



STUDENT VILLAGE

Resident's Handbook

Welcome Remarks

Selamat Datang to the Student Village

A very warm welcome and so excited to have you with us at the Student Village. Your home away from home.

Staying on campus is all about building community and could possibly be one of the most exciting times in your University journey. Regardless of your room choice, you will be part of a close-knit, vibrant and sustainable community. Staying on your own means being independent and being responsible for yourself. From managing your own time for studies, keeping your space clean and comfortable to making lifelong friends. There's so much to experience.

Another perk to living on campus is that you are closer to all things University, you have access to a whole host of activities organized by Clubs and Societies as well as the accommodation team collaborates with resident advisors to organize exclusive events for the residents. Attending these events is the best way to extend your network and meet other students who share a similar passion.

For some of you, this may be your first time away from home and it may be a daunting experience. Rest assured, we are here for you. The student village has a good support network of professional staff members who are on hand to support you while you transition into University and are ever ready to respond to your queries. Peer support is close by and there are the resident advisors who comprise of senior students. If you are homesick or just need someone to be your listening ear, please reach out to the team.

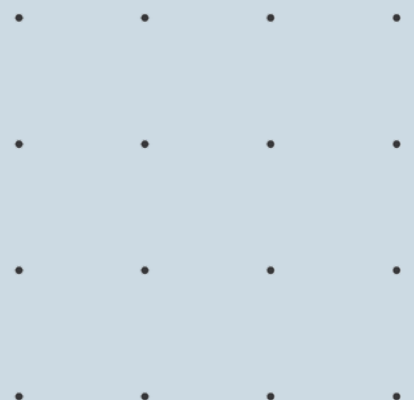
This handbook aims to help you navigate the different aspects of community living on campus. From the rules and regulations in place for your safety, to what is expected of you as a residence, this handbook will be your guide and should contain all relevant information you'll need to make your stay with us pleasant.

Once again, a warm welcome from all of us in the team and don't be shy to pop by the office to say Hi!

Aniziatun Basar

Assistant Manager (Acting)

Student Life





 VISITORS'
CAR PARK

 STUDENTS'
VILLAGE

Emergency Contacts (24 hours)

During emergencies, please reach us through these contact numbers:

Female Warden : 082-260600 ext 5002
Male Warden : 082-260600 ext 5003
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

Email: accommodation@swinburne.edu.my

Phone: 082-260790 (Office Hours)

For report on maintenance/faulty issue at Student Village

Email: hostelhelpdesk@swinburne.edu.my

University Contact Details

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

Resident's Guide

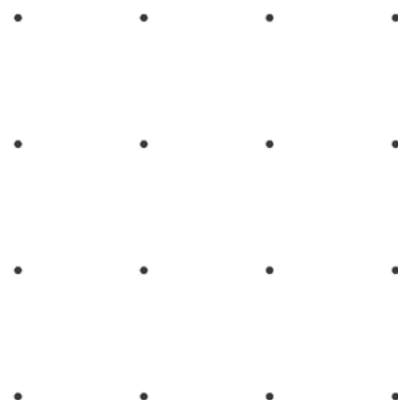
Table of Contents

1. Room Application	9
2. Check-In	10
3. Tenure Renewal	.
4. Withdrawal/Cancellation	.
5. Check-Out/Tenure Expiry/Maximum Stay	.
6. Finances	12
7. Amenities and Services	13
- Room Amenities	.
- Common Amenities	.
- Cleaning	.
- Laundry facilities	.
- Mail	.
- Storage	.
- Access Card	.
8. Health and Safety	12
- Health services	.
- Security personnel	.
- Fire Safety	.
- Fire and Emergency Evacuation Procedure	.
9. Support	17
- Warden	.
- After-hour assistances	.
10. Resident Advisor	18
11. Activity	19
12. Additional Equipment	20
- Electrical Appliances	.
13. Charges for Air-Conditioner usage	21
14. Pets	
14. Maintenance of Accommodation	22
15. Communication Line	
16. Location Guide	

Rules of Occupancy

Table of Contents

1. Right and Responsibilities	26
2. Residence Facilities and Room Usages	28
3. Residents Conduct and Unacceptable Behavior	31
4. Smoking, Alcohol and Drug	33
5. Offensive Materials	.
6. Damages and Vandalism	34
7. Visitors	35
8. Noise and Quiet Time	.
9. Restriction of Entering Residences	.
10. Restricted Products	.
11. Sanctions	36





Resident's Guide





Room Application

- Applications from prospective students will be considered once the student has been granted admission into a study course at the Swinburne University of Technology Sarawak
- The online Student Village [booking form](#) is available on the website.
- Alternatively, prospective students can make bookings through Marketing and Student Recruitment (MSR) or agents appointed by Swinburne University.
- Continuing students can make room inquiries directly to the Accommodation office via [email](#).
- A 1-month **rental deposit** is to be paid and a transaction slip is to be submitted together in the online Accommodation booking form. However, in the event of a No-Show, the deposit will be forfeited.
- **Student Village Room Confirmation (SVRC)** will be issued within three (3) working days upon receiving the completed Accommodation Booking Form and payment of the Deposit. Students will receive the softcopy of SVRC in their email.

