





# WELCOME TO UTOWN RESIDENCE (UTR)!

At UTR, we strive to provide every student with not only the best accommodation and hospitality, but also a safe and supportive environment that is conducive.

This handbook is designed to provide you with important information and resources about living in UTR, including policies and procedures, and facilities within UTR, around NUS and beyond. We hope this guide will help you to settle into NUS campus life quickly and make the most of your time here in UTR – forging meaningful bonds with your fellow residents.

Warmly,  
**UTR Residential Life Team**



# UTOWN RESIDENCE – AT A GLANCE



Located in the  
heart of NUS  
University  
Town



Easy access to  
a wide array  
of UTown  
facilities



Houses about  
**1,700**  
residents  
in two towers



First-of-its-kind  
accommodation where  
**graduates and  
undergraduates**  
live and learn in  
close proximity



UTR is led by  
a **Master**  
and supported by  
**NUS Resident  
Fellows, staff  
and student  
leaders**

## Fun Fact

UTR residents are grouped into eight neighbourhoods. Each neighbourhood is headed by a Resident Fellow and supported by Resident Assistants. They provide pastoral care, after-office hours support and plan community building activities to engage residents.

# UTOWN RESIDENCE – AT A GLANCE



## Fun Fact

The neighbourhoods are named after animals which can be found in Singapore.



## South Tower



Level 1 – 7:  
**Osprey  
Hawk**



Level 8 – 13:  
**Stork-billed  
Kingfisher**



Level 14 – 19:  
**Malayan  
Porcupine**



Level 20 – 25:  
**Peregrine  
Falcon**

## North Tower



Level 1 – 7:  
**Chevrotain**



Level 8 – 13:  
**Hawksbill  
Turtle**



Level 14 – 19:  
**Humpback  
Dolphin**



Level 20 – 25:  
**Malayan  
Colugo**



*Click on the neighbourhood flags to get to know your neighbourhood residential team.*

## Did You Know

Each floor at UTown Residence is overseen by a Resident Assistant, and we encourage you to get to know your Resident Assistant. The Resident Assistant will be organising various activities to help residents connect and foster a sense of community and neighbourly spirit. If you would like to get involved or contribute to these floor activities, please feel free to reach out to your Resident Assistant.

# LIVING IN UTOWN RESIDENCE

## Types of Accommodation

### 4-Bedroom Apartment

#### What you will find in the apartment:

- ✓ Common living area (fitted with ceiling fan, sofa, shoe rack and dining table/chairs)
- ✓ Dry kitchen (comes with a sink, microwave, fridge and lockable cabinet)
- ✓ Shared shower and toilet facilities

#### What you will find in your room:

Single bed, ceiling fan, writing desk and chair, bookshelf, wardrobe, mobile pedestal



#### Extra tips:

- During room application, you have the choice of an air-conditioned or non-air-conditioned room, subject to room availability.
- Do bring your own pillow and bedsheet covers for hygiene purpose.
- Be ready to befriend three other mates you are sharing the apartment with.



*The pictures are for illustration purpose and the layout of the rooms may differ in the actual apartment/room.*



#### Internet Access

Wireless Internet services are available in all UTown Residence rooms. To login, use your **NUSNET ID** and **password**. Contact +65 6516 2080 or email [itcare@nus.edu.sg](mailto:itcare@nus.edu.sg) for NUS IT Care's assistance in IT or Internet related issues.

Refer to **NUS IT Quick Start Guide** for more details.



For a virtual tour of the apartments and room, visit [www.nus.edu.sg/oam/virtual-tour/utown-residence/](http://www.nus.edu.sg/oam/virtual-tour/utown-residence/)

# LIVING IN UTOWN RESIDENCE

## Types of Accommodation

### Studio Apartment (Single / Twin-Sharing)

#### What you will find in the apartment:

- ✓ Bedroom (includes ceiling fan, bed, writing desk/chair and wardrobe)\*
- ✓ Kitchen (equipped with induction cooker, microwave and fridge)
- ✓ Living room (furnished with sofa, shelves and dining table/chairs)\*
- ✓ En-suite bathroom



Single



Single



Twin-Sharing



Twin-Sharing

\* Furniture provision may differ for the twin-sharing studio apartments compared to the single studio apartments.

### Extra tips:

- Self-contained, the studio apartment is ideal for married couples and graduate students.
- During room application, you have the choice of an air-conditioned or non-air-conditioned room, subject to room availability.
- Do bring your own pillow and bedsheet covers for hygiene purpose.



### Your Handy Good Neighbour Guide

- Keep common areas including toilet/shower area clean and tidy.
- Keep your personal items and purchases in your own room.
- Work out a schedule among your apartment mates for cleaning and tidying the common areas.
- Dispose your rubbish every day to keep pests away.
- Strive to accommodate and minimise disturbances caused by varying sleep and living habits among your housemates.
- Be mindful of the noise level when watching shows or having conversations during late night hours.
- Respect your housemates boundaries and privacy.
- Handle any conflict or disagreement respectfully through dialogue and mediation.



