



STUDENT HALLS
UNIVERSITY OF CYPRUS
Residents Handbook

Contents

Contents	2
STAYING AT THE STUDENT HALLS	3
Welcome!	3
Offered Services	3
The Housing Office Team	4
At the Housing Office Secretariat we can assist you with the following:	4
Residents Information Centre (RIC)	4
For Emergencies	4
Arriving at the Student Halls	5
Room Check-in	5
Receiving your Keys and Equipment	5
Statement of Room Equipment	5
Departing from the Student Halls	5
Room Check-out	5
Room and Common Areas Inspection Before Departure.	5
Returning the Keys	6
Extending Accommodation during Summer Months	6
Residents Meetings	6
ALLOWED Items in the room	6
PROHIBITED Items in the room	6
General Information: PROHIBITED Items in the Student Halls	7
Cleaning	7

Room Cleaning	7
Cleaning Common Areas	7
Cleaning the Common Kitchen:	8
Cleaning the Common Bathrooms (Type B Rooms)	8
Room Inspections	9
Scheduled Regular Inspections	9
What You Need to Know About the Regular Checks:	9
Reporting Malfunctions/Repairs	9
Tenant Health and Safety	10
Tenant Behaviour	10
Noise	10
Hosting third-parties (friends and family)	10
Overnight Stay of Friends and Family	10
Visits by Friends and Family	10
Tips for Harmonious Cohabitation at the Student Halls	11
Rights and Responsibilities	11
Student Halls Parking Area	11
Internet Connectivity	11
Using the Events Centre	12
Violating Accommodation Rules/Disciplinary Measures	12
Damages/Fines	13

STAYING AT THE STUDENT HALLS

Welcome!

Welcome to the University of Cyprus Student Halls. The University and the Housing Office welcome you to your new home!

The Housing Office team –staff and Resident Assistants– are here for you. We will help you settle in and adjust to university life, meet your roommates and make new friends as soon as possible.

We are committed in offering services that secure the safety and comfort you need to pursue and advance your studies, as well as the clean and healthy environment necessary for a pleasant stay with as few inconveniences as possible.

We wish that your stay in the Student Halls will be a unique and unforgettable university experience.

In this manual, you will find information and advice that will benefit you during the entire extend of your accommodation. For that reason, we recommend that you read it carefully, and safe-keep it for future reference.

Community Living Standards entail certain restrictions. Tenants are obligated to respect each other's right to:

- ✓ safety,
- ✓ privacy,
- ✓ quiet hours for studying and rest, and
- ✓ a nice, pleasant and healthy living environment

To achieve the aforementioned goals, the University has set forth some basic rules that are detailed in the Living Standards document you should have received together with your Tenancy Agreement. By signing the Agreement, you accept the responsibility to respect and follow the Living Standards.

Offered Services

Our fully equipped facilities include:

- ✓ 208 single-bed rooms
- ✓ Fully equipped common kitchen areas
- ✓ Internet connectivity
- ✓ Central heating and air-conditioning in all rooms and common areas
- ✓ Hot water supply
- ✓ Common areas cleaning services
- ✓ Security services
- ✓ Post Office
- ✓ Laundry appliances area (washers and dryers)
- ✓ Parking areas
- ✓ Events Centre
- ✓ Residents Information Office
- ✓ Resident Assistant (RA) programme
- ✓ Shuttle bus service to and from the Central Buildings and other university premises



The Housing Office Team

Who we are / Where to find us / Our responsibilities:

Housing Officer and Housing Office Secretariat

They are located within the Student Welfare Service, in the Anastasios G. Leventis University House building:

- Housing Officer – Director of the Housing Office
Christina Lambrou
Telephone: 22894031
E-mail: lambrouc@ucy.ac.cy
- Housing Office Secretariat
Elena Georgiou, Secretary
Telephone: 22894037/4038
E-mail: georgiou.elena@ucy.ac.cy, housing@ucy.ac.cy



At the Housing Office Secretariat we can assist you with the following:

- ✓ Application submission – information regarding the necessary application forms
- ✓ Signing the Tenancy Agreement
- ✓ Financial matters

Residents Information Centre (RIC)

They are located within the Student Halls, Building 13:

- Maria Kalogirou, Assistant Housing Officer
Telephone: 22893001
E-mail: kalogirou.m@ucy.ac.cy, studenthalls@ucy.ac.cy
- Pantelis Thoma, Office Assistant
Telephone: 22895144
E-mail: thoma.p@ucy.ac.cy,



