

**RESIDENCE RULES AND REGULATIONS**  
*[Updated: March 2025]*

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## **PART 1**

### **RESIDENCE COMMUNITY**

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#### **1.1        *Introductory from the Team***

Welcome to the Curtin Malaysia Residents Community!

We are pleased to have you join us in fostering a collaborative and supportive environment that enhances the residential experience for all. Together, we aim to cultivate meaningful connections and promote an inclusive atmosphere. Understanding our Role as the Residence Office Team;

- a. We provide services to ensure that you have a positive and harmonious living environment in our Residences;
- b. We aim to ensure that the standards outlined in the Residence Rules & Regulations are respected, maintained from time to time, and revised accordingly (if applicable);
- c. We strive to:
  - i. Promote a positive culture of learning and critical thinking in the residences;
  - ii. Create a common ground of enriching culture and a social environment in which diversity is respected and celebrated;
  - iii. Oppose any discrimination – gender, race, nationality, sexual or religious orientation, language preferences, background or origin;
  - iv. Encourage and promote an ethos of mutual respect between staff and residents regarding their respective needs, duties, and responsibilities.
  - v. Treat residents decently, impartially, fairly, and reasonably; and
  - vi. Provide adequate resources and support for residents' growth within a comfortable, clean environment and caring community.

If the Residence Office is genuinely delayed or unable to fulfill any term or action specified in these Rules & Regulations (including room occupancy) due to factors beyond its control—such as strikes, labor disputes, power outages, government restrictions, or natural disasters—then the performance of that term or action will be excused for the duration of the delay. The Residence Office may complete the term or action after the delay period ends.

#### ***Official Line of Communication***

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Primary Point of Contact – Email

- All communication must be conducted through a valid and active email address provided in the Residence Application Form;
- Residents are expected to regularly check their email for any official notifications;
- Residents must promptly notify the Residence Office of any changes to their personal information or that of their parents/guardians;
- The Residence Office is not responsible for any miscommunication resulting from a resident's failure to update their personal or parent/guardian details, including, but not limited to, email addresses;
- Any official notices sent electronically will be considered final.

We invite you to actively participate in the Residence Community on [WhatsApp](#) to stay updated on the latest news and announcements.

## 1.2 Rules & Regulations

Curtin's Malaysia Residence rules and regulations provide essential guidelines aimed at fostering a respectful and harmonious living environment. They include a comprehensive framework of applicable laws (such as Malaysian customs and local laws), policies, regulations, and expectations for resident conduct. All residents must adhere to these guidelines to ensure that individual rights and responsibilities are understood. Compliance with these regulations is not only mandatory but also vital for maintaining community standards.

Additionally, active participation in Residence Town Halls reflects a commitment to community engagement, allowing residents to voice concerns and share experiences. Regular updates to these guidelines highlight the evolving nature of communal living, emphasizing the importance of staying informed and involved in residence life. These regulations are detailed in two parts: *Tenancy Terms and Conditions*, and *Residence Community Standards*.

### 1.2.1 Resident's rights, responsibilities, indemnity, and privileges

As a resident of Curtin Malaysia, individuals are afforded specific privileges that enhance their living experience. These privileges, however, come with the responsibility to adhere to the Residence Rules and Regulations, which are designed to foster a respectful and harmonious community. By residing on campus, students consent to the collection, use, processing, disclosure, and retention of their personal data by the Residence Office in accordance with the Curtin Privacy Policy and the *Personal Data Protection Act (PDPA) 2010* in Malaysia. This framework ensures that residents' information is handled responsibly, balancing individual rights with institutional requirements for safety and compliance.

#### 1.2.1.1 Resident's Entitlements & Rights

- i. Granted access to their assigned unit or room, along with the appropriate use of the provided furniture and facilities;
- ii. A clean and comfortable living environment is essential and requires a collaborative and equitable effort among all unit mates, roommates, or floor mates;
- iii. Able to raise maintenance-related requests; complaints; concerns; and any feedback to the Residence Office which will be acknowledged and addressed within a reasonable timeframe;
- iv. Any reported incidents within the residence compound will be investigated promptly and with due diligence.

#### 1.2.1.2 Resident's Responsibilities

To comply with the rules & regulations

- i. Familiarize yourself thoroughly with all rules and regulations set forth by the Campus.
- ii. Ensure full payment of the rental fee or any outstanding balances (if applicable) is made promptly before a new or renewed tenancy is commenced.
- iii. Regularly check your student email for any updates from the Residence Office.
- iv. Inform the Residence Office of any changes to your personal information (e.g., contact details).
- v. Always carry your Resident Card and present it when requested by the Residence Office or Campus Security team.

- vi. You will be liable for any loss or damage to your room, its furniture, public facilities, and equipment, including common areas, and any damages caused by your visitors or guests. Any violations by your visitors will be considered violations by you, the resident.
- vii. Permit the Residence Officer to access your room;
  - a. With reasonable prior notice (maintenance or other necessary purposes); or
  - b. Without prior notice, in any case of emergencies.

#### To foster a strong sense of community

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- i. It is essential to acknowledge and respect the authority of all Residence Office staff, ensuring that all interactions with them are characterized by respect, cooperation, and responsiveness, which inclusive of; all individuals, regardless of gender, race, nationality, sexual orientation, religious beliefs, language preferences, background, or origin.
- ii. It is imperative to honor and respect the rights, privileges, privacy, and property of all residents and non-residents.
- iii. Residents are encouraged to seek equitable and transparent solutions to any conflicts that may arise during their residency, without compromising the integrity of the residence.

#### To promote health & wellness

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- i. Ensure that the residence facilities and grounds, including your assigned room and common areas, are kept clean and well-maintained.
- ii. Seek assistance and resources to protect your health, safety, and well-being, especially if you are experiencing issues related to self-harm due to your actions, omissions, or neglect regarding health and hygiene.
- iii. Keep your parents and roommates informed about your whereabouts.
- iv. Make sure you are reachable in case of emergencies.

#### To enhance the safety & precautions

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- i. Report any violations of the Residence Rules and Regulations and take reasonable measures to ensure the security and safety of the residence community.
- ii. Safeguard your personal belongings, ensure to lock all doors at all times to protect your property and ensure security for yourself and your roommates.
- iii. You need to report immediately;
  - Any damage or loss (partial or complete) of residence property to the residence Office and your cooperation in investigations of incidents are highly needed to ensure due diligence.
  - Any missing resident or roommate that has been absent for more than 24 hours as this will allow us to initiate prompt and necessary actions.

#### **1.2.1.3 Resident's Indemnity**

- i. Any resident whose actions, whether intentional or accidental, result in the loss or damage of any fixed or movable property owned by Curtin Malaysia will be required to reimburse the university for the costs associated with replacing or repairing such property.
- ii. Staff Members of the Residence Office or any Curtin Malaysia employees are not responsible for the loss of money or personal belongings from residents' rooms. Curtin Malaysia and its employees accept no liability for the loss or damage of residents' private property, whether during the term or vacation periods.
- iii. Primary health-care services are available on campus during specified hours; however, students are responsible for obtaining any additional medical treatment they may need.

- iv. The Residence Office will not be held liable for any damages, losses, or injuries incurred during residence activities, camps, or excursions.

#### **1.2.1.4 Resident's Privileges**

Privileges are granted to all residents upon arrival, with the expectation that they will follow the Residence Rules and Regulations. It's essential to understand the distinction between Rights and Privileges: your rights are always protected, but privileges must be earned through respectful behavior. If you fail to comply with the Residence Rules and Regulations, these privileges may be revoked.

Such privileges include the ability to;

- i. Access and use common areas and facilities.
- ii. Utilize the resources and services available in the residence.
- iii. Invite and host non-residents in the residence's common areas only, during permitted hours.
- iv. Host fellow residents of the same gender in your unit's common area only during permitted hours.
- v. Visit other units or buildings outside your assigned unit/room/building.
- vi. Participate in events and activities organized by the residence office.

#### **1.2.1.5 Emergency Contact – Mandatory**

Each resident is required to designate two individuals to serve as their Primary and Secondary contacts. It is highly recommended that these contacts be the resident's parents or legal guardians, as they will function as emergency contacts. In most situations, residents will receive care without the involvement of their parents, guardians, or designated contacts.

However, the Residence Office may reach out to the Primary and/or Secondary contacts for a variety of reasons, including but not limited to:

- i. Illness,
- ii. accident, or injury involving the resident,
- iii. Concerns about the resident's well-being,
- iv. Late payment of fees,
- v. Serious violations of the Residence Rules and Regulations.

## PART 2 TENANCY TERMS & CONDITIONS

These documents are essential in outlining the entire tenancy experience – from check-in to move-out – emphasizing the rights and responsibilities of both the Resident and the Residence Office, along with details about property maintenance, payment schedules, rules of conduct, and move-out procedures. This ensures that all parties involved are well-informed and aligned throughout the tenancy.

