



Facilities Management Office

香港城市大學  
City University of Hong Kong

# **Nam Shan Yuen**

# **Residents Handbook**

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# Introduction

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City University of Hong Kong (CityUHK) is one of the government-funded institutions providing quality higher education to local and overseas students at undergraduate and postgraduate levels. She also contributes to the advancement of knowledge and offers access to her human, physical and technological resources for the benefit of the society.

To carry out her mission, the University has employed a strong team of experienced academic and administrative staff with diversified research interest and professional expertise.

These staff come from different countries. To some of them, the University provides residential accommodations in its self-built staff quarters in Tak Chee Yuen (*located at 88 Tat Chee Avenue*), Nam Shan Yuen (*located at 23 Nam Shan Chuen Road*) and, Academic Exchange Building (*located at 81 Tat Chee Avenue*).

This handbook is prepared with the intention to provide both CityUHK staff and Licensees of CityUHK premises with the house rules so that they know what to observe and with the basic information so that they know where assistance could be obtained when needed.

This handbook shall be read in conjunction with the any Licence Agreement signed between the University and the Licensee.

The Facilities Management Office wishes all residents a happy stay in CityUHK accommodations.

# Nam Shan Yuen

Nam Shan Yuen is located at 23 Nam Shan Chuen Road, Kowloon.

It comprises 2 residential blocks with 54 units and is under the management of the Facilities Management Office (FMO) of the University.

The Estate was built in 1995 on a site of about 4,900m<sup>2</sup> with spacious and relaxing outdoor environment.



# The House Rules

## 1. Living Environment

- 1.1 In order to preserve a pleasant living environment to all, residents should be considerate and observe all statutory regulations. They should help keep the Estate clean and refrain from making excessive noise such as playing musical instrument, turning on visual and audio equipment loudly, playing mahjong or other noisy activities which may cause nuisance or annoyance to the neighbouring residents especially between 23:00 and 07:00 hours. Offenders are reminded that they may be liable for prosecution under the Laws of Hong Kong Special Administrative Region.
- 1.2 The offenders shall be held responsible for indemnifying the University against all claims, demands, actions and legal proceedings whatever made upon the University by the Hong Kong Special Administrative Region for committing an offence due to any noise or activities which are a source of annoyance to any person caused by the offenders.
- 1.3 Residents and their family should refrain from doing any act or behavior which may cause nuisance or injury or danger to health of other residents in the estate.
- 1.4 In order to maintain a tranquil environment at night, taxis are not allowed to enter into the Estate between 23:00 to 07:00 hours under normal circumstances.

## 2. Refuse Disposal

- 2.1 Be considerate and do not throw or drop any rubbish, waste and other articles out of the windows or in common areas.
- 2.2 Do always keep the premises in good sanitary condition. All domestic refuse should be put in sealed bags and disposed of into the refuse chute or place inside the hopper room properly. No combustible or flammable materials or large items should be dropped into the refuse chute or inside the hopper room. Normally, domestic refuse will be collected from the hopper rooms at about 07:30 hours daily.



- 2.3 Large unwanted items such as used furniture and electrical appliances should be properly disposed of and dumped into the main refuse chamber opposite to the Security House at the Estate entrance.
- 2.4 The University encourages separating waste for re-cycling purpose. Please refer to Clause 31 "Recycling Practice" for details.

### **3. Repair and Maintenance**

- 3.1 Residents shall have a duty and responsibility to look after their premises. They are required to report any defects occurred within their premises to the Management Services Counter.
- 3.2 Any request for repair and maintenance work in quarters should be forwarded to the Management Services Counter. Residents are also encouraged to report to the Management Services Counter any damages at common areas.
- 3.3 Licensees are responsible for the repair and maintenance of the interior of their premises including all fixtures and fittings at their own expenses during the licensing period.
- 3.4 To avoid blockage of soil pipes and drains, residents shall remind their family members and domestic helper not to throw any refuse, leftovers, rags, sanitary towels or other insoluble articles into the water closets. It is extremely inconsiderate to flush sanitary towels into water closets as these towels will block the soil pipes and drains causing great inconvenience and hygiene hazards. Residents will be held responsible for the repair and all associated cost.

