
FOR CONFERENCE GUEST / DELEGATES **INFORMATION ON HOUSING POLICIES AND ITS PENALTIES**

1. CARE FOR THE TRANSPONDERS

- 1.1 Ensure transponder does not get into contact with water as this will damage it. It is not weather proofed.
- 1.2 A replacement fee of \$40 is chargeable for each damage or lost transponder.
- 1.3 A replacement fee of \$36.75 is chargeable for each damage or lost drawer keys.

2. HOUSEKEEPING

- 2.1 For Type A rooms - Cleaning of attached bathrooms will be done every fortnight (14 days).
- 2.2 For Type B & C rooms – Daily cleaning will be done for cluster toilets.
- 2.3 For short term stay of less than 14 days, no linen changing and room cleaning will be provided for all rooms unless requested. Each request cost \$15 per room/ per change.
- 2.4 If daily cleaning is required an advanced rate of \$ 15 will be levied. Please make your request & payment 3 days in advance through your organiser. Organizer must forward request to the Conference Marketing Executive via email.
- 2.4 Request for daily room cleaning & linen changing will be done for all types of rooms only on every fortnight (14 days). As Housekeeping does not have access to all occupied rooms, so they will not enter the rooms to clean. Long Staying Guests (more than 14 days) – Changing of linen will be done for all rooms on every fortnight. Please ensure that valuables are kept in a safe/ secured place.
- 2.5 Guestrooms – Housekeeping will be done daily. Linen change will be done every fortnight.

3. IN CASE OF EMERGENCY

- 3.1 If there is an emergency, please report to your organizers. Thereafter, the organizers can contact the Fire Command Centre to seek assistance from the Security Officers. For example, if you need to call an Ambulance or Police, please call Fire Command Centre at 6779 6997 so that the Security Officers can direct the Police/Ambulance/Fire Engine to PGP.
- 3.2 Fire Command Centre is open 24hrs and Organizers will be able to contact them even after office hours.
- 3.3 Assembly point during an emergency is at the Basketball Courts. In case of fire, please do not use the lift but use the fire emergency exits and the staircase.
- 3.4 NUS is a non smoking campus and this includes PGP. Please do not smoke in PGP/NUS premises.
- 3.5 There are 4 Automated External Defibrillator (AED) equipments in PGP (for use in case of heart attacks)
 - 1) Foyer Area
 - 2) Outside Function Room 5
 - 3) Non Aircon Canteen
 - 4) Block 16

You may use the equipment in case of emergency. Alternatively, please contact our Security Officers as they have been trained in using the equipment.

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4. CONDUCT

- 4.1 When in the residence, the Guest shall at all times respect the rights of other Guests. In addition, the Guest shall observe "Quiet Hours" which are between 11pm to 7am daily and are in effect 24 hours during the Reading Week and final examination periods in the University's Academic Calendar. During the "Quiet Hours", the Guest shall avoid making any excessive or unusually loud sound which annoys and disturbs other Guests while in the residence or its premises.
- 4.2 The Guest is strictly prohibited from passing his/ her transponder to other Guests of the residence or non-residents (non-residents shall include friends, classmates, family members, relatives, visitors, etc). The Guest is also strictly prohibited from allowing non-residents to use his/her room for any purpose in his/her absence.
- 4.3 The Guest shall not change the room allocated to him/her without the approval of the Office of Housing Services.
- 4.4 No subletting of the room, its facilities or its premises is allowed and severe penalties will be levied upon the Guest for such a breach of condition. The Guest is strictly prohibited from accommodating any other person in the room, or from subletting the room with or without monetary transactions.
- 4.5 The Guest is required to lock the cluster gate and to keep the fire-exit door closed at all times. Failure to do so will subject all Guests in the cluster to financial penalties.
- 4.6 The Guest is prohibited from engaging in conduct in or about the residence which poses a threat to the health or safety of persons or property, which interferes with the rights or well-being of others, or which violates any provision of this Agreement or any rule/regulation (current and subsequently introduced) of the University.
- 4.7 Smoking, gambling, consumption of alcohol and habit-forming drugs, and anti-social habits such as spitting and littering are strictly prohibited in the residence and its premises.
- 4.8 Any form of ragging, orientation or initiation activity by an individual or a group of Guests is strictly prohibited in the residence and its premises.
- 4.9 The keeping of animals and pets, use of heating and food preparation appliances (other than University approved appliances), waterbeds, private air conditioners, air coolers and any other items deemed inappropriate by the Office of Housing Services are prohibited in the residence.
- 4.10 Loss of transponder shall be reported to the Management Office within 24 hours or the next working day. The cost of replacing the transponder shall be borne by the Guest. Failure to report such loss will result in a fine of not less than \$50.00 in addition to any replacement cost.