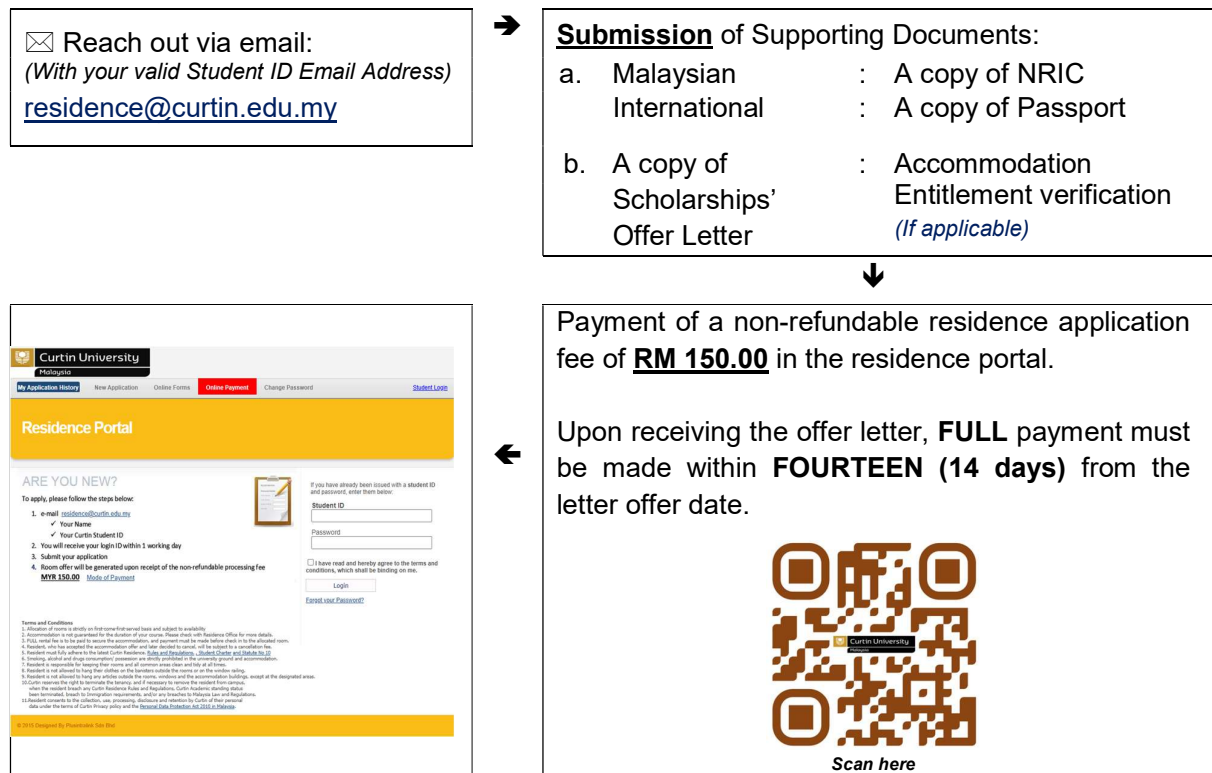
To foster a stable and cohesive community, further evaluations will be taken – comprises payment history, adherence to lease terms, and overall behavior as indicated in the disciplinary record.

### 2.1 PRIOR CHECK-IN

#### 2.1.1 Types of Application

The initial stage outlined in the procedure pertains to the application for residency, whether it is for a new application or a renewal of an existing resident. This stage is crucial and can be broken down into several simplified steps for clarity and ease of understanding:

##### 2.1.1.1 New Application




*\*Failure to pay on time will result in the offer being void. A re-application will then be required (Refer to Section 2.1.1.3)*




### 2.1.1.2 The Renewal of Residencies

This procedure involves completing a detailed application from the current University resident without any guarantee that the accommodation will be provided throughout the entire course duration. In any consideration for a residency renewal, the process will be as follows;

Upon receiving the Renewal Notification from the Residence office via email;





Date: 1 November 2024

**Reminder: Foundation/Diploma Trimester 1F 2025 Residence Renewal is open!**

Renewal period is from **28 October 2024 till 11 November 2024.**

**\*Important Note:** As your current tenancy will be ending on 31 January 2025, in light of the exceptionally high accommodation demand, all renewals must be **completed by 11 November 2024** with rental prepayment of **RM1,000.00 (non-refundable)** \* in order to secure your current room.

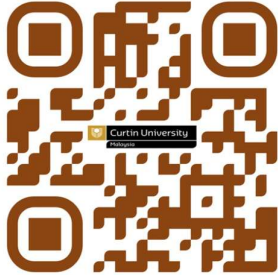
*\*Terms & conditions apply.*

After 11 November 2024, a late renewal fee (re-application) of RM150 will apply. Room allocation is subject to availability, based on a first-come-first-served basis.

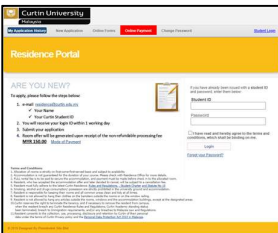
**Renewal Criteria:**


- NO outstanding fees (excess utilities, penalties, etc.) in the current tenancy term
- NO non-academic misconduct records in your student profile

Please refer to the Residence Calendar.  
CLICK HERE <https://curtin.edu.my/study/campus-life/accommodation/housing-calendar/>



**Scan here**





Submission of Renewal Request via Resident Portal within the Renewal Notice Deadline;

- a. A non-refundable prepayment fee of **RM 1,000.00** is required, which will be applied toward the partial rental of your new offer. *[with non-guarantee the same room will be available]*

It is crucial that you settle the remaining balance of the rental by the deadline specified in the offer letter

Upon receiving the offer letter, **FULL** payment must be made within **FOURTEEN (14 days)** from the letter offer date.

*\*Failure to pay on time will result in the offer being void. A re-application will then be required (Refer to Section 2.1.1.3)*

### 2.1.1.3 The Re-application of Residencies

For any re-application for residency, such as failure to meet the criteria in both sections 2.1.1.1 and 2.1.1.2, a new applicant or existing resident will need to;

Re-apply via Resident Portal;



To submit the reapplication request, a non-refundable residence reapplication fee of **RM 150.00** must be paid through the residence portal.

Upon receiving the offer letter, full payment must be made within 14 days from the date of the letter.

*\*Failure to pay on time will result in the offer being void. A re-application will then be required (Refer to Section 2.1.1.3)*

### 2.1.2 Allocation of Room

Room allocation is conducted on a first-come, first-served basis, ensuring that those who apply early have the best chance of securing their preferred accommodations.

The university management retains the authority to reassign residents to different units, if necessary, primarily to meet specific room configuration requirements. Adhering to terms and conditions line up below;

- i. The assigned room shall be strictly non-transferable under any circumstances, including but not limited to deferments or cancellations of residence applications, applicable to both new and renewal cases.
- ii. The residence office reserves the right to withhold any applications due to incomplete submissions; insufficient payments; or late applications (i.e., those submitted within 14 days before check-in).
- iii. The residence office operates in accordance with the Personal Data Protection Act (PDPA), thereby ensuring the confidentiality of tenant information, which includes details concerning roommates/housemates and the unit number assigned to each applicant.
- iv. The residence office will disclose information regarding the assigned unit only at the time of individual check-in.

The living units, or flats, are thoughtfully designed to create a vibrant and inclusive atmosphere for residents. They accommodate a diverse mix of Malaysian and international students, fostering a rich multicultural environment that enhances the overall living experience. This setting promotes inclusivity, henceforth some floors are designated as mixed-gender, supporting an open community where all individuals feel welcome.



Kingfisher 8-9



Kingfisher 2-7



Kingfisher 1



Curtin Water-II Accommodations

### **2.1.3 The Fees – Rental, Special Requests & Transfers**

#### **2.1.3.1 Rental Fees**

Residents are required to fulfill their financial obligations for the full duration of their accommodation as outlined in the tenancy agreement, which is determined by their enrollment status. This applies to both new applicants and those renewing their leases, regardless of any voluntary absences during the contract period.

It is important to take note that the Residence Office has the authority to change rental rates at any time without prior notice, and these adjustments are made solely at the discretion of the University Management, which is not required to justify such changes.

#### **2.1.3.2 Special Requests Fees**

We are dedicated to creating a comfortable living environment for everyone, whilst aiming to fulfill special requests to the best of our ability, taking into account the specific needs and circumstances of each individual. However, please note that our capacity to accommodate requests is solely dependent on the availability of room upon request.

It is important to note that a service fee will be imposed for each successful request, commencing at a minimum charge of RM 100.00. This fee may vary based on the specification requested.

In any case of special request application submitted, residents are encouraged to inquire about any potential costs upon application submission in order to ensure transparency and avoid unforeseen charges.

#### **2.1.3.3 Transfer Fees**

Rooms assigned to applicants are strictly non-transferable in cases where a residence application or renewal is canceled or deferred. This policy ensures consistency and fairness in the assignment process. However, an alternative will be given to the resident who wishes to change their accommodation due to unforeseen disadvantages by raising their written request letter to the Residence Office.

While the option to address these issues is available, it is important to note that a change is not guaranteed. The process will be evaluated based on factors such as the availability of alternative rooms and the validity of the presented reasons. Upon approval of the transfer, the resident must adhere to the following additional conditions:

- i. A non-refundable fee of RM 300 will be collected, and payment must be completed within 24 hours of receiving approval.
- ii. The Residence Officer and the resident will conduct a final inspection of the previous room and sign an inventory form.
- iii. The resident must return the keys and access cards for the old room and ensure that it is left clean and tidy.
- iv. An inventory form for the new room must be completed upon receiving the new room keys and access card, with both forms being stored in the resident's file.

## 2.1.4 Security Deposit, Utilities Allowances & Payment Method

### 2.1.4.1 Security Deposit

A security deposit equal to Two (2) months' rents will be collected prior to move-in. This deposit serves to protect against potential damages or loss of property. Residents must be aware that any fixtures or assets that are found to be missing or damaged due to negligence will incur charges for their replacement or repair. These costs will be deducted from the security deposit at the time of refund.

