





APPENDIX I: ON-CAMPUS RESIDENTIAL POLICY (SPECIFIC GUIDELINES)

1. Residential Life Contact Information

Category	Details
Office Location	Room JA101, Level 1, Block A, Building J
Email	residentiallife@vinuni.edu.vn
Clinic Hotline (24/7)	 0866 200 019
Residential Hotline (24/7)	 0866 100 018
Maintenance Hotline (24/7)	 0247 108 9779, ext. 9903
Security Hotline (24/7)	 0247 108 9779, ext. 9901

The Residential office is here to support you during your stay at VinUniversity. The Residential Office should be the first contact point for any matter related to your accommodation. For immediate support regarding facilities, maintenance, contact maintenance or security hotline.

2. General Information

The residence has two buildings, **JA** and **JB**, connected by the main hall, each has **36** apartments of **3** types:

- 8-Bed apartments (~48 m²) divided into 3/3/2 bedrooms.
- 2-Bed apartments (~21 m²)
- 4-Beds apartments (~50,5 m²): divided into 2/2 bedrooms

3. What is included in the apartment?

- Bed, mattress and mattress protector
- Wardrobe and shelving unit, desk, chair, desk lamp, trash bin.
- Toilet, bathroom, sink.
- Refrigerator, microwave, air conditioner, Wi-Fi.

4. What should I bring?

- Any daily living items such as pillows, blanket, 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. Services

- **Laundry Service:** The laundry room is located at level 1, room JB101, and operated by a service provider. Washers and dryers are provided for residents only at a small cost. Any problems related to the operation of the laundry facility should be reported to the Residential Office or the laundry service provider. You can call the maintenance or security hotlines in case of urgent situations.
- **Vending Machines:** It is installed on level 1, main hall area.

- **Cafeteria:** It will be at level 1, [building I](#), and open from 8:00 to 18:00 (Monday to Friday).
- **Parking:** There is a parking lot available at the dormitory. Residents, students, and guests can park there free of charge during the day. Fees will be charged to off-campus students and guests in case of overnight parking without prior notice.
- **Reading room:** This cozy and intimate space is located at Level 1, room [JB110](#) and [JB111](#). Residents can use it for independent learning, reading, or can book it for meetings or events. The reading room is not a place for discussion or debate. Therefore, respect others by lowering your voice during conversation.
- **Social and Leisure:** There are many ways to stay connected with other residents in the dormitory. We provide some communal areas for residents to spend time together, chat and bond in daily life. The social hub at level 1 has some table sports games. The pantry on each level of each building is equipped with sofas, tables, and chairs. Student council, student clubs, and residence assistants will organize social events and activities for the residential community.
- **Access Key:** Residents access rooms by access keys which are integrated into their student ID card. It can serve as a parking card as well. Guests/visitors can get a visitor access card issued. Lost and damaged keys need to be reported to the Residential Office as soon as possible, and a replacement fee will be required for the reissuance of the key.
- **Lost and Found**

Residents are responsible for their personal belongings. If items are found or lost, residents should report them to the Residential Office. Accordingly, found property [would be posted on the community Facebook group](#). [High value items will be kept in SAM's office or retained by the Security department](#). If the item remains unclaimed after that period, and there is no prospect of identifying or contacting the owner, disposal of the item will be recorded to the Residential Office's property. The Residential Office reserves the right to use or donate these items. If opened food containers are found in common areas, they shall be disposed of immediately by those who find them.

[6. Facility Use](#)

Cleanliness

Cleanliness of each room, apartment, level, or wing is the shared responsibility of all residents assigned to that unit. All public areas such as the pantry, common space, and social hub should 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.

Food preparation

You shall not cook food in your apartment. Please use the canteen and cafeteria ([situated in building I, level 1](#)) which can provide you with daily meals and food. If you want to make something simple, you can prepare it at the pantry, which is a shared room on each level. You should keep the pantry clean after every use.

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 submitting 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.

Public Areas

Public areas are generally defined as any residential spaces, for example Social Hub, Reading Room, Living Room, Common Area, etc. Use of these areas for group activities and/or hired performances requires permission from the Residential Office. Do not place obstacles or your personal belongings on paths, corridors, stairs or other public areas.

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 sharing kitchen on the 2nd floor of block JC 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 you use it. Use electricity sparingly. Be responsible for food hygiene and fire prevention.

7. 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 VinUniversity.

- 8-bed accommodation: 3,200,000 VND/month/student.
- 2-bed accommodation: 4,000,000 VND/month/student.
- 4-bed accommodation: 3,200,000 VND/month/student.

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 for 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.