

UTR CL-HS

Useful Contacts and Essential Information

Hostel Life @ UTR – Essential Information

A) UTR Housing Services (HS) Management Office

Location:

UTR North Tower Level 1

(North Tower Lobby)

Operating Hours:

Monday to Thursday : 08.30am ~ 05.30 pm

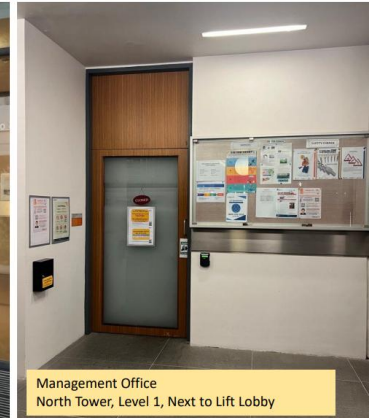
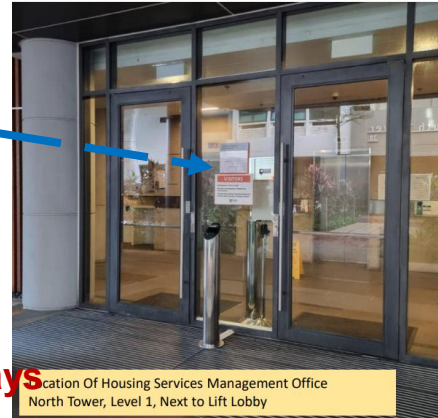
Friday : 08.30am ~ 05.00 pm

We are closed on Saturday, Sunday & Public Holidays

Email:

• housing.UTR@nus.edu.sg

Explore UCI Services at [NUService Hub](#)



Hostel Life @ UTR – Essential Information

B) Useful Hotline

- Urgent Lift Maintenance (Call Hitachi Hotline 24-hour service)
 - **+65 1800-2995055**
- Urgent Maintenance Matters (e.g. Lock-out, Power Failure, Defects, Pest Issue, etc.):
 - **6601 7878 (select option “1”)**
- Housekeeping Issues (e.g. Common Area Cleanliness / Toilet Supplies)
 - **9727 4345 (WhatsApp Message only)**
- EVS Air Con Issue (Operating Hours: 0900 ~ 1800):
 - **8299 9655 Email: evs_operator@yahoo.com.sg**
- Washer & Dryers (Operating Hours: 0900 ~ 1800)
 - **9655 3600**

A vertical poster on a brick wall background. At the top, it says 'CONTACT US' with icons of a building, people, and a lightbulb. Below that, 'REPORT A MAINTENANCE ISSUE' is written in a banner. The 'Student Housing' section includes a QR code and text: 'Scan the QR code to submit your maintenance issue (e.g. faulty light, fan, aircon, furniture, etc.).'. Another 'CONTACT US for any enquiries' section provides a QR code and contact details: 'Contact us via uci.nus.edu.sg/ci/hs-enquiry/ for any feedback / enquiries related to housing on campus.' The bottom section features a call center agent icon and text: 'Call us at 6601 7878 For Urgent Maintenance Matters: Power Failure, Pipe Burst, Fire Alarm. Contact IT Care for IT Related Matters Hotline : (65) 6516 2080 E-mail : itcare@nus.edu.sg'. The 'CAMPUS Life' logo is at the bottom right.

