



RESIDENT HANDBOOK



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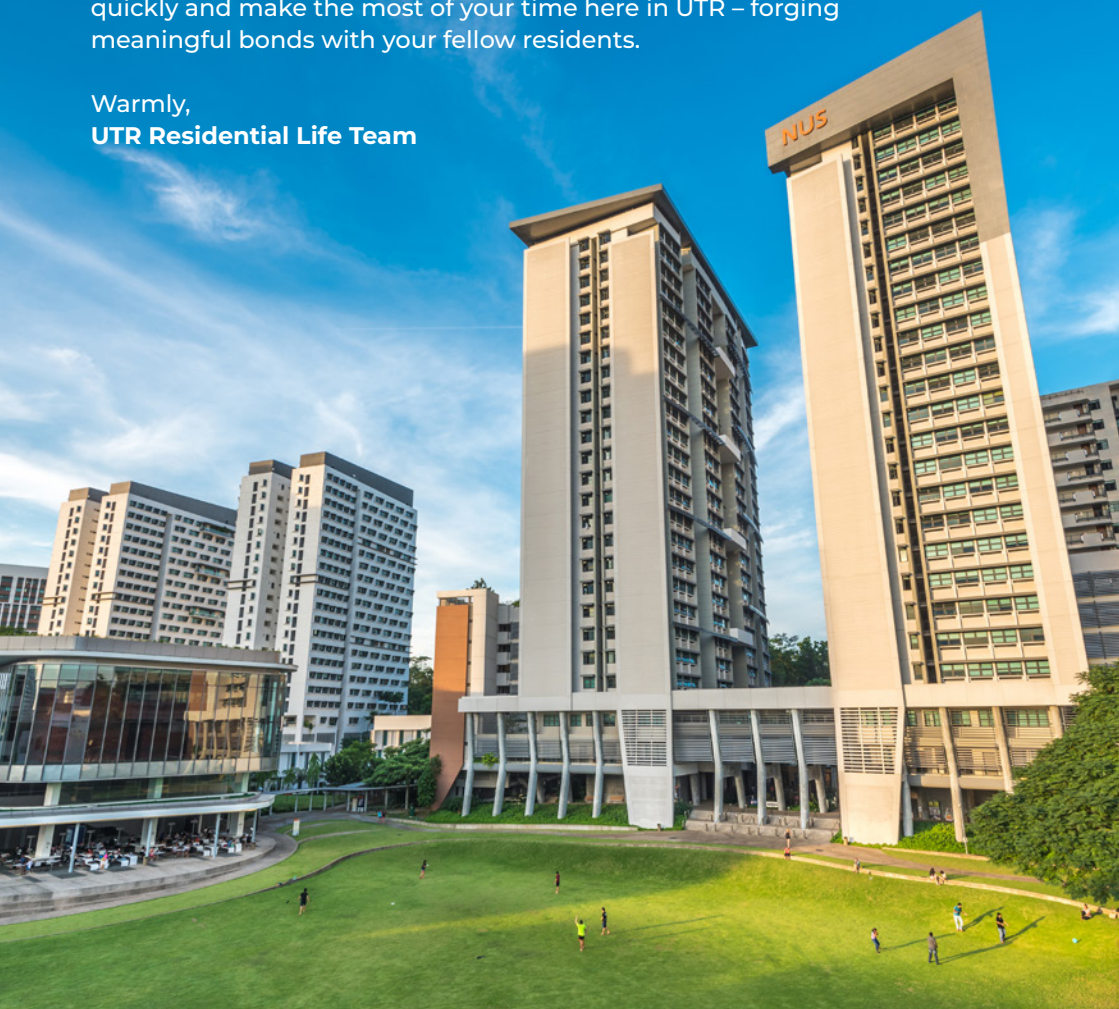


WELCOME TO UTOWN RESIDENCE (UTR)!

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.

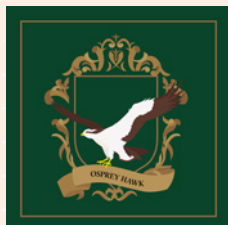
UTOWN RESIDENCE – AT A GLANCE

Fun Fact

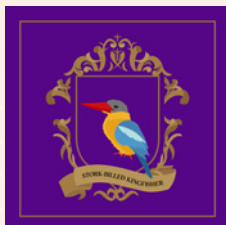
The neighbourhoods are named after animals which can be found in Singapore.



