



جامعة خليفة  
Khalifa University

# WELCOME STUDENTS

## RESIDENCE GUIDEBOOK

MASDAR CITY CAMPUS

2020 - 2021

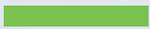
## Contents

<b>1. Welcome</b> .....	6
<b>2. Moving In</b> .....	7
The Residence & Room .....	7
Rental payment and Security Deposit .....	7
Faults or Problems On Arrival .....	7
Key /Access Card Collection .....	8
<b>3. Your Residence</b> .....	10
Masdar City Campus Residences .....	10
Catering Arrangements .....	10
On Campus Food Outlets .....	10
Laundry .....	10
Majlis /Common Areas.....	10
Cleaning.....	11
Prayer Rooms .....	11
Parking .....	11
<b>General Housing Information for All Students</b> .....	11
Smoking.....	11
Security .....	11
<b>A-Z Facilities and Services</b> .....	13
Access By Staff To Your Residence.....	13
Bicycles.....	13
Cleaning.....	13
Disruption to Services.....	14
IT Facilities .....	14
Laundry Facilities.....	14
Lighting.....	14
Loss of Keys and Access Cards.....	15
Mail .....	15
Maintenance .....	15
Recreational Facilities.....	16
Recycling .....	16
Television .....	16
Water Dispensers.....	16

4. Occupancy Agreement.....	18
Residential Life Regulations .....	18
Examples of Serious Violations: .....	19
Disciplinary Sanctions .....	20
Appeal Process .....	20
Leaving Masdar City Campus .....	20
Moving Between Rooms .....	20
5. Living in Masdar City Campus Residences.....	22
Personal Property.....	22
Property Inspections.....	22
Damage Caused by Residents .....	22
Right of Appeal.....	23
Noise .....	23
Pets.....	23
Substance Abuse and Alcohol .....	23
Visitors .....	24
End of Stay Arrangements.....	24
Storage .....	24
Check-in Procedure .....	24
Check-out Procedure.....	25
6. Emergencies, Safety and Security.....	27
Emergencies.....	27
Emergency Evacuation.....	27
First Aid .....	27
Reporting Accidents .....	27
Electricity Supply .....	28
Safety & Hazard Prevention .....	29
Refrigerators, Freezers and Microwaves .....	31
Reporting Hazards .....	31
Security .....	31
Personal Safety.....	31
Keys and Access Cards.....	32
Insurance.....	32
<b>7. Transportation.....</b>	<b>34</b>
Transportation .....	34
Bus Services, Routes and Fares Taxis.....	34

<b>8. Customer Service</b> .....	37
Feedback .....	37
Questions, Comments or Suggestions.....	37
Reporting Faults Helpdesk Procedure .....	37
<b>9. Overview ofResidence Rules and Disciplinary Measures</b> .....	39
<b>10. Contact List</b> .....	44

# Welcome



# 1. Welcome

The Residence Life Office would like to take this opportunity to congratulate and welcome you to KU Masdar City Campus.

The Residence Office coordinates all aspects of your living experience, and our goal is to be your partner in providing you with a comfortable living experience to enhance your education and learning.

This Guidebook will provide practical and valuable information, guidelines, and services that are available to promote a conducive environment for your living experience in our Residences.

Our team is committed to supporting you through your educational journey at KU to contribute to your wellbeing in our Residences.

Please read this Guidebook carefully and visit the Student Services page on the KU portal (<https://portal.ku.ac.ae/StudentServices/Pages/default.aspx>) to know more about the Residences and services rendered.

Moreover, do not hesitate to contact the PG Residence Life Office, Masdar City Campus by email at [Pgr.life@ku.ac.ae](mailto:Pgr.life@ku.ac.ae) or call us at 02-810-9316 in case you are in doubt about anything or should you be seeking any assistance.

## **In brief:**

The rules and guidelines outlined in this booklet are for the convenience, safety, harmony and welfare of all residents of the Masdar City Campus Residences. They aim to preserve the Campus property, enhance the living conditions, and ensure a fair distribution of services to all residents.

The following information is covered within the booklet:

- Information you need to know before joining KU, Masdar City Campus Residences
- What to do on arrival
- Essential information about living at the Residences
- What to expect from the services provided by the Facilities team

**As a student, you will be required to read this information carefully. When you accept accommodation with Masdar City Campus Residences, you automatically accept the rules and guidelines outlined herein.**

We aim to make the process of moving into your accommodation and adjusting to your new environment as smooth as possible.

## 2. Moving In

### The Residence & Room

On arrival to your room you will receive an Inventory Check-In Form, this form needs to be completed within 48 hours of your arrival and returned to the PG Residence Office by email at [pgr.life@ku.ac.ae](mailto:pgr.life@ku.ac.ae). This form will be checked and used by the Facilities Management team at the end of your occupancy to assess any damages. In the event that your inventory form is not returned, we will automatically assume that the contents of your room are complete and in good condition.

### Rental payment and Security Deposit

Accommodation in Masdar City Campus **requires a rental fee per semester**, and will be deducted from your monthly stipend.

Once you are allocated to a room, we cannot accept a moving out request from the room during midterm. Should you decide to move **you would be charged for the entirety of the term**.

A **security deposit** will be required from each new student at the beginning of his or her academic studies. The deposit amount is refundable upon leaving the University and deductions will be made in cases where the accommodation is damaged, needs extensive cleaning, or items are missing. Deductions will also apply if the student does not return items that rightfully belong to the University. Such items include, but are not limited to:

- Gown/locker key return upon graduation
- Library material
- Equipment/IP from student's advisor

The University reserves the right to create and/or amend policies, guidelines, and procedures during the course of the academic year. Changes will be communicated to the student body.

### Faults or Problems On Arrival

We aim to ensure that your room is in good condition upon your arrival. If however you experience any problems or identify areas in need of maintenance on your move to the room or during your stay, please report it to [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [FM@ku.ac.ae](mailto:FM@ku.ac.ae) immediately, and place the PG Residence Office in copy of your communication.

## Key /Access Card Collection

If you are staying at the Masdar City Campus Residences, you can collect your access card during Orientation Week, or at the central security/reception desk, depending on the time of check-in.

If arriving late at night you must contact PG Residence Office in advance by phone or email so the necessary arrangements will be made and communicated to you.

Your access card will give you entry to your room and access to those areas of the campus buildings that you need to enter as part of your studies.

# Your Residence

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## 3. Your Residence

### Masdar City Campus Residences

The residences at Masdar City Campus are as follows:

- **1B** contains housing blocks of three floors each. The blocks are dedicated for male students. Each male apartment has a bedroom, kitchen, toilet and shower, living/dining and study area. All apartments have private balconies. We also offer a small number of rooms to accommodate disabled students.

### Catering Arrangements

Within the room:

- All apartments are equipped with an electric cooker, fridge and microwave, although there is no oven. Cookware, crockery and cutlery are **not** provided.
- Apartments in 1B blocks have shared freezers on each floor, while 1A blocks have small freezers in their refrigerators.
- Bedrooms are equipped with a bed, built in wardrobe and bedside cabinet. Bedding is **not** provided. Bathroom facilities consist of a shower, toilet and sink. Towels are **not** provided. Dining table and chairs, study desk and chair, TV and soft furnishings are provided.