### **4. Use of University Facilities and Appliances**

- 4.1 Residents and their family are required to take good care of the University facilities and appliances and use them in a proper manner not to cause nuisance or injury or danger to health of other residents in the estate.
- 4.2 Residents will be held responsible for any missed or damage of University facilities and appliances caused by them.

### **5. Additions and Alterations**

- 5.1 No addition and alteration works to the fixture, fittings, utilities or any parts inside the premises are allowed without written approval from the Director of Facilities Management.

- 5.2 Residents are responsible for making good and reinstating the premises to their original state upon vacating their premises.

## **6. Display of Notice or Sign**

- 6.1 Residents are required to contact the duty staff of the Management Services Counter for prior approval should they wish to display any notice on Notice Board of the building.
- 6.2 Residents are not allowed to hang or display any sign, banner or advertisement on or outside windows and balcony, exterior of the building and other common areas.

## **7. Inspection of Premises for Repair and Improvement Works**

The University reserves the right to conduct inspection of accommodation at reasonable intervals and to carry out any repair or improvement works of building facilities inside the premises upon serving prior notice to the resident. Resident must, however, render assistance and facilitate the carrying out of such inspection, repair or improvement works.

## **8. Fire and Safety**

- 8.1 Do not keep or store hazardous, flammable or unlawful goods in the premises.
- 8.2 In order to avoid fire accidents and to keep the Estate clean and tidy, placing shrines at door entrances and burning of joss sticks and any articles for worshipping in common areas are strictly prohibited.
- 8.3 Do not overload individual socket outlet at any one time as fire can be caused by overloading electrical wiring and fittings.
- 8.4 Passageways, staircases, lift lobbies etc. must not be obstructed at any time.
- 8.5 Residents should not jam open any fire doors or interfere with any fire services equipment and installation or impede their proper functioning.



## **9. Keeping of Pets**

Residents may keep pets in University accommodation provided that such pets would not cause noise, nuisance, safety issues, inconvenience and/or hygienic problems to any person or the neighbourhood. Licence should be obtained for keeping of pets, where required by law. In view of safety concerns, fighting and dangerous dogs are not allowed to be kept in the estate.

Residents shall respect the rights of others in the estate and should ensure that their dogs are under control and must be on a leash and provided with dog muzzles when they are out for walks. It is the responsibility of the residents to remove and clean up their dogs' fouling / wastes.

## **10. Security**

10.1 For security concern, opening hours of the main entrance gate are from 07:00 to 23:00 hours. Vehicles without valid parking permits issued by the University are not allowed to enter the Estate beyond the above time.

10.2 For security reasons and to prevent trespassing, visitors, contractors, workers will be checked and registered by the security guards while entering the Estate. The University reserve the right not to allow any personnel from entering into the Estate.

10.3 The Security House situated at the main entrance are 24-hours operated and coupled with modern building automation system. The security guards are responsible for the security and regular patrol to the Estate under the supervision of the Management Services Counter.

10.4 Each block is installed with Access Control and Intercom systems for security purpose which comprises an Entrance Panel at the entrance to each block. For access control, residents can use their staff identity cards or family cards issued by FMO to get access to the G/F main entrance door. For intercom, residents can use their mobile phones with specified App to open the G/F main entrance door for their visitors at or outside their premises.

Staff members are required to fill in the "Information Form" for using the new access control and intercom systems. For details, please contact the Management Services Counter.

- 10.5 Do regularly check and repair any defective facilities such as doors, windows, sanitary fittings, electrical installations etc. in order to ensure the safety and its normal function.
- 10.6 Do take all reasonable precautions to protect the interior of the premises against damage by storm, typhoon, heavy rainfall or the like and in particular to ensure that all doors, windows are securely fastened upon the threat or advance of such weather conditions.
- 10.7 Each flat is provided with window grilles. In the interest of safety, residents are advised to lock the window grilles at all times.
- 10.8 Residents shall report to the Management Services Counter when they spot any suspicious persons around their premises.

