



**TAYLOR'S
RESIDENCE**

Respect • Care • Inclusion

RESIDENT HANDBOOK & HOUSE RULES



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Welcome Message

Dear Resident,

A very warm welcome to Taylor's Residence! We're so glad you're here.

At Taylor's Residence, we believe your time with us should be more than just a place to stay, it's a place to grow, to belong, and to discover your best self. Here, you'll make lifelong friends, build meaningful connections, take part in community projects, and gain valuable life skills that will stay with you long after you leave.

Through our Residential Living Program, **R!SE**, we are dedicated to creating a safe, comfortable, and inspiring environment where you can thrive. **R!SE** stands for **Relevance, Inclusion, Support, and Engagement**, four guiding principles that shape your experience here.

From the moment you arrive, we'll be here to help you settle into your new study life, develop new skills, and adjust to your learning environment, all while giving you opportunities to contribute meaningfully to the community as a compassionate and capable leader.

The program is built around four wellbeing pillars of **Physical, Emotional, Social, and Intellectual well-being** to support you in every aspect of your journey. Whether it's through enriching activities, supportive networks, or inclusive community spaces, we aim to make you feel truly at home.

Once again, welcome to Taylor's Residence, your home for growth, connection, and possibility.

Warmest regards,

Yap Elaine
Senior Vice President
Taylor's Residence

Chapter 1: Your Taylor's Residence Community

Welcome to the lovely community here at Taylor's Residence! With future friends from all over the world, your journey here will be well supported by our Taylor's Residence Management Team.

1.1 Your Commitment as Residents

As a resident, you are expected to read, understand, and adhere to the House Rules, and the Tenancy Agreement with Taylor's Hostel Management Sdn Bhd (THM). We encourage you to take ownership of your actions and contribute positively to the community, helping to foster an environment that supports both personal development and meaningful social connections.

The terms that follow shall be known as the House Rules, and the resident agrees to be bound by them upon signing the Tenancy Agreement with Taylor's Hostel Management Sdn Bhd (THM).

By signing the Declaration Form, residents acknowledge that they have read, understood, and agreed to abide by the House Rules and all clauses contained in the Resident Handbook.

Unless expressly stated otherwise, all expressions used herein shall have the same meaning as ascribed thereto in the Tenancy Agreement.

The House Rules are for the information, observance and compliance by all residents staying within hostel premises managed by THM, and any breach of the House Rules shall be deemed as a breach of the Tenancy Agreement.

It is expected of all residents to live in harmony and practice understanding, tolerance and respect for their housemates and neighbours at all times, which is essential for community living.

Residents are advised:

- To live in harmony and practice understanding, tolerance and respect for their housemates and neighbours at all times, which is essential for community living.
- To display acceptable forms of behaviour and conduct themselves appropriately with discipline, courtesy, amiability, and respect for members of Taylor's community.
- To respect each other's customs, culture, race, religion, and social obligations.
- To not display, install or possess items of offensive or disturbing nature.
- To not behave in a manner which may offend or disturb other residents.
- To check with Management if they are unsure about any clauses in the Tenancy Agreement, Declaration Form, or Resident Handbook.
- To avoid bringing non-halal items (such as pork-based ingredients, etc.) into the hostel premises.

THM currently practices a **NO VISITOR** policy. Non-residents as well as non-Taylor's students are strictly forbidden from entering the premises. Parents and next-of-kin are encouraged to meet residents in common areas such as the THM office or the U Lounge.

1.2 Our Commitment as the Taylor's Residence Management Team

The Residence Management Team is dedicated to making your stay in our Residences a positive and enriching experience. We're here to support you in achieving your goals, recognising how important it is to have a supportive and conducive environment where you can shape your future. That's why our Residences are designed to be more than just a place to stay. They are spaces where you can live, learn, and lead. We are also committed to upholding the standards outlined in the Tenancy Agreement to ensure a respectful and well-maintained community for all.

Chapter 2: House Rules

To ensure a safe, respectful, and enriching living experience for all, the following house rules have been put in place to guide you throughout your journey as a resident. This section outlines important expectations and procedures you are required to follow before checking-in, during your stay, and upon checking-out of the Residence. By understanding and complying with these rules, you contribute to a harmonious community where everyone can thrive personally, emotionally, socially, and academically.

2.1 Before Checking-In

2.1.1 Applying to Live in The Residence

- Please submit an enquiry using one of the following ways: -
 - On our website via the Contact Us form: <https://residence.taylors.edu.my/contact-us>
OR
 - Write in to us via email: taylorshostel@taylors.edu.my, OR
 - Give us a call: (+603) 5631 3400
- Our Reservation Team will cross-check the available accommodation options we have on hand. As we have on-campus and off-campus accommodation, you may also schedule a tour to better understand our facilities and accommodation for residents.
- Once accommodation becomes available, we will reach out to you to proceed with filling in the application form and collect the relevant payment according to your room type.
- Do note that:
 - Only registered Taylor's University or Taylor's College students may apply for accommodation with Taylor's Hostel Management.
 - All successful applicants are required to fulfill an initial one-year tenancy.