### On Campus Food Outlets

There is also a canteen on site where breakfast, lunch and dinner can be purchased. Additionally, a number of retail outlets including restaurants, cafes, shops, and a mini market are located on campus.

### Laundry

There is a laundry room located within each of the blocks. There are also a number of common lounges and external balcony areas within each of the blocks.

### Majlis /Common Areas

Common areas are provided on the podium level of campus. Male Majlis areas are located **1B**.

## Cleaning

The common areas are cleaned frequently. It is the **residents' responsibility to clean their own apartments.**

## Prayer Rooms

There is a prayer room located within the campus, please refer to campus map for location.

## Parking

At the Masdar City Campus, cars are permitted to park in the North Car Park . A **valid and displayed access sticker must be visible** to enter the Masdar City Campus site. Applications can be made through the Security Office of the EHSS Department at the Main Campus

## General Housing Information for All Students

### Smoking

Masdar City Campus recognizes its duty to ensure that employees, students, customers and visitors to the Campus can work, study or visit in air free of tobacco smoke. Smoking is prohibited in all buildings including accommodation rooms.

### Security

Security guards are located at each campus accommodation site and are present 24 hours per day, 7 days per week. The security guards are responsible for controlling entry and exit and for carrying out regular patrols of the area.



# A – Z Facilities Services

## A-Z Facilities and Services

### Access By Staff To Your Residence

For all routine visits such as safety checks and planned maintenance visits, email notification will be sent to your email at least 24 hours in advance and before staff or contractors enter your residence.

In an emergency such as a flood, fire, or suspected fire, etc. advance notice will not be provided. The fire alarm will be triggered and residents need to immediately follow the emergency protocol in such instances. Where a complaint has been received regarding an issue such as noise, behavior or issues with visitors, Security will immediately contact the resident, but will not enter the room/apartment without knocking and waiting for a response from the resident first.

**Spot checks** of student rooms will be held during the academic year to ensure safety, hygiene, and sanitation levels are being maintained. Staff and security will knock and wait for a response from the resident before entering. If the resident is out, the check will be held in their absence. Students will be updated following the spot check through email.

### Bicycles

A cycle rack is provided at podium level of the campus building. Bicycles should not be left in any public areas including stairwells, lounges and lobbies, or near entrance doors where they might obstruct access in the event of an emergency. You are advised to securely lock your cycle whenever it is left unattended. Further information on cycle safety can be obtained from the Safety Office.

### Cleaning

All aspects of day to day cleaning of personal rooms is the responsibility of the occupant. Your allocated room will be handed over to you in a clean condition and checked prior to your arrival. We expect that your room will remain in a clean and hygienic condition at all times during your stay.

**You are expected to and adhere to managing your waste as per the rules of the Residences.**

- Keep dirty dishes to a minimum by washing your own dishes/cutlery etc.
- Wipe up spillages or burnt food from cookers and microwave ovens.
- Clean up any spillages from the floor and work surfaces.
- Keep the fridge clean by wiping up spillages and removing out of date foods.
- Keep showers, wash basins and toilet facilities clean and regularly sanitized.
- Place recyclable items into their appropriate bins.

**You are expected to leave the room in a clean state at the end of your stay. Should the room be left in**

an unacceptable state with damages, you will be charged with what has been billed by the Facilities Management Department. The payment will be processed through Student Services Office.

## Disruption to Services

The University will make every effort to ensure there are no disruptions to services to your accommodation, however we cannot guarantee that all services will be available at all times. The accommodation is occupied throughout the year and some maintenance is essential to ensure continued safety and reliability of the equipment and services. There are also times when service providers will disrupt supplies to conduct their own maintenance. Residents will be notified in advance in case of a planned disruption.

## IT Facilities

All students are allocated with email accounts and on campus printing and scanning services. All residences have the facility for an internet connection. Internal memos and notices are usually sent by email, **so it is vital to check your email inbox regularly**. Students have access to support for their computing facilities via the KU Service Helpdesk. Enquiries should be emailed to [ServiceDesk@ku.ac.ae](mailto:ServiceDesk@ku.ac.ae).

## Laundry Facilities

Each accommodation block contains a washing/drying machine located within the laundry rooms. Students are responsible for providing their own laundry detergent. The use of washing/drying machines is free of charge in all facilities. Laundry rooms are shared spaces and users should leave them in a clean and tidy condition out of courtesy to other residents

## Lighting

All bedrooms are provided with ceiling mounted pendant lights fitted with energy saving bulbs. If a light bulb in your room requires replacement please report it to [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [fm@ku.ac.ae](mailto:fm@ku.ac.ae).

## Loss of Keys and Access Cards

If you lose your key or access after normal working hours, you should report it to the **Security Control Room by telephone on 02 810 9111**. They will be able to let you into your room. **You must then report the loss to the Student Services Office when it is next open.**

You will be charged for the cost of replacing any lost keys and/or access card – this may include an administration cost.

## Mail

In the UAE mail is not delivered to a street address. Mail is delivered to a local PO Box for collection. Your mail address should be that of where you will receive your internal and external mail. External mail should be addressed to you as follows:

Your Name  
C/O Masdar City Campus  
Po Box 54224  
Abu Dhabi, UAE

Packages or mail requiring a location address should be sent to the following:

Your Name  
c/o Masdar City Campus  
Khalifa City A  
Across from Presidential Flight  
Abu Dhabi, UAE

## Maintenance

You are requested to notify/email the FM Help Desk immediately for any disrepair, damage or defect affecting the room or buildings. We will then arrange for the repair to be carried out. Please remember that access to the property will be required by the contractors in order to complete a repair.

**Maintenance problems can be reported to the FM Help Desk email: [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [fm@ku.ac.ae](mailto:fm@ku.ac.ae) and/or by contacting 02 810 9951.**

Once maintenance problems are reported to the FM Help Desk it will be taken that authorization is given for the contractor to enter the room to carry out the repairs. All contractors will be supervised by security. You must specify when reporting issues if you wish to be present when the contractor carries out the works.

It is essential to report all maintenance problems. A resident is expected to report problems when it occurs, if not you could be held liable for any subsequent damage that may happen as a result of neglect. Under no circumstances do we allow residents to undertake or arrange for their own repairs.

## Recreational Facilities

The University is equipped with sports facility, and a sizable gym in each of its campuses. A Student Sports Office within Student Life function is available, and led by a dedicated staff to follow up on sporting and recreational interests of current and future students.

## Recycling

At each residence there are dedicated bins provided in the kitchens for recycling. It is important that you follow the guidelines for recycling. If incorrect materials are placed into the recycling bins, they become contaminated and the whole contents will go to landfill.

