

ubdCorp.

UBD Corporation Sdn Bhd



RESIDENTIAL HANDBOOK



Dear Residents,

Welcome!

On behalf of our entire team, we would like to welcome you to our community. We look forward to provide you with a comfortable and enjoyable stay during your semester course at your Institutions.

For your convenience, The Core offers several on site amenities, such as Food Court, convenience store and bank ATMs. We also provide transportation service to some selected destinations around town.

For international residents, you can get more details about Brunei from our Front Desk at The Core building. You can get variety of flyers on local place of interest, activities and Brunei magazines.

If you have any inquiries, please do not hesitate to contact our Front Desk Team and they will assist you to meet your requests.

Thank you and have a pleasant stay with us. We wish you goodluck on your study.

Sincerely,

UBDcorp Management



Contents

FOUNDATIONS OF LIVING LEARNING COMMUNITY..... 6

CAMPUS MAP 7

KEY CONTACTS 8

ABOUT RESIDENTIAL SERVICES 9

GENERAL INFORMATION 10

 ATM Services..... 10

 Food Court 10

 Shopping 10

 Transport..... 10

 Theatre and Discussion Rooms 10

 Cleaning..... 10

 Disability..... 10

 Fridges..... 10

 Insurance..... 11

 Internet Access – Limited Connection to student Wi-Fi 11

 Laundry Facilities..... 11

 Lock outs 11

 Mail 11

 Parking 11

 Resident Assistant..... 11

 Support 12

 RESCO/Passport Activity 12

GENERAL POLICY 13

 Residence-specific policy areas..... 13

 Entering your room..... 13

 Disclosure of information 13

 Safe Reporting Environment: Feedback and Complaints 13

 Behaviour 14

 Guests 14

 Rental Payment..... 15

 Room Keys..... 15

 Room Changes 15



- Termination of Tenancy 15
- Check-out procedures..... 16
- Extending your stay..... 17
- Rebook with us..... 17
- Refund of Accommodation Deposit and Security Deposit 17
- Outstanding 18
- Student Damage 18
- Sustainability..... 18
- STUDENT HOUSING RULES..... 19
- Standard Rules 19
 - Pet 19
 - Bicycles..... 19
 - Non-Halal Food 19
 - Room Renewal Eligibility..... 19
 - The Management Inspection 19
- Well-being..... 19
 - Behavior 19
 - Noise 19
 - Parties/Social Gatherings..... 19
 - Pornographic Materials..... 20
 - Sexual Violence and Misconduct 20
- Drugs, alcohol and smoking 20
 - Alcohol 20
 - Drugs 20
 - Smoking/vaping 20
- Safety 20
 - Appliances 20
 - Balconies/Fences/Stairwell 21
 - Bottles/Glass 21
 - Candles/Incense and Sparklers 21
 - Extensions/plugs 21
 - Fire Safety 21
 - Fire and Evacuation..... 21
 - Prohibited items..... 22



- Security and Safety 22
- Suspicious Activities 22
- Sleep out/Late night..... 22
- Cooking 22
- Shoes..... 23
- Upkeep of Accommodation 23
 - Cleaning..... 23
 - Cleanliness of Common Areas and Balconies 23
 - Damage and Vandalism 23
 - Decoration of Room 23
 - Decoration of Common Rooms and Balconies 23
 - Kitchen/Sinks..... 23
 - Furnitures..... 23
- TABLE CHARGES 24



FOUNDATIONS OF LIVING LEARNING COMMUNITY

This handbook aims to outline the expectations we have for you as a resident, and what you can expect of your peers, roommates, Resident College Organization (RESCO), Resident Assistant (RA) and UBDCorp staff. By making these expectations clear, we hope to ease your transition into residence and help you to thrive in your community.

As a student from your institution and as a resident, we encourage you to:

- Be independent in your thinking and take responsibility for your actions;
- Understand and fulfil your responsibilities and obligations as a resident;
- Treat the physical spaces of the Residence, your fellow residents and the staff with respect;
- Consider your life in residence as an opportunity for learning and personal growth.