2.1.2 Residence Fees & Payments

- Our application fee (non-refundable) is RM500, along with an upfront deposit of RM3000 (USD700). The deposit is refundable upon the cancellation of room booking within written notice a minimum of one (1) month before the program commencement date, or upon successful completion of one-year tenancy.
- You are required to pay six (6) months advance rental prior to check-in. Thereafter, rental must be paid every six (6) months in advance.
- All amounts payable by the applicant must be paid via online credit card, online transfers, cash, cheque, or telegraphic transfer as designated by the finance department. Payments via online credit card and online transfers are strongly recommended to ensure speedy processing of payment. An e-receipt will be sent by the finance department for payments made online after the payment has been credited from the bank account.
- For any questions about payments, please submit an email to: taylorshostel@taylors.edu.my, or call us at +603 5631 3400 to enquire.

2.1.3 Utilities

- The rental fees are inclusive of water and electricity utilities, but there is a cap of 180 hours of prepaid air-conditioning usage per room.
- You can choose to top-up your air-conditioning credits at the top-up kiosk, located at 1st floor

elevator area by the outdoor garden. Credit is charged at RM0.40 per hour.

2.2 During Your Stay

2.2.1 Check-ins

- The Residence Management Team is available to assist with check-ins during our office hours. Our office hours are Mondays to Fridays: 9am to 6pm.
- We do not encourage residents to check-in during non-office hours, as the team is limited during weekends, public holidays and outside office hours.
- Only for the cases of international students (eg: non-Malaysians) who check in during the weekends, you will be assisted by our Resident Buddies and Well-being Ambassadors.
- Only **ONE** person may accompany and assist the resident during the day of check-in. Beyond that, non-residents are not allowed to enter the hostel's premises for privacy, health, and safety reasons.
- The rest of the accompanying family members are allowed to show support and relax at the U lounge during Check-in Day.
- Upon check-in, residents will be required to show the followings: -
 - Booking confirmation page
 - Your student ID
- THM reserves the right to inspect the bag(s) or personal belonging(s) of anyone who enters or leaves the hostel premises.
- You are required to complete any balance payment(s) by the latest check-in date. We strongly advise completing the rental payments one (1) week prior to your arrival to facilitate your check-in. For your information, payments can only be made on weekdays during office hours. If full payment has not been settled upon arrival, the resident will not be allowed to check in.
- With reference to check-in date, the following shall apply: -
 - From the 1st to 15th of the month: full month rental
 - From the 16th to 31st of the month: half month rental
- If you do not check in on or after your confirmed check-in date, your application will be considered lapsed. The Residence Management Team will attempt to contact you to confirm your arrival within a reasonable timeframe. If you confirm the cancellation of your application or fail to respond within the given period, your non-refundable residence application fee will be forfeited.
- At all times during the stay, you must maintain the room and its furnishings, fixtures and equipment with the same standard and condition as when you took possession of the room with reasonable wear and tear.

2.2.2 After Checking-In

- Residents are advised to adhere to the following procedures **AFTER CHECKING IN** to their unit:
 - Inspect the condition of the room along with all furniture and fittings.
 - Report any damage or malfunction to the helpdesk within 7 days of check-in.
 - Our maintenance team will contact you as soon as possible to resolve the matter.

2.2.3 Relocation and Change of Room

- Residents who request to be assigned to a different room type after checking in (subject to management approval and availability) will need to pay a room change fee of RM100, as part of the admin processing and cleaning fee.

- Residents may be temporarily relocated to a different room or unit, subject to the discretion of the Residence Management Team. Reasons for relocation may be one or more of the following: -
 - General maintenance,
 - Renovation or refurbishment,
 - Quarantine or such reasons for safety and comfort of residents.
- Every effort will be made to ensure that residents are assigned to the same room type.
- While the Residence Management Team will provide reasonable notice to the resident in advance (except in the case of emergencies), residents are required to comply with the terms of any relocation notice.
- Should the relocation notice be ignored, the Residence Management Team has the right to remove and relocate the Resident's property (with or without the presence and consent of the Resident at the time), without further notice and without liability to the Residence Management Team for any damage to or loss of the resident's property.

2.2.4 Access Cards and Keys

- Residents are solely responsible for their access card(s)/key(s) and are encouraged to always carry both with them. Residents are not allowed to hand their access card(s)/key(s) to any other person.
- Repeated breach of this rule may incur penalties or lead to eviction from the hostel premises.
- Access cards and/or Resident IDs must be produced upon request by any staff of the Management and/or security guard on duty. Failure to do so may incur a penalty (refer to pricing schedule in Appendix F).
- Residents must immediately report lost/missing access card(s)/key(s) to the helpdesk or their Well-being Ambassador (Housemaster), to prevent unauthorized persons from entering the hostel premises, their apartment or room.
- A penalty (refer to pricing schedule in Appendix F) will be imposed for replacement access card(s)/key(s), and for each request to open apartment/room door due to residents being locked out.

2.2.5 Your Living Space

- Fixtures and furniture are provided in apartments and rooms, and residents shall be responsible for the cleanliness and proper usage of such items.
- Residents are reminded to switch off all lights, ceiling fan, air conditioning and other electrical appliances when not in use to prevent wastage, and to avoid them turning into fire hazards.
- Residents must use the TCAS system to report any damage or maintenance issues within their apartment or room.
- All acts or attempts by residents to personally rectify any damage or maintenance issues shall be deemed unauthorized acts. THM shall not be held liable for any damages, injury or loss of life arising from such unauthorized acts.
- Residents shall not dismantle or remove any item, nor install any additional fixtures, furniture or appliances within the premises.
- Residents shall not hang or affix any item (i.e. stickers, posters, banners, clothes hooks) which may damage the surface of doors, walls or windows within the premises.
- Residents shall not hang their clothes in the dining area or along the corridors, verandas, or windows.

