MAHSA UNIVERSITY

THE MAHSA RESIDENTS

STAYBOOK

WELCOME TO MAHSA RESIDENCES STAYBOOK

Where You Live the Life. And Learn What Matters.
This Isn't Just Where You Crash Between Classes.
This Is Your Space, Your Vibe, Your Start.

Welcome to MAHSA Residences — the heartbeat of campus life, powered by the values of Diversity and Equality.
We don't just talk community — we build it, one resident at a time.

At MAHSA, Diversity and Equality aren't just names of our iconic towers.



They’re our way of life.
🌀 **Diversity** stands for the mix — cultures, languages, dreams, playlists, and people all under one roof.

⚖️ **Equality** means every voice matters, every background counts, and everyone has a seat at the table (or beanbag).

Whether you’re soaking up Uni life at Saujana Putra Campus in our twin towers — or living it up city-style at MAHSA Avenue Residences in Petaling Jaya — you're not just staying here. You belong here.

This Staybook?
It’s your guide to making the most of it.
From check-in to chill-out, from rules to roommates — we've got it all laid out so you can focus on what really matters:

Living Well. Learning More. Becoming You.

Let’s go. 🚀



CHECK-IN — FIRST IMPRESSIONS COUNT

You + Your New Room = A Whole Vibe

Welcome to your first step into MAHSA life — where your room is more than just four walls. It’s your launchpad.

✅ CHECK-IN DETAILS

🕐 When?
Daily: 12:00 PM – 6:00 PM (Closed on Public Holidays)

(Need to check in outside these hours? You'll need prior written approval from the Residence Office. No surprise arrivals, please.)

📋 What Happens:

- Quick identity check and room assignment by our friendly Residence Team.

- Short & sharp house rules briefing — everything you need to know to live like a legend.

- You'll Fill In:

1. Residence Check-In Form (Schedule B)
2. Residence Disclaimer Form (Schedule D)



✅ CHECK-IN

🔑 What You'll Get:

- Your Room Key 🔐
- Your Access Card 🪪 (don't lose this. Seriously.)

📍 Residence Office Hours (for general matters):

DAY	TIME
Mon–Fri	12:00 PM – 6:00 PM
Sat–Sun	9:00 AM – 12:00 PM
Public Holidays	Closed

🎒 Bring with you:

- Your Essentials
- Your Documents
- A Positive Mindset (And Maybe Your Go-To Netflix Login)



IMPORTANT NOTES

Room Key Collection
Available via **secure lockbox** once full payment has been verified and finalized

Late Arrival
After-hours check-ins must be pre-arranged with the Residences team

CHECKING OUT — NO GHOSTING ALLOWED

Leaving MAHSA Residences? Do it the Right Way.

We'll be sad to see you go — but before you ride off into the sunset (or semester break),
here's how to check out like a responsible rockstar.

🚦 CHECKING OUT

📤 Official Check-Out Hours:

🕐 Mon–Fri: Before 12:00 PM (Closed on Public Holidays)

Outside these hours?

You'll need to pre-arrange with the Residence Office

✅ Steps to Check-Out:

Give Us A Heads-Up.

- Fill in the Check-Out Form (Schedule C) at least 1 month in advance.
- No notice = RM100 fine. We're not ghost-friendly.



🚦 CHECKING OUT

On The Day Itself:

- Pick up your Check-Out Form from the Residence Office.
- Room inspection will happen on the spot with the Warden.

Settle Your Dues

- Clear any outstanding payments with Finance, Admissions, and Visa (if you're an international student).

Return The Goods

- Hand back your Room Key + Access Card.
- Sign off the Check-Out Form. Done!



🔄 ROOM SWAPS & RELOCATION

New Vibes? New Roommate? No Problem.

We get it — sometimes the energy's off, or maybe your BFF wants to room together.
Here's how to switch things up the right way:

💡 ROOM CHANGE POLICY

✅ First 7 Days After Check-In:

- Want to change rooms? Free of charge.
- Just submit the Room Change Form (Schedule F) —
  we'll sort it out in 3 working days (based on availability).

🕒 After Day 7:

- You'll be charged RM200 for switching rooms.
- Get approval, make payment, and bring the receipt back to us.

