



VINUNIVERSITY

RESIDENCE LIFE GUIDELINES

2021 - 2022 Academic Year

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RESIDENTIAL LIFE GUIDELINE

Published by : Student Affairs Management
Published date : 03 September 2021
Applicable Department : All VinUniversity members

Welcome to VinUniversity residence. We understand that moving out of home and moving into a university residence is an exciting time with a lot for you to learn about. We hope that this guide is useful in helping you to prepare for and benefit from your university life. At VinUniversity, you will find that living on campus is an integral part of your first-year experience. We hope that you will develop a sense of respect and care for others; make responsible choices about your lifestyle; share your academic, social, and cultural experiences with other residents; and learn to live independently yet in harmony with a diverse group of people. We encourage you to actively engage in your community according to your rights and responsibilities as a resident on VinUniversity campus.

The atmosphere and values that we will create together here will be:

Openness: Stay open-minded to racial, cultural, gender and religious diversity and sexual orientation.

Sharing and Respecting: Treat people, properties, and the environment with care and respect.

Healthy Lifestyle: Eat healthily, exercise daily, live happily, and be nice to each other.

We sincerely wish you an unforgettably positive experience as a VinUniversity resident!

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I. Residential Emergency and Contact Information

Residential Office

Address: Room JB112, Level 1, Building B, Block J, VinUniversity Campus

Email: residentiallife@vinuni.edu.vn

Residential hotline (24/7): 0866100018

Maintenance hotline (24/7): 02471089779, ext 9903

Security hotline (24/7): 02471089779, ext 9901

II. General Information

The residence has two buildings, **JA** and **JB**, connected by the main hall, each has **31** apartments of 2 types:

- 8-Bed apartments (~48 m²): Reserved for undergraduate students (divided into 3/3/2 bedrooms).
- 2-Bed apartments (~21 m²): Reserved for study-away students, graduate students and internal doctors.

What is included in the apartment?

- Bed, mattress and mattress protector, pillow, blanket.
- Wardrobe and shelving unit, desk, chair, desk lamp, trash bin.
- Toilet, bathroom, sink.
- Refrigerator, microwave, air conditioner, Wi-Fi.

What should I bring?

- Any daily living items such as laundry baskets, toilet rolls, towels, and cleaning products.
- Personal items that can help you feel more at home such as cups, posters, photos.

Residential Office

The office is here to support you during your stay at VinUniversity. The Residential Office should be the first contact point for any matter related to your accommodation. For immediate support regarding facilities, maintenance, contact maintenance or security hotline.

Services

Canteen: The canteen is located at level 1, operated by an outside vendor. They provide breakfast, lunch, and dinner. The canteen's operating hours are as follows:

	Monday - Friday	Sat, Sun
Breakfast	7:00 - 8:30 At building J	7:00 - 8:30 At building J
Lunch	11:00 – 14:00 At building E	11:30 – 13:00 At building J
Dinner	18:00 – 19:30 At building J	18:00 – 19:30 At building J

Laundry Service: The laundry room is located at level 1, room JB101, and operated by a service provider. Washers and dryers are provided for residents only at a small cost. Any problems related to the operation

of the laundry facility should be reported to the Residential Office or laundry service provider. You can call the maintenance or security hotlines in case of urgent situations.

Vending Machines: It is installed on level 1, main hall area.

Mini convenience store: It will be installed on level 1.

Cafeteria: Located at level 1, main hall, and open from 8:00 to 18:00 (Monday to Friday).

Parking: There is a parking lot available at the dormitory. Residents, students and guests can park there free of charge during the day. Fees will be charged to off-campus students and guests in case of overnight parking without prior notice.

Reading room: This cozy and intimate space is located at Level 1, room JB110. Residents can use it for independent learning, reading, or can book it for meetings or events. The reading room is not a place for discussion or debate. Therefore, respect others by lowering your voice during conversation.