- Any damage and repair costs (including repainting and replacement) arising from negligent acts, breach of rules or misuse by residents shall be borne by the resident(s) involved.

2.2.6 Parents / Next-of-kin / Guardian / Friend Visiting

- Non-residents are not allowed to enter the hostel premises for privacy, health, & safety reasons.
- Residents are encouraged to meet their visitors at the U lounge or any F&B outlets in Syopz Mall.
- THM reserves the right to: -
 - Inspect the bag(s) or personal belonging(s) of anyone who enters or leaves the hostel premises.
 - Deny entry and / or request any visitor to leave at any time.
 - Revoke this privilege at any time without prior notice.

2.2.7 Monthly/Ad-hoc Inspection

- THM reserves the right to enter apartments and/or rooms and conduct inspections without prior notice to residents. THM staff and/or THM-appointed contractors may enter apartments and/or rooms, when necessary, in the course of their duty. Every effort will be made to respect the privacy of the residents.
- All residents are to give their full cooperation during inspections.
- Residents are not allowed to change their door locks or install additional door locks. In the event this rule is not adhered to, THM has the right to remove such locks, and the costs incurred thereby shall be borne by the resident(s) involved.
- THM has the right to confiscate any item or issue a penalty (refer to pricing schedule in Appendix F) if a violation of the House Rules has occurred.

2.2.8 Official Lines of Communication

- E-mail is the official line of communication between you and the Resident Management Team. You may use the email provided to us when you fill in your application form for this purpose.
- Taylor's Residence Portal (TCAS): for logging in complaints or raising tickets. See *Appendix C: Logging into your Resident's Portal (TCAS)*.
- Taylor's Residence WhatsApp Group Chat: Get updates on latest events, volunteering opportunities, etc.
- Taylor's Residence Helpdesk: This is a Whatsapp number that you can text or call for 24/7 support.
- Microsoft Teams for well-being check-ins.
- For other important numbers, see *Appendix B: Important Numbers*.

2.2.9 Force Majeure

- In the event that any apartment or room or any part thereof should be damaged beyond reasonable repair and is deemed unfit for occupation or use, THM shall under such circumstances have the right to arrange for alternative accommodation or to immediately terminate the Tenancy Agreement.

2.2.11 COVID-19 & Other Outbreaks

- THM shall be guided by the Malaysian Ministry of Health (MOH) and/or relevant local authorities when setting the necessary SOPs and safety measures to protect the health & safety of all residents.

- Residents are required to abide by all SOPs and safety measures set by THM.
- Failure to comply shall result in the resident being reported to their parents/guardians, the authorities and/or to Taylor's University/Taylor's College. The resident may also be asked to immediately leave the hostel premises.

2.2.12 Psychosocial and wellbeing support

- In THM, we deeply care for our resident's wellbeing including mental and emotional wellbeing.
- The Resident Experience & Welfare Team will provide a safe and non-judgmental space for consultation and empathic listening to the residents. Residents are advised to contact the Resident Experience & Welfare Team (eg: Well-being Ambassadors, Taylor's Helpdesk) for any psychosocial intervention and wellbeing support.
- Residents can also contact Taylor's Centre for Counselling Services for professional counselling services that are free for all students.

2.3 Checking-Out

2.3.1 General Procedures for Checking-Out

- Residents are expected to check out by 5pm at the latest on the last day of the lease. If the resident wants an extension, resulting in a later checkout; they would need to inform the Residence Management Team and subject to approval based on a case-to-case basis.
 - If a resident checks out before the end of their lease, the difference in upfront rental paid will not be refunded.
- Residents are advised to adhere to the following procedures **BEFORE CHECKING OUT** of the hostel:
 - Ensure that all personal belongings have been packed.
 - Report any existing damage to the room via TCAS.
 - Ensure the room is clean. Dispose of all unwanted items in the garbage disposal room.
 - Complete the form on the check-out envelope. Ensure that the information provided is accurate.
 - Place access cards, apartment keys, and room keys into the check-out envelope.
 - Place the check-out envelope into the check-out acrylic box near the security control room.
- Well-being Ambassadors (Housemasters) will inspect the condition of the apartment/room prior to processing the deposit refund.
 - If there are any items left behind, the Well-being Ambassadors will contact the resident via email to collect the items within two (2) weeks.
 - Any uncollected items will be disposed of after two weeks of being on hold.
- Residents will be contacted at least three (3) months prior to check-out date. Once a check-out date is confirmed, the resident can drop off their keycard at the check-out key-drop box by the Residence Management Office.
- If the resident wants to change their pre-determined check-out date, the Residence Management Office will review the request on a case-by-case basis.
- Residents shall be liable for any loss of or damage to fixtures and furniture in their apartment/room after checking out. The cost of any repairs and/or replacements shall be

borne by the resident involved and may be deducted from their deposit without notice.

- THM reserves the right to dispose of any items left in the room after the resident has checked out and shall not be held liable for any items so disposed of.

2.3.2 Termination Terms

A resident's tenancy may be terminated by the Residence Management Team according to the following termination terms, in accordance with the signed the Tenancy Agreement: -

- Cancellation by the resident
- Termination by Taylor's Residence Management Team

2.3.2.1 Cancellation by the Resident

- If a resident decides to cancel their tenancy before checking in, they must inform the Residence Management Team via email.
 - However, the Application Fee (RM500) will not be refunded. The upfront deposit of RM3000 (USD700) may only be refunded with written notice a minimum of one (1) month before the program's commencement date.
- For cancellation after checking in, please refer to *2.3.1 General Procedures for Checking-Out*.
- NOTE: For cancellation before the completion of the one-year tenancy agreement, any advance rental paid to THM will not be refunded.

