



## DSOA University Residence Policy and Procedure

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### 2.0 Policy & procedure details:

#### 2.1 "DSO University Residence" Registration and check in Services

- 2.1.1 Universities/[individuals](#) are responsible to provide all required documents that wish to reside in the "DSO University Residence" to DSOA. Documents include: personal photo of the student, university letter, payments receipt, passport, and a valid residence visa).
- 2.1.2 If a student is signing a contract as an individual, he/she is responsible of providing all the required documents mentioned above.



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- 2.1.3 Student will not be allowed to check in if the above documents are not presented.
- 2.1.4 "DSO University Residence" registration form to be filled by the student.
- 2.1.5 DSOA is responsible for issuing a "DSO University Residence" ID card for each student.
- 2.1.6 The student will provide the above mentioned data and will fill out DSOA ID and Access card Application Form. The student must provide a 2x2 recent photo for their ID.
- 2.1.7 If the student requires a parking space, the student must fill out a Car Registration Form
- 2.1.8 **The student must provide a prove of enrolment in the university**
- 2.1.9 The student will fill out a key hand over form and will be provided with the keys to their assigned room/flat.
  
- 2.1.10 Types of Flats/Rooms
  - 2.1.10.1 Shared room (Bed)
  - 2.1.10.2 Private room
  - 2.1.10.3 Studio
  - 2.1.10.4 Flat
  
- 2.1.11 **DSO-UR is responsible** for sending any room request to O&F Helpdesk to prepare the premises for new students who wish to lease in "DSO University Residence".
- 2.1.12 **DSOA-UR** is responsible to allocate the Flat/Room based on availability.
- 2.1.13 **DSOA-UR** will allocate one car parking slot per flat/room, if needed.
- 2.1.14 General cleaning & pest control will be provided by O&F before flat/room occupancy.
- 2.1.15 **DSOA-UR** staff will accompany the student to his/her flat and together the Room Inventory Report will be filled out.



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### 2.2 Check out Services

- 2.2.1 DSOA-UR will control the checkout for each flat/room based on the university student/DSOA schedule.
- 2.2.2 DSOA-UR will conduct an inspection on the flat/room for any damages with presence of the student.
- 2.2.3 DSOA-UR shall obtain students signature on the checkout form and receive all the flat/room key/s, access card, and car parking slot.
- 2.2.4 DSOA-UR will prepare cost estimate for fixing all damages and/or lost items for the flat/room if any. The cost will be forward to DSOA's Finance Dept. to deduct from the security Deposit or to add it to the student's statement.
- 2.2.5 Students shall remove all personal belongings from their flats/rooms, common areas
- 2.2.6 DSOA shall not be responsible for any personal belongings left in the flats/rooms, common areas or storage area after the student's check out.
- 2.2.7 All personal belongings that are left in the flats/rooms, common areas or storage will be discarded.
- 2.2.8 Students who wish to check out later than the required final check out date must communicate with DSOA university Residence staff no later than **two week** prior to the posted check out date and make the necessary payments prior to extending their stay.
- 2.2.9 ID access cards should be surrendered to DSO Residence management and returned to Security Department upon checkout.

### 2.3 Room Checks/ Damage Liability

- 2.3.1 All areas of the University Residence (including student's rooms) are checked every semester by DSOA University Residence staff or their representatives. Common areas are checked daily/weekly against the inventory and the following criteria:
  - Acceptable cleanliness; food and waste storage
  - Damage to the fabric of the building;