🧹 Before You Move:

- Tidy up your current room. No one likes surprise mess.
- All moves must be done between 12:00 PM – 6:00 PM only.

🔁 Internal System Update:
Once you move, we'll update our Hostel Management System (HMS) — so your records stay squeaky clean.



🕵️ SPOT-CHECKS & KEEPING IT FRESH

Because Clean Rooms = Good Vibes + Zero Fines

We’re not trying to micromanage — but we are here to keep things safe, hygienic, and respectful for everyone. That’s why we run unannounced spot-checks. Think of it like a surprise visit... without the cupcakes.

👀 WHEN DO SPOT-CHECKS HAPPEN?

Anytime. No Heads-Up.
Wardens have the right to inspect rooms without prior notice — it’s part of our safety and cleanliness routine.

🚪 Here's What to Expect:

- Warden will knock 3 times and clearly identify themselves before entering.
- If you're not in, we’ll use the master key.
- You may receive a Spot-Check Card (Schedule H) asking you to visit the Residence Office for a follow-up.
- If your room’s in bad shape (dirty, smelly, or damaged)? We’ll issue a Notice of Misconduct (Schedule G) — complete with photo evidence.



👀 WHEN DO SPOT-CHECKS HAPPEN?

💸 Fines & Penalties? Yup.
Let’s avoid them. But if needed:

- Trash on the floor?
- Dirty dishes piling up?
- Clothes everywhere?
- Walls looking like your old high school locker?

You might be fined under our List of Penalties (Schedule I) —
and trust us, Cleaning Up Is Always Cheaper.

💼 Finance Will Be Notified

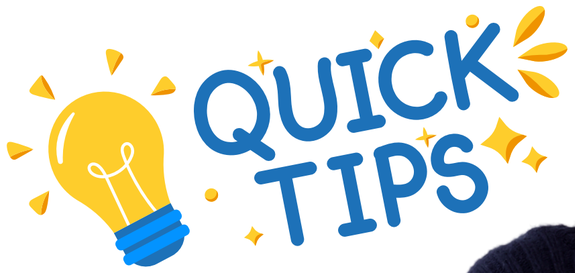
- Once a penalty is issued, your outstanding amount will reflect in your student account.
- You’ve got 1 month to settle it — or risk affecting your residency or graduation clearance.
- Submit your receipt copy back to the Residence Office for record-keeping.



👀 WHEN DO SPOT-CHECKS HAPPEN?

🧼 Pro Tip: Daily Habits = Zero Stress

- Keep Your Room Clean And Organized
- Dispose Trash Regularly
- Respect Shared Spaces
- Don’t Treat Your Bed Like A Storeroom
- Avoid Fines, Enjoy Peace ✌️





🌙 GOING OFF-CAMPUS? LET US KNOW

Because Freedom Comes with Responsibility

Want to head home for the weekend? Sleep over at a friend? Quick trip to Genting? Cool — just don’t disappear without telling us.

We’re all about independence, but we need to know you're safe. Think of it as checking in with your extended campus family.

📋 The Golden Rule: Submit a Gate Pass
Every time you plan to leave campus overnight or longer, fill up a Gate Pass Form (Schedule K).

🌙 GOING OFF-CAMPUS

🕒 When to Submit:

- At least 1 working day before your planned exit.
- Forms are available at the Residence Office.

✅ How It Works:

- Fill in your departure and return details — time, location, emergency contact, and purpose.
- Get approval from the Residence Office.
- Hand over the bottom slip to the Security at the Main Gate when you leave.
- If your plans change or you'll be late coming back — call the Residence Hotline.



🌙 GOING OFF-CAMPUS

🧠 Why It Matters:

- In case of emergencies,
  we need to know where you are.

- This is for your safety,
  not to track your every move.

- If you're gone too long without notice, we might need to
  enter your room to check on you.

❗ Important Notes:
No Pass = No Overnight Leave.

Repeated Non-Compliance Could Lead To Warnings Or
Disciplinary Action.

Be Honest. Be Responsible.
Your Safety Is Always Our Priority



🚫 TERMINATION & DISCIPLINE

We Don’t Want to Go There — But If We Must, We Will

MAHSA Residences are built on trust, respect, and shared values.
But if things go seriously sideways — we have a clear, fair process.

