


<b>Category</b>	Student Support	<b>Policy Number</b>	ACA-STS-501	 جامعة زايد ZAYED UNIVERSITY
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## POLICY

### Student On-Campus Residences

#### 1. Purpose

To facilitate the provision of on-campus residence accommodation for eligible international students.

#### 2. Scope of Application

**2.1** This policy applies to international students using Zayed University's on-campus student residence facilities.

**2.2** This policy does not apply to students using off-campus residence facilities.

#### 3. Definitions

**3.1 Eligible International Student:** for the purposes of this policy, an eligible international student is either a graduate, a full-time undergraduate, or an exchange non-national Zayed University student who does not have any residence accommodation in the UAE.

**3.2 Student Residences:** the on-campus residence accommodation that is provided for international students in the Fall and Spring semesters.

#### 4. Policy

**4.1** Zayed University is committed to providing safe, comfortable, and clean on-campus residence accommodation for international students. The accommodation is gender segregated and follows strict rules of compliance which are outlined in this policy, the procedures, and the Student Residence Handbook.

**4.2** The Housing Department Manager is responsible for overseeing the student residences. The Manager is represented in the residences by experienced Housing Officers who reside onsite.

**4.3** Eligible international students must submit their applications for a place in a student residence to the Housing Department Manager through the university website after they have been enrolled at the university.

**4.3.1** Applications must be submitted at least ten (10) working days before the beginning of the Fall and Spring semesters.

**4.3.2** Only completed applications with all the relevant supporting documentation

will be considered.

- 4.3.3 All information provided on an application must be accurate. Attempts to obtain accommodation through fraudulent means will automatically make the applicant ineligible.
- 4.3.4 Due to the limited room capacity in the residences, the processing of applications is subject to the availability of accommodation and is run on a first-come first-served basis.
- 4.3.5 The Housing Officers will notify students of the result of their application review within five (5) working days of the receipt of the application.
- 4.3.6 When an application has been approved, the student is required to pay the residence fees and security deposit (see Appendix A) before arriving on campus and being allocated a room.

- 4.4 The residences will be closed during the summer vacation period to allow for major preventive maintenance to be carried out.

## **5. Residence Contract**

- 5.1 All successful applicants are required to sign a residence contract whereby they agree to abide by all the rules and regulations associated with being a resident of an on-campus Zayed University residence facility.
- 5.2 The contract acknowledges that students will comply with:
  - a) The laws and regulations of the UAE;
  - b) Zayed University's policies and procedures;
  - c) The guidelines stipulated in the Student Residence Handbook;
  - d) Zayed University's Code of Student Conduct;
  - e) The Student Residence Code of Conduct.
- 5.3 The university has the right to terminate a student's residence contract and to suspend all associated rights and privileges if:
  - a) The required residence fees are not paid on time in full;
  - b) A student is not registered in any courses and an exemption has not been secured;
  - c) Severe or repeated violations of any of the items mentioned in Article 5.2 are recorded;
  - d) The student does not arrive at the residence at the agreed time or is absent without leave for an extended time. (Refer to Clause 10.5)
- 5.4 A student has the right to appeal a decision to terminate their residence contract to the Housing Department Manager. Appeals may be considered by the Vice-President upon the recommendation of the Provost.

## **6. Residence Fees**

- 6.1 Student residents must pay the residence fees and security deposit to the university's Financial Resources Department before arriving on campus and being allocated a room in a residence. The payment receipts must be presented to the Housing Officers as part of the check-in process.

- 6.2 Payments will not be accepted by the Housing Officers under any circumstances.
- 6.3 The residence fees are non-refundable. The security deposit is refundable subject to the result of the room inspection assessment at the time of vacating the residence.
- 6.4 Monthly rates may be charged for residents who do not stay for a whole semester. These fees will be calculated pro rata, based on the number of days the student intends to stay in the residence.
- 6.5 Residence fees include water, electricity, internet, cleaning, and general maintenance, but do not include food, transportation, or personal consumables.
- 6.6 All residence fees, security deposit and associated charges are listed in the attached Residence Fees document (Appendix A).
- 6.7 Not paying the required fees in full may result in the termination of the residence contract and the suspension of all associated rights and privileges.

