

THE CHINESE UNIVERSITY OF HONG KONG
Postgraduate Halls

RESIDENT HANDBOOK
2024/25

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WELCOME MESSAGE

Welcome to Postgraduate Halls (PGH)!

We are thrilled to have you as a member of our vibrant and inclusive community. Whether you are a new or returning resident, we hope that your stay at PGH will be enriching, fulfilling, and memorable.

Living in the hostels, you may meet new people, be exposed to new ideas, gain new connections, but may also encounter obstacles. Whether there are ups and downs, you can share with peers, seek support from resident tutors and hostel staff. Things may not always be smooth, however, there is always a way out.

Remember, your dormitory is not just a place to sleep and study — it's a community that supports your personal and academic growth. We hope that you make lifelong friendships, engage in meaningful conversations, and take full advantage of the unique experiences that living in our student hostels offer.

Wish you a memorable and enjoyable stay!

KEY POINTS TO NOTE DURING YOUR HALL RESIDENCE

Hostels are a community and co-living environment where the space and facilities are shared by the residents. While you enjoy your hostel life, it is important to always be considerate and respectful, as well as to adhere to the hall regulations. Please DO NOT leave your CU-Link card or hostel keys to another person, host unauthorized visitors and opposite sex residents/visitors during non-visiting hours, sub-let your rooms or privately swap your room. Such behaviors are deemed as serious violations of the Hall Regulations and will be fined and penalized, resulting in termination of your hall residence.

Your hall residence period starts from 9am on the commencement day until 12 noon on the last day of the residence. You should check in the hostel on the commencement day. Requests for deferring your check-in should be made to the PGH General Office (the Office) in advance and it is subject to approval. Otherwise, the hall residence will be terminated.

If you wish to move out the hostel earlier before the last day of your residence:

- You can apply to withdraw from subsequent term on or before
 - 20 November 2024, for discontinuing residence in the 2nd term, i.e. January to May
 - 20 April 2025, for discontinuing residence in the 3rd term, i.e. June to July
- You will be liable for paying hostel fee until term end if you early withdraw from the residence during term time, except for special circumstances, such as graduation, internship, exchange, or medical condition. Supporting documents should be provided when submitting withdrawal notification. Please consult the Office for details.
- Please resume your room to the condition it is upon your arrival.

GENERAL INFORMATION

1. Duration of hall residence and room arrangement

Hostel accommodation in the Postgraduate Halls (PGH) is considered on a yearly basis and there is no guarantee of accommodation or staying in the same room for the whole normative period of study. PGH General Office (the Office) may require residents to move to alternative rooms for repair and maintenance, better room utilization or other reasons when necessary.

Once you complete online registration and/or obtain keys, you are required to commit to hall residence by academic terms with allowance to pay the hostel fee by monthly instalments. The academic year will be divided into three residence terms: 1 August to 20 December 2024, 1 January to 31 May 2025, and 1 June to 17 July 2025. You undertake to remain in occupancy of the allotted hostel place throughout the academic terms and make all payments as required, except for special circumstances and approval by the Office (refer to Part 3b).

You have to submit separate applications as required by the Office if you wish to stay in PGH in the academic year 2025/26. The result will depend on the Criteria of Selection set for the year and availability of places. If you have submitted application for 2025/26 hall residence and the result is successful, you will be allowed to live in the hostels and required to pay the hostel fees up to 31 July 2025. If you withdraw before 31 July 2025, you will be regarded as giving up the offer of the 2025/26 hall residence application. As a result, the allotted hostel place will be given to the applicants on the waiting list and the application and/or reservation fee will be forfeited. Postgraduate students who are beyond the normative study period in or before July 2025 will NOT be eligible to apply for hostel accommodation for the academic year 2025/26, and will be asked to leave the hall once the study status becomes “continuing”.