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- Damage to furniture, fittings;
- Introduction of prohibited items listed in clause 2.14.
- Damage, misuse or loss of fire detection and firefighting equipment;
  - 2.3.2 The room inventory on arrival is conclusive as the initial condition of your room; this means that this was acceptable to you upon moving in.
  - 2.3.3 If the rooms are found with any of the above mentioned DSOA has the right to ask the student to remove the item or remove it without consulting with the student.
  - 2.3.4 If prohibited items are found in the rooms DSOA holds the right to involve the police without warning the involved student.
  - 2.3.5 Furnishings in common areas are provided for the use of all Students in the building and should not be removed to private rooms.
  - 2.3.6 The DSOA's furniture and appliances **should not** be moved, shifted and/or removed from any rooms or **premises at all**.
  - 2.3.7 Request(s) for repairs or other maintenance should be reported to the DSOA facilities management service desk, contact information could be found in posters throughout the building and the DSOA university Residence regulations form.
  - 2.3.8 Students and/or the University will be charged and invoiced for individual and/or communal damage, unacceptable lack of cleanliness caused by the students. DSOA has the right to deduct the amount of repair or replace any damaged items from security deposit as per DSOA policies and procedures.
  - 2.3.9 Students' Residents are not permitted to make damage repairs or arrange for them to be made.
  - 2.3.10 In case of any damage in the common areas in the apartments, all students living in that apartment will be held responsible unless the person responsible takes responsibility.

### **2.4 Room rules/ Room access**

- 2.4.1 Flat/ room change involves moving from current room to a vacant space in a new room if available:
- 2.4.2 Students must submit a request to the hostel team with justification.



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- 2.4.3 [DSOA-UR](#) will review & verify the request submitted by the student and check for availability of vacant Flats/Rooms.
- 2.4.4 [DSOA-UR](#) will check the payments.
- 2.4.5 [DSOA-UR](#) reserves the right to move students from their current rooms to other rooms for reasons such as maintenance and constructions.
- 2.4.6 The student room is only provided for the use of the assigned students, no other person is allowed to access others rooms without the occupant present.
- 2.4.7 Room swap is not permitted. No student shall occupy or interchange his/her room without permission and proper allotment of the room by [DSOA-UR](#).
- 2.4.8 The DSOA university residence bear access and keys to all the DSOA university residence premises including student's rooms.
- 2.4.9 Considering the privacy of the students, [DSOA-UR](#) staff or technical services may enter students' rooms for damage assessment, cleaning or for maintenance reasons at any time, students will be aware of the cleaning schedule and if any maintenance must be completed in their rooms.
- 2.4.10 It is the students' responsibility to ensure all valuables are locked at all times.
- 2.4.11 [DSOA-UR](#) are not liable for the lost money, jewelleryes or any other valuables.

### **2.5 Room Cleanliness & Personal Hygiene**

- 2.5.1 Always maintain your room neat and clean. Living as part of a community makes personal hygiene a must and a necessity.
- 2.5.2 Students and/or the University will be charged and invoiced for unacceptable lack of cleanliness caused by the students and infestation due to lack of cleanliness. DSOA has the right to deduct the amount of repair or replace any damaged items from security deposit as per DSOA policies and procedures.

### **2.6 Facility services in the "DSO University Residence"**

#### **2.6.1 Quiet and Courtesy Hours**

- 2.6.1.1 Quiet hours and courtesy hours are in force 24/7



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- 2.6.1.2 Students gathering or playing in the common area and the activity rooms shall be respectful and considerate of others at all times, loud and boisterous sounds and behaviour including yelling, swearing is strictly prohibited and will result in disciplinary actions.
- 2.6.1.3 Students using sound equipment should use headphones or play their equipment on low volume.
- 2.6.1.4 General loud music from anywhere in the DSOA is not permitted at all times and [subject to disciplinary action](#).

### **2.6.2 Study Hall**

- 2.6.2.1 Radios, personal electronic devices, stereos are prohibited in the study area. Students may listen to music using their headphones only. Students who are found violating will receive a warning and may be subject to a fine.
- 2.6.2.2 Horseplay is strictly prohibited in the study hall or any other area in the "DSO University Residence".
- 2.6.2.3 The study hall will be open for students who are residents in DSOA university residence only.
- 2.6.2.4 Sleeping, eating or drinking are not allowed in the study hall.
- 2.6.2.5 [DSOA-UR](#) supervisor /security on duty will check the study hall regularly.
- 2.6.2.6 [DSOA-UR](#) Supervisor will switch off the lights and cooling system in all common areas at 11:00 PM.