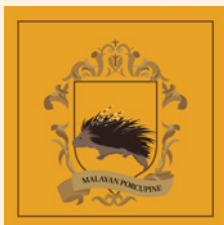
South Tower



Level 1 – 7:
Osprey Hawk



Level 8 – 13:
Stork-billed Kingfisher

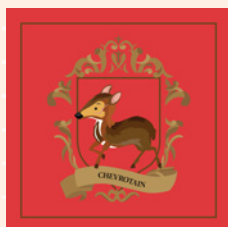


Level 14 – 19:
Malayan Porcupine

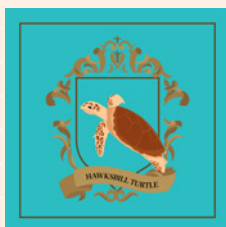


Level 20 – 25:
Peregrine Falcon

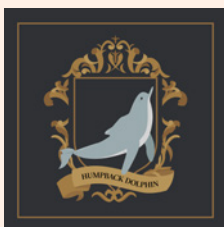
North Tower



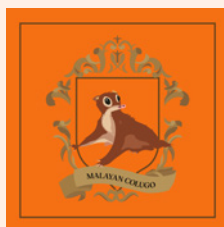
Level 1 – 7:
Chevrotain



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.

UTOWN RESIDENCE – AT A GLANCE

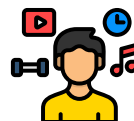
Our Inclusive Community

There's never a dull moment at UTown Residence! Our Resident Assistants and **Resident Council** organise a wide range of educational, cultural and community events. They also support resident-initiated activities, fostering an inclusive community where local and international students can connect, build friendships, and feel at home.



Want to bond with residents sharing the same interest – or perhaps pick up a new hobby? Our interest groups cater to both extroverts and introverts!

Join us [here](#).



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



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

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.



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 refer to nusit.nus.edu.sg/itcare for assistance on IT and 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/

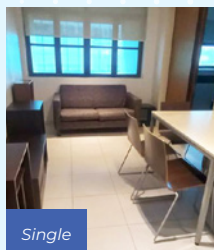
LIVING IN UTOWN RESIDENCE

Types of Accommodation

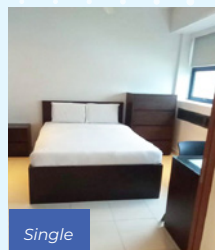
Studio Apartment (Single / Twin-Sharing)

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 11](#) 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 air hockey and pool tables while the one in North Tower has table tennis and foosball tables. Opening hours are from 10am 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:

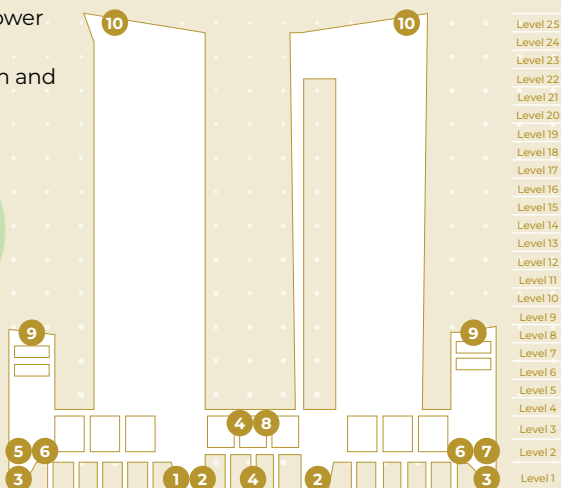
- Food and drinks (except water) are not allowed.

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: Register your bicycle with the Management Office via this link: uci.nus.edu.sg/student-forms

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

The bridge offers residents easy access to the other Tower.

Bonus!

