



RESIDENT HANDBOOK & HOUSE RULES





WINNER

Outstanding Contribution to Regional Development (2023)
Outstanding Support for Students (2022)
Times Higher Education Asia Awards



No. 5

in Asia
for Welfare Support
i-graduate survey, 2017



No. 6

in Asia
for Accommodation Office
i-graduate survey, 2016



No. 1

in Malaysia
for Accommodation Quality
i-graduate survey, 2014 & 2015



WELCOME!

Dear Resident,

Hello and a warm welcome to you from all of us at Taylor's Residence!

Here at Taylor's Residence, we provide so much more than a place to live. You will get to meet new friends, make awesome connections, be involved in community projects, and gain valuable skills that will last a lifetime.

We are committed to delivering a wholesome living and learning experience to you through our unique **Resident Living Program** that is exclusively for our residents. Aside from safe and comfortable living environment, we will help you integrate into your new study life, adapt into your new learning environment while providing you with opportunities to engage and contribute back to the community as productive and compassionate leaders.

We are dedicated to providing you with a comprehensive living and learning experience through our exclusive Resident Living Program. In addition to offering a safe and comfortable living environment, we will assist you in integrating into your new academic life and adapting to your new learning environment while supporting your wellbeing.

Once again, welcome, and have a pleasant stay here with us!

Warmest regards,



Elaine Yap
Senior Vice President
Taylor's Residence

GENERAL

The terms that follow shall be known as the House Rules and the resident agrees to be bound by them upon signing the Tenancy Agreement with Taylor's Hostel Management Sdn Bhd (THM).

By signing the Declaration Form, residents acknowledge that they have read, understood, and agreed to abide by the House Rules and all clauses contained in the Resident Handbook.

Unless expressly stated otherwise, all expressions used herein shall have the same meaning as ascribed thereto in the Tenancy Agreement.

The House Rules are for the information, observance and compliance by all residents staying within hostel premises managed by THM and any breach of the House Rules shall be deemed as a breach of the Tenancy Agreement.

It is expected of all residents to live in harmony and practice understanding, tolerance and respect for their housemates and neighbours at all times, which is essential for community living.

Residents are advised:

- To live in harmony and practice understanding, tolerance and respect for their housemates and neighbours at all times, which is essential for community living.
- To display acceptable forms of behaviour and conduct themselves appropriately with discipline, courtesy, amiability and respect for members of the Taylor's community.
- To respect each other's customs, culture, race, religion and social obligations.
- To not display, install or possess items of offensive or disturbing nature.
- To not behave in a manner which may offend or disturb other residents.
- To check with the Management if they are unsure about any clauses in the Tenancy Agreement, Declaration Form or the Resident Handbook.
- To avoid bringing non-halal items (such as pork-based ingredients, etc.) into the hostel premises.

THM currently practices a **NO VISITOR** policy. Non-residents as well as non-Taylor's students are strictly forbidden from entering the premises. Parents & next-of-kin are encouraged to meet residents at common areas such as THM office or the U Lounge.

HOUSE RULES

1. Parents / Next-of-kin / Guardian / Friend

- 1.1 Only **ONE** person may accompany and assist the resident during the day of Check-in or Check-out. Beyond that, non-residents are not allowed to enter the hostel premises for privacy, health & safety reasons.
- 1.2 Residents are encouraged to meet their visitors at the U lounge or any F&B outlet in Syopz Mall.
- 1.3 THM reserves the right to inspect the bag(s) or personal belonging(s) of anyone who enter or leave the hostel premises.
- 1.4 THM reserves the right to deny entry and / or request any visitor to leave at any time.
- 1.5 THM reserves the right to revoke this privilege at any time without prior notice.
- 1.6 Non-residents are not allowed to use the Common Kitchen.

2. Cleanliness

- 2.1 The cleanliness of the apartment, and of the general area within and surrounding the apartment is the shared responsibility of each and every resident within that apartment.
- 2.2 Residents are also responsible for keeping their individual rooms clean and tidy at all times. All unwanted items (newspaper, magazines, etc.) must be disposed of at the Garbage Disposal Room.
- 2.3 Residents shall:
 - a. Ensure rubbish bags are sealed properly before placing it in the Garbage Disposal Room to prevent pest infestation.
 - b. Be courteous, considerate and fair when using shared facilities and common areas within the premises.
 - c. Never throw any item out of windows, nor into the kitchen or bathroom sink or toilet bowl.
 - d. Help maintain the general cleanliness of the apartment and/or room.
 - e. To properly arrange and/or label any personal item left in the common areas.
- 2.4 Residents shall be fined if their apartment and/or room condition is deemed dirty or unhygienic.
- 2.5 Cleaners may only enter common areas in apartments for housekeeping on a weekly basis. Cleaners may only enter rooms upon tenant check-out.
- 2.6 Pets are not allowed on the premises.