Check-In Procedure

- Commencing and continuing residents can check-in on the first day of Tenure Commencement based on the date stated in SVRC.
- Check-in time is from **Monday to Friday (except for Public Holiday) from 9:00am till 5:00pm**. Those who arrive during the weekend/public holiday or exceed the check-in time are advised to stay in a hotel nearby or to complete the Check-In date form.
- The details for the collection of the room access card and welcome pack are available in the SVRC.
- Upon check-in, residents are required to check on the condition of the room and the amenities and to **complete the Check-In and Declaration form**. The completed form must be completed within 3 days of check-in (Scan the QR code for the form, and it is also available in the room).

Scan the QR code for the
Check-In and Declaration forms



TENURE RENEWAL

To continue staying at Student Village, you will have to renew your tenure for the following semester

RECEIVE RENEWAL NOTICE

Received via student email, 6 weeks before current tenure ended



COMPLETE TENURE RENEWAL FORM

Submit the complete forms and make full rental payments before due date



LATE SUBMISSION

Late submission and payment will be imposed with RM200 late penalty



ROOMS ALLOCATION

Rooms will be given to others if you did not submit the tenure renewal form



REMINDERS:

- Decide to stay the following semester but do not confirm renewal of tenure by the due dates?
- Late Penalty will be imposed

TENURE EXPIRY

Will be given to residents who have stayed for more than 1 year

RECEIVE EXPIRY NOTICE

Received via student email, 6 weeks before current tenure ended



COMPLETE WITHDRAWAL & CHECK-OUT FORM

Submit the complete forms together with Refund Request form & Bank Statement



EXTENSION OF STAY

Submit appeal to Accommodation. Subject to room availability



DEPOSIT REFUND IN FULL

If Management is satisfied that there are no damages to room amenities or any outstanding rents/tuition fees.



WITHDRAWAL/CANCELLATION OF TENURE

To terminate the tenure early, complete the Withdrawal Form and submit it together with:

- Refund Request Form
- Bank Details attachment
- Authorization form and attach with 3rd party Bank Details (using 3rd party account)
- The process of refund will take 4 weeks to complete.

Other options

Deposit to be contra off against their current or upcoming tuition fees.

Checking Out from Room

- Residents are encouraged to check-out during office hours at the Accommodation Office from Mondays to Fridays (8.30 pm to 5.00pm).
- Residents will have to give prior notice to the Accommodation Office if they want to check-out outside of the office hours, public holidays, or during weekends. The check-out can be carried out at Student Village Security Desk.
- During check-out, the residents must return the room access card and other items belonging to the Accommodation.
- The Accommodation Office will carry out the visual room inspection (room inventory assessment) on the check-out day to ensure that the residents have left the room in proper and reasonable conditions.
- All furnishings, fixtures, and appliances should be in good condition, with reasonable wear and tear accepted.
- During the check-out, the residents are required to remove all their belongings and vacate the room.
- Any belongings found left in the room after checking out will be disposed-off immediately. The Accommodation Office shall not be responsible for any loss or damage caused.

Extending Stay

Residents who wish to continue their stay after their tenure ends must inform the Accommodation Office by giving 1-week notice. The extra stay will be charged accordingly.

Storage Facility

We understand, returning home and finding a new place may take time. During the semester break, residents can keep their belonging at Student Village either by in-room storage or common storage. The storage charges are as follow:

Option	Rate
In-Room storage	Monthly rate applies (50% discount for storage more than 4 weeks)
Common storage	RM100.00 for the full semester break. Maximum 2 boxes/luggage's ONLY for ONE person.

Maximum Stay

Due to the limited room numbers, the maximum stay for every student is only for 1 (one) year. Students will be given an Expiry Notice before semester ends. Student can continue their stay if there is room available and upon getting the re-offer of available room from the Accommodation Office.

Finances

- **For new applications**, a full semester hostel rental is to be paid by the first day of class commencement.
- Any payment received after the first day of class commencement will be charged with a **late payment penalty of RM200**. If payment is not received after the first day of class commencement, the student will be asked to vacate the hostel immediately and will be charged 0.5 months of the rental, and the deposit.
- A letter to vacate the room will be issued.
- Late applicants or late arrivals will pay for the one (1) semester rental amount in full upon check-in.
- **For tenure renewal**, a full semester rental is to be paid by the stated due date or 2 weeks before the current semester ends.
- In the event of Booking Cancellation, Non-Compliance, or Early Termination, the **fee forfeiture** are as follows :

Cancellation Period	Fees Forfeited/Penalty
Written cancellation prior to Check-In Date/No Show on check-in date	Deposit
Within 1st week upon check-in date	0.5 months room fee and deposit
After 1st week upon check-in date	100% room fee

How do I make payment?