### Items you can recycle:

- Plastic PET and HDPE plastic bottles, which is water/fizzy drinks bottles and plastic milk bottles and no other type of plastic. To identify which type of plastic you have, look on the bottle for a triangle symbol and either a one (PET) or two (HDPE). These bottles can be recycled. Unfortunately, we cannot at this time collect any other types of plastic for recycling including plastic bags. Unmarked plastic pieces such as bottle caps and other small bits should be thrown in the trash unless identified as Plastic1 or 2.
- Please do not put other plastics in the recycling, as it will contaminate all the other items, meaning they all go to landfill. All food and drink remnants from plastic containers should be rinsed out before placing them in the recycling bin.
- Office paper, newspapers, leaflets, cardboard. Paper or cardboard contaminated with food or drink should not be placed in the recycling bin. Contaminated paper or cardboard should be thrown in the general waste bin. This includes items like used pizza boxes.
- Cans. All types of cans and tins. Please rinse first.
- Masdar City Campus has waste rooms with designated chutes for the disposal of waste and recycling.

## Television

Each Masdar City Campus apartment is equipped with a TV. Masdar City Campus Residences provides students with a pre-set basic western television package. Additional subscriptions and purchasing on-demand events and movies are not allowed on campus. Should we encounter request for on demand movies, the student will be charged accordingly.

## Water Dispensers

Each student is responsible to purchase their own water bottles from the supplier if they desire to do so.



# Occupancy Agreement

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## 4. Occupancy Agreement

The following list is not exhaustive but gives you an overview of some of the main points of your occupancy agreement. The terms and conditions of your agreement are extremely important and your acceptance of Masdar City Campus Residences automatically constitutes an agreement to abide by all KU Masdar City Campus rules and regulations. It is unlikely that the University will ask you to move rooms, **but we reserve the right to do so if it is absolutely necessary.**

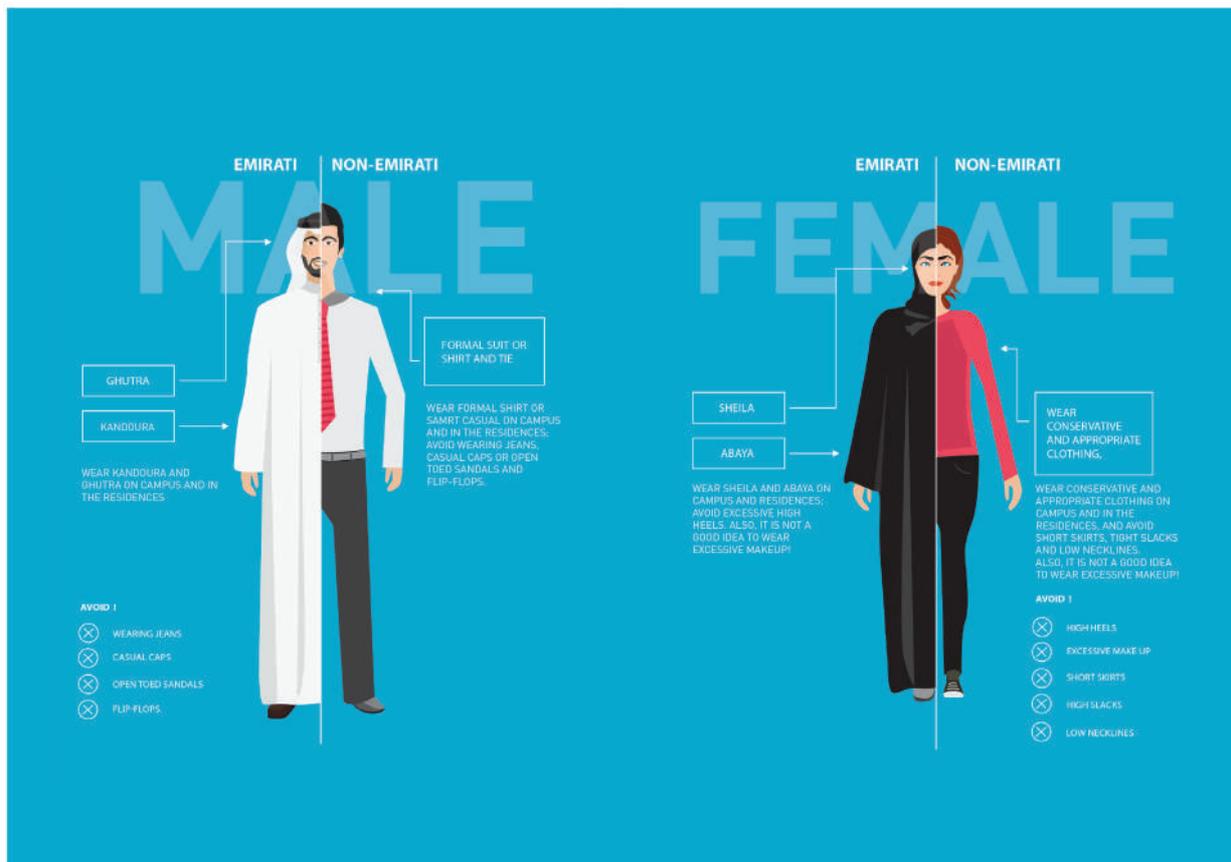
### Residential Life Regulations

While all clauses within the agreement are to be observed, the breach of certain clauses is viewed as particularly serious and may result in taking the necessary action as per the Khalifa University Residential Life Policy.

It is the responsibility of each resident to be familiar with, and observe, the Student Code of Conduct Policy STL5410, (available on KU portal).

Students living in the Residences are expected to:

- Maintain the cleanliness of their rooms, furniture and the amenities provided.
- To respect and abide by the specific residence rules and regulations and maintain professional and ethical standards.
- Students are required to observe a modest dress code while residing at the residences. Please refer to the Student Dress Code Policy STL 5430, available on KU portal.



## Examples of Serious Violations:

Major violations of the residential rules and regulations include, but are not limited to, the following:

- Lighting incense, candles, etc. or any item that requires a naked flame;
- Possessing firearms;
- Smoking cigarettes tobacco or possession, use or sale of any illegal/ banned substances;
- Possessing or consuming alcohol;
- Unhygienic room condition;
- Unreported maintenance issues;
- Damage caused by students;
- Changing allocated rooms or residence without prior permission from the Residential Life Office;
- Allowing a KU student nonresident to live in the apartment while you are not on campus, or allowing a non-KU student to live in the apartment.
- Demonstrating violent behavior towards another resident or staff member/s;
- Tampering with fire extinguishers and other safety devices;
- Vandalizing any building or university property;
- Harboring an unauthorized guest/visitor;
- Entering an opposite gender residential block or allowing an opposite gender visitor to access any of the residences;
- Unauthorized exit from university grounds (as applicable);
- Unauthorized taking or use of photos;
- Unauthorized sale, promotion, possession or distribution of banned items (this includes, but is not limited to, printed material, musical instruments, edible items);

The University reserves the right to take the necessary action in the event that the above terms have been violated.

Additionally, the University reserves the right to create and/or amend policies, guidelines, and procedures during the course of the academic year. Any changes will be communicated to the student body accordingly.

## Disciplinary Sanctions

Details of violations and their corresponding sanctions are published in the Student Handbook and appear in the Student Code of Conduct Policy STL 5410. Student residents who are found in violation of one or more of the items in this policy document may receive one or more of the following depending on the incurred violation:

- Verbal warning;
- First written warning;
- Second written warning;
- Suspension for one semester;
- Dismissal from the accommodation;
- Additional sanctions may include required payment for any damages or cleaning charges sustained and/or confiscation of equipment or items causing unreasonable disturbance to people or damage to property.
- Disciplinary proceedings are as per the provisions of KU Student Code of Conduct Policy.
- Violations, whether minor or major, are recorded in the student's file in Student Services and the Registrar Office.

