

## Frequent Asked Question

1. How to make a reservation?
  - Go to our website [www.ubdcorp.com](http://www.ubdcorp.com) under the room booking section.
  - You may refer to our WhatsApp catalog for the reservation process
  
2. Do you accept walk-ins?
  - We do accept walk-ins but only during working hours.
  - It is strongly advisable to make a reservation for at least three working days if no room is available.
  
3. How long do we wait for the room booking confirmation?
  - Confirmation will be sent to you within three working days
  
4. How long can we reserve a room?
  - Room can be held with a deposit for a maximum period of three months.
  
5. How do I change the room type after sending a reservation?
  - You may resend your new reservation; we will be based on the latest reservation.
  
6. Can I request a specific room?
  - Yes, you may request a specific room on your reservation, but it depends on the availability of the room and the management's discretion.
  
7. Can I book a room under someone else's name?
  - It is prohibited to book a room under someone else's name for safety reasons. The room must be booked under the tenant's name and details.
  
8. Why do I need to pay for the security deposit?
  - Security Deposit is needed before you enter your room/apartment. This sum of money will be held throughout the rental agreement. This is to cover any costs by fixing any damages or penalties incurred by the tenant.
  
9. Why do we need to pay the deposit within 24 hours after receiving the room booking confirmation?
  - This is to hold the room in case we have overbooking, and we will prioritize those who have paid for the security deposit.
  
10. After I check out, can I bring forward the Security Deposit for my next check-in?
  - We do not accept carried forward. All tenants are required to claim their deposit every time they check-out
  
11. Can I use the Security Deposit to cover my rental?
  - Security Deposit is strictly for check-out. It can't be used for any purpose except to cover the damage or penalty during check-out.



12. Why do I need to pay the registration fee?
  - It is a requirement that all tenants must pay the registration fee upon check-in to cover the processing cost incurred for the check-in process.
  
13. Can I pay online?
  - Any payment can be made via online BIBD
  - You may refer to our WhatsApp catalog for the online payment process
  
14. What documents do I need to bring during check-in?
  - Upon check-in, please bring along your original IC, original copy of the authorization of accommodation at UBD Campus (for non-UBD), Room booking confirmation, and tenancy agreement.
  
15. Can I pay the rental in advance?
  - Yes, you can pay your rent in advance, but we advise you to pay monthly as a rental, including advance, is non-refundable.
  
16. Can I carry forward my overpaid rental?
  - We do not accept carried forward. We advise the tenant to carefully plan their stay to avoid their advance rent being forfeited.
  
17. Can I request for transfer room?
  - Yes, you can request a transfer room with a transfer fee of BND30.00 unless the maintenance declares the room as a defective room.
  - If you request an upgrade, no transfer fee is required, but you must top up the security deposit according to the room type.
  
18. Where can I file a complaint?
  - Go to our website [www.ubdcorp.com](http://www.ubdcorp.com) under the "Support" section
  - You may refer to our WhatsApp catalog for the support guideline.
  
19. How long will it take to fix the complaint?
  - Depending on the nature of the complaint, we will try our best to attend to the complaint within 24 hours.
  
20. Can I check out before my end of the tenancy?
  - Yes, you can check out anytime, but your deposit will be forfeited as it has not reached the maturity of your tenancy agreement.
  
21. Why do I have to keep my tenancy agreement updated?
  - Your end date is your check-out date; it is recorded in our system. You will automatically check out from the system if you exceed your tenancy agreement which affects our record and data in our system.

22. Why do I have to keep my details updated?

- Your details and information are important to us. If you have exceeded your academic period and have not updated us if you are extending, you will be considered a non-academic tenant, and a non-academic rate will be applied.

23. What do I need to do when checking out?

- Return the items stated in the lending form during your check-in
- Submit Claim Deposit form
- Ensure your room is clean and tidy. No damages were done. No outstanding.

24. Can someone check out for me on my behalf?

- Yes, you can get someone to check out for you on your behalf, but you must write an authorization letter stating your representative's IC and name.
- Check-out process still applies, and your claim deposit form needs to be signed by you.

25. Why do I still have to pay for the rental even though I am not staying in the room.

- Your rental is running in the system until you are properly checked out as you still hold our property, the key.

26. Can I take over my friend's room?

- Yes, you can, but it depends on the condition of the room. Every check-out, our housekeeping team needs to inspect the room to ensure the state of the room is ready for the next tenant, which can take up to three working days.
- If there is a defect, this will take time for us to release the room for the next tenant.

27. Why do we need to pay for the outstanding penalty?

- Rental is to be paid every month for days/months of the tenancy. It is to be paid every month for each month. We have given an allowance period of one week for the tenant to settle their rental every 7<sup>th</sup> of the following month.
- Our system will automatically charge the penalty BND30 if there is an outstanding.

28. Why do we need to submit the Room Condition Form?

- You need to ensure the Room Condition is detailed. You need to check your room according to the list in the form.
- This form will be referred during your check-out and the housekeeping inspection.