



RV
RESIDENTIAL VILLAGE

HANDBOOK

THE FIFTH SCHEDULE OF THE UTP STUDENT RULES 2019
RESIDENTIAL VILLAGE HANDBOOK
UNIVERSITI TEKNOLOGI PETRONAS

Welcome to Universiti Teknologi PETRONAS (UTP)

- 1) The Handbook is part of The Fifth Schedule of UTP Student Rules 2019.
- 2) The Residential Village (RV) Management aims to deliver a great experience to you. Your help to adhere to the hostel rules and regulations will help us in delivering that. We welcome input and ideas for improvement purposes.
- 3) This Residential Village Handbook (hereinafter referred as the “Handbook”) consist of the following sections:
 - a) Section A: Joining Instruction
 - b) Section B: RV Rules
- 4) The objectives of the Handbook are as per following:
 - a) safeguard the collective interest of every party; and
 - b) ensure a comfortable and conducive environment for both physical and mental well-being for all residents.
- 5) Kindly be reminded that any violation of the Handbook will result in disciplinary action, as further elaborated in this Handbook.
- 6) Please note that this Handbook is not all-inclusive, but it represents a certain minimum standard of conduct that is expected from you as the UTP student and future global citizen.
- 7) Please be informed that any Official notices from RV Management will be served electronically (via email) and are deemed final.
- 8) The content in this Handbook is subject to changes, whenever required. Any such changes will be notified to all students accordingly.
- 9) For accommodation enquiry/feedback, please lodge through UCS:
UCS: <https://ucs.utp.edu.my>
Official Office hours: 9.00 a.m. – 6.00 p.m.
After office hours support: +6011-21542918 (RV Hotline) from 6.00 p.m. – 11.00 p.m. (weekdays) and 8.00 a.m. – 10.00 p.m. (weekend/public holiday).
After 11.00 p.m. (weekdays) and after 10.00 p.m. (weekend/public holiday) and during any emergency please contact: 03-3688999

DEFINITION

1. Unless the context otherwise requires:

- a) "Disciplinary Authority" refers to Vice Chancellor or where applicable any person or committee delegated by the Vice Chancellor with disciplinary function, powers, or duties.
- b) "Hostel" refers to any of the accommodation provided by the Management for the lodging of students;
- c) "Offence" refers to any misconduct or transgression of a particular condition contained in this RV Rules. The word "offence(s)" and "misconduct(s)" may be used interchangeably in this UTP Residential Villages Handbook;
- d) "Resident(s)" is used to refer to every student staying in the hostel under the purview of the RV Management;
- e) "RV Management" refers to Residential Village Office and Centre for Student Experience of UTP;
- f) "RV Officer" refers to any person duly sanctioned by UTP to act on behalf of the Hostel; and
- g) "University" refers to Universiti Teknologi PETRONAS (UTP).

SECTION A: THE JOINING INSTRUCTIONS

1. Communication

- 1.1 Communication between RV Management and Residents regarding accommodation includes, but not limited to, application, payment, maintenance requests, maintenance schedule, cleaning schedule, extension/continue of stay for the next semester.
- 1.2 Important communication between RV Management and Residents will be done via **email**. It is the responsibility of Residents to check their student email and respond accordingly.
- 1.3 RV Management is not responsible for any issue that arises due to Resident's failure to read email(s) sent by RV Management.
- 1.4 RV Management will also contact Residents via mobile phone in case of emergency. It is important Residents provide accurate contact details including their next of kin in UCampus.
- 1.5 Information on activities and events will be shared mainly via social media. Residents are encouraged to join and follow the accounts. Information will be shared during the official briefings.

2. Behaviour and Discipline

- 2.1 Residents must always maintain behavior consistent with the good reputation of the University and avoid actions which could endanger human life or health, or cause damage to property, disturb order and peace, or curtail the rights and liberties of the other Residents.

3. Rental

- 3.1 Residents are required to make their payments together with tuition fee before the end of semester.
- 3.2 The rental is inclusive of water, electricity, and wide internet coverage, but the residents are advised to use the utilities prudently.
- 3.3 Residents who decide to stay in the same room for the following semester will need to make payment for the semester break as well.
- 3.4 RV Management reserves the right to revise the current rental rates from time to time by giving advance notice.