Here’s what happens when rules are repeatedly or seriously broken.

💥 GROUNDS FOR TERMINATION

- Major misconduct
(e.g. vandalism, violence, drugs,
repeated rule-breaking)

- Unpaid rent despite reminders

- Hosting unauthorized guests, misusing facilities,
or other serious breaches



🛑 TERMINATION FLOW

1.Disciplinary Enquiry is triggered

- Led by the Residence Disciplinary Committee
- You'll be formally informed of the offence
- Your parent/guardian will be notified too

2.You attend the enquiry

- With or without a Student Council rep — up to you
- Your side of the story matters

3.Decision made within 3 working days

- If you're cleared: you stay
- If found guilty: Termination notice is issued

4.You may appeal within 24 hours

- Address the letter to the Residence Manager's Office
- An appeal committee will review and reply within 3 days

5.If the appeal is denied:

- You'll need to vacate within the time given
- Hand in your keys, clear your dues, and follow the standard check-out process
- A final notice is sent to your guardian once check-out is complete

👁 TRANSPARENCY GUARANTEED

- You’ll Be Informed At Every Step
- No One Gets Evicted Without Due Process
- The Goal Isn’t To Punish — It’s To Protect Everyone Else’s Right To A Safe, Respectful Space.



💸 RENTAL, TENANCY & STAYING ON POINT

Pay Smart. Stay Smooth. Avoid the Awkwardness.

Living at MAHSA Residences isn’t just about a place to stay — it’s a shared agreement that keeps our community running safe, fair, and smooth. Here's how to keep your tenancy in good shape.

💰 RENTAL PAYMENT STRUCTURE

Local Students:
Pay 6 months in advance

International Students:
Pay 12 months in advance (full year)

💡 Your stay is officially locked only when payment is made — no exceptions.

⏳ Contract Duration & Mandatory Check-Out
All student residents must check out at the end of their contract term (6 or 12 months), even if you plan to return — unless you've secured an extension.



💰 RENTAL PAYMENT STRUCTURE

Flexible Payment Available

✔️ Staggered payment options are available.

📍 Contact the Financial Aid Department,
Level 1, Unity Building for more information and assistance.



💸 RENTAL, TENANCY & STAYING ON POINT

✍️ Want to Extend Your Stay?

- Submit your extension request at least 1 month before your current contract ends
- Make full payment for the next rental cycle before your current tenancy expires
- Without extension confirmation + payment, your booking will automatically lapse, and your room may be reassigned
- You'll have to check out, clear your room, and re-check in like a new resident

📆 Set a reminder your calendar so you don't miss your window.

🧾 What's Included in Your Rent?

- Water 💧 + Electricity ⚡ (standard use)
- Room maintenance
- Access to shared residence facilities

Overuse Of Utilities =
Potential Penalties. Be Cool With Consumption.