3. Your Living Space

- 3.1 Fixtures and furniture (such as bedframe, table, ceiling fan) are provided in apartments and rooms, and residents shall be responsible for the cleanliness and proper usage of such items.
- 3.2 Each resident in apartment units is also provided an individual cabinet in the dining area, which is assigned according to their room number. Residents may lock the cabinet with their own padlock.
- 3.3 Residents should avoid sharing cabinets with other residents, as each cabinet will be emptied and the contents will be disposed of upon resident check-out.
- 3.4 Residents are reminded to switch off all lights, ceiling fan, air conditioning and other electrical appliances when not in use to prevent wastage, and to avoid them turning into fire hazards.

- 3.5 Residents must use TCAS to report any damage or maintenance issue within their apartment or room.
- 3.6 All acts or attempts by residents to personally rectify any damage or maintenance issue shall be deemed as unauthorized acts. THM shall not be held liable for any damages, injury or loss of life arising from such unauthorized acts.
- 3.7 Residents shall not dismantle or remove any item, nor install any additional fixtures, furniture or appliance within the premises.
- 3.8 Residents shall not hang or affix any item (i.e. stickers, posters, banners, clothes hooks) which may damage the surface of doors, walls or windows within the premises.
- 3.9 Residents shall not hang their clothes in the dining area or along the corridors, verandas or windows.
- 3.10 Any damage and repair costs (including repainting and replacement) arising from negligent acts breach of rules or misuse by residents shall be borne by the resident(s) involved.

4. Cooking and the Common Kitchen

- 4.1 Cooking is only allowed in apartments with kitchenettes. All other residents must do their cooking in the Common Kitchen. **NO COOKING IS ALLOWED INSIDE ANY ROOM AT ALL TIMES!**
- 4.2 Refrigerator and microwave are provided in each apartment and are meant to be shared by the residents therein.
 - a. Weekly refrigerator defrosting is encouraged.
 - b. Do not remove ice build-ups in the refrigerator using sharp objects i.e. knives, scissors.
 - c. Store personal ingredients in containers labeled with your name and purchase/expiry date.
 - d. Our cleaners will dispose of any non-halal, expired and/or unlabeled food or drink.
 - e. Do not use metal or plastic containers when reheating food or drink using the microwave.
 - f. Do not use the microwave for heavy cooking as it may trigger the smoke / heat alarm.
- 4.3 Non-residents are not allowed to enter or use the Common Kitchen.
- 4.4 Residents are solely responsible for their own safety and personal belongings when using the facilities in the Common Kitchen.
- 4.5 If a resident is unsure how to use appliances in the Common Kitchen, they are advised to refer to the User Guides displayed in the Common Kitchen.
- 4.6 Any damages and repair costs resulting from improper use of appliances within the Common Kitchen shall be borne by the residents involved.
- 4.7 THM shall not be held liable for any damages, injuries or loss of life resulting from improper use of appliances within the Common Kitchen.

5. Access Cards and Keys

- 5.1 Residents are solely responsible for their access card(s)/key(s) and are encouraged to always carry both with them. Residents are not allowed to hand their access card(s)/key(s) to any other person. Repeated breach of this rule may incur penalties or lead to eviction from the hostel premises.
- 5.2 Access cards and/or Resident IDs must be produced upon request by any staff of the Management and/or security guard on duty. Failure to do so may incur penalty.
- 5.3 Residents must immediately report lost/missing access card(s)/key(s) to the Helpdesk or their Housemaster, to prevent unauthorized persons entering the hostel premises, their apartment or room.
- 5.4 A penalty will be imposed for replacement access card(s)/key(s), and for each request to open apartment/room door due to resident being locked out.