Swinburne caters to different payment options. Please refer to the options that's available to you [here](#)



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. Your mail should be addressed to:

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

(Your name & room number)
Accommodation Office, SV1
Swinburne University of Technology
Sarawak
Jalan Simpang 3, 93350, Kuching, Sarawak,
Malaysia.

Any mail sent to an unknown person or departed resident will be returned to the sender.

Health & Safety

Health Services

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 [here](#):

For international students, you are covered by the University Insurance Plan. Please visit the International Student Services website [here](#) for more details.

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.

Security

Personal safety is a matter that affects everyone at on-campus accommodation and it is our priority to make our residents feel safe and secure while residing at Student Village.

The Student Village is gated and guarded, providing our residents with peace of mind. Access into the Student Village is only for the residents. Non-residents and visitors are unable to enter the Student Village and can come to see our residents at Visitor Lounge located at Student Village 1.

CCTV is installed around the Student Village to provide extra security and around-the-clock patrolling will be carried out by our security personnel.

Security guards have the right to check on students and their visitors before entering the Student Village and also to instruct students to abide by the rules and regulations such as creating too much noise during curfew hours.

If you see any suspicious person in the Student Village please contact the Accommodation Office, Resident Advisor, or Student Village Security personnel.

Fire Safety

The building is equipped with smoke detectors and heat detectors which are connected to the Fire Security system. The system is linked to the Fire Department (BOMBA).

Fire Extinguishers are located on every floor and in the kitchen. Please read the operating manual on how to operate the extinguisher written on the fire extinguisher.

Any use or abuse of the equipment must be reported to the Accommodation office.

Residents found to have tampered with fire safety equipment will be subject to disciplinary action and possible tenancy termination, and will be liable for the cost of repair/replacement of equipment and attendance of the fire brigade (if applicable).

Prevention of Fire

For the prevention of fires, naked flames of any kind including candles, incense, joss-sticks, oil burners, firecrackers, mosquito coils, and sparklers are not permitted in any areas of the Residence.

Residents who are using the cooking stoves at the central kitchen must ensure its proper use and that it is attended to at all times. No cooking is allowed in other areas except in the central kitchen.

Residents found to have breached this rule will be subject to disciplinary action or to be liable for any incident that may occur due to their negligence.

Smoke and Heat Detector

The fire alarms installed in the Student Villages are sensitive as they are designed to save lives. Sometimes the fire safety system will detect things other than flame or smoke, such as dust, fumes, steam, hairdryers, heat generated by equipment, hairspray and other aerosols such as tanning spray.

The alarms are usually triggered by cooking practices that produce excessive smoke. These can include using a dirty oven or frypan, burning food, allowing oil to smoke and cooking fatty foods on extreme heat. When cooking it is necessary to use all measures to ensure the alarms are not triggered, for example, range hoods must be on, fire safety doors closed and windows should be open.

It is the responsibility of each resident to ensure they do not contribute to false fire alarms through negligent behaviour by not taking sufficient care when cooking.

Fire/Emergency Evacuation Procedure

Fire procedure and evacuation plans are displayed within the vicinity of the Student Village. It is vital that residents familiarize themselves with the procedures and plans in the event of an emergency.

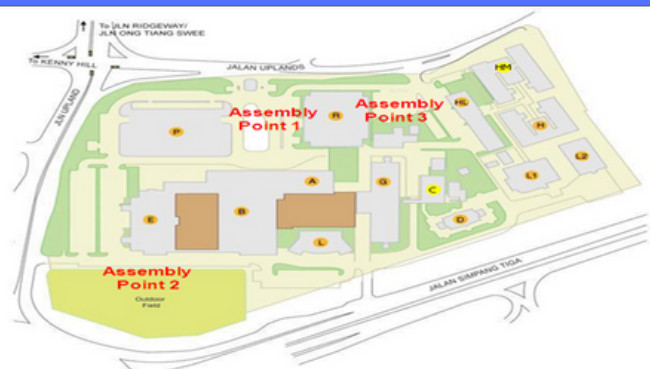
Everyone plays a role in creating a safe environment in the Student Village.

Every resident also needs to learn and understand how to evacuate safely in the event of a fire or other emergency.

- **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?



ASSEMBLY POINT		
POINT 1 (FRONT PLAZA)	POINT 2 (OUTDOOR FIELD)	POINT 3 (OPEN SPACE PARKING) (Infront of HL Building)
A Chancellery P Multi-Storey Carpark R Multi-Purpose Hall	B IT/Science Building E Engineering Building G Administration, Language & Foundation L Lecture Theatre	C Cafeteria D Outdoor Dining H Female Hostel HL Old Hostel HM Male Hostel L1 Lecture Annexed 1 L2 Lecture Annexed 2

Support

Warden

Student Village has their dedicated Male & Female Warden, located at their designated apartment at the ground floor within the buildings. You will be supported by on-site Male and Female warden, both staff members of Student Engagement.

