



# STUDENT ACCOMMODATION GUIDE

ESSENTIAL INFORMATION  
FOR NEW STUDENTS

## **STUDENT ACCOMMODATION GUIDE/CHECKLIST**

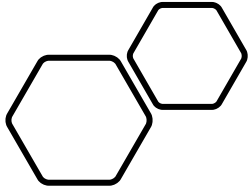
- Pre-Arrival
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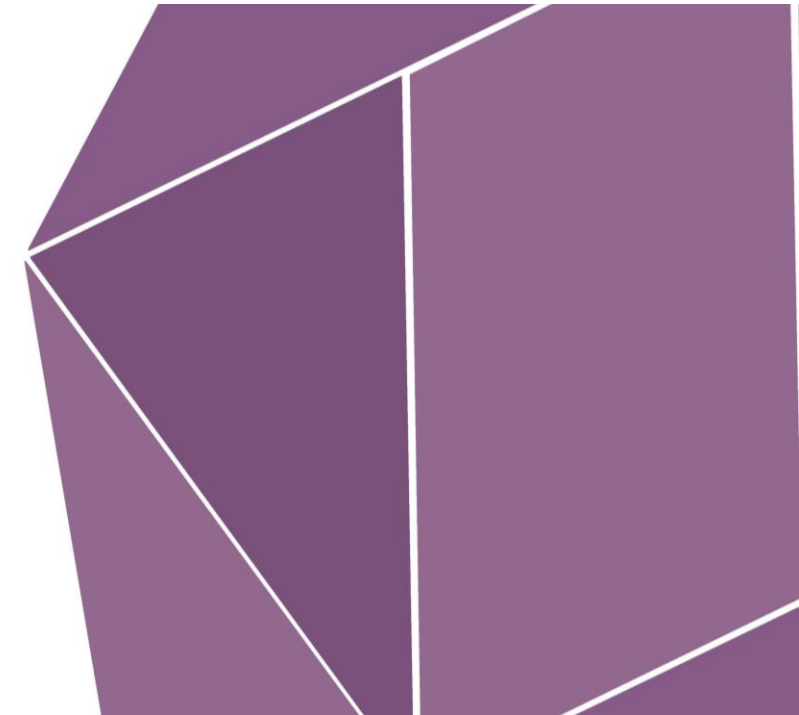