At the Residents Information Centre we can assist you with the following:

- ✓ Inquiries regarding the Halls, the rooms, cleaning/maintenance/inspection/check-in/check-out procedures
- ✓ Reporting cohabitation issues and problems
- ✓ Reporting equipment damages and breakdowns

The Housing Office working hours are the following:

- Monday to Friday 07:30 -14:30
- Additionally on Wednesdays: 15:00-18:00

OUTSIDE working days/hours, you may contact:

For Emergencies

damages/breakdowns, medical emergencies, security issues, contact **the Security Officer** by calling 22893002 or 9610038.

or

Contact the **Resident Assistants** (the on-duty RAs Weekdays and Weekend schedules and their contact information are posted on your floor's/building's notice board).



Arriving at the Student Halls

The Housing Office team will be there to assist you not only during your arrival and adjustment period, but also throughout your stay.

Room Check-in

Your living quarters will be your home for the following nine, or perhaps more, months. We kindly ask that you keep it clean and tidy, and take care of the facilities during your stay. This will allow for a pleasant, comfortable and safe accommodation experience. Keep in mind that you are the person responsible for cleaning and tidying up your room.

Room handover and admittance to the Halls will be carried out by the student following the signing of the Tenancy Agreement. You will be asked to produce your deposit and first rent payment receipt, the Guest Arrival Card, proof that you have received your keys, and the Statement of Room Equipment.

Receiving your Keys and Equipment

When you arrive at the Halls, you will receive **four keys**, which you will be responsible to safe-keep during the entire duration of your stay and required to return when your tenancy ends. If you fail to return all keys, the amount of €50 will be deducted from your deposit.

For security reasons, **if a key is lost**, you must immediately report the incident to the Housing Office. The Office will immediately replace the room or entrance door lock and deduct the amount of €50 from your deposit.



Statement of Room Equipment

When you arrive at the Halls, you will receive the “Statement of Room Equipment”. After thoroughly inspecting the equipment, you will have to sign the form and return it to the RIC.

To avoid any future charges at a future stage, it is very important to report any damage or wear in the room and its equipment before you move in. If any damages or loss of equipment discovered during the departure inspection, this will result to restoration charges.

Departing from the Student Halls

Room Check-out

The final departure day from the Halls is the May 31st of each Academic Year, at 10:00 in the morning.

Room and Common Areas Inspection Before Departure.

The Housing Office, after notifying tenants, will conduct an inspection of all rooms in mid-May. Any damages, wear and tear, or losses regarding the rooms and equipment will be documented.

Before departing and returning your keys, make sure to:

- collect all your personal items from the room
- collect all food items from the cupboards and kitchen
- empty the fridge
- hand-over the room in a clean and tidy state, and to dispose all waste.

Any personal items and articles of clothing left in rooms or common areas will be considered unclaimed and they will be forwarded for recycling. Once you depart, the Housing Office bears no liability or responsibility to safe-keep any items.

Returning the Keys

When departing, you will have to return your keys to the Residents Information Centre, located within the Halls, and sign the Departure form. In case you fail to return the keys before you depart, the amount of €50 will be deducted from your deposit.

Extending Accommodation during Summer Months

During the summer months, from June until August, it's possible to extend your accommodation, subject to room availability and fulfilment of certain terms and conditions.

The Housing Office will publish the call for accommodation extension applications, along with the list of required supporting documentation in mid-April.

Resident Meetings

During the residents meetings held in the common kitchen during the first week following your arrival, and/or later if needed, you will receive useful information and advice. It is an opportunity to have questions regarding your stay at the halls answered. In these meetings you will:

- ✓ meet the Resident Information Centre Staff and the Resident Assistant of your floor
- ✓ receive explanations regarding the proper use of the facility's appliances,
- ✓ receive information regarding Common Areas cleaning procedures,
- ✓ receive advice on how to clean your room,
- ✓ be informed about the recycling programme
- ✓ be informed about ways to reduce power consumption
- ✓ receive proper operation instructions for the electrical appliances.

Your participation in the meetings is obligatory. In case you are unable to join your own floor's meeting, you must inform your RA so

that arrangements can be made for you to join another floor's meeting.

ALLOWED Items in the room

In the room, only the following electric devices is allowed:

Television set, personal computer, printer, music player.