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5. CHECK IN PROCEDURES

- 5.1 The Guest shall conduct a room check and endorse on the Move In/Move Out form upon checking into the residence. The form shall be returned to the Management Office within 24 hours of check in. In instances when the Guest fails to sign this form, the Office of Housing Services shall assume the initial "good condition" of the residence and its furnishings, and hold the Guest responsible for any shortfall or damage thereafter.

6. CHECKOUT PROCEDURES

- 6.1 The Guest shall return all residence transponder and keys **personally** to the Management Office upon checking out. Daily room rate will continue to apply until the transponder and keys are returned to the Management Office.
- 6.1 Failure to complete these checkout procedures will subject the Guest to financial penalties.

7. COMMUNAL SAFETY

- 7.1. No Guest or Visitor may paint, put nails or screws in, makes holes in, or otherwise alter or damage the residence accommodation or any other part of the PGP Residences.
- 7.2. Guests are not to remove any furniture, fitting or other PGPR properties from their accommodations and the common areas in the residential blocks, and in particular not to block fire doors or emergency exits.
- 7.3 Each Guest shall be responsible for keeping the residence accommodation, including all the furnishings and equipment, clean and safe, and for maintaining the cleanliness and order of public areas and lavatories.
- 7.4 Guests may not remove windows or screens or throw objects from windows, fire escapes, doors, or other exterior parts of the PGP Residences.
- 7.5 The Organizer shall not display any posters, signs, banners or any other materials within PGPR premises without the expressed consent from the Conference Marketing Officer.
- 7.6 It is prohibited to duplicate transponder(s) to any University residence accommodation or facility.
- 7.8 Please advise them to keep the cluster gates and exit doors close at all time. This is for safety and security reasons. Please refer to the terms and conditions for more information.

8. ATTIRE

- 8.1 The Guests shall not be attired in a manner that will prevent his/her identification, as in clothing that covers the face/or use of a mask, that will hinder easy identification.

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9. FIRE SAFETY

- 9.1 Guests are advised to observe the Fire Safety Notice and are prohibited from tampering the fire-alarm systems (including fire alarms, fire extinguishers or any other fire-safety equipment) without reasonable threat of a fire being present.
- 9.2 No cooking or the use of naked flame/fire shall be permitted in the rooms. Preparation of food is strictly allowed only in the cluster kitchen.
- 9.3 Guests are prohibited from placing any personal belongings (except 1 pair of footwear in the marked box), garbage, trash or other receptacles, vehicles, bicycles or other object that could hinder and cause obstruction in the corridor or other common areas or passageways of the PGP Residences.
- 9.4 The Office of Housing Services reserves the right to remove personal property stored or placed in common areas in violation of this Agreement.
- 9.5 Guests is prohibited from activating, without reasonable cause, fire alarms, thereby producing false alarms, or damaging any fire-safety equipment or discharging or tampering with fire safety equipment without a fire or the reasonable threat of a fire being present.
- 9.6 No smoking, cooking or the use of naked flames, fire, incense sticks, candles, mosquito coils and sparklers shall be permitted in the room. Preparation of food is strictly restricted to the kitchens provided.
- 9.7 In line with safety regulations, the Guest is prohibited from placing any garbage or trash or other receptacles, bicycles, or other personal articles (shoes, slippers, shoe racks, clothes racks, detergent, potted plants etc) in the common areas (which would include corridors, ledges, stairs, passageways, etc) of the residence. The Office of Housing Services reserves the right to remove or discard any item or article stored or placed in common areas in violation of this clause. Such item or article shall not be returned to a claimant without satisfactory proof of ownership and payment of all expenses for removal and/or storage.
- 9.8 In line with safety regulations, the Guest is prohibited from altering or adapting electrical outlets and equipments and overloading circuits.
- 9.9 Guests is required to attend all fire drills conducted.