Wardens support the Resident Advisor and are available after working hours and on weekends for any emergency cases relating to the resident's health, safety, and wellbeing.

Please approach the wardens should you require assistance.

Female Warden : 082-260600 ext 5002

Male Warden : 082-260600 ext 5003

Contact details of Resident Advisor can be obtained at Black Board.

After Hours Assistance

Floor Resident Advisors are available on weekdays: 7.00 pm - 11.30 pm, and for weekends and public holidays: 9.00 am - 11.30 pm. They will be available to assist you with:

- Lock Outs
- Noise disturbances within the Residences

Resident Advisors will also respond to emergencies and urgent circumstances like fire, medical emergencies, injuries, intruders, flooding, and serious maintenance issues. If you require assistance, please contact the Resident Advisors and provide your full name, mobile number, room number, location of the incident, and nature of the emergency. If it is a serious medical emergency, an ambulance will be called.

If you are not able to reach the Resident Advisor please contact Warden or Security personnel.

Lock-Out

Residents are required to use their door passcode to avoid lock-out incidents. If they forgot the passcode, residents can request the assistance from Resident Advisor. This is only permitted 1 time per month for each resident.

Should the residents lock out themselves for 2nd time within the month, an RM15 penalty will be imposed for each lock-out case.

Resident Advisor

Available at each floor, Resident Advisors (RAs) are senior students that lead, support, and are the pillar of the student community in the Student Village. They hold various roles within the community - providing after-hours support, organizing events catering to residents, and supporting student welfare to name a few.

What are the RAs roles



Respond to noise and misconduct issues



Ensure that residents uphold the University and Residences policies

Plan and organise social events, academic, cultural and community engagement programs



Provide leadership, academic support and pastoral care

Respond to lockouts and emergencies that occur in the Residences



Encourage residents to participate in a range of social, academic and community programs

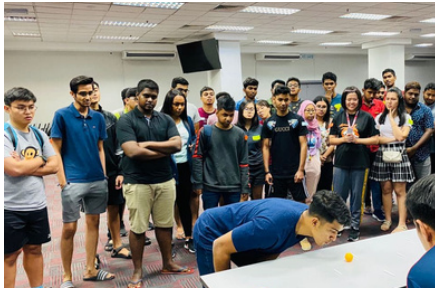


Resident's Events

The Student Village is more than an on-campus accommodation. You'll have the opportunity to participate in various activities and events that are designed for you to meet and engage with residents from diverse cultural backgrounds. These events also provide an opportunity for all residents to participate and develop their strengths in many ways throughout the year.

Accommodation Office also introduced room allocation based on the Activity Merit System. The intention of this system is to give everyone an equal opportunity to secure the room that is available in which demand is high on certain room options. This system applies to all hostel residents, and they can earn merit based on their participation at various events and activities run by the Resident Advisors.

The Key Events



**New Residents
Orientation & Floor
Meet-Up**



Sport & Recreation



**Community
Engagement**



Leisure



**Leadership &
Personal Enrichment**

Additional Equipments

Electrical Appliances

Domestic electrical equipment may be brought into and utilized in the Student Village with the following provisions:

- a) Equipment & connecting leads must be serviceable & in a safe condition.
- b) Strictly NO cable running on the floor & from room to room.
- c) Plugs must be wired in the correct manner & incorporate fuses of the correct rating.
- d) A plug must supply only one (1) piece of equipment.
- e) A total load on a wall socket must NOT exceed 13 Amps.
- f) Certified by SIRIM

Category A

Items which are not provided for by the Student Village such as electric kettle/jar, iron, table fan, hair dryer, hair straightener, hair curler, study table lamp, laptop, printer and mobile phone and chargers are allowed to be used in student room.

Rice cooker & toaster is allowed but limited at common pantry/kitchen only.

Category B

All items below is prohibited to be used in student room or in other common area:

- a. Water boiler coil
- b. Electric Hot Plate
- c. Electric Coil Stove
- d. Television
- e. Home Theatre System
- f. Portable Air-Cond
- g. Any other items/equipment that deem to be not suitable by the University.

Listed prohibited items found in students possession will be confiscated and will not be release back to residents. Residents also will be subject to relevant sanction by the Management.

Student Village Ancillary Fees

Penalty based on the Student Village ANcillary Fees will be imposed on residents who are not adhering to the rules and regulations of Student Village, and this is not limited to damaging facilities and amenities. Refer to [Student Ancillary Fee](#) via the Swinburne Sarawak website.

Charges for Air-Conditioner (A/C) Usage

EMS System

Swinburne Energy Management System (EMS) measures the electricity usage of Standard Plus rooms with A/C. The charges will depend on the resident's usage during his/her stay in the room (Pay As You Use). Each room's A/C is connected to a digital power meter (DPM) reader and it will collect the consumption data for the period the A/C is used or switched ON. From the power consumption data, EMS will calculate how much you will need to pay for your electricity bill.