2.3.2.2. Termination by Taylor's Residences

- A Resident's tenancy may be terminated by the Residence Management Team if:
 - The resident fails to check-in to their assigned room on the proposed check-in date without any prior notice and valid reason.
 - The resident fails to pay any fees to the THM by the due date.
 - The resident abandons their room.
 - The resident is no longer a student at the University.
 - The resident decides not to accept the room they were assigned, or any alternate rooms offered to them during their application; or
 - The resident violates any of the terms of the Tenancy Terms & Community Living Terms. Please refer to *Chapter 3: Community Living Terms*.

And as guided by the binding Tenancy Agreement.

- If necessary, the Residence Management Team may notify the primary or secondary contact by phone or e-mail of the termination of the resident's tenancy. If the resident is unavailable to receive service of the eviction notice in person, then delivery of the notice to the resident's room and email shall be deemed sufficient notification. The resident will be served during a 24-hour notice period to vacate the room.
- In cases of eviction, the resident's luggage and belongings will be stored in the baggage room. An email notification will be sent to inform the resident of this action taken.

2.3.3 Refund Policy

- Upon termination of the tenancy, the Taylor's Residence Management Team will review if a resident is eligible for deposit return.
- If the resident is eligible for a deposit refund, they will receive the rental deposit within three (3) weeks of the resident vacating the residences.
 - NOTE: Payment to local (Malaysian) students will be paid via GIRO. Payment to international students will be made via telegraphic transfers.
- Residents who check out from any of the residences without clearing their outstanding

payments will have whatever is outstanding deducted from the rental deposit. This outstanding amount may include any penalty fees (refer to pricing schedule in Appendix F) such as lost keys/cards, excess utilities, missing/damaged furniture/fittings/equipment, and/or outstanding Rentals.

- Refund of rental deposits prior to check-out and the visual inspection is strictly prohibited.

Chapter 3: Community Living Terms

To ensure a conducive, safe, and secure living environment for all residents, we ask for your cooperation and commitment to uphold the Community Living Terms. These guidelines are designed to support a positive residential experience by fostering a respectful, inclusive, and responsible community.

The Community Living Terms aim to create a harmonious and supportive atmosphere that celebrates diversity, encourages mutual understanding, and promotes personal growth. They also serve to guide residents in making thoughtful decisions, recognising how their actions and behaviour can impact themselves and those around them. Within this chapter, you will find both the expected standards of conduct and a clear outline of behaviours that are not permitted within the residence community.

3.1 ESG and Sustainability Practices at Taylor's Residence

Taylor's Residence is committed to creating a safe, inclusive, and sustainable living environment. Our ESG approach guides how we operate, how residents interact, and how we contribute to the wider community.

Environmental Responsibility

- Implementing energy-saving measures across residence facilities, including LED lighting, smart air-conditioning timers, and energy-efficient appliances.
- Transforming our properties to achieve a 30% reduction in carbon footprint by 2030, through integrated sustainable practices, smart technologies, and environment friendly-based solutions.
- Promoting recycling, composting, and responsible waste disposal through programs on-site waste segregation, food composting and recycling efforts.
- Encouraging residents to adopt eco-conscious habits, such as reducing water usage, avoiding food waste, and choosing sustainable products.

Social Responsibility

- Fostering a culture of mutual respect, diversity, equity, and inclusion in line with Taylor's People & Culture DEI policies.
- Providing safe, healthy, and accessible living spaces designed to support student well-being, including mental health resources and wellness programming.
- Incorporating inclusive, tech-enabled and resource-efficient design that enhance community wellbeing through smart systems and digital transformation, and resource-efficient design.
- Supporting community service initiatives and offering platforms for residents to lead, design, and participate in volunteer activities and sustainability campaigns.

Governance and Accountability

- Implementing circular economy principles across operations through smart resource management, recycling initiatives, waste reduction programs, and sustainable procurement practices.
- Ensuring ethical and equitable compliance to transparent governance structures and partnerships.

- Upholding fair, transparent, and consistent application of residence rules, ensuring accountability at all operational levels.
- Providing open channels for resident feedback and suggestions, enabling continuous improvement of residence services.
- Ensuring compliance with safety, health, and ethical standards, in alignment with Taylor's Education Group governance practices.

3.1.1 How You Can Get Involved

As a resident, you can play an important role in upholding our ESG values.

Environmental

- Practice waste segregation and recycling.
- Reduce energy use by switching off lights, appliances, and air-conditioning when not in use.
- Adopt eco-conscious habits, such as reducing water usage, avoiding food waste, and choosing sustainable products.
- Limit single-use plastics by opting for reusable bottles, containers, and bags.

Social

- Maintain a safe and healthy living environment.
- Support inclusivity and respect in all interactions.
- Embrace diversity in culture, beliefs and backgrounds. [?](#)
- Participate in community initiatives such as the Residential Service-Learning Program and other activities that promote physical and emotional wellness.
- Treat shared spaces as common assets and maintain them for the benefit of all residents.

Governance

- Adhere to all residence rules and report any breaches that may affect community wellbeing.
- Provide constructive feedback through official channels to help improve the Residence experience.
- Respect the transparency and fairness of Residence policies and procedures.