### 2.1.4.2 Excess Utilities

The monthly rental payment for the residences covers the costs of water and electricity, with a utility subsidy cap of RM50.00 per month included in the rental fee. This subsidy applies to all types of residences. Should the utility expenses surpass this threshold, the additional costs will be distributed among all residents—whether in a flat, unit, house, or twin-sharing room—on a pro-rata basis.

### 2.1.4.3 Payment Method

All amounts payable by the Resident must be paid via Curtin e-pay by logging in Residence Portal. An e-receipt will be generated online after the payment has been credited from the bank account.

## 2.1.5 Cancellation, Refund & Termination Policies

### 2.1.5.1 Cancellation Conditions

Residents who cancel the accommodation application (New application/ renewal/ storage) with written notice before the commencement of the tenancy will be eligible for a partial refund as stipulated below;

#### Condition 1: New Accommodation Applicants or Reapplication

Notice Given	Rental Refund
More than 8 Weeks	75% of Full Rental Fee
6-8 Weeks	50% of Full Rental Fee
4-6 Weeks	25% of Full Rental Fee
2-4 Weeks	10% of Full Rental Fee
Within 2 Weeks	Non-Refundable

#### Condition 2: Renewal Applicants

Notice Given	Rental Refund
More than 8 Weeks	75% of Full Rental Fee <i>(After deducting the non-refundable rental prepayment of RM 1,000.00)</i>
6-8 Weeks	50% of Full Rental Fee
4-6 Weeks	25% of Full Rental Fee
2-4 Weeks	10% of Full Rental Fee
Within 2 Weeks	Non-Refundable

### **2.1.5.2 Refund Process**

The refund will only be processed upon fulfillment of the following specific conditions:

- i. The room has been vacated entirely, meaning all personal belongings have been removed and the space is left in a clean and orderly condition;
- ii. All keys, including any additional keys or access cards, as well as the Resident Card, have been returned to the appropriate office.
- iii. Any outstanding fees owed to the University, including but not limited to tuition, library fines, or utility charges, have been settled in full.

In the event of an official termination of enrolment by Curtin University Malaysia, or if a student needs to withdraw due to medical conditions or other valid compassionate circumstances, the university management commits to processing a pro-rata refund. This refund will be calculated by reflecting the amount of tuition fees paid for the duration of the studies completed before the withdrawal. The specific details regarding the calculation and processing of this refund will be communicated to the affected students to ensure transparency and understanding of the refund process.

### **2.1.5.3 Termination Policy**

The Residence Office reserves the right to forfeit/ terminate residents with immediate effects due to reasonable reasoning as stipulated in the scenario below;

Right to forfeit the rental if the applicant's or resident's;

- i. Withdraw their application of residency (applies to new/ renewals applications);
- ii. Withdrawn from academic courses;
- iii. Who was having an attendance issue – absent or no-show without valid reasoning;
- iv. Who was evicted due to non-academic disciplinary action – e.g., vandalism to properties, sexual harassment, thefts, rapes, violence, criminal case, drug abuse, etc.;
- v. Violating residence rules and regulations as listed according to [section 3.1](#).

Right to terminate tenant with immediate effect due to;

- i. Evicted residents due to serious offenses and/or violations of Malaysian government laws and regulations;
- ii. Evicted residents who received a total of **TWO (2)** non-academic written misconduct warning letters.

## 2.2 DURING TENANCY

### 2.2.1 Check-in 101

Students are strongly advised to avoid arriving at their designated residences before the specified check-in date, as the Residence Office cannot guarantee the availability of accommodations. Students must notify the Residence Office at least Five (5) working days before their expected arrival to facilitate the necessary arrangements.

Those who arrive before or outside of normal working hours without prior approval will not receive assistance and must seek alternative accommodations until the next working day. Furthermore, check-in requests made during weekends or public holidays necessitate special arrangements and may incur additional charges amounting to RM 100.00. For further details, students may refer to *Section 2.2.4.1 the Airport Reception Services (ARS)*.

<i>Check-in Time</i>	<i>Normal Office Hours 0800-1600</i>	<i>Only Available due to Special Arrangement <b>**After Office Hours, Weekend &amp; Public Holiday</b></i>
<b>Residency Area</b>	<b>Designated Reception Area</b>	<b>Designated Reception Area</b>
Kingfisher 1 – 9	Residence Office, Ground Floor, Kingfisher 9	Residence Office, Ground Floor, Kingfisher 9
Curtin Water – II	Curtin Water-II Admin Office	Curtin Water-II Security Guard House

Residents are required to follow the check-in date specified in their tenancy agreement. If there is a need to change the check-in date, it should be requested in writing via email to [residence@curtin.edu.my](mailto:residence@curtin.edu.my) at least Fourteen (14) days before the new proposed date.

For a smooth check-in process, please remember to have your Residence Offer Letter on hand, which can be downloaded from the Residence Portal and kindly ensure that you have made the full payment by the day of check-in. Upon check-in;

- i. Residents will be required to sign a Check-in Inventory Form;
- ii. Briefing will be conducted – Residence Rules and Regulations;
- iii. Visual inspection of the room will then be made where any damages or defects will be recorded in the Check-In Inventory Form;
- iv. Within 24 hours after taking possession of the assigned room – Residents must report any damages or defects found in the room, as well as its furnishings, fixtures, and equipment to the Residence Office;
- v. Throughout the tenancy, residents must maintain the room condition and its furnishings, fixtures, and equipment to the same standard as when they took possession exclusive of reasonable wear and tear;
- vi. The Residence Card/Keys are valid throughout the period of tenancy only and it must be returned to the Residence Office before the resident's departure upon termination of the tenancy.
- vii. Lending or borrowing the Residence Card/Keys to another person is strictly prohibited as it is considered as the property of Curtin Malaysia, which are non-transferable, and any unauthorized duplication is not allowed. Any student found to have violated these rules will face disciplinary action.

**Denied Check-In**

Residents may be denied check-in for the following reasons:

- i. Having an outstanding or insufficient balance of payment; or
- ii. Arriving before the permitted check-in date.

In these situations, residents may be offered daily rental rates for available Guest Rooms at **RM 100.00** per night, until full payment is received or valid verification is provided.

**2.2.2 Failing to Check-In/ Late Check-In**

The application will be considered expired if a resident fails to check in on or after their confirmed check-in date. The Residence Office will attempt to contact the resident whose check-in date has passed to verify their arrival within a reasonable timeframe.

If the applicant confirms cancellation of the application or fails to respond within the specified timeframe, it will be treated as a cancellation, resulting in the forfeiture of all fees.

**2.2.3 Transportation – Shuttle Bus/ Charter Service**

**2.2.3.1 Airport Reception Services (ARS) – New Student**

New students checking in for the first time can take advantage of a special offer that includes complimentary ARS Shuttle Bus Services, as well as the option for a paid charter service for exclusive trips.

The services and charges are as follow;

Transportation Services (Miri Airport – Curtin Residence) <i>Valid for: Kingfisher 1 – 9 &amp; Curtin Water – II</i>			
Check-In Time	Shuttle Bus Service <i>Applicable only to Curtin Malaysia Students</i>		Charter Service (Exclusive Trip) <i>Can be shared with a maximum of Three (3) Pax – Family/ Friends</i>
	ARS (Miri Airport – Campus)	Other (Existing Residents)	
Normal Office Hours 0800-1600	Complimentary	RM 80.00	RM 200.00
After Office Hours 1600 onwards	Complimentary	RM 200.00	RM 400.00
Weekend & Public Holiday <b>**Upon Special Arrangement</b>	Complimentary	RM 300.00	RM 500.00

**\*\*The charges are based on per trip/arrangement of requested transport**

### **2.2.3.2 Shuttle Bus/ Charter Service – Existing Student**

Existing students who require such transportation services are welcome to contact the Residence Office, no later than Five (5) working days prior to your departure date. Kindly note that the fees for this service will align with the Transportation Services mentioned above (under the “Other” or the “Exclusive Trip” column).

### **2.2.4 Relocation Upon Tenancy**

#### **2.2.4.1 Mandatory Relocation, Notification & Guidelines**

- i. The Residence Office has the authority to relocate residents under certain circumstances, such as renovations, major repairs, infestations, or any situation that may endanger residents' health or safety. Residents will receive reasonable advance notice, except in emergencies.
- ii. Residents must comply with relocation notices and move their belongings to the designated room within **48 hours (TWO days)** or as specified based on the severity of the situation. If residents fail to do so, the Residence Office may remove and relocate their property without further notice, and they will be liable for any damage or loss that occurs. Additionally, any costs associated with the removal of property will be charged to residents at the discretion of the Residence Office.
- iii. When a relocation occurs, residents will be assigned a room that is comparable in type and rental rate to their current accommodation. If the new room has a lower rental rate, adjustments will be made to their rent accordingly. Furthermore, if the relocation involves transferring to a different residence, the Residence Office will cover all expenses associated with the move, facilitating a seamless transition for the residents.

### **2.2.5 Room Inspection**

#### **2.2.5.1 Periodical Inspections**

All residents are entitled to a reasonable right to privacy within their individual rooms. The Residence Office will give adequate prior notice before carrying out the following activities, as detailed in Section 2.2.7: (i) delivering services related to repair and maintenance, housekeeping, planned maintenance, and conducting routine inspections.