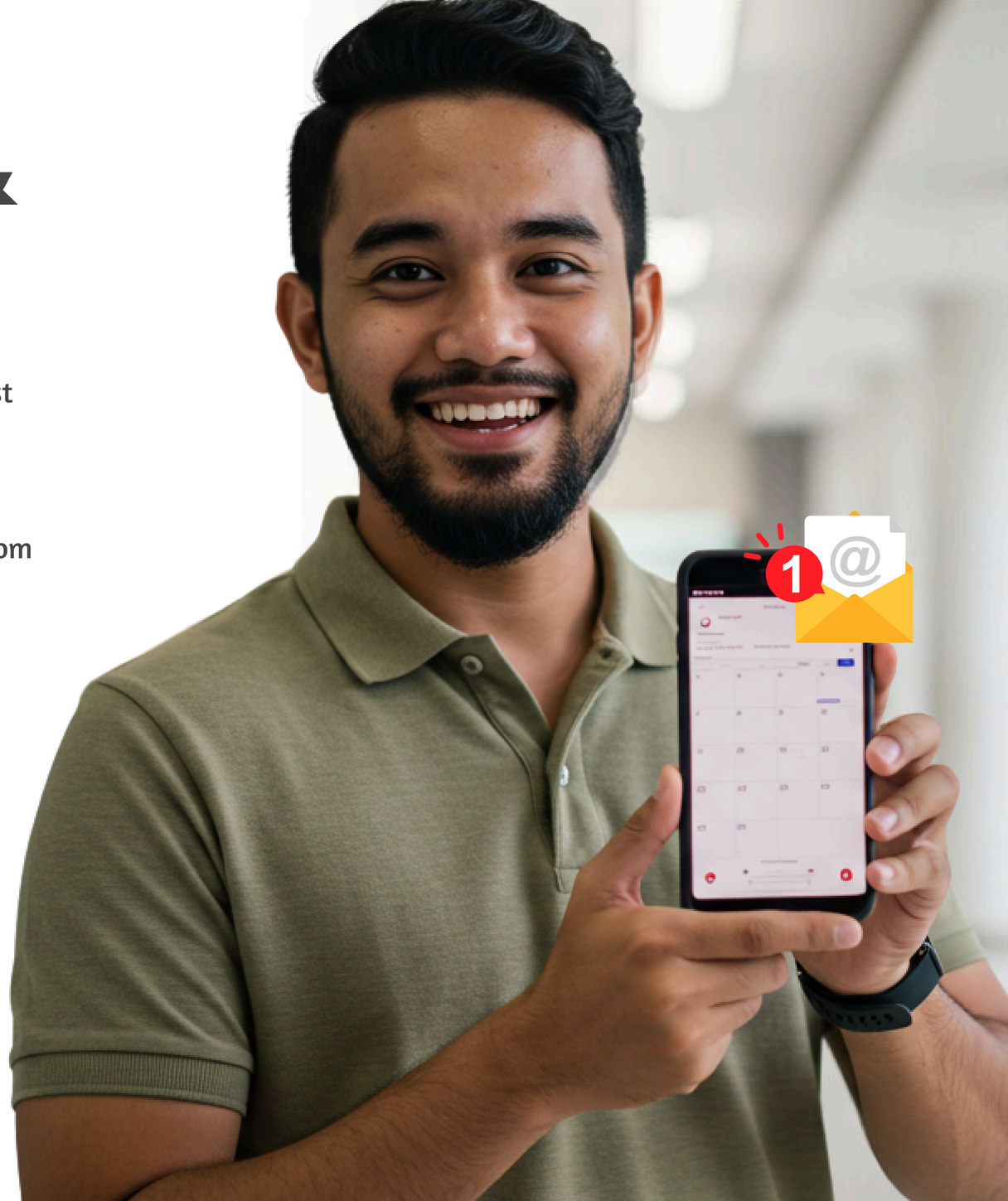
💸 RENTAL, TENANCY & STAYING ON POINT

🚨 Missed Your Payment?

- We’ll Send A Reminder
- Still Unpaid After 2 Weeks? → You’ll Receive An Eviction Notice
- Any Unpaid Balance May Affect Your Ability To Check In Next Round (Or Even Your Graduation Clearance)

📌 Re-Registration:

- All Returning Students Must Re-Register Through NOVA
- First Come, First Served — Especially For Premium Room Types
- Don't Assume You "Automatically" Keep Your Room. You Don’t.