Hostel Life @ UTR – Essential Information

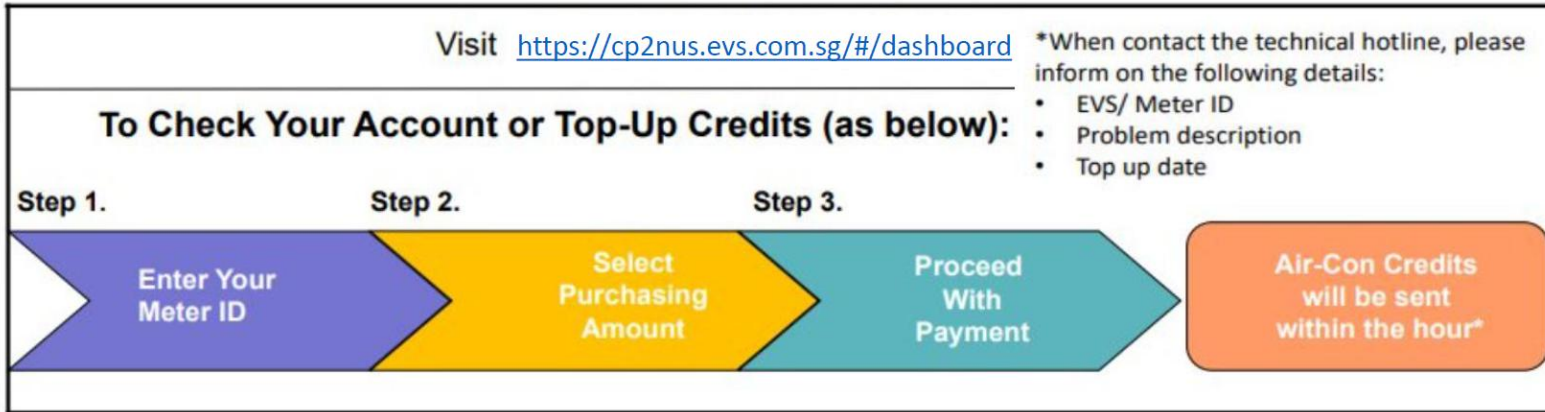
C) Air-con Credit Top-up



Email: evs_operator@yahoo.com.sg
Hotline: 8299 9655

SCAN ME


How to Use EVS in Utown Residence?



Hostel Life @ UTR – Essential Information

D) Application For Use Of Electrical Appliances



Scan QR code below to submit request for application of electrical appliances via A.S.K Portal for review / approval.

1. Application Deadline: Residents who wish to bring their own electrical appliances into the hostel must complete/ submit the form via A.S.H portal by Week 4 of the School Semester.

2. Review Process: The management will review the application and email the results to the applicant within 7 working days.

3. Utility Charges:

- Small Refrigerator (max 150L, max size : \$90 per Semester
- Large Refrigerator(151L – 250L): \$138 per Semester
- Portable Air-Con: \$42 per Week

4. Payment: For approved applications, applicants will be informed to make payment for the utility charges.

5. Registered Appliances: applicants will be directed to place their appliances outside their unit. The Management Staff will then affix a "Registered" sticker on each approved appliance. This "Registered" sticker must be prominently displayed on the appliance and is non-transferable.

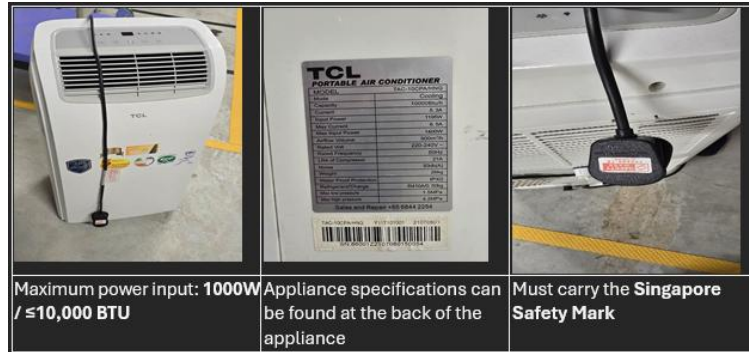
6. Failure to Declare will result in administrative fee of S\$50/- for non-declaration and demerit points.