4. Hostel Tenancy

- 4.1 Residents who are enrolled in Foundation and Undergraduate program is required to stay in campus throughout the study period.
- 4.2 Any request to stay off-campus must be approved by Deputy Vice Chancellor of Student Affairs (DVCSA). Residents will need to write an email using UTP email to Senior Director of Centre for Student Experience with a strong justification.
- 4.3 Students MUST receive written approval from the DVCSA before making any arrangement for off campus.
- 4.4 Students who moved to off campus accommodation without prior approval from the DVCSA will be invoiced for hostel rental.

5. Check-In

- 5.1 Check-in dates and times will be informed by RV Management through email.
- 5.2 In the event a Resident wish to check-in on a day or time other than those specified in the email, Resident will need to inform RV Management in advance by lodge through UCS.
- 5.3 Residents are strongly advised to confirm with RV Management to ensure the accommodation is ready for check-in.

6. Check-Out

- 6.1 Residents are required to remove all belongings and vacate the accommodation, on the specified check-out date. RV Management reserves the right to remove all belongings if this is not complied with and shall not be responsible for any loss or damage caused as a result.
- 6.2 For any temporary storage, Residents are required to make arrangement with Residential College Support Unit (RCSU).
- 6.3 Residents who will be staying in the same room in the following semester are not required to check-out.
- 6.4 Residents must ensure all their belongings are cleared from the unit including their room, pantry, kitchen cabinet, refrigerator, main entrance walkway, shoe rack, toilet, and balcony.
- 6.5 Any deferment to the check-out date must be discussed with RV Management at least one month before the date.
- 6.6 The right key must be surrendered to RV Management Office on the check-out date. A penalty of RM200 will be imposed for any late or no key surrender.

- 6.7 It is Residents' responsibility to ensure their rooms and apartments are clean and in good condition before checking out. Residents will be fined RM250 if the room/apartment is found dirty.

7. Hostel Keys

- 7.1 Residents are expected to be solely responsible for the key and are not allowed to lend the key to anybody under any circumstances. Residents are also not allowed to make any duplicates of the keys or change any existing padlocks. The misuse of hostel keys will lead to a penalty of RM200.
- 7.2 Should there be any damage/loss of keys, Residents should immediately report to RV Management. A penalty of RM50 will be charged for every missing key.

8. Upkeep of The Hostel

- 8.1 RV Management will provide cleaning services for common areas. But it is the responsibility of the residents to keep their unit, room, and surroundings clean.
- 8.2 In the hostel, single beds with mattresses are provided in all bedrooms and Residents are to bring their own pillows, bed sheets, blankets, towels, etc. A study table with chair, bookshelf (V1 & V2 only), and wardrobe/cupboard are also provided for each Resident. It is the Residents' duty to ensure all the items and furniture are well taken care of.
- 8.3 It is the responsibility of Residents to ensure the common areas which includes toilets, hall, balcony, and pantry and clean.
- 8.4 All garbage bags, especially with leftover food must be disposed of at designated disposal area on daily basis, except Sunday.
- 8.5 All air-conditioners, lights and electrical appliances must be switched off when the Resident is not in the room/respective area. A penalty can and may be imposed for failure to comply.
- 8.6 All furniture provided must not be moved without the consent of RV Management as it is meant to be placed at the already specified locations. A penalty can and may be imposed should furniture be found to be moved.
- 8.7 Any damage/loss of Hostel property must be reported immediately to RV Management. Residents can and may be charged for any missing/damaged property.
- 8.8 Residents whose standard of housekeeping is not acceptable will be asked to rectify the situation. Should there be no improvement, the bedroom or unit concerned will be cleaned by the cleaning staff and the charges incurred will be billed to the Resident with an additional RM250 of penalty. The housekeeping standard is solely based on the view of RV Management whose decision will be final and not subject to debate.
- 8.9 Residents are required to label all their food/container/item in the refrigerator/pantry/common area. Any food/container/item found to be unlabeled will be discarded without prior notice.
- 8.10 It is the responsibility of Residents to ensure the refrigerator (interior/storage compartments) is clean.
- 8.11 Residents are responsible for their own personal safety with regards to usage of any corridor.