# LIVING IN UTOWN RESIDENCE

## Amenities and Facilities

### 1 Level 1 (North Tower): UTR Management Office

Located near the lift lobby, the UTR Management Office provides assistance to residents on matters pertaining to facilities, cleaning and fees payment.

### 2 Level 1 (North and South Towers): Resident Mailboxes

Conveniently found at the lift lobbies, residents sharing an apartment will be issued a common password to open the numeric lock of your apartment's mailbox.

See [page 10](#) for mails and parcels FAQs.

### 3 Level 1 (North and South Towers): Student Activity Rooms

Near side entrances of each tower, the room in South Tower has billiard and foosball tables while the one in North Tower has a table tennis table. Opening hours are from 7am to 11pm and no prior booking is required.



### 4 Level 1 and Level 3 (North and South Tower): Student Lounges

Ideal for social gatherings, neighbourhood activities and discussions, the lounges are opened everyday from 7am - 11pm. There is also a piano in the Level 1 Student Lounge for playing, performing and entertainment.

#### Note:

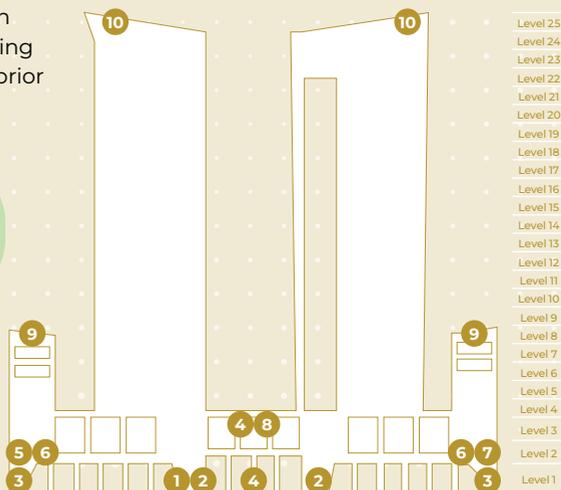
- Food and drinks (except water) are not allowed.

### 5 Level 2 (North Tower): UTR Residential Life Office

Found near the laundry room, the Residential Life Office provides pastoral care and support, and champions wellness and student activities.

North Tower

South Tower



# LIVING IN UTOWN RESIDENCE

## Amenities and Facilities

### 6 Level 2 (North and South Towers): Laundry Rooms



Accessible round the clock, the washers and dryers are pay-per-use. Only digital payment is accepted.

**Tip:** Do bring your own detergent or buy some from FairPrice Express at UTown Stephen Riady Centre.

### 7 Level 2 (South Tower): Bicycle Room

Located in South Tower near the drop-off point, residents can park your bicycles in the room.

**Note:** You need to register your bicycle with the Management Office every semester. The bicycle tag should be displayed at all times when parked at UTR.

### 8 Level 3 (North and South Towers): Link Bridge

The bridge offers residents easy access to the other Tower.

#### Bonus!

- Water dispensers are found near lifts on every few floors and Level 1 (near the Lounge).
- Pick-up/drop-off area for passengers, food deliveries and parcel deliveries is on Level 2.
- Resource Sorting Station at South Tower Level 2 drop off point area.

### 9 Level 8 (North and South Towers): Rooftop Gardens



The gardens, which are opened from 7am to 11pm, provide a serene respite for residents to unwind, study, socialise or simply enjoy the panoramic views of University Town and its surrounding. No prior booking is necessary.

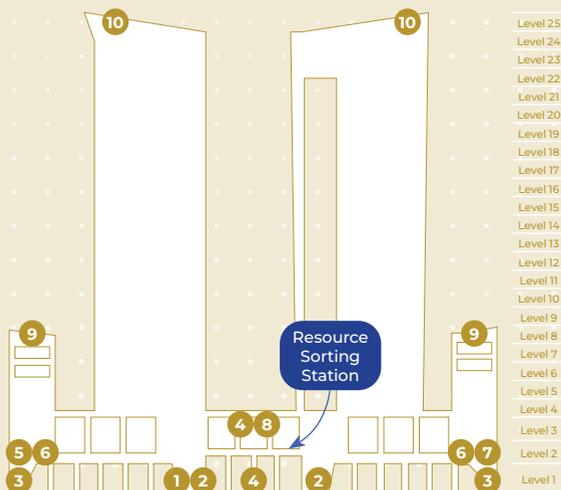
### 10 Level 25 (North and South Towers): Sky Lounges

Accessible only by booking for official student activities, the lounges offer a panoramic view of the surrounding landscape and provide a cosy environment for students to bond.