## **7. Roles and Responsibilities**

### **7.1 Student Residents**

- 7.1.1 Student residents are expected to abide by all the rules and regulations associated with this policy, and to respect the rights and privileges of all other students and staff/management in the residences. Failure to do so can result in disciplinary action being taken against the offender. Fines may be levied against violators of health and safety regulations of the residence facilities. (Refer to Appendix C)
- 7.1.2 In order to keep records up to date, students must inform their Housing Officer of any changes to the personal/contact information they provided when applying for their accommodation.
- 7.1.3 Students are responsible to keep their rooms and furniture clean and in good condition. They must complete a Room Condition Report at the time of check-in and thereafter they must report any items that are broken or require maintenance in the residence maintenance logs. Students will be held responsible for any non-compliance that results in further damage to the property.
- 7.1.4 Students are not allowed to add any furniture or electrical appliances to their rooms without obtaining prior approval from their Housing Officer.
- 7.1.5 Students are responsible to keep all communal areas clean and in good condition, and to report anything that is broken or requires maintenance in the residence maintenance logs.
- 7.1.6 Students are responsible to report any health and safety concerns or potential risks to their Housing Officer.
- 7.1.7 Students are not allowed to change their rooms without prior approval of their Housing Officer.
- 7.1.8 Room keys will be issued to students at check-in and must be returned when vacating the residence. The keys are the property of Zayed University and may not be duplicated, unreturned, or lost. Students will incur a replacement fee for each lost or damaged key (see Appendix A).

## **7.2 Housing Officers**

- 7.2.1 Housing Officers are responsible for room allocation and to ensure a smooth check-in process, including the collection of all required documentation from the students, and the distribution of the students' welcome kits.
- 7.2.2 Housing Officers are responsible for keeping student records up to date.
- 7.2.3 Housing Officers are the first point of contact for student concerns and/or complaints about the residences. They are thereafter responsible for appropriate follow-up.
- 7.2.4 Housing Officers are responsible to follow up on service requests as reported in the residence maintenance logs.
- 7.2.5 Housing Officers are responsible to ensure that student residents abide by the rules and regulations associated with this policy, and to deal appropriately with any violations.
- 7.2.6 Housing Officers are responsible to conduct the inspection processes when students vacate their residence.
- 7.2.7 The Housing Officers will report all issues related to the residences to the Housing Department Manager as required.

## **7.3 Facilities Management**

- 7.3.1 Facilities management is controlled by the Campus Physical Development and Services Department (CPDS). It includes 24/7 security, cleaning, waste management, and maintenance.
- 7.3.2 CPDS will arrange for regular preventive maintenance to be carried out throughout the year as per approved schedules and pre-notifications.
- 7.3.3 Maintenance logs are kept at the residence security desks for students to log requests concerning maintenance issues inside their rooms or anywhere in their residence buildings. The Housing Officers are responsible to follow up on the service requests to ensure that they are attended to promptly.
- 7.3.4 Major preventive maintenance will be carried out in the summer vacation period, during which time the residences will be closed.

## **8. Health and Safety**

- 8.1** The university is committed to ensuring that the student residences comply with UAE government health and safety regulations; the Zayed University Environment, Health and Safety Management System requirements; and all associated policies and procedures.
- 8.2** To be in line with UAE Civil Defense regulations and Zayed University EHS regulations, only minimal cooking (use of hot plates and microwave ovens, but not stoves/cookers) is permitted in the residence kitchen facilities.
- 8.3** The student residences' operational environment, health, and safety (EHS); and emergency matters are controlled and monitored by trained EHS officers (Housing Officers) through regular consultation with the university's EHS Standing Committee.
- 8.4** Audit/spot checks will be conducted regularly by the Housing Officers and ZU EHS representatives to ensure compliance with the required health and safety standards within the residences.

**8.5** In the event of an emergency or a pandemic, the residences will take all the measures necessary to ensure the health and safety of its residents, staff, and supervisors in line with applicable UAE government regulations and the Zayed University Environment, Health and Safety Management System.

**9. Visitors**

**9.1** No visitors are allowed into the residences without prior approval from the Housing Officers.

**9.2** Visitors to the student residences must adhere to all the rules and regulations of the residences. It is the hosting student's responsibility to ensure that the visitor is aware of those rules and regulations, and the student will bear the consequences of any violation by the visitor.

