


Category	Student Support	Policy Number	ACA-STS-501	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	1.1	
Responsible Office	Provost	Policy Owner	Assistant Provost for Student Affairs	
Date Approved	24 June 2025	Effective Date	24 June 2025	
Date Last Reviewed	21 May 2025	Due Date for Next Review	24 June 2028	

PROCEDURES

Student Housing On-Campus Residences

1. Admission

- 1.1 Admission to the housing facility for students (graduate or undergraduate) will be at the beginning of the semester the student is enrolled in. Admission is provided for students in Fall and Spring semesters only.
- 1.2 Exchange students can be accepted in the student housing at any time given that the cost of their stay is covered by sponsored entities.
- 1.3 Once the housing request has been approved by the Student Housing Committee, the student will be advised of all formalities as specified in the Student Residence Handbook.

2. Allocation and Check-In

- 2.1 Student residence staff are responsible for room allocation.
- 2.2 The students will be required to submit the following documents:
 - a) Complete online application before arrival to the UAE providing the following documents:
 - i) A copy of the completed Application Form (signed by the parent/guardian of undergraduate students),
 - ii) Health Status Declaration Form,
 - iii) Legal Guardian Consent Form (for undergraduate students),
 - iv) Copy of passport,
 - v) A signed copy of the housing contract.
 - b) Receipts of full payment (at the time of, or before, signing the contract).
 - c) Copy of ZU ID (submission before the end of the next working day).
 - d) Copy of Emirates ID (submission within 30 days of entry into the UAE).
 - e) Copy of medical insurance card (submission within 30 days of entry into the UAE).
- 2.3 The students must complete an accurate Room Condition Report form at the time of check-in which will be used to verify the condition of the room and furniture.
 - a) The inventory form will be used to assess the condition of the room during a student's stay and at the time of check-out.

- b) Any damage beyond normal wear and tear will be deducted from the security deposit.

2.4 Students will need to submit the Curfew Agreement Form at the time of check-in.

3. Student Code of Conduct

3.1 Students must comply with:

- a) The laws and regulations of the UAE;
- b) Zayed University's Code of Student Conduct;
- c) Zayed University's Environment, and Health and Safety Policies;
- d) The guidelines stipulated in the Student Residence Handbook.

3.2 A student who does not comply with the above will be subject to disciplinary action depending on the specific violation.

4. Facilities Management

4.1 Facilities management is controlled by the Campus Physical Development and Services Department (CPDS) which includes 24/7 security, maintenance, cleaning, and waste management.

4.2 Regular preventive maintenance will be carried out throughout the year as per approved schedules and pre-notifications.

4.3 It is the student's responsibility to maintain the room and to report any issues which may require maintenance. Students should log any maintenance requirements in their rooms at the security desk. The student will be held responsible for any non-compliance which results in further damage to the property.

4.4 Students are required to vacate the residence within five days of the end of the final exams in a given semester in order to facilitate the necessary preventive maintenance of the residences.

4.5 Major maintenance will be carried out over a period of one month during the summer, at which time the facilities will be closed.

4.6 The facilities will be reopened for the residents one week before the beginning of the Fall semester.

4.7 The residence staff will ensure that service requests are attended to promptly.

4.8 Audit/spot checks will be conducted regularly by the housing/EHS team to ensure compliance to the required hygiene and safety standards within the residence units.

5. Liability

- 5.1** The University will not be held responsible for the safety or security of students who are above the legal age of majority when they are outside the University premises except for activities arranged by the University.
(Article 85 of the UAE Code of Civil Transactions, and Articles 171 and 172 of the Federal Code of Personal Status set out the legal age of majority as 21 years old by the lunar calendar, which is about 20 years 4 months and 20 days by the solar calendar.)
- 5.2** The Legal Guardian Consent Form for undergraduate students is required to acknowledge the liability limits of the university.

6. Exiting the Premises

- 6.1** Residents may be off the university premises from 7am to 11pm. The University is not liable for any unforeseen incidents that may occur during such trips.
- 6.2** A pass will be issued to the students to enable them to exit the facility.

7. Residence Clearance

- 7.1** At the time a student vacates the facility, a room assessment will be carried out by a team of representatives from CPDS, Financial Resources Department, and the residence staff to finalize the room clearance.
- 7.2** Any expenses relating to damage and/or loss of property, other than reasonable wear and tear, will be deducted from the refundable security deposit.
- 7.3** Keys are the property of the University and must be returned when the student vacates the room allocated to him/her. Students will pay the approved charge for each lost or damaged key.
- 7.4** A student will not be permitted to register for the following semester, receive grades, certificates, transcripts, or graduation diploma until the residence clearance has been completed.

8. Termination of Residence Contract

- 8.1** The university has the right to terminate a housing contract and withdraw all the associated housing rights of a student due to, but not limited to, the following reasons:
- a)** Non-payment of housing fees/charges (within the first 30 days of the given semester);
 - b)** Severe or repeated violations of Zayed University policies;
 - c)** Severe or repeated violation of the rules stipulated in the Student Residence Handbook.
- 8.2** A no-show of one week without prior notification will result in the termination of the residence contract. All personal belongings will be dealt with as per the University policy.

- 8.3** A student has the right to appeal such a decision to the Assistant Provost of Student Affairs in accordance with the University appeal procedures.

9. Revision History

Date	Revision	Ver.
24 June 2025	Approved by the Provost.	1.1
21 May 2025	Reviewed with no substantive changes required.	
24 November 2022	Administrative change: <ul style="list-style-type: none">• Updated the information header to be in line with the new format.• Updated the policy number from ACA-STU-31 to ACA-STS-501.	
7 February 2018	New procedures approved by the Vice-President.	1.0