The power consumption recording has started with an effective date of 1st September 2022.

Monthly Bill

Power usage data bill will be emailed monthly to the residents to their student email. Residents will receive the usage bill from Swinburne EMS by end of each month.

EMS Billing and Payment

a) Continuing residents

If residents continue to stay in the following semester (complete the tenure renewal process), the A/C charges will be deducted from the Utility Bill. In the event that the Utility Bill has been fully utilized, residents will need to top up their Utility Bill of RM500 and the A/C charges would then be deducted from there. Residents can refer to their Student Ledger in the Student Portal to view the total amount payable and deposit deduction.

b) Withdrawing residents

If residents discontinue the tenure and proceed with the withdrawal, the Total Amount Charges will be deducted from Utility and Rental Deposits paid at the commencement of tenure. The balance after deduction is refundable, if any (Student Village Withdrawal Form submission must be made within 14 days after current tenure ends), however, if the Total Amount Charges is more than your deposits paid, you are to proceed to Finance Counter to settle the balance. Withdrawing residents can refer to their Student Ledger for the Total Amount Charges in their Student Portal.

Standard Plus Twin Room

By opting to stay in the twin-sharing room, the residents are deemed to have agreed that the amount payable for each month will be split equally between the 2 residents.

Ideally, the residents staying in the same room shall discuss among themselves how to use the Air-Conditioner in an optimal way. Disputes on the usage of air-conditioners by roommates will not be entertained by the University.

Pets

Under no circumstances are residents permitted to bring in pets and animals on the premises. You are also discouraged to feed or invite any animals to approach you or the residence.

Maintenance of Accommodation

Any damage to/ breakage of property/facilities must be reported immediately to the Accommodation Office by email to: **hostelhelpdesk@swinburne.edu.my**

Please indicate your name, your room number, the problem (s), and your availability for the maintenance/repair appointment.

Normal wear and tear will be repaired/replaced by the Facility Technician whilst the outsourced contractor will do the major repair and maintenance works (if required). Residents will be charged for negligent damages.

If you miss the initial maintenance/repair appointment, you are required to fill out the Notice of Intent to Enter Resident's Room form and submit it to the Accommodation Counter for another appointment.

All maintenance/repair works will only be carried out between **9.30 am to 4.30 pm (Monday – Friday)**. However, in the event of any emergency i.e, power trip, pipe burst, fire, or any life-threatening incident which may occur, Accommodation Office Staff or other authorized persons may enter the hostel area without prior notice.

During the time that maintenance/repair work is requested, all hostel residents are advised to be dressed appropriately at all times. This is important to avoid any misunderstandings & to respect your privacy. In the event not able to stay in the room, Student Village residents are compulsory to keep their valuable belonging in a locked compartment.

Communication

The Accommodation Office may communicate with you in a variety of ways to keep you informed of upcoming events, official matters, urgent matters, or other activities.

Official communication from the Accommodation Office will be in writing and sent to you as an email to your nominated student webmail account. It is important that you check your email account regularly; notification will include invoices, notices of room inspection, offers for accommodation, or meeting requests with staff. The email will come from either Accommodation staff member or Accommodation email (accommodation@swinburne.edu.my)

Other channel of information also includes:

- Telegram
- Facebook

Location Guide





• • • • • • • • •
• • • • • • • • •
• • • • • • • • •

•
•



Rules of Occupancy

• • • •
• • • •
• • • •
• • • •

TOWN HALL SESSION

*with
Accommodation
Services*

FRIDAY, APRIL 18
7:00 PM - 9:00 PM
LECTURE THEATER (L001)



Right & Responsibilities

Rules of Occupancy, in conjunction with Residents Guideline, and applicable Swinburne Sarawak policy is intended to regulate the conduct of students who reside in the Swinburne Sarawak Student Village, use Residences facilities, and services or participation in Residences activities, and facilitate the proper functioning of the Residences.

The Student Village management understands the importance of having a conducive environment where our students can have a positive living experience that supports their study and future destiny. For this reason, our team works hard to ensure that our residences is clean and fit to live in, safe and secure, have a reasonable level of peace, comfort, and privacy, with the inclusion of good repairs.

That being the case, it is our aim to ensure that the standards outlined in the Student Village Rules of Occupancy are respected and maintained.

Management Right

- a. To issue notices of the breach to residents who break the terms of occupancy and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b. To issue notices of the breach to residents defaulting on their occupancy payments.
- c. To issue notices of eviction for continuous/major offences or failure to comply of other terms of occupancy.
- d. To inspect the condition of the hostel and student room with reasonable reasons such as routine maintenance, repair & housekeeping works by giving prior notices.
- e. To enter students room without prior notice in the event of emergencies, Force Majouries and/or in situation with reasonable cause such as safety/incompliance of regulations.