- A. Water dispensers providing both hot and cold water are located near the lifts on most floors.
- B. Pick-up/drop-off area for passengers, food deliveries and parcel deliveries is on Level 2.
- C. 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

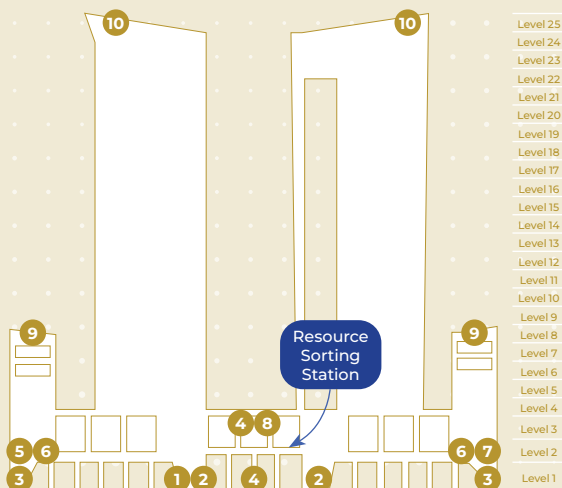
Accessible only by booking for official student activities, the lounges offer a panoramic view of the surrounding landscape and provide a cosy environment for students to bond.



Bonus: You can now book the Sky Tower Lounge for karaoke sessions on selected days and times during term time.

North Tower

South Tower



LIVING IN UTOWN RESIDENCE

FAQs – Mails, Parcels, Shopping and Food Deliveries



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 the other residents in your apartment. To access it, you can approach the UTR Management Office to obtain the password to open the numeric lock of your apartment's mailbox.



3 Where do I collect my food delivery?

Food delivery to UTR will be placed at the food shelf at the L2 drop off point.



For orders via Cates app, the food will be placed in the Cates Food Locker Station at the drop off point area.



4 Where can I shop online?

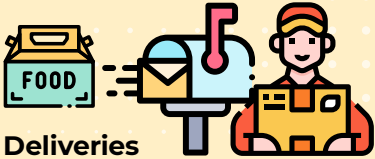
You can check out shopping platforms such as Lazada and Shopee.



For your Shopee purchases, we recommend for you to choose **SPX Lockers** when available for a safer delivery. Locker is located near UTR.



LIVING IN U TOWN RESIDENCE



FAQs – Mails, Parcels, Shopping and Food Deliveries

5 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.

6 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.



7 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 st Week			Parcels delivered			
2 nd 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.

5

What can I deposit at the Resource Sorting Station?

Clean recyclables:

- ✓ Rinsed PET 1 (♻️) & HDPE 2 (♻️) containers
- ✓ Rinsed cans
- ✓ Paper & flattened cardboard

Waste:

- ✓ General waste
- ✓ Takeaway Disposables

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

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.

7

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



Email Campus Sustainability at campus_sustainability@nus.edu.sg and visit the [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

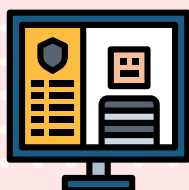
+65 6601 2004

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 U TOWN 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, your EVS account details – Meter ID and password – can be found next to the air-con panel controller on the wall in your room.

How to enjoy air-con in your room?

Step 1: Log on to cp2nus.evs.com.sg/ using your Meter ID and password.

Email evs_operator@yahoo.com.sg or call +65 8299 9655 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.

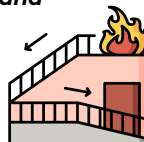
Step 4:

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

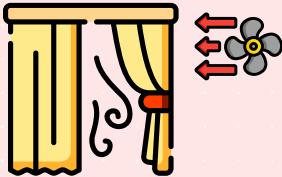


Useful Tips

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



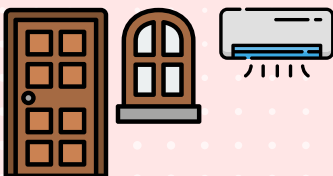
5

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.



NUS takes a zero-tolerance approach towards vaping. Need help quitting vaping or smoking? Check out this [website](#).



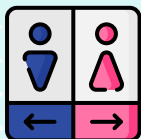
Subletting of Room

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

The shower and toilet facilities in the apartments are intended for use by the apartment occupants only. Visitors can use the common toilets at the UTR North Tower (Level 1) or the Education Resource Centre (ERC).



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](#).



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](#).



Peer Student Supporters (PSS)

Connect with PSS [here](#).



