

ACCOMODATION FREQUENTLY ASKED QUESTIONS AND ANSWERS

Terms & Condition

- 1. Is it compulsory for International students to stay at the university accommodation?**
Yes, for their first semester (6 months).
 - 2. What types of rooms are available?**
3 types of rooms eg. Master Bedroom, Bedroom 1 (Single), Bedroom 2 (Twin- sharing).
 - 3. Will the student room be equipped with basic furniture?**
Yes, with basic furniture such as bed, mattress, cupboard, desk, chair (at bedrooms) and dining table, TV, kitchen cabinet, sofa in the living room.
 - 4. Are the students allowed to made any booking or reservation for their accommodation?**
Availability rooms are on a first –come first serve basic. If your choice of accommodation is not available, we will assist you in providing a suitable alternative, school accommodation (off campus or on-campus).
 - 5. What are the payment terms?**
Students must pay two (2) months deposit (refundable) and six (6) months rental in advance (non-refundable) for a minimum of six (6) months tenancy before occupying the rooms.
 - 6. Can the student choose to stay for short term i.e. less than 5 months?**
Yes, but this option only applies for short course students such as International House English courses students, summer and winter camps student from overseas. The student must provide the course admission letter before checking into the accommodation.
 - 7. What is the payment term for the short-term students?**
Depend on the duration of the course.
 - 8. Can the students choose their rooms?**
Yes, but subject of availability.
 - 9. Can the students choose their roommate?**
Yes, but subject of availability.
 - 10. Can the student change the room at anytime?**
Yes, but RM100 processing fee is chargeable for student's request for room changes (subject to availability). However, there will be no charge for student's request for room changes within the first month of tenancy.
 - 11. Is the student chargeable for any replacement such as lost of keys and access card?**
Yes, replacement of lost keys is chargeable at RM50 per set (the lock and the keys) and replacement of access card is chargeable at RM50 per card. Student who locks their keys in the room will be charged a service fee of RM10.
-

Check-out Notification

12. Can the student terminate the tenancy agreement before the tenancy agreement expires?

Generally the student shall not encourage to terminate the agreement before the tenancy expiry but it is mutually agreed that in the case the student wishes to terminate the tenancy agreement prior to the expiry of the six (6) months tenancy that this will result in the advance rental being forfeited.

REFUND PROCEDURES

13. Is the deposit refundable and when?

Deposit is refundable only upon completion of the tenancy and submitting a notification in writing two (2) months in advance before termination of tenancy.

14. Will I get my full refund?

Deposits are refundable in full but subject of any deductions (if any) such as short notice, overstayed, breakages, repairs, replacement and utility arrears and others.

15. How long will the refund take to be processed?

Processing of the refund will complete within one month from the date of submission of Official Refund Form which include return of the keys and check out procedures will done by the personal of the Desaria Management.

BASIC HOUSE RULES

16. What are the basic house rules?

ALCOHOLIC beverages are not allowed at the accommodation. Students who are drunk, are not allowed to enter the accommodation even though they are staying here, to ensure the safety and peace of their students.

DRUGS are strictly prohibited in the accommodation area. Students found with drugs will be reported to the LOCAL POLICE.

VANDALISM is a very serious offence. Students found guilty of committing such an offence, must pay penalty for damages.

No parties or other social gathering in the accommodation are not permitted without prior consent of the Management Office.

Students using the common facilities eg. Sport courts and reading room, must abide all rules governing the usage of these facilities. Outsiders are strictly prohibited to use such facilities.

Noise level must be kept low after 10.00 pm to allow others the opportunity to study or sleep. Visitors are only allowed into the living area and not in the bedrooms. Visitors must leave the unit by 10.00pm. **ANY STUDENT FOUND IN THE COMPANY OF A MEMBER OF THE OPPOSITE SEX IN THE BEDROOM WILL BE EVICTED.**

All outside visitors must register with the Security at the entrance. Detailed documents must be provided when requested by the Security before entering the Accommodation. Outside visitors must leave the Accommodation by 10.00pm. Students are strictly prohibited from climbing over the fence or wall to get in and out of the Accommodation.

PETS are not allowed in the Accommodation.