🛋️ WHAT'S IN YOUR ROOM + SHARED SPACES

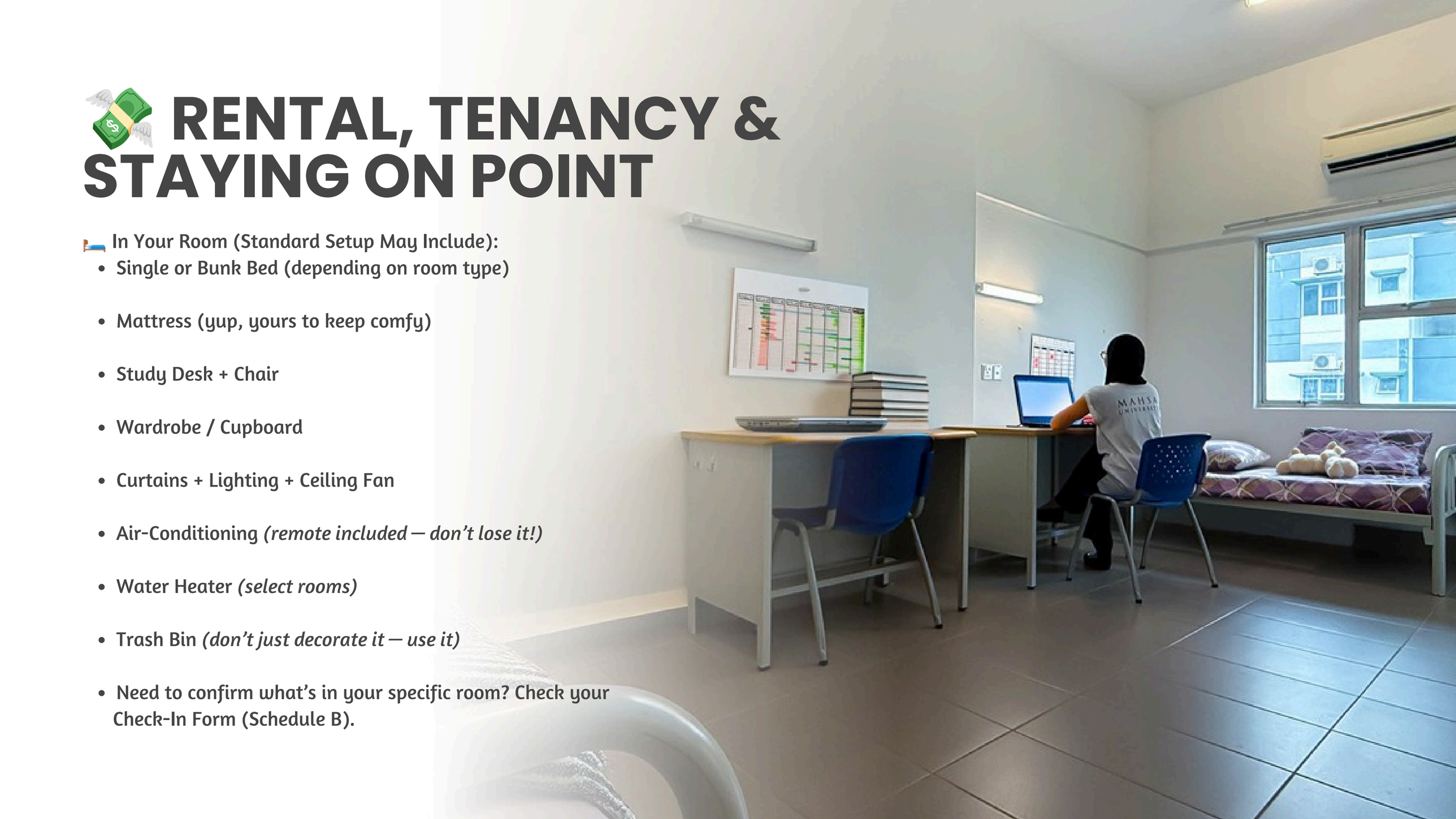
Everything You Need. Nothing You Don't.

Whether you're unpacking for your first semester or settling in for finals season, your room at MAHSA Residences is designed to keep you comfortable, focused, and ready to thrive.

💸 RENTAL, TENANCY & STAYING ON POINT

🛏️ In Your Room (Standard Setup May Include):

- Single or Bunk Bed (depending on room type)
- Mattress (yup, yours to keep comfy)
- Study Desk + Chair
- Wardrobe / Cupboard
- Curtains + Lighting + Ceiling Fan
- Air-Conditioning *(remote included — don't lose it!)*
- Water Heater *(select rooms)*
- Trash Bin *(don't just decorate it — use it)*
- Need to confirm what's in your specific room? Check your Check-In Form (Schedule B).



💸 RENTAL, TENANCY & STAYING ON POINT

🔌 Electrical Appliances
You can bring some items.
Others are a big no-no. Some need approval + payment.