North Tower

South Tower



Level 25  
Level 24  
Level 23  
Level 22  
Level 21  
Level 20  
Level 19  
Level 18  
Level 17  
Level 16  
Level 15  
Level 14  
Level 13  
Level 12  
Level 11  
Level 10  
Level 9  
Level 8  
Level 7  
Level 6  
Level 5  
Level 4  
Level 3  
Level 2  
Level 1

# LIVING IN UTOWN RESIDENCE



## FAQs – Mails and Parcels

### 1 What is my mailing address?

#### For North Tower

UTown Residence North Tower  
36 College Avenue East  
#XX-XXXX [Room Unit No.]  
Singapore 138600

#### For South Tower

UTown Residence South Tower  
38 College Avenue East  
#XX-XXXX [Room Unit No.]  
Singapore 138601

For example, if you are staying in room #10-255A in South Tower, then your address is:

**UTown Residence South Tower**  
**38 College Avenue East**  
**#10-255A**  
**Singapore 138601**



### 2 Can I get a personal mailbox?

You will share a mailbox with residents sharing the same apartment. A common password that will allow you to open the numeric lock of your apartment's mailbox will be emailed to you at the start of each semester.



### 3 How do I send out mails and parcels?

For mails, you can drop them off at the following Post Boxes on NUS campus:

- Forum/Central Library (near bus stop)
- Faculty of Science (near bus stop)
- In front of NUH, Emergency entrance
- BTC Student Hub

For sending parcels via SingPost, you will need to purchase a parcel service online from [ezy2ship](#) and select POPStation drop-off. The nearest POPStation to UTR is located at the UTown Stephen Riady Centre.



# LIVING IN U TOWN RESIDENCE



## FAQs – Mails and Parcels

### 4 Where can I collect my parcels?

Parcels delivered to UTR addresses will be dropped off at the metal racks located near the UTR drop-off point at Level 2.



*The drop-off point and parcel delivery area should be always kept clean and tidy. All parcels and packages should be sorted to the respective metal rack. Any packages and parcels left on the floor that remain uncollected by the following morning shall be discarded when sighted.*

### 5 What happens if I cannot find my parcel at the UTR drop-off point at Level 2?

Try checking your designated Level 1 lift lobby. But be sure to do that before 7.30pm of the coming Sunday because after that time, unclaimed parcels will be discarded or donated.



### 6 My parcel sender forgot to label the parcel. What can I do?

That is unfortunate. But any package or parcel that is not labelled, or identified as belonging to UTR resident will be disposed immediately. As such, please always ensure that any parcel or package dropped off at UTR is clearly labelled with your full name and UTR room unit number.

All parcels (big or small) delivered in Week 1 will be moved to designated Level 1 lift lobbies of both Towers in the evening.



Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 <sup>st</sup> Week			Parcels delivered			
2 <sup>nd</sup> Week						
						Parcels disposed or donated

# LIVING IN UTOWN RESIDENCE



## FAQs – Resource Sorting in UTown Residence

### 1 What is the Resource Sorting Station?



NUS aims to achieve an operational Zero Waste campus by 2030 of which we will significantly reduce our waste sent to incineration plants through sustained efforts in recycling, reusing, and reducing consumption. Supporting the vision, the Resource Sorting Station at UTR is the first smart waste and recycling collection with clear streams to minimise contamination and weight sensors to track recycling progress.

### 2 Why should I use the Resource Sorting Station?

Moving away from mindless dumping in recycling and waste chutes, the Resource Sorting Station promotes mindful sorting of waste, resulting in clean, segregated recyclables that can be collected by our recycling vendor for processing in recycling plants.

### 3 Where is the UTR's Resource Sorting Station?

It is at Level 2, next to the drop-off point near the South Tower.



- A. Overall: Prominent clean & well-maintained** to encourage sorting culture
- B. Guidance on correct items to deposit**
- C. Controlled access to encourage careful sorting** and gives a sense of accountability
- D. Transparent bins inspire confidence** in recycling

# LIVING IN UTOWN RESIDENCE



## FAQs – Resource Sorting in UTown Residence

4

### How can I contribute as a UTR resident?

**Step 1:** Set up a recycling corner in your room to store and sort the cleaned recyclables till you are ready to bring them to the Resource Sorting Station.

**Tip:** You may use reusable bags (e.g., paper bag, cloth tote bag) to store clean recyclables.

**Step 2:** Bring your waste to the Resource Sorting Station on your way out of UTR.

**Step 3:** Follow the instructions on the Resource Sorting Station's screen to login using your room number and deposit your waste.

**Note:** For recyclables, please unbag and deposit in the respective collection streams, i.e., no plastic bags.

6

### What happens to the recyclables after I deposit them?

NUS' vendor transports the clean recyclables to a local Materials Recovery Facility (MRF) where they are compacted in single streams before being exported to neighbouring countries for further processing in recycling plants.



Collected recyclables at an MRF at Lok Yang Road in Singapore.

5

### What can I deposit at the Resource Sorting Station?

#### Clean recyclables:

- ✓ Rinsed PET1 (♻️) & HDPE 2 (♻️) containers
- ✓ Rinsed cans
- ✓ Paper & flattened cardboard

#### Waste:

- ✓ General waste
- ✓ Takeaway Disposables

Click [here](#) for more information and where to deposit other recyclables.

7

### If I have more questions or want to learn more, who can I contact?

Contact the NUS Zero Waste Taskforce at [zerowaste@nus.edu.sg](mailto:zerowaste@nus.edu.sg) and visit the NUS Zero Waste [website](#) to learn more.



