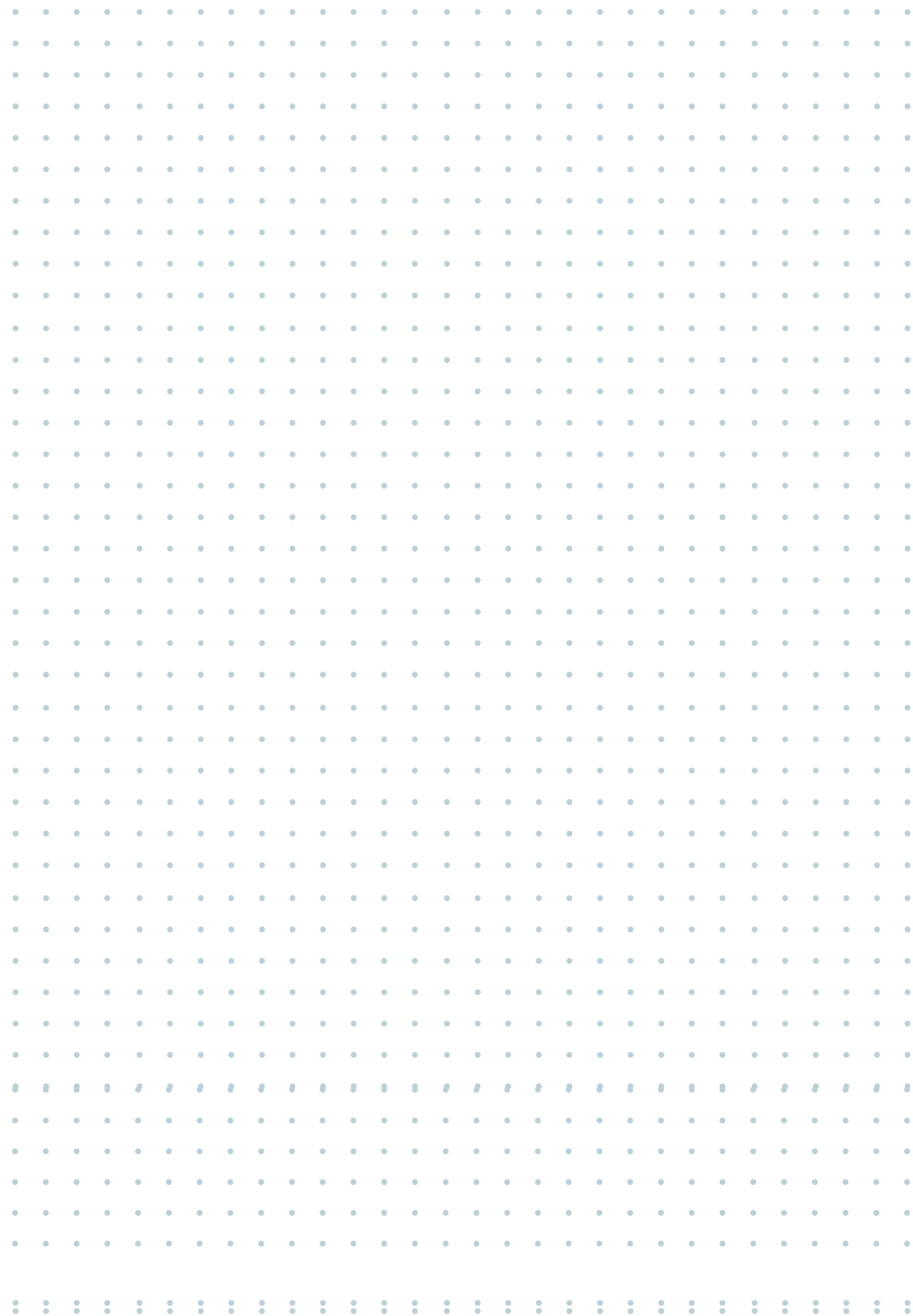
Iskandar Puteri District
Police HQ

Tel: +6 07 511 3622

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

Hospital Permai Counselling:
Tel: +6 07 231 1846





Newcastle University
Medicine Malaysia
No 1, Jalan Sarjana 1, Kota Ilmu
Educity@Iskandar
79200 Iskandar Puteri, Johor

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Fax: +6075553888

Email: accommodations@newcastle.edu.my

www.newcastle.edu.my

Details are correct at the time of going to press in April 2022. This brochure is for information and guidance purposes only.

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The University of Newcastle upon Tyne trading as Newcastle University.