Here's the breakdown:

✅ Allowed (no fees):

- Laptop / PC
- Phone chargers
- Table/Standing fan
- Hair Dryer

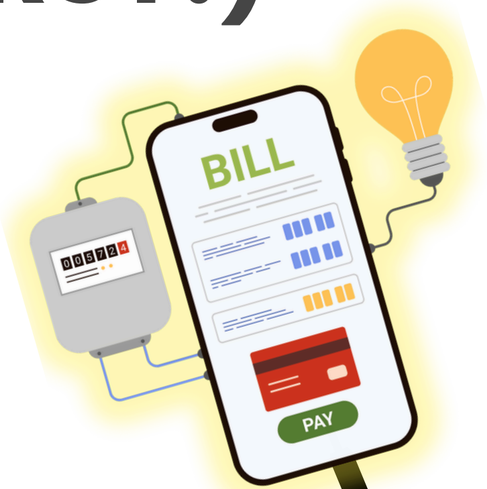
❌ Not Allowed:

- Hot plates
- Multi cookers / Steamers
- Large fridges
- Exercise equipment
- Musical instruments *(sorry, no midnight jam sessions)*



🟡 ALLOWED WITH MONTHLY FEE (PAY FIRST!)

APPLIANCE	MONTHLY FEE (RM)
Induction Cooker	RM200
Mini Fridge (<180L)	RM200
Steam Iron (High Wattage)	RM100
Television (>32”)	RM150
Television (<32”)	RM100
Slow Cooker	RM 100
Rice Cooker	RM 50
Jug Kettle	RM 50
Portable Air cooler < 30L	RM 50
Portable Air Cooler > 30L	RM 100





All electrical items must be declared within the first 3 days of check-in.

Undeclared Items = Confiscation + Penalty.
Not Worth It.

🛠️ MAINTENANCE & REPAIRS

Got a faulty light, broken fan, or AC drama? Report it fast:

- 📲Log a maintenance ticket on NOVA

Our team will handle it —
just give them time (and don’t DM the warden at 3am).

🧼 Keeping It Clean

- No Cooking. Seriously.
- No Clothes Hanging On Windows.
- No Storing Stuff Under Empty Beds (We Check).
- Keep Corridors Clean — No Shoes, No Mess.

💡 Clean Room = No Fines, No Drama, More Zen.



VISITORS & GUEST RULES

Who Can Visit, When, and Where the Line Is

Your space = your sanctuary. But this is shared living, and we've got to keep it safe, inclusive, and respectful for everyone.
So yes — you can have guests. But no — it’s not a hotel, and there are limits.

🕰️ VISITING HOURS:

DAY	TIME
Weekdays	5:00 PM – 9:00 PM
Weekends & PH	12:00 PM – 9:00 PM



📌 **Visitor Rules**

- All guests must register at the Guard House
- No loitering in the lobby or stairwells — go to the designated areas only
- Residents are not allowed to bring non-residents into the hostel rooms. If you have family visiting, you're welcome to meet them outside the residence building.

❌ **Strictly Not Allowed (No Exceptions):**

- ❗ No opposite-gender visitors on residence floors or in rooms — including family, friends, partners, parents, etc.
- Need access for valid reasons? Request written permission from the Residence Office ahead of time
- ❗ No overnight stays for visitors — not even besties or cousins — unless officially approved in advance in writing.

