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## Application for on-campus accommodation

Applications from prospective students will be considered once the student has been granted admission into a study course at Swinburne University of Technology (Sarawak Campus).

A booking form is available online. Alternatively, prospective students can make booking through our Marketing teams or agents.

### Getting Started

We understand that, especially for international students coming to reside and study in a new country, you may experience a certain amount of 'culture shock'.

The people, the weather, the food, the buildings, etc will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

Many new students, including Malaysians, are living away from their family and friends for the first time, so we encourage you to become involved in Student Activities, to make new friends and begin to feel more 'at home'.

There are numerous cultures and nationalities represented at the on-campus hostels. If you have any difficulty settling in, with language for example, or if there is anything you are unsure of, please be assured our staffs are here to help you. We welcome your contact, not only during office hours, but also after office hours. For after office hours assistance, we have the Accommodation Officer and warden on site who can help you with issues relating to room, sickness or general advice you may need.



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## On Arrival

This guide contains information for residents residing at Swinburne hostel, and rules and regulations for residents.

The items you receive on arrival are:

1. a copy of the guide
2. check-in/check-out form
3. room key
4. access door card (which identifies you as a resident)

The access door card and the room key should be carried by residents at all times when moving around the building.

All rooms must be kept locked for security reasons.

**To open the front door to the hostel, slowly put the access door card near the electronic reader and when the light turns green push the door handle to open.**

**The first access door card and the room key is complimentary, thereafter a RM30.00 charge will apply for door access card and RM20.00 for room key.**

Please note, to maintain the safety and security of all residents, each resident's card and key is for their sole use only and must not be given to any other person to use without the permission of Swinburne Hostel Management (Student Services Unit).

If the staff finds any person in unauthorized possession of an access door card, that card will be confiscated.



Furthermore if any such person found in possession of an access door card is not a resident and they are not authorized visitor, they will be asked to leave the premises immediately.

### Resident's Responsibilities

1. Pay the occupancy fees and other services by due dates and through the agreed method of payment.
2. Do not use the premises for illegal purposes.
3. Do not cause nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.
4. Keep the premises and inclusions clean.
5. Be responsible for your guests' behaviour.
6. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.
7. Report to Swinburne Hostel Management (Student Services Unit) of any damage to the premises.
8. Abide by the terms of Occupancy and rules and regulations of the building.

### Swinburne Hostel Rights

1. To issue notices of 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.
2. To issue notices of breach to residents defaulting on their occupancy payments, and for continued offences to issue an eviction notice.
3. To inspect the condition of the hostel during reasonable hours, after being issued with a notice to enter.



4. To maintain rules and regulations regarding the prohibition of smoking, alcohol consumption and the use of illicit drugs within the premises.
5. To ask to see your access door card at any time required.

### Swinburne Hostel's Responsibilities

1. To make sure the hostel is clean and fit to live in at the start of the tenure.
2. Provide a reasonable level of peace, comfort and privacy in the premises
3. Ensure the premises are reasonably secured.
4. Maintain the premises and inclusions in good repair and keep common areas clean.

### Termination of occupancy tenure

A notice of termination may be issued if:

1. The resident fails to pay the hostel rental (fees) after seven working days from commencement of the semester.
2. The resident permits or allows any breach or fails to comply with the rules and regulations.

### Immediate Eviction

Swinburne Hostel rules and regulations promote tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive a written warning from the Swinburne Hostel Management (Student Services Unit). Residents, who have received a



warning and continue with unacceptable behaviour will be asked to leave immediately, that is, will be given immediate eviction.

In addition to the termination provisions, immediate eviction will be given to any resident who:

1. is found to be carrying, using or distributing drugs or other illegal substances
2. is found to be involved in the harassment of or discrimination against another resident, staff member or person
3. is found to be involved in the sexual and/or physical abuse of another resident, staff member or person
4. is found to be involved in theft of another person's property

### How Do I Make Payment?

Payment can be made in the following ways:

1. Bank Draft
2. Telegraphic Transfer,
3. Credit Card (MasterCard or Visa)  
Payments by Credit Card will attract a 2.5% surcharge)
4. Direct Bank Deposit to:

Account name: Swinburne Sarawak Sdn. Bhd.  
Banker: RHB Bank Berhad  
Banker's address: 256 Jalan Padungan, 93100 Kuching,  
Sarawak, Malaysia  
Account no: 2-11016-00065829  
Swift Code: RHBBMYKL



### Hostel Rental

A booking fee of RM500.00 is to be paid once booking form is submitted to Swinburne Sarawak. The booking fee will automatically be converted into hostel deposit once student makes full payment of hostel rental according to the room opted.

A full semester hostel rental is to be paid within seven (7) working days upon moving into the hostel. If payment is not received within **seven (7) days**, the student will be asked to vacate the hostel immediately and will be charged day rate rental on the number of days the room has been occupied. A letter to vacate the room will be issued. **Late applicant or late arrival will also pay for the one (1) semester rental in full amount.**

### Refund Policy

In the event that you withdraw or prematurely terminate your tenure, you are required to submit your withdrawal form. If it is deemed that you have sufficient grounds for terminating, then you may be entitled to a full refund or partial refund.

### Total Refund

You may be entitled to a full refund under the following circumstances:

1. illness or disability
2. natural event which prevents fulfillment of obligations of tenure

### Partial Refund

In the case where a resident wishes to withdraw from the hostel after accepting the offer of accommodation and a full semester rental has been



paid, the resident must give **at least two weeks** notice before commencement of semester.

Booking fee of RM500.00 will be forfeited should you reject the offer.

### No Refund

In the event where a resident wishes to withdraw from the hostel after the commencement of tenure, the full semester rental will not be refunded. Only the room deposit will be refunded.