## Appeal Process

Please refer the KU Student Grievances and Appeals Policy **STL 5450**.

## Leaving Masdar City Campus

If you decide to leave the Residences at any time during your study period, you are required to inform the Student Services Office and PG Residence Office immediately in writing. You will then be required to go through a clearance process, which will include an assessment of your room, as part of the check-out process

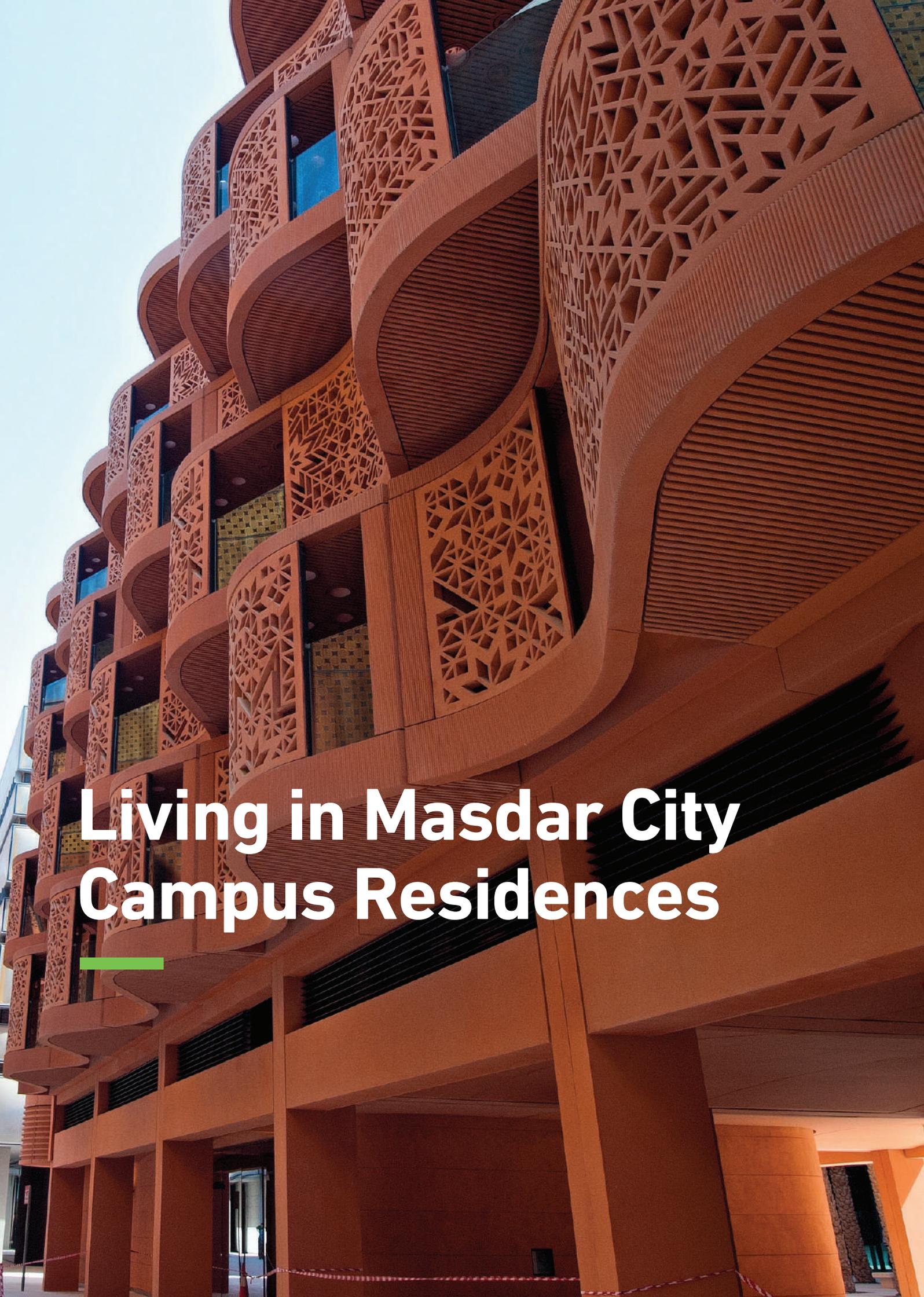
**Please note that the accommodation fee is nonrefundable.**

**Travel Plans Note:** If you decide to travel, you are required to inform Student Services Office & PG Residence Office immediately in writing.

## Moving Between Rooms

Transfers between rooms, during the course of the first semester is discouraged – we feel it is important that you allow yourself time to adjust properly to Campus life and settle into your residence. After that period, a transfer may be permitted only in exceptional circumstances and only if there is a vacant rooms available.

If a student makes more than one transfer during an academic year, the student is responsible for covering the cost of the move. If you wish to discuss the possibility of a transfer, please contact the Student Services, Residence Office.



# Living in Masdar City Campus Residences

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## 5. Living in Masdar City Campus Residences

### Personal Property

Your own possessions are your own responsibility. They are not covered by any insurance, nor do we accept responsibility for any loss or damage, including accidental damage by Staff.

### Property Inspections

To carry out routine and emergency maintenance, Facilities staff will require access to your room. You do not have to be present as they have access. We will try to give you at least 24 hours' notice for scheduled visits. Please note that this is not always possible if there is an emergency.

We operate a door entry policy whereby a staff member will knock and announce before entering the room. Throughout the year, routine health and safety checks are carried out. These include fire detector and water testing. Spot checks by concerned staff members will also take place during the year to ensure that proper levels of hygiene and sanitation are maintained.

### Damage Caused by Residents

Below are the most frequently asked questions about damages.

**Q: What is considered as damage?**

**A:** Damage is considered, but not limited to; any deterioration to the property over and above what is accepted as "fair wear and tear". Some damage is easily identified – where items have been broken for example. Some damage is less obvious like marks left on walls due to the use of tape or blue tac for posters for example.

**Q: Why do we inspect and charge for damage?**

**A:** We inspect for damage in order to ensure that the property is kept in an acceptable condition. Any damage should be reported immediately. Facilities will require the details of the person(s) responsible for the damage. Once a repair has been organized, those responsible will be expected to pay the full cost of the repair.

**Q: What happens if damage is discovered by the Facilities Team?**

**A:** When damage is discovered, written notice is given to the individual(s) concerned. Persons responsible for damage will be charged accordingly. Individual students are given the opportunity to appeal—each case is reviewed individually. If those responsible cannot be identified, the following procedure will come into effect:

- Damage found in the communal area of a compound e.g. lounges and Majlis - all residents with access to the affected area will be charged equally.
- Damage found in a bedroom, the occupant of that room will be charged.

Please note that residents are responsible for any damage caused by their daytime visitors to the property.

**Q: How much do repairs damage cost?**

**A:** Where items have to be repaired or replaced, we charge to the resident(s) only what it has been billed by the Contractor. These charges may include charges for disposal, delivery and any other costs associated with remedying the damage. Charges are made at a commercial rate. Current market prices for repairs plus an administration fee will be charged. Copies of all invoices will be provided.