# LIVING IN UTOWN RESIDENCE



## Useful Tips

### Personal Safety

#### Tip 1: Take care of your personal belongings

Although access to UTR is restricted to residents via card access, always lock your room and apartment doors whenever you leave your accommodation.



#### Tip 2: Report to UTown Security or NUS Campus Emergency Security (CES) for suspicious activity/person spotted



**UTown Security**  
+65 6601 2004

**NUS Campus Emergency Security (CES) Hotline**  
+65 6874 1616

#### Tip 3: File an incident report for theft or loss of personal belongings

File an incident report [here](#). NUS CES will investigate the incident and take the necessary action.



### Electrical Appliances

**Tip 1: Ensure that your electrical appliances are between the standard voltage range of 220V – 240V**

**Tip 2: Check the compatibility of your plug with the socket used in Singapore**

Singapore uses the Type G socket.

**Tip 3: Look for the safety mark when you purchase electrical appliances**

Appliances with safety mark are tested and certified to be compliant with safety standards, and with safeguards to protect against fire and electrical hazards. For appliances with a 3-pin plug, the safety mark should be present on both the appliance and the plug itself.



3-pin plug

Safety mark

# LIVING IN UTOWN RESIDENCE

## Useful Tips

### UTR Maintenance



**Tip 1: Check your NUS email account regularly for information about planned and routine maintenance works**

**Tip 2: To report any non-urgent maintenance issue, log in to the 24-hour fault reporting system**

Submit your report [here](#).



**Tip 3: Call +65 6601 7878 for assistance of emergency or urgent maintenance matters (e.g. water pipe burst, electrical trip)**



### Air-con Usage



If you stay in an air-con room, you will receive your EVS account details – a Meter ID and password – via your email. The Meter ID and password details are also found next to your air-con controller on the wall of the unit.

#### How to enjoy air-con in your room?

**Step 1:** Log on to [cp2.evs.com.sg/](http://cp2.evs.com.sg/) using your Meter ID and password.

Please email [evs\\_operator@yahoo.com.sg](mailto:evs_operator@yahoo.com.sg) if you encounter issues with the top up.

**Step 2:** Top up credits via credit card. Air-con is charged based on pay-as-you-use.

**Step 3:** Check your account balance periodically as you will be unable to turn on your air-con if you have insufficient credits.

Please contact UTR Management Office if you cannot find your Meter ID and password.



## Fire Emergency Evacuation Plan

### Step 1:

Standby for instructions when you hear the fire alarm.

### Step 2:

Proceed to the nearest staircase in an orderly manner and evacuate from the building when you hear the evacuation message. Do not use the lifts.

### Step 3:

Gather at the designated Assembly Point. Follow the instructions of Fire Wardens who will mark your attendance.

- **Normal weather** – Assemble at Town Green.
- **Wet weather** – North Tower Residents – Assemble at Level 1 (above Starbucks) of the Education Resource Centre (ERC). South Tower Residents – Assemble at the open area in front of Town Plaza & CREATE.

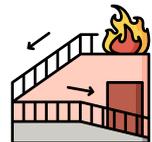
### Step 4:

Do not re-enter the building unless instructed by relevant authorities.

## Fire Evacuation

**Tip 1: Familiarise yourself with the evacuation procedure and assembly points**

**Tip 2: Take part in the fire drill conducted at the beginning of each semester**



# LIVING IN U TOWN RESIDENCE



## Useful Tips

### 6 Mould Prevention Tips for Clean and Fresh Room

1

Ensure your room is well ventilated



4

Put a moisture absorber bag or dehumidifier tub in cabinets



2

Avoid storing fabric items or dry clothes in an enclosed room without ventilation for prolonged period



5

Use a dehumidifier to reduce your room moisture level



3

Do not open door and windows when air-con is turned on



6

Report any air-con issues via UCI hotline (maintenance)



# LIVING IN UTOWN RESIDENCE



## Housing Rules and Regulations

UTR residents and visitors are expected to abide to the housing rules and regulations put in place by the University under the **Housing Agreement**. Below is an abridged version for your noting.

### Quiet Hours between 11pm and 7am Every Day



Keep your noise level down during the quiet hours, and all events/activities/gatherings should cease so that residents can rest and sleep peacefully.

### Visiting Hours for Non-residents between 7am to 11pm



You should always accompany your non-resident visitors, and ensure that they leave UTR by the stipulated time. Non-resident visitors are not allowed to stay overnight in UTR.

### Electrical and Electronic appliances



For fire safety reasons, electrical immersion heaters, cooking apparatus or any high electrical consumption are not permitted to be used or charged unattended. All personal electronic devices like laptops must be charged using Singapore certified standard sockets, adaptors etc. Otherwise, the Resident may be held liable for any power outage or situations relating to non-certified sockets, adaptors, etc.

### Cleanliness of Common Areas and Rooms



It is the shared responsibility of all students living in the suite to keep the common areas and their rooms clean and tidy. Refrain from keeping your personal belongings in the common area. Rubbish should be disposed at the refuse room (located near the Fireman Lift) daily. Food items should be cleared and disposed immediately after consumption.