Hostel Life @ UTR – Essential Information

D) Application For Use Of Electrical Appliances

Description	Period	Charges (Inclusive of Prevailing GST)	Remarks
Mini Fridge (max 150 litres)	sem 1 + vac 1 OR sem 2 + vac 2	S\$90 per period	No proration of fees is allowed regardless of when the applicant is made or when the applicant checks out.
Larger Fridge (150-250 litres)	sem 1 + vac 1 OR sem 2 + vac 2	S\$138 per period	
Portable Air-Con (Max power input 1000W < / = 10,000 BTU)	From approval start date to official semester end date	S\$42 per week	No proration of fees is allowed regardless of when the applicant is made or when the applicant checks out. <i>Calculation of electrical charge would be taken from the approval date of the portable air-con</i>

Rate for use of Electrical Appliances
in application form



Sample Photos to Attach for
Applicants

Hostel Life @ UTR – Essential Information

E) Bicycle Registration



Scan QR code below to submit registration of bicycles via A.SK Portal for review/ approval



Location of Bicycle Room: South Tower L2

Please collect your bicycle tag at the North Tower L1 Management Office.

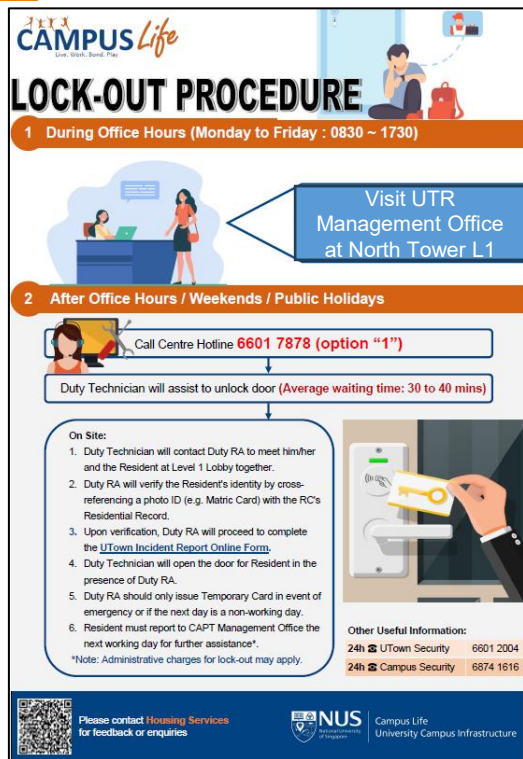
The tag must be clearly displayed on your bicycle and is valid for the academic year.

Please park only in designated bicycle parking zones.

Bicycles found in hostel rooms may result in a **warning**, and **undeclared bicycles** may incur **demerit points**.

Hostel Life @ UTR – Essential Information

F) After Office Hours Lock-out / Lost / Damaged Cards Procedures



1. Call Hotline **6601 7878 (select option "1" for maintenance)**
2. Duty Technician will be deployed to assist to unlock door (*Average waiting time: 30 to 40 mins*)
3. Duty Technician will contact Duty RA to meet him/her and the Resident at Level 1 Lobby together.
4. Duty RA will verify the Resident's identity by cross-referencing a photo ID (e.g. Matric Card) with the RC's Residential Record.
5. Upon verification, Duty RA will proceed to complete the **UTown Incident Report Online Form**.
6. Duty Technician will open the door for Resident in the presence of Duty RA.
7. Duty RA should only issue Temporary Card in event of emergency or if the next day is a non-working day.
8. Resident **must report to UTR Management Office the next working day** for further assistance*.

***Note: Administrative charges for lock-out may apply.**

Hostel Life @ UTR – Essential Information

G) Causes of Mould and Prevention Tips

MAIN CAUSES:

1. Singapore's Climate:
 - High temperature
 - High Humidity surpassing 80%
 - Frequent rainfall from November to January
2. Enclosed space with zero ventilation
3. Damp fabric items in enclosed space or cabinets with zero ventilation.
4. Leakage or condensation



Perfect setting for the development and propagation of mould.
This inevitably leads to the widespread occurrence of mould in enclosed spaces that lack adequate ventilation over an extended duration.

CAMPUS Life
Live. Work. Bond. Play.