**Q: How do I pay for damage?**

**A:** The cost of repairing any damage will be invoiced together with an administrative fee. The student will be informed in writing of the assessed charges. These charges need to be paid by cash at the Finance Department, In SAN Campus.

## Right of Appeal

If you disagree with anything that you have been charged for, you have the right to appeal. Please refer to the Khalifa University Student Grievances and Appeals Policy, STL 5450.

## Noise

Residents are asked to be considerate of people in adjacent rooms who may be experiencing pressure with their studies or exams or may have a different lifestyle from yours. It is essential that noise levels are kept to a reasonable level at all times. Noise such as music can be annoying and lack of sleep has a detrimental effect on people's studies. Excessive noise is the greatest source of friction between residents in accommodation – requests to turn down music should be responded to in a positive manner. Headphones are a wise investment, especially late at night.

## Pets

No pets are allowed to be kept anywhere within Masdar City Campus Residences.

## Substance Abuse and Alcohol

**Illicit drugs and narcotics are illegal and are not permitted in the UAE.** The consequences of any resident being involved with illicit drugs are severe and may result in expulsion from the University and deportation from the UAE. **Alcoholic beverages are not allowed in Masdar City Campus,** all residential units, labs, classrooms, workstation, etc.

## Visitors

Guidelines are in place regarding visitors/guests in order to keep the residences safe and secure while allowing residents of the community the freedom to host visitors/guests within its guidelines/policies.

### **Definitions:**

A visitor is defined as:

- Any person not affiliated with the University as a current student or Faculty/Staff member.
- A student who is not an assigned resident of the residence being visited.

### **Guidelines are as follows:**

A resident (host) is allowed a maximum of two (2) daytime visitors/guests of the same gender per apartment at Masdar City Campus (9am- 6pm). Guests visiting private apartments must be of the same gender as the occupant.

You are responsible for your visitors' behavior and should not leave them unaccompanied within the accommodation. Visitors are expected to behave in a responsible and considerate manner. Guests must sign in at security upon arrival and when leaving. Guests visiting the Masdar City Campus will be required to follow any additional entry requirements stipulated by the Masdar City complex.

**Overnight guests are not allowed at any time in the Masdar City Campus Residences.**

## End of Stay Arrangements

At the completion of the degree program, residents are required to vacate the room upon the specified date and follow the clearance procedure.

## Storage

All personal possessions must be removed at the end of your occupancy. Facilities staff cannot be expected to package and label anything left in your room or other common areas after your own occupancy has ended. Left behind items will be assumed a surplus to your requirements, and will be disposed of.

## Check-in Procedure

Your room will have been checked prior to your arrival. Check the items listed in the Check-in Form and report any damage you feel has been missed.

**If you do not complete and return the check-in Form within 48 hours, it is assumed that you have accepted the condition of the room and any damage subsequently found will be chargeable.**

## Check-out Procedure

- At the Check-out time, your room must be clear of personal belongings, free of debris and clean prior to checking out. Furniture must be placed where it was located at the time of check in.
- Hand in your room and the surrounding areas in a clean state.
- Your room/apartment will be inspected by a member of the Facilities team who will check the condition of your unit against the inventory report filled out by you on moving in. Final billing assessments will be made based on any discrepancies found by the Facilities Department, and recoded in your online clearance.
- If you wish to check-out of your room while you are still a current and active student, then charges, where applicable will be deducted from your monthly stipend.
- Room occupants will be held responsible for the condition of their room, its furnishings and any damages that'shas occurred during occupancy.
- Return all keys/access card to the security office.
- After the check-out, **KU is not responsible for any lost and or left behind items.**



# Emergencies, Safety and Security

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## 6. Emergencies, Safety and Security

### Emergencies

Security guards are tasked to coordinate emergencies. Security services provide 24-hour cover at both sites and you should contact them immediately in the first instance in the event of an emergency. Please remember that in the event of an emergency you should attempt to contain or alleviate the situation until a member of staff arrives, but in doing so, never put yourself in danger or risk injury to yourself or others.

### Emergency Evacuation

If you discover a fire:

- **Shout “FIRE FIRE FIRE”** and attempt to extinguish the fire using the appropriate extinguisher, but only if it safe to do so.
- **Leave the building by the nearest fire exit** – do not delay your exit by trying to collect personal belongings.
- Go immediately to the fire assembly point relevant to the site you are on. Fire Assembly plans for the Masdar City Campus are displayed at each site
- Inform the Security Guard of the nature of the fire.
- Wait for further instructions – Do not try to re-enter buildings until advised that it is safe to do so.

### First Aid

Security Guards receive basic First Aid training. In the event of a serious injury, call an ambulance **by dialing 999**. For minor injuries or medical complaints, go to the nearest hospital or medical center.

A Pharmacy is available in the Masdar City Campus, at podium level, should you require to purchase any prescribed or from the shelf medication.

### Reporting Accidents

All accidents causing injury or near misses should be reported as soon as possible so that we can take steps to prevent a recurrence. **You should inform the Environment Health and Safety Security office initially via email to: [FM@ku.ac.ae](mailto:FM@ku.ac.ae). You will be asked to complete an accident report form to enable us to carry out an investigation into the root cause, and you will be informed of the**

**results and any action taken to address the issue.**

## Electricity Supply

Care must be taken not to overload the electricity supply. Kettles, microwaves etc. can only be used in kitchens. Your own electrical appliances must be new or PAT tested. The Operation and Facilities Department should be contacted via the helpdesk for items requiring PAT testing. In the interests of safety we discourage the use of extension leads with multiple sockets—only leads with circuit breakers (usually of a long bar design) are acceptable. If you are an international student, you need to ensure that electrical appliances are suitable for use with 240V 50Hz A/C electrical supply.

## Portable Electrical Appliances

You must ensure that any electrical appliance brought in is in safe working order, paying particular attention to the fuse and wiring of the appliance. All portable appliances supplied by the university will have been examined and checked regularly. If you are unsure as to the safety or compatibility of your electrical items, contact the EHS office.

## Preventing Hazards

The main hazards present in the accommodation are listed below. However, in the interests of safety, we reserve the right to remove bicycles or other personal property left in communal areas, which may be causing an obstruction or other hazard.

## Safety & Hazard Prevention

### HAZARDS

Fire Hazards/Cooking – hot surfaces; Smoking Candles/gas heaters Paraffin patio lamps;  
Faulty electrical equipment/Blocked escape routes

### SAFETY MEASURES

Never leave cooking unattended.

Do not heat up large amounts of oil in a normal saucepan. Switch off the cooker at the main power switch after use.

Clean grills and ovens regularly to prevent a build-up of fat or grease.

Do not place posters on walls near cooking appliances and do not store other combustible materials over or besides cooking appliances.

All residences are non-smoking. Please make sure your guests are aware of the smoking restrictions when they arrive.

Candles and any other burning items such as scented joss sticks are not to be used anywhere indoors, as they create a fire hazard. Check all personal electrical items regularly and if in doubt about its safety, get it checked before use.

Always keep a clear escape route out of the building. Do not store large items in corridors and hallways – you may not be able to see them in a smoke filled room.