6. Monthly Inspection

- 6.1 THM reserves the right to enter apartments and/or rooms and conduct inspections without prior notice to residents. THM staff and/or THM-appointed contractors may enter apartments and/or rooms when necessary in the course of their duty. Every effort will be made to respect the privacy of the residents.
- 6.2 All residents are to give their full cooperation during inspections.
- 6.3 Residents are not allowed to change their door locks or install additional door locks. In the event this rule is not adhered to, THM has the right to remove such locks and the costs incurred thereby shall be borne by the resident(s) involved.
- 6.4 THM has the right to confiscate any item or issue a penalty if a violation of the House Rules has occurred.

7. Medical Conditions

- 7.1 For their safety and comfort, residents are strongly encouraged to inform Taylor's Hostel Management of any new or existing medical conditions.
- 7.2 It is the responsibility of each resident to seek prompt medical treatment for any ailments and sickness. Residents are encouraged to seek the Housemasters' assistance if they need further medical attention. Housemasters can also assist by sending residents to the nearest hospital.
- 7.4 Any resident suffering from a contagious disease as diagnosed by a medical practitioner MUST inform the Helpdesk or their Housemaster for appropriate action to be taken immediately to avoid an epidemic from spreading within the hostel premises.
- 7.5 Residents are encouraged to look out for each other. If you notice your friend, housemate or roommate is not feeling well, report the matter to the Helpdesk or to the Housemasters immediately.

8. Personal Security & Safety

- 8.1 Residents are encouraged to close & lock their doors whenever they leave the room and/or apartment.
- 8.2 Residents are reminded that they are solely responsible for their personal security and the safety of their personal belongings. THM shall not be held liable for any injury, death, damage, nuisance, annoyance or inconvenience which may be caused in any way, directly or indirectly to the resident and or any visitors within the premises.
- 8.3 THM shall not, under any circumstances, accept responsibility or liability for any damage to or loss of goods, articles of property of any kind brought into or left within the premises.
- 8.4 Residents are strongly discouraged from showing off cash and/or valuables out in the open. Always keep them hidden in a safe and secure place.
- 8.5 Residents are encouraged to return to the hostel before 12 midnight.
- 8.6 Residents are encouraged to inform their Housemaster(s) in advance of their extended absence from the hostel premises.
- 8.7 Any possessions or control that is likely to be harmful to the resident themselves, to other residents, THM staff or to THM property, we may remove it from your accommodation immediately. Harmful items include (but are not limited to) weapons (even if licensed), chemicals, controlled substances and psychoactive substances. Any items listed above will be confiscated and will be stored to be collected at the end of the tenancy. If the items are perishable, animate, or illegal to possess, they shall be discarded or reported to the relevant authorities.

9. Prohibited Substances, Materials and Activities

- 9.1 Possession and consumption of drugs listed under the Dangerous Drugs Act is **STRICTLY FORBIDDEN** and shall be reported to the Authorities. Penalties for residents guilty of such acts are severe and no appeals shall be entertained.
- 9.2 Possession and consumption of intoxicating substances (such as alcohol) and illegal material (such as pornography) is **STRICTLY FORBIDDEN** within the hostel premises.
- 9.3 Smoking and vaping are **STRICTLY FORBIDDEN** within the hostel premises.
- 9.4 Residents are prohibited from organizing or participating in any form of gambling, illegal social gatherings or business operation within the hostel premises.
- 9.5 Any breach of these rules shall be reported to your parents/guardians, the Authorities and to Taylor's University / Taylor's College. The resident shall also be asked to leave the hostel premises immediately if found guilty of possession and/or consumption of any prohibited substances or materials and/or participation in any activities stated above.

10. Check-In

- 10.1 Residents are advised to adhere to the following procedures **AFTER CHECKING IN** to their unit:
 - 10.1.1 Inspect the condition of the room along with all furniture and fittings.
 - 10.1.2 Report any damage or malfunction to the Helpdesk within 7 days of check-in.
 - 10.1.3 Our Maintenance team will contact you as soon as possible to resolve the matter.

11. Relocation and Change of Room

- 11.1 Residents who request to be assigned to a different room type after checking in will need to pay an administrative fee of RM100.
- 11.2 Residents may be temporarily relocated to a different room for the purpose of maintenance, refurbishment, quarantine or such reasons for safety and comfort of Residents. Every effort will be made to ensure that residents are assigned to the same room type.

12. Resident Community Services (RCS)

- 12.1 All new residents must attend the compulsory welcome party and orientation at the hostel to learn about STAY Resident Community Programme that is organized by Resident Community Services. Residents can find out about the orientation by joining the official Taylor's Residence WhatsApp Group Chat.