UTR Residential Wellness Manager

Name: Adrian Wan

Email: adrian1@nus.edu.sg

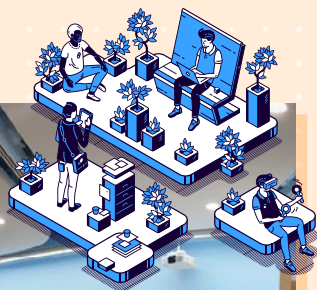
WhatsApp: +65 6601 3950

Telegram: @adrian_wan



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

Drop by PitStop @ UTown!



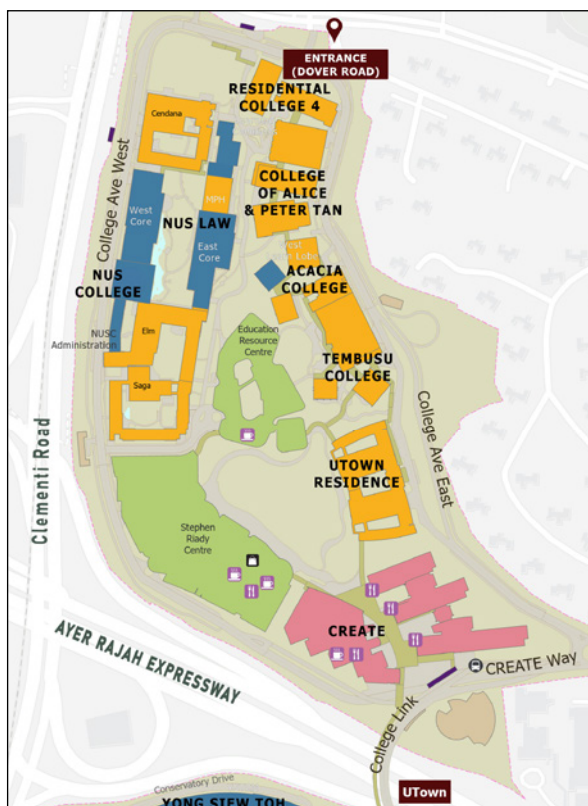
Location: Level 1 of Education Resource Centre (ERC)

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.

University Town



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: UTown 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, OCBC

IN THE U TOWN 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, 8am to 9pm
- Weekends and public Holidays, 9am to 7pm



Book the badminton courts [here](#).



Want to know more about UTown facilities? Check out this [website](#).



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, 9am to 10pm

The Study and Ian & Peony Ferguson Study

Opening Hours: Daily, 9am to 10pm

Extra Tip: Now you can use Chope@NUS in the uNivUS app to reserve a spot at The Study and the Ian & Peony Ferguson Study during school term.

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



2

Step 2: Proceed to book on the Facility Booking System

Have a question about the booking?
Email 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:

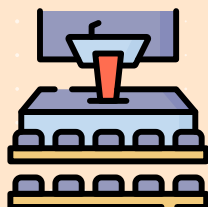
- Ideal for activities such as dance, drama practices, judo and yoga
- Bookings are to be made at least 3 days in advance and for a maximum of 2 hours a day, 3 times a week.



Other Facilities

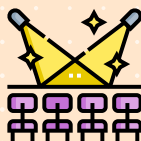
Teaching Facilities

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.