2. Termination of hall residence by PGH

Violation of hall regulations, including but not limited to the followings, may result in termination of hall residence by PGH:

- Residents violate Hong Kong law or regulations of the University, store illegal goods in the hall (Hall Regulations III (1) – (3))
- Residents privately switch their accommodation, hosting visitors or anyone of opposite sex (including PGH residents) during non-visiting hours (11:00p.m. – 8:00a.m.), sub-let their accommodation or otherwise part with or allow any third party into possession (Hall Regulations III (4) – (6))
- Residents leave their CU-Link card and/or hostel keys to another person (Hall Regulations III (7) – (8))
- Residents cause damage to or interfere with hall property intentionally, including but not limited to furniture, equipment, fixture, or fittings (Hall Regulations III (15))
- Residents engage in misbehaviors which severely impact other people, including but not limited to verbal and behavioral harassment, theft, vandalism (Hall Regulations III (14), (16), (17), (20))

Residents who for any reason have outstanding hostel fee balance of 30 days or more may be subject to dismissal from the Postgraduate Halls as well.

The dismissed residents will not be entitled to any refund of deposit nor room charge he/she has paid to PGH.

Hall residence will be terminated if a resident is no longer a student of CUHK. If you withdraw from your study programme or your status has become “continuing”, you are

required to submit the “Withdrawal Notification and Request for Hostel Deposit Refund” form to the PGH General Office for approval and leave the hall on or before the date specified by the Office.

Hall residence will be terminated as well if a resident does not show up on official check-in date and do not inform the Office in advance, or a resident cannot perform check-in within specific time frame assigned by the Office.

3. Withdrawal from the hall by residents

If you would like to withdraw from the hall, you are required to complete the “Hostel Withdrawal Notification and Request for Hostel Deposit Refund” form online on or before the 20th of the month in advance of the month they are going to leave. Except for the following circumstances, you are required to commit to the hostel accommodation by academic terms and pay for whole term hostel fees. Late submission may result in forfeiting the \$3,500 deposit or part of it. (Hall Regulations II (1) – (3))

(a) Withdrawal from subsequent term

If you would like to withdraw from the hostel from subsequent term, you are required to submit the “Hostel Withdrawal Notification and Request for Hostel Deposit Refund” form to the Office for approval at the end of the first term or second term:

- 20 November 2024, for discontinuing residence in the 2nd term
- 20 April 2025, for discontinuing residence in the 3rd term

If no withdrawal form is submitted, you will be regarded as continuing to live in the hall in the subsequent term and undertake to pay hostel fee up to the end of the subsequent term.

(b) Exemption from commitment of whole term hostel fee payments

Generally, hostel fees will be charged for the remaining period of the term if you terminate your hall residence early before the term ends, except for successful application for exemption from commitment of hostel fee payments for whole term. Exemptions will be granted for following circumstances, such as graduation, internship, exchange, or medical condition. Supporting documents should be provided when submitting withdrawal notification. If an exemption is not granted, you have to pay hostel fee until the end of the term.

4. Checking out from the hall

Upon approval by the Office, residents are required to check out the hall on or before the time specified by the Office. Keys are required to be returned in person to the Office (or by registered post if you are physically away from the hall) by 12:00 noon on the day of departure.

You must resume the room condition and keep it clean and tidy. It means removing trash and disposing it to trash bin or garbage room. Bulky items are required to be disposed of at designated garbage collection points on campus. You must remove all personal items from your own resident room and all communal areas including the pantry/refrigerator/living room as well. You should make appointments with the Office if you wish to delegate other people to clean your room. Any personal belongings left in the room/hall will be discarded without any notification and compensation. Services fees will be charged to you if the room is not in a reasonably good condition, such as extra cleaning is required, damage/loss of furniture, equipment, fixtures, or fittings is found.

You should inform the bank and other senders of the change of correspondence address in

advance of the withdrawal as well. All the letters addressing to a former resident will be redirected to the Post Office. (Hall Regulations (III) (8), (11), (15))

5. Fees and deposit

(a) Reservation fee

You are required to pay a \$2,000 reservation fee if you accept the hall residence offer. The fee of \$2,000 is NON-REFUNDABLE under any circumstances. It will be used to settle part of the first two months' hostel fee (\$1,000 for each month) only. It will be forfeited in case a resident fails to perform check-in to the hostel.

(b) Hostel fee

You are regarded to be in-residence when you get the keys but are liable for the hostel fees from the start date of your hall residence period. The fees will not be reduced to take account of any periods when you did not occupy your accommodation.