**9.3** Visitors are allowed only in the communal areas. Exceptions may be made for parents and/or siblings after obtaining approval from their Housing Officer.

**9.4** Visitors are not allowed to stay overnight and must vacate the residences by 10:00pm.

**10. Curfew and Leave of Absence**

**10.1** Student residents are expected to be in their residence before the official nightly closing time. (Appendix B) The closing times will be announced and published through all official university communication channels so that all residents are aware of their responsibilities.

**10.2** Returning to the residence after the official closing time without prior approval from the Housing Officer will be considered a curfew violation.

**10.3** Students are permitted to stay out of the residence overnight after notifying the Housing Officer of their plan, which must include contact details and the expected date of return.

**10.4** Returning to the residence after the expected date of return without prior approval from the Housing Officer is considered a leave of absence violation.

**10.5** Taking a leave of absence for more than seven (7) days during the contract period without previously obtaining the appropriate approvals is a breach of the residence contract. Under such circumstances, the university has the right to terminate the residence contract and to suspend all associated rights and privileges.

**11. No Shows**

**11.1** If a student does not move into the residence within one month (30 calendar days) of the request/approval of residence accommodation, he/she will be liable for the residence fees up to the date the notification of cancellation is received by the Housing Officers.

**11.2** The room that had been reserved for the no-show student will be made available to another applicant.

**12. Withdrawal from the University**

**12.1** Whether a withdrawal from the university is initiated by the student or the university, the student is no longer a registered ZU student and is thereby not eligible to remain in the student residence.

**12.2** The student will have seven (7) days from the date of receipt of notification from the Registrar's Office to vacate the residence. Should the student require more than seven (7) days, a new check-out date must be agreed and approved by the Housing Department Manager.

**13. Exceptions**

Subject to room availability, places in a student residence may be allocated on an exceptional, limited-time basis for those (such as international research assistants or interns) who have received special approval from the Vice-President upon the recommendation of the Provost.

**14. Limits of Liability**

**14.1** Resident students and their guardians shall not hold Zayed University or any of its units or staff liable, financially, or otherwise, for any expense, loss, or damage resulting from violation of the Student On-Campus Residences policy and associated regulations, or because of the negligence of any resident student.

**14.2** Zayed University will not be held responsible for the safety or security of students who are above the legal age of consent when they are outside the university premises.

**14.2.1** Article 85 of the UAE Code of Transactions, and Articles 171 and 172 of the Federal Code of Personal Status set out the legal age of consent as 21 years old by the lunar calendar, which is about 20 years 4 months and 20 days by the solar calendar.

**14.3** A signed Parental Consent Form for undergraduate students is required to acknowledge the liability limits of the university. The consent form is one of the supporting documents required when applying for a place in a residence.

**15. Related Policies and Laws**

- ACA-STU-102 Code of Student Conduct
- ACA-STU-103 Gender Segregation
- ACA-STU-302 Extracurricular Activities and Programs
- SUP-HSE-101 Health and Safety
- SUP-HSE-103 Environment
- SUP-HSE-102 Emergency Response and Evacuation
- SUP-FPM-201 Campus Security

SUP-FPM-306 Smoking on Campus  
 SUP-FPM-307 Animals on Campus  
 UAE Code of Transactions  
 Federal Code of Personal Status

**16. Administration**

This policy is administered by Student Affairs. All associated questions should be addressed to the Housing Department Manager.

**17. Revision History**

<b>Date</b>	<b>Revision</b>
20 February 2023	President’s Decision issued (PD#20 of 2023).
1 February 2023	Endorsed by the Executive Committee (Meeting #4 of 2023).
23 January 2023	Endorsed by the Academic Council.
19 January 2023	Endorsed by the Provost’s Council by circulation.
9 January 2023	Endorsed by the Deans’ Council.
22 November 2022	<ul style="list-style-type: none"> <li>• Updated information header and policy numbers to be in line with the new format.</li> <li>• Added Appendix C: Student Conduct, Health, and Safety and subsequent references to it in the policy.</li> <li>• Updated the Appendix A to include the Double Standard Room details</li> </ul>
8 August 2022	<ul style="list-style-type: none"> <li>• Changed name from Student Housing on ZU Abu Dhabi Campus to Student On-Campus Residences.</li> <li>• Emphasized difference between on-campus and off-campus accommodation.</li> <li>• Updated sections/articles 1; 2; 3; 4.1; 5.4.</li> <li>• Updated position title to Housing Department Manager.</li> <li>• Added sections/articles 4.2; 4.3; 4.4; 5.1; 6; 7; 8; 9; 10; 12; 13; 14.2.</li> <li>• Moved and updated relevant information from the procedures to sections/articles 5.2; 5.3; 7.3; 11; 14.1; 14.3.</li> <li>• Added Appendix A: Fees.</li> <li>• Added Appendix B: Closing Times</li> </ul>
17 December 2019	Updated the policy number (from STU-ADM-18), the related policy numbers, and the numbering format.
2 May 2017	Revisions approved by the University Council (Version 2.0).
1 June 2016	New policy approved by the University Council (Version 1.0).