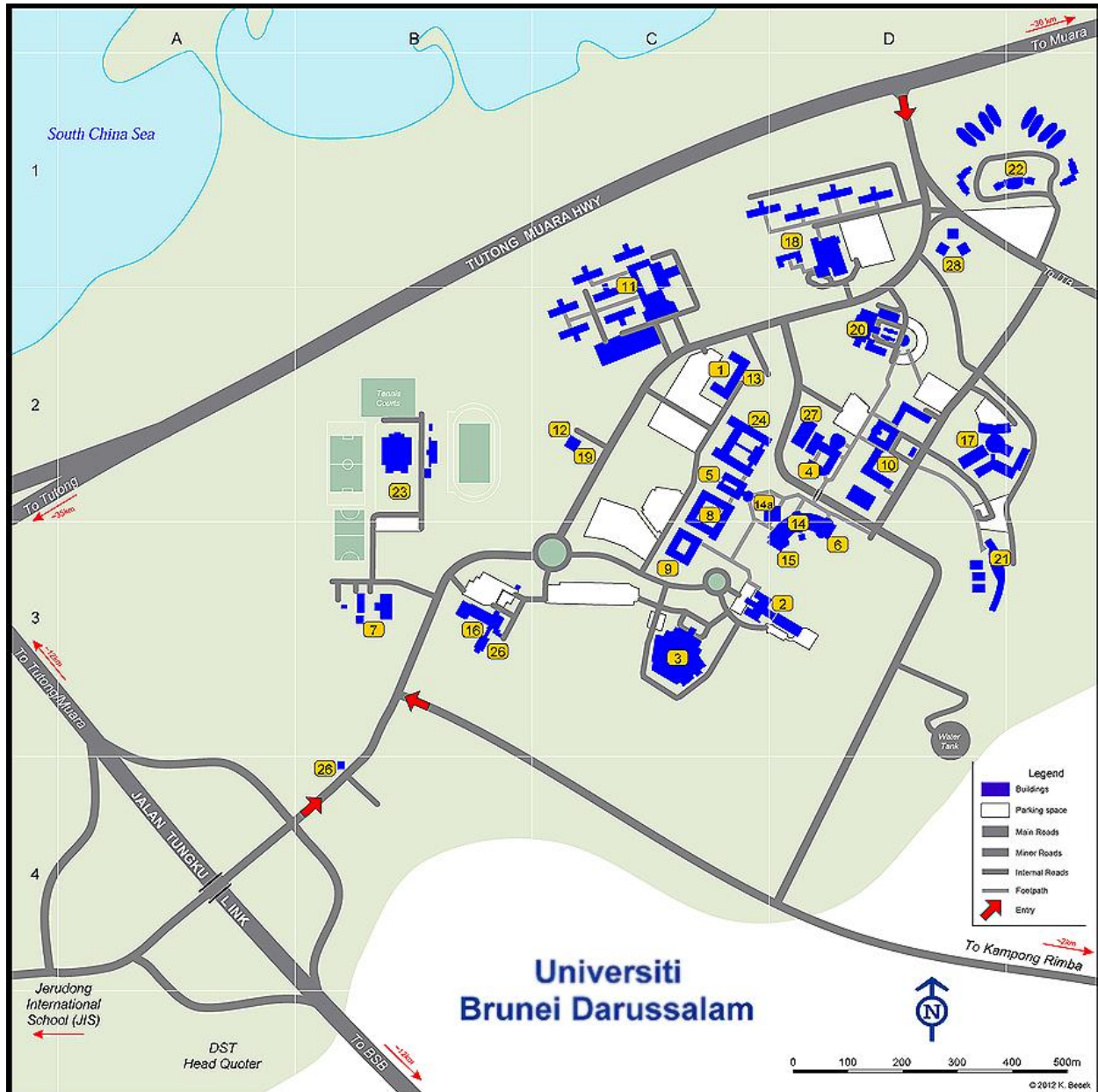
You can expect us to:

- In our response to incidents, and in our decision making, prioritize the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved;
- Treat you with respect and courtesy:
- Be guided but not bounded by precedents; and
- Be able to explain the reason for rules and decisions made.

This handbook that follows can be found on the above expectations, and is considered **essential** reading for new and returning residents.

Once you have taken the time to read this handbook, if you have any questions, please do not hesitate to seek assistance from the staff and RAs in your residence.

CAMPUS MAP



Index to buildings labelled on map

1. Academy of Brunei Studies (APB)
2. Administration
3. Cancellor Hall
4. Canteen
5. Central Lecture Theatres
6. Educational Technology Centre (ETC)
7. University store house
8. Faculty of Arts and Social Sciences (FASS)
9. Faculty of Business, Economics and Policy Studies (FBEPS)
10. Faculty of Science (FOS)
11. Female Hostel
12. Kuala Belalong Field Studies Centre (KBFSC)
13. Language Centre (LC)
- 14/14a. Library/New Library

15. Information Communication Technology Centre (ICTC)
16. Institute for Leadership, Innovation and Advancement (ILIA)
17. PAPRSB Institute of Health Science
18. Male Hostel
19. Married Students Quarters
20. Mosque
21. University Technology Hub (UBD|IBM Centre)
22. The Core
23. Sports Centre
24. Sultan Hassanal Bolkhiah Institute of Education (SHBIE)
25. Teaching and Learning Centre (TLC)
26. Security post
27. Student Centre
28. FOS Extension

KEY CONTACTS

CONTACT	NUMBER
Security Hotline	+673 8169009
Room Division Hotline	+673 8725688
The Core Front Desk	+673 2463599
Maintenance	+673 733 9568
Marketing and Events	+673 872 1452
Ambulance	991
Police	993
Fire Rescue	995
Health Advice Line	148



ABOUT RESIDENTIAL SERVICES

UBD Corporation Sdn Bhd is responsible for the provision of a comprehensive accommodation and residential service for all institutions.