6 MOULD PREVENTION TIPS FOR CLEAN & FRESH ROOM

1 ENSURE YOUR ROOM IS
WELL VENTILATED AT ALL TIMES



3 DO NOT OPEN DOOR AND
WINDOWS WHEN AIRCON IS
TURNED ON



5 USE A
DEHUMIDIFIER
TO REDUCE
YOUR ROOM'S
MOISTURE LEVEL



2 AVOID STORING FABRIC ITEMS
OR
DRY CLOTHES IN AN ENCLOSED
ROOM WITHOUT VENTILATION
FOR PROLONGED PERIOD



4 PUT A MOISTURE ABSORBER BAG
OR DEHUMIDIFIER TUB IN CABINETS



6 REPORT ANY AIRCON ISSUES VIA
UCI HOTLINE (MAINTENANCE)



Safety / Security Matters

Safety / Security Matters

A) Electrical Safety Reminder

What happened:

A fire broke out in one of the resident rooms in RVRC.

Important Reminder:

- **Fire Hazard:** Avoid overloading electrical plugs or extension cords to prevent overheating.
- **Safety Risk:** Be cautious with devices containing battery packs and never leave devices charging unattended, or while away.
- **Property Damage:** Electrical fires can cause devastating property loss if not contained in time.

Key Reminder: Always use electrical appliances responsibly and never leave devices charging unattended.



Safety / Security Matters

B) Understanding Fire Safety & Playing Your Part – Unsafe Practices

- Usage of electrical appliances of non-compliance to Singapore safety standard
- Avoid Overloading Sockets
- Electrical Short Circuit

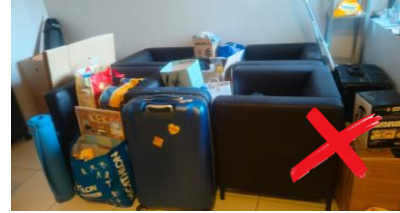


**Posters pasted in units
& Lobby**

Safety / Security Matters

B) Understanding Fire Safety & Playing Your Part – Unsafe Practices

- Keep Water Away – Ensure dry surface near power sockets & electrical appliances
- Do not leave your cooking unattended
- Do not block Fire Exits – Ensure living space, hallways & staircases are free from clutter and always clear of obstructions.



Wet Kitchen Countertop that caused short circuit

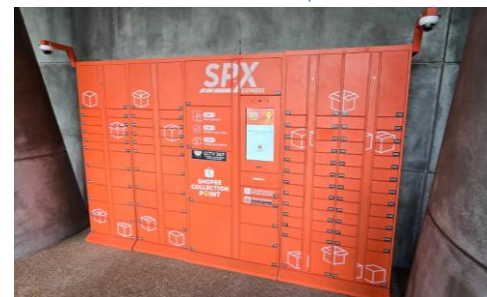
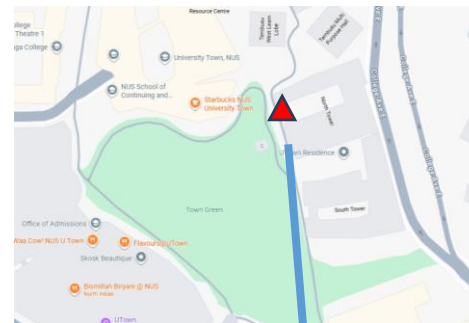
Safety / Security Matters

C) Parcel Collection & SPX Express

With reference to the Housing Agreeing clause 22.7:

22.7 The Licensee expressly authorises the University to receive and sign, without liability whatsoever, for all personal property and goods delivered to the Hostel by post, courier or hand intended for the Licensee. The Licensee agrees not to hold the University liable for any loss or damage caused to such property or goods.

- ❖ To use parcel lockers for valuable parcels such as the SPX Express Locker at Level 1 of Utown Residences North Tower.