Under these circumstances, the Residence Office is entitled to enter any unit/room (with or without the Resident's presence and/or consent) as well as common areas.



### **2.2.5.2 Force Majeure Inspections**

In cases of emergency or force majeure, the Residence Officer or Security Officer is authorized to enter any room or unit without prior notification to the occupants. Such emergencies may include, but are not limited to, scenarios such as;

- i. Fire Emergencies – Instances of smoke, flames, or fire alarms being triggered;
- ii. Water Damages – Severe leaks, flooding, or bursting of pipes threatening the unit or neighboring areas;
- iii. Gas Leaks – Detection of gas odors or alerts indicating a dangerous gas leak that could harm resident's health or safety;
- iv. Structural Issues – Immediate risks from structural damage, such as ceiling collapses or compromised integrity of walls;
- v. Medical Emergencies – Immediate health interventions, such as incapacitated individuals needing urgent medical assistance;
- vi. Security Threats – Potential break-ins, stalking, or suspicious individuals posing risks to residents
- vii. Reasonable Suspicions – Violations of the Residence Rules and Regulations, community standards, or any applicable laws include, but are not limited to, disruptive behavior, illicit activities, substance abuse, or other actions that jeopardize the safety of the community.

These measures aim to ensure the well-being and safety of all residents within the facility. Emergency access may be required in circumstances that necessitate immediate attention or intervention to safeguard the residents and maintain the proper functioning of the premises.

### **2.2.7 Housekeeping, Facilities & Maintenance Services**

#### **2.2.7.1 Housekeeping Service**

Housekeeping services provided in the residency are focused exclusively on the cleaning and maintenance of common areas, including lobbies, walkways, and shared facilities. Please be aware that individual room cleaning services are not available.

These housekeeping services will only operate on weekdays and will not be offered on public holidays. If you have any specific needs or requests regarding the upkeep of the common areas, please feel free to reach out during service hours.

#### **2.2.7.2 Facilities and Maintenance Routine Inspections**

The Residence Officer and Campus Service team will inspect, maintain, repair, and replace elements of the Residences in order to keep the Residences in good condition and state of repair, complying with health, safety, and fire standards mandated by the law.

These may include, but are not limited to, scenarios such as;

- i. Inspecting and testing fire-safety equipment, major appliances, electrical, bathroom fixtures and plumbing;
- ii. Immediate checking on power outages – electrical malfunction
- iii. Immediate maintenance or defect – damages due to fair wear and tear will be repaired free of charge.
- iv. Intentional/unintentional damage caused by the resident –
  - a. Any part of the interior or exterior including walls, floors, equipment, furnishings, fittings, and fixtures in the room or common areas will be charged to the person(s) responsible.
  - b. In the case of damages to the common areas, where the person responsible is unknown and does not come forward, the cost will be equally divided between all tenants of the flat/unit/house.
  - c. Any damage caused by visitors will be the direct responsibility of the resident to whom they belong.

Routine inspections of common areas and residents' rooms will be conducted to ensure that appliances and equipment meet safety standards. Residents will receive advance notice of inspection schedules to help prepare and promote a safer living environment.

Campus service technicians, contractors, and housekeeping crews will be escorted by security or residence officers to access rooms as needed during the performance of their duties. This will be done at the discretion of the Residence Office, with a commitment to respecting the privacy and dignity of residents. Additionally, it is important for all individuals involved to consistently observe security and safety regulations.

### **2.2.7.3 Coin-operated Laundry Services**

Coin-operated laundry services are available in all residential facilities, operating 24 hours a day to meet the needs of residents. This around-the-clock accessibility ensures that residents can manage their laundry at their convenience.

When using this facility, residents must adhere to the following guidelines;

- i. Refrain from the usage of foreign coins – this will jam the slides and cause the machine to malfunction;
- ii. Avoid placing prohibited/ non-laundry items in the washing machine or dryer drum, such as sharp objects, papers, trash, food waste, bags, shoes, or slippers;
- iii. Ensure that all clothing items are managed carefully within designated areas – any clothing left unattended may be removed and treated as lost property.

To ensure that all residents have comprehensive access to the facilities, any concerns regarding damage or malfunctions of the machines or dryers must be reported immediately to the Resident's Office via email at [residence@curtin.edu.my](mailto:residence@curtin.edu.my) to prevent further damage and to ensure that repairs are conducted swiftly.

### 2.2.7.4 Residence Keys/Card Access Assistance

Residents experiencing issues such as being locked out of their rooms or misplacing their keys or access cards should reach out to the Residence Office or Security Department for assistance. It is important to present valid proof of identity to verify residency before receiving help. Please note that a service charge of RM 10.00 will be applied for each request for lockout assistance.

### 2.2.7.5 Declaration & Registration – Electrical Appliances

Residents are obligated to declare and register their personal electrical appliances with the Residence Office on a yearly basis. This is to ensure that all appliances are safe to use and that the electrical usage within the residence is not overloaded under electrical hazards (safety standards and residence rules and regulations policies).

In the event of where The Residence Office reserves the right to take necessary action in the event that items found do not conform to safety standards. This may include confiscation of unauthorized items. The list above is not exhaustive; Curtin University Malaysia reserves the right to amend the list above and regard a particular appliance not listed above to be allowed or prohibited without prior notice.

To ensure safety and compliance, please review the following prohibited and allowed list of electrical appliances within the residence (inclusive of bedroom and common areas);

Bedroom & Common Areas		Common Pantry/ Kitchen
<i>Allowable Electrical Appliances</i>	<i>Prohibited Electrical Appliances</i>	<i>Allowable appliances to be used and stored</i>
<ol style="list-style-type: none"> <li>1. Phone</li> <li>2. Laptop</li> <li>3. Desktop</li> <li>4. Tablet</li> <li>5. Phone Charger</li> <li>6. Laptop adapter</li> <li>7. Portable Vacuum cleaner</li> <li>8. Hair-dryer</li> <li>9. Hair-styler</li> <li>10. Rechargeable toothbrush</li> <li>11. Rechargeable Razor</li> <li>12. Table Fan</li> <li>13. Study Table Lamp</li> <li>14. Television Set**</li> <li>15. Home Theatre System**</li> <li>16. Music Instruments**</li> <li>17. Drone**</li> <li>18. Iron/ cloth steamer**</li> </ol>	<ol style="list-style-type: none"> <li>1. Microwave</li> <li>2. Oven</li> <li>3. Stove</li> <li>4. Refrigerator</li> <li>5. Portable air conditioner</li> <li>6. Washing Machine</li> <li>7. Gym equipment (treadmills, spin bikes etc)</li> </ol>	<ol style="list-style-type: none"> <li>1. Rice Cooker</li> <li>2. Kettle</li> <li>3. Toaster</li> <li>4. Air-fryer</li> <li>5. Waffle machine</li> <li>6. Juicer /blender</li> <li>7. Hot plate/ pan**</li> <li>8. Bread maker**</li> <li>9. Other Cooking Appliances**</li> </ol>

*\*\*Allowed items are subject to approval at the final discretion of the Residence Office.*

### 2.2.7.6 Registration & Renewal Process

Residents are permitted to register a maximum of **Ten (10)** electrical appliances each year with a fee of RM 5.00 certified label charge per authorized electrical appliance. Please ensure your electrical appliances is 240v and has approved SIRIM. This includes kitchen appliances and other electrical devices with an exemption for small electronic devices – such as phone, laptop, desktop, tablet, phone charger, laptop adapter, power banks, and study table lamps.

This registration can be done by submitting a registration form to the Residence Office via email at [residence@curtin.edu.my](mailto:residence@curtin.edu.my) by the specified deadline for review and approval in compliance with safety standards and residence rules and regulations policies;

- i. Current/ Existing Resident – within stipulated dateline (Email Notification)
- ii. New Resident – within (3) Three days from the check-in date

To prevent the confiscation of unauthorized electrical appliances, the following measurement process will be implemented;

- i. Approved items will receive a certified label indicating they are authorized for use within the residence premises. This certification is valid for the current calendar year only (e.g., any application made in 2025 will be valid until December 31, 2025).
- ii. It is mandatory to renew the certification for approved electrical items annually. A new certified label sticker will be issued for each authorized electrical appliance at a fee of RM 5.00.
- iii. Residents may register any additional electrical appliances acquired after the initial application within 24 hours of bringing them into the residence. This applies only if the total number of declared items does not exceed **Ten (10)**.

It is important to ensure that the form is filled out with detailed information, including the item type, brand, model, and power specifications to smoothen the declaration process. Failure to apply within the stipulated timeline, the appliances will be deemed unauthorized and may be subject to disposal.

### 2.2.7.7 Usage & Restrictions

Non-compliance with these regulations may result in fines, confiscation of items, or other disciplinary actions as outlined in the university's residence policies.

- i. Drones are only permitted on the premises with prior approval from university management;
- ii. Any unregistered or unapproved appliances and equipment found during inspections will be subject to disposal without prior notice and a penalty will be imposed at **RM 40.00 / item**;
- iii. Any faulty or malfunctioning electrical appliances regardless of their registration status, will also be disposed of immediately if found within the residence; and
- iv. Residents are responsible for any repair or disposal costs related to these appliances.