The use of private air conditioners, air coolers and any other items not expressly approved by the Management Office are prohibited in the Hostel. For approved personal appliances (e.g. mini-refrigerator), a surcharge will be imposed.



# LIVING IN UTOWN RESIDENCE

## Housing Rules and Regulations



### Alcohol Possession and Consumption

We adopt a strict policy against the possession and consumption of alcohol in NUS hostels. This is to safeguard residents' safety and well-being and create an environment conducive to communal living without distractions and risks associated with alcohol.



### Prohibited Activities

Gambling, smoking, vaping and habit-forming drugs as well as anti-social habits such as spitting and littering are strictly prohibited.



### Subletting of Room

Subletting of room to any person, with or without monetary consideration is strictly prohibited. This also includes passing your room or apartment access card to another person.



### Usage of toilet/shower room in apartments

Each 4-bedroom apartment is designated as single-gender accommodation. Visitors of the opposite gender who need to use the toilet should utilise the nearest public facilities located at UTown Education Resource Centre (ERC) or Town Plaza.



Demerit points are issued to residents who breach the housing agreement. Serious misconduct, egregious or repeated breach(es) will be referred to the Office of Student Conduct and may result in the convening of a Board of Discipline. For more details, refer to **Demerit Point Structure (DPS) for Housing Offences**.



*The Housing Rules and Regulations are not exhaustive and may be revised anytime by the University. See the latest versions of **Housing Agreement and Housing Rules and Regulations**.*



# LIVING IN UTOWN RESIDENCE



## Mental Wellness

A new environment coupled with assignment deadlines and exams can be quite stressful. Why not give NUS Office of Student Affair's **7 PITSTOP** Principles a try?

### Personal Skills

Develop skills like practising mindfulness, setting priorities, adopting a positive mindset and appreciating your strengths.



### Interactions

Form strong bonds with your family and friends through sharing your concerns and supporting one another in times of need.



### Timeout

Take some time away from worrying and give yourself permission to be refreshed. Take breaks between work and study.



### Sleep

Get 7-8 hours of sleep every night so you can feel refreshed. Sleep is a powerful stress reducer.



### Thoughtful Eating

Eat healthy food and drink at least 2 litres of water daily. It is okay to have happy food once a while!



### On the move

Exercise at least 20 minutes, 3 times a week. The release of endorphins and serotonin helps relieve stress and increase happiness.



### Purpose

Reflect on your purpose in life and find meaning through giving, volunteering and support others in need.



# LIVING IN UTOWN RESIDENCE



## Mental Wellness

If you need someone to talk to, you can reach out to:

### Faculty Student Support Manager (SSM)

Find contact details of your faculty SSM [here](#).



### UTR Residential Team

Find contact details of your residential team [here](#).



### UTR Peer Student Supporters (PSS)

Find contact details of PSS [here](#).



### UTR Residential Wellness Manager

Name: Adrian Wan

Email: [adrian1@nus.edu.sg](mailto:adrian1@nus.edu.sg)

WhatsApp: +65 6601 3950

Telegram: [@adrian\\_wan](https://t.me/adrian_wan)

### Looking for a place to hang out and have some fun with your friends?

Drop by PitStop @ UTown!



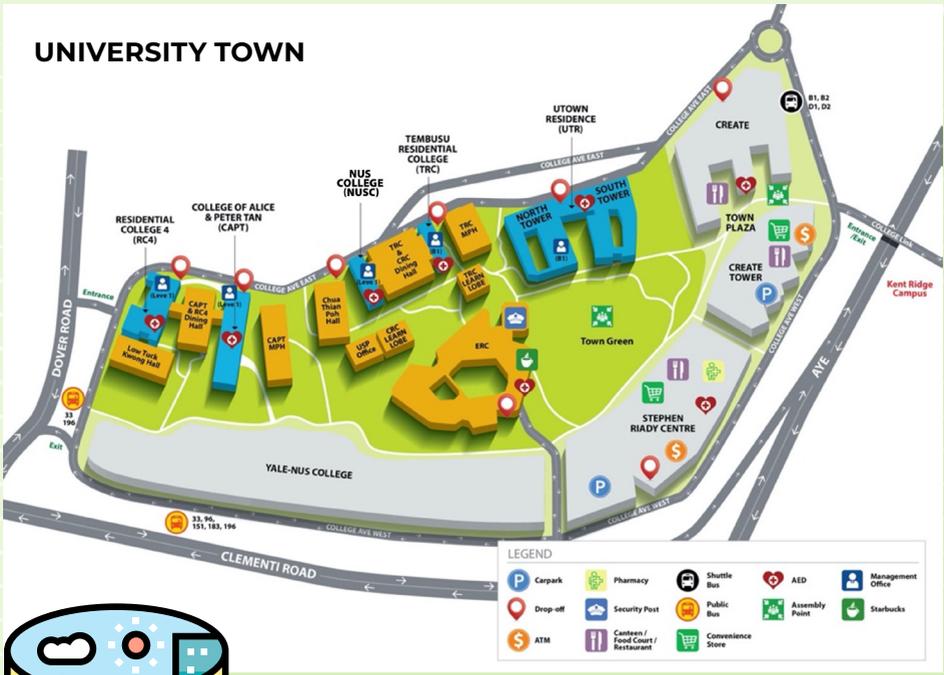
**Location:** Level 1 of Education Resource Centre (ERC)

**Opening Hours:** Monday to Friday, 1pm to 5pm (during school term only)

# IN THE UTOWN NEIGHBOURHOOD



When you stay at UTR, you get to enjoy a host of amenities and facilities in UTown – all within a 10-minute walk.