Attachments:

- Appendix A: Student On-campus Residences: Fees
- Appendix B: Student On-campus Residences: Closing Times
- Appendix C: Student On-campus Residences: Student Conduct, Health, and Safety

## Appendix A

### STUDENT ON-CAMPUS RESIDENCES FEES



ROOM TYPE	OCCUPANCY	FALL/SPRING SEMESTER FEES (Per Person)	MONTHLY FEES (Per Person)
Standard Room	Single	AED 12,000	AED 3,000
Double Standard Room	Double	AED 12,000	AED 3000
Special Needs Room	Single	AED 12,000	AED 3,000
<b>Security Deposit</b> <i>(Refundable upon departure subject to the result of the room assessment at the time of vacating the facility)</i>		AED 2,000	
<b>Room Key Replacement Charge</b>		AED 100	

- In accordance with UAE government regulations, the fees and charges above may be subject to VAT.



## Appendix B

### STUDENT ON-CAMPUS RESIDENCES CLOSING TIMES



DAY	CLOSING TIME
Monday	11:00pm
Tuesday	11:00pm
Wednesday	11:00pm
Thursday	11:00pm
Friday	1:00am
Saturday	1:00am
Sunday	1:00am
Public Holidays	1:00am
Ramadan hours may vary and will be announced and published as required	

## Appendix C

### STUDENT ON-CAMPUS RESIDENCES STUDENT CONDUCT, HEALTH, AND SAFETY



By signing the Residence Contract, residents of Zayed University's residence facilities automatically agree to abide by all the associated rules and regulations, and to uphold the standards of behavior expected by Zayed University.

Resident students are expected to follow the guidelines stipulated in the Resident Handbook, the safety orientation, and on the signage placed in the facilities.

Any student who violates the afore-mentioned guidelines will be subject to disciplinary action. In particular, violations of the health and safety guidelines will be subject to the following sanctions:

- **Damage:** Any damage to the facility or appliances that has the potential to cause harm or an adverse health/safety condition for residents is either a medium-risk or a high-risk violation depending on the situation as stated in the damage assessment report.
  - For a medium-risk violation, the violator will have the associated repair/replacement charges as stated in the damage assessment report deducted from their security deposit.
  - For a high-risk violation, the violator will have the associated repair/replacement charges as stated in the damage assessment report deducted from their security deposit; and will lose the privilege to use the kitchen facilities for the remainder of the semester.
- **Fire/Electrical Safety Hazard:** Exposing residents to a potential electric shock, burn, fire, and/or explosion is a high-risk violation.
  - The violator will have all associated repair/replacement charges as stated in the damage assessment report deducted from their security deposit; and will lose the privilege to use the kitchen facilities for the remainder of the semester.
- **Health Violation:** Any act that may result in creating a health/safety hazard for other residents is a high-risk violation.
  - The violator will receive written warnings for each of the first three (3) violations.
  - The violator will be fined AED 150 for each of the next three (3) violations.
  - Any more violations will result in the violator losing the privilege to use the kitchen facilities for the remainder of the semester.
  - The total number of health violations is calculated for the entire Residence Contract period.

- **Failure to Return Items:** The failure to return items to their proper place within the agreed timeframe has the potential to cause inconvenience to other residents and is considered a medium-risk violation.
  - The violator will receive written warnings for each of the first three (3) violations.
  - Any subsequent violations will result in the violator losing the privilege to use the kitchen facilities for the remainder of the semester.
  - The total number of violations is calculated for the entire Residence Contract period.