## 2.2.8 *Medical, Security & Other Services*

### 2.2.8.1 *Medical Assistance*

Medical assistance will be available for any health-related issues and emergencies, including illness or injuries. Kindly refer to the support provided below;

Coordinator	Direct Helpline	Operating Hours
Residence Office	<ul style="list-style-type: none"> <li>+60 13 – 837 3871.</li> </ul>	Monday – Friday 0800 – 1600
Curtin Malaysia Health, Counselling & Disability Service Centre	<ul style="list-style-type: none"> <li>Ground Floor, Prinia 1</li> <li>+60 85 – 630 100 (ext.2782/2783)</li> </ul>	
Campus Security Emergency	<ul style="list-style-type: none"> <li>+60 85 – 630 081</li> <li>+60 85 – 630 082</li> <li>+60 85 – 668 637</li> <li>+60 10 – 511 3938.</li> </ul>	After Office Hours, Weekend/ Public Holidays

In the event of an emergency, assistance with transportation or an ambulance request will be provided on behalf of the Resident should emergency medical attention be necessary at the nearest medical facility. The Resident is expected to prepare all required forms of identification, insurance documentation (if applicable), and any other pertinent paperwork for medical treatment.

### 2.2.8.2 *Security Assistance & Services*

Personal safety and the security of property are primarily contingent upon individual diligence, sound judgment, and the implementation of appropriate precautions. It is also essential to demonstrate consideration for fellow residents within your building.

It is imperative to ensure that all doors remain locked and that valuables—such as mobile phones, computers, watches, jewellery, and cash—are safeguarded at all times. Please be advised that Curtin Malaysia does not assume responsibility for any loss or damage to personal property. Residents and their visitors are required to carry their resident cards, student cards, or identity cards at all times.

#### *i. Visitors Visit Hours*

All visitors are required to show respect for other residents in the area. Residents are fully responsible for the behavior of their guests. Visitors are permitted to visit from 7:00 AM to 10:00 PM and must remain at the selected common areas only (**as detailed in Section 3.3 Visitors/ Guests Conduct**) Overnight stays are not allowed, visitors may not enter bedrooms or remain on the premises with or without resident's present.

**ii. Spot-Check/ Inspections**

The Campus Security reserved the right to carry out spot check or inspection at any time without prior notice if the circumstances so require. Any resident, who finds his or her roommate/housemate missing for more than 24 hours, must report to the Residence Office unless the resident concerned has made a verbal indication of his/her intended absence. This is to enable the Residence Office to take immediate action should any unforeseen incident occur.

**iii. Vehicle Access & Restriction**

Vehicle Access Restriction	Curtin Water – II <ul style="list-style-type: none"> <li>Allowable subjected to Campus Security Discretion – ie. Check-in/Out</li> </ul>
Bicycles	Bicycles should be stored in a <u>bicycle bay</u> – must not be kept in bedrooms, near emergency exits, passageways, common areas, or stairwells as these cause a safety hazard
Residence Parking Bay *Limited Slot  Applicable to; <ul style="list-style-type: none"> <li>Kingfisher (1 – 4)</li> <li>Kingfisher (6–9)</li> <li>Curtin Water – II</li> </ul>	i. Charges Imposed; <ul style="list-style-type: none"> <li>Per Semester – RM 10.00/ Car (Semester 1 from 1 January 2025 - 30 June 2025) and (Semester 2 from 1 July 2025 - 31 December 2025);</li> </ul> ii. Mandatory to display a valid Car Parking Sticker on each vehicle’s windshield for identification purposes; iii. Registration can be done – at Information and Services Counter, Heron 1 iv. Such policies are subjected upon; <ul style="list-style-type: none"> <li>Vehicles without a car sticker or parked in non-designated spaces will be clamped, with a RM50.00 fee to unclamp.</li> <li>Unauthorized parking may lead to trespassing charges (RM 5.00 / day), and vehicles can be removed at the Resident’s expense without notice. The Residence Office and University Management are not liable for any damage to or loss of vehicles or items inside.</li> </ul>

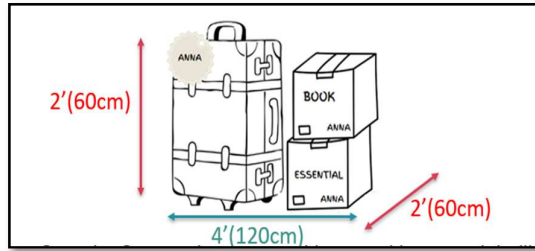
**2.2.8.3 Storage Facility Services**

Storage facility services are available upon request and the approval is subject to the discretion of the Residence Office. This service is provided to both current residents and new residents who have applied for or are transitioning into tenancy accommodation.

However, please note that space is limited, and a minimum of Five (5) working days' notice is required to arrange for storage delivery. A fee of RM 300.00 will be charged per month for storage services. Further conditions are outlined as follows:

- i. Stored items must be packed neatly and sealed in boxes, suitcases, or strong bags – No loose items; valuable; illegal; or perishable items are allowed.
- ii. Each application is limited to a maximum of **5 boxes** or **total dimensions of 4’ x 2’ x 2’** (120 cm x 60 cm x 60 cm). Please take photos and label your stored items.
- iii. Storage is at your own risk. Curtin Malaysia and the Residence Office will not be held liable for any loss or damage to stored items.

Stored items will only be released to the applicant. Items that are not collected within Seven (7) days after the agreed duration will be disposed of at the discretion of the University management.



Sample: Storage luggage and boxes with proper labelling.

### 2.2.8.3 Service/ Penalty Lists

In the event of any damage or loss—whether partial or total—to the property within the Residence, it is imperative that this incident be reported immediately to the Residence Office ensuring necessary actions are taken.

Residents are hereby informed that any costs associated with the restoration or replacement of items that have been vandalized or damaged will be charged directly to them, as they are responsible for the care of the property.

This includes expenses related to physical repairs or replacements, as well as any additional fees incurred during the remediation process, as shown;

No.	Penalty	Basis (RM)
1.	Key(s)/ Access Card Opening Assistance	10.00 / service <i>*First offense - waived</i>
2.	Lockset Replacement	170.00 / set
3.	Lost Key/ Lost Card/ Resident Card Replacement	50.00 / item
4.	Damages/ removal of affix items	50.00 / item
5.	Loss or Damage of Facilities <i>**Please refer to the Residence Office</i>	As per the replacement cost
6.	Room Painting (Wall)	Minimum 300.00
7.	Misuse of fire extinguisher, fire alarm, and/or emergency systems	Forfeiture of Rental Deposits
8.	Mattress Replacement	Minimum 500.00
9.	Cleaning Service	Minimum 100.00
10.	Vandalism of Residence Facilities	Minimum 500.00
11.	Other offenses not listed in the above	On a case-by-case basis

*\*\*This list may be revised at the Residence Office's discretion, and changes can be made without justification.*

## 2.3 DEPARTURE

### 2.3.1 Termination of Tenancy or Withdrawal (Non-Renewal of Tenancy)

Should a resident withdraw their application or enrolment from the university, or elect not to renew their residence tenancy, it is imperative that they check out by the final date specified in the current

Residence Tenancy Agreement. Residents are obligated to formally cancel or terminate their stay following the Residence Rules and Regulations. Refunds will be processed by the Finance Department as detailed in [Section 2.1.5.2](#).

Upon termination of the tenancy, the resident is required to;

- i. Vacate the room no later than the stipulated check-out date and return possession of the room to the Residence Office. This includes returning all furnishings, fixtures, and appliances associated with the residence. These items must be maintained in good condition, allowing for reasonable wear and tear.
- ii. Adhere to the Check-Out Process outlined as well as any additional instructions provided by the Residence Officer during the check-out procedure.

### **2.3.2 Check-Out Process 101**

All residents must schedule their final inspection at least Two (2) weeks before departure. The Residence Office will not consider any final inspection disputes if you choose not to have a joint inspection.

#### **2.3.2.1 Time & Day of Checkout**

Residents are encouraged to check out during office hours. However, check-outs on weekends, public holidays, and after office hours can still be accommodated with prior notice to the Residence Office regarding your intended departure date. Please leave your keys and access card in the envelope provided at either the Information and Services Counter, Heron 1 (opposite the ATM) or the Curtin Water-II security post. We will inspect your room and flat/unit/house within Three (3) working days following your departure date.

Please note that no temporary storage will be provided at the Residences. As such, residents must remove all belongings and vacate the accommodation no later than 4:00 PM on the specified check-out date and no later than the last day of the tenancy period as listed in the offer letter.

The Residence Office reserves the right to remove any belongings left behind and will not be responsible for any loss or damage incurred as a result. Any residents who require storage facilities during the transition following check-out are encouraged to apply to the Residence Office.



### **2.3.2.2 Standard Room Clearance**

Once the resident has completed their check-out process, a thorough visual inspection of the room will be conducted. To ensure a smooth inspection, please adhere to the following guidelines;

- i. All personal belongings must be removed from the room, and it should be cleaned and restored to its original condition, taking into account acceptable wear and tear, before your departure.
- ii. Leave nothing behind in the flat, as a cleaning fee will be charged. Any unwanted items (such as bedding, cooking equipment, clothing, etc.) will be disposed of, and we will not consider any claims made after your departure date.
- iii. Ensure that all areas—including the bedroom, toilet/shower room, kitchen – Including the refrigerator and cabinets), and living room—are thoroughly cleaned and free of your personal belongings. Failure to clean properly will result in a minimum cleaning fee of RM100.00, which will depend on the current condition of the room.
- iv. If any damages or defects are found, the cost of restoration, including but not limited to repair and/or cleaning fees, will be deducted from the resident's deposit. An email will be sent to inform the resident of the incurred charges. If the restoration costs exceed the amount of the resident's deposit, the resident must reimburse the outstanding balance within Seven (7) days of the notice.