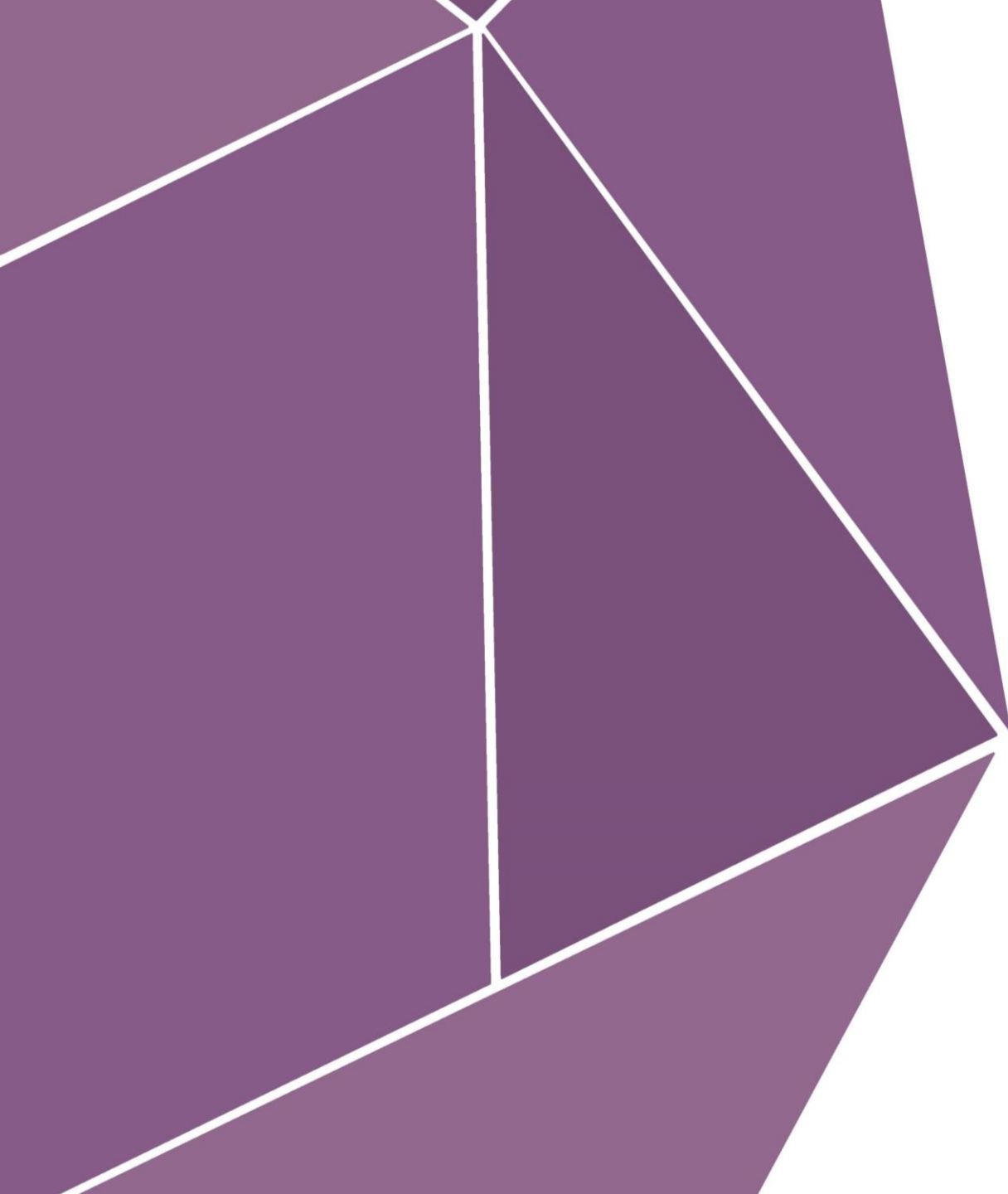
# **PRE-ARRIVAL**

What do you need to do before arriving to the student accommodation?



- Do refer to our accommodation webpage <https://www.hw.ac.uk/malaysia/campus/accommodation.htm> for more information on the application process and accommodation type available if you are yet to apply.



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- Please ensure your accommodation application are secured, by making the booking payment and receiving the booking confirmation from [MYAccommodation@hw.ac.uk](mailto:MYAccommodation@hw.ac.uk)
  - Check your email regularly as you will receive the check in details and procedure from [MYAccommodation@hw.ac.uk](mailto:MYAccommodation@hw.ac.uk)



HWUM Accommodation Licence Agreement 2020.pdf  
505 KB

Dear Student,

Greetings from Heriot-Watt University Malaysia (HWUM)!

Congratulations on your successful entry to HWUM. We kindly seek your attention to go through the check in details as per below:

1) [Check-in Details](#)

**Residence** : **Kanvas SOHO**

**Date** :

**Time** :

\*Any arrival beyond the mentioned pre-arranged check in days will be assisted during the Office Operating Hours (Weekdays, 9.00 a.m. – 4.00 p.m. only).

\*HWUM Student Accommodation Office are not providing any temporary accommodation for parent, relative and etc.

2) [Pre-Arrival procedure](#)

- Please fill up the **ONLINE ARRIVAL FORM** latest by **DATE, before 4PM HERE**.
- Kindly be specific on the arrival time (e.g. 3.00 p.m.). It may be only an approximate time for the arrival but it is important so that Accommodation Office able to anticipate your arrival.
- Student need to bring their own face mask.

3) [Arrival and Check-in procedure](#)

- Kindly inform the security personnel upon your arrival that you are HWUM student for check-in purpose.
- Please park your vehicle at the allocated area (visitor parking) in order to avoid the vehicle being clamped by the security personnel of the residence.
- Please proceed to **Lobby Area Level 1, Aspire Tower (Block A), Kanvas SOHO Cyberjaya** for the Student Accommodation registration.
- HWUM personnel will perform a temperature screening upon arrival.
- HWUM will hand over the keys and access card once registration completed.
- Once received the keys and access card, you are required to do the inventory inspection together with the person in-charge to ensure that you are satisfied with the condition of the unit and its amenities provided in it.

4) [Rental payment](#)

- Please be informed that **rental payment is on quarterly basis**.
- As you have paid the first month advance rental, kindly wait for the next invoice(s) in order for you to make the following payment.
- You will receive the invoice(s) within two weeks after student enrolment. Invoice will be send to your HWUM email.
- Payment can be make via cash, bank transfer or cheque to HWUM account or Student Centre, East Wing, Level 1.
- After each transaction for accommodation fees, kindly email the payment slip to Student Centre ([MYStudentCentre@hw.ac.uk](mailto:MYStudentCentre@hw.ac.uk)) and Accommodation Unit ([MYaccommodation@hw.ac.uk](mailto:MYaccommodation@hw.ac.uk)).

**NOTES:**

- a) For those who purchased the Starter Kit, it will be placed in your designated unit during check-in.
- b) HWUM will not provide bedsheet and pillow, kindly please bring your own bedsheet and pillow when checking-in to HWUM accommodation.
- c) Waze coordinates (Kanvas location)

Thank you and have a good day.

Best regards,

**HWUM Student Accommodation**

Sample #1:  
Kanvas SOHO  
Cyberjaya

Greeting from Ryo Putrajaya!

Hereby to confirm that we have received the payment to secure your unit in Shaftsbury Stellar Putrajaya.

We would like your assistance to provide your check in date and time. Please be informed that we need your confirmation 3days before your arrival

Check in date –

Check in time –

Feel free to fill up and we will advise accordingly.