13. Check-Out

- 13.1 Residents are advised to adhere to the following procedures **BEFORE CHECKING OUT** of the hostel:
 - 13.1.1 Ensure that all personal belongings have been packed.
 - 13.1.2 Report any existing damage in the room via TCAS.
 - 13.1.3 Ensure the room is clean. Dispose of all unwanted items in the Garbage Disposal Room.
 - 13.1.4 Complete the form on the Check Out envelope. Ensure the information provided is accurate.
 - 13.1.5 Place access card, apartment key & room key into the Check Out envelope.
 - 13.1.6 Place the Check Out envelope into the Check Out acrylic box near the Security Control Room.

- 13.2 Housemaster(s) will inspect the condition of the apartment/room prior to processing the deposit refund.
- 13.3 Residents shall be liable for any loss of or damage to fixtures & furniture in their apartment/room after checking out. The cost of any repairs and/or replacements shall be borne by the resident involved and may be deducted from their deposit without notice.
- 13.4 THM reserves the right to dispose of any items left in the room after the resident has checked out and shall not be held liable howsoever for any items so disposed.

14. Force Majeure

- 14.1 In the event that any apartment or room or any part thereof should be damaged beyond reasonable repair and is deemed unfit for occupation or use, THM shall under such circumstances have the right to arrange for alternative accommodation or to immediately terminate the Tenancy Agreement.

15. COVID-19 & Other Outbreaks

- 15.1 THM shall be guided by the Malaysian Ministry of Health (MOH) and/or relevant local authorities when setting the necessary SOPs and safety measures to protect the health & safety of all residents.
- 15.2 During their stay in U Residence, Ruemz and/or Nook, residents are required to abide by all SOPs and safety measures set by THM.
- 15.3 Failure to comply shall result in the resident being reported to their parents/guardians, the Authorities and/or to Taylor's University / Taylor's College. The resident may also be asked to immediately leave the hostel premises.

16. Diversity, Equity and Inclusion (DEI)

- 16.1 As THM promotes and facilitates diversity, equity, and inclusion in the residential community, residents are advised to maintain peace and advocate respectful behaviour to one another. Kindly refer below for the following policies.
 - 16.1.1 Any act of bullying, name-calling and shaming of other residents are **STRICTLY PROHIBITED**.
 - 16.1.2 Any acts of hate speech towards other residents are **STRICTLY PROHIBITED**.
 - 16.1.3 Any acts of foul, abuse or distributing hate and threat mediums such as posters, videos and picture in THM are **STRICTLY PROHIBITED**.
 - 16.1.4 Any acts of harassment, discrimination, prejudice, judgement and threats towards others in the following but not limited to resident's culture, race, ethnicity, gender and gender identity, sexual orientation, socioeconomic status, language, national origin, religious commitments, age, disability status are **STRICTLY PROHIBITED**.
- 16.2 Offences against THM's Diversity, Equity and Inclusion policies will be taken very seriously. Penalties for residents guilty of such acts will be given warning and in extreme cases direct eviction without further appeal.

17. Personal space, privacy and boundaries

- 17.1 Living closely with other housemates/ residents demands cooperation and consideration between both parties.
- 17.2 Residents are expected to practice good manners and always conduct themselves appropriately.

- 17.3 Residents are advised to be mindful of your housemate's personal space, privacy, and boundaries.
- 17.4 Residents shall ensure that their conversation or audio-visual equipment (including televisions, music players, computers) do not disturb other residents within the premises, especially after 10:00pm.
- 17.5 Excessive noise, unruly actions, unlawful or prohibited activities, and violent or offensive behaviour will not be tolerated and may lead to penalty or, in extreme cases, eviction.
- 17.6 All residents are advised to communicate and conduct a mutual community living agreement with your housemates regarding the personal space, privacy and boundaries of each other.
- 17.7 In difficult situations, residents are advised to contact the Resident Community Services or Housemasters for assistance.

18. Living Wellbeing Pillars

- 18.1 In THM, we deeply care for our resident's wellbeing including mental and emotional wellbeing.
- 18.2 Residents are advised to contact Resident Community Services for any psychosocial intervention and wellbeing support.
- 18.3 The Resident Community Services will provide a safe and non-judgmental space for consultation and empathic listening to the residents.
- 18.4 Residents can also contact Taylor's Centre for Counselling Services for professional counselling services that are free for all students.

