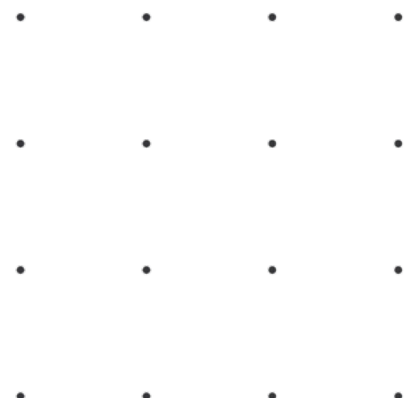




# **STUDENT VILLAGE**

## Quick Guide



# Emergency Contacts (24 hours)

During emergencies, please reach us through these contact numbers:

Male Warden : 011-25086827 (Mr. Rahmat)  
Female Warden : 011-25486188 (Ms. Nadhrah)  
Safer Community : 082-260600 ext 5004, 5005, 5006  
Security Services : 082-260600 ext 3333  
Guard House : 082-260600 ext 8991 / DDI: 082-260991  
Student Counseling & Support : 082-260600 ext 5007

Contacts of local authorities:

Fire Department : 999  
Police Department : 082 - 244 444 (Hotline)

Hospitals

Borneo Medical Centre : 082 - 507333  
Sarawak General Hospital : 082 - 276 999  
Normah Medical Centre : 082 - 311 999  
Kuching Specialist Centre : 082 - 365 777/+6082 - 365 030  
Timberland Medical Centre : 082 - 234466

## Accommodation Contact Details

Accommodation Office, SV1 Building  
Email: [accommodation@swinburne.edu.my](mailto:accommodation@swinburne.edu.my)  
Phone: 082-260790 (Office Hours)

Office Hour

Monday to Thursday : 9.00 am - 5.30 pm  
Friday : 9.00 am - 12.00 pm & 2.00 pm - 5.30 pm  
Sat/Sun/PH : Closed

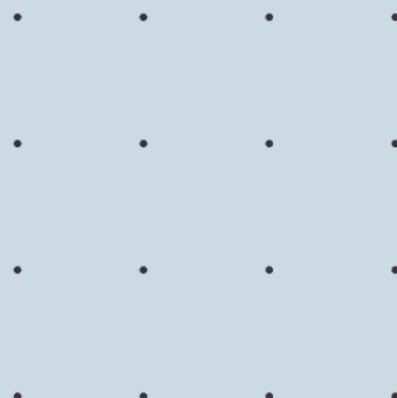
For report on maintenance/faulty issue at Student Village  
Email: [accommodation@swinburne.edu.my](mailto:accommodation@swinburne.edu.my)

## University Contact Details

Campus Services : 082-260600 ext 5000 (Office Hours)

## Follow us on Social Media

Swinburne Student Village



## General Rules

- This is a brief guide on Student Village (SV) rules and regulations. The residents can read the full guidelines and rules of occupancy at our Student Village Handbook available in the Swinburne website.

Scan the QR code for the Student Village Handbook



## Communal Properties

- Residents must not interfere with or damage any common or in-room property, nor leave anything on or obstruct the use of common properties. Residents are liable for any damage or lost caused by them.
- Residents must ensure to observe full responsibility and considerate to others when using common facilities such as washroom, kitchen, laundry and common lounge.

## Restriction of Entering Residence

- Male and Female hostel are separated from each other and **no opposite gender** are allowed to enter the restricted block at all-time.

## Area Curfew

- Residents are not allowed to sit and gather at the central foyer & outdoor seating area (outside of dining hall, outdoor area in between SV1, SV2 and SV3, and outside SV2 and SV3) from 12.00 am - 7.00 am.

## Room Etiquette

- Keep the room clean and tidy.
- Compulsory use of mattress protector at all time.
- Defacing the walls, equipment, furniture's, etc. is strictly prohibited.
- Must turn off all lights and electrical equipment before leaving the room.
- Changing room furniture positions without approval is strictly prohibited.
- Only White/Blue-tack is allowed to be used for sticking note/material on any room surfaces (furniture, wall, etc)
- Must ensure all room equipment, furniture and fitting including beddings returned to good conditions before check-out.
- Must ensure room is not left with debris before check-out.

## Smoking

We are smoke free campus. Smoking and vaping is not allowed in the Student Village (SV) and whole campus.

## Noise Curfew

- All residents must observe consideration for their neighbours to rest, study and sleep after 11 pm.
- Singing, talking loudly, playing loud music, group gathering or any activity caused excessive noise is strictly prohibited from 11.00 pm until 8.00 am.

## Rules of Occupancy

Student Village Rules of Occupancy promote tolerance, courtesy and care for others and the different needs within the community. It's important for their residents to fully observe the rules and regulations. Appropriate actions will be taken to residents who disregard the rules and regulations at Student Village.

In addition to other rules as outlined in the Resident Handbook, residents will be immediately evicted if they are:

- Found smoking and vaping in the premises.
- Found to be carrying, using or distributing drugs or other illegal substances.
- Found to be involved in the harassment of or discrimination against another resident, staff member or person.
- Found to be involved in the sexual and/or physical abuse of another resident, staff member or person
- Found to be involved in theft of another person's property.