If you have any queries regarding any aspect of your accommodation, from rental payments to service assistance, please do not hesitate to contact Room Division number +6738725688 or email us at customerservice@ubdcorp.com

Our team can be located at The Core Front Desk. They are generally your first port of call if you have any problems.

Operating hours are:

Monday – Thursday & Saturday	8:00AM – 12:00pm 1:30pm – 4:15PM
Friday	8:00AM – 11:15AM 2:00PM – 4:15PM
Sunday and Public Holiday	CLOSED

Payment operating hours are:

Monday – Thursday	8:00AM – 1:30PM
Friday, Sunday and Public Holiday	CLOSED

Operating hours during the month of Ramadhan are:

Monday – Thursday & Saturday	8:15AM – 1:45PM
Friday	8:15AM – 11:15AM
Sunday and Public Holiday	CLOSED

Payment operating hours are:

Monday – Thursday	8:30AM – 11.00AM
Friday, Sunday and Public Holiday	CLOSED

GENERAL INFORMATION

ATM Services

The ATM Services currently located at The Core building caters to BIBD, TAIB and Baiduri customers.

Food Court

Food court can be found at the Core building that caters different food and beverages with the earliest opening hour at 7:00AM and closed at 10:00PM

Shopping

There are shop lots can be found at the Core building that sells variety of products and services. Rimba Point is the closest major convenient shop with easy transport access via shuttle service provided. Standard business hours for shops are usually at 10:00AM – 10:00PM.

Transport

Transport services are available from Monday to Saturday from 9:00AM – 3:30PM depending on the availability of transport. Transportation charges is BND15.00 per trip/ per person limited to the radius; Rimba, Jerudong, Gadong, Kiulap, and BND30.00 per trip/ per person to Brunei International Airport.

Theatre and Discussion Rooms

The theatre can accommodate up to 200 people, equipped with Multimedia facilities. The Core also has two discussion rooms, each of which can accommodate up to 30 people. The Lecture Theatre and Discussion Rooms are available for rent on a full-day or half-day basis.

Type	Full Day Rate	Half Day Rate
Lecture Hall	BND800	BND400
Discussion Room	BND200	BND100

Cleaning

Cleaning of your communal area is conducted weekly for your convenience and to maintain Student Housing property. Ensure you wash your own crockery and cutlery as the housekeeper is not responsible for the cleaning of your personal items. When housekeepers arrive at your door, they are there to commence cleaning your communal area. The housekeepers maintain a cleaning schedule and will not back track to suit your time frame.

For the Core Residential resident, dispose of your rubbish in the wheelie bins which are placed near the buildings for your convenience. As for the Hostel Resident, dispose your rubbish in the bin located near the kitchen on each level. These bins are emptied frequently, so please make use of them. Rubbish left in your room attracts vermin. If personal items are left on the sofa, table, kitchen counter and other furniture, the housekeepers will not handle these items.

Disability

The management provides ease of access to students with disabilities, regardless of the severity and whether it is temporary or permanent. Any resident who has a disability or chronic medical condition should disclose this information in the application process. Such information will be treated in the strictest confidence. Student housing available within its resources to assist students.

Fridges

Fridges must be maintained in a clean and hygienic state. At the end of each semester, please dispose of any food items.



Insurance

Residents are urged to take out appropriate insurance policies. The management is not responsible for resident's belongings.

Internet Access – Limited Connection to student Wi-Fi

1. Select 'WiFi@UBD' from available networks
2. Enter your Student IT account login details
3. Username: Student ID
4. Password: Student IT account password
5. If prompted, Accept/Trust not verified certificate.

Laundry Facilities

For the Core Residential, laundry area can be found at each apartment equipped with washing machines, clothing line and sink.

As for the Female hostel, laundry area can be found at your nearest block which is at F3, F6 and Female amenities and for the Male hostel, laundry area can be found at M1 and M2. Laundry areas are equipped with washing machines, dryers and sinks.

You will need to provide your own detergent. In consideration for others, please remove your clothes from the washing machines and dryers as soon as possible. The management is not responsible for lost or stolen items.

Lock outs

Please call Room Division Hotline for accidental lock out. The tenant needs to present his Resident ID and his ID for verification purpose. **BND 20.00** penalty will be imposed on the residents that forgot their keys and needing an assistance to unlock their door. **Borrowing key from front office is strictly prohibited.**

Mail

Incoming mail for residential students should be addressed as:

Your Name,

Room Number,

The Core Residential College
UBD Corporation Sdn Bhd
Universiti Brunei Darussalam
Jalan Tungku Link, Gadong BE1410.

You can collect your mail at Front Desk under "Mail Tray"

Parking

Parking is available at the residential area. Residents who park their motorcycles/bicycles in the residence will do so at their own risk. The management will not be held responsible for any lost/damage incurred by the Resident. Motorcycles are to be parked at the parking lot, and bicycles by the designated space provided. Resident need affix car pass in their car as vehicle ID – where it is visible by Security upon access to Residential Parking.