19. Amendments

THM reserves the right to add, amend, or alter any of the House Rules where it deems fit as and when necessary, and any amendments to the House Rules shall be binding upon the residents effective from the date of such notice of the amendments. Such notice of amendments shall be deemed to have been effectively served to the residents by posting at entrances, on notice boards, by email or the official WhatsApp Group Chat managed by staff.

20. General Disclaimer

Residents acknowledge and confirm that the occupation of the apartment and/or room and the use of the fixtures and fittings therein are entirely at their own risk. THM and its staff assume NO obligations or responsibilities for the safety of the residents or their visitors and/or their personal belongings. Residents shall indemnify and hold THM, its staff and agents harmless against any loss or damages, costs and expenses arising from said occupation and use of fixtures and fittings therein, including but not limited to such loss or damage (to persons or belongings) caused by or due to fire, mishap, accident, theft, break-in or robbery.

Nothing in the Tenancy Agreement or in these House Rules shall be construed, whether expressly or implied, that THM and its staff owe a duty to the residents or their visitors for their personal safety or their belongings.

21. Contravention of House Rules

Residents who contravene any of the House Rules and/or breach the terms set out in the Tenancy Agreement and/or Declaration Form shall be liable to disciplinary action which may include, but not limited to, parents / guardians / institution being informed, penalty fees and being barred from accessing certain facilities. Depending on the seriousness of each incident, eviction may also be enforced. For residents who are served the eviction notice, all monies paid as deposits and advanced rental will not be refunded.

GENERAL SAFETY TIPS

a) Slips, Trips and Falls

- Watch your step. Avoid wet or slippery surfaces. Never run up or down any stairs.
- Have good housekeeping habits. Do not leave things lying around.
- Never climb balconies, sit on railings or access window ledges.
- Do not try to recover any item which may have fallen out of the window. Ask the Helpdesk or your Housemaster for assistance.
- Residents in wet clothing are encouraged to dry themselves before using the stairs or the lifts.

b) Electrical Safety

- Do not use faulty electrical appliances and always check for faulty wires.
- If the faulty item was initially provided by THM, you may report the item on TCAS to get it fixed or replaced.
- Do not place or use any electrical appliance in the bathroom.
- Never use foreign objects to enable insertion of two-pin plugs. Always ask for an adapter.
- Never operate or touch electrical outlets or appliances with wet hands or when in contact with water.
- Avoid using too many electrical items at the same time, as this may overload power outlets.

c) Fire Prevention

- Turn OFF any stoves when not in use. Never leave them unattended when cooking.
- Only use electric kettles with auto-OFF function.
- Use fire extinguishers or wet blankets in the event of a fire. Using water alone will spread the fire.
- Misusing the fire extinguisher is prohibited.
- Avoid using too many electrical items at the same time, as this may overload power outlets.
- Never leave flammable items near a stove or electrical outlets.
- Smoking is prohibited within the premises.
- Candles are discouraged. Use battery-operated torches or flash lights during power failures.
- Do not leave paper materials, empty boxes, plastic bags or any flammable items lying around, under the bed, etc.

d) Emergencies & Evacuation

- Familiarize yourself with the location of emergency equipment and alarm triggers such as First-aid Kits, Break Glass units, Fire Extinguishers, and Fire Hose Reels.
- In the event of an emergency, activate the nearest emergency alarm and alert your housemates.
- Do not panic. Do not use lifts.
- Proceed to the nearest emergency exit or staircase and evacuate in an orderly manner.
- Leave any personal belongings behind. Do not attempt to retrieve them.
- Close all doors behind you to contain the fire.

- If the air around you is filled with smoke, keep as low to the ground as possible.
- Place a wet handkerchief/towel over your nose to inhale less smoke.
- Inform the guards at the Security Control Room or guard house.
- Do not return to your apartment and/or room unless the Fire Marshall or the Fire Department announces that it is safe to do so.

e) Personal Safety

- Always travel in groups of two or more. Avoid walking alone, especially at night.
- Always inform your friends or housemates of your whereabouts.
- Avoid isolated places, dark areas or back lanes.
- Always be mindful of vehicles when crossing the road. The driver may be distracted at the same time.
- Never stop in the middle of the road while crossing.
- Walk on the opposite side of traffic. Always keep your handbag(s) away from traffic.
- Do not carry lots of cash or other valuables around.
- Always ensure that your apartment and/or room door is closed and locked.
- Do not allow strangers into your apartment, even if they are uniformed Authorities, unless accompanied by a staff of THM.
- Be wary of any unknown vehicle or suspicious-looking person.
- Do not go swimming alone, especially after meal.