- 8.12 Maintenance staff and contractors may enter the hostel units and/or rooms as and when necessary, in the course of their duty under the directive of RV Management. This will be done in accordance with respecting privacy and protecting the dignity of the residents, subject to reasonable notice given. For scheduled maintenance work, residents will be notified earlier via emails.
- 8.13 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 conditions they were in at the beginning of the check-in except for normal wear and tear. No nails, screw, heavy duty tapes, double sided tapes, poster, and pictures are allowed on the wall, furniture, and door.
- 8.14 The residents are advised to be extremely cautious when burning candles, incense sticks or cones and mosquito coils.
- 8.15 Fire safety equipment must not be tampered with, other than for emergency purposes only. Any Resident found tampering with any Fire safety equipment with evidence or proof the Resident will be charged of minimum fine of RM300 or depending on the severity of the damage caused and the final cost validated by the third party or the vendor.

9. Security and Safety

- 9.1 It shall be the responsibility of the Residents to always lock all doors for the protection of their property and that of their roommates/housemates as well as for security reasons. The room door must always be closed and locked after entering or leaving the hostel.
- 9.2 Residents are solely responsible for the safety of their own valuables. Bedroom door must be locked when the Residents are not inside the room.
- 9.3 RV Management shall not under any circumstances be responsible for any damage, loss or theft of any property, money and other items belonging to the Residents and/or their visitors and any personal injuries suffered by the Residents or their visitors/guests howsoever resulting from the Resident's or their guest's recklessness, willful negligence or negligent use of the apartment or RV Management supplied property or furnishings.
- 9.4 Residents are not permitted to change rooms or sleep anywhere other than in their own bedroom without the consent of the RV Management.
- 9.5 Any resident who finds his/her roommate(s)/housemate(s) missing for more than 48 hours must report to the RV Management immediately. This is to enable the RV Management to take immediate action if any untoward incident has taken place.
- 9.6 Residents are advised not to entertain or permit any strangers to enter the hostel unit.

10. Late Night Rules

- 10.1 Residents returning in the early hours of the morning are to abide by all the Residential Village Rules, e.g., not making too much noise.
- 10.2 Residents are advised to maintain reasonable noise levels and not to produce excessive noise from 10.00 pm – 8.00 am.

11. Maintenance / Request for Repairs

- 11.1 Residents are required to lodge report through UCS portal on any faulty equipment, lighting, fixtures and fittings, and leakages by filling the UCS portal.
- 11.2 For any maintenance request, the repair work will be carried out maximum within five (5) working days (excluding Saturday, Sunday, or any public holidays). For any maintenance work involves the main structure of the building or needs a replacement such as bed or air- conditioner, the work may take a longer period and Residents will be advised accordingly.
- 11.3 Residents are advised to be at the hostel during the maintenance work as notice will be given prior to the maintenance visit. In the absence of the Residents, the maintenance team or contractor will proceed with the checks and repairs.

12. Cooking

- 12.1 No cooking is allowed in the rooms and/or house. Residents who are found cooking in the room will be fined RM300.
- 12.2 With due respect to Muslim housemates, Residents are advised to store ONLY 'HALAL' food in the refrigerator.
- 12.3 Residents must ensure all dishes and cutlery are always washed and kept neatly.
- 12.4 It is the responsibility of the Residents to ensure no left over or expired food is kept in refrigerator, kitchen cabinets and/or sink.

13. Force Majeure / Superior Force / Unavoidable Accident

- 13.1 In the event that the Hostel or any part thereof, should be the caused at any time by fire or explosion or any cause beyond the reasonable control of the RV Management so as to be partially or totally unfit for the Resident's occupation or use, then the RV Management has rights to evacuate the residents from the said property and shall not be made liable for any claims.
- 13.2 RV Management will immediately work on providing replacement accommodation which is deemed suitable for the resident for either the short or long term.

14. Visitors / Guests

- 14.1 Visitors/Guests are encouraged to visit Residents at the common area of the hostel only.
- 14.2 Visitors/Guests are not allowed to be inside any Residents' room without the prior consent of the RV Management.
- 14.3 Opposite gender visitors are not allowed into the hostel units. Should anyone be found, disciplinary actions will be taken.