Resident Assistant

UBDCorp has male and female Resident Assistant who have been appointed to assist the management. They are responsible for handling late arrivals/departures and assisting with any urgent matters from



residents. They are entrusted to be responsible for the whole property of the Core Residential College after office hours.

Although they might not be at the reception desk, they are a handy source of information and can provide you with a vital link between students and UBDCorp team.

Support

Upon successful checked-in you are required to report to the RA's or RESCO. Each hostel building has their own RESCO Block Captains and for the Core will be the RA's respectively. They will be able to assist with your residential living. Please feel free to contact them.

RESCO/Passport Activity

Resident College Organization (RESCO) is a non-profit organization that comprises of the heads and block captains that brings together all the students registered under The Core Residential College. They have a role and been entrusted in providing activities and programming for the new residents of their building. Their activities are monitored and approved by the UBD Student Welfare.

It is compulsory for 1st and 2nd year students of UBD to obtain their Passport Activity. Passport Activity is BND20.00 per academic year that can be purchased directly after check-in from the RESCO station located at the Core. The fee will be used by RESCO to conduct activities and events for the students. Orientation will be conducted by RESCO and students will get to hear important talks from UBDCorp, Office of Safety, Health and Environment and the UBD Student Welfare. Students are encouraged to share ideas or events that are beneficial to the residents. You may contact the student representative at resco.pmubd@gmail.com for further inquiries.

GENERAL POLICY

Residence-specific policy areas

Each residence differs in terms of community demographic and the physical buildings (e.g. proximity of communal areas to bedrooms). Thus, UBDCorp will make some residence-specific guidelines, and will advise their residents of these. These guidelines may change throughout the academic year to reflect the needs of the UBDCorp and our residents. Some of the areas where local policies will be formulated include, but are not limited to:

- Specific restrictions on noise (Refrain from creating excessive or loud noise);
- Appropriate use of common areas and shared facilities (kitchens, toilets, showers, common rooms, laundry area) including restrictions relating to alcohol consumption within these spaces;
- Event approval procedures;
- Lockout procedures;
- Restrictions on the use of balconies and outdoor rooftop areas;
- Storage of residents' possessions
- Residents are required to bring their Resident ID at all times and need to present it to the security when entering the block.

Entering your room

As outlined in the Tenancy Agreement, UBDCorp reserves the right to enter your room for valid reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks. No matter the circumstances, UBDCorp staffs will incorporate the "3 knock" rule prior to entering your room.

- Room inspections will be conducted on a periodic basis. If your room is in an unsatisfactory state, you will be given time and advice on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, UBDCorp reserves the right to impose penalty charge on the resident.
- When you lodge a complaint, the act of recording this issue is considered that you have granted the UBDCorp staff to enter your room, sometimes without notice, for the purpose of resolving your complaint.
- Where maintenance or cleaning is to be done in your room/apartment, you are required to give the staffs and contractors all reasonable access to the room/apartment to effect repairs/cleaning, including assistance with moving your belongings if necessary.

Disclosure of information

In the most day-to-day situations, we need your permission to disclose any personal information to parties external to the UBDCorp, including parents/caregivers/family members.

In cases where the management determines that there is a serious concern for your health or wellbeing, your preferred emergency contact person/s will be contacted. Prior to do so, if possible and deemed appropriate, the management will advise you that this is going to occur. Contact with your emergency contact will be at the discretion of the management and will always be decided in the best interest of the resident, which may not include discussion or consultation with the resident.

Safe Reporting Environment: Feedback and Complaints

UBDCorp is committed to provide a safe reporting environment for all residents in relation to feedback, concerns, and complaints.

As part of this commitment, you can expect staff to:

- Maintain high standards of confidentiality;
- Welcome complaints as an opportunity to receive valuable feedback on policy, procedures, facilities and all other aspects of the day-to-day life of the resident;
- Respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;
- Provide clear reasoning for any decision;
- Provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- Actively support and train RA and RESCO within the Residence to enable and support them to respond appropriately to complaints.

As a resident of UBDCorp, you are expected to contribute to a safe reporting environment by:

- Showing respect for the diversity of perspectives which exists within the Residence community and actively seeking to understand views which differ from yours;
- Responding respectfully and constructively to any resident who makes a complaint; and
- If you have a complaint, addressing it in a way which is constructive, and does not include behaviours which constitutes bullying or harassment.

Please fill in report for any maintenance issues or any other issue. Complaint can be done through online website www.ubdcorp.com , email to customerservice@ubdcorp.com or by filling out a form that is available at the Core Front Desk.

If a maintenance staff has found that a resident has deliberately damaged an item or fixture within the room, then the resident will be charge accordingly. Refer to table charges for reference.

Behaviour

Residents are expected to behave in a way that is conducive to harmonious community living and is in line with this UBDCorp Residence Handbook and the Tenancy Agreement. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the Residence. It is expected that residents will take personal responsibility for their own wellbeing.

Behaviour that in the opinion of the management is unacceptable may be grounds for termination of residence.