PROHIBITED Items in the room

For safety reasons, the following items are not allowed in rooms:

- Electrical appliances such as refrigerators, heaters / radiators / air-conditioners, toasters, electric blankets, kettles, grills, cookers, satellite dishes, or any other device.
- Any device producing a flame, such as camping stoves, candles, oil-lamps, etc.
- Any objects or substances that pose a threat to your health and safety, such as: flammable substances (e.g. petrol), guns, explosives, illegal drugs and other prohibited substances.
- Bicycles: It's prohibited to keep and repair bicycles (including motorised bicycles) in the rooms, staircases, and corridors of the Student Halls. Bicycles may be kept only in the designated area (Bicycle Parking).
- Smoking: Smoking is strictly prohibited in all interior spaces of the Student Halls, including the rooms. This prohibition also applies to e-cigarettes.
- Fire: Lighting fires is strictly prohibited in the Student Halls. This includes fires lit in Student Hall balconies with the purpose of cooking food.
- Keeping pets in rooms or the common areas is prohibited.



General Information: PROHIBITED Items in the Student Halls

You must be informed that during your stay at the Student Halls, the following actions are PROHIBITED:

- Modifications of the room/Common Areas. Any modifications of the room (including the balcony), and of the common areas is prohibited. More specifically, it is prohibited to:
 - paint, engrave, or draw representations on interior and exterior walls, or on equipment.
 - place nails or stick photographs, printed matter, or posters on walls and furniture in a way that causes damage.
 - Generally, any modification, action and/or installation of equipment that affects the buildings' safety, functionality, and/or aesthetic quality.
- Posting any ideologically-charged symbols and flags in public view and/or in the Common Areas of the Student Halls.
- Discarding items/waste out of windows or balconies, and the placement of waste in any space other than the designated areas.
- Subletting the room to third parties / allowing third parties to use the room. Leasing, subletting, and/or granting the room to third parties is prohibited.
Tenants who violate this rule will be immediately removed from and be permanently banned from the Student Halls. Any future application for Student Hall accommodation will be not be accepted.

Cleaning

Room Cleaning

You are responsible for the upkeep and cleanliness of your room. To assist you, every floor is equipped with a shared broom, dustpan, mop and mop bucket.

Every resident is expected to return those items clean after use.

Naturally, residents are allowed to maintain their own individual cleaning equipment, and keep them in their room or balcony. Supply of cleaning materials is the residents' responsibility.

You will need the following items to clean your room:

Type B Room: cleaning liquid and sponge, dishcloth for cleaning the washbasin.

Room Types A and C: toilet-cleaning liquid, cleaning liquid for the showers and the washbasin.

If you need clarifications regarding cleaning procedures and the materials you will have to acquire, do not hesitate to ask the Residents Information Centre staff for help.

To keep your room in good condition, make sure that you:

- ✓ ventilate your room daily by letting the balcony door open for a few minutes every day.
- ✓ dispose of any waste by placing them in a well-fastened bin bag, and discard it in the big bin located at the common kitchen's balcony.
- ✓ dedicate one day of the week to sweeping and mopping your room's floor, and to cleaning your desk and bathroom.
Remember, when you depart, the room must be in good condition and ready for the next tenant arriving after you.

Cleaning Common Areas

Using the Shared Kitchen

Every kitchen is equipped with the following appliances:

- ✓ refrigerator
- ✓ ceramic hob – stove
- ✓ oven
- ✓ microwave oven
- ✓ television set
- ✓ individual storage spaces, counters for food preparation

- ✓ kitchen table and chairs
- ✓ plates and utensils

Tenants must follow sanitation rules when using the space and equipment of the kitchen, and immediately report to the Housing Office any maintenance and functionality issues may arise.

Preparation and storage of food is allowed only in the common kitchen area.

The common areas are cleaned only once on each visit by the cleaning crew personnel, as follows:

Type B Buildings: weekdays and Saturday. The University supplies toilet paper, paper towels, and hand-soap daily.

Type A Buildings: Monday, Wednesday, Friday, Saturday.

Type C Buildings: Once a week.

Type D Buildings: Twice a week.

Cleaning the Common Kitchen:

The cleaning crew is responsible for:

- emptying and cleaning all bins (waste and recycling) and transferring them to the central collection point
- cleaning the floor and surfaces (counters and kitchen table)
- cleaning the kitchen sink

Tenants must follow health and safety rules while using the kitchen area and equipment, and to generally maintain the kitchen area clean after every use.

The responsibilities include:

- ✓ Wash the dining utensils after every use



You will have to supply your washing liquid, sponges, and dishcloth.