Residents Right and Responsibilities

As a member of the residential community, you have the **right** to expect the following:

- a. The ability to sleep and study free from undue interference, unreasonable noise, and other unreasonable distractions.
- b. Personal privacy within the limits of the Residences
- c. A clean and safe living environment.
- d. Freedom from bullying, violence, sexual harassment, discrimination, and other forms of harassment.
- e. Assistance and support from the Student Village staff, Wardens, Residential Advisors and the wider University.

As a member of the residential community, you are expected to be **responsible** on the following:

- a. Treat fellow residents and staff with respect, consideration and cooperation.
- b. Pay the rental and other services fees by due dates and through the agreed methods of payment.
- c. Do not cause nuisance or interference with the reasonable peace, comfort, or privacy of fellow residents and the wider community.
- d. Keep the premises clean, safe, and conducive.
- e. Resolve personal and community issues in a calm and respectful manner.
- f. Do not intentionally, maliciously, or negligently damage or allow anyone else to intentionally, maliciously, or negligently damage the premises or inclusions.
- g. Understand and comply with the Student Village and University policy, rules, and regulations.
- h. Report to the Accommodation Office any damages to the premises.
- i. Comply with reasonable requests from University and security staff, and contractors.

Residence Facilities & Room Usages

Furniture & Appliances

Please ensure the provided furniture remains in a position that does not obstruct easy access to doorways, as this is an OHS hazard.

Residents are responsible for ensuring that any provided furniture is returned to its original position at the conclusion of their stay. Please do not take, remove and leave furniture in other rooms or common areas. Any costs associated with furniture that is damaged or missing from a resident's room or common space will be charged to the responsible resident.

Residents are only permitted to bring their own personal furniture if it meets the following conditions:

- Do not cause access or egress issues.
- Do not cause electrical, fire, trip or other hazards.

All air-conditioners, fans, lights and electrical appliances must be switched off when the resident is not in the room or while using it at common areas. All appliances available in the common space are not allowed to be moved/re-allocated without the approval from the Accommodation office.

Room Access

A resident's bedroom is considered to be their own private space and as such no other resident should enter another resident's room uninvited.

Please make sure that your bedroom door is locked when you are not present. The Accommodation Office is not responsible for any theft, destruction or loss of personal property that is brought into the room/residences by a resident or their guests.

Residents must keep their access cards with them at all times as the access card is required to enter/exit main entrance. Residents are not allowed to share their door lock access number to other residents/non-residents.

Residents are reminded not to use alternative cards to operate their air-conditioning.

Unoccupied Room

No residents to enter or make use of unoccupied rooms, or use the items contained in unoccupied rooms. Residents found to be in breach of this rule may be charged with the cost of cleaning and the nightly rate for occupying the room.

Occupied Room

Residents are not permitted to change rooms without approval from the Accommodation Office. Residents involved in an unauthorised room change will be required to return to their allocated room, and will be charged for the cost of the cleaning the room and subjected to disciplinary action.

Residents are not permitted to enter another resident's room unless invited by the room's resident.

Residents are not permitted to sub-let their room to another person.

Cleanliness and Cleaning Inspection

All residents are required to keep their bedroom clean, hygienic and free from rubbish. In the common areas, bathrooms, toilets, laundries, kitchens and lounge/dining areas, the cleanliness of the shared spaces is the responsibility of all occupants.

In the dining room/share kitchen/pantry, crockery and related cooking utensils & equipment which is left unwashed or not put away will be kept until the Friday of that week, upon which it will be disposed of or given to charity.

Room spot check may be conducted from time to time to maintain the cleanliness standards and ensure furniture are in good condition.

Decorations and Alterations

Residents are allowed to decorate their bedrooms within reasonable expectations. Please do not:

- Make any permanent alteration to your bedroom or to any part of it.
- Write on, or allow to be placed on any part of their bedroom/apartment anything that will, or may likely cause damage to the bedroom/apartment.
- Use of non/hardly removable adhesive material in the bedroom surface or to any part of it.
- Attach hooks and mirrors to any surface in the room.
- Use nails, screws on the walls, furniture, and doors.

Only Blu-tac or a similar easily removable adhesive (nano tape) may be used to mount decorations. Any damages due to decoration or alteration will be charged to the responsible resident.

Residents are expected to pay for the costs involved in cleaning, repairing, or re-painting of their room if they are not maintained in the condition they were in at check-in, with acceptable wear and tear allowed.

Mattress Protector

All mattresses must be covered by the supplied mattress protector. Students removing mattress protectors **will be charged** for any soiling or necessary replacement of the mattress. If you do not have one when you arrive please let a staff member at the office know. At the end of the semester, you can keep it and reuse the protector in the following semester.

Property Damages

Residents will be liable for charges for missing or damaged Student Village property in their allocated bedroom. The charges amount is either deducted from your safety deposit or paid to the Treasury Unit.

If any damage occurs as a result of mounting or removing room amenities, the cost of repairing the damage caused will be charged to the resident.