📌 VISITOR RULES

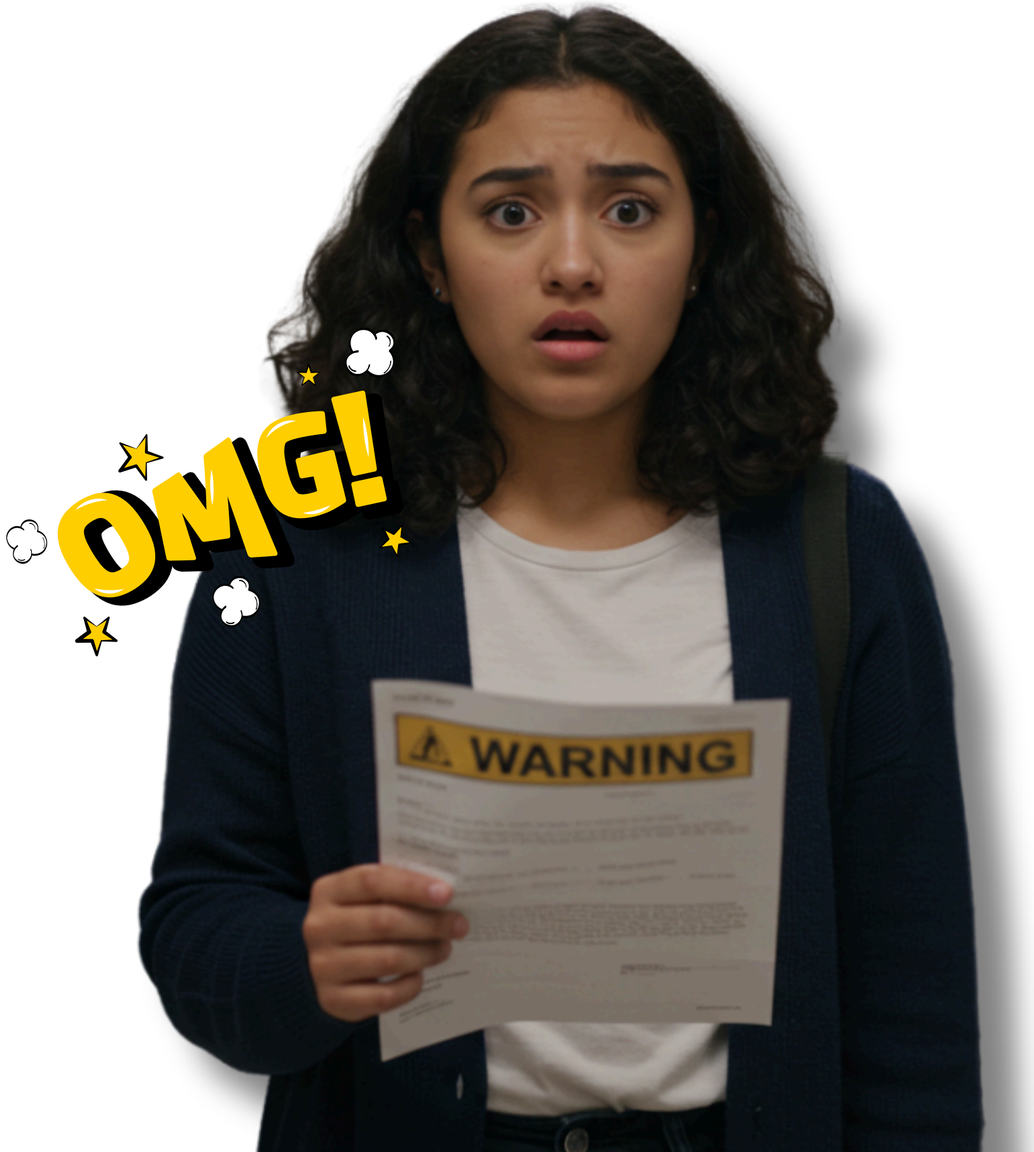
🚨 **If You Break These Rules:**

- First offence: Written warning
- Repeat offence: Possible fine and/or eviction

🧠 **Just Don’t Do It. Respect The Space. Keep It Chill For Everyone.**

💡 **Hosting Tips (Without Breaking Rules):**

- Meet In The Common Lounge, Campus Cafes, Or Study Zones
- Want To Have Parents Visit Your Room? Request Permission Early
- Let Your Guests Know The Rules — Don’t Make It Awkward At The Door



SECURITY, CURFEWS & NIGHTTIME CHECKS

Stay Safe. Stay Smart. Stay In the Loop.

Your safety is our top priority. Our residences are secured 24/7, but that only works if you play your part too. This section lays out what's cool, what's not, and how to avoid awkward curfew conversations with the guard.

🔐 Carry Your Access Card Always

- Your Access Card = your ID inside the residence
- Always show it when requested by staff or security
- Never lend it out. Never borrow one. Misuse = eviction.

🕒 Curfew Hours (You MUST Be Inside)

Day	Curfew Time
Mon–Thurs	12:00 AM – 06:00 AM
Fri–Sun	1:00 AM – 6:00 AM

🚪 Doors are monitored.
You coming in after hours = instant logbook entry + explanation required.