Read the instructions for using the fire extinguisher fitted in your accommodation and become familiar with how it should be operated.

Never interfere with the fire extinguishers provided for your safety. If used, report it immediately so that it can be replaced.

## HAZARDS

Electrical Hazards  
Overloaded sockets Faulty appliances Electric shock

## SAFETY MEASURES

Take care not to overload electrical supply sockets by using multi adaptors. Wherever possible, limit each wall socket to one item.

If the use of extension leads is required, ensure that they are fitted with circuit breakers/fuses.

Ensure that appliances are fitted with fused 3 pin plugs. Where 2 pin plugs are fitted to appliances as standard, use in conjunction with a fused adaptor plug.

You must ensure that any personal electrical appliance brought in is in safe working order and it is recommended that you regularly check that appliances remain in good condition, paying particular attention to fuses and wiring insulation. If faulty, have them repaired by an electrician.

Switch off appliances when not in use and disconnect from the supply socket if you are leaving the building for any length of time beyond normal day-to-day working (Extended weekends, annual leave, etc.).

Never attempt to carry out electrical repairs yourself. For faults with fixtures and fittings, call the Facilities Helpdesk.

## HAZARDS

Slip & Trip Hazards; Stairs & steps; Cables and electrical leads; Wet or sandy floors

## SAFETY MEASURES

Avoid trailing cables from electrical equipment across rooms.

Keep areas around doors and stairwells clear and unobstructed.

Store personal items in your room where they will not obstruct communal areas.

Take care when carrying drinks along corridors. Use a tray or saucer to avoid drips.

Wipe up small spills immediately.

Use handrails when going up and down stairs.

DO NOT RUN. Walk at a steady pace and look where you are going, particularly if talking to a colleague, using a mobile phone, or carrying packages

## Refrigerators, Freezers and Microwaves

Residence units at the Masdar City Campus Residences have their own fridge and microwave.

## Reporting Hazards

If you see something in your accommodation that you think is dangerous, report it as soon as possible to the Facilities Help Desk by email to [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [FM@ku.ac.ae](mailto:FM@ku.ac.ae).

## Security

The Residences have a communal entrance before an apartment front door is reached. Your access card will give you entry to this door as well as your apartment. It is extremely important that you do not let other people enter behind you as this threatens the security of the whole building. Your apartment front door will have a lock that should be used at all times. Care should be taken to keep doors to personal rooms locked at all times. On-campus accommodation sites have 24-hour security guards present.

## Personal Safety

While the UAE is considered to be a safe environment, being aware of possible dangers and adopting a few sensible procedures will help you to avoid becoming a victim of crime. When going out and about, the following precautions can reduce the risk of attack.

- Never walk home alone after dark.
- Walk facing the traffic to ensure you can see oncoming vehicles.
- If you carry a bag, carry it tucked under the arm furthest from the road with the fastening next to your body.
- Keep your personal belongings in your room and lock the door when you are out.
- When going out, let someone know where you are going and what time you expect to be back.
- Listening to personal music players can prevent you from hearing someone or something approaching. Be aware of your surroundings at all times.
- Where possible, keep to well-lit paved roads – Do not take short cuts through construction areas.
- Try to minimize the amount of valuables you carry with you and do not carry them all in one bag.
- If someone tries to grab your bag, let it go. Your safety is paramount.
- Keep emergency contact numbers in your phone's address book.

## Keys and Access Cards

Residents will be issued with access cards on arrival and they will remain their responsibility for the duration of the stay. This is your sole responsibility and must not be lent to anybody. If a resident leaves Masdar City Campus Residences all cards must be returned to the Student Services Office or the Security Office. Failure to do so will result in a charge.

## Insurance

The University will not accept responsibility for loss or damage to personal items within your residences including those damaged or lost due to fire or flood. If you wish to insure your possessions while living in the residences, you must make your own arrangements. The University does not provide this type of insurance.

We insure the building and its own contents against loss or damage due to fire or flood. The University does not insure against negligence, accident or vandalism and in the event of being responsible for such an occurrence, you may be charged accordingly.



# Transportation



## 7. Transportation

### Transportation

- Daily shuttle bus services are provided during the working week.
- Weekend transportation to the Northern Emirates and Al Ain area is provided to female students against a fee per semester.  
Non-regular trips should be planned in advance with the Student Services Office.
- Should a student request for transportation and **not cancel their booking 24 hours prior to the service date and/or does not show up for the pre-scheduled trip, the student will be held accountable for the applicable transportation charges.**
- Within the city limits a public bus transportation system is in place, with a large contingent of buses. You can find more details about the bus schedule for different routes by calling the numbers below.

### Bus Services, Routes and Fares Taxis

Major cab companies such as Al Ghazal and National have their own meters so you will not need to negotiate fares (we recommend that you avoid the use of yellow cabs on the roads). Gratuities for cab drivers are appreciated. Most drivers in Abu Dhabi speak some English. They are, however, more familiar with landmarks than street names hence, it always helps to mention parks, banks, shopping malls or hotel names when giving directions to your desired destination.