You should note that NO print-out hostel fee debit notes will be generated (including paying by PG Stipends or paying on their own). You should check the payment reference numbers at CUSIS (<http://www.cuhk.edu.hk/cusis>) before settling your hostel fee via the Internet/PPS/ATM machines/via bank's website or payment at any Hang Seng Bank counter. You should settle hostel fee every month before the deadline. Late payment will be fined \$200 by the Donation and Projects Management Unit. Therefore, it is recommended for you to use PGS Stipends to settle hostel fees on a regular monthly basis instead of paying on your own to avoid overdue fines.

(c) Residents' Association fee

You are required to pay \$20 per term as Residents' Association fee for the first and second term respectively. The fee will be used to support Residents' Association operation, for example, organizing activities for residents.

(d) Deposit

You are required to pay a \$3,500 deposit for each academic year. The deposit will be billed after you complete online registration and/or obtained keys. It will be used to cover any payments or charges due from you. It will be refunded in around two months if there are no outstanding monies due at the end of academic year or after your withdrawal from the hall.

Payment methods and hostel fee breakdown can be found at PGH webpage ([link](#)).

6. Resident room

The room allotted to you should be the one you occupy for the academic year. They are not transferable. You are not allowed to swap rooms privately or sub-let your room or any part of it to a third party. The Office reserves the right to ask residents to move to alternative rooms for repair and maintenance purposes or other reasons when necessary.

In the event of vacancies occurring in shared rooms, the Office will arrange cleaning for the vacant side and fill the vacancies. Residents who remain in the rooms are not allowed to occupy the vacancies by any means, including but not limited to leaving personal belongings on the bed, at the bookshelf or in the wardrobe of the vacant side. Unauthorized occupancy of the vacancy may be subject to disciplinary action.

(a) Room type

- Single room
- 2-person shared room
- 3-person shared room

(b) Furniture

Each resident is provided with one set of furniture, including a bed, a wardrobe, a mattress, a desk, a pedestal drawer, a chair and a bookshelf. The furniture must not be altered, relocated nor removed from the room.

You should bring their own padlocks for drawers, bed lining and personal belongings.

(c) Care of the room/property

Please do not use screw, nails, adhesive tape/hooks which will damage the surface of the wall and furniture. Any marks will incur a charge for cleaning and repairing.

(d) Room Checklist

You should go through the following room checklist and report to PGH General Office for any defect or malfunction within 7 days from the date of keys collection. All items will be regarded as in reasonably good condition if no report is submitted to PGH General Office.

- Curtains and windows are in reasonably good condition and operate properly
- Paintworks at ceiling and wall are in reasonably good condition, no mold/graffiti/mark/scratch/spalling/damage is found
- Furniture and fittings, including door, desk, drawers, trash bin, chair, bookshelf, bed & mattress and wardrobe are in reasonably good condition and no damage/alteration found
- Appliances (e.g. sockets, air-conditioner, lamp, fan) are in reasonably good condition and operate properly
- No damage to the door/board/room number sign is found
- AP for Wi-Fi and network port are in good condition and operate properly
 - Applicable to PGH 2&3: All rooms have Wi-Fi provision. In case of any connection problem, please refer to ITSC website ([link](#)).
 - Applicable to PGH 1, PGH 4-6: All rooms have wired broadband service. Please contact the Internet Service Provider in case of any connection problem. A router is provided for each room for projecting Wi-Fi, please contact the Office regarding router issues.

7. Room checks

All areas of the halls, including communal areas and residents' rooms, are checked regularly by staff against safety, cleanliness, damage to, misuse or abusive use of hall properties, use of prohibited items. Reasonable notice will be given in advance for cleaning or repair and maintenance. PGH General Office reserves the right to access residents' rooms without prior notification for checking unauthorized visitors, urgent health or safety reasons, or any other justified reasons.

8. Room change

Changing room or bed space without permission from the Office will be penalized. Please consult the office for the room swap scheme which operates from September to February. If there are any special reasons, the request for a room reassignment should be made to the Office via email. Please note that requests are normally granted for medical reasons with solid

supporting documents for changing room only. Alternatively, residents may apply for changing room in hall residence application exercise. The application is not guaranteed successful and is subject to the availability of rooms.