📝 **Late Returns = Accountability**

If you return late:

- Your name goes in the Late Return Logbook
- You must report to the Residence Office the next working day
- Repeated offences = disciplinary action

OFFENCE COUNT	ACTION TAKEN
1st	Verbal Warning
2nd	Written Warning + Parent/Guardian Notified
3rd	Letter To Parent + Registry Informed

🧠 **Smart Resident Tips:**

Going to be late? Let someone know (call the Residence Hotline)

- Respect Curfew — It Keeps You And Everyone Else Safe
- Don’t Sneak In Others. Don't Sneak Yourself In.
- Doors Should Always Be Locked Behind You — Safety Starts With Habits



🛠️ MAINTENANCE, REPAIRS & EMERGENCIES

If It’s Broken, Don’t Just Complain. Report It.

We want your room and common areas working as they should. Lights on. AC cold. Water running.
And if something’s off? We’ve got you — just let us know the right way.

🔧 **For Repairs or Issues:**
Use NOVA to report anything that needs fixing.
It's fast, trackable, and doesn't get lost in WhatsApp purgatory.

📲 **How to Report:**

- 📲 Log a maintenance ticket on NOVA
- Go to Residences → Maintenance Request
- Fill in the details (room no, problem, urgency)
- Submit and track status directly inside the system

Alternate options:
Website: http://110.4.40.157/residencesupport/open.php
MAHSA LMS: http://newelearn.mahsa.edu.my

🧱 **Room Damage or Misuse:**

- If the maintenance team finds that you caused the issue, you'll be charged.
- If it's normal wear and tear, we'll fix it — no cost to you.
- Big stuff (like painting or major upgrades) is done once a year. You may be asked to vacate temporarily.



🚨 **In Case of Emergency:**
After hours and need help urgently?

📞 Residence Hotline 012-621 1546
📞 Security Hotline 019-9689203

Use these only when it's legit urgent — like electrical hazards, water leaks, or safety risks.
Not because you dropped your spoon behind the bed.

🔥 **Fire Safety 101**
Fires are no joke. If you hear the alarm — don't ignore it.

- Grab essentials, exit calmly, and follow the arrows to the nearest safe zone.
- Fire drills = serious business. Treat them like you mean it.
- Never block your room's entrance, windows, or fire escape routes with stuff.

🐜 **Unwanted Roomies (Pest Control)**
Left crumbs = party invite for cockroaches.

- Keep your space clean — it helps us and helps you.
- We run regular pest control rounds, but if you spot anything creepy-crawly, DM the warden (not Insta).



🧠 **Resident Wisdom:**

- Report problems early — don’t wait until it gets worse
- Don’t try to fix things yourself. That’s how damage bills happen
- Always let staff in when they come for scheduled repairs.
- Respect your space. You’re living in a shared community



🤝 FINAL REMINDERS & COMMUNITY CODE OF RESPECT

Be Cool. Be Kind. Be a Good Human.

Living at MAHSA Residences is more than following rules. It’s about being part of a community — a real one — built on shared values, personal growth, and mutual respect.

So, Here's The Final Word.

Short. Real. Unfiltered.

🧭 **Our Community Values:**

Respect Everyone —
regardless of culture, background,
religion, beliefs, or lifestyle

Own Your Space
clean up after yourself, take care of your room,
and don't damage what's not yours

Follow the Rules —
they exist for safety, fairness, and community living

Look Out for Each Other
if something feels off, say something

Use Your Voice
communicate with the Residence Team
when you need help or support

Lead with Kindness
you never know who needs it most

LISTEN.
LISTEN...



👟 What Happens If You Slip Up?

You'll get a warning first. Then maybe a fine. If it's serious or repeated — you could lose your residency or face university-level consequences.

This isn't meant to scare you. It's meant to keep things fair for everyone else who's doing the right thing.

🚨 Golden Rules (One More Time):

- No smoking, vaping, alcohol, or drugs
- No guests breaking the rules
- No cooking or illegal appliances
- No disrespect, harassment, or unsafe behaviour
- No pretending not to know the rules (because now you do 😎)



🎓 **Before You Graduate or Leave for Good:**

- Clear your dues
- Return your keys + access card
- Leave your room clean
- Say your goodbyes with pride

Because the best legacy is the one where people remember you for being an awesome roommate, a responsible resident, and a kind human.

💬 **Questions? Problems? Need Help?**
📲 Reach out via NOVA
🏢 Visit the Residence Office
☎️ Call the Residence Hotline



WE’RE HERE.
NOT JUST TO MANAGE ROOMS —
BUT TO SUPPORT YOUR JOURNEY.