10. DISCIPLINARY ACTION

- 10.1 The Guests is expected to abide by all residential rules/regulations (current and subsequently introduced) as established by the Office of Housing Services. The Guest, along with his/her visitors, who fails, for any reason, to comply with any provision of this Agreement shall be subject to disciplinary action.

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11. ROOM ASSIGNMENT

- 11.1 The Office of Housing Services reserves the right to assign and reassign Guests to rooms in the residence or to revoke and terminate the Agreement at any time for any reason set forth or referred to in this document.
- 11.2 The Office of Housing Services reserves the right to relocate the Guest to another room/ residence for temporary occupancy in the event of an unforeseen circumstance/emergency situation that warrants such relocation.
- 11.3 The Office of Housing Services reserves the right to consolidate rooms and/or residence to enhance personal safety of residents and to maximize occupancy in the resided blocks for better operation efficiency.

12. VISITOR POLICY

- 12.1 Guests shall be responsible for the conduct of their Visitors (visitors shall in all instances include family, friends, or relatives), who must also respect and comply with all rules/ regulations while in or about the PGP Residences. Any breach by any such visitors shall be deemed to be a breach by the guest.
- 12.2 All Visitors must leave the PGP Residences by 11pm. Visitors are strictly prohibited from staying overnight.
- 12.3 Visiting hours are from 7am to 11pm. Visitors must be accompanied by the Guest at all times. Non-resident visitors are to leave the residence by 11pm.
- 12.4 Visitors are strictly prohibited from staying overnight.
- 12.5 The Guest shall keep the room open or leave the door ajar whenever a member of the opposite gender is in the room.
- 12.6 All visitors are subject to the rules and regulations of the residences. The Guests is responsible for his/her visitor(s) full compliance and observance of these rules and regulations. Any breach of these rules and regulations by the visitors shall be deemed to be a breach by the Guests, and may subject the Guests to disciplinary sanctions which may include the loss of visitation rights.

13. SOLICITATION

- 13.1 Solicitation, sale, or promotion of any goods or services by the Guests or any person or company within the residence and its premises is prohibited.

14. DISCHARGE OF FINANCIAL OBLIGATIONS

- 14.1 In addition to all other rights and remedies contained in this Agreement, the University may impose conditions including the withholding of academic transcripts or degrees from the student until the financial obligations of the Guest or guarantor under this Agreement have been discharged.