15. Pets

- 15.1 Pets are not allowed in the hostel. Pets found should be removed by the Resident within stipulated period given by the RV Management and the Resident will be fined RM300.

16. Electrical Appliances / Items

- 16.1 Domestic electrical equipment may be brought into and used within the hostel with the provision that strict adherence is given to the following:
 - 16.2 Equipment and connecting leads must be serviceable and in a safe condition,
 - 16.3 Strictly no cable running on the floor and from room to room,
 - 16.4 Plugs must be wired in the correct manner and incorporate fuses of the correct rating,
 - 16.5 A plug must supply only one piece of equipment,
 - 16.6 A total load on a wall socket must not exceed 13 amps.
 - 16.7 Mobile/portable air-conditioning is not allowed.
 - 16.8 The RV Management reserves the right to take necessary action it deems fit if items in the prohibited list are found in any room or unit. This may include a fine of RM300.
17. Residents of each floor are responsible for proper use of the common facilities within the hostel (e.g., common toilets, showers, etc.). Repair/replacement costs due to any damage that results from the willful neglect or improper use of the common facilities will be borne equally by the residents of their respective levels.
18. The University ensures that the hostel is safe for its community. Therefore, students are being accountable in making sure the cleanliness, orderliness, and safety of the hostel.
19. Furthermore, the University is a place for advancement of education and students shall respect the sanctity of the University. Therefore, any immoral activities or any conduct which can be considered as vulgar, indecent, improper, or unnatural committed by students in the hostel are not allowed.

SECTION B: RV RULES & REGULATION (RV Rules)

GENERAL

1. RV Rules shall apply to all students of the University to every student staying in the hostel under the purview of the RV Management during the period of their studies.
2. Besides these RV Rules, the discipline and conduct of the students are also governed by other written policies, rules, regulation, and guidelines that are being enforced by the University from time to time.
3. RV Residents are expected to maintain and uphold the highest standard of conduct. Any violation to these prescribed RV Rules may lead to disciplinary action by the UTP Disciplinary Authority, including but not limited to compound, issuance of Notice of Caution and Student Disciplinary Hearing (SDH). Kindly refer to Part IV in UTP Student Rules 2019 for UTP Student Disciplinary Procedures.
4. Please take notice that RV Management reserves the right to revise the RV Rules from time to time and will keep the Residents informed of any changes.

CATEGORIES/TYPES OF OFFENCES UNDER RV RULES

Pursuant to the above, RV Rules may be categorized based on the following:

1. Major Offences

The following are the offences considered as serious offences. Residents who are suspected of committing any serious offences will be called and heard in the SDH. The punishment can be referred to Part IV: Student Disciplinary Procedures of UTP Student Rules in UCampus.

1	Smoking of cigarettes, cigars, pipes, and all other substitutes e.g., shisha, e-cigarettes, vape (repetitive misconduct).
3	Stealing, or taking or keeping another person's property or belonging ("item") without the real/legal owner's permission, consent, or knowledge and without intention to return it and to use it as his/her own or benefit.
4	Fighting or any kind of physical violence.
5	Any conduct relating to poison or chemical as prohibited by laws of Malaysia or government, or drugs including but not limited to: <ul style="list-style-type: none">- Produce, own, control, possess or in his care.- Give, supply, distribute or offer, or intend to give, supply, distribute or offer.- Under the influence or effect.- Possess or own any utensil, material or equipment which can be used to consume, eat, drink, smoke or ingest, or intake into body.- Consume, eat, drink, smoke or ingest, or intake into body through injection or any other means.
6	Possession and/or consumption of alcoholic beverages.
7	Vandalism resulting in functional/cosmetic damage to property belonging to the University.
8	Viewing, possession and/or dissemination of pornographic materials (hard/soft copies).
9	Possession of weapons or any items considered dangerous can be used to cause injuries or bodily harm. Residents who wish to keep any ceremonial items that are deemed dangerous by the RV Management should get approval from the Security Services Department.
10	Any harassment, defined as offensive behavior (of sexual, racial, religious, social nature) in verbal, non-verbal, visual, psychological, physical, and cyber/virtual form. Examples would include (but is not limited to) bullying, intimidation/abusive behavior aimed at causing humiliation, discrimination motivated by racial/religious/gender prejudice, stalking, invasion of privacy, utilizing of social pressure to cause offense.
11	Allowing or bringing student(s) or outsider(s) of different gender in the room or hostel compound.
12	Enter any off-limit places or areas of the Residential Village, except with special authorization from the University Authority.