## Access Door Card

The access door card should be carried by residents at all times for use at main turnstile entrance and room.

RM50.00 charge for replacement of lost/broken access card.

## Wi-Fi Connection

Scan & connect to Student Village Wi-Fi Access Point which is available at the buildings.

|                 |          |
|-----------------|----------|
| Username        | Password |
| Student Village | SV1802Se |

SV1—Room and Dining Hall  
(Eduroam) - Connect using Student ID

## Alcohol and Non-Halal Food

- Under no circumstances are residents permitted to bring in, store and consume alcohols within the Student Village. This includes cooking wine for cooking purposes in kitchen.
- Non-halal food such as pork are not allowed to be prepared, stored and consumed in common areas such as pantry, fridge, kitchen. Items found will be discarded. Student can only consume non-halal in their own room.
- Appropriate actions will be taken to residents who disregard the rules.

## Lock-Out (first time only)

During office hour—Accommodation Office

After office hour—Please call or find Resident Advisor/Male or Female warden at their units.

Penalty RM10 will be given to assist opening the door for second time lock-out request.

## Maintenance of Accommodation

Any damage to/ breakage of property/facilities in room or communal areas must be reported immediately to the Accommodation Office by email to: [accommodation@swinburne.edu.my](mailto:accommodation@swinburne.edu.my)

## Amenities & Services

Several common amenities and services are provided at Student Village . Below are the list of amenities and services available for our residents.



All the **rooms** at Student Village are equipped with bed, chair, study table, wardrobe, mirror, side & wall cabinet, fan and blind. Sharing room have partition and some room equipped with air-conditioner.



Residents can store their bikes in area specified by the Accommodation Office. The **Bikes Parking bay** is limited and residents are required to register with the Accommodation Office .



All floors have a common **Lounge & Pantry** room with a kitchenette, study area, television, and couches. The kitchenette is equipped with a refrigerator, a microwave & a water dispenser.



Located at the ground floor, the **Student Lounge** is designed as a meeting point and social space for all residents at the Student Village . This area is fitted with couches, study & discussion table, board games



Communal **washroom** is available at the centre of each floor. It comes with hot and cold shower.



The communal **Laundry** is located at Ground Floor in between Student Village 2 & Student Village 3 block. The 24 hour self-services center comes with washing sinks, coin-operated washing machines, and dryers.



Located at Student Village 1. **The Central Kitchen** allows residents to cook and prepare their own meals. It comes with several cooking stove, refrigerator, washing basin and storage area. Residents can enjoy their prepared meals at our spacious **Dining Hall** .



**Gazebo** located at Student Village 1 block and next to the Communal Kitchen. This area is ideal for gathering during weekend. Residents can make reservation to use this place at the Accommodation Office.



**An access card** will be provided to you during check in. You'll need your access card for the main entrance, block entrance and to switch on the air conditioning if you're in a Standard plus room. Residents who lost their access cards should report it to the Accommodation Office and replacement will be made with charges of RM50.00.



**Internet Services** is provided free to all residents at Student Village. Wi-Fi access point is available at students room and common areas. Information and usage guideline can be found at students room. LAN port connection is not provided



**On campus janitor** are available for the daily cleaning at common areas and keeping the hallway clean and comfortable for you. For shared spaces, the cleanliness is the responsibility of all residents.



**Mails and Parcels** delivered to Student Village can be collected from Campus Services office at G Building. To receive the mail items, residents can use Student Village address.

All residents are required to keep their bedroom clean, hygienic and free from rubbish. **Cleaning equipment** are provided for residents uses.

This services is provided to the long term residents only.

## Health & Emergency Procedure

The university is located nearby to several medical facilities, Borneo Medical Centre (it's a 10-minute walk from campus) and Timber Medical Centre (It's a 10-minute drive away). Residents who need medical attention can visit the recommended panel clinics/ health facilities <https://www.swinburne.edu.my/wp-content/uploads/so-media/docs/Updated-panel-clinics-2023.pdf>

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In the interest of health and safety, residents who suffer accidents or illnesses while living on campus may have an ambulance called on their behalf. Any cost will be charged to the individual concerned.

## Fire/Emergency Evacuation Procedure

If the fire alarm rings, please evacuated from the building immediately to Assembly Point in front of the Student Village building. Please refer to the Campus locality Plan.

- **SOUND ALARM** – Activate the emergency alarm & shout *Fire, Fire, Fire..*
- **ALERT WARDEN/RA/ or CALL EMERGENCY HOTLINE** – Phone 999
- **DO NOT** – attempt to extinguish the fire unless conditions permit.
- **LEAVE PREMISES IMMEDIATELY** – by the nearest fire escape staircase or route. Stay calm, do not rush and proceed in orderly manner.
- **REPORT TO ASSEMBLY POINT**
- **FLOOR WARDENS** – will check to ensure all residents have left their area, and will report to the Building Warden at assembly point.
- **ALL CLEAR** – will be allowed to enter once declared safe.

**What should we do during emergency?**

**Where should we assemble during emergency?**