### **2.6.3 Laundry Rooms and Washing Machine**

- 2.6.3.1 Every building has its own laundry room that can be utilized by its residents. Residents must use this service responsibly.
- 2.6.3.2 Laundry rooms will be open daily from 07:00AM till 11:00 PM.
- 2.6.3.3 Belongings and clothes are not allowed to be kept in the laundry rooms/ washing machines after 11:00PM.
- 2.6.3.4 Students shall use the washing machines at their own risk.
- 2.6.3.5 Students will be asked to pay a fee for this service.



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- 2.6.3.6 DSOA shall not be responsible for any damage or loss of clothes cleaned in laundry rooms/washing machines.
- 2.6.3.7 Students are responsible for keeping the laundry area clean and arranged after every use.
- 2.6.3.8 [DSOA-UR reserves the right to discard any items left in the laundry room for longer than 24 hours](#)
- 2.6.3.9 In case of leakage or any issues, students must report it to the [DSOA-UR](#) mentioned in cause.

### **2.6.4 Activity Rooms**

- 2.6.4.1 Activity rooms will be open daily from 07:00AM till 11:00PM.
- 2.6.4.2 Every building has its own activity room that can be utilised by the building residents only.
- 2.6.4.3 Group activities in activity rooms requires obtaining a pre-approval from the DSO University Residence Management [48 hours](#) prior to the activity.
- 2.6.4.4 All activity rooms are monitored by closed circuit TV (CCTV).
- 2.6.4.5 Students must use this area responsibly and maintain the area neat and clean after each use.
- 2.6.4.6 Eating, sleeping and loud music are completely prohibited, students found doing so will be [subjected to a disciplinary action](#).
- 2.6.4.7 Personal gaming consoles, or any other games other than the provided games are completely prohibited in this area.

### **2.6.5 GYM**

- 2.6.5.1 Gym will be open daily from 07:00AM until 11:00PM.
- 2.6.5.2 The Gym in Block B is strictly for females; while the gym in Block C is strictly for males.
- 2.6.5.3 Students shall use the gym at their own risk.
- 2.6.5.4 Students are not allowed to bring in their personal trainers to the gym area.
- 2.6.5.5 Visitors are not allowed to use the Gym at all times.



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- 2.6.5.6 Eating, sleeping are completely prohibited in the Gym.
- 2.6.5.7 Please wear respectful clothes when using the Gym.
- 2.6.5.8 Change dress is not allowed in the Gym area
- 2.6.5.9 Bringing special Gym tools are not allowed in the Gym area
- 2.6.5.10 Loud Music is prohibited.

### **2.6.6 Shuttle Bus Services**

- 2.6.6.1 DSOA will provide transportation services to malls and centres in the Dubai area only. Malls location will be chosen by DSOA-UR and Shared with all students.
- 2.6.6.2 Bus schedule will be communicated regularly.
- 2.6.6.3 Students using the shuttle bus service must abide with the approved schedule and timing.
- 2.6.6.4 DSOA-UR is committed to ensuring a safe and secure environment and services for its residence; nevertheless students using the shuttle bus service will use it at their own risk.
- 2.6.6.5 DSOA shuttle bus will also have daily scheduled trip to some universities depending on prior approval.
- 2.6.6.6 Students accessing this service are not allowed to order the driver to pick them up/drop them off outside the agreed timings. Such action may result to losing the right of using transportation.

### **2.6.7 cleaning services**

- 2.6.7.1 DSOA-UR will provide complimentary light cleaning service in the rooms and flats once a week
- 2.6.7.2 DSOA-UR will also provide continual cleaning service in the common areas such as the kitchen, activity rooms, study hall, gym and hallways.
- 2.6.7.3 Students will be provided with a schedule of the cleaning service which will be posted on each block, this schedule is subject to change and availability.