TAYLOR'S HOSTEL MANAGEMENT SDN BHD 199301012302 (267040-A)

Level 1, The Boardwalk, No.2 Jalan Taylor's,
47500 Subang Jaya, Selangor Darul Ehsan

TENANCY AGREEMENT

This Tenancy Agreement is the legal document outlining the contractual agreement between a student resident in the accommodation and Taylor's Hostel Management Sdn Bhd ("THM") operating as Taylor's Residence which manages the student accommodations at U RESIDENCE AND RUEMZ on behalf of Taylor's University Sdn. Bhd.

THM has let and demised unto the undersigned Tenant(s) herein called "Tenant" as follows :

<i>To be filled by Resident / Tenant who is 18 years of age or above</i>	<i>To be filled by Parent/Guardian if Resident/Tenant is below 18 years of age</i>
Tenant/Resident Name:	Parent/Guardian Name:
NRIC / Passport:	NRIC / Passport:
Address:	Address:

If the Tenant is below 18, Tenant wherever mentioned hereunder shall refer to both Resident and Parent/Guardian collectively.

1. I, _____ (the Tenant)
with Student No. _____ Programme : _____
_____ hereby agree to rent an accommodation for a fixed
term of _____ months at :

- (a) U Residence : En-suite Single En-suite Twin Standard Single Standard Twin
 Standard Single (kitchenette) Standard Twin (kitchenette)
- (b) Ruemz : En-suite Single Superior En-suite Single
 En-suite Twin Superior En-suite Twin Deluxe En-suite Twin

identified as unit no. _____ ("the Unit") for a monthly rental of RM _____
("the Rental").

2. I have read and understood the Application for Accommodation form, the Resident Handbook and all the terms and conditions in this Agreement ("the Rules"). I confirm and agree that the Rules shall by reference be part of this agreement and a breach of the Rules shall be deemed a breach of this agreement.

3. **IT IS HEREBY AGREED AS FOLLOWS :**

- a. This is a fixed term tenancy which will commence from _____ / _____ / _____ (Day/Month/Year) and will expire on _____ / _____ / _____ (Day/Month/Year) without intervals ("the Term"). This agreement and the Term hereby created are not transferable or assignable.
- b. The resident accepts that this tenancy period includes all vacation periods and may not coincide exactly with the times that the resident needs to attend University/College. The tenancy cannot be terminated early solely on the grounds that the resident is no longer required to attend lectures or other activities on campus.
- c. When a resident ceases to be a full-time enrolled student at the University/College for any reason, the resident is no longer permitted to reside in the accommodation. The resident is required to notify THM of their withdrawal, suspension or termination of enrolment within seven (7) days of the withdrawal, suspension or termination being confirmed.
- d. The Rental shall be payable six (6) months in advance, the first of which shall be payable at the signing of this Agreement. Thereafter the next six (6) months rental shall be due on or before the 1st day of the 6-month interval. For avoidance of doubt, the resident is obliged to make this payment automatically before the 1st day of the 6-month interval whether THM sends an invoice for the payment or not. This payment must be made free from any deductions whatsoever and shall not be refundable under any circumstances. A late payment charge of RM150.00 will be imposed after the rental due date.
- e. Rental rates are inclusive of 180 complimentary hours of prepaid air conditioning usage per room per month. Complimentary hours are non-transferable, non-refundable and may not be carried forward to the following month. Residents may top-up additional credits at the Prepaid Kiosk to continue using their air conditioner upon exceeding complimentary hours.
- f. Residents may renew their tenancy (min. 6 months) with THM at least three (3) months before their tenancy expires. Renewal is subject to approval and room availability.
- g. THM reserves the right to relocate the resident to an alternative accommodation or unit on a temporary or permanent basis without apportioning blame in such situations, in the event that THM deems necessary. In such cases, the resident shall be given a minimum of one (1) week notice with the exception of emergency situations where immediate relocation is required.
- h. From time to time, it will be necessary for THM to carry out refurbishment, improvement, inspection and/or maintenance work in rooms and apartments, every effort will be made to ensure inconvenience to residents is minimised. Advance notice of any maintenance work will be given except in emergency situations or when maintenance has been requested by the resident.