In determining whether to recommend termination of the Tenancy Agreement due to issues with resident behaviour, the management may:

- Meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the UBDCorp and on other residents. During this meeting, individual extenuating circumstances and options will be discussed.
- Consider if development of a behavioural plan/agreement between the resident and UBDCorp can be established
- If a behavioural plan/agreement is not suitable, a recommendation to the HEP regarding the continuation of the student's tenancy agreement will be made.

Guests

A guest is any person visiting the Residence at the expressed or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviours, and you are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.



You are only allowed to have guests at the Common area provided within the time-period allowed by the Management. Residents need to present their Resident ID to the Security when entering the Common Area.

Security may refuse entry to any guest or evict a guest from the residence, for example (but not limited to), if they breach the common room polices or if their presence is disturbing to other resident.

Rental Payment

You must pay your rent every month, not later than 7th of the month to avoid any outstanding. All rental payment is to be paid either on daily rate or monthly rate;

- If tenant who check in between 1st until 19th of the month, one-month rates will be applied.
- If tenant who check in after 20th until end of the month, prorated rates will be applied.

The management has the right to block your access to your room due to your outstanding rent. You are required to settle your outstanding and pay for the penalty charge of **BND30.00** for you to have access back to your room.

If you are unable to make a payment, you must discuss the matter with the Management and state your case in writing at least three days before the rent due date. Only in exceptional circumstances will a late payment be approved.

Room Keys

Residents are expected to be solely responsible for their own keys and are not allowed to lend the keys under any circumstances. Residents are also not allowed to make any duplication of the keys. The misuse of residence keys will lead to eviction from the residence.

Should there be any damage/loss keys, the residents should immediately report to the management and a penalty of **BND60.00 (Non-Refundable)** will be charged for processing of the new keys.

Room Changes

Room changes are subject to availability.

Occasionally, a resident may be required to move room by the Management due to certain reason and will be provided a reasonable timeframe for completion of the move.

In a case of move room, the resident need to bring their belongings along together with the bedsheet.

Termination of Tenancy

Early termination of Tenancy

- Any request for cancellation or premature termination of the tenancy agreement after checked in will result in total forfeiture of all rentals paid deposit.
- In the case of early termination of the tenancy, residents are required to pay full month rental.
- Resident must return the room key, A/C remote control, Residential handbook, Resident ID and Car pass (if any) to the reception upon termination of their tenancy. Upon vacating the rooms, resident need to follow the check-out procedures.

General Termination of Tenancy

- The management can terminate the resident tenancy at any time if:
 - ✓ Resident fails to pay any sum due to the Front Desk in the first 7th day of the month.
 - ✓ Resident fails to comply the rules and regulations of the tenancy.

- ✓ There are renovation or upgrades of the accommodation complex that need to be carried out as and when required by the management.
- The management reserves the right to forfeit the room deposit.

Check-out procedures

On approximately 30 days prior to your check out date, you are required to fill out the Security Deposit Refund form available at The Core Front Desk counter to start the procedure of your security deposit, which will take 30 working days' notice for our finance team to process. Please remember, the resident is responsible for reading and following ALL instructions.

Before a resident is checking out, you need to check for these following:

- All personal belongings must be removed (prior to room inspection).
- Trash must also be removed and properly disposed.
- Room/apartment must be cleaned.
- Remove all decorations such as posters and stickers from the walls, doors, windows and furniture.
- Sweep and vacuum the floors. Remove debris. Dispose them at the assigned area.
- All appliances are emptied and cleaned.
- All furniture must be placed in the original position.

Tenant who wishes to check out from their room should carefully plan and manage their check out. If tenant who wish to check out between 1st – 9th of the month a daily charge will be implemented:

- The Core Residential – BND45.00 per day
- Hostels Residential – BND20.00 per day

Residents are to check out not later than 2:00PM. During your check out date, if you know that you cannot be in the Hostel at this time, you need to vacate the room in advance, collect your baggage and leave it at the Core Front Desk Counter. Later check-out times may be possible by prior arrangement (and at the Management's discretion) and will be charged an hourly rate \$5. In the absence of an arranged late check-out, failure to check-out by 4pm may result in the guest being charged additional daily rental room charge. At the time of check-out the resident will also be required to do the following:

- Sign-out on the Room Condition form.
- Turn in all keys and Aircond remote control
- Return the Residential Handbook
- Return Resident ID
- Resident Car Pass (if any)
- Leave forwarding address and bank account if required
- Update your mailing/contact information.

Loss/damage of Residential Handbook will be charged **BND30.00**. Loss/damage of Resident ID and car pass will be charged **BND30.00** and **BND15.00** respectively.

The management reserves the right to vacate the room without prior consent of resident by transferring all the personal belongings of the resident to the storeroom should the resident fails to clear their belongings after checked out. The management is not liable for any damages and loss item during the transfer process.

It is also important that all procedures are being followed or if the room is not completely vacated or abandoned the resident may be subjected to financial penalties and the management will notify the

Student Affairs Section (SAS) to take disciplinary action and refuse to provide clearance for your Academic certificate.