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- 2.6.7.4 Students are responsible of locking, removing their valuables when cleaning is scheduled for their assigned rooms/flats. DSOA-UR are not Liable for losing any valuables.
- 2.6.7.5 If students refuse cleaning service at the scheduled time, he/she will lose the privilege of the cleaning services that week.

### 2.7 "DSO University Residence" General Rules

- 2.7.1 All student should adhere to the "DSOA University Residence" rules and regulations.
- 2.7.2 DSOA-UR is responsible for providing a copy of the residence rules to all new students wishing to reside in "DSOA University Residence".
- 2.7.3 DSOA-UR will constantly communicate with all students' new rules and updates.
- 2.7.4 The present policies and regulations apply to all residents' students and occupants of the "DSOA University Residence". All concerned should familiarize themselves with these present regulations and their modifications where and when applicable and appropriate.
- 2.7.1 Posting anything in the Residence without "DSOA University Residence Management" approval is not allowed. Posters may be placed on the walls only with sticky putty only upon obtaining DSOA-UR management approval.
- 2.7.2 Students must inform DSOA-UR staff of any disability, health conditions or special needs prior to moving in. This information will only be used to make appropriate adaptations to the facilities and service where necessary.
- 2.7.3 Payment for accommodation must be made by the specified payment dates in your contract, failure to do so will result in immediate eviction.
- 2.7.4 You can only occupy your accommodation during the period stated in your contract, overstaying will result in daily charges.

### 2.8 Additional services

All additional services will be charged separately as per "DSOA "Services Policy". These services include:

- 2.8.1 Cleaning and housekeeping.
- 2.8.2 Pest control.



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- 2.8.3 Replacement of damaged assets.
- 2.8.4 Potable water supply.
- 2.8.5 Carpentry works.
- 2.8.6 Manpower for event, shifting outside...etc.
- 2.8.7 Fit out works.

### **2.9 Visitors and Visiting Hours**

- 2.9.1 The residences are open to guests from 7:30 AM until 10:00 PM
- 2.9.2 Visitors from opposite gender are only allowed in the lobby of the residence hall.
- 2.9.3 Visitors/guests must register with the security at the DSOA University Residence Reception and present proper valid identification e.g. Emirates ID, driver's license, passport, and so on...).
- 2.9.4 Internal visitors are "DSOA university residence occupants" who wish to visit friends of the same gender in a different apartment.
- 2.9.5 Internal visitors must register and leave an ID with security as well.
- 2.9.6 Internal visitors must follow the assigned visit timings, failure to do so will result in losing visitation rights.
- 2.9.7 During entry registration, security personnel will register all visitors' details and obtain their signature on time in and time out.
- 2.9.8 The Student resident must accompany his or her guest(s) at all times. The student resident is ultimately responsible for the behaviour of his/her guest(s).
- 2.9.9 The hosting student is responsible of ensuring their visitor has left the premises at 10:00 PM, the hosting student must accompany their visitor to sign out and collect their I.D. from security. Failure to do so will result in losing visitation privilege.
- 2.9.10 If the hosting student is unaware of their visitor or their visitors are misbehaving, the student will lose their visitation privilege.
- 2.9.11 A visitor or guest is defined as a person who is present on the DSOA's premises at the invitation of a contractual Student. Students' Residents will be held accountable for the behaviour of their visitors/guests, including those signed in or accompanied by the Student Resident.



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2.9.12 Visitors are not allowed to park their cars inside the controlled parking area.

2.9.13 All types of delivery should be received by students from ground floor reception area; delivery personnel are not allowed inside the building rooms and corridors.

### **2.10 Parking slot assignment and privileges**

2.10.1 Access cards for the residence parking will be provided by DSOA's Security Department based on request from the Residence Management.