### **2.3.2.3 Changes of Date/ Extension**

Residents who wish to cancel or postpone their check-out date or request an extended stay must submit a formal written request to the Residence Office at least Fourteen (14) days prior to their intended check-out date. This request should include valid reasons and any relevant circumstances that support the request.

The Residence Office will evaluate these requests based on the provided reasoning and room availability. Please note the following conditions:

- i. An approval fee of RM 200.00 will apply.
- ii. Residents are required to continue paying their rent until the next official check-out date.

If residents do not adhere to these conditions, they will be charged a daily rental fee of RM 100.00 for any issues, including failure to check out by the tenancy end date specified in the offer letter.

### **2.3.2.4 Deposit Refunds**

Upon the termination of the tenancy, the Resident is entitled to a refund of the Rental Deposit within Eight (8) weeks after vacating their unit. This refund must be claimed by the student or the student's parent within Three (3) months from the check-out date, provided that the following conditions are met:

- i. The online checkout form has been completed.
- ii. The check-out process and visual inspection have been completed.
- iii. All outstanding payments to Curtin University Malaysia have been settled.
- iv. Residence keys and access cards have been returned to the Residence Office on the specified check-out date.
- v. All required documentation, including banking details, has been submitted to the Residence Office.
- vi. A utility bill is available until the expiration of the tenancy to calculate any excess utility charges.
- vii. A quotation for the repair or replacement of any damaged assets, if applicable, has been provided.

Residents who check out from any of the Residences without paying their outstanding balances will have the amount owed deducted from their Rental Deposit. This outstanding balance may include penalties for lost keys or cards, excess utility charges, fees for missing or damaged furniture, fittings, or equipment, cleaning charges, and any unpaid rental amounts.

### **2.3.2.5 Unforeseen Termination & Cancellation**

#### ***i. Termination by The Residence Office***

Due to unforeseen circumstances, A Resident's tenancy may be terminated by the Residence Office. If necessary, the Residence Office Team may notify the Primary or Secondary Contact by phone or e-mail of the termination of the Resident's tenancy. If the Resident is unavailable to receive service of the eviction notice in person, then delivery of the notice to the Resident's room and email shall be deemed as a sufficient notification. The Resident will be served a 24-hour notice period to vacate the room.

#### ***ii. Abandonment***

Residents who choose to leave their assigned unit without proper notification or authorization may be characterized by a variety of circumstances.

These scenarios can include, but are not limited to, the following situations:

- **If a resident fails to check out by the confirmed date – elapsed check-out;**
  - The Residence Office will reach out to residents in this situation to confirm their intentions regarding an extended stay.
  - Should the resident either confirm their cancellation or fail to respond within the specified timeline, they will incur daily rental charges of RM 100.00.
  - If there is no response for more than Ten (10) days, all rental deposits already paid will be forfeited.
  
- **In cases where a resident vacates their room – without any notification;**
  - The Residence Office will make an effort to contact the resident prior to taking back the room.
  - If they are unable to reach the resident or their designated contacts, the Residence Management Team reserves the right to repossess the room without any liability, allow another applicant to occupy it, and forfeit any rental deposits or pre-payments made.
  
- **If the Residence Office is not able to contact the Resident, or the Primary or Secondary Contacts, the Residence Management Team may:**
  - Repossess the room without liability to the Residence Office.
  - Arrange for the occupancy of the room with another applicant.
  - Forfeit the Rental Deposit and any pre-payments of Rental.

#### ***iii. Failure to Vacate***

If the Resident does not vacate the Residence by the specified check-out date, or in the event of an early termination of their tenancy:

- a. The Resident will be responsible for any financial loss incurred by the Residence.
- b. The Residence Office may remove the Resident's belongings from the room, with or without the Resident's presence, without prior notice, and any liability for damage to or loss of the Resident's property.

### **2.3.3 Sanction**

Residents who have not paid all relevant fees or charges by the due date will face a sanction on their student record. This sanction may restrict the student's access to results, hinder re-enrolment, or prevent graduation. The sanction for non-payment will be lifted once full payment is made.

### **2.3.4 End of Tenancy**

The university management reserves the right to terminate a resident's tenancy and, if necessary, remove them from campus under the following circumstances: if the resident breaches any of the Curtin Residence Rules and Regulations, if their Curtin academic standing is terminated, if they fail to meet immigration requirements, or if they violate any laws and regulations in Malaysia.

## PART 3

### RESIDENCE COMMUNITY STANDARDS

The Residence Office is dedicated to fostering a secure, harmonious, and supportive environment that encourages residents' academic success and personal growth. Our goal is to cultivate a community where individuals act responsibly and treat one another with respect.

The Residence Community Standards define both expected and prohibited behaviours within the residence community;

#### 3.1 Policy & Offences

An offense refers to any inappropriate conduct, action, or failure to act that breaches the Residence Rules and Regulations. Offenses are categorized into three levels, from Level 1 to Level 3, based on increasing severity. Residents are expected to display acceptable forms of behavior within the accommodation at all times. Any person who discriminates in any manner or, threatens the safety or wellbeing of any resident(s), staff member, or residence community, verbally, physically, sexually, or in writing, may be subject to immediate termination of their tenancy agreement.

The consequences for repeated offenses are as follows:

- A. 2 Minor Offenses (Level 1): Non-renewal of contract and deposit refund after deductions.
- B. 1 Major Offense (Level 2): Non-renewal of contract and deposit refund after deductions.
- C. 1 Critical Offense (Level 3): Immediate termination of contract, forfeiture of the deposit, and rental fees.

No.	Type of Offences	Minor (Lv. 1)	Major (Lv. 2)	Critical (Lv. 3)
<b>3.1.1</b>	<b>Disruptive Behavior</b> Residents must respect Malaysian customs and follow the laws. They should also maintain the university's good reputation. Please avoid actions that could endanger lives or health, damage property, disrupt the peace, or violate the rights of other residents.			
<b>a</b>	Throwing, dropping, kicking or knocking objects from/at Residence buildings, windows, or stairwells, whether intentional or unintentional.	/		
<b>b</b>	Creating or permitting behavior within the Residences which may be a nuisance or annoyance to other Residents, the Residence Office and the surrounding community.		/	
<b>c</b>	<b>i</b> Any behavior deemed to be a physical assault that causes injury to oneself or others.			/
	<b>ii</b> Any behavior or activities that contravene the laws and regulations of the Malaysia government.			

<b>3.1.2</b>	<b>Violence and Aggression</b>				
<b>a</b>	Any communication or behavior that is perceived as offensive, abusive, unwanted, aggressive, or threatening.				/
<b>b</b>	Any behavior that causes or has the potential/intent to cause physical or emotional harm.				/
<b>c</b>	Any behavior deemed to be a physical assault				/
<b>3.1.3</b>	<b>Prohibited Items and Alcohol</b>				
Consumption, use, or possession of any form of illegal drugs under the “ <i>Dangerous Drugs Act 1952, alcoholic drinks, weapons, or any items considered dangerous and/or illegal is strictly prohibited in all areas of the accommodation.</i> ” The Residence Office will take all necessary action including reporting and/or surrendering to the relevant authorities where Residents have been found in possession of any items or using illegal substances.					
<b>a</b>	Possession of the alcoholic product either with or without any content within the Residences.	/			
<b>b</b>	Displaying the physical effects of intoxication – vomiting, passing out, aggression significantly disruptive behavior, or needing medical assistance due to alcohol consumption.		/		
<b>c</b>	Possessing, using, making, selling, or being under the influence of an illegal or un-prescribed substance in Residence.				/
<b>d</b>	Possession or use of medication for purposes other than those for which they were prescribed.				/
<b>3.1.4</b>	<b>Non-Halal Food</b>				
All the areas of Residence are designated as the HALAL area. Only halal food is allowed to be cooked, stored, and consumed in the kitchen.					
<b>a</b>	Storing, Cooking, and consumption of the non-halal food product is strictly prohibited within the Residences.	/			
<b>3.1.5</b>	<b>Damages &amp; Vandalism</b>				
Property damage in resident rooms and common areas is prohibited. Damage must be reported to the Residence Office immediately. If a Resident or their guest causes damage, the Resident is responsible for repairs. If the responsible party is unknown, all Residents in the unit, floor, or building will share costs equally. Residents and their roommates are accountable for damages, excluding unaddressed issues from the Check-in Inventory Checklist.					
<b>a</b>	Marking any surface through action or neglect, that is not deemed normal wear and tear		/		
<b>b</b>	Intentional damage, acts of vandalism, graffiti, or neglect resulting in serious damages to the Residence property.				/