## **11. Car Parking**

- 11.1 Only residents of Nam Shan Yuen are allowed to park their cars bearing valid parking permits issued by the University in the carpark of NSY. Cars can be parked on any available parking spaces.
- 11.2 Valid parking permits issued by the University should be displayed at a prominent place on the vehicle front windscreen for easy identification.
- 11.3 Do observe the parking regulations posted at the carpark entrance and the traffic signs including road markings and directions given by the duty staff of Management Services Counter. Learner driving is strictly prohibited in the Estate.
- 11.4 Car owners will be held responsible for all loss and liabilities in respect of any damage to building facilities and / or injury to person caused by their vehicles.
- 11.5 Unauthorized parking is not allowed in the Estate. Vehicles parked unauthorizedly may be towed away or impounded by the Management Services Counter. The car owners are required to pay for the associated fee for the release of their vehicles.
- 11.6 Due to limited parking spaces for visitors, visitors are required to register at the main entrance before parking at designated parking spaces under the instruction of security guards. Overnight parking is not allowed. Residents should contact the Management Services Counter in advance with reason if overnight parking is required.

## **12. Car Cleaning Facility**

- 12.1 Facility for washing cars is located near the rear gate. Residents should not wash their cars in other areas of the Estate.
- 12.2 Only vehicles with valid parking permits issued by the University are allowed to use the car washing facility on a first-come first-served basis. Visitors are not allowed to use the facility.

## **13. Common Room**

The Common Room located on Ground Floor of Block 2 is available for residents' use. Booking for this room can be arranged at the Security House on a first-come first-served basis.

## **14. Use of Common Areas**

- 14.1 Be considerate and do not paint, write or paste posters on walls and floors in any common areas.
- 14.2 Avoid doing anything which may cause damage to building elements and common facilities. Residents will be held responsible for the repair costs of any wilful damage to any part of the building.
- 14.3 For the sake of safety and security, residents are not allowed to enter and use the roof areas for laundry and other activities.
- 14.4 In order to maintain a tidy appearance of the Estate, display or erection of radio or television aerials, awning, signs, flower boxes, etc. in any parts of the exterior of the building or common areas is strictly prohibited.
- 14.5 Do not place or store any goods such as bicycles, furniture etc. in lift lobbies, staircases, landings or any other common areas. Blocking fire escape routes is an offence to law.
- 14.6 Sleeping and airing of clothes in common areas are not permitted. Residents are advised to dress properly in common areas.

## **15. No Smoking in Common Areas**

- 15.1 Due to the enactment of the Smoking (Public Health) (Amendment) Ordinance 2006, smoking is totally banned on campus within the boundary of the University and residential quarters.

- 15.2 Smoking or carrying a lighted cigarette, cigar or pipe in all common areas (both indoor and outdoor) such as lifts, lift lobbies, corridors, staircases, service roads, pavements, carparks, building roofs, balconies of premises, playing and landscape areas is strictly prohibited.

## **16. Landscaped Gardens**

- 16.1 The landscaped gardens inside the Estate are designed for the enjoyment of all residents.
- 16.2 Do keep the area clean and do not paint, write or paste posters on any trees in the Estate.
- 16.3 Do not pick or damage the plants and trees. Persons found damaging the plants and trees inside the Estate will be required to pay for their replacement.
- 16.4 Residents are advised to report to the Management Services Counter or Security House should they find any irregularities of trees and plants.

## **17. Playground**

- 17.1 There is a children playing area on Ground Floor of Block 2. Residents are reminded to look after their children when using the playing facilities.
- 17.2 For safety reason, playing ball games, bicycles, roller-skating or any games that may endanger passers-by and damage properties are strictly prohibited in the playing areas and other common areas including the carpark.

## **18. Laundry Facility**

- 18.1 Laundry rack is available in the utility room of each flat. Residents are not allowed to relocate the laundry rack and are advised to make use of the laundry rack for hanging or drying clothes and beddings.
- 18.2 Hanging or drying clothes, beddings and the like on the balcony railings, windows or alongside the exterior of the building and other common areas is unsightly and inconsistent with the image which the University desires to maintain and is not allowed.

## **19. Maintenance of Windows**

- 19.1 Standard aluminium window grilles and mosquito screens are provided in each flat. Residents are not allowed to change the pattern of window grilles and mosquito screens.
- 19.2 The window frames are made of anodised aluminium. This surface does not require any further treatment or painting. Residents are advised to clean the windows and frames with mild detergents and not to use Brasso or other similar harsh cleaners as this will cause damage to the surface of the frames.
- 19.3 For safety concern, residents should make regular check and maintenance of the windows. Any defective window hinges and parts should be repaired or replaced immediately.