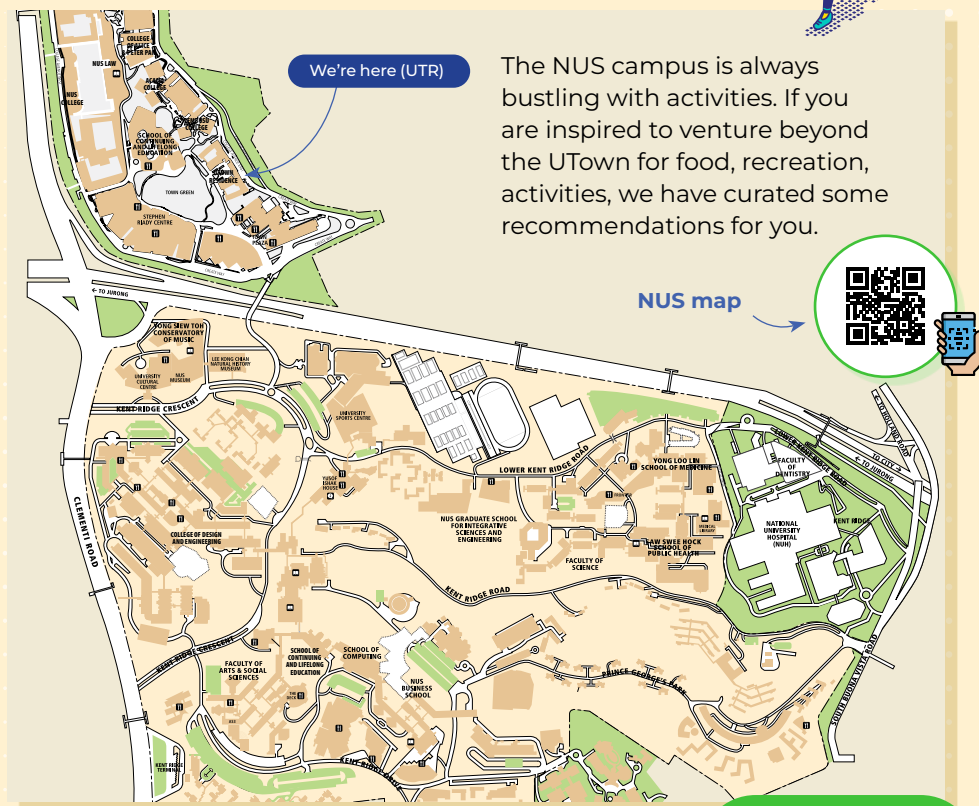
Event Facilities/Spaces

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.

ON THE NUS CAMPUS



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.



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**.



Yusof Ishak House

(Reopened in 2025, Yusof Ishak House is touted as the epicentre of student life at NUS.)

Opening Hours: Vary depending on the facility.

Must Check-out: PitStop@YIH on Level 2 for some board games, Nintendo Switch gaming and karaoke

Tip: Refer to the **REBOKS Guide** to learn how to book venues such as multi-purpose rooms, dance studios and music studios



Bonus!

Keep your campus life organised and hassle-free with just one app – **uNivUS**.



- Use your digital NUS card for entry to gyms and libraries
- Plan your day with ready access to shuttle bus schedules, routes and bus stop locations
- Keep track of your classes and examinations with the calendar feature
- Check crowd levels before visiting canteens and libraries
- Stay updated with campus happenings and news through a personalised feed

Download **uNivUS** from the Apple store or Google Play today.



WAYFINDING IN SINGAPORE

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



Tip: International Student?
We recommend checking out this **website**.

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**.
- Plan your journey and navigate public transport like a pro with this app.



MyTransport.SG

- For taxi or ride-hailing services, 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.



SINGLISH

Language

English is the most widely spoken language here, along with Singlish, a blend of English and other local languages.

Singlish Cheatsheet



Ordering Coffee (Singapore Edition)



Tip: Prefer tea?
Swap "Kopi" with "Teh".

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

Tel: +65 6601 7878 (24-hour)

Maintenance Request:

uhms.starrezhousing.com/StudentPortal/

Housing Feedback & Enquiries: A.S.K. Portal

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

Tip: For assistance with room lock-outs, lost access cards, pastoral care, or crisis management, the Duty Resident Assistant is available Monday to Friday from 7.00pm to 7.00am, and 24 hours on Saturdays, Sundays and Public Holidays. Contact +65 6602 8121 (North Tower) or +65 6602 8129 (South Tower).

For urgent maintenance requests, contact +65 6601 7878 and press "1" for "maintenance".

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 for help. Or find more information [here](#).



For Health and Wellness matters

University Counselling Services

Tel: +65 6516 2376 (during office hours)

Email: 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

National University Hospital (nearest hospital to UTown)

Tel: +65 6908 2222

NUS Office of Student Affairs

Web: osa.nus.edu.sg/

Hostel Admission

Tel: +65 6516 1384

FAQ & Email Portal: <https://faq.nus.edu.sg/s/>

Student Wellness

Email: studentwellness@nus.edu.sg

FOLLOW US



Web : nus.edu.sg/osa/utr/home



IG : @utownresidence



Facebook : UTown Residence



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