Residents who change to other rooms/halls have to return the former keys to the Office within 24 hours when the new keys are issued; and residents who have to move to a different hall location (e.g. from PGH 1 to PGH 4-6) will have 48 hours to do so. The Office may contact the respective department for help if residents fail to return the keys on time. (Please refer to Part 10(c) regarding Keys)

9. Hall facilities

(a) Air-conditioning and laundry

Air-conditioners* (except for the units in the rooms in JCPGH 2&3) and laundry machines are operated on Octopus Card system. You are advised to apply for your own Octopus Card at any MTR station.

**Jockey Club Postgraduate Halls 2&3: A basic electricity usage level (140kWh per room per month) is provided for residents. Electricity fee (\$1.5/kWh) will be separately charged for usage exceeding the level to each room (shared by 2 residents in case of a shared room) based on individual metering on a monthly basis.*

When you use laundry machines, please follow the operation instructions posted in the laundry room carefully. There will be no refund of money. In case a laundry machine is malfunctioning, please stop using it and report to the Office for follow-up.

(b) Pantry

Microwave oven, fridges, induction cookers, drinking (hot and cool) water dispenser are provided in pantry. Actual number of provisions of the appliances may vary from different buildings based on number of residents and setting of pantries.

The induction cookers are for light cooking only. While you are cooking or reheating the food, please always keep an eye on it to avoid overcooking, which may cause damages to the appliances, or even causing dense smoke or fire. Please clean up the stove, sink and countertop after use.

Fridges are provided on each floor/flat and shared by residents. Only food and drinks are allowed to be stored in the fridges. You are advised to label or mark on the packings of your food stored in the fridge to avoid being mistook. Staff will clean the fridges according to the cleaning schedule posted in the pantry. Unclaimed, expired, or rotten food left in the fridge will be discarded without further notice. Kitchenware should be stored in your own room or in designated areas in pantry.

Sharp tools, such as forks, knives and scissors, should be wrapped and stored properly.

(c) Other facilities

Each hall is provided with various kinds of activity rooms for residents to spend their leisure time. For example, piano room, table tennis room, snooker room, fitness room, etc., Bookings can be made at the counter. Tennis court and basketball half court are located near Jockey Club Postgraduate Hall 2*. Bookings can be made online ([link](#)). For details, please refer to our webpage ([link](#)).

**Tennis court and basketball half court are closed due to construction work at the site. Residents may wish to use the University tennis court and the basketball half court at I-House 1(next to PGH 4).*

10. Security

(a) Access to the hall

The entrances will be closed all the time for security reasons. You should use your own CU-Link Card for the centralized door access control and surveillance system to enter the hall. The staff may ask you to present the card any time as a random check on people who enter the hall. Please note that the card is for personal use only and please DO NOT leave the card for other people to enter the hall. Otherwise, you will be fined \$1,000 and your hall residence will be impacted. (Hall Regulations (III) (7))

Please contact [Card Center](#) in case of loss or malfunctioning of the card.

(b) Rules of Entry

While the staff keep the hall safe by patrolling and stationing at counters, your cooperation is needed as well in ensuring the safety of the hall. Please be advised:

- to ask for help from staff in case you find strangers following you in
- not to admit anyone to the hall unless you know them

(c) Keys

You are required to collect a set of room keys in person from the Office upon check-in. It is the responsibility of residents to keep the keys in good possession. Leaving the keys to another person, including roommate, violates the hall regulations and will be fined. Replication of hostel keys is strictly prohibited. In case of losing keys, you are required to inform the Office for follow-up immediately. You are required to return the keys to the Office in person (or by registered post if you are physically away from the hall) when you change room or check out the hall. (Hall Regulations III (8) – (9))

Residents will be charged for the following circumstances:

- | | |
|---|---------------|
| • Leaving keys to another person | \$1,000/time |
| • Late return of keys when check-out | \$600/day |
| • Late return of keys when changing room/hall | \$400/day |
| • Loss main door/room keys | \$200/piece |
| • Loss desk/mailbox keys | \$10/piece |
| • Borrowing keys from the Office | \$10/24 hours |

(d) Lock the door of the room/flat

You are responsible for ensuring that the room/flat is locked when you are not in the room/flat and at night when they are asleep.