Apart from participating in our ESG initiatives, you can also share your ideas for sustainable living with the Residence Management Team. You can also act as ambassadors for responsible living within the campus community.

3.2 Cleanliness and Shared Responsibility

- Residents are responsible for keeping their individual rooms and shared common areas clean and hygienic at all times.
- Unwanted items must be disposed of in the garbage disposal room. Recycle where you can at the designated recycling bins.
- Ensure rubbish bags are sealed properly before disposal to prevent pests.
- Do not dispose of items such as food waste, sanitary pads, or towels out of windows, into sinks, or into toilet bowls. Flushing these items down the toilet can cause blockages and damage to the sewage system. Residents found doing so will be held responsible and penalized for any damage to furniture or facilities resulting from such actions.

- Personal belongings left in common areas must be arranged neatly and labeled clearly.
- Residents may be fined if their apartment or room is deemed unclean or unhygienic.
- Cleaners only service common areas weekly and will only enter rooms during official check-outs.
- Pets are strictly not allowed on the premises.
- Do not eat or drink in the common study lounge and always be respectful of others.
- As part of our green efforts, please recycle items in the designated recycling bins available in the common areas on the first floor.

3.3 Cooking, Apartment Kitchenette and Common Kitchen Use

- Cooking is only permitted in apartments equipped with a kitchenette. Please always keep the kitchen area in the apartment clean after cooking. Failure to do so will result in warnings or penalties.
- Cooking inside bedrooms is strictly prohibited.
- Each apartment includes a refrigerator and microwave, which must be shared respectfully among residents.
- Weekly defrosting of refrigerators is encouraged. Do not use sharp tools (e.g. knives, scissors) to remove ice build-up.
- All personal food items must be stored in labelled containers, including your name and purchase/expiry date.
- Non-halal, expired, or unlabeled food will be discarded by cleaners.
- Do not use metal or plastic containers in the microwave.
- Avoid heavy cooking in the microwave as it may trigger the smoke/heat alarm.
- Only residents are allowed to access and use the Common Kitchen. Non-residents are prohibited.
- Residents are solely responsible for their safety and belongings while using the Common Kitchen.
- If unsure about how to use kitchen appliances, refer to the User Guides displayed in the Common Kitchen.
- Residents will bear the cost of any damage (refer to pricing schedule in Appendix F) resulting from improper appliance usage.
- THM will not be held liable for damages, injuries, or loss of life due to improper use of kitchen facilities.

3.4 Appliances in Your Living Quarters

- Some rooms in Taylor's Residence are equipped with a mini fridge provided by the residence. If your room does not include a mini fridge, you may request approval to bring your own by completing *the Acknowledgement and Indemnity Form for Mini Fridge Use (Appendix D)* and submit it to THM Office.
- All electrical outlets in the residence operate at 230 volts, 50 Hz (standard Malaysian voltage). Residents must ensure that any appliances they bring are compatible with this voltage. The use of voltage converters or adapters is at your own risk, and the residence will not be liable for damage caused by incompatible devices. Any damage to furniture or facilities caused by these appliances will be charged to the resident.
- Your rooms can charge your laptops, phones, and tablets with the use of original chargers.
- For other appliances, they are subject to approval from THM, with the following conditions:

- Mini fridge (subject to approval and signing *Appendix D*).
- Low-wattage personal care items (hairdryer, straightener) that are within 800W to 2000W.
- SIRIM-certified chargers and power banks.
- Air purifiers are allowed if they are SIRIM-certified and less than 100W, subject to approval and signing *Appendix E*.
- Low-wattage kitchen appliances for personal use only (electric kettle, rice cooker, instant pot), subject to approval after *signing the Acknowledgement and Indemnity Form for Other Appliances (Appendix E)*. For further clarifications and approval, please visit the THM Office to apply and sign the required forms.
- Prohibited Appliances in your rooms are as follows: -
 - High-heat or open-flame appliances (gas stove, hot plate).
 - High-wattage appliances that may overload circuits (microwave, toaster oven, air fryer, induction cooker, portable air-conditioners, and washing machines).
 - Any appliance that poses a fire hazard or violates Malaysian fire safety regulations.
- Safety Guidelines: -
 - Always unplug appliances when not in use.
 - Use SIRIM-certified surge protectors where possible.
 - Do not modify power outlets or wiring.
 - Report faulty appliances or damaged sockets immediately to the residence office.

Failure to comply with these rules may result in confiscation of the appliance, fines, or disciplinary action. Appliances found during room inspections that violate these rules will be removed. Any damage to furniture or facilities caused by these appliances will be charged to the resident.

3.5 Diversity, Equity and Inclusion (DEI)

- THM promotes a respectful and inclusive living environment that values diversity.
- The following behaviours are strictly prohibited:
 - Bullying, name-calling, or shaming other residents.
 - Hate speech of any kind.
 - Distribution of threatening or abusive content (e.g. posters, videos, images).
 - Harassment, discrimination, prejudice, or threats based on race, ethnicity, culture, gender, gender identity, sexual orientation, language, religion, nationality, age, disability, or socioeconomic status.
- Violations of DEI policies will result in disciplinary action, including warnings or immediate eviction without appeal.