Abu Dhabi Transport +971 2 443 1500

Abu Dhabi - Al Ain - Defense Rd Al Ghazal +971 2 443 0309

Abu Dhabi - Dubai Taxi Stand Emirates Express +971 800 9090

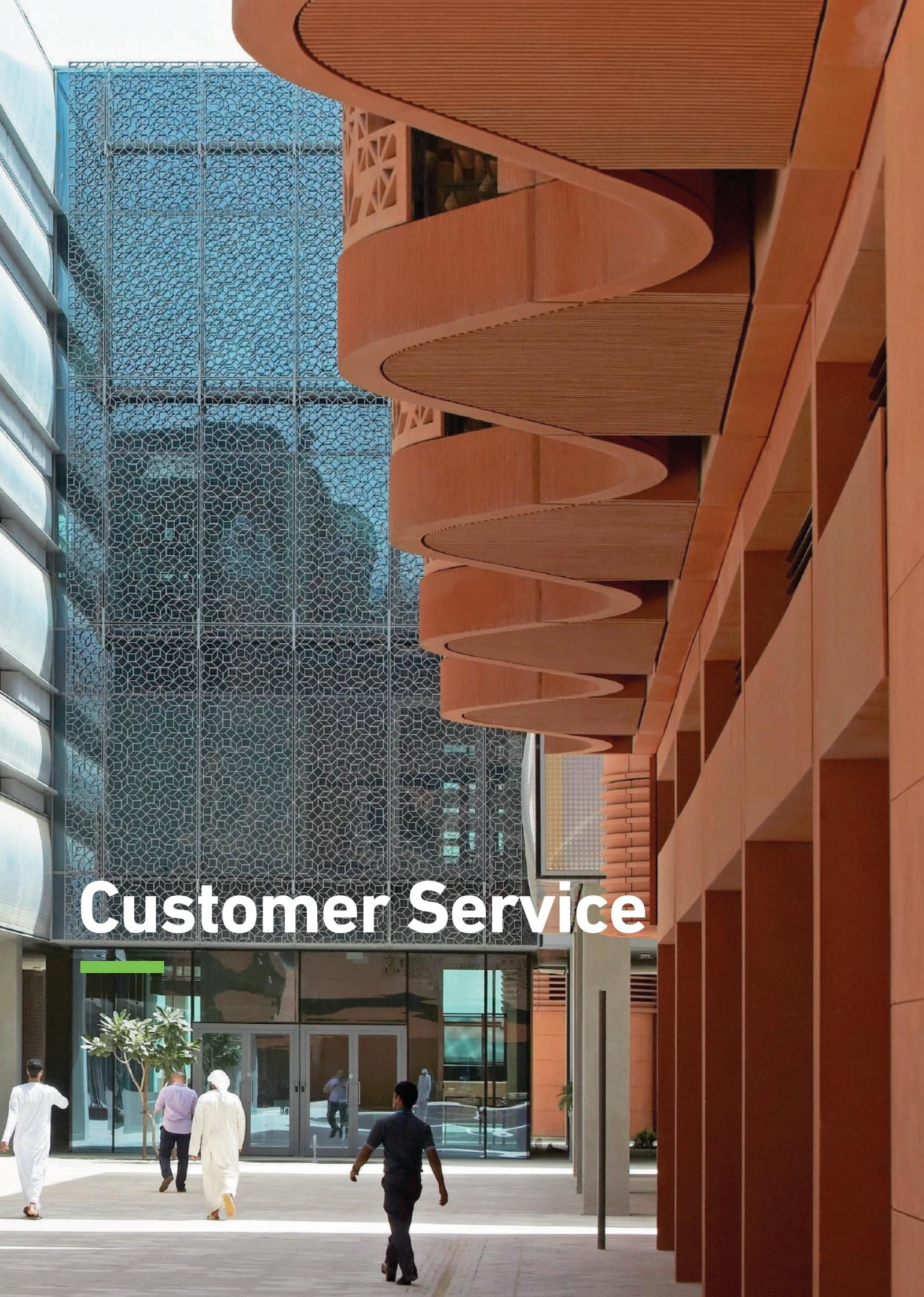
Abu Dhabi - Dubai Taxi Stand Emirates +971 2 555 4575 Mostly Intercity

There is a central national transport phone number that can be used to locate the nearest available taxi: 600 535353

If you want to get from Masdar City Campus to the city on your own, you can use the phone numbers below to call a taxi, or you can use the 600 535353 number.

Al Ghazal (Limousine)	+971 2 444 5885	+971 3 766 2020
Al Ghazal Taxis	+971 2 444 7787	+971 3 751 6565
National Transport Company (NTC)	+971 2 622 3300	
Al Arabia Taxi	+971 2 558 8099	
Cars Taxi	+971 2 551 6164	
National Taxi	+971 2 555 2212	
Tawasul Transport LLC	+971 2 673 4444	+971 3 782 5553
Epic Rent A Car	+971 2 674 5851	

Taxis that travel long distances - say from Abu Dhabi to Dubai - are available near the main bus station in Hazza Bin Zayed Road. Fares typically cost AED350 - 400 from Abu Dhabi to Al Ain or Dubai, and slightly higher going to Sharjah. Shared taxis also use these routes, costing around AED75 - 80 per person. A taxi ride from the airport to the Abu Dhabi town center costs approximately AED85 and takes about 35 minutes.



# Customer Service

## 8. Customer Service

The Facilities team is committed to providing the best possible service to our customers. We want to let students and staff know when they are doing well. If you feel that you have received service beyond the call of duty then we would like to hear from you.

### Feedback

To continue to improve the quality of our services, we take seriously all constructive and professional feedback, and aim to incorporate valid feedback into enhancing our practices and ensure students living experience is a comfortable one.

### Questions, Comments or Suggestions

We have attempted to make this booklet as comprehensive as possible – we hope that it has helped you to understand more about living in the Masdar City Campus Residences and find it useful during your stay. If you have any further questions or any comments to make about this handbook

### Reporting Faults Helpdesk Procedure

The FM Help Desk service will be your primary contact for all faults/service requests, questions and incidents. When you report a problem please give your name, phone number where you can be reached, and your office or room number, along with a brief description of the problem or request. This will enable the Facilities team to respond to and track customer service requests quickly and efficiently. It will also give you the opportunity to monitor the progress of your requests.

The FM Help Desk is open 24/7 days a week. Requests can be logged either by telephone **02 810-9951** or email [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [FM@ku.ac.ae](mailto:FM@ku.ac.ae)

#### Areas covered includes

- Building Maintenance
- Cleaning
- Fire Protection
- Health & Safety
- Keys
- Landscaping and Plant Maintenance
- Mechanical, Electrical, Plumbing
- Office Refurbishments
- Pest Control
- Recycling/Waste Management
- Security



# Overview of Residence Rules and Disciplinary Procedures

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## 9. Overview of Residence Rules and Disciplinary Measures

Every member of Khalifa University community is required to follow the principles of decency, modesty and propriety in their behavioral conduct and dress code in line with the spirit of the national cultural norms and religious traditions of the United Arab Emirates at all times, both on and off campus. To this end, all students must comply with the conventions and regulations of university life established to maintain order, protect individuals and property, and fulfill the university's mission and purpose.

In addition to the policies and procedures contained in this Residence Guidebook, the University expects students to exhibit the highest standards of culturally and legally appropriate behavior in all their actions.

Each student bears the adult responsibility of showing respect and maturity in all aspects of behavior. Ideally, this respect will be manifested by positive contributions to the University community that go far beyond simple courtesy and legality. At the very least, all students are expected to behave in a manner that is consistent with UAE laws and cultural expectations.

Please refer to the Khalifa University Student Code of Conduct Policy STL 5410.

### Disciplinary Measures

#### NON-ACADEMIC MISCONDUCT

Professional and ethical conduct is expected in all campus facilities at all times. All students must refrain from obscene language and behavior, and be respectful of others' differences. Students must:

- Strictly abide by all regulations and instructions relating to the use and maintenance of instruments and equipment; and
- Display their student ID card at all times and present their Khalifa University ID on demand by a university official.

The following actions are strictly prohibited and may result in disciplinary action:

- Inflicting harm to oneself or another;
- Physical or verbal abuse, fighting, and harmful discussions;
- Harassment, whether verbal or written, against any member of Khalifa University community. This includes, but is not limited to, harassment because of gender, race, nationality, physical disabilities, religion, etc.;
- Possessing, selling, transmitting, using or consuming alcohol or any prohibited drugs/substances;
- Acquiring, bringing, displaying, manufacturing or carrying any material that can be used as a weapon or other items that may affect others' safety on campus;
- Causing damage to the University property;
- Removing property of the University or others without permission or knowingly possessing stolen items - such actions are considered theft;

- Tampering with the University property or that of others;
- Entering or attempting to enter without lawful authority any building or facility on university premises;
- Violating any traffic laws, including reckless driving and parking in unauthorized spaces;
- Using the University computers for non-educational purposes;
- Gambling or engaging in other illegal or unauthorized games;
- Possessing pets on campus;
- Forging, altering or unauthorized use of documents including medical excuses/records or instruments of identification with the intent to deceive;
- Impersonating Khalifa University staff, faculty or a student guardian;
- Misuse of social media;
- Failure to abide by the Khalifa University dress code;
- Failure to abide by the guidelines of the Khalifa University co-education policy (STL 5300 Co-Education); and
- Smoking in any buildings or properties of Khalifa University.