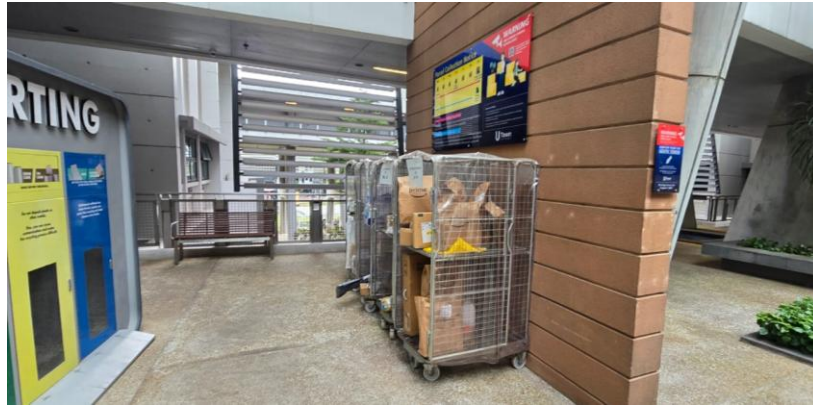


1. SPX Locker @ U-Town Residences,
North Tower, S138600
36 College Ave E, North Tower, Singapore
Open now 00:00 - 23:59 (24 Hours)
81832479

Safety / Security Matters

C) Parcel Collection & SPX Express

Notices have been installed at Level 2 Pick-Up Point for Both South & North Tower:



- ❖ Residents are reminded to collect their food & deliveries immediately when they arrive.
- ❖ Food left for more than 4 hours are not suitable for consumption and will be disposed of without any liability as they will attract pests.
- ❖ 2 weeks notice period is given for parcel collection before the unwanted parcels are disposed, donated to charity or put in garage sale.

Safety / Security Matters

D) UTR North & South Activity Rooms Regulations & Visiting Hours

Visiting Hours: 7am to 11pm daily

- Visitors at UTR must be accompanied by a resident and are not allowed to stay overnight.
- Apartment toilets and showers are for residents only; visitors should use the common facilities at UTR North Tower Level 1 or the ERC.
- Students who overstay may face disciplinary action.

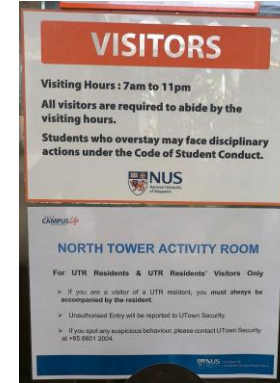


Safety / Security Matters

D) UTR North & South Activity Rooms Regulations & Visiting Hours

Opening Hours: 10am to 11pm

- All visitors must be accompanied by the resident.
- Please contact **UTown Security** if you notice any suspicious behaviour / unauthorized entry at **+65 6601 2004**.



Advisory to Residents

E) Resident Locked In Room

Case Summary: A resident was trapped in the room due to the door becoming jammed.

Root Cause: Absorber tapes were found pasted on the door frame.

- The tapes at the top and bottom caused the door to misalign over time.
- The door misalignment created a gap in the middle of the door, making proper closing increasingly difficult.
- The resident repeatedly forced the door shut, which further worsened the misalignment and led to the lock-in incident.

Advisory to Residents:

To prevent similar incidents, please **ensure that all adhesives, tapes, absorber stickers, and decorative items are removed from the door panel and door frame.**

Such materials can interfere with the proper closure and alignment of the door, which may lead to jamming or lock-in situations.



Advisory to Residents

F) Do Not Throw Heavy Items into Bin Chutes

What happened:

1. A 5kg dumbbell was thrown into Acacia/CW bin chute during the mass check-out period.
2. The impact caused damage to the collection bin at the ground level.



Important Reminder:

- **Safety Risk:** Heavy items dropped from high floors can gain significant force and may injure cleaning staff handling the waste collection bins at the bottom of the chute.
- **Hygiene Hazard:** The damaged bin may create gaps that compromise the proper containment of waste (E.g., resident's food waste), potentially leading to pest or odour issues.