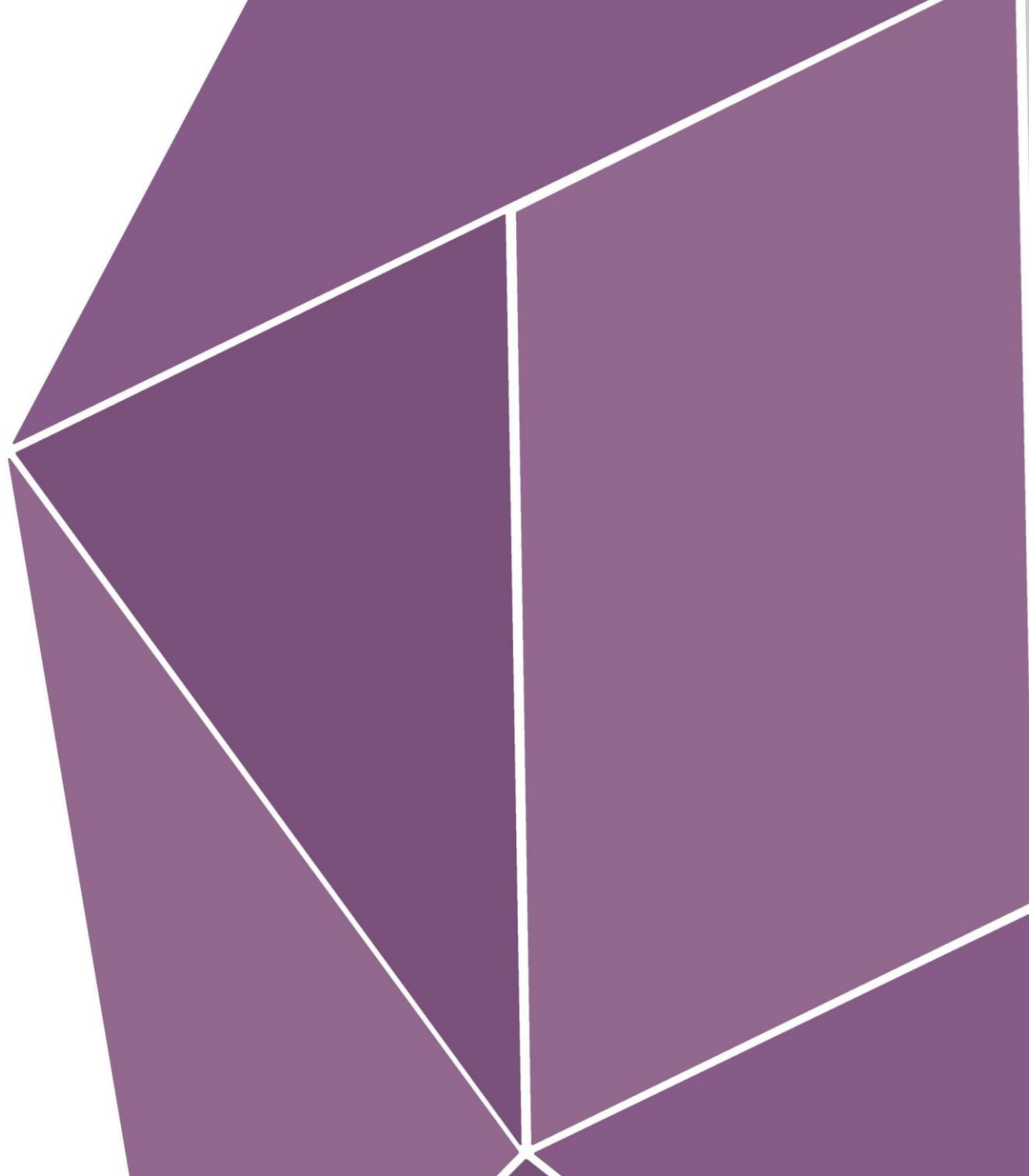
Many thanks and have a good day ahead.

Best Regards

**Sample #2:  
Shaftsbury RYO  
Putrajaya**

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- Do fill up the Online Arrival Form at least 5 days prior to your preferred check in date. Please avoid any last-minute check in request (less than 2 days), as we would like to ensure your unit being ready upon your arrival.





# Online Arrival Form

## HWUM STUDENT ACCOMMODATION ARRIVAL FORM

Please submit this form at least 5 working days before your arrival for student accommodation check-in to ensure student accommodation assistance available on your check-in day!

**\*Required**

NAME \*

.....

Contact Number \*

.....

GENDER \*

- Male  
 Female

Residence \*

- Kanvas SOHO, Cyberjaya  
 Shaftsbury Ryo, Putrajaya

Arrival Date \*

DD MM YYYY

\_\_ / \_\_ / \_\_

Arrival Time (24 Hours Format) \*

Time

\_\_ : \_\_

Depart From \*

.....