Take a virtual tour around UTown [here](#).



## Dining

UTown offers a diverse range of affordable meal options. Whether it's a quick bite between classes or a leisurely meal with friends, from budget-friendly food courts offering a variety of cuisines to cafes and restaurants, there is something for everyone.

**See the full array of food options and their opening hours around UTown [here](#).**

**Extra Tip:** Food court stalls may close/ have limited food options nearing 8pm, but you could check out other restaurants in UTown that open later or supper options at Supersnacks!



# IN THE U-TOWN NEIGHBOURHOOD



## Convenience Stores



Groceries and daily necessities are readily available round-the-clock from either FairPrice Xpress or Octobox.

**Location:** U-Town Stephen Riady Centre Level 1

**Opening Hours:** 24 hours (open during school holidays too!)

**Extra Tip:** Can't find what you are looking for? You can find the location and opening hours of other supermarket, convenience stores and retail services [here](#).



## Bank Services and ATMs



Looking open a bank account? You may want to visit Frank by OCBC.

**Location:** Stephen Riady Centre Level 1

**Opening Hours:** 11am – 7pm, Monday to Friday only. Closed on Saturdays, Sundays and public holidays.

### ATMs

**Location:** Stephen Riady Centre

**Machines:** DBS/POSB, UOB

**Location:** Faculty of Science, LT27 (Near Frontier Canteen)

**Machines:** DBS/POSB, OCBC



# IN THE UTOWN NEIGHBOURHOOD



## Sports

Whether you are out to work out a sweat or engage in some friendly games with your peers, you just need to get dressed and bring your gears and buddy – and UTown (Stephen Riady Centre) will provide the venue.

### Swimming Pool

- Monday to Friday, 7.30am to 9pm
- Weekends and public Holidays, 9am to 7pm



### Gym

- Monday to Friday, 7am to 10pm
- Weekends and public Holidays, 7am to 10pm



**Extra Tip:** Before heading down, why not check out the live traffic at the pool and gym [here](#).



### Badminton Courts

- Monday to Friday, 9am to 9pm
- Weekends and public Holidays, 9am to 7pm



Book the badminton courts [here](#).



## Study Areas @ Education Resource Centre

Need a quiet place to catch up on your reading for class? Or a hold a small group discussion with your project mates? UTown offers some great possibilities for your consideration.

### Mac Commons and PC Commons

Opening Hours: Daily, 8am to 10pm

### Ian and Peony Ferguson Study

Opening Hours: Daily, 8am to 10pm

### Open areas outside Starbucks/on Level 2

Opening Hours: Daily, 24/7



# YOU CAN BOOK FACILITIES ONLINE NOW!

All NUS students and staff can now conveniently check and book facilities through the online Facilities Booking System [here](#) using NUS VPN or through NUS wifi.



To access the Facilities Booking System off-campus, follow the two steps below.



1

## Step 1: Connect to NUS VPN via

- a) **WebVPN** or  
b) **NUS VPN Configuration Guide and Installer** for setup instructions (applicable to Mac and Windows 10 users)



2

## Step 2: Proceed to book on the Facility Booking System

Have a question about the booking?  
Email [utown@nus.edu.sg](mailto:utown@nus.edu.sg).

## Facilities Available for Booking

### Mac Commons and PC Commons Meeting Rooms

**Location:** Level 1 of Education Resource Centre (ERC)

#### Tips:

- Although priority is given to users who have made a booking, you can check room availability and try to walk in.
- Bookings are to be made at least 3 days in advance and for a maximum of 2 hours a day, 6 times a week. (Recurring bookings on the same day with less than an hour gap will be rejected.)
- A few people from your project group can make bookings consecutively if more than 2 hours are required.

# YOU CAN BOOK FACILITIES ONLINE NOW!



## Facilities Available for Booking

### **Stephen Riady Centre Performing Arts Spaces**

**Location:** Stephen Riady Centre  
(Practice rooms and studios)

#### **Tips:**

- *Ideal for activities such as dance, drama practices, judo and yoga*
- *Bookings are to be made at least 3 days in advance and for a maximum of 2 hours a day, 3 times a week.*



## Other Facilities

### **Teaching Facilities**

Most of the teaching facilities in UTown are accessible from 7am to 7pm on weekdays during term time to facilitate classes. NUS student organisations registered with the Office of Student Affairs (OSA) can book the teaching facilities with endorsement from the respective OSA's staff adviser. Charges are applicable for the booking of facilities.