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15. ROOM AND FACILITY CONDITION/CARE OF PREMISES

- 15.1 The Guest is responsible for the care of University property in the room and in the common areas in the residence. No Guest may paint, put nails or screws in, make holes in, or otherwise alter or damage the room or any other part of the residence. The cost of any repair, painting, cleaning, damage or loss will result in appropriate charges to the Guest(s) responsible for violating this policy.
- 15.2 The Guest is responsible for the cost of repair, repainting or replacement in the event of damage or loss to the room or to the common areas of the residence if such damage or loss is determined to have been caused by carelessness, negligence, or improper conduct by the Guest or his/her visitors.
- 15.3 Guests sharing common facilities within a cluster in the residence shall be liable for a joint payment towards the cost of repair or loss of facilities and appliances within the cluster in the event that such a damage or loss cannot be attributable to a single Guest. Any fault or damage to the facilities in the cluster shall be immediately reported to the Management Office.
- 15.4 The Guest is responsible for keeping the room and the common areas in the residences, including all its furnishings and appliances and its premises, clean and safe. If excessive cleaning is needed because of the Guest(s)' negligence, a cleaning fee shall be imposed on the Guest(s).
- 15.5 The Guest is prohibited from removing any furnishing or fixture from the room and the common areas.
- 15.6 The Guest shall not throw objects from windows, balconies, fire escapes or other exterior parts of the residence.
- 15.7 The Guest shall not post or hang signs, posters, banners, and the likes on the walls of, or in or about, the residence in areas not designated by the Office of Housing Services for such a purpose.
- 15.8 The Guest shall not place items or objects on the ledges outside the windows and on the balconies.
- 15.9 Illegal Do-It-Yourself (DIY) wiring and other electrical set-ups are prohibited in the residence.
- 15.10 The Guest shall not remove, change, install or replace any lock in the residence.
- 15.11 The Guest should make all attempts to help to conserve water and electricity usage, and to ensure that all lights, fans/air-conditioners (Type A room), personal computer and other electrical equipment (such as battery charger, alarm clock, etc) are switched off before leaving the room or common areas.
- 15.12 Excessive usage or wastage may lead to higher utilities bills payable by Guests.
- 15.13 The Guest shall observe good habits in the use of kitchen. Food scraps and litters should be properly disposed off in the rubbish bin provided.

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16. ROOM INSPECTION

- 16.1 The University reserves the right for its designees to enter and inspect any room or common areas in the interests of the health, safety, and proper conduct of the Guest, or the orderly and efficient administration and operation of the residential system, or to carry out installation, maintain or repair the premises. Entry may be made at any time, whether or not the Licensee is present, and without prior notice to the Guest, if emergency, health, or safety circumstances warrant such entry or if there are reasonable grounds to believe that any substance, material, or item is being kept or used on the premises in any manner prohibited by law, by this Agreement, or by the rules/regulations of the University, or if there are reasonable grounds to suspect any breach of immigration laws. Any such substance or item may be impounded by the University's representatives without prior notice. Any necessary cost of such removal shall be the responsibility of the Guests.

17. WAIVER

- 17.1 The waiver of any condition of this Agreement shall not be considered to be a waiver of any other condition. If any condition of this Agreement should be held invalid, the remainder of this Agreement shall be valid and enforceable.

18. RULES AND REGULATIONS

- 18.1 The Guests shall comply with the terms and conditions in this document and abide by all current and subsequently introduced policies, procedures, rules, regulations and codes established by the University. These terms and conditions include but are not limited to all academic, non-academic, residential, and conduct policies set forth in official University materials. The Guests shall be responsible for reading and understanding all such documents and revisions, and abiding by their contents.
- 18.2 The Guests shall abide by all rules and regulations (current and subsequently introduced) established by the Office of Student Affairs, in the interests of health, safety, security and proper conduct of Guests; and the orderly and efficient operation and administration of the residence.

19. CHOICE OF LAW AND JURISDICTION

- 19.1 This Agreement is governed by, and shall be construed in accordance with, the laws of the Republic of Singapore. The Guest irrevocably submits to the non-exclusive jurisdiction of the courts of the Republic of Singapore.

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<i>S/No</i>	<i>Housing Policy</i>	<i>Administrative Fee</i>
1.	<p>Lockouts after office hours:</p> <p><u>Monday to Friday</u> Between 7am and 8.30am; Between 5.30pm and 12am.</p> <p><u>Saturday</u> Between 7am and 8.30am; Between 12.30pm and 12am.</p> <p><u>Sunday and Public Holidays</u> Between 7am and 12am.</p> <p><u>Daily</u> Between 12am and 7am.</p>	<p>\$10.00 per lockout.</p> <p>\$10.00 per lockout.</p> <p>\$10.00 per lockout.</p> <p>\$20.00 per lockout.</p>

Refrigerator in the room:

<i>S/No</i>	<i>Housing Policy</i>	<i>Penalty</i>
1.	Refrigerator in the room - An application must be submitted to the PGPR Management Office.	Failure to apply with the Management Office will result in a fine of \$50 in addition to the usual application fee.