Mode of Transportation \*

- Car (Including : E-hailing and Taxi)  
 HWUM Airport Pickup Arrangement

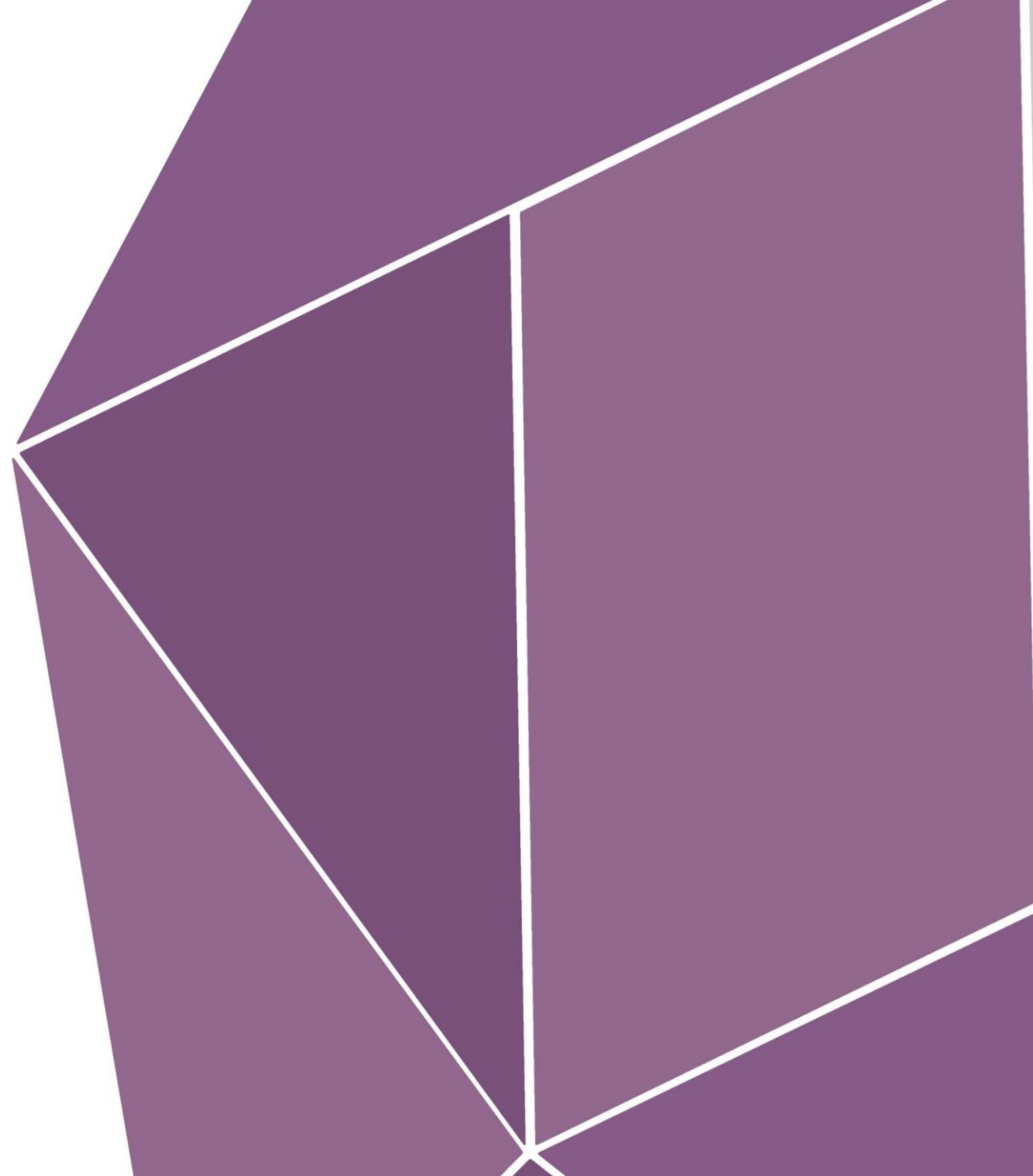
I hereby : \*

1. Confirmed that the arrival details that been provided in this form is final.  
2. Will Arrive on time as per stated in this form.  
3. Acknowledged that the Accommodation Office will not accommodate any all-fac requests from the student if there is any last minute changes of information.