### **Reporting Misconduct:**

- An incident report of student misconduct may be made by any entity of the campus. The incident should be submitted to the Student Services Office (SSO). Any incident of non-academic misconduct must be submitted within ten business days of the alleged act or occurrence of misconduct. Academic misconduct and academic integrity policy violation reporting procedures are detailed in ACA 5300 Academic Integrity.
- The incident report should include the name and ID number of the student, statement of allegation, names of witnesses and other relevant supporting documents and/or evidence.
- The involved student(s) will be notified of the alleged misconduct. S/he has the right to access information regarding the allegation.
- Prior to investigation and resolution, interim restrictions may be placed on student to protect the health and safety of the University community. These restrictions may include removal of privileges, removal from or relocation within the residential community, suspension from extracurricular activities, or suspension from the University.
- In the event of a minor offense, the sanction for the misconduct shall be issued by the SSO. For major misconduct, the case shall be forwarded to the Student Code of Conduct Committee (SCCC) for deliberation and recommendation of sanction.
- Upon reception of the case by the SCCC, it will hold a meeting with the Director of Student Services (or designee) and, if necessary, the student(s) for the purpose of examining the evidence and questioning any witnesses or relevant parties.
- The student(s) shall have the right to be assisted by an advocate. External attorneys are not permitted to be involved in any grievance or appeal case.
- The committee may consult the University legal services or an expert (e.g., medical, psychological, etc.) for advice regarding any evidentiary issue.
- Based on the evidence, if the SCCC decides that the student has committed a Code of Conduct violation, they will recommend an appropriate sanction as per para 5.18.
- The SCCC submits a full report, including the recommended sanction, to the Senior Vice President for Academic and Student Services (or designee) for a final decision. Such decision will be communicated to the Registrar's Office.
- Where the Senior Vice President for Academic and Student Services (or designee) determines to impose a sanction other than that recommended by the SCCC, written justification shall be provided to the SCCC.
- The Registrar's Office will communicate the final decision to the student.
- An interim suspension from the University may be imposed and shall become effective immediately without prior notice whenever there is evidence that the continued presence of the student poses a substantial and immediate threat to him/herself, or to the University community.
- No student shall be barred from taking any examination(s) or submitting paper(s) due to an interim suspension, but the University may make special arrangements regarding the time and place for the completion of such work.
- Wherever possible, the investigation, outcome and student notification of the decision should be completed within ten business days.

### **Possible Sanctions for Non-Academic Violations**

- Sanctions for minor offenses may include, but are not limited to, the following:
  - Verbal warning
  - Written warning

- Sanctions for major offenses may include required payment for damages, assigned work, suspension, or dismissal.

#### **Record of Sanctions**

- Students who have been issued violations shall receive a report explaining their offense, the severity of the offense, and the corresponding sanction. Students who have been deemed innocent shall receive a report of exoneration.
- A record of the outcome shall be held in confidence in the student file.

#### **Appeals**

- A student has the right to appeal the decision. All appeals must be in writing and provide new information not considered previously. The appeal must be submitted within ten business days of notification of the sanction.
- Procedures for filing an appeal are as per the provisions of STL 5450 Student Grievances and Appeals.
- An incident report of student misconduct may be made by any entity of the campus. The incident should be submitted to the Student Services Office (SSO). Any incident of non-academic misconduct must be submitted within ten (10) business days of the alleged act or occurrence of misconduct.
- The incident report should include the name and ID number of the student, statement of allegation, names of witnesses and other relevant supporting documents and/or evidence.
- The involved student(s) will be notified of the alleged misconduct. S/he has the right to access information regarding the allegation.
- Prior to investigation and resolution, interim restrictions may be placed on a student to protect the health and safety of the university community. These restrictions may include removal of privileges, removal from or relocation within the residential community, suspension from extracurricular activities, or suspension from the university.
- In the event of a minor offense, the sanction for the misconduct shall be issued by the Student Services Office (SSO). For major misconduct, the case shall be forwarded to Student Code of Conduct Committee (SCCC) for deliberation and recommendation of sanction.

#### **Upon receiving the case by the SCCC:**

- The SCCC will hold a meeting with the Director of Student Services (or designee) and, if necessary, the student(s) for the purpose of examining the evidence and questioning any witnesses or relevant parties.
  - The student(s) shall have the right to be assisted by an advocate. External attorneys are not permitted to be involved in any grievance or appeal case.
- The committee may consult the university legal services or an expert (e.g., medical, psychological, etc.) for advice regarding any evidentiary issue.
- Based on the evidence, if the SCCC decides that the student has committed a Code of Conduct violation, they will recommend an appropriate sanction (Sanctions for major offenses may include required payment for damages, assigned work, suspension or dismissal.)
- The SCCC submits a full report, including the recommended sanction, to the Senior Vice President for Academic and Student Affairs (or designee) for a final decision. Such decision will be communicated to the Registrar's Office.
  - Where the Senior Vice President for Academic and Student Affairs (or designee) determines to impose a sanction other than that recommended by the SCCC, written justification shall be provided to the SCCC.
- The Registrar's Office will communicate the final decision to the student.

- An interim suspension from the university may be imposed and shall become effective immediately without prior notice whenever there is evidence that the continued presence of the student poses a substantial and immediate threat to him/herself, or to the university community.
  - No student shall be barred from taking any examination(s) or submitting paper(s) due to an interim suspension, but the university may make special arrangements regarding the time and place for the completion of such work.
- Wherever possible, the investigation, outcome and student notification of the decision should be completed within (10) business days.

## 10. Contact List

The UAE's country code is: +971. All local telephone numbers are 7 digits long. Specific numbers must preface calls within and outside of cities in the UAE.

Service Phone number

Etisalat (telephone company): 181 (directory inquiry) 171 (fault reporting) 101 (general information)

Masdar City Campus

Po Box 54224

Abu Dhabi

United Arab Emirates

Main Line: 02 810 9333

Fax: 02 810 9901

Student Services Office Front Desk: Tel 02 810 9427. Email: [sao@masdar.ac.ae](mailto:sao@masdar.ac.ae)

### **FOR ALL EMERGENCIES AT Masdar City Campus CALL 02 810 EXTN 9111**

#### **SAFETY**

**Masdar City Campus 1A Security Control Room – EMERGENCY** 02 810 9111

**Masdar City Campus EHS OFFICE – GENERAL** 02 810 9473

[fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or [FM@ku.ac.ae](mailto:FM@ku.ac.ae)

**Mafraq Hospital – Operator** 02 5011111

**Khalifa Hospital - Operator** 02 8190000

**NMC Royal Hospital Khalifa City** 8001122

**Al Manara Pharmacy (On-Campus)** 02 6667960

#### **FACILITIES**

**FACILITIES HELPLINE (24 hrs.)** [fmhelpdesk@masdar.ac.ae](mailto:fmhelpdesk@masdar.ac.ae) or  
02 810 9951

#### **CIVIL DEFENCE**

**FIRE** 997

**AMBULANCE** 998 or 999

**POLICE** 999

#### **SECURITY**

**Security control room is manned 24/7** 02 810 9111