No.	Type of Offences	Minor (Lv. 1)	Major (Lv. 2)	Critical (Lv. 3)
<b>3.1.6</b>	<p><b>Harassment</b> Any verbal, written or physical conduct that is known or ought reasonably to have been known to be unwelcome, inappropriate or otherwise offensive to a person, and that such conduct demeans, humiliates, threatens him/her or otherwise violates his/her dignity.</p>			
<b>a</b>	Any conduct that could be deemed as bullying, including cyberbullying or bullying on social media be it via a group or an individual.		/	
<b>b</b>	Any statement, action, or display that could be deemed as inappropriate or derogatory towards an individual or a group.			/
<b>c</b>	Activities that involve the use of materials, including songs or chants, of a discriminatory or offensive nature, or which denigrate an individual or a group are prohibited and may expose those involved to legal action. This includes, but is not limited to any activities involving full or partial nudity, which may be both a criminal offence and a breach of harassment laws.			/
<b>3.1.7</b>	<p><b>Smoking</b> Smoking (consumption of cigarettes, cigars, vaping, pipes, and all other substitutes e.g., shisha, e-cigarettes, etc.) or the possession and display of any related paraphernalia is not allowed in all areas and compound of Residences, as well as across the whole area of the university campus.</p>			
<b>a</b>	Evidence of smoking found in the Unit/room/building (cigarette butt(s), cigarette pack(s), etc.)	/		
<b>b</b>	Caught smoking and/or using/in possession of related paraphernalia. Any smoking-related paraphernalia will be confiscated.		/	
<b>3.1.8</b>	<p><b>Littering &amp; Spitting</b> Residents are reminded to maintain cleanliness in the common areas of the Residences. This includes refraining from littering and spitting in public spaces, ensuring that shared areas are kept clean and sanitary after use, and properly disposing of refuse.</p>			
<b>a</b>	Any of the above actions constitutes a repetitive action that leads to annoyance/inconvenience to others.		/	
<b>b</b>	Any of the above actions constitute a repetitive action that leads to serious hygienic discomfort and harm to others as well as causing overall aesthetic damages to the Residence premises.			/

No.	Type of Offences	Minor (Lv. 1)	Major (Lv. 2)	Critical (Lv. 3)
<b>3.1.9</b>	<b>Noise</b> To ensure a comfortable environment for all residents, noise levels must be kept to a minimum, especially during quiet hours, which are from 10 PM to 7 AM. The right to reasonable quiet takes precedence over the right to make noise, meaning that residents should avoid creating excessive noise that can be heard outside their own rooms or units, as this can disturb others.			
	<b>a</b> Excessive noise within the Residences.	/		
	<b>b</b> Repetitive excessive noise that interferes with the academic work of Residents and/or significantly disturbs the Residence Community Any conduct that could be deemed as bullying, including cyberbullying or bullying on social media – via a group or an individual.		/	
<b>3.1.10</b>	<b>Rights &amp; Privacy – Unit mates</b> Those sharing a living space should cooperate to maintain a clean environment and should only use furniture and amenities assigned to them. They are also responsible for sharing utility costs. It is advisable for residents to establish ground rules and hold weekly meetings to manage potential conflicts.			
	<b>a</b> Utilize furniture and amenities assigned to others without his/her permission.	/		
	<b>b</b> Create noise that interferes with other Resident’s work, study, or sleep.	/		
	<b>c</b> Creating or permitting behaviour in the Residences which is a nuisance or annoyance to other Residents, the Residence Office Team and the surrounding community.		/	
	<b>d</b> Repetitive excessive noise that interferes with the academic work of Residents and/or significantly disturbs the Residence Community.		/	
<b>3.1.11</b>	<b>Facilities &amp; Furniture</b>			
	<b>a</b> Failure of Residents to upkeep the cleanliness of the facilities after use.	/		
	<b>b</b> Failure of Residents to switch off all air-conditioners, fans, lights and electrical appliances after use.	/		
	<b>c</b> Failure of Residents to keep their personal equipment/utensil in kitchen lockers, cupboards and shelves in the common pantry.	/		
	<b>d</b> Removal of furniture, appliances or other fixtures from assigned units/rooms/ or common areas and placing them elsewhere.	/		

**Continuation**

No.	Type of Offences	Minor (Lv. 1)	Major (Lv. 2)	Critical (Lv. 3)
<b>3.1.11</b>	<b>Facilities &amp; Furniture – cont.</b>			
<b>e</b>	Installation of unauthorized furnishings, equipment, or devices in the assigned units/rooms or common areas.		/	
<b>f</b>	Alteration, renovation, or removal of Resident’s room furniture or equipment.		/	
<b>g</b>	Wilful damage, vandalism, graffiti, or neglect on the furniture and fixtures that leads to serious damage.		/	
<b>3.1.12</b>	<b>Security</b>			
<b>a</b>	Residents found not carrying their Resident Card/activated University Student Card.	/		
<b>b</b>	Failure of Residents to produce the Resident Card/activated University Student Card when requested by Security or the Residence Office Team.	/		
<b>c</b>	Failure of Residents to lock all doors, including the unit door, and room door, and when entering and exiting.	/		
<b>d</b>	Blocking hallways, stairwells, exits and access to fire exits, and property access points.		/	
<b>e</b>	Sitting on balcony rails.		/	
<b>f</b>	Residents found entering/accessing unauthorized areas in the Residences (e.g., roof areas not designed for Resident's use, maintenance/storage areas, etc.) under any circumstances.		/	
<b>g</b>	Residents were found entering/accessing the room or unit of other Residents without their consent.		/	
<b>h</b>	Residents found lending/borrowing the keys/cards to/from others.		/	
<b>i</b>	Residents found duplicating keys/cards		/	
<b>j</b>	Any of the above actions constitutes a repetitive action that leads to annoyance/inconvenience to others.			/
<b>3.1.13</b>	<b>Fire Hazards</b>			
<b>a</b>	Failure to adhere to Items Clause 2.2.7.5 Electrical Appliances & Fire Safety	/		
<b>b</b>	Leave burning joss-stick and mosquito coil unattended.	/		
<b>c</b>	Acts that may constitute a fire hazard such as the burning of joss sticks, incense, candles, sparklers, etc., or any highly flammable material in the Residences for whatever purpose, be it social or religious.		/	
<b>d</b>	Usage of prohibited appliances, leaving food unattended while cooking in the kitchen, overloading or tampering with electrical systems.		/	



	<b>e</b>	Possession or use of explosive or flammable materials, such as firecrackers and propane tanks, is prohibited. Tampering with fire prevention or detection equipment, except for controlling fires, is not allowed. Any actions that may cause a fire or trigger the building's fire alarm system are also prohibited.			/
<b>No.</b>	<b>Type of Offences</b>		<b>Minor (Lv. 1)</b>	<b>Major (Lv. 2)</b>	<b>Critical (Lv. 3)</b>
<b>3.1.14</b>	<b>Possession of Pets</b>				
	<b>a</b>	Feeding stray animals and having pets on campus or in accommodations is prohibited. Pets must be removed by the Resident within a specified time; otherwise, the Residence Office Team will remove them. The Team is not liable for any consequences of this removal.		/	
<b>3.1.15</b>	<b>Visitors/ Guests Conduct</b>				
	<b>a</b>	Hosting of visitors or guests and visiting other fellow Residents of different genders in the residence compound area.		/	
	<b>b</b>	Hosting and visiting other fellow Residents in the room/ house unit outside the visiting hours.		/	
	<b>c</b>	Hosting Non-Resident (Visitor/Guests) in the room/ house unit outside the visiting hours.		/	
	<b>d</b>	Failure to register for Visitor/Guests at the Guard House or Guard Post		/	
	<b>e</b>	Failure of Resident to remain in the company of the visitor/guest at all times in Residence until he/she is signed out.		/	
	<b>f</b>	External Visitors/Guests found using the parking facilities within the Residence without the consent of the Residence Office		/	
	<b>g</b>	External Visitors/Guests found using common facilities without the company of Residents		/	
	<b>h</b>	Visitors/Guests found in the Residence after 10pm and/or staying overnight.			/
	<b>i</b>	Any of the above actions constitutes a repetitive action that leads to annoyance/inconvenience to others.			/
<b>3.1.16</b>	<b>Theft</b>				
	<b>a</b>	Theft or possession of stolen items/property.			/
<b>3.1.17</b>	<b>Cooperation – Investigations</b>				
	<b>a</b>	Failure to respond to written or verbal direction of the Residence Office Team.	/		
	<b>b</b>	Demonstrated a lack of respect, civility, courtesy, or cooperation with a member of the Residence Community, including Residents, Visitors/Guests, and the Residence Office Team.	/		
	<b>c</b>	Demonstrated a lack of cultural sensitivity within the Residence Community	/		

	<b>d</b> Providing false identification to the Residence Office Team, along with submitting a false incident report or hindering an investigation, are serious offenses that undermine the integrity of the process.		/	
<b>No.</b>	<b>Type of Offences</b>	<b>Minor (Lv. 1)</b>	<b>Major (Lv. 2)</b>	<b>Critical (Lv. 3)</b>
<b>3.1.18</b>	<b>Consequences – Violations of Behaviours</b>			
<b>a</b>	Verbal Warning – a verbal caution that continuation or repetition of the offending behavior will constitute more serious sanctions in the future.	/		
<b>b</b>	Written Warning – a written caution that continuation or repetition of the offending behavior will constitute more serious sanctions in the future.	/		
<b>c</b>	A penalty (fines and charges) can be imposed for failure to comply.	/		
<b>d</b>	Any other penalty considered necessary and appropriate	/		
<b>e</b>	Confiscation – removal of items from the possession of Residents that violate the Residence Rules and Regulations.		/	
<b>f</b>	Denial of Re-admission to Residences – a sanction given to a Resident who will not be permitted to live in the Residences in the future.			/
<b>g</b>	In the event of an eviction, a resident's tenancy with the residence will be terminated immediately. A penalty equivalent to Two (2) months' rent will be imposed on the resident and will be deducted from their remaining rental deposits. An eviction letter will be issued, with copies sent to the primary and/or secondary contacts, and the university will also be notified of the situation.			/

### 3.2 Common Upkeep Regulations

Residents are responsible for maintaining the cleanliness and tidiness of their rooms and the Common Areas in the Residences, which include the living area, leisure lounge, study lounge, common pantry, and washrooms.