2.10.2 A valid issued ID/access card is mandatory prior to requesting for parking access card.

2.10.3 Misuse of access cards / grant access card for others entry is prohibited and subject to a disciplinary action.

2.10.4 Car registration form must be filled and handed to DSOA university Residence staff, student can access the parking area with their access card.

2.10.5 Cars that are not registered with the DSOA University Residence will be subject to a fine and towing at the car owners expense.

2.10.6 Visitors' cars must be parked outside the DSOA premises.

2.10.7 DSOA has the right to cancel or revise the parking privileges at any time subject to DSOA –UR Management discretion.

2.10.8 Vehicles shall be parked properly without obstructing other adjacent vehicles.

2.10.9 Students must adhere to [DSOA-UR](#) rules and conduct themselves in a respectful manner while on the DSOA university residence premises including the parking lot.

### **2.11 Access Control and CCTV System**

2.11.1 The building is controlled, secured and CCTV monitored only in public areas.

2.11.2 Access control for main entrances and services doors are installed to restrict unauthorised access and for security purposes.

2.11.3 A valid ID/access card shall be used to access controlled doors/areas.



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- 2.11.4 Students or occupants are issued with an ID/access card that will be used in the residence area with specific access privileges.
- 2.11.5 Replacement of lost and damaged ID/Access cards will incur a charge of AED 200/-
- 2.11.6 Students must carry their access card and it must be visible on the student at all times while on the DSOA premises ,students must present access card to security and/or DSOA staff when requested to avoid questioning and identity verification.
- 2.11.7 Access requirement of these ID/access cards are provided by Security Department by default subject to its occupancy requirement and [DSOA-UR approval](#).
- 2.11.8 Residents in assigned female buildings are not allowed to enter / access the assigned male residence buildings. Subsequently, male residents are not allowed to access all female assigned residence buildings. [Failure to do so will result to a disciplinary action/immediate eviction without a refund.](#)
- 2.11.9 Any requirement to view CCTV footages or access transaction details will be based on the existing Data retrieval process of Security Department with proper approval from Head of Security or External Legal Authorities.

### **2.12 Room keys**

- 2.12.1 On arrival a set of room keys will be issued to the Student by the DSOA University Residence management. These keys are part of security and shall not be duplicated except by the DSOA security.
- 2.12.2 If the Student loses his/her keys, he/she must immediately advise the DSOA University Residence management, where the Student will be asked to present a proof of identity in order to be issued a new key.
- 2.12.3 Loss of a room key will result in a replacement charge for a new lock, core, and key.
- 2.12.4 A student may not loan and/or give his or her room key to another person for any purpose, should it be verified that the Student intentionally or recklessly allowed a friend or a stranger to use his/her room key.



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### 2.13 Physical Building Security

- 2.13.1 Physical security personnel are assigned to all building and surroundings of the residence area.
- 2.13.2 Female security personnel are assigned only in "Females Residences Buildings".
- 2.13.3 Security requirements and issues that require security assistance should be informed directly to the assigned security personnel or can be directly reported to security@dso.ae or Tel: 045015888.
- 2.13.4 Security personnel has the authority to request identity confirmation from any visitor, occupant or student whenever required.
- 2.13.5 Misconduct towards security personnel is strictly prohibited and shall be considered a serious offensive violation. [Students found guilty will be subjected to a fine.](#)
- 2.13.6 All security violation and penalties will be issued by DSO Security based on DSOA approved violation list.

### 2.14 Health and Safety requirement

- 2.14.1 Students are responsible for the care and safety of their own personal property.
- 2.14.2 [Apartments and studio doors must be closed at all times to avoid disturbance to others.](#)
- 2.14.3 While effort will be made to assist to recover lost or damaged personal property of individuals, the DSOA will not be held liable, either directly or indirectly for loss or damage to Student's personal property.
- 2.14.4 All occupants should follow all DSOA rules, regulations, policies & procedures at all time. And the management has the right to revise these regulations anytime if required with DSO authority approval
- 2.14.5 [The following items are prohibited in DSOA University Residence building. If found, items will be confiscated by DSO -UR](#)
  - a. Candles, incense.
  - b. Occult pipes.