Social and Leisure: There are many ways to stay connected with other residents in the dormitory. We provide some communal areas for residents to spend time together, chat and bond in daily life. The social hub at level 1 has some table sports games. The pantry in each level of each building is equipped with sofas, tables, and chairs. Student council, student clubs, residence assistants will organize social events and activities for the residential community.

Access Key: Residents access rooms by access keys which are integrated into their student ID card. It can serve as a parking card as well. Guests/visitors can get a visitor access card issued. Lost and damage keys need to be reported to the Residential Office as soon as possible and replacement fee will be required for the reissuance of the key.

Residence Assistants (RAs): RAs are VinUni students who work for the Residential Office. They live on site and are on call throughout the day and evenings and weekends to offer care and support for residents. Contact details for RAs can be found on your communal area notice boards.

Faculty-in-Residence (FR). You share your residence life with your peers who are as new as you with the University. You also share your resident life with faculty. They can help you plan your activities and advise you with various issues.

Noise Policy, Quiet Hours and Out/In Hours

VinUniversity expects all residents to respect and be conscious of the impact that their behavior and activities may have on their neighbors. Social gatherings are an essential part of campus life, but when you have guests, for example, be considerate of your fellow residents. Refrain from talking too loud, playing music on a speaker when others are studying, making loud noise while entering and leaving your apartment, or shouting at and banging on apartment doors, especially during the night. In addition, playing electric guitars, drums etc. is not allowed within VinUniversity residence and can be instead carried out at music practice rooms available in the sport complex.

Quiet Hours: The quiet hours in the residence are as follows: 10:00 P.M. – 7:00 A.M., Sunday through Thursday and 12:00 A.M. – 7:00 A.M., Friday and Saturday. These hours may be amended at the student's area of residence during University holidays and exam weeks. During these hours, residents should refrain from making noise that can be heard outside of their rooms and be prepared to reduce sound levels that are considered intrusive or impactful to other community members.

Out/In Hours: The curfew hour is after 11pm. Students should stay on campus after this time. If you return to campus late after 11pm, you may not be able to enter the campus.

Stay on/off campus: Students are required to stay on campus as much as possible, especially during the week for classes and student's activities. For some occasions, normally in the weekend, if students want to stay off campus, they shall send email request to ask for permission of Residential Office in advance with detail of dates when they leave and return campus. Students are not encouraged to stay off campus within the week too often. The Residential Office shall consider the request case by case basis.

Guest Visit Policy

You can receive guests on campus on the conditions that they shall respect the privacy of other residents and abide by the following policies during their visit to the residence:

- Residents shall register their visitor(s) to the Residential Office. Guests are expected to meet residents in the common area and shall not enter the host's apartment without prior consent from other co-tenant(s) of the apartment.
- Guests must be physically accompanied by the host at all time and should not be given the apartment key.
- The host will be held accountable for the actions and behaviors of their guests within the residence halls. Residents are responsible for any and all violations by their visitor(s). Refer to the VinUniversity Student Code of Conduct Policy and Procedure for specific disciplinary actions related to violations.
- Guests who visit during the day will be expected to stay **no later than 10:00pm**.
- The campus does not receive the visit before 7:00am and after 9:00pm, except for emergency cases.
- Overnight guests (immediate family members only) are not allowed to stay more than one consecutive night. The room availability for overnight guests shall be decided by the Residential Office.
- Each resident shall have **no more than three guests** visiting at the same time.
- To register, students fill in the Guest Visit online form **03 working days** in advance for visit within the day and **05 working days** in advance for overnight guests.

Room Change Request

Students can request a room change. However, no particular person has a priority to a space over another. Requests will be considered carefully on a case-by-case basis and implemented through the following steps:

Step 1: Talk to your roommate(s) about the conflict to identify the issues that need to be resolved. Talk about concerns and listen to concerns of the other party. You can ask for support from Resident Assistants to join you at this step or you and your roommate can work it out in one week from the notice date to Resident Assistant. A roommate agreement, which is provided by the Residential Office, should be completed.