For security reasons, the staff always lock the door of the room/flat after conducting room check, repair, cleaning and other occasions where entry to room/flat is necessary. Please bring with you the keys when leaving the room/flat.

11. Electrical safety

While living in the hall, you should:

- only use an electrical appliance fitted with 3-pin plugs that conform to BS 1363 Part 1 or BS 546
- only use fused power boards/extension and adaptors of which socket holes fitted with

- safety shutters
- only use one adaptor per socket – do not plug one adaptor into another and try to keep to one plug per socket
- ensure the maximum load for any one socket should not exceed 13 amps or 2860 watts
- not buy or use any electrical appliance which is fitted with a 2-pin plug unless the appliance is fitted with a 2-round-pin plug which complies with safety standard BS4573 or EN50075 and is designed to receive power supply from a shaver supply unit inside a bathroom (e.g. electric shaver, toothbrush or epilator)
- not use/charge additional electric stove or large electric items such as washers, dryers, segways, battery cars and electrical appliances over 2,500 watts in all resident rooms and communal areas

You should take responsibility for your own safety while using electrical appliances and be careful if there are signs of danger, for example, smell of melting plastic, presence of sparks or smoke or broken wires. For more information about electrical safety, please visit the webpage of Electrical and Mechanical Services Department ([link](#)).

12. Fire safety

You should be familiar with the procedures and actions to take both upon discovering a fire and hearing a fire alarm.

(a) Discovering a fire

- Raise the alarm at once by breaking the emergency door release
- Leave the scene at once by the nearest staircases, do not use the lift
- Call the staff at counter or Security Office to follow up

(b) Hearing a fire alarm

- Evacuate by the nearest rear staircases (follow the green EXIT signs) and close exit doors to stop fire and smoke spreading
- Do not run
- Do not use the lift
- Do not stop to pick up belongings
- Do not return to the building

13. Damages and Liability

Although fair tear and wear is expected, residents shall be liable to pay for any damage done to any hall property, fixtures, furniture, fittings or fabrics due to negligence, abusive use or misuse. In general, the cost includes repair or replacement, labour and administrative charges. If immediate payment is not forthcoming, the outstanding amount derived will be deducted from the deposit. (Hall Regulations III (15))

14. Repairs and maintenance

(a) Request for repairs

If any equipment or electrical appliances in communal areas or in rooms are found malfunctioning, you are advised to stop using the equipment or electrical appliances to avoid any accident or damage that may cause. Please also report to the Office for follow-up.

A Repairing Work Logbook is available at the counter of the Office for reporting defects and damages. Repairman will examine and fix the defects accordingly. Prolonged time for fixing the problem may be required in some cases subject to time of

goods/services delivery, such as replacement of air-conditioner, water dispenser, laundry machines, etc. Your patience is appreciated.

You should not contact other university units or third parties for repairing work except the ITSC for fixing the computer network. Otherwise, you will be required to pay for all the expenses charged by those units or parties.

(b) Repairs and maintenance carried out by the Office

Repairs and maintenance may be required from time to time to maintain the facilities of the hostels in good condition. This may include closing communal areas, entering residents' rooms, or repurposing the space to support the work. To minimize the impact on residents, we will give notice in advance and limit any noisy work to weekdays and Saturday between 9:00a.m and 6:00p.m., except for public holidays and Sunday. However, this may not always be possible depending on the nature of the work, e.g. emergency cases, issues related to health and safety.

15. Cleaning

Maintaining a pleasant living environment is essential for the well-being of all residents. While the Office will be responsible for maintaining the hygiene of the pantry, washroom, and other communal areas, it is the joint responsibility of the residents in keeping the areas clean and tidy.

Besides, residents are required to keep the hall and their own rooms neat and clean. You should neatly tie up garbage bags, which are available inside pantry cabinets, and dispose of it at the garbage bin at the nearest pantry daily. You should clean the pantry and communal areas after using, dispose of garbage and food remnants in garbage bins instead of the sink (to avoid clogging the sink). You may borrow mops, broom, vacuum cleaner, etc., from the Office to carry out regular cleaning.

