




APPENDIX II: OFF-CAMPUS RESIDENTIAL POLICY (SPECIFIC GUIDELINES)

1. Residential Emergency and Contact Information

Category	Details
Office Location	
Email	residentiallife@vinuni.edu.vn
Off-campus Residential Hotline (24/7)	
Off-campus Clinic Hotline (24/7)	
Housing Coordinator	

In case of emergency, contact the housing coordinator, then notify VinUni's Residential Life team.

2. General information about room types

- Room types vary by building (studio, 2-bedroom shared units, etc.).
- Assignments are based on availability and student preferences.

3. What is included in the apartment?

- **Basic furnishings:** Bed, mattress and mattress protector; Wardrobe and shelving unit, desk, chair, desk lamp, trash bin.
- Toilet, bathroom, sink.
- **Appliances:** air-conditioner, refrigerator, microwave, Wi-Fi

4. What should I bring?

- Any daily living items such as pillows, blankets, pillow and blanket covers, bed sheets, laundry baskets, toilet rolls, towels, and cleaning products.
- Personal items that can help you feel more at home, such as cups, posters, and photos.

5. Housing Coordinator (via Partner)

- The primary point of contact for all housing-related matters is the VinUni Residential Life Officer.
- A designated Customer Service Coordinator from the housing partner is available to support students and help coordinate logistics or service needs.
- The partner representative may assist with maintenance, inquiries, or communication with the building management but will act under the guidance of VinUni's Residential Life Team.

6. Services:

- **Laundry:** In-unit laundry appliances are not provided. Students are expected to either hand-wash or independently arrange laundry services available in the surrounding area.
- **Food & Dining:** No central cafeteria is available. Students may prepare meals in their unit or use food delivery services.
- **Parking:** Parking is subject to each building's availability and regulations. Additional fees may apply and are paid directly to property management.
- **Common Spaces:** There are no shared lounges or study rooms in the building. However, each apartment typically includes a communal living and dining area for use by its residents.

- **Access Key:** A separate key or access card is issued at the time of move-in. In case of loss, a replacement fee will apply. Please note that immediate unlock assistance may not be available at all times, and students are advised to keep their key/card secure.

7. Facility Use

Cleanliness

Cleanliness is the shared responsibility of all residents assigned to that unit. All the public shall be kept clean and in good condition. The cleanness of individual bedrooms, toilets, shower rooms, living rooms and other facilities in each apartment is the shared responsibility of its co-tenants. Room inspections may occur at any time.

Trash

Trash is collected in a designated place on each level. Residents responsible for any trash left outside the front door or porch areas, or disposed of in an inappropriate manner, will be identified and charged. Athletic equipment/clothing shall not be stored outside of the building or on the balcony. Residents are collectively accountable for any special cleaning required due to trash left in common areas.

Microwave

Residents in each apartment shall keep the microwave inside their apartment clean and dry. Choose food containers appropriate for use in a microwave for safety and health reasons. You are recommended to use glass, ceramic, and plastic containers labeled for microwave use. Metal pans or aluminum foil shall not be used in the microwave. Use microwave with care and follow the do and don't note of using.

Refrigerator

As a refrigerator is shared among co-tenants, labelling your food is recommended. The longer that food is stored in your refrigerator, the more likely micro-organisms will grow on it, so regularly go through the contents of your fridge and throw out any food that is past its expiration date. To conserve energy, avoid opening the fridge too often or keeping the door open for too long.

Maintenance

Residents are responsible for reporting all maintenance needs in a quick and timely manner to the Residential Office or to maintenance hotline in emergency situations (Ex: flooding, power outages or smoke etc.). This should be done by submission of a work order to the Residential Office.

Room Decoration

Screws, nails, bolts, double-stick tape, masking tape, pins, or tacks should not be used in residence hall rooms (walls, ceiling, furniture or floors). Plastic, adhesive putty "hold it" may be used to attach decorative pictures to walls only if they can be removed cleanly. Residents should remove any decoration, marking, painting, or painting so that the original status of the apartment is recovered. This is a part of the move-out procedure. Fees will be charged for any necessary repairs.

Air Conditioning/Windows

Each apartment is equipped with air conditioners for the comfort of its residents. There is an air conditioner in each room and in the living room. The temperature should be kept at approximately 25-26 degrees Celsius. Residents are instructed to keep their windows shut when the air conditioner is on. This is to conserve energy and for your safety. Windows are not to be used to enter or exit a room except in an

emergency situation like a fire. Always remember to check that the window is locked before leaving the apartment when there is no one in the apartment.

Shared kitchen

Residents using the self-catering shared kitchen must keep the cooking and the sink area clean. Cooking utensils must be kept neatly and orderly. Properly and safely use high-power electrical appliances (microwave ovens, ovens, induction hob...). Make sure to clean the dining table after using. Use electricity sparingly. Be responsible for food hygiene and fire prevention.

8. Dormitory Fees and Payment Schedule

This fee includes accommodation, facilities, internet, common restroom area, technical fee, parking (1 vehicle/student), electricity and water (according to the norm of 175 kWh electricity, 4m³ water/month). In case of exceeding the limit, there will be an extra charge according to the rate prescribed by the building management board-

***Accommodation Fee:** 4,500,000VND/month/student. (The fee structure is currently under review by the CFO and pending final approval by the President of University Council. The final fee will be officially announced upon approval.*

For payment instructions, deposit, deadlines, and penalty policies, please refer to:

Financial Regulations and Tariff (for student) - VinUni Policy

Refund/clearing conditions:

- Dormitory fee refund:
 - Refundable corresponding to the period when Student has not stayed due to objective reasons from the VinUniversity.
 - Not refundable for subjective reasons including the reason of being disciplined by the VinUniversity.
- Deposit refund:
 - Refundable when Students leave the Dormitory for objective reasons from the VinUniversity or according to the regulations after deducting all receivables related to the student as prescribed.
 - Not refundable when the students leave the Dormitory for subjective reasons including the reason of being disciplined by the VinUniversity.

If the Student has a refund of the dormitory fee and/or dormitory deposit, VinUni will prioritize offsetting that fee/deposit with the tuition and fees of the following semester.