Step 2: Talk to the Faculty in Residence about a continuing conflict or concerns. The Faculty in Residence will meet with you and your roommate in a formal meeting. Another roommate agreement needs to be completed. After the meeting, you and your roommate should allow at least one week to resolve the conflict.

Step 3: If steps one and two are not successful, contact the Residential Office. They will work with you and your roommate to resolve the issue and/or discuss a possible room change.

In situations where there is a roommate dispute, and a room change is necessary, the Residential Office shall offer assistance in managing the dispute, and adjusting the room arrangement, if necessary. You are not allowed to swap rooms with other students without permission from the Residential Office.

III. Move in and move out procedure

Check-in Procedures

Students must complete all check-in paperwork before moving in to VinUniversity residence. Students should arrive on campus during the scheduled times for check-in unless prior arrangements have been made with the Residential Office.

You are required to:

- Bring a copy of your notarized ID card (a copy of passport and visa for international students). Skip this document if you already submitted it in the required enrolment documents.
- Fill in the campus residence form
- Read and sign the property handover form of your apartment (one form for one apartment)
- Fill in the waiver form
- Fill in the Temporary Residence Registration Forms

During the first week of your residence, you will receive an introductory tour of the services, places and facilities on campus.

It is important to note that when a resident takes possession of a room key and sign the property handover form, they indicate an understanding and acceptance of the Residential Life Guideline. Residents have the responsibility to check the room within one day after receiving the key and complete the check-in procedures to ensure the room is in a good condition and have full equipment as indicated on the handover of asset list. If there is no report received, the Residential Office will assume that the room has no damage and any damage discovered during the check-out process will be the student's responsibility. Students are encouraged to read the Residential Life Guideline before checking in.

Check-out Procedures

All students are required to check out of their room after the final exam and assessment week of each semester. You will be informed of the due date for check-out.

To complete the check-out procedures, residents need to:

- Schedule an inspection time with the Residential Office: Residents schedule an inspection time in advance during the week of moving out. For inspection, a staff member will come to the room and inspect for damage/cleanliness issues in reference to the check-in form which lists all assets in the room. One resident can represent his/her apartment to schedule an inspection time. If any charges to occur, everyone in the same apartment will be charged and have to pay the charge before their departure or it will be deduced in the deposit
- Register a move-out day and time: Residents must inform the Residential Office the day and time they plan to move out one week before their departure.
- Residents shall clean their living spaces, remove personal items or decoration (if any) so that the room can be handed over with the same condition as before they moved in. They also shall make sure that all garbage, recyclables, debris, and abandoned items are bagged or boxed and taken to the

trash/recycling area of the building. Any donations of food, clothing, and household items should be brought to the Residential Office and deposited at the designated areas.

- Residents shall complete the check-out form (inspection, handover form) and return the access keys, borrowed items (if any) on the day of move out.

IV. Facility Use

Cleanliness

Cleanliness of each room, apartment, level, or wing is the shared responsibility of all residents assigned to that unit. All public areas such as the pantry, common space, and social hub shall be kept clean and in good condition. The cleanness of individual bedrooms, toilet, shower rooms, living rooms and other facilities in each apartment are the shared responsibility of its co-tenants. Room inspections may occur at any time.

Food preparation

You shall not cook food in your apartment. Please use the canteen and cafeteria which can provide you with daily meals and food. If you want to make something simple, you can prepare it at the pantry which is a shared room on each level. You should keep the pantry clean after every use.

Trash

Trash is collected in a designated place on each level. Residents responsible for any trash left outside the front door or porch areas, or disposed of in an inappropriate manner, will be identified and charged. Athletic equipment/clothing shall not be stored outside of the building or on the balcony. Residents are collectively accountable for any special cleaning required due to trash left in common areas.

Microwave

Residents in each apartment shall keep the microwave inside their apartment clean and dry. Choose food containers appropriate for use in a microwave for safety and health reasons. You are recommended to use glass, ceramic, and plastic containers labeled for microwave use. Metal pans or aluminum foil shall not be used in a microwave. Use microwave with care and follow the do and don't note of using.