- ✓ Clean the appliances and surfaces used for cooking. Make sure not to leave food leftovers on shared utensils.
- ✓ Make sure to store your groceries according to the refrigerator space-allocation chart, to avoid misunderstandings between room-mates.
- ✓ Check your groceries and prepared food often, to make sure nothing has expired or gone bad. Keep the refrigerator clean during your stay.

The cleaning crew will only clean the exterior surface of the refrigerator.

Use and Cleaning of other Electrical Appliances: electric stove, oven, microwave oven, television set.

Exercise care and follow the instruction manuals when using the appliances. Report any malfunction immediately. For instructions and usage tips regarding all appliances please see the **“Electric Appliances Manual”**.

Cleaning the Common Bathrooms (Type B Rooms)

The cleaning crew is responsible for:

- Emptying and cleaning waste bins
- Refill supplies such as: toilet paper, paper towels, hand soap
- Cleaning/disinfecting toilets, showers, sinks
- Cleaning the floor and surfaces

Tenants are responsible for:

- Following hygiene etiquette after every use of the toilette or the shower.
- Returning the showers in a clean and dry state after each use.



Room Inspections

The Housing Office will carry out room inspections, for the following reasons:

- To signal and record functionality problems.
- To check room and equipment safety.
- To make sure that no third-parties are using the rooms.
- To make sure that no objects or substances that pose threat to the health and safety of the residents.
- To deal with emergencies.

In case of emergency, especially when there is a threat of direct harm, the Housing Office is entitled to enter the room without needing your consent.

Scheduled Regular Inspections

For the aforementioned reasons, the Housing Office carries out scheduled regular checks twice during the academic year, during the months of November and March.

The Housing Office will notify tenants about the inspection several days in advance by means of a written notice delivered to their rooms, stating the period during which the inspections will be carried out. The exact day of inspection will be communicated within 1~2 days before the inspection.

What You Need to Know About the Regular Checks:

- You do not have to be in the room during the inspection
- The staff responsible for the inspection will enter your room even if you are absent
- You must make sure to keep your personal belongings in a tidy state, to facilitate the inspection staff and to avoid any misunderstandings
- If any malfunction is discovered, technicians will be called to carry out the necessary repairs. You will be notified that technicians will visit the room to carry out the repairs in the following days.

- In case the malfunction is the result of improper use, intentional damage, or any kind of regulations violation, you will receive appropriate Resident's Notice and/or fines.



Reporting Malfunctions/Repairs

If you discover any damage in your room you must immediately notify the Housing Office.

During working hours you can contact the **Residents Information Centre, Building 13** in the Housing Halls, or by calling **2289-3001/3002, 22895144**.

During **non-working hours**, contact your floor's RA, or the RA on duty.

or

Send an e-mail in which you state your name and the exact nature of the problem at this address: studenthalls@ucy.ac.cy

For **emergencies**, such as water leaks, power cuts, heating problems, or hot water issues, immediately notify the Security Officer at the **Residents Information Office, telephone numbers 22893002 or 9610038**.

Please have in mind that when you report a malfunction, a technician's visit to room should be expected in the following days, to carry out necessary repairs.

The Technical Services respond to calls in order of priority, subject to the nature and severity of the problem reported.

To the extent that is possible, authorised personnel and/or Housing Office associates will inform you and seek your cooperation in entering your room.

It is your responsibility to cooperate with the Housing Office team and facilitate our work.



Resident Health and Safety

To ensure resident safety, health, and well-being, **Video Surveillance cameras** are operated in exterior common areas.

As tenants you are obligated to take the following precautionary measures:

- Lock your room and balcony doors.
- Make sure that Emergency Exits and Floor Entrances remain shut, especially if you are absent from the area.
- Immediately notify the Housing Office should you spot suspicious individuals in Student Halls premises.
- Immediately notify the Housing Office in case of theft, etc.
- Immediately notify the Housing Office in case you or a roommate has fallen ill, or if another resident has a viral infection.
- Immediately notify the Housing Office in case you have lost your keys.
- Follow health and safety guidelines and participate in the relevant lectures organised by the Housing Office in collaboration with Health and Safety Sector.

Resident Behaviour

During your stay, you are expected to behave in a decent way, and avoid causing disturbance or posing a threat to the health and bodily integrity of the other tenants. You are also expected not to cause damage or unreasonably wear and tear to your room or the common areas of the Student Halls.

Noise

As tenants you are expected to know and observe the following quiet hours:

15:00 to 17:30, and 23:00 until 08:00 next morning

Outside the quiet hours, all tenants are expected to follow proper cohabitation etiquette and respect each other's right to a peaceful environment throughout the day.