3.6 Personal Space, Privacy, and Boundaries

- Shared living requires cooperation, mutual respect, and communication.
- Residents must be mindful of others' personal space, privacy, and boundaries.
- Always maintain appropriate behavior and avoid actions that may disturb others.
- Ensure that conversations or use of audio-visual equipment (e.g. televisions, music players, computers) do not disturb others, especially after 10:00 PM.
- Excessive noise, unruly conduct, or offensive behavior will not be tolerated.
- Residents are encouraged to communicate openly and establish a mutual community living

agreement with their housemates.

- For unresolved issues, please contact the Resident Experience & Welfare Team or your Well-being Ambassadors (Housemasters) for assistance.

3.7 Health and Medical Support

- Residents are strongly encouraged to inform THM of any known or new medical conditions for their own safety and comfort.
- It is the resident's responsibility to seek prompt medical care when unwell.
- Reach out to Well-being Ambassadors (Housemasters) for assistance, including transport to nearby hospitals.
- Residents diagnosed with contagious illnesses must notify the Helpdesk or Well-being Ambassadors (Housemasters) immediately.
- If a fellow resident appears unwell, report the matter immediately to the Helpdesk or Well-being Ambassadors (Housemasters).

3.8 Personal Safety and Security

- Residents are responsible for securing their rooms, apartments, and personal belongings.
- Always lock doors when leaving your room or apartment.
- Avoid displaying large amounts of cash or valuables in shared areas.
- THM is not liable for injury, death, loss, theft, or damage to personal property.
- Inform Well-being Ambassadors (Housemasters) if you plan to stay away from the hostel for an extended period.
- Avoid storing or using dangerous or harmful items (e.g. weapons—even if licensed, toxic chemicals, psychoactive substances). Such items will be confiscated or reported to authorities.

3.9 Prohibited Substances and Activities

- The followings are strictly forbidden on hostel premises: -
 - Drugs (as listed in the Dangerous Drugs Act).
 - Alcohol, pornography, and other illegal substances.
 - Smoking and vaping.
 - Gambling, illegal gatherings, or running businesses from the Residence.
- Any violations may result in:
 - Immediate eviction.
 - Reporting to Taylor's University/College, parents/guardians, and legal authorities.
 - No refund of deposits or prepaid fees.

3.10 Residence Card and Key Policy

- Your residence card and key(s) are valid only for the duration of your tenancy.
- They must be returned to the Residence Management Team upon check-out.
- Lending or borrowing cards/keys to other residents, and non-residents are strictly prohibited, and doing so will be subject to penalty (refer to pricing schedule in Appendix F) and warning issuance.

3.11 General Safety and Risk Awareness

3.11.1 General Disclaimer

- Residents occupy their room/apartment and use all fixtures and fittings entirely at their own risk.
- THM and its staff bear no responsibility for the safety of residents, visitors, or personal belongings.
- Residents agree to indemnify THM, its staff, and agents against any loss, damage, costs, or injury arising from room use, including incidents due to fire, theft, accidents, or robbery.
- Nothing in the Tenancy Agreement or House Rules should be interpreted as THM assuming any legal duty for personal safety or belongings.

3.11.2 Contravention of House Rules

- Any breach of the House Rules, Tenancy Agreement, or Declaration Form may result in: -
 - Disciplinary action
 - Notification of parents/guardians or your institution
 - Penalty fees (refer to pricing schedule in Appendix F)
 - Restricted access to facilities
 - Eviction without refund of deposit or prepaid rental

3.12 Safety Precautions and Emergency Preparedness

3.12.1 Slips, Trips and Falls

- Be alert in wet or slippery areas; never run up/down the stairs.
- Maintain good housekeeping. Do not leave items lying around.
- Never climb balconies, sit on railings, or lean over window ledges.
- Do not attempt to retrieve items that have fallen out of windows. Seek help from the Helpdesk or your Well-being Ambassadors (Housemasters).
- Dry yourself before using the stairs or lifts when in wet clothing.

3.12.2 Electrical Safety

- Do not use faulty electrical items; always check wires and plugs.
- If a THM-provided item is faulty, report it via TCAS for repair/replacement.
- Do not use electrical appliances in the bathroom.
- Never force two-pin plugs into sockets. Always request a proper adapter.
- Do not touch appliances or plugs with wet hands or when in contact with water.
- Avoid overloading power sockets with too many appliances at once.

3.12.3 Fire Prevention

- Turn off stoves when not in use. Never leave cooking unattended.
- Only use electric kettles with an auto-OFF function.
- Use fire extinguishers or wet blankets in the event of a fire: do not use water!
- Misuse of fire extinguishers is prohibited.
- Do not overload electrical outlets.
- Keep flammable items away from stoves or electrical outlets.
- Smoking is prohibited on premises.

- Candles are discouraged—use battery-operated torches or flashlights during power outages.
- Do not leave flammable materials (e.g. boxes, paper, plastic) under beds or in open areas.

3.12.4 Emergencies and Evacuation

- Familiarize yourself with emergency equipment and alarm triggers: -
 - First-aid kits
 - “Break Glass” units
 - Fire extinguishers
 - Fire hose reels
- In case of emergency:
 - Activate the nearest alarm
 - Alert your housemates
 - Do not panic
 - Do not use the lift
 - Evacuate using the stairs calmly and promptly to a clear and open evacuation area away from the building
 - Leave personal belongings behind
 - Close all doors to contain potential fire spread
 - Stay low if smoke is present
 - Cover your nose with a wet towel or handkerchief
 - Notify the Security Control Room or guardhouse
 - Do not return to your apartment/room unless cleared by the Fire Marshal or Fire Department

3.13 Personal Safety and Conduct

- Always walk in pairs or groups, especially at night.
- Let your friends or housemates know your whereabouts.
- Avoid isolated paths, dark areas, or back alleys.
- Exercise caution when crossing roads. Look out for distracted drivers.
- Cross without stopping in the middle of the road when there’s no vehicles.
- Walk facing oncoming traffic; keep handbags away from the traffic side.
- Avoid carrying large sums of cash or valuables.
- Ensure that doors to your apartment/room are always closed and locked.
- Do not allow strangers into your apartment (even uniformed officials) unless accompanied by a THM staff member.
- Report any suspicious persons or vehicles to Well-being Ambassadors (Housemasters) or security.
- Do not go swimming alone, particularly after eating.