Accept

Submit

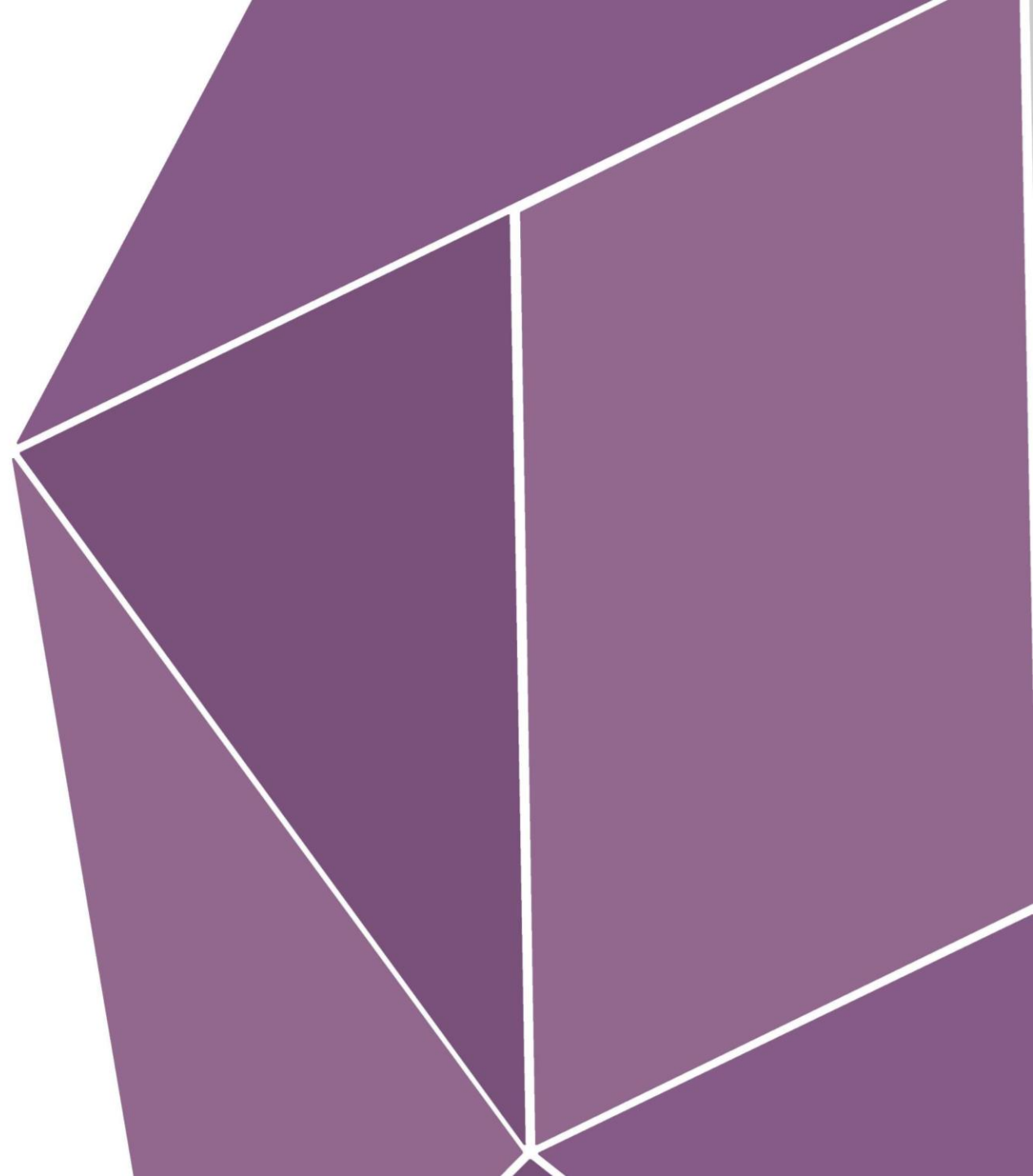
- Read thoroughly the HWUM's tenancy agreement clauses, please feel free to seek for clarification if necessary, from any of accommodation officer via [MYAccommodation@hw.ac.uk](mailto:MYAccommodation@hw.ac.uk)
- Student Accommodation do not provide the kitchen utensil, cleaning tools and personal hygiene product. Do bring your own from home.