Hosting third-parties (friends and family)

Visiting third-parties (day-visits or overnight stay) must take all aforementioned guidelines into account.

Overnight Stay of Friends and Family

The Housing Office must be notified about third-parties staying overnight. Overnight stays must not exceed two constitutive days, or two different days in the same week.

Visits by Friends and Family

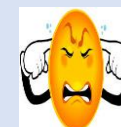
Visits to the Student Halls are allowed during the following times:

- Weekdays and Sundays, between 08:00 and 00:00 (midnight)
- Friday and Saturday, between 08:00 and 02:00 (past midnight)

Guests and visitors are also required to follow the Accommodation Rules.

Naturally, your guests are not allowed to wander around the floor's facilities while you are absent.

As residents you bear the responsibility for your guests' behaviour and you are obliged to pay for any damages they cause.



Tips for Harmonious Cohabitation at the Student Halls

Living together with one or more person can be a valuable experience and a pleasant memory for your student years. Communication and mutual respect are a must for harmonious cohabitation.

Rights and Responsibilities

Understanding your rights and responsibilities as room-mates is a prerequisite for proper ~~tenant~~ resident etiquette:

You have the right:

- ✓ to sleep and study without destructions and disturbances due to noise or other factors
- ✓ to expect that your room-mates will respect your personal property
- ✓ to enjoy a safe, clean, and hygienic living environment
- ✓ to freely access your living accommodations at any time
- ✓ to enjoy privacy
- ✓ to expect others to respect your rights as you will respect theirs

You are responsible for:

- ✓ following the Accommodation Rules
- ✓ respecting your room-mates' rights
- ✓ responding to reasonable requests or suggestions for your room-mate

Student Halls Facilities

Student Halls Parking Area

A controlled parking area is available within the Student Halls complex, exclusively for the use of car-owning residents.

Only residents who have declared their vehicle registration number to the Housing Office are entitled to use of the parking area. Their guests may use the Guests Parking Area near the entrance, outside of the controlled area.

In case of illegal parking, the Health and Safety Sector will take the appropriate measures which apply in all University Campus Parking Areas.



Internet Connectivity

Free wireless internet connectivity is available in all areas of the housing complex.

During the duration of your accommodation at the Halls, you are expected to use the Internet to carry out research, and to communicate with the academic/administrative staff and your colleagues.

Internet use must be done in accordance with the Information Security Policy of the University of Cyprus.

Tenants involved in prohibited activities on-line, as laid out in the Security Policy, are subject to disciplinary measures.

Using the Events Centre

Within the complex, you can also find the Events Centre, a multi-purpose building that hosts lectures/presentations/screenings etc, as well as a venue for leisure and social activities for the Halls tenants.

To book the Events Centre for an event, you can contact the Residents Information Centre and submit a request, at least a week ahead the requested date.

You should also know that the organised event must follow the accommodation rules, and that no event may last after 02:00 (past midnight).

Violating Accommodation Rules/Disciplinary Measures

Violating the Accommodation Rules will lead to disciplinary actions, details explanations of which can be found in the document entitled "[Accommodation Rules at the Student Halls](#)", which you have received with your Tenancy Agreement, and which is also posted on our website. By signing the Agreement, you accept the duty to follow and respect the accommodation rules. Disciplinary measures will be proportional to the severity of the violation:

- Verbal Warning
- Written Warning
- Withholding the deposit, or deduction from the deposit amount
- Termination of the tenancy contract, or
- Permanent removal from the Student Halls

The verbal and/or written warning is handed down by the Officer in charge of the Housing Office. The measures of contract termination or permanent removal from the premises are taken following a decision by the Student Welfare Committee at the advice of the Housing Officer.

Please note that the contract is terminated after two written warnings.



Damages/Fines

Residents are responsible for all damages and/or losses and/or unreasonable wear and tear of the Halls facilities and equipment.

If the damages are the result of vandalism, the Housing Office will pursue disciplinary measures in addition to the fine issued for the damage.

If the person responsible for the damages cannot be identified, all residents of the building in which the incident took place will be required to pay the fine.

Under advice from the Housing Office, the Accounts Office will deduct the proportional share from each tenant's deposit.

Fees List

Loss of Keys/Keys not returned when checking out	€50
Loss of keyring	€4
Broken kitchen chair - seat	€10.35
Broken kitchen chair - back	€11.21
Room chair (blue)	€32.46
Office chair	€85.43
Room/equipment damage	Depending on the cost of repair/replacement



UNIVERSITY OF CYPRUS

JUNE 2018