NOTE TO REMEMBER

Residents are expected to pay for the costs involved in cleaning: repairing or repainting of their room if they are not maintained in the conditions, they were in at the beginning of the check in except for normal wear and tear. Please refer to the Table charges for reference.

If we are unable to reach you though your updated information, if any outstanding amount is not settled by the check-out date, The Management will notify the Student Affairs Section (SAS) to disciplinary action and refuse to provide clearance for your Academic certificate.

Extending your stay

Whether you want to extend your stay for a couple of extra weeks, you can get in touch with the Front Desk staff, and we will check the availability of your room on the requested date of extend.

Rebook with us

We would love you to stay with us for another semester, you can check our social media for the opening of our online accommodation application.

Refund of Accommodation Deposit and Security Deposit

Forms for refund of deposit are to be filled out and is available at The Core Front desk. Submit to the Front Desk at least 30 working days before check-out together with

- Refundable Deposit Form
- Original official receipt for deposit payment
- Bank Account Number
- IC (Local)/ Passport(foreigner)
- Air Ticket (Foreigner)

Any incomplete documentation and information will delay the process in application.

The accommodation deposit will only be refunded AFTER: -

- The residents fulfill the duration of stay stated in the tenancy agreement
- The room has been vacated
- All other outstanding fees have been settled
- Room keys, Aircond remote control, Resident handbook, Resident ID and Car Pass (if any) are returned to the Front Desk
- Clearance from check out inspection (such as the cleanliness of the room, the condition of the room)

If Check-out inspection does not meet satisfactory level, deposit will be deducted accordingly.

The accommodation deposit cannot be used to offset any outstanding monies owing to the company.

Once refundable deposit is ready for collection, Front Office will contact the residents via the email provided. Resident is expected to collect the Refundable deposit within 30 working days, fail to do so may lead to deposit forfeited. If remittance and bank service are required, all necessary charges will be borne by residents.



For any request to have a third party to collect the deposit, please provide the management with an authorization letter and a copy of IC of the representative.

For International resident, Deposit may be ready prior checking out provided he/she has made an arrangement with the Front Office by filling out the security deposit refund form minimum 30 days before the check-out date and inspection will be done by the housekeeping on the spot for clearance purpose before releasing the Deposit.

In the event of any inquiry, please approach the Front Desk.

Outstanding

If any outstanding amount is not settled by the check-out date, The Management will notify the Student Affair Section (SAS) to take disciplinary action and refuse to provide clearance for your Academic certificate. Any additional cost incurred by the management for chasing outstanding amount should be borne by residents.

Student Damage

All residents pay a deposit as part of their acceptance fee when offered accommodation. This deposit is held against any damage. Upon check-in, you will be given a room condition form for your room, which you need to read carefully, sign to agree the condition of your room at the beginning of your occupancy, provide remarks for any issues not listed on the form, and returning this form to the Front Desk. If you do not return the form to the Front Desk within 24 hours, we will take this as your acceptance of the condition of your room.

After check-out, an inspection will be done and if there is any additional issues in your room not noted on the Room Condition form and these are deemed to be attributed to damaged caused by you, you will be charged for the repair of these issues.

Occasionally damage occur to items or facilities outside your room. If you notice any maintenance that requires attention, please lodge a complaint. If you cause damage in a common area, notify the Front Desk immediately and the Manager will discuss this with you to decide if a damage charge should be applied. Failed to report any damaged in common area, may lead to penalty charge to all tenants staying in that apartment or block.

Sustainability

Residents are encouraged to switch off lights, air conditioners or other electrical appliances whilst they are unattended. Everyone is encouraged to conserve water wherever possible such as turn off taps properly, and report leaking taps or toilets. Recycling facilities are provided and residents are encouraged to sort their rubbish to ensure that as much waste as possible is recycled.

STUDENT HOUSING RULES

The following rules are an extension and elaboration of those specified in the UBDCorp Rules and Regulations. Breaches of these rules may result in penalties.

Standard Rules

Pet

No pets of any nature may be kept within the accommodation. If a pet is found to be in residence, it will need to be removed immediately.

Bicycles

All bicycles are to be kept in the provided bike racks. Bikes are not to be kept in rooms, stairwells, walkways, laundry rooms or common rooms.

Non-Halal Food

Possession and/or consumption of non-halal food in the shared kitchen facilities is strictly prohibited.

Room Renewal Eligibility

All current residents are to abide by the UBDCorp's Rules & Regulations. Any resident who has been issued a warning from the management for violating the rules & regulations will have their renewal application for the upcoming semester placed under review. Student applications that are under review will be reassessed by the RAs, RESCO and the management who will consider the suitability of the student to remain in the residence.

The Management Inspection

The Management reserves the right to conduct inspection on the accommodation units and the bedrooms without giving prior notice to the Residents. Residents whose standard of housekeeping is not acceptable will be asked to rectify the situation. Should there be no improvement; action may be taken to the residents. Housekeeping standard is in view of the management whose decision will be final and not subjected to debate.