Visitors:

<i>S/No</i>	<i>Breach of Housing Guidelines</i>	<i>Penalties</i>
1.	Failure to keep the door ajar when there is a member of the opposite gender in the room.	<p><u>1st offence</u> A fine of up to \$100 and written letter of warning.</p> <p><u>2nd offence</u> A fine of up to \$300 and final written letter of warning.</p> <p><u>3rd offence</u> Termination of stay in the residence.</p>

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Conduct :

S/No	Breach of Housing Guidelines	Penalties
1.	Making excessive noise during "Quiet Hours" (between 11pm and 7am daily; 24 hours during the Reading Week and final examination periods in the University's Academic Calendar).	<u>1st offence</u> A written letter of warning will be issued. <u>2nd offence</u> A fine of \$50 and written letter of warning. <u>3rd offence</u> A fine of \$100 and final written letter of warning. <u>4th offence</u> Termination of stay in the residence.
2.	Consumption of alcohol within the residence / room.	<u>1st offence</u> A written letter of warning will be issued. <u>2nd offence</u> A fine of \$50 and written letter of warning. <u>3rd offence</u> A fine of \$100 and final written letter of warning. <u>4th offence</u> Termination of stay in the residence.
3.	Misconduct e.g. unruly behaviour.	<u>1st offence</u> A fine of up to \$300 and a written letter of warning. <u>Subsequent incident</u> Termination of stay in the residence.

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Communal Safety :

S/No	Breach of Housing Guidelines	Penalties
1.	Failure to lock the cluster gate.	<p><u>1st incident</u> A written letter of warning will be issued.</p> <p><u>Subsequent incidents</u> A fine of \$5 for the negligent Guest.</p>
2.	Keeping the fire-exit door open and / or preventing it from being shut.	<p><u>1st incident</u> A written letter of warning will be issued.</p> <p><u>Subsequent incidents</u> A fine of \$5 for the Guest.</p>
3.	Placing potential " killer litter " objects outside windows, on window sills or ledges, or on the parapet walls. Guests are not to throw objects from their rooms or place objects outside their rooms in a manner that may endanger safety of the Guests and public.	<p><u>1st offence</u> A written letter of warning will be issued.</p> <p><u>2nd offence</u> A fine of \$100 and final letter of written warning.</p> <p><u>3rd offence</u> Termination of stay in the residence.</p>

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Care of Premises :

S/No	Breach of Housing Guidelines	Penalties
1.	Leaving the electric fan and/or lights on when not in the room / common areas.	<p><u>1st incident</u> A written letter of warning will be issued.</p> <p><u>Subsequent incidents</u> A fine of \$10 on the Guest for each incident.</p>
2.	Failure to upkeep cleanliness in kitchen / common areas. (including appliances e.g. refrigerator, hotplate, microwave oven, electric oven etc).	<p>These penalties can be applied on the Guest or Guest(s) of the cluster.</p> <p><u>1st incident</u> A written letter of warning will be issued.</p> <p><u>Subsequent incidents</u> Punitive actions may include one or more of the following: a) Locking up of the kitchen; b) Cleaning charges of up to \$300; c) Replacement cost for any damage arising from abuse or negligence.</p> <p>Implementation of the penalties does not free the Guest(s) from the responsibility of cleaning up the kitchen/ common areas.</p>
3.	Failure to upkeep cleanliness in the room and the furniture provided in the room.	<p>Punitive actions may include one or more of the following: a) A written letter of warning; b) A fine; c) Cleaning charges of up to \$300; d) Replacement cost for any damage arising from abuse or negligence.</p> <p>Implementation of the penalties does not free the Guest(s) from the responsibility of cleaning up the room.</p>
4.	Unauthorized removal of common furniture / electric appliances. (Possession of common furniture / electric appliances constitutes an act of misappropriation).	<p>These penalties can be applied on the resident or residents of the cluster.</p> <p><u>1st offence</u> A written letter of warning and replacement cost for any damage / loss.</p> <p><u>2nd offence</u> A written letter of warning, replacement cost for any damage / loss and a fine of \$50.</p> <p><u>3rd offence</u> A final written letter of warning, replacement cost for any damage / loss and a fine of \$100.</p> <p><u>4th offence</u> Termination of stay in the residence and replacement cost for any damage / loss arising from the unreturned furniture/electric appliances.</p>

