

Housing FAQs for MBA students – General	
Q1:	Can students request for a refund if they choose to terminate the accommodation contract before the completion of the academic year?
A:	As per the NUS Housing Agreement , no refunds will be made for early termination of the stipulated period of stay, should students decide to check out before the end of the 2-semester contracted period.
Q2:	I have changed my mind about staying on campus, and I plan to move out of my allocated room in UTown. I have a friend who would like to stay on campus – can I ‘transfer’ the room to him/her?
A:	The housing offer is non-transferable. Subletting, with or without monetary transaction, is a serious offence and is strictly prohibited. Offenders may face severe disciplinary consequences, including housing eviction and adjudication by the NUS Board of Discipline.
Q3:	I do not like the room I have been assigned. Can I request for a room change?
A:	Due to high demand for campus housing, students will not be permitted to choose their rooms according to their preference as allocation are subjected to availability.
Q4:	I am not going back to my home country for the year-end holidays. Please advise on the process of how I can apply for Vacation Stay to stay in my room throughout the year. Please advise on the cost of Vacation Stay as well.
A:	Students may refer to the circular from Housing Services (Hostel Management Office) for vacation stay application and eligibility.
Q5:	What are the charges for storage of luggage during semester breaks? Is there a detailed breakdown?
A:	Sem 1 vacation (Dec) – luggage storage or in-room storage Sem 2 vacation (May-Jul) – In-room storage only Please refer to the circular from Housing Services (Hostel Management Office) for charges. As a guide, the cost of in-room storage is 30% of daily room rate and the room will be locked throughout the vacation period.
Q6:	I am going back to my home country for the holidays in November and returning in January (Semester 2). How can I keep my room or store my luggage if I need to check out of my room?
A:	Please note that any change of date for in-room storage to vacation date must be communicated to the Management Office with minimum 1-week notice to process the request. Please note that vacation check-in can only be done during office hours . Please refer to Q5 for related information.
Q7:	Does the on-campus accommodation include a meal plan?

A:	There are no meal plans in UTown Residence.
Q8:	Can I have friends/parents/guests staying over?
A:	All rooms, except for twin-sharing apartments, are single occupancy. Your visitors may apply with the Management Office for Guest Apartments, subject to availability. Residents found accommodating unauthorized/illegal stayers will be subjected to disciplinary actions.
Q9:	Is my spouse able to use the facilities on-campus?
A:	Spouse residing in UTR will need to register and report to the Management Office for our official records. Housing Services will provide a link for the spouse to register via REBOKS system for facility use after verification.
Q10:	What is provided/available in the apartment and what do I have to purchase? (to include fixtures, and any appliances, if provided).
A:	There is an inventory list in each apartment. Generally, main items will include mattress in each room, microwave, a fridge, and induction cooker in the kitchenette. There is a central laundromat at each tower.
Q11:	What types of appliances are allowed and disallowed?
A:	Application of Approval is required for portable air-con and mini fridge, and a fee will be charged for approved appliances. All electrical appliances must bear the Singapore Safety Mark. Any power outage and damages due to unauthorized/over loading will be charged to the student as cost recovery. Please refer to the housing agreement for more details.
Q12:	Does the on-campus accommodation provide cleaning services?
A:	The room will be cleaned before the student checks in. The student is to ensure the maintenance of all standard provisions and the cleanliness of the entire apartment; including but not limited to any removal of residual stain marks caused by deco and hooks installation as well as usage of bathroom and WC toilet during the accommodation. Removal & cleaning charges up to \$300/- will be charged for unacceptable room condition upon check-out.
Q13:	Can I also stay beyond the 2 semesters at UTown?
A:	<p>If you wish to stay beyond the contract end date, (e.g. 27 April), you will need to apply for vacation stay with the Management Office, and subject to room availability.</p> <p>Graduate students without a room reservation for Semester 1 in the next academic year will be eligible to stay till 12 May 2024, subject to room availability. Please submit a separate application to your hostel's management office <u>one month before the contract end date</u>.</p>

Housing FAQs for MBA students – Application	
Q14:	Is it possible to submit an application after the specified deadline for on-campus accommodation?
A:	Due to limited rooms to accommodate many student groups in campus housing, we are unable to process late applications after the application windows have been closed.
Q15:	Is early check-in before the specified date allowed for students, and if so, how much earlier? What is the process for requesting early check-in?
A:	Please refer to the Welcome Advisory that will be sent to residents nearer to semester check-in. Kindly note that <u>all new check-ins are strongly advised during office hours</u> to facilitate the smooth issuance/programming of the access cards.
Q16:	In the case of choosing a twin-sharing room, can I select my roommate?
A:	Roommate assignments are determined by the MBA Office, and once assigned, they are considered final.
Q17:	The housing portal allows for 3 choices, while the MS Form only permits 2. Will my preferences in the application be taken into consideration?
A:	While students have the flexibility to choose up to 3 room types on the hostel admissions portal, it's important to note that only the preferences submitted in the MS Form for MBA students will be considered. Selections made in the portal will not be considered.
Q18:	When will details and instructions for the check-in process be provided?
A:	Please refer to Q15.