2. Minor Offences

No	Misconducts	Penalties	Amount
1	Damage/loss of keys/return wrong keys	Student/Resident will be fined for every missing key, and replacement of the lockset	RM50 for missing key & RM100 for lockset
2	Common areas found dirty	Each Student/Resident in the house/level will be fined	RM50
3	Air-conditioners, lights, and electrical appliances left on when not in use	Student/Resident will be fined for every item	RM50
4	Unwashed kitchen items	Each student/resident in the house/level will be fined	RM50
5	Burning candles or mosquito coils in unsafe manner	Student/Resident will be fined	RM150
6	Students are strictly forbidden to misuse and/or duplicate hostel keys	Student/Resident will be fined	RM200
7	Students are required to vacate the room in a good condition and return the room key within the stipulated period	Student/Resident will be fined	RM200
8	Littering	Student/Resident will be fined	RM250
9	Students are forbidden to allow or bring outsider(s)/guest/non-active student(s)* /approved non-resident student(s) in the hostel room or hostel compound. *Including internship students and deferment	Student/Resident will be fined	RM250
10	Students are not allowed to perform any parties or other social gatherings (without approval from UTP Management)	Student/Resident will be fined	RM250
11	Students are prohibited from making noise and violating other students' peace and privacy.	Student/Resident will be fined	RM250
12	Students are not allowed to use or play ball games, roller blade/skate and heavy gym equipment	Student/Resident will be fined	RM250
13	Room and/or Unit is found dirty (standard of housekeeping is not acceptable)	Cleaning charges incurred will be billed to the student(s)/Resident(s) with an additional penalty and/or student/resident will be fined	RM250
14	Students are forbidden to possession and/or smoking (of cigarettes, cigars, pipes, and all other substitutes e.g., shisha, e-cigarettes, vapers)	Student/Resident will be fined & followed by disciplinary action if repeated	RM300
15	Students are not allowed to cook in the room and hostel compound	Student/Resident will be fined	RM300
16	Students are forbidden to possess or use any prohibited electrical appliances in the room and hostel compound	Student/Resident/all students/resident(s) in the house/level/room will be fined and responsible for removing the item within the stipulated period	RM300
17	Pets are not allowed in the hostel compound	Student/Resident will be fined	RM300

No	Misconducts	Penalties	Amount
18	Students are strictly prohibited to use fire extinguisher except for emergency cases only	Student/Resident will be fined	RM300
19	Students are forbidden to stain/vandalize/misuse hostel's facilities	Cost of making good any item vandalized will be charged accordingly to the Resident(s) and taken disciplinary action	As per actual cost
20	Students are forbidden to removing/rearrange any UTP Hostel furniture/equipment/amenities provided	The cost of replacing will be charged accordingly to the Resident(s)	
21	Damage/loss of Hostel property	Charged accordingly	
<p><u>Important Notes:</u> Disciplinary Authority may consider any minor offences to be heard in the SDH for habitual offender.</p>			

3. List of University Properties' Replacement Prices

If any offences involve damage to any University property, the student/resident is required to pay for the cost of replacement for such damage. Please refer to Table 1 on the cost for any damaged (spoilt or lost) property in the Hostel.

Table 1

No	Items	Amount
1	Key	RM30
2	Doorknob	RM100
3	Air Conditioner	As per actual cost
4	Study table lamp	
5	Kitchen hood	
6	Cooking stove	
7	Mattress	
8	Mattress protector	
9	Wardrobe	
10	Glass mirror	
11	Internet Access Point (LAN Port)	
12	Study chair	
13	Study table	
14	Show rack	
15	Door (room)	
16	Door (main door)	
17	Door lock (room/main door)	As per actual cost
18	Bookshelf	
19	Electrical Power Point	
20	Fire extinguisher	
21	Bed, wardrobe, curtain, refrigerator, other repairs/loss	