### Keys and Access Door Cards

The resident is responsible for any cost associated with the replacement of their room key and access door card.

### Kitchen and Kitchen Appliances

Please be aware that the cleanliness of all kitchen appliances is the responsibility of the residents. In addition food and drinks kept in the refrigerator and in the kitchen must be **HALAL**.

**Halal** food means food that does not have pork contents; while drinks must not have any alcohol contents.

#### a) Microwave Oven

Your hostel is provided with a microwave oven located in the kitchen on every floor. The microwave is connected to a 240V, single phase electric power supply.

#### b) Refrigerator

Your hostel is provided with an electric refrigerator connected to a 240 Volt electric power supply.

#### c) Gas Stove



Your hostel is provided with a gas stove for light cooking.

#### d) Water dispenser

Your hostel is provided with a water dispenser for drinking water.

### Other items in your hostel

#### a) Roller Blinds

You will find a chain on the side of the window. Pull the chain gently and smoothly to either raise or lower your window blinds.

#### b) Kitchen Benches, Tables, Study Desk Tops and Cupboards

Chopping and cutting directly onto kitchen tables and benches will damage the surfaces. To prevent this from happening, always use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

#### c) Mirrors, Aluminium and Other Surfaces

Please take care of the mirror and aluminium in your hostel. Gently wipe them with a damp cloth.

### Removal of Property Prohibited

Residents are asked not to remove from their room any item, furniture or equipment that has been provided by Swinburne Sarawak.

### Maintenance

Please follow the procedure below if there is something that requires maintenance in your hostel:

1. Identify the problem and specify details.



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2. Contact Swinburne Hostel Management (Student Services Unit) and complete a Maintenance Form providing details of what and where the problem is.

### **Rules of Occupancy**

These rules form part of your offer of accommodation. Please read these rules carefully, and if you have any questions, please ask the Accommodation Officer and Warden at Student Services Unit.

### **Eligibility of Residents**

All residents must be enrolled in a program in Swinburne Sarawak.

### **Behaviour**

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by Management. Repeated offences by a resident could constitute grounds for early termination.

### **Building Security**

All residents and visitors agree to be bound by the security regulations or as instructed by Management.

- Residents must carry their access door card and room key at all times.
- Under no circumstances must residents loan out their access door card or room key or copy their own room key.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Hostel Rules and Regulations whilst in the facility



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### **Noise Level**

All residents must observe consideration for their neighbours. No excessive noise is permitted after 11.00 pm until 7.00 am. Noise disturbances can potentially lead to eviction and/or legal prosecution.

### **Requests of Staff**

Residents must comply with all reasonable requests from Swinburne Management Hostel Management, Wardens and support staff.

### **Illegal Activities/Drugs, Alcohol, Smoking and Gambling**

Smoking is NOT PERMITTED in any room or in hostel building including the door area of the building. Smoking is only permitted in the ground floor outdoor courtyard and not any other outdoor area of the building.

### **Alcohol**

Alcohol is NOT PERMITTED under any circumstances in any area of the building, including inside the rooms.

### **Drugs/ illicit substances**

The use of/or being under the influence or in possession of any illicit substance in the building is strictly forbidden. This means that under NO circumstances are any illicit substances permitted within the campus. Failure to comply with this rule will result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the hostel who is), please talk to Hostel Management (Student Services). We are here to assist you in every way possible. We can certainly put you in touch with people who can help you.

### **Gambling/ Smoking**

Gambling or smoking is not permitted on the premises.



### Security Check

Security guards have the right to check on students and their visitors before entering the hostel and also to instruct students who makes too much noise after the after mentioned time of noise curfew, into the hostel.

### Furniture and Equipment

The furniture, and other items provided in the hostel are to be used for the purposes which they are designed for. The resident is liable for damage to this property.

The resident is not permitted to make alterations or additions to the hostel or the furniture and equipment within the hostel.

### Additional Furniture

The installation of other furniture into a Resident's room is NOT permitted unless a written application is submitted to, and approved by the Swinburne Hostel Management.

### Pets

Under no circumstances are you permitted to bring in pets and animals into the premises.

### Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for damages caused.

### Extension of tenure



A resident can only stay at the Swinburne Hostel for one year. If you wish to extend your tenure after one year, you need to apply in writing to the Swinburne Services Unit - Accommodation.

Consideration may be given on a first come, first serve basis and subject to availability of rooms, based on the following criteria:

- You are an international student
- You are an outstation student from Semenanjung Malaysia and Sabah
- Good behaviour and no record of disciplines and outstanding fees
- Active member of the Hostel Residence Committee
- Holding position in Swinburne Sarawak Student Council or Clubs

### Emergency Contact Person

Hostel occupants can contact their wardens at all times incase of any emergencies.

### Warden's Telephone Numbers

All occupants MUST know their warden's telephone numbers which are displayed on the notice boards in the hostels.

### Contacts of local authorities:

Fire Department	994
Police Department	+6082 - 244 444 (Hotline)

### Hospitals

Sarawak General Hospital	+6082 – 276 999
Timberland Medical Centre	+6082 – 234 466
Normah Medical Centre	+6082 – 311 999



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Kuching Specialist Centre

+6082 – 365 777

+6082 – 365 030

### IMPORTANT

**Please sign and detach this page and return it to Student Services Unit within 48 hours of receipt together with your signed Condition Report.**



## RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room \_\_\_\_\_  
at Swinburne Hostel acknowledge that I have read, fully  
understand and accept the contents of the Resident  
Handbook.

I acknowledge my responsibilities as a Hostel Resident of  
the building and the community standards expected of me.

Signed \_\_\_\_\_  
Name \_\_\_\_\_  
Date \_\_\_\_\_