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- c. Exterior radio and television aerials.
  - d. Heavy electrical appliances (washers, dryers, microwaves, fridges, TV...).
  - e. Smoking paraphernalia, shisha, coal, pipes, medwakh, cigarettes etc.
  - f. Halogen lamps or extra lighting.
  - g. Pets or plants of any kind or form.
  - h. Firearms, explosives, paintball guns. (the authorities will be notified)
  - i. Pellet guns, cartridges, flammable liquid or gas, (the authorities will be notified)
  - j. lethal weapons, ammunition and explosives, (the authorities will be notified)
  - k. Appliances with open heating elements.
  - l. The use of roller skates, hoover board and bicycle are prohibited inside the DSOA University Residence Area.
  - m. Stacking or leaving materials in common corridor area is not allowed.
  - n. The use of extension cord(s) extending into the corridor or common areas is not permitted unless prior approval is obtained from the DSOA University Residence management.
- 2.14.6 For the safety of occupants of DSOA University Residence, the DSOA reserves the right to determine if a specific object or activity poses a threat to the health and /or safety of students or the guests of DSOA and the prohibition of such item from the DSOA University Residence
- 2.14.7 Any Student resident who tampers with any fire safety equipment or causes fire due to carelessness or reckless behaviour will face serious violation and fine.
- 2.14.8 All individuals must evacuate the facility when the fire alarm is sounded. This includes drills and false alarms.
- 2.14.9 Climbing onto roofs, fire escapes is prohibited.



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- 2.14.10 The use of the fire escape routes (staircase) is prohibited unless in the case of fire or emergency.
- 2.14.11 Smoking in non-smoking areas within the DSOA premises, burning of incense, candles, or any other substance is strictly prohibited and will result serious offensive violation.
- 2.14.12 Public disturbance or disturbance to other occupants and surroundings is strictly prohibited.
- 2.14.13 A Student resident is not allowed to keep or use any item that threatens the health and safety of others.
- 2.14.14 All accidents, damages, wrongdoings/violations, injuries and medical emergencies occurring in the DSOA University Residence premises must be reported to the security immediately.
- 2.14.15 Recreational activities, such as those involving any type of sporting equipment, may not be played in the DSOA University Residence facility and/or in areas that could potentially pose hazard to others or any occupants, [students found engaging in such activities will be subjected to a disciplinary action.](#)
- 2.14.16 Indoor sports activities may take place only in designated areas.
- 2.14.17 The possession and use of alcohol beverages and illegal substances are strictly banned from the DSOA's premises. E.g. (The possession, consumption, distribution and conveyance of alcoholic beverages or illegal drugs) within the DSOA's premises and on its grounds is prohibited, [students found in violation will be evicted immediately without a refund.](#)
- 2.14.18 The DSOA security reserves the right to report the matter to the authorities if the person is found not complying without any prior notice.
- 2.14.19 Students, visitors and guests who possess or consume or facilitate alcoholic beverages or illegal drugs in the DSOA premises; or distributes alcoholic beverages or illegal drugs, or violates any provision of this Policy, will be reported to the Police and will be subject to the applicable laws in the United Arab Emirates.



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- 2.14.20 Students' Residents are responsible and legally accountable for their actions and the actions of their visitor(s)/guest(s), including any damages or injuries.
- 2.14.21 The DSOA University Residence continues to affirm its opposition on unfair discrimination in any form and it is prohibiting any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof.
- 2.14.22 The harassment of a Student, the security, members of DSOA staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on the DSOA University Residence premises is prohibited and individuals found violating, will be subject to fines, eviction and legal actions if necessary.

Any incidents of the above mentioned nature should be reported to the DSOA Security.