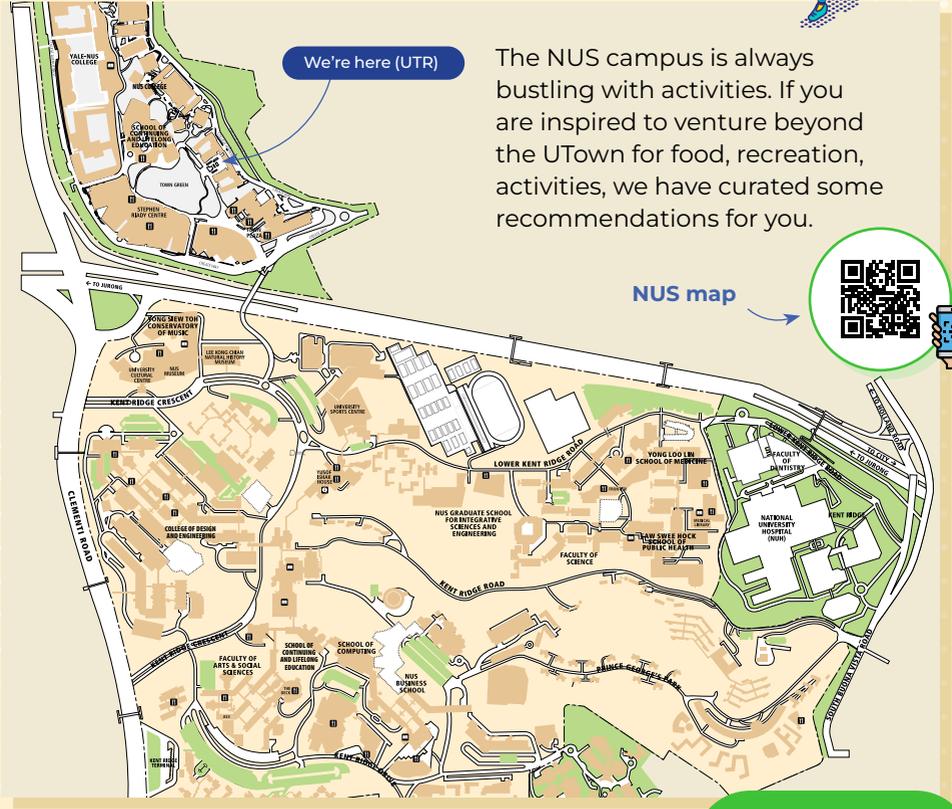
### **Event Facilities/Spaces**

Can be booked by NUS entities (student organisations, departments, offices). But booking form has to be submitted at least one month before event setup begins.



To find out more about the booking rates and procedures, email [utown@nus.edu.sg](mailto:utown@nus.edu.sg).

# ON THE NUS CAMPUS



The NUS campus is always bustling with activities. If you are inspired to venture beyond the UTown for food, recreation, activities, we have curated some recommendations for you.

## Recommended Places to Explore within NUS



### Central Library

**Opening Hours:** (During Semesters) Monday to Friday, 9am to 9pm; Saturday, 10am to 5pm; Closed on Sunday and public holidays.

**Must See:** BookBridge, Tech Central and its 360° shared immersive reality lab

\* *The opening hours may vary during the vacation. Check this [link](#) for the most updated opening hours.*

Take a virtual tour around NUS [here](#).



# ON THE NUS CAMPUS



## Recommended Places to Explore within NUS

### Lee Kong Chian Natural History Museum

**Opening Hours:** Tuesday to Sunday & Public Holidays, 10am to 6pm; Closed on Mondays.

**Admission:** Free for NUS staff and students

**Must See Specimen:** Singapore Sperm Whale, Dinosaurs, Leatherback turtle, Sunda Pangolin

### NUS Museum

**Opening Hours:** Tuesday to Saturday, 10am to 6pm; Monday: school & faculty visits by appointment only; Closed on Sundays and Public Holidays.

**Admission:** Free

**Must See:** Over 8,000 artefacts and artworks across the South & Southeast Asian collection, Lee Kong Chian collection, Ng Eng Teng collection, Straits Chinese collection

### Fun Fact

If you are a music lover, you'll want to keep your ears out for lunchtime concerts at the **Yong Siew Toh Conservatory of Music**.



## Getting around NUS

One of the best way to get from point to point on the NUS campus is by shuttle buses. Have information about the schedule, routes and bus stop location at your fingertips!

Simply download the **NUS NextBus** app from the Apple store or Google Play.



## Bonus!

How does a single touchpoint to your NUS life sound? Then we bet you'll love to stay connected with the NUS community, anywhere and anytime too!

Good news! Now you can:

- Access your electronic student card (scan in to Gyms and Libraries)
- Quick links to NUS resources
- Check up on NUS news and upcoming events with the **uNIVUS** app.

Don't wait. Download **uNivUS** from the Apple store or Google Play.



# WAYFINDING IN SINGAPORE

If you are new to Singapore, this guide should help you to settle in quickly.



## Getting around Singapore

Singapore has an efficient public transportation network made up of Mass Rapid Transit (MRT), public buses, taxi and ride-hailing services.