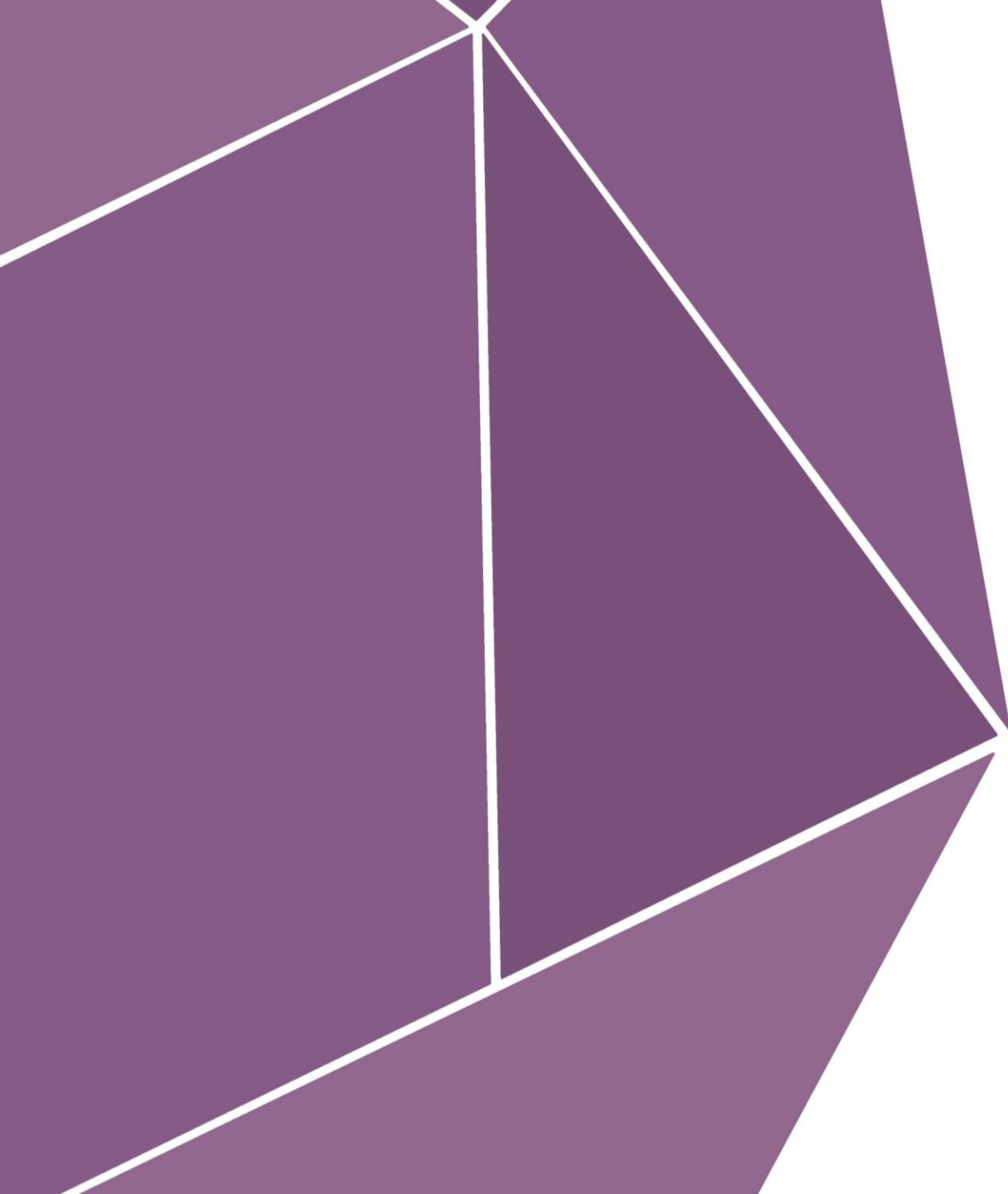




**CHECK-IN/ARRIVAL**

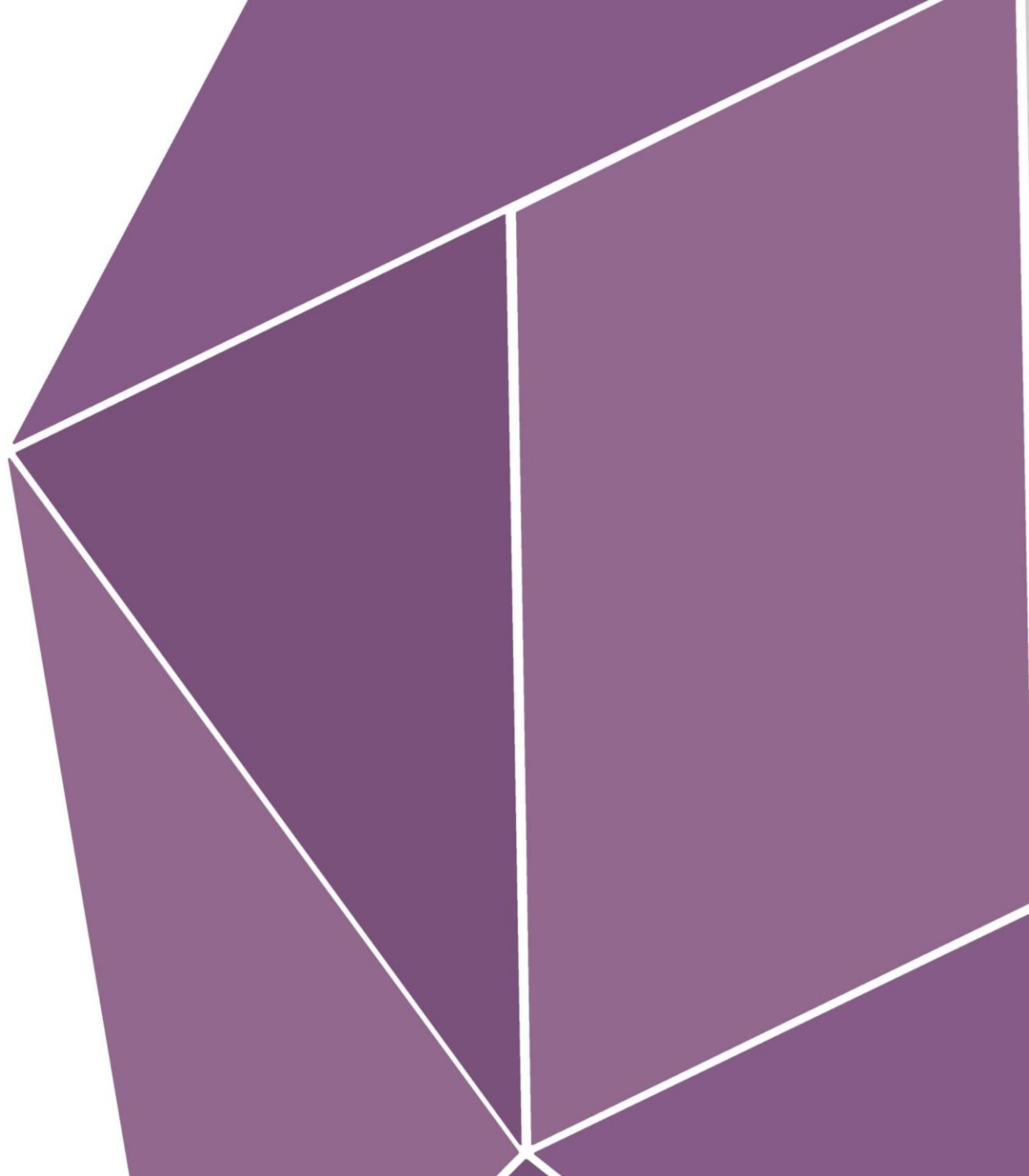
- ✓ Please arrive on time as per agreed appointment.
- ✓ Do follow instruction given by the Accommodation Officer on duty.
- ✓ Please aware on your surrounding and take note on the amenities and facilities provided in accommodation.
- ✓ Do perform the check in inspection thoroughly together with the Accommodation Officer.
- ✓ Collect the keys and access card from the Accommodation Officer upon completing the inspection process.
- ✓ Feel free to seek clarification or further information from the Accommodation Officer if any.