4. The Resident's understanding and agreement are as follows :

- a. I understand that it is not possible to cancel this Tenancy Agreement before the end date of the Term, and that the Term is not subject to the duration of any programme or course offered at Taylor's Lakeside Campus.
- b. I acknowledge that the Rental includes basic services and that THM reserves the right to revise or impose any additional charges deemed necessary at their discretion.

- c. I agree to pay the general deposit ("the Deposit") which shall be maintained throughout the Term. Upon expiration of the Term, THM shall be entitled to deduct whatever charges, penalties, costs and expenses due under this Agreement from the Deposit amount and the balance (if any) shall be refunded to me when the keys and access card (where applicable) are returned. I agree that all refunds shall be claimed by me or my parent/guardian/next of kin within one (1) year from the check-out date after which date I agree to donate the amount to Taylor's for refurbishment, upkeep, improvement and/or maintenance purposes . I understand and agree that any claims thereafter will not be entertained by THM. Refund of Deposits (if any) will require an estimated processing time of 21 working days. Working days are defined as any days except Saturday, Sunday and Public Holidays.
- d. I have read the list of offences and penalties below. I understand that THM reserves the right to add, amend or remove rules and regulations where it deems fit, as and when necessary and any amendments henceforth shall be binding upon the residents under THM effective from the date of such notice of the amendments. These shall be deemed to have been effectively served to the residents by postings on notice boards within the premises and/or at the common areas of the apartment or unit.

Offences	Penalties
1. Possession or consumption of illegal substances	Eviction
2. Fighting / Stealing	Eviction
3. Refusing to comply with health & safety SOPs	Penalty notice and/or eviction
4. Smoking within the premises	Penalty notice and/or RM100.00 fine
5. Consumption of alcohol within the premises	Penalty notice and/or RM100.00 fine
6. Unauthorized visit to apartment / room by members of the opposite gender	Penalty notice and/or RM100.00 fine
7. Unauthorised overnight stay by visitors, regardless of gender	Penalty notice and/or RM100.00 fine
8. Giving access cards/keys to unauthorized persons	Penalty notice and/or RM100.00 fine
9. Unruly actions, prohibited activities, and violent or offensive behaviour	Penalty notice and/or RM100.00 fine
10. Unauthorized use of emergency staircase to exit or enter the premises	Penalty notice and/or RM100.00 fine
11. Unauthorized cooking in unit and/or room	Penalty notice and/or RM100.00 fine
12. Vandalism / Misuse of property & facilities resulting in damages	Equal to cost of repairs
13. Bringing unauthorized visitors into the premises	Penalty notice and/or RM100.00 fine
14. Littering	Penalty notice and/or RM100.00 fine
15. Neglecting cleanliness of apartment and/or room	Penalty notice and/or RM100.00 fine
16. Failure to comply with rubbish disposal rules	Penalty notice and/or RM100.00 fine
17. Replacement of lost keys and/or access cards	RM50.00 per key / RM50.00 per card
18. Requests to open apartment/room door	RM50.00 per request

- e. I agree that repeat offenders and serious cases may face harsher penalties, including eviction. I understand that my parents / guardians, Taylor's College/Taylor's University and/or relevant local authorities may also be notified.

f. In the event that :-

- i. I terminate this Agreement or check-out at any time prior to the expiry of the Term,
- ii. I am asked to vacate the accommodation by reason of having contravened the Rules and/or the Resident Handbook, OR
- iii. I am asked to vacate the accommodation if the Rental and/or other accommodation charges are not paid on the stipulated date,

I hereby agree to forfeit the Deposit and all rental paid in advance as agreed liquidated damages. I also hereby undertake to immediately and peaceably surrender the Unit to THM in a clean and tenable condition.

By signing below, I will be entering into a binding agreement with Taylor's Hostel Management. I hereby agree to all obligations, terms and conditions contained within this Tenancy Agreement.

Signature (Resident)

Name :

NRIC/Passport No :

Date :

Signature (THM Staff)

Name :

NRIC/Passport No :

Date :

Signature (Parent/Guardian)

Name :

NRIC/Passport No :

Date :

Signature (Witness)

Name :

NRIC/Passport No :

Date :

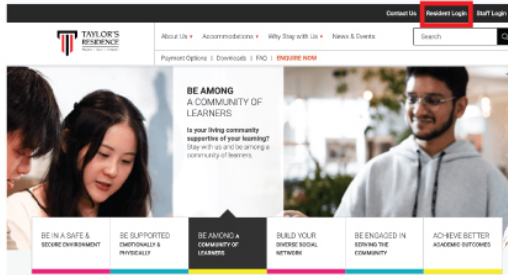


We're going green!
Scan to view/download
our Resident Handbook!

