



FAQs _ UG Female Accommodation

Residential Life (RL) creates a home away from home in the residence halls for the students. RL create safe, supportive, inclusive and engaged living-learning community that enhances students' personal and academic success.

1. What is the eligibility criteria to apply for KU accommodation?

You are eligible for accommodation in case you live beyond commuting distance (80km) to the campus.

2. How can I apply for KU Accommodation?

After registration completed, the admitted and eligible students will receive a link through their email addresses to apply for housing.

3. What are the accommodation fees?

- Double rooms are free for UAE nationals.
- Single rooms are subject to availability and an accommodation fee applies. Please contact the Residence Life team for further information.
- Accommodation for international students (where applicable) and for double occupancy need to pay a set fee for the term. Please contact RL for further information or refer to the Fee Guidebook when admitted to KU.

4. How are the washrooms arranged?

Each residence/apartment has shared washroom facilities. Residents are requested to keep those clean and hygienic all times.

5. Can I live with a particular roommate?

At the beginning, all students will be allocated randomly and they can request to change and live with a particular roommate in the future based on availability.

6. Is there any chance for me to have a single room?

Single room to nonspecial cases will be provided based on availability with applicable fees.

- 7. Am I allowed to bring my own furniture or fixtures for my room?**
Residents may bring their personal belongings which do not have an effect on the rooms/flats spaces.
- 8. What should I do if I have a maintenance concern?**
You can send a helpdesk request through the Maintenance complaints link. The Resident Assistant will follow the issue in case of any delay.
- 9. Is there Wi-Fi access in student rooms?**
Wi-Fi is available in all student rooms as well as common areas of the residential halls.
- 10. How can you ensure my safety and security in the dorms?**
The university has a security department that operates 24 hours a day, seven days a week. Security staff regularly patrol the campus. No one is allowed to enter your room during your absence unless it is for cleaning or maintenance purposes or in special circumstances. The main doors for the building and the apartments operate through an electronic access using a smart card.
- 11. Can I leave my personal belongings in the room and trust that it will be safe?**
To insure the safety, residents are responsible for locking their rooms and they are responsible for their own belongings and their personal items. The University will not be responsible for any lost or stolen items.
- 12. What type of cleaning is provided in the residence halls and apartments?**
Cleaners are available during the day to maintain the general cleanliness of the hostel from Saturday to Thursday. Each room will be cleaned once a week, on Saturdays. Students are required to maintain acceptable standards of cleanliness at all times.

Students are required to clean the kitchen after use. It is not the cleaner's responsibility to wash the students' dishes or to clean up after them.

13. How can I approach Security Department to get a car permit?

You can send an email to Security Department Office security@pi.ac.ae and ask for the car permit.

14. Are there any important rules for the parking that I should follow?

Students must park at the designated areas, avoid blocking other cars and observe “No Parking” signs.

Students are urged to drive slowly and cautiously when entering and leaving parking areas and the campus vicinity. Please communicate with Security Department to have more information about parking policy.

15. Is there any deposit I have to pay during the check in process into the dorm?

Yes, the resident is required to deposit 2000 Dhs and this amount will be returned to the students in case he/she graduated or decided to leave the dorm as long as no damage happened to the apartment, furniture or any other university belongings.

Students will sign the inventory form to insure all items mentioned in the form exist and in a good situation.

16. What is check-in process in the dorm?

You will be handed the key to your room. The keys are the property of the University. No duplications are permitted to be made. In case of lost or not returned keys the resident will be charged a nonrefundable fee of AED 50 for each key replaced. Residents are required to sign a form confirming receipt of keys and the terms governing their use and replacement.

Specific FAQ for KU Residence Halls – UG Female Students

1. As a new student, what choices of rooms do I have?

All new students will be assigned together in one building and every two students will share one room. Single room will be provided to medical and special cases only with an exceptional approval.

2. How should I apply to change my room?

You can approach Resident Life Office at KURH, block A, 6 floor and fill the Housing Transfer Form. Also, you can send email to girlshostel@kustar.ac.ae and the available staff will assist you. Your request will be approved based on availability.

3. What furniture will be in my room when I arrive?

Bedrooms are furnished with a bed and mattress, one side table, study desk, chair and cupboard for each student. Also, the soft furniture is provided with bed cover, mattress protector, pillow and pillow case, blanket for each bed.

Living rooms are furnished with sofa set and TVs.

Kitchens are furnished with a refrigerator, simple equipment and washing machine.

Furniture condition is the responsibility of the student(s) residing in the room or apartment. Any damage or loss shall be the responsibility of the resident.

4. What are the available options for ordering food?

You can have your meal at KU main campus/SAN Campus where a number of food outlets are available and coffee shops. Also, you can also order meals from outside the campus/residences and get it delivered to the accommodation.

5. Am I allowed to bring my own car?

All residential students may bring cars to campus. Parking is available inside and outside the campus. You are required to get a car permit from Security Department and follow all parking regulations.

6. Am I allowed to receive guests in my apartment?

Guests are not allowed inside student apartment/room. Students can receive their guests in the visiting area after notifying RL Office.

7. Is there a specific time in which we have to report back in the dorms?

Student housing residents must be in their accommodation by 10:00pm. Students should abide to the curfew time to avoid getting violation.

The Residence Guidebook (on KU Portal) will be helpful to review the rules and regulations of the Residences.

8. Can I smoke or use chewing tobacco or use e-cigarette in the dorm?

Smoking or any kind of smoke is restricted and not allowed inside the dormitory.

9. Where is the location for the Administration Office of Resident Life and how can i contact them?

- The Resident Life Office is located in the Ground Floor, Block (A), at KU Residence Hall.
- Resident Life Office Number: +971 (02) 2047805
- Mobile No. +971 (055) 9029266 & +971 (056) 6896556
- Email Address: girlshostel@kustar.ac.ae