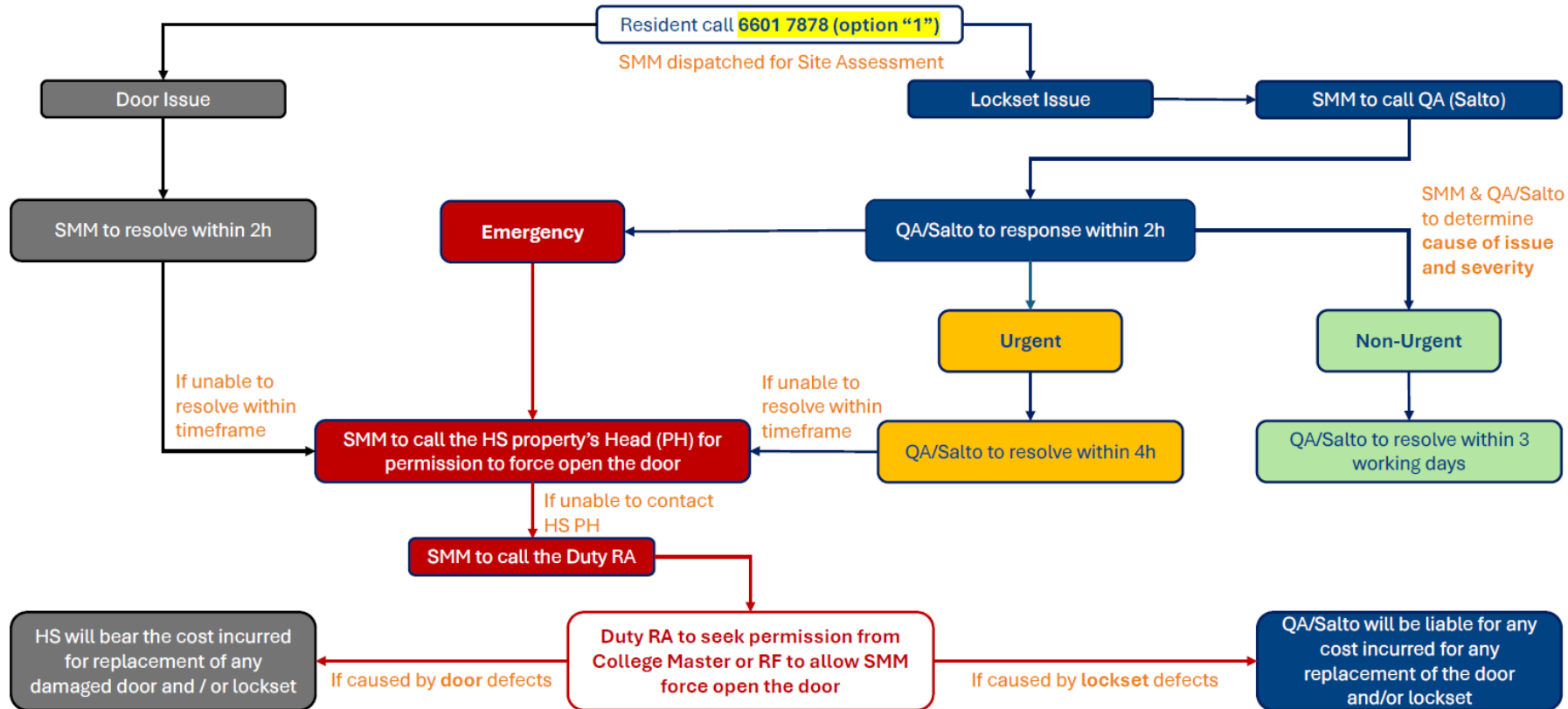


Lock-In Case (SOP – After Office Hours)

- **Locked-in:** Resident is inside the room and cannot exit (life safety risk).
- **Case Severity levels (as per QA SLA):**

Emergency	Urgent	Non-Urgent
• Lock-in: Resident trapped inside the room due to digital lock or door frame malfunction, with no workaround. • Failure of all functionalities: Door or lock system completely fails, preventing exit. • Evacuation Risk • Damage to building/building system/equipment	• Lock-out • Safety Risk • Medical Risk • Security Risk • Essential items trapped in room (e.g., medication, passport, laptop for exam) • Workaround unavailable	• Alternative accommodation available. • Issue can wait until business hours to resolve. • Workaround available.