Well-being

Behavior

Every resident has the right to a safe, private, secure, and comfortable living environment. It is expected that residents will display considerate and respectful behavior to others. Residents are not to engage in any dangerous or unsolicited behavior.

Noise

Residents must maintain an environment conducive to study, sleep and quiet relaxation. Residents are not to produce disruptive noise, for example:

- Loud or sustained music:
- Yelling: or
- Noise after 10pm (9pm during study and exam weeks).

Residents must follow the instructions of their RESCO Block Captain, RAs or security regarding volume.

Parties/Social Gatherings

Permission must be sought from The Management for gatherings of greater than twice the number of students in a corridor or floor.

[Pornographic Materials](#)

Viewing, possession and/or dissemination of such materials (soft or hard copy) are strictly prohibited. Such offence would lead to termination of tenancy and disciplinary action.

[Sexual Violence and Misconduct](#)

The management has a zero-tolerance approach to sexual assault, harassment and violence. You are encouraged to report any incidents of sexual violence and harassment. Options for reporting include:

- Security
- UBDCorp Management
- RESCO Team
- Resident Assistant

The matter will be referred to the police. Such offence will lead to termination of tenancy and disciplinary action.

[Drugs, alcohol and smoking](#)

[Alcohol](#)

No alcohol is permitted to be stored or consumed in within the accommodation areas. Such offence would lead to disciplinary action.

[Drugs](#)

The use, possession or dealing of illegal or non-prescribed drugs is strictly prohibited. The matter may also be referred to the police. Such offence would lead to termination of tenancy and disciplinary action.

[Smoking/vaping](#)

Smoking/vaping is prohibited by the Brunei Ministry of Health and are not permitted inside residential buildings or within the area. Where there is reasonable evidence that a student has been smoking in his/her room, the student will be liable for the costs of returning the room to a satisfactory state. The summon fee is currently **BND300.00**.

[Safety](#)

[Appliances](#)

No portable electric heaters or other appliances with a heating element are permitted in the bedroom.

Approved items

- Hair dryer
- Personal computer/Laptop
- Alarm Clock
- Table/Standing Fan
- Iron and Iron board can be used in the apartment living room for the Core Residents and as for the Hostel residents, this can be found at the laundry room for the Hostel residents.

Disapproved items

- Fridge
- Washing Machine
- Oven
- Microwave
- Electric Kettle
- Toaster



- Portable Air-condition
- Electric Stove
- Portable Gas Stove
- Coffee Maker

The management reserves the right to take necessary actions that is deemed fit in the event of that the item found does not conform to safety standards. This may include confiscation of the unauthorized items.

Balconies/Fences/Stairwell

For safety reasons, residents are not allowed to climb or sit on balcony railings. Towels, hammocks, and personal laundry are not permitted on balconies. Climbing over fences to get in and out of the accommodation areas are strictly prohibited.

For safety reasons, residents are not allowed to use the stairwell for any recreational activities. Residents are not allowed to sit on the stairwell or to throw/dispose items off the stairwell.

Bottles/Glass

Care should be taken to ensure that residents and staff are not injured by broken glass. Do not throw broken glass directly into bins. Wrap pieces of glass in several layers of newspapers or paper and place in a separate container / bag, which can then be put into a bin.

Candles/Incense and Sparklers

Naked flames of any kind including candles, incense, oil burners or sparklers are not permitted in any area of residences.

Extensions/plugs

Strictly no cable running on the floor and from room to room. A plug must be wired in the correct manner and incorporate fuses of the correct settings. A plug must supply one piece of equipment and must not exceed 13amps a total load on wall socket. In case of emergency or power trip, please make sure a direct report to the security and The Management to rectify the problem. Any unreported incidence The Management will not be responsible for any injuries.

Unauthorized use of electrical appliances in the accommodation resulting in damage such as fire outbreak shall be compensated by the resident / guardian and the offender will bear the criminal liability.

Fire Safety

Any resident found to have tampered with fire safety equipment will be subject to disciplinary action and will be liable for the cost of repair / replacement of equipment.

The resident responsible for any fire alarm call-out shall be liable for the cost and in cases where no individual is identified. The Management reserves the right to divide the cost between all residents of the area concerned. It is the responsibility of each resident to ensure they do not contribute to false fire alarms through negligent behavior.

Fire and Evacuation

Residents can find the Emergency Evacuation Plan on the back of their room and common room door and are to familiarize themselves with Fire and Evacuation procedure and must follow the instructions of the Security and Residential staff during evacuations.

Prohibited items

Residents must not bring, keep, or operate any of the following items in residences:

- Bottled gas
- Electric blankets
- Firearms
- Fireworks
- Flammable or combustible materials (for example: heaters, incense, candles, etc.)
- Hazardous materials
- Illegal stuff and drugs
- Stolen items
- Weapons

This list is not exhaustive. Other items may be considered safety hazards and subject to prohibition at the discretion of the management.