### Tips:

- Get a **SimplyGo EZ-Link Card** for use on public transport such as MRT and public buses.
- Check out the complete Singapore rail network [here](#).
- You can find out when the next bus is coming or how to get to your destination by bus with this apps.



- If you prefer taxi or ride-hailing services, you need to check out these apps.



## Climate

Singapore is hot year round with temperatures ranging from 25°C to 33°C. Expect abundant rainfalls during monsoon seasons from December to March, and June to September.

**Tip:** Most indoor places are air-conditioned – and if you are scared of cold, you'll do well to have an extra layer of clothing handy.



## Language

Most Singaporeans are fluent in English. Many Singaporeans also speak an additional language, usually Mandarin, Malay or Tamil. Singlish, a mix of English and other local languages, is commonly spoken in casual settings. It may be useful for you to pick up some common terms to help with your daily interactions.

### Resources:



# WAYFINDING IN SINGAPORE



## Mobile Phones and Plans

SIM cards can be purchased at UTown FairPrice Xpress, 7-Eleven and telco outlets across the island.

**Tip:** You will need to show your passport when you buy a SIM card.



## Managing Finances

Managing your incoming and outgoing funds is easy with a bank account. Once you have a bank account, you can easily receive foreign currencies and transfer money or make payments for your purchases.



### What do you need to open a bank account?

- Your passport
- Student's Pass or NUS Letter of Offer for Admission

#### Tips:

- While most banks do not require a minimum deposit, we recommend that you bring along S\$1,000.
- Remember to check the terms and conditions offered by the bank.
- You may want to consider local banks like DBS, UOB and OCBC. Because they have ATMs on campus / in UTown.



### How to make payments?

Most establishments in Singapore offer various modes of payments – cash, cards, e-payments.



### How to transfer funds?

Funds can be transferred using bank drafts made out in Singapore dollars and drawn from a Singapore bank. Telegraphic transfers may also be made indirectly through another bank to your own account. But do note that some banks may charge service fees for telegraphic transfers.

#### Tips:

- Banks drafts usually take one to two days to process before funds are credited or withdrawn.
- Cheques/Checks from banks with no branches in Singapore may take about three to eight weeks to clear.



# IMPORTANT CONTACT INFORMATION



## Assistance for rooms, housekeeping, payment, lock-outs related matters

### UTR Management Office

Location: North Tower Level 1

#### Opening Hours:

- Monday to Thursday: 8.30am to 6pm
- Friday: 8.30am to 5.30pm
- Saturday, Sunday and public holidays: closed

Tel: +65 6601 7878 (24-hour)

Email: [housing.utr@nus.edu.sg](mailto:housing.utr@nus.edu.sg)

**Tip:** If you require help on room lock-outs, loss of card, pastoral care or crisis management matters outside office hours, contact the Duty Resident Assistant at +65 6602 8121 (North Tower) or +65 6602 8129 (South Tower).

For urgent maintenance matters, contact +65 6601 7878

## For Emergency and Security matters

### UTown Security

Tel: +65 6601 2004

### NUS Campus Emergency Security (CES)

Tel: +65 6874 1616

### Civil Defence Emergency Ambulance / Fire Engine Ambulance

Tel: 995

### Singapore Police Force

Tel: 999

**Tip:** NUS provides coordinated end-to-end care for students affected by sexual misconduct through NUS Care Unit. Call +65 6601 4000 or email [ncu\\_help@nus.edu.sg](mailto:ncu_help@nus.edu.sg) for help. Or find more information [here](#).



## Student life matters, pastoral care, crisis management, student support or disciplinary related queries.

### UTR Residential Life Office

Location: North Tower Level 2

#### Opening Hours:

- Monday to Thursday: 8.30am to 6pm
- Friday: 8.30am to 5.30pm
- Saturday, Sunday and public holidays: closed

Email: [reslife.utr@nus.edu.sg](mailto:reslife.utr@nus.edu.sg)

## For Health and Wellness matters

### University Counselling Services

Tel: +65 6516 2376 (during office hours)

Email: [ucs@nus.edu.sg](mailto:ucs@nus.edu.sg)

### Lifeline NUS (24 hours mental health support)

Tel: +65 6516 7777

### Health Service (Clinic)

Tel: +65 6601 5035 (during office hours)

Email: [uhc\\_health@nus.edu.sg](mailto:uhc_health@nus.edu.sg)

### National University Hospital (nearest hospital to UTown)

Tel: +65 6779 5555

## NUS Office of Student Affairs

Web: [osa.nus.edu.sg/](http://osa.nus.edu.sg/)

### Hostel Admission

Tel: +65 6516 1384

Email: [www.hosteladmission.nus.edu.sg](http://www.hosteladmission.nus.edu.sg)

### Student Wellness

Email: [OSAcare@nus.edu.sg](mailto:OSAcare@nus.edu.sg)

# FOLLOW US



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IG : @utownresidence



TikTok : @utownresidence



Facebook : UTown Residence



Or join the **UTR Telegram Channel** to stay updated on latest happenings and activities.