Lock-In Case (SOP – After Office Hours) continued



In the Event of Fire (Procedure)



IN THE EVENT OF A FIRE ALARM



1

STAGE 1 – INVESTIGATION

A fire alarm has been activated.



Remain calm.



Await further announcements or instructions.



Be prepared to evacuate if instructed.



Do not assume it is a false alarm.



2

STAGE 2 – EVACUATION

When instructed to evacuate:



Leave your room immediately.



Use the nearest fire escape staircase.



Do NOT use the lifts.



Assist others only if it is safe to do so.



Proceed directly to the Fire Assembly Point



Remain there until the "All Clear" is given.



DO's



Stay calm.



Follow instructions from RAs, Fire Coordinators and SCDF.



Walk – do not run.



Close your room door behind you (do not lock it if time does not permit).



Proceed to the Emergency Assembly Area (Town Green)



17
STOREYS
Use the
staircase
only



DON'T's



Do not use the lift.



Do not stop to collect belongings.



Do not return to the building until authorised.



Do not block staircases or emergency access routes.



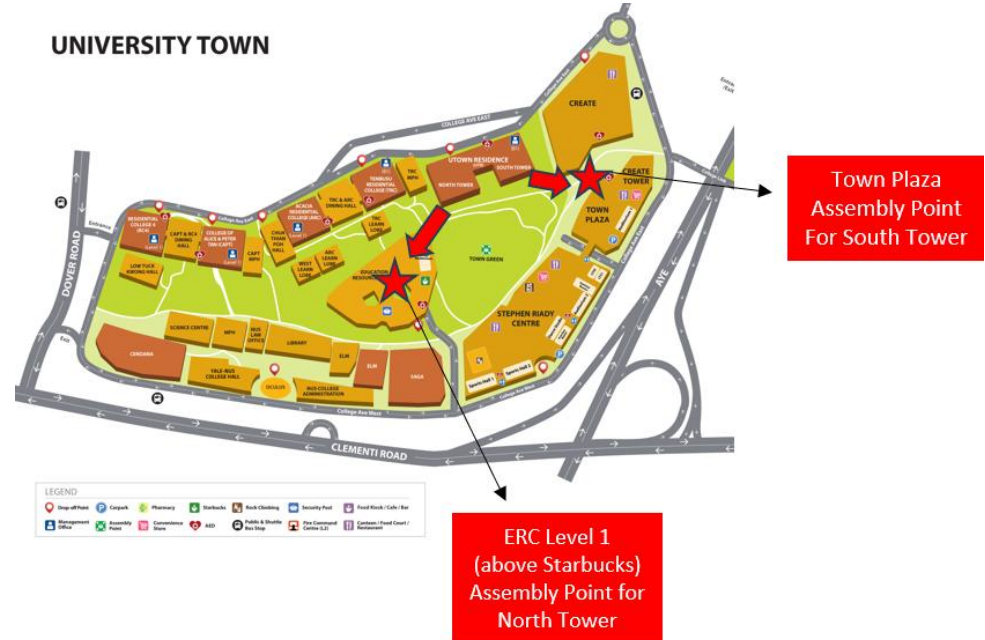
Do not ignore the fire alarm.

In the Event of Fire (Assembly Point)

Assembly Point at Town Green for Dry Weather



Assembly Point at Town Green for Wet Weather



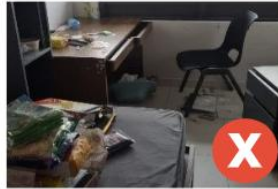
Housekeeping Reminders & Schedule

Housekeeping Reminders

01

ROOM CLEANLINESS

- Keep belongings organized
- Dispose trash properly and regularly to prevent pests.
- Open window for fresh air.