Appendix

Appendix A: Tenancy Agreement with Taylor's Hostel Management

TAYLOR'S HOSTEL MANAGEMENT SDN BHD

199301012302
(267040-A)

Level 1, The Boardwalk, No.2 Jalan Taylor's,
47500 Subang Jaya, Selangor Darul Ehsan

TENANCY AGREEMENT

This Tenancy Agreement is the legal document outlining the contractual agreement between a student resident in the accommodation and Taylor's Hostel Management Sdn Bhd ("THM") operating as Taylor's Residence which manages the student accommodations at U RESIDENCE AND RUEMZ on behalf of Taylor's University Sdn. Bhd.

THM has let and demised unto the undersigned Tenant(s) herein called "Tenant" as follows:

<i>To be filled by Resident/Tenant who is 18 years of age or above</i>	<i>To be filled by Parent/Guardian if Resident/Tenant is below 18 years of age</i>
Tenant/Resident Name:	Parent/Guardian Name:
NRIC/Passport:	NRIC/Passport:
Address:	Address:

If the Tenant is below 18 years of age, Tenant wherever mentioned hereunder shall refer to both Resident and Parent/Guardian collectively.

1. I, _____ (the Tenant)

with Student No. _____ Programme: _____

_____ hereby agree to rent an accommodation for a fixed

term of _____ months at:

(a) U Residence : En-suite Single En-suite Premium Single
 Superior Single – Apartment
 Standard Single – Apartment Standard Twin – Apartment

(b) Ruemz : En-suite Single Superior En-suite Single Deluxe En-suite Twin
 En-suite Twin Superior En-suite Twin

identified as unit no. _____ ("the Unit") for a monthly rental of RM _____ ("the Rental").

2. I have read and understood the Application for Accommodation form, the Resident Handbook and all the terms and conditions in this Agreement ("the Rules"). I confirm and agree that the Rules shall by reference be part of this agreement and a breach of the Rules shall be deemed a breach of this agreement.

3. **IT IS HEREBY AGREED AS FOLLOWS :**

- a. This is a fixed term tenancy which will commence from _____ / _____ / _____ (Day/Month/Year) and will expire on _____ / _____ / _____ (Day/Month/Year) without intervals ("the Term"). The details of the Tenancy such as the unit number, unit type, and tenancy period will be finalized and documented in this agreement, in accordance with clause (k), to be signed by both parties upon the student's check-in. This agreement and the Term hereby created are not transferable or assignable.
- b. The resident accepts that this tenancy period includes all vacation periods and may not coincide exactly with the times that the resident needs to attend University/College. The tenancy cannot be terminated early solely on the grounds that the resident is no longer required to attend lectures or other activities on campus during vacation periods.
- c. When a resident ceases to be a full-time enrolled student at the University/College for reasons such as program withdrawal, termination or completion of studies, the resident is no longer permitted to reside in the accommodation. The resident is required to notify THM of their withdrawal, suspension or termination of enrolment within seven (7) days of the withdrawal, suspension or termination being confirmed. Failure to notify THM within seven (7) days will result in the forfeiture of the deposit and the balance rental. Additionally, any personal belongings left in the room will be removed accordingly.
- d. The Rental shall be payable six (6) months in advance, the first of which shall be payable at the signing of this Agreement. Thereafter the next six (6) months rental shall be due on or before the 1st day of the 6-month interval. For avoidance of doubt, the resident is obliged to make this payment automatically before the 1st day of the 6-month interval whether THM sends an invoice for the payment or not. This payment must be made free from any deductions whatsoever and shall not be refundable under any circumstances. A late payment charge of RM300.00 will be imposed after the rental due date.
- e. Rental rates are inclusive of 180 complimentary hours of prepaid air conditioning usage per room per month. Complimentary hours are non-transferable, non-refundable and may not be carried forward to the following month. Residents may top-up additional credits at the Prepaid Kiosk to continue using their air conditioner upon exceeding complimentary hours.
- f. Residents may renew their tenancy (min. 6 months) with THM at least three (3) months before their tenancy expires. Renewal is subject to approval and room availability.
- g. THM reserves the right to relocate the resident to an alternative accommodation or unit on a temporary or permanent basis without apportioning blame in such situations, in the event that THM deems necessary. In such cases, the resident shall be given a minimum of one (1) week notice with the exception of emergency situations where immediate relocation is required.