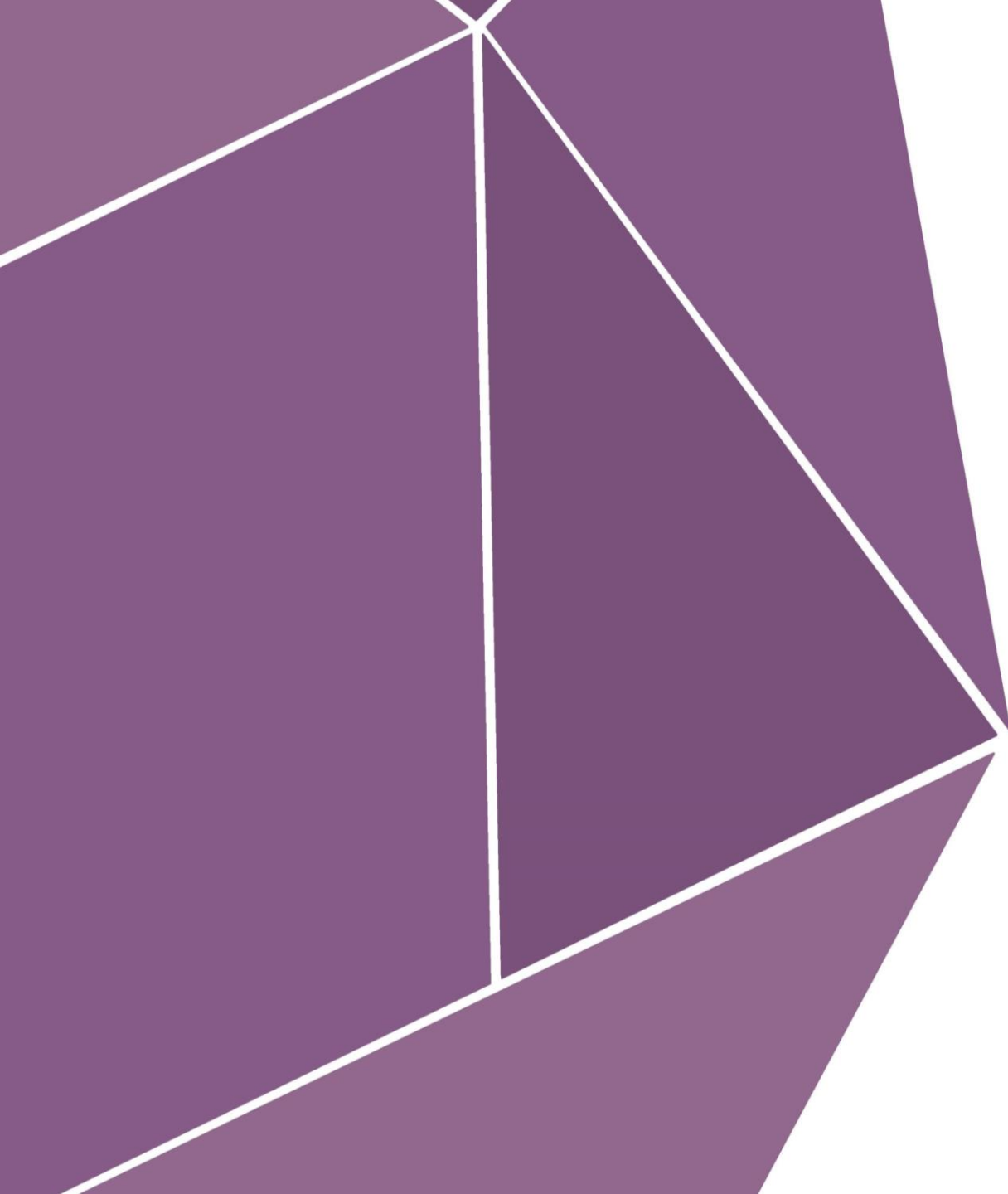




**DURING YOUR STAY**

- ❑ Respect your fellow housemate/roommate
- ❑ Be a good tenant by maintaining your accommodation in a good condition.
- ❑ Do aware on any invoice related to your accommodation that send by HWUM's Finance to avoid outstanding payment via HWUM student portal or check your email regularly too.
- ❑ Contact Accommodation Office to inform any defect in the unit or common facility and get in touch with the assigned warden for any emergency/support.
- ❑ Do comply with the Tenancy Agreement, student handbook and Building Management Office rules and regulation.
- ❑ Check your email regularly for any updates and announcement from the Student Accommodation Office.