02

COMMON AREA CLEANLINESS

- Clean up after using toilet
- Clean up spills promptly.
- Do not leave personal items lying around.
- Corridors clear of obstruction.



03

BULKY WASTE TO DISPOSE AT BIN CENTRE

- Do not clutter the refuse rooms



04

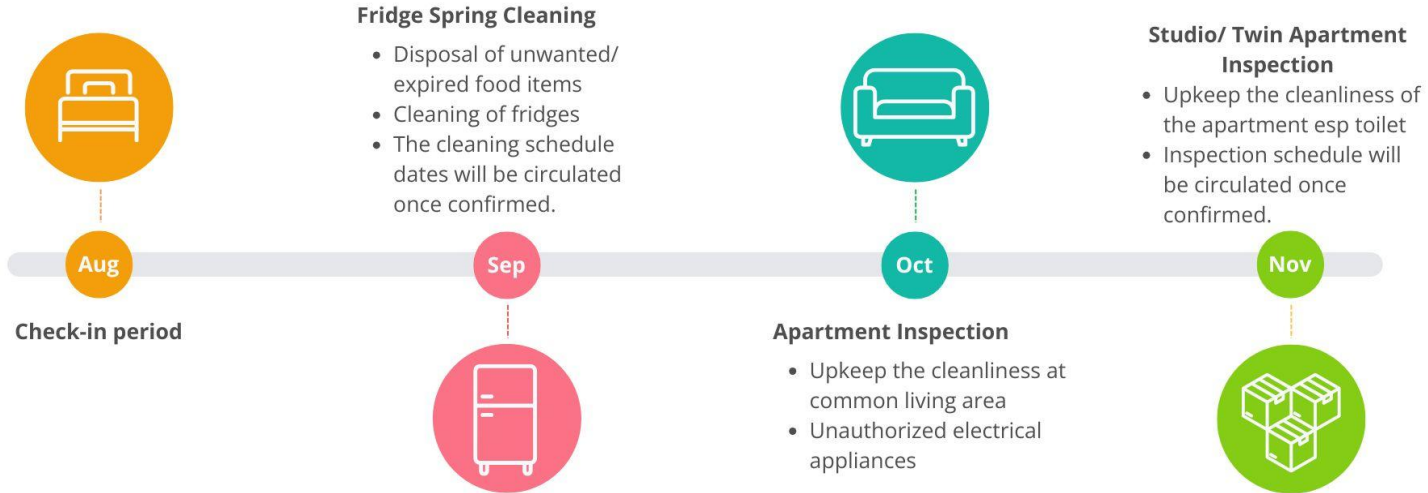
PANTRY & FRIDGE CLEANLINESS

- Label food items with names and dates in the fridge
- Regular checking of expired food items
- Cleaning up spills promptly
- Keep your items in your own cabinet/drawer



Housekeeping

Upcoming Cleaning Schedules During Semester



Understanding Hostel Fees Usage

Your Hostel Fees At Work

Hostel Fees

Sinking Funds (40%)

Dining Hall Renovations

Kitchen Renovations

WiFi Network Enhancement & APs (routers)

Water-proofing & Façade re-painting

Toilet Renovations

Large electrical installations like Lifts, Aircon (Meeting/ Seminar Rooms, etc.), Large Fans in the MPH, etc.

Other essential equipment in the Hostels

Operating Funds (60%)

Expenditure on Manpower (28% - 29%)

Replacement or Maintenance of Premises (42% - 48%)

- Housekeeping, Pest Control, Waste Disposal, Landscape
- Security Services & CCTVs
- Building / Plumbing Maintenance
- Fire Alarm / Protection System
- Mechanical & Electrical Maintenance
- Appliances / Equipment / Furniture
- WIFI Access Points
- Control Access System / Locksets
- Repair works, etc.

Utilities - Electricity & Water (14%– 18%)

Student Activities including hostel stay subsidy for student leaders (13% – 15%)



THANK YOU