Refrigerator

As a refrigerator is shared among co-tenants, labelling your food is recommended. The longer that food is stored in your refrigerator; the more likely micro-organisms will grow on it, so regularly go through the contents of your fridge and throw out any food that is past its expiration date. To conserve energy, avoid opening the fridge too often or keeping the door open for too long.

Maintenance

Residents are responsible for reporting all maintenance needs in a quick and timely manner to the Residential Office or to maintenance hotline in emergency situations (Ex: flooding, power outages or smoke etc.). This should be done by the submission of a work order to the Residential Office.

Room Decoration

Screws, nails, bolts, double-stick tape, masking tape, pins, or tacks should not be used in residence hall rooms (walls, ceiling, furniture or floors). Plastic, adhesive putty "hold it" may be used to attach decorative pictures to walls only if they can be removed cleanly. Residents should remove any decoration, marking, painting, or pinning so that the original status of the apartment is recovered. This is a part of the move-out procedure. Fees will be charged for any necessary repair.

Public Areas

Public areas are generally defined as any residential spaces, for example Social Hub, Reading Room, Living Room, Common Area, etc. Use of these areas for group activities and/or hired performances requires permission from the Residential Office. Do not place obstacles or your personal belongings on paths, corridors, stairs or other public areas.

Air Conditioning/Windows

Each apartment is equipped with air conditioners for the comfort of its residents. There is an air conditioner in each room and in the living room. The temperature should be kept at approximately 25-26 degrees Celsius. Residents are instructed to keep their windows shut when the air conditioner is on. This is to conserve energy and for your safety. Windows are not to be used to enter or exit a room except in an emergency situation like fire. Always remember to check that the window is locked before leaving the apartment when there is no one in the apartment.

V. Residents' Code of Conduct

As adults, all residents are individually and collectively responsible for their behavior and are fully accountable for their actions. Lack of knowledge of specific policies will not be an excuse for breaking any policy. Such behavior will result in disciplinary action, which can include, but is not limited to, monetary fines and/or suspension or expulsion. Please refer to the Student Code of Conduct Policy and Procedure for details.

Living with others

The residence is your home away from home. It is also the home away from home for your neighbors. Living with a roommate can be one of the most rewarding experiences of your university life. Whether you find a new hobby through them, learn a new skill from them, or become good friends with them, living with a roommate can be fun.

However, living with someone has its challenges. Conflict is a normal part of roommate relationships and it is important for these conflicts to be addressed properly by all co-tenants. We understand that conflicts can arise, but you can learn how to mediate and manage conflict and live in harmony. To help you in this aspect, all residents are subject to the following duties:

- Treat people with respect and be considerate of others' thoughts and concerns, respect their individual rights.
- Behave in a responsible manner and accept responsibility for inappropriate behaviors and the consequences of that behavior.
- Accept responsibility for personal and community safety; e.g. lock windows and doors, refrain from misusing safety equipment, damaging property, propping fire doors, sharing keys, etc.
- Contribute positively to the community.
- Set up, maintain and check regularly all modes of communication used by VinUniversity and the Residential Office to stay updated.
- Report damages and safety concerns or any other issues in a timely manner to the Residential Office.
- Abide by the terms and conditions outlined in the Residential Life Guideline and follow all other relevant policies and procedures.

Posting/Solicitation

All posting, distribution, or solicitation in the public areas of the residential facilities must be approved by the Student Affairs Management department. Posting on exterior balconies or railings of apartment rooms or residence hall suites is prohibited. Posting inside bedrooms or on the inside of exterior-facing bedroom windows or doors may not interfere with the operation of doors or windows or otherwise endanger health or safety. Posting of material in common living areas of apartments or residence hall suites which are not open to the general public is permitted provided that none of the residents of the same apartments or residence hall suites object to the material. Any material posted in the common area of apartments or residence hall suites must be removed in the event that any resident of an adjoining room with access to the common area objects to the posting of such material.