Security and Safety

Resident need to present their Resident ID to the security when entering the block. 24hrs security is available daily. It shall be the responsibility of the residents to lock all doors at all times for the protection of their property. Entrance door and room door must always be closed and locked after entering or leaving the room.

The management shall not under any circumstances be responsible for any damage, loss or theft of any property, money and other items belonging to the residents and/or their visitors and any personal injuries suffered by the residents, or their visitors/guests howsoever caused.

Residents are not permitted to change rooms or sleep anywhere other than in their own room without the consent of the management. Resident found violating the rules & regulation will be evicted.

Any Resident, who finds his /her roommate missing for more than 48 hours, must report to the security and the management immediately. This is to enable the management to take immediate action if any untoward incident had taken place. Your co-operation is very much appreciated.

Suspicious Activities

If you notice any suspicious activities going on in your accommodation areas, please report it to the securities, your RAs, RESCO Block Captain or The Management. If found guilty the management reserves the right to terminate their tenancy and disciplinary action will be taken.

Sleep out/Late night

If you intend to sleep out from the accommodation even for 1 day or if you are late returning to your accommodation with valid reasons, please inform your RAs, RESCO Block Captain or the security. Curfew is at 11:00PM (Female Hostel).

Cooking

Cooking is not allowed in the room. Action will be taken on Resident found cooking in the room or at undesignated area.

Shoes

Shoes are to be kept properly and not allowed to be kept along the accommodation corridors. Such shoes if found will be removed by the Housekeeper.

Upkeep of Accommodation

Cleaning

Residents are responsible for maintaining a standard of cleanliness in their rooms and common rooms. A penalty will be imposed for excessively dirty and unhygienic rooms.

Cleanliness of Common Areas and Balconies

Each of the residences has common areas which are accessible for all residents. When residents fail to maintain the required standard of cleanliness in these areas, a penalty may be imposed on students with access to these areas for extra cleaning.

Damage and Vandalism

The resident is responsible for damage and is liable for the cost of repairs. Residents are also liable for damage caused by any visitor. Management will determine the cost of repairs and undertake the work required. Such offence would lead to penalty charge.

Where damage to common areas (including common rooms, bathroom, hallways, walls, windows, etc.) cannot be attributed to an individual, all occupants of that floor / corridor may be charged a portion that is considered fair and reasonable according to the management. Any costs for repair work will be directly charged to the resident's student account.

Decoration of Room

Room decorations are to be safe and not leave permanent damage to the room. Any decorative lighting is to be battery powered only.

Decoration of Common Rooms and Balconies

Permission must be sought from The Management before decorating shared areas.

Kitchen/Sinks

Wash your dishes/kitchenettes and leave the kitchen clean. Do not dispose food waste/ cooking oil in the sink to prevent clogged sink and drain. Resident caught disposing food waste/cooking oil in the sink will pay for the cost of repairs.

Furnitures

Furniture located in the public area must not be removed. Resident must always cover their bed with their own bedsheet.

TABLE CHARGES

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No	Room charges / Deposit	Price (BND)
1	Security Deposit (The Core)	\$ 250.00
2	Security Deposit (Hostel)	\$ 90.00
3	The Core monthly rental	\$ 250.00
4	Hostel monthly rental	\$ 45.00
5	The Core daily rental	\$ 45.00
6	Hostel daily rental	\$ 20.00
No	Maintenance	Price (BND)
1	Room key/ Main Door Key	\$ 60.00
2	Ceiling Fan	\$ 40.00
3	Led Lighting (Bedroom)	\$ 15.00
4	Downlight (Wardrobe)	\$ 10.00
5	4ft Fluorescents Light / LED	\$ 10.00
6	Bed Frame	\$ 250.00
7	Study Table	\$ 100.00
8	Study Chairs	\$ 180.00
9	Air-Conditioner System 1HP	\$ 480.00
10	Air-Conditioner Remote Control	\$ 80.00
11	Room Door/Main Door	\$ 1,000.00
12	Window	\$ 400.00
13	Walls	\$ 500.00
14	Ceiling	\$ 300.00
15	Curtains/blinds	\$ 200.00
16	Sofa	\$ 1,500.00
17	Coffee Table	\$ 200.00
18	Mattress (The Core)	\$ 250.00
19	Mattress (Hostel)	\$ 150.00
No	Other charges	Price (BND)
1	Late Check-Out	\$ 5.00/hr
2	Change Barrel	\$ 30.00
3	Loss/Damage of Key	\$ 60.00
4	Lock-out	\$ 20.00
5	Resident ID (RFID)	\$ 15.00
6	Loss/Damage of Resident ID (RFID)	\$ 30.00
7	Car Pass	\$ 10.00
8	Loss/Damage of Car Pass	\$ 15.00
9	Smoking/Vaping Summon Fee	\$ 300.00
10	Loss/Damage of Residential Handbook	\$ 30.00
11	Cleaning Charges (Bedroom)	\$ 50.00
12	Transport charges: within stated radius (Per Trip)	\$ 15.00
13	Transport charges: Airport (Per Trip)	\$ 30.00



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