- h. From time to time, it will be necessary for THM to carry out refurbishment, improvement, inspection and/or maintenance work in rooms and apartments, every effort will be made to ensure inconvenience to residents is minimised. Advance notice of any maintenance work will be given except in emergency situations or when maintenance has been requested by the resident.
- i. During the course of dealings between the Parties and in connection with the performance of this Tenancy Agreement, the Parties acknowledge that they need to process Personal Data (as defined under the Personal Data Protection Act 2010) belonging to or supplied by each Party from time to time by electronic or paper-based means. The collection, storage, and use of the Resident's personal data, including their Identification Card, Passport details, shall be in accordance with the Act. THM shall take all reasonable steps to ensure the security and confidentiality of the Resident's personal data and shall not disclose such information to any unauthorized third party, except as required by law or with the Resident's consent.
- j. In the event of default, this Agreement is made upon the express condition that if any one or more of the following events of default shall occur, namely:-
 - i) the Resident shall fail to pay the rental or any part thereof within seven (7) days from the date the same becomes due, or
 - ii) the Resident shall fail to observe or perform any other of the obligations herein contained and on its part to be observed and performed and such failure shall continue for a period of fourteen (14) days (as regards to which there shall be no necessity for any notice from THM requiring performance of the same) and in any other case for a period of fourteen (14) days after written notice thereof is given by THM to the Resident,

then THM may give to the Resident seven (7) days' notice of intention to terminate this Agreement and upon the expiration of such period, the tenancy hereby created shall terminate and THM shall be entitled (in addition to any other right available under the law) to repossess the accommodation and forfeit the Deposit but without affecting THM's rights to sue the Resident for any breach of this Agreement.

- k. This Tenancy Agreement shall be governed by and construed in all respects in accordance with the laws of Malaysia. Save and except for injunctive reliefs, any dispute, breach, invalidity, interpretation pertaining to this Tenancy Agreement shall be referred to and settled by arbitration in accordance with Asian International Arbitration Centre ("AIAC") Rules and. The sit of arbitration shall be in Kuala Lumpur, Malaysia with English as the language for conducting the arbitration proceedings. One arbitrator shall be appointed by the AIAC. The reward of the arbitration proceedings shall be binding and final.
- l. The parties agree that this Agreement may be executed electronically through Adobe Sign or any other legally recognized electronic signature platform. An electronic signature, including but not limited to a scanned signature, a digital signature, or an electronic acknowledgment of acceptance, shall have the same legal effect as a handwritten signature.

Each party confirms that they have the technical capability to execute this Agreement electronically and agree to accept electronically signed copies of this Agreement as valid and binding. The parties acknowledge that the use of electronic signatures in this Agreement shall not affect its enforceability or validity, and any electronically signed document shall be treated as an original signed document for all purposes.

4. The Resident's understanding and agreement are as follows :
- a. I understand that it is not possible to cancel this Tenancy Agreement before the end date of the Term except for item 3(c), and that the Term is not subject to the duration of any programme or course offered at Taylor's Lakeside Campus.
 - b. I acknowledge that the Rental includes basic services and that THM reserves the right to revise or impose any additional charges deemed necessary at their discretion.
 - c. I agree to pay the general deposit ("the Deposit") which shall be maintained throughout the Term. Upon expiration of the Term, THM shall be entitled to deduct whatever charges, penalties, costs and expenses due under this Agreement from the Deposit amount and the balance (if any) shall be refunded to me when the keys and access card (where applicable) are returned. I agree that all refunds shall be claimed by me or my parent/guardian/next of kin within one (1) year from the check-out date after which date I agree to donate the amount to Taylor's for refurbishment, upkeep, improvement and/or maintenance purposes. I understand and agree that any claims thereafter will not be entertained by THM. Refund of Deposits (if any) will require an estimated processing time of 21 working days. Working days are defined as any days except Saturday, Sunday and Public Holidays.
 - d. I have read the list of offenses and penalties below. I understand that THM reserves the right to add, amend or remove rules and regulations where it deems fit, as and when and when necessary and any amendments henceforth shall be binding upon the residents under THM effective from the date of such notice of the amendments. These shall be deemed to have been effectively served to the residents by postings on Resident Handbook on THM website.

Offences	Penalties
1. Possession or consumption of illegal substances	Eviction
2. Fighting / Stealing	Eviction
3. Refusing to comply with health & safety SOPs	Penalty notice and/or eviction
4. Smoking within the premises	Penalty notice and/or RM100.00 fine
5. Consumption of alcohol within the premises	Penalty notice and/or RM100.00 fine
6. Unauthorized visit to apartment / room by members of the opposite gender	Penalty notice and/or RM100.00 fine
7. Unauthorised overnight stay by visitors, regardless of gender	Penalty notice and/or RM100.00 fine
8. Giving access cards/keys to unauthorized persons	Penalty notice and/or RM100.00 fine
9. Unruly actions, prohibited activities, and violent or offensive behaviour	Penalty notice and/or RM100.00 fine
10. Unauthorized use of emergency staircase to exit or enter the premises	Penalty notice and/or RM100.00 fine
11. Unauthorized cooking in unit and/or room	Penalty notice and/or RM100.00 fine
12. Vandalism / Misuse of property & facilities resulting in damages	Equal to cost of repairs
13. Bringing unauthorized visitors into the premises	Penalty notice and/or RM100.00 fine
14. Littering	Penalty notice and/or RM100.00 fine
15. Neglecting cleanliness of apartment and/or room	Penalty notice and/or RM100.00 fine
16. Failure to comply with rubbish disposal rules	Penalty notice and/or RM100.00 fine
17. Replacement of lost keys and/or access cards	RM50.00 per key / RM50.00 per card
18. Requests to open apartment/room door	RM50.00 per request

- e. I agree that repeat offenders and serious cases may face harsher penalties, including eviction. I