Inspection of Rooms

The Residential Office retains the right to enter assigned rooms of residents in the performance of legitimate functions, including, but not limited to maintenance, emergency situations, possible violations of VinUniversity policy or civil/criminal law, and to ensure that safety and sanitation standards are being observed. Illegal or unauthorized items may be confiscated, and appropriate citations may be issued to the residents involved.

VI. Health and Safety Security

Residents should not bypass or disable residential security. Residents should not allow suite and/or building access to unauthorized persons. Students are reminded to lock doors and close and lock windows when they are not present in the room or while asleep in the room. Personal belongings should be secured in personal shelving units.

The safety and security of the community are everyone's shared responsibility. Thus, residents shall always ensure that doors and windows are locked when leaving. Personal belongings should be stored safely and securely. Students are required to call the Residential Office or VinUniversity staff if they are unable to lock and secure room doors and/or windows. If residents see activities deemed suspicious, they are expected to report to the Residential Office or Security Hotline.

Electricity

It is forbidden to steal, set up or use electricity without permission; before leaving apartment, shared rooms or public area, turn off lights, computers and other power-consuming devices. In addition:

- Do not use other conductive materials instead of fuses.
- Do not put electrical wires directly into the power outlet.
- Do not place combustible materials near fuses, switchboards and electrical wires.
- Do not leave gasoline and combustible materials in all spaces except allowed areas.
- Do not use nickel silver electric stove or burn incense in all spaces except allowed areas
- Do not use iron or other heated tools to iron clothes in the apartment.

Fire safety, alarms and evacuation

Please familiarize yourself with the fire instructions which are prominently displayed throughout the campus and in your room in order to make sure you know your nearest exit and assembly point. Fire practices/drills are held regularly at VinUniversity.

Each classroom, dormitory, and shared space have an approved fire emergency evacuation plan specifically designed for that facility. You should become familiar with these plans and be aware of the locations of emergency exits. Building evacuations will occur when an alarm sounds and/or upon notification by an authorized personnel. If the fire alarm is activated, immediately evacuate the building via the closest emergency exit. Do not delay or ignore the alarm.

If you discover or suspect a fire:

- Activate the fire alarm
- Promptly head to the nearest emergency exit and leave the building
- Do not use elevators
- Do not pack or retrieve any belongings
- Call for fire rescue at 114 when it is safe to do so

Residents shall not tamper with smoke detectors, fire alarms, fire extinguishers, sprinkler systems, or emergency exits. All doorways, hallways, and stairways must be kept clear for emergency access. Any personal items or furniture placed in these areas will be removed without prior notice.

In emergency situations, listen for the instruction, if any, and contact Residential Office or security hotline.

VII. Lost and Found

Residents are responsible for their personal belongings. If items are found or lost, residents should report to the Residential Office. Accordingly, found property will be retained at Lost and Found Storage in SAM Office (Building I) by the Residential Office for a period of three months from the date the item was reported. If the item remains unclaimed after that period, and there is no prospect of identifying or contacting the owner, disposal of the item will be recorded to the Residential Office's property. The Residential Office reserves the right to use or donate these items. If opened food containers are found in common areas, they shall be disposed immediately by those who found them.

VIII. Feedback, complaints and comments

We welcome any constructive feedback – positive or negative – that you may wish to provide in order to help us improve the service and support. Please feel free to express these comments to the Student Affairs Management department and Residential Office.

If you have a specific complaint, please contact the Residential Office, ideally via e-mail, or visit and/or phone to discuss your concerns. Every effort will be made to resolve your issues as quickly as possible.

Complaints about other residents, if any: if possible, you should try to tell them first yourself as they may not be aware of the problem they are causing – it is in everyone's best interest to sort out issues amongst resident themselves. If problems persist and cannot be resolved, please speak to the Faculty in Residence or the Residential Office for advice.

IX. Sanctions

When the action of violation occurs, the incident report is made and the sanction decision will be made according to the Student Affairs Regulations, Student Code of Conduct Policy and Procedure. In the event of loss and damage to a residence room or area, a charge will be issued based on the severity of the damage and judgment of the evaluation council.