The hallway and rear staircases, which are regarded as escape routes under fire ordinance, are required to be kept clear and unblocked. Items left in the areas will be removed for safety reasons without advance notice.

Please avoid airing clothes in the communal areas, leaving unwashed dishes in the pantry or other communal areas, or occupying the communal areas that dispossessing the rights of other residents of using the public facilities, contaminating the toilets and pantries. Such irresponsible behavior will result in warning letters being issued and fine payment, as well as diminished chance of future hall residence applications.

16. Pest control

The Office will hire outsourced contractors to conduct preventive pest control regularly. To avoid pests thriving, you should ensure that all food is sealed before storing, food remnants are cleaned up immediately and cooking utensils and plates are cleaned after use. In case of pests being found, for example, termites or cockroaches, you should inform the Office for follow-up as soon as possible for applying pesticide which is available for borrowing at the counter. In case the service of an outsourced contractor is required in your room, additional charges may apply to you.

17. Visitors

Having visitors, such as friends and relatives, is part of life living in the hall. It is important to ensure a harmonious and safe environment for everyone. Please follow the rules stated below.

(a) Visitors

You can sign up with your visitors at the counters during visiting hours from 8:00a.m. to 11:00p.m. Visitors should pin the visitor card issued by the office. This is for easy identification and to avoid any misunderstanding among residents. Visitors must be accompanied by the host residents all the time. Visitors found in resident's room without the presence of the host resident will be subject to penalty as unauthorized visitors in non-visiting hours.

(b) Behaviors of visitors

Visitors should adhere to the same standard of behavior that is expected of residents. You will be held responsible for the conduct of your visitors and may be liable for the cost of any damage or disturbance caused by your visitors.

(c) Overnight Visitors

Subject to availability of place, consent from the roommate and the University's special policy, if you wish to host an overnight visitor, you may apply and pay the fees (\$70/night) at the counter before 11:00pm (usually not more than 4 nights a week). The visitor must be a CUHK student and of the same gender as the host.

The host of unauthorized visitor will be fined a minimum of \$1,000 for the first night and \$500 for each night afterwards and will be subject to penalty.

Apart from visiting hours, no visitor of opposite sex (including Postgraduate Halls' residents) is allowed in the bedrooms. Once unauthorized visitors are found in the residents' rooms in non-visiting hours, both the hosting residents and the unauthorized visitors (if the unauthorized visitors are students of CUHK) will be subject to fine and penalty.

For non-local direct relatives as visitors with genuine need, please consult the Office for details.

For security reasons, you MUST NOT leave your CU-Link card and keys to anyone else, including your visitors. Visitors are not allowed as well if host residents are away from the hall, for instance, on leave, out of hostel, etc.

18. Mails and parcels

There is one hostel mailbox for each room (shared by 2 or 3 residents in case of a shared room). Please check the mailbox regularly.

You may use an address like the sample below for receiving mails:

*Mr. Chan Tai Man
Room 101,
Jockey Club Postgraduate Hall 1,
CUHK,
Sha Tin, N.T., Hong Kong*

Mail received for residents who have checked out from the hall is returned to the sender. We regret that no mail storage or forwarding services could be provided for former residents.

It is common to shop online for convenience nowadays. You should be responsible for receiving your posts and parcels. If you are unable to do so, you are advised to seek help

from friends to receive the parcels on your behalf. The Office is not responsible for any damage or loss of any unregistered and unattended parcels left in communal areas, including outdoor areas near the halls.

If you would like to authorize the Office to receive small parcels or speed posts on your behalf, please register at the Office counter and state clearly what is inside the parcel. You should collect your parcels within three days after being notified by the Office. Late collection will involve an administrative fee of HK\$10 per day. Registered letters or parcels without authorization in advance and clear description of the content, or parcels containing items worth more than \$1,000 or large parcels (over 300mm x 300mm x 300mm) will not be received by the Office.

To be environmentally friendly, please dispose of carton boxes to designated bins which are located on G/F of the hostels for recycling.

19. Bicycles

Bicycle racks are provided across campus to which bicycles may be secured. All bicycles parked are at the owners' risk. You are recommended to use locks with good quality to secure your own bicycle.