## Useful Information

### 20. Management Services Counter

The Management Services Counter located on Ground Floor of Block 2 is responsible for daily management of the Estate. The duty staff at the Management Services Counter will offer assistance and deal with enquiries from residents during normal office hours from 08:20 to 17:00 hours, Mondays to Fridays and 09:00 to 12:00 hours on Saturdays. Residents may approach the Security House at 3442 3010 beyond office hours.

### 21. Handover of Flat

#### 21.1 Moving in

New residents are required to complete moving-in formalities and collect door keys from the duty staff at the Management Services Counter. Brief introduction on the use of essential facilities of the premises will be conducted by the duty staff upon moving in. Residents are advised to keep good custody of door keys at all times.

#### 21.2 Moving out

Residents shall make advance appointment with the duty staff of the Management Services Counter for moving-out formalities and return all door keys including the parking permit (if any). Inspection of the premises and recording of the utility readings will be done by the duty staff of the Management Services Counter. They are required to remove their own belongings and are responsible for any loss and damaged items of the University.

Residents are reminded to apply for change of address with the Post Office and close or transfer all services accounts such as telephone line, Cable TV / NOW TV (if any) etc. for their premises before moving out.

### 22. Emergency Kit

Staff members from overseas may apply to the Management Services Counter for an emergency kit which mainly includes basic kitchen utensils and linens during the first six months of their appointment. Emergency kit is free of charge for one month. All items of emergency kit should be cleaned or laundered before returning the emergency kit to the Management Services Counter.



## **23. Long Vacation Arrangements**

For residents who are on long vacation and will not therefore be occupying their premises for a long period of time, they are requested to make suitable preparations where appropriate prior to their departure:-

- 23.1 Make arrangement for payment of utility bills which may fall due during the period of vacation to avoid non-payment which could lead to disconnection of supply. If a disconnection occurs, the residents concerned will have to arrange for the subsequent re-connection and pay for any associated charges.
- 23.2 Valuable articles/belongings should be properly locked and if deemed appropriately insured. The University will not be responsible for any loss.
- 23.3 Turn off all fresh, flushing and town gas valves inside their premises before leaving.
- 23.4 For premises that will not be occupied by domestic helpers, please inform the Management Services Counter of the name, address and contact telephone number of the person who is holding the main door keys during your absence from Hong Kong so that entry to the premises can be made possible in case of emergency.
- 23.5 Persons holding the keys are advised to make regular visits to the premises to :
  - report on any urgent need of repair; and
  - report to the Management Services Counter of any irregularities.

## **24. Utility and Payment**

- 24.1 Each flat is equipped with basic utility services such as water, electricity and gas.
- 24.2 The account name of the utility meters (water, electricity and gas) is "City University of Hong Kong". Residents are not required to deal with the transfer of account name.
- 24.3 Each flat is also provided with a telephone point. Residents simply apply to the telecommunication company for connection at their own expenses.
- 24.4 Residents shall settle the monthly rentals, parking fees and utility bills of their premises with Finance Office of the University and utility companies respectively.

24.5 Failure to settle the utility bills may lead to disconnection of the said services by utility companies. Residents will be held responsible for paying for the re-connection of the services.

24.6 Residents are required to settle all outstanding bills before the handover of the premises to the University.

## **25. Electricity Supply**

25.1 The power supply of the flat is installed in accordance with the safety requirement of the China Light and Power (CLP) Hong Kong Ltd at a frequency of 50 Hz and 220 volts. The distribution board is fitted with a Residual Current Device (RCD) to provide protection against electric shock. This device will react to the use of any faulty electrical appliance by cutting off the supply.

25.2 If a circuit in the flat is tripped, it will be necessary to reset the device manually. The duty staff of the Management Services Counter will show the new residents how to reactivate the device upon their moving in. But before doing so, make sure that all appliances which are connected to the same circuit have been disconnected.

25.3 If the device continues to cut off the electricity supply, please contact the duty staff of Management Services Counter or the security guards at Security House for assistance.

## **26. Use of Electrical Appliances**

26.1 Standard 13A power socket outlets are provided in all rooms of each flat. Residents are advised not to overload individual socket outlet at any one time.