The following guidelines must be adhered to;

<b>Mattress Care</b>	Residents must always cover their mattresses with mattress protectors and bed sheets. A replacement fee will be charged for non-compliance or if a mattress is soiled or damaged.
<b>Linen and Pillows</b>	Residents are responsible for providing their linens and pillows.
<b>Inspection of Mattresses</b>	Carefully inspect your mattress on both sides and report any damage or marks on your Check-In inventory checklist.
<b>Room Maintenance</b>	Residents are liable for the costs associated with cleaning, repairing, or repainting their rooms if they are not maintained in the condition they were in at check-in, allowing for acceptable wear and tear on furniture and doors.
<b>Attachment Restrictions</b>	Residents are not permitted to affix stickers, posters, pictures, photo frames, lights, screws, nails, or hooks to the walls, ceilings, windows, doors, or furniture in bedrooms or common areas.
<b>Storage Prohibition</b>	Personal belongings must not be stored on balconies (if available) or in Common Areas, including lift lobbies, walkways, and staircases. The use of chairs, other furniture, and decorative items in any area of the residence is also prohibited.
<b>Clothes Drying</b>	Hanging clothes on banisters outside of rooms or on window railings is not allowed.
<b>Hanging Articles</b>	Residents are not allowed to hang any items outside of rooms, windows, or accommodation buildings, except in designated areas.
<b>Kitchen Hygiene</b>	Residents must keep the kitchen (common pantry) tidy and maintain high hygiene standards at all times. This includes washing dishes and disposing of rotten food and expired goods.
<b>Dish Disposal</b>	For health reasons, dirty dishes will be discarded after 24 hours without warning. Unclean facilities pose health hazards, and residents are expected to maintain high cleanliness standards. Furthermore, residents must regularly dispose of any unwanted or expired food items kept in the refrigerator provided in the common pantry.
<b>Energy Conservation</b>	Each resident is responsible for using electrical appliances safely and properly – Turning off lights, fans, and air conditioners when you're not using them.

<b>Furniture</b>	Residents are advised not to move or relocate any furniture, appliances, or fixtures without obtaining prior permission from the Residence Office. The provided furnishings should be sufficient, and residents should refrain from bringing large items that may not fit in their rooms since there is no storage available for additional belongings.
<b>Curtin ICT rules</b>	Curtin University offers Information and Communication Technology (ICT) facilities and services primarily for activities related to teaching, learning, research, and administration. It is important for users to follow the ICT policies and the terms and conditions associated with WiFi access.
<b>Residence Card/ Activated University Student ID Card</b>	Residents and visitors must always carry their Resident Card or activated University Student ID Card while in the Residence compound and when visiting other residents. It's important that they present these cards upon request by Security or the Residence Office.
<b>Unit and Room Access</b>	Residents are responsible for ensuring the security of their property and that of their roommates by locking all doors at all times. This includes both the entrance and room doors, which should be closed and locked after entering or leaving the unit. Each resident must also take personal responsibility for the safety of their valuables by securing bedroom doors, wardrobes, and drawers of the study table whenever they are not in their rooms.
<b>Electricity Appliances</b>	Residents may use domestic electrical appliances in the Residences, provided they follow key safety guidelines; Appliances and leads must be in good condition, with no cables between rooms. Only one appliance per wall socket, wired properly with appropriate fuses, and not exceeding 13 amps is allowed. Socket extension plugs are also limited to prevent overuse.
<b>Fire Safety</b>	Electrical immersion heaters, or any high electrical consumption are not permitted to be used or charged unattended in the residence area.
<b>Pets-free Zone</b>	All residence and university compound are Pets-free zone.

The Residence Office maintains the right to manage compliance with guidelines by undertaking necessary cleaning and billing any associated costs to the resident for non-compliance. Prohibited items may be confiscated, and any damage identified will be charged to the responsible individuals upon their departure.

### 3.3 Visitors/ Guests Conduct

Residents must take full responsibility for their visitors and guests, ensuring they are accompanied at all times in the common areas and are aware of the Residence Rules and Regulations;

- i. Social gatherings, including parties, are not allowed without prior approval from the Residence Office.
- ii. Visiting hours for guests in common areas are strictly from 7:00 AM to 10:00 PM.
- iii. Visitors of a different gender, including other residents, are not permitted on gender-specific floors or in gender-specific blocks.
- iv. Guests are prohibited from entering residents' individual rooms, except for immediate family members, who may visit during the designated visiting hours.
- v. The Residence Office is not responsible for any damage, loss, or theft of personal items belonging to residents or their guests, nor for any personal injuries that may occur.
- vi. Only selected common areas listed as below are allowable for fellow residents or visitors or guests to visit in residences area.

Building / Block	Common Areas
<b>Kingfisher 1,2,3,4,6,7</b>	Study Lounge, Kingfisher 5
	Multi-Purpose Hall, Kingfisher 5
	Lakeside Café Outdoor Dining Area, Kingfisher 5
<b>Kingfisher 8</b>	Lobby Lounge, Ground Floor, Kingfisher 8
	Leisure Lounge, Ground Floor, Kingfisher 8
	Common Pantry, Ground Floor, Kingfisher 8
<b>Kingfisher 9</b>	Lobby Lounge, Ground Floor, Kingfisher 9
	Common Pantry, Ground Floor, Kingfisher 9
<b>Curtin Water – II</b>	Car Porch Area for each house unit
	Main Gate Area, Security Guard Post Area

### 3.4 Theft or Loss of Personal Belongings

The university defines theft as the unlawful taking of someone's property with the intent to deprive the owner of it, and they reserve the right to involve the police in such cases. Under no circumstances will the Residence Office be held accountable for the theft of any property, money, or other items belonging to residents or non-residents.

Hence, the Residents are responsible for the care and security of their personal belongings. It is important to avoid leaving items such as laptops, valuables, textbooks, notes, and food unattended, even for a brief period, as this can lead to theft or misplacement.

The university management will not be liable for any personal losses, and any reports of theft should be directed to the Residence Office, which will then notify Campus Security for investigation.

### **3.5 Investigations Cooperation**

Residents are responsible for reporting any violations of the Residence Rules and Regulations. They are also expected to take reasonable measures to maintain the security and safety of the community. Additionally, residents should fully cooperate in any investigations related to incidents by providing detailed reports and statements.

### **3.6 Authorization – Addressing Misconduct/ Breach**

The Residence Office holds the authority to address breaches of the Community Living Standards on an individual basis. While it retains the option to take action when a breach occurs, it is not obligated to do so.

The Residence Office will consider the circumstances surrounding each incident before deciding on the appropriate course of action according to established guidelines;

#### **3.6.1 Reporting of possible breach of the Community Living Standards**

Residents, university staff, and guests are entitled to report any behaviors or actions that they believe violate the Community Living Standards to the Residence Office Team. Upon receiving such reports, the Residence Office Team will initiate an initial investigation process as soon as possible.

#### **3.6.2 Inquiry and Investigation process**

The Residence Office Team is responsible for gathering evidence regarding incidents involving residents. This may include conducting interviews with team members, Campus Security, and witnesses, as well as reviewing CCTV footage and undertaking other reasonable investigative measures. If sufficient evidence is found, the Residence Office will initiate a formal investigation.

Typically, this investigation involves interviewing the residents accused of wrongdoing, providing them with a chance to explain their actions. However, if a resident does not attend the interview, the Residence Office may continue with the investigation and make a decision based on the available evidence. Residents also have the option to submit a written response if they choose not to participate in the interview process, which will be considered in the decision-making.

#### **3.6.3 Penalty(s) by the Residence Office**

The Residence Office is responsible for reviewing all evidence related to potential breaches of residence policies. If a breach is identified, they will determine the severity of the penalties to be imposed. Following this evaluation, the Residence Office will send a Decision Letter to the involved residents, outlining the specific reasons for the sanctions imposed.

## Appendix – Definitions

This document outlines key definitions relevant to the residence at Curtin University Malaysia.

- "Common Areas" refers to accessible spaces outside individual rooms or units, including lobbies, walkways, elevators, staircases, pantries, washrooms, study lounges, leisure lounges, laundry facilities, outdoor spaces, and parking lots, which all residents and non-residents can use.
- "Curtin Malaysia" signifies Curtin University Malaysia, while "Fellow Residents" includes all individuals officially registered and living within the same residence facility, regardless of their specific location within the complex.
- The "PDPA," or Malaysian Personal Data Protection Act 2010, is a legal framework that regulates the handling of personal data in commercial contexts, aiming to protect individuals' privacy through responsible management of personal information.
- "Residence" encompasses the various buildings designated for student accommodation, including Kingfisher blocks 1 through 9 and Curtin Water -II.
- The "Residence Office" is the team responsible for managing the operations of these residences, consisting of the Residence Manager, Officers, and staff.
- Residents utilize the "Residence Portal," an online platform where they can handle various administrative tasks, such as submitting applications, managing tenancy agreements, updating personal information, making payments, and checking rules and regulations.
- "Residence Townhalls" serve as open forums for residents and the residence office to collaborate on important issues, share feedback, and discuss any forthcoming changes or initiatives within the residence community.
- "Visitors or guests" are individuals not registered as residents but permitted to use the common areas during visiting hours, provided they are invited by current residents and comply with residence rules and regulations.