Owners of bicycles should register at PGH General Office if they park their bicycle at the parking area at PGH.

Bicycles abandoned in the parking area and bicycles without a permit will be removed and disposed of by the Office regularly to release the occupied parking space to residents in need. No compensation will be available for disposed bicycles.

Owners who will check out from PGH are obliged to remove their own bicycles by the end of their hall residence. A charge of \$200 will be imposed as the administrative cost of disposing of the bicycle if any owner is found abandoning the bicycle in the area.

20. Health and mental wellbeing

It may be the first experience for one to live independently in student accommodation where facilities and space are being shared among residents. It could be difficult for non-local residents, who have limited opportunities to return home during the academic year, to adapt to the new environment. If residents feel stressed, have any personal problems, they may wish to talk to our Resident Tutors (contacts posted on notice board) and Residents' Association (pghra@link.cuhk.edu.hk) regarding their concerns, seek help from Sunshine@CUHK ([link](#)) or Wellness and Counselling Centre ([link](#)).

If residents encounter with any physical health issues, they are recommended to seek medical consultation University Medical Service Office ([link](#)).

21. Noise

Always be considerate of other residents and respect their need for quiet time. This is particularly important in shared rooms. Please keep the noise level as low as possible, especially during 11:00p.m – 8:00a.m., in the hall, close the door softly, tune TV/radio/amplifier to a reasonable volume level, turn off alarm clock when you are not in the room, talk softly, etc.

22. Prohibited items and activities

The following items or activities are prohibited in the hall, including but not limited to:

- Cooking in room
- Downloading copyright protected material from the Internet
- Gambling including online gambling
- Hanging clothes in areas other than drying lots or washing clothes in bathrooms and pantry
- Keeping pets
- Smoking, including electronic cigarettes, inside or outside the hall
- Installing and using additional electric stove or large electric items such as washers, dryers, segways, battery cars, and electrical appliances over 2,500 watts
- Using electrical appliances not complying with the safety requirements of Electrical and Mechanical Services Department

23. Keeping up to date

Please be reminded that all residents are responsible for observing notices and announcements posted on the noticeboards in the hall. Notices are also sent to the email address as provided to the Office in the hall residence application. Please visit our webpage <http://www.pgh.cuhk.edu.hk> regularly for the latest information.

Residents are responsible for updating the Office if their email address or contact phone number has been changed. Failure to do so will not be taken as an excuse in financial matters or disciplinary.

24. Temporary absence

Normally, every resident is expected to stay in the hall for at least four nights each week. If residents stay away overnights or will temporarily leave the hall for over one week, please inform the Office. It may cause concerns if residents are “missing” without any notice.

25. Enquiries, opinions and complaints

Should you have any enquiries, please contact the counter at 3943 3000 (PGH 1), 3943 0652 (PGH 3) or 3943 5000 (PGH 4). Enquiry forms are available at the counter for you to fill in.

Should you have any opinions or complaints, please present by letter or email to PGH General Office. The email address is enquiry.pgh@cuhk.edu.hk.

26. Emergencies

In case of emergency, please call the CUHK Security Office at 3943 7999 (24 hours) or the Police at 999 (24 hours).

27. Typhoon or rainstorm

In summer, Hong Kong usually has heavy rainstorms and even typhoons. When a black rainstorm signal or a typhoon signal No.8 or above is hoisted, please stay INDOORS for the sake of your safety. Please pay attention to the availability of campus shuttle bus and catering services since they may be unavailable when typhoon signal No. 8 or above is hoisted.

Please browse the [website](#) of Hong Kong Observatory for more information about the weather warnings in HK.

28. Disciplinary action

PGH General Office will send warning letters with copies to concerned division(s) should residents violate any hall regulation or do not pay the fees. Violation of hall regulations will

also lead to diminished chance of future application, termination of residence or disciplinary actions from the Graduate School.

29. Useful Information

(a) PGH General Office

PGH 1: 3943 3000
PGH 2&3: 3943 0652
PGH 4-6: 3943 5000
Email: enquiry.pgh@cuhk.edu.hk

(b) Emergency

Security Office: 3943 7999

For more information, please visit <https://www.pgh.cuhk.edu.hk/useful-links/>.