In common areas, decorations are not to be mounted without the permission of the Accommodation office, this includes but is not exclusive to areas such as common rooms, dining halls, central kitchen, corridors, student lounge, tv rooms, pantry, foyers. No items of any kind are allowed to be attached to any doors located within the premises.

Residents are not permitted to make any mechanical, electrical or physical changes to a room or building, and are not permitted to perform any maintenance repairs.

Residents are not permitted to remove, alter or damage any signs in the premises.

Residents Conduct & Unacceptable Behaviors

While in the Student Village, residents are expected to engage in an acceptable behaviour or behave in a manner that is acceptable and conforms to Malaysian customs, local laws and regulations.

Residents who engage in an activity or behaviour that are not consistent with the Student Village and University regulations will be subjected under 'Unacceptable behaviour' and 'General Misconduct' which are defined under the Rules of Occupancy and Student General Misconduct Regulations 2012.

The Swinburne Sarawak Student General Misconduct Regulations 2012 can be found [here](#).

Unacceptable Behaviors and General Misconduct include the following:



General Misconduct

For the purposes of this Code of Conduct, it is general misconduct if a resident:

1. while on Student Village premises, using Residences facilities and services or engaging in Residences activities:
 - i. commits an offence
 - ii. engages in conduct which causes the University to be guilty of a crime; or
 - iii. intentionally or recklessly causes injury to another person;
2. intentionally or recklessly causes damage to, or commits theft of:
 - i. Residents property;
 - ii. Residences property; or
 - iii. property on Residences premises;
3. interferes with or improperly or unsafely uses Student Village property, facilities or services;

General Misconduct (cont.)

4. while on Student Village premises, using its facilities or services or engaging in its activities, engages in improper behaviour, including:
 - i. harassment;
 - ii. threatening or intimidating behaviour;
 - iii. use of abusive or offensive language;
 - iv. disorderly behaviour;
 - v. breach of the peace;
 - vi. access, display, download, upload or broadcast of offensive material;
 - vii. acting in breach of laws or rules of conduct relating to smoking, alcohol consumption, use of drugs, gambling, bribery, occupational health and safety or discrimination;
 - viii. acting in breach of University policy and regulations;
 - ix. public display affections (PDA)
5. engages in conduct that is detrimental to the reputation of the Student Village;
6. engages in a pattern or sequence of conduct which places substantial demand on Student Village resources, vexatious or without proper justification;
7. use of Student Village resources for non-regulated or permitted activity such as digital/crypto-mining;
8. acts in breach of a provision of a University statute or regulation relating to conduct;
9. sells products or services within the Student Village, either as an individual or on behalf of another individual or organization without the prior written approval by the Assistant Manager, Student Life;
10. undertakes or organizes any fundraising, sponsorship, or advertising activities within the Student Village without the prior written approval by the Assistant Manager, Student Life;
11. enters into any formal or implied agreement with another organization, business, or division of the University on behalf of the Student Village;
12. represents the Student Village without the written permission of the Assistant Manager, Student Life;
13. uses the University and/or Student Village logo and name without authorization;
14. incites another person to commit general misconduct, or;
15. does not adhere to State and Federal Government legislation and advice, including during a declared State of Emergency (such as a pandemic). All residents are expected to remain up to date with and adhere to current legislation as outlined by Federal and State jurisdiction in these situations.

Smoking, Alcohol & Drug

Smoking

Swinburne is a smoke-free campus. This is part of the University's commitment in ensuring a safe and healthy environment for staff, students and visitors.

Smoking (of cigarettes, cigars, pipes, and all other substitutes e.g. shisha, e-cigarettes, vapes, etc.) is not allowed in the premises of the student village.

Alcohol Use

Consumption or use of alcoholic products is strictly not allowed in the Student Village.

Residents also not allowed to bring in the alcoholic products (with or without content) into the premises.

Any behaviour in relation to the consumption of alcohol which infringes on the safety and rights of other residents could be considered as General Misconduct.

Drug

Use, possession, cultivation, manufacture, or trafficking of any illegal drug is not permitted in the Student Village.

Residents need to comply with Malaysian Law with regard to the use of drugs:

More information is available here (**Dangerous Drug Act 1952**)

Possession of drug paraphernalia (any equipment that is used to produce, conceal, and/or consume illicit drugs) is also not permitted on the premises. This includes but is not limited to items such as bongs, herb grinders, and various types of pipes.

Offensive Materials

Possession or storage of any combustible materials or liquids, explosive devices, firearms or knives or any other dangerous, or controlled weapon as defined under the **Malaysia Act 357, Corrosive and Explosive Substances and Offensive Weapons Act 1958**, or any other illegal substances or items is not permitted in the Student Village or anywhere on Swinburne Sarawak.

Damages & Vandalism

Vandalism is the willful destruction or damaging of property in a manner that defaces, mars, or otherwise adds a physical blemish that diminishes the property's value. At the Student Village, vandalism involving functional/cosmetic damage to property belonging to the Residences is strictly prohibited.