IMPORTANT NUMBERS

THM'S COMMUNITY SUPPORT	
Resident Community Services (WhatsApp) Operation hours: 9:00AM - 6:00PM (Mon-Fri)	012 511 7165
THM'S OPERATION SUPPORT	
General Enquiries / Bookings / Finance Operation hours: 9:00 a.m.-6:00 p.m. (Mon-Fri)	03 5631 3400
Housemaster 1 Housemaster 2 Operation hours: 9:00 a.m.-10:00 p.m. (Mon-Sun)	012 511 7432 012 511 7942
EMERGENCY HOTLINE	
THM's Security Control Room Operation hours: 24-hours everyday	012 511 7164
Subang Jaya Police Station	03 5633 2222
Police and Ambulance Hotline	999
Jabatan Bomba & Penyelamat (Fire station Hotline)	994
Subang Jaya Medical Centre	03 5639 1212
Sunway Medical Centre	03 7491 9191
TAYLOR'S LAKESIDE CAMPUS	
General line	03 5629 5000
Campus Central (WhatsApp only)	011 5659 4221
Taylor's Counselling Centre for Counselling Services	03-5629 5022/ 5024/ 5025/ 6791

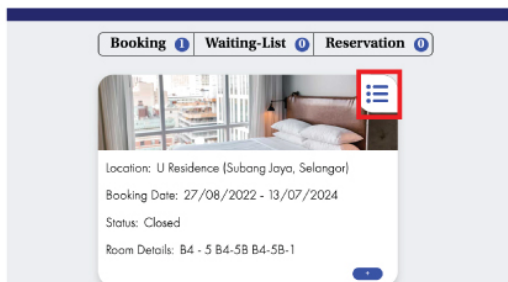
HOW TO 'LOGIN' TO RESIDENT'S PORTAL (TCAS)



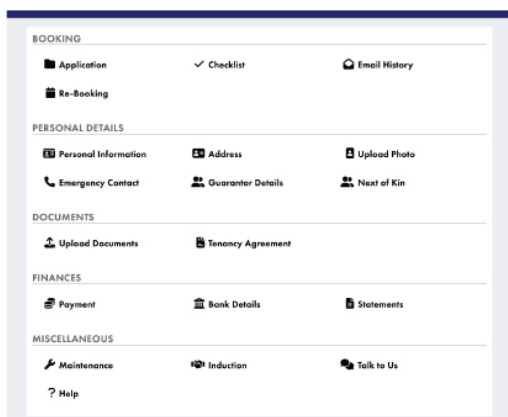
- 1 Go to <https://taylorshostel.taylors.edu.my/>
Click on "Resident Login".



- 2 Login with your Email Address and Newly Created Password.



- 3 Click on the menu button on the top right corner of your tenancy.



- 4 This is the Booking Section where you can view bookings and tenancy information.

Personal Details:

- To update personal contact details

Documents:

- To view tenancy agreement

Finances:

- To make tenancy payment
- To view payment history & statement of accounts

Miscellaneous

- For Maintenance*, fill in the various field accordingly and submit form
- To submit a compliment/complaint/feedback/room change request via Talk To Us

***REMARK:** Maintenance team will be scheduled to visit units on WEEKDAYS between 2PM - 6PM. Residents are solely responsible to approach Helpdesk to reschedule these visits if necessary. Should you have any issues, kindly reach out to our housemasters at: +6012 511 7432 / 7942.



Level 1, The Boardwalk,
No 2, Jalan Taylor's, 47500 Subang Jaya, Selangor Darul Ehsan.
Phone : 03 5631 3400
Fax : 03 5631 3457

For General Enquiries : taylorshostel@taylors.edu.my
Website : taylorshostel.taylors.edu.my

This publication contains information, which is accurate as of August 2024. Changes in circumstances after this date may impact upon the accuracy or timeliness of the information. Taylor's Hostel Management does its best to ensure that information contained herein is accurate but reserves the right to change any information described in this publication without notice. Readers are responsible for verifying information that pertains to them by contacting Taylor's Hostel Management.