



**FAQs _ UG Male
Accommodation
(SAN Residences)**

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 housing?

After completing your registration, 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 University Residence Management for further information.
- For international students and where applicable a rental fee for double or single accommodation is present
- Please refer to the Fee Guidebook when shared by the Registrar Office.

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?

As a start, students will be distributed randomly to the rooms and they can request to live with a particular roommate in future based on the 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 rental fees.

- 7. Am I allowed to bring my own furniture or fixtures for my room?**
Residents may bring their personal belongings which as long as it does not affect 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@ku.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 SAN Campus Dorm – UG Male Students

17. 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.

18. How should I request to transfer to another room?

You need to approach Resident Life Office at SAN Campus, building 11, G Floor and fill the Housing Transfer Form. Your request will be assessed/approved based on availability.

19. 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.

Living rooms are furnished with sofa set and TVs.

Kitchen is furnished with a refrigerator, stove, electrical tea kettle, microwave and iron and board. 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(s) individually or jointly.

20. What does the catering service offer?

KU SAN Campus provides healthy and delicious meals three times a day at reasonable cost for students. Special meals that cater to specific dietary requirements (in case of illnesses) are provided on request. Suggestions for the menu are always welcome from student residents.

21. What are the timings for the catering services?

Breakfast 6 am – 10 am
Lunch 11 am – 3 pm
Dinner 6.30 pm – 10 pm

22. What are the facilities and services in the dorms?

- High-speed Wi-Fi in all common areas and student rooms.
- Library at Habshan building and in close proximity to the residence halls.
- A Computer room with network printers at Student Center.
- Laundry room is available in Building 31 with heavy duty washer and dryers.
- Once a week room cleaning by cleaners.
- Fitness room in the Student Center/Sattah Building.
- Table tennis and foosball table.
- Vending machines for snacks /soft drinks/coffee/tea.
- Large screen TV with satellite TV channels in Student Center.
- Free satellite channels available inside all rooms.
- Clinic service, Mosque and ADNOC grocery.
- Catering service in Student Center.

23. Can I bring my own car to the residences?

Yes, you can bring your car to the residence but you have to consider the limitations of the parking slots. A city bus stop is also available outside the campus gates. You are required to get a car permit from Security Department and follow all parking regulations.

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

Visitors are allowed in the Student Center, reception area or any other common areas except student's apartment. The allowed period for visiting is from 8:00am to 11:00pm. Overnight stay is not allowed. Visitors/guests has to follow the existing procedures to get permission and enter the residences.

25. What is the curfew time in the dorm?

Student housing residents must be in their accommodation before 12:00am. Students should abide by the curfew time to avoid getting violation.

26. 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. Smoking is allowed ONLY in the designated areas at SAN campus.

27. Where is the location of the Administration Office of Resident Life and how can I contact them?

- The Resident Life Office is located in the ground floor, building 11 at SAN Campus.
- The phone numbers for the office is **+9712 6075111**
- The email account is residentlife@ku.ac.ae .