Any damage/loss (partial or full) of Student Village property must be reported immediately to the Accommodation office. Residents are responsible for reporting information about damages and vandalism, and those allegedly responsible for causing the damage.

A resident may be held financially responsible for damage to any part of the room/common area if the resident or guest of the resident is found to be directly or indirectly involved in said damage. All charges for damages to the room that cannot be traced to those directly responsible will be split equally among the residents of the same room.

The resident and any other person sharing a room with the resident are equally liable for any damages in the room. This includes furnishing, fixtures, and equipment, but would exclude damages and room defects indicated in the Check-in Form which have yet to be repaired by the maintenance teams.

Visitors

A Visitor is a non-resident who visits the residents at the Student Village. Residents can only attend to their visitors at the Student Village reception lounge. Visitors are required to leave the premises by 10.00 pm.

Visitors are not permitted to enter and make use of any room, common space, equipment, and facilities within the Student Village. Residents are not permitted to give their access or student id cards to non-residents.

Residents are responsible for the behavior of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the premises. This includes being financially responsible for any costs related to damages caused by their guests and visitors.

Restricted Product

The operation of the Student Village is based strictly on a halal* environment. Therefore, residents are not allowed to store, prepare and consume non-halal products at all common facilities at Student Village.

**Food that is permitted or recognised by Islamic law*

Noise and Quiet Time

General Noise Level

Student Village is intended primarily for study, sleep and quiet relaxation. Residents are expected to keep noise in and around the Residences to a level which is consistent with those purposes at all times.

While Resident Advisors have direct responsibility for addressing noise violations, all Residents are expected to assume a degree of responsibility for addressing those residents who infringe upon their right to sleep and study.

The following activities are not permitted (unless permission has been granted by the Accommodation Office): use of amplified sound sources such as electronic devices, amplified musical instruments, drum equipment, live music/bands, DJ equipment, etc., at a level which is likely to interfere with the ability of other persons to study or sleep.

Noise Curfew

The Student Village utilises a system of "Noise Curfew" in order to encourage consideration of all residents and the need for quiet to study and to rest. We observe the following noise curfew:

Monday - Sunday 11.00 pm to 8.00 am

During the examination period, the noise curfew is as follow:

Monday - Sunday 9.00 pm - 8.00 am

All noise outside the Noise Curfew period listed above is to be kept to a minimum. All residents wishing to celebrate the end of their examination or assignments are asked to do so off-campus and minimize noise on their return to the Student Village.

Restriction of Entering Residences

Male and Female residents are housed in separated buildings. Entry to opposite gender building is not allowed. Failure to adhere may result in General Misconduct.

Sanctions

Level One Misconduct

a) Level one misconduct examples (non-exclusive)

- Noise
- Failure to upkeep facility cleanliness after use
- Repeated failed cleaning inspections
- Speaking to Swinburne staff or Resident Advisors in a disrespectful or rude manner
- Permitting non-residents to enter and use Student Village facilities.
- Public Display Affection (PDA).
- Keeping and consuming non-halal foods in common spaces.

b) Level one sanctions:

- Level One Written Warning
- One or more other sanctions if appropriate (see Schedule of Possible Sanctions)

Level Two Misconduct

a) Level two misconduct examples (non-exclusive)

- Repeat misconduct after being sanctioned with a Level One written warning
- Breach of several clauses of the code of conduct in one incident (noise, Failure to upkeep facility cleanliness after use, etc.)
- Consumption of alcoholic products
- Use of offensive language or jokes
- Allowing the opposite gender to enter restricted areas.
- Accidental property damage as a result of intoxication.
- Installation of unauthorized furnishings, equipment, or devices in the assigned rooms or common areas.
- Wilful damage, vandalism, graffiti, or neglect on the building surface, furniture, and fixtures leads to damage.

b) Level two misconduct sanctions:

- Level Two Written Warning/Final Warning
- One or more other sanctions if appropriate (see Schedule of Possible Sanctions)

Sanctions

Level Three Misconduct

a) Level three misconduct examples (non-exclusive)

- Repeat misconduct after being sanctioned at level one or level two (depending on the severity of the misconduct incident)
- Smoking on the premises.
- Carrying, using, or distributing drugs or other illegal substances/materials.
- Harassment or discrimination against another resident, staff member, or person.
- Sexual and/or physical abuse/assault of another resident, staff member, or person.
- Theft/Stealing of another person's property

b) Possible level three misconduct sanctions include:

- Immediate Eviction from Residences
- Early termination of tenancy contract
- Referral of matter to University (possible of Suspension and expulsion from the University)
- Final Warning

Schedule of Possible Sanctions

Possible Sanctions for all misconduct levels include but not limited to:

- i. Letter of apology
- ii. Pay for damages or other costs
- iii. Mandatory counselling
- iv. Relocation to another room
- v. Social works penalty
- vi. Encourage participation in mediation
- vii. No contact with specific resident
- viii. Regular attending of floor meet-up/events.

Thank
you!