26.2 In the interest of safety, residents should ensure all electrical appliances are in good condition and replace any wires or plugs of their appliances which show signs of wear.

26.3 Under the statutory requirement, all electrical wiring, fixing and installation work must be done by licensed electricians.

26.4 Window type or split type air-conditioning units are installed in each flat. Licensees are responsible for the checking and repair at their own expenses.

26.5 Residents are advised to clean the filters of air-conditioning units and the exhaust fans at regular intervals to maintain its efficiency.

## **27. Use of Gas Appliances**

- 27.1 Gas appliances including water heaters and cooker with oven are provided in the shower room and kitchen respectively.
- 27.2 In case of malfunction of the appliances, residents should contact the gas company immediately for checking and repair. For safe use of gas appliances, residents shall refer to instructions given on the heaters or cooker and are reminded to turn off the gas appliances after use or before leaving the premises.
- 27.3 When you suspect a gas leak, please keep calm and refer to the following advice :
- Do not tamper with the switch of any electrical appliances such as air-conditioning units, lights, fans etc. as this could cause an explosion.
  - Turn off the main supply immediately at the gas meter located in kitchen by closing the meter control valve.
  - Leave all windows and doors open.
  - Do not press the door bell of adjacent flats.
  - Call the gas company for checking.
  - Contact the duty staff of Management Services Counter or the security guards at Security House for assistance.

## **28. Use of Fresh and Flushing Water**

- 28.1 Tap water is not disinfected and should be boiled before drinking.
- 28.2 The flushing water should only be used in the water closets.
- 28.3 If water leakage is found in the flat, residents should turn off the main valve and arrange repair immediately. Please check that taps are turned off before leaving the premises.
- 28.4 The duty staff of Management Services Counter will show the main fresh and flush water valves inside the premises to the new residents during their moving in.

## **29. Pest Control**

A pest control specialist has been appointed to carry out regular pest control work in all common areas.

Residents have to make arrangement for pest control of their premises at their own expense if needed. They are reminded not to cause any nuisance or injury or danger to health of other residents in the estate during the course of pest control.

### **30. Control of Mosquito Breeding**

30.1 The Management Services Counter will carry out regular clearance of stagnant water and grass cutting in common areas in order to control mosquito breeding.

30.2 Residents are advised to change water for flowers and plants at least once a week and to remove stagnant water in containers like vases, flower pots and buckets to eliminate mosquitoes breeding.

### **31. Recycling Practice**

The University always endeavours to promote environmental protection. Nowadays, waste recycling has become a common practice of the University community. Residents are encouraged to participate in this meaningful activity. To facilitate the recycling practice, there are various sets of recycle bins available in carpark areas for recycling of plastic bottles, aluminium cans and waste paper. Residents are also welcome raise their suggestions to the Management Services Counter on improving the recycling practice in the Estate.

### **32. Energy Saving**

In order to protect the environment, residents are advised to use energy saving lamps / electrical appliances and turn off any unused lightings and electrical appliances before leaving their premises.

### **33. Typhoon and Rainstorm**

Typhoon season in Hong Kong is normally from June to October every year. Typhoon signals range from No. 1 to 10. When there is a typhoon or rainstorm warning signal, residents are required to take necessary precautions and make sure all windows are closed.

<b><i>Useful Telephone Numbers</i></b>	
<b>Emergency for Police, Ambulance and Fire Services</b>	<b>999</b>
<b>Water Supplies Department</b>	<b>2824 5000</b>
<b>CLP Power Hong Kong Ltd.</b>	<b>2678 2678</b>
<b>The Hong Kong and China Gas Co. Ltd.</b>	<b>2880 6988</b>
<b>PCCW Customer Service Hotline</b>	<b>1000</b>
<b>Nam Shan Yuen Management Services Counter</b>	<b>3442 3009</b>
<b>Security House at Nam Shan Yuen Main Entrance</b>	<b>3442 3010</b>
<b>University Security Hotline</b>	<b>3442 8888</b>
<b>Human Resources Office</b>	<b>3442 9250</b>

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*This Handbook is subject to continuous revision. The University reserves the right to review, update or amend the rules as she thinks appropriate without notice.*

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