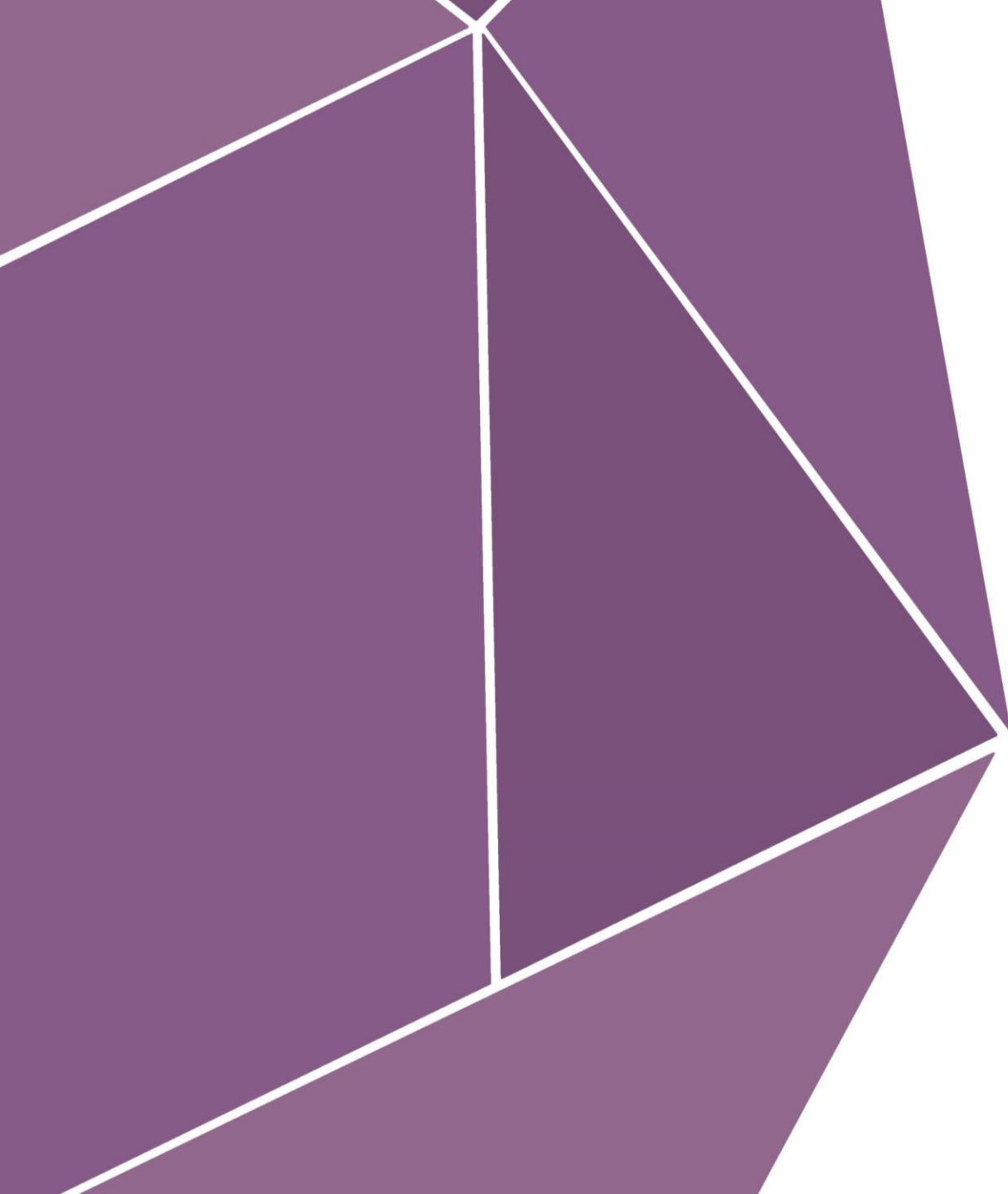




# **CHECK-OUT (LEAVING THE ACCOMMODATION)**

- Please feel free to make enquiry on your contract end date and eligibility for early check out (if any) with Accommodation Office.
- Complete the necessary form (Termination Form and Refund Request Form). Forms can be obtained from the Accommodation Office
- Revert your preferred check out date and time to [MYAccommodatio@hw.ac.uk](mailto:MYAccommodatio@hw.ac.uk) or visit the Student Accommodation Office to make necessary arrangement with the Accommodation Officer.
- Check your email regularly as you will receive the check out details and procedure from [MYAccommodation@hw.ac.uk](mailto:MYAccommodation@hw.ac.uk)



- 
- Please attend the check-out inspection according to your preferred check-out date and time. Make sure you are well prepared to perform the check-out and vacate the unit as agreed.
  - Please handover the keys and access card back to the Accommodation Officer on duty upon completed the check-out inspection. Loss of item from the handover list will resulting to a penalty.
  - Do take note that your refund may take up to 4-8 weeks after the clearance of any outstanding payment (utilities, rental and defect charges) to your bank account.
  - Feel free to seek clarification or information from the Accommodation Officer if any.

# ***ENJOY YOUR STAY!***

Last updated: 14 Dec 2020

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