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Fire Safety:

S/No	Breach of Housing Guidelines	Penalties
1.	Placing personal items (e.g.: shoes, mats, racks, clothing, detergent, potted plants etc) along corridors and on staircases.) (<i>These items may pose as a fire hazard or impede the evacuation of Guest(s) in an emergency</i>).	Other than one pair of footwear in the marked box, cleaners will deposit other items into the box in the kitchen. These items will be disposed off on every Saturday if they remain unclaimed. OHS will not be responsible for any losses.
2.	Smoking within the residence.	<u>1st offence</u> A written letter of warning will be issued. <u>2nd offence</u> A fine of \$50 and written letter of warning. <u>3rd offence</u> A fine of \$100 and final written letter of warning. <u>4th offence</u> Termination of stay in the residence.
3	Smoking within the room.	<u>1st offence</u> A fine of \$50 and written warning. <u>2nd offence</u> A fine of \$100 and final written warning. <u>3rd offence</u> Termination of stay in the residence.
4.	Setting of a fire, use of candles or any type of open-flame in the room / residence (e.g. incense sticks, sparklers etc).	<u>1st offence</u> A fine of \$50, written letter of warning and replacement cost for any damage. <u>2nd offence</u> A fine of \$100, final written letter of warning and replacement cost for any damage. <u>3rd offence</u> Termination of stay in the residence and replacement cost for any damage.

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Breach of Housing Guidelines that warrant heavier penalties without warning and include one or more of the following:

- *Fine of up to \$1,000 for a single offence;*
- *Replacement cost for any damage / loss incurred;*
- *Termination of stay in the residence;*
- *Barred from student housing for one semester.*

S/No	Breach of Housing Guidelines
1.	Vandalism to facilities.
2.	Illegal passing of transponder key to other licensee of the residence or non-residents.
3.	Unauthorized occupation of student accommodation.
4.	Sub-letting / Sub-leasing of student accommodation. (this warrants immediate termination of stay in the residence).
5.	Theft within student accommodation. (may be referred to OSA Board of Discipline or the police)
6.	Misconduct / inappropriate behaviour e.g. outrage of modesty (referred to University Board of Discipline or the police)
7.	Smoking and the consumption of alcoholic drinks are strictly prohibited in the PGP Residences.
8.	Guests shall observe the specific quiet hours (from 11pm to 7am) in the PGP Residences as established by the Office of Housing Services.
9.	Guests are prohibited from engaging in conduct in or about the residential block which poses a threat to the health or safety of persons or property, which interferes with the rights or well-being of others, or which violates any provision of this Agreement, or any rule/regulation of the University or any applicable law.
10.	No physical games or sports activities are to be held within the PGP Residences without prior approval from OHS. PGPR reserves the right to stop any entertainment, game or other activities which in the Management's opinion is illegal, improper, indecent, unsafe or likely to be a nuisance.
11.	The following are prohibited: Animals and pets of any kind, heating and food preparation appliances and refrigerators (other than University approved appliances), waterbeds, fuel-powered vehicles, air conditioners (other than University installed units), halogen lamps and any other items as deemed inappropriate by the Office of Housing Services.
12.	Equipment provided by the University for the use of residents and guests within the cluster kitchen includes the refrigerator, microwave oven, toaster, cooker hob and hood, baking oven, hot airpot only. All other appliances, cooking utensils and food items are the private property of the residents and NOT TO BE USED without its owner's permission.
13.	The University shall not be liable directly or indirectly for personal injury, loss, and/or damage to personal property of a guest, guarantor, legal guardian, visitor caused by fire, theft, or any other cause, whether such personal injury, loss, or damage occurs in the residence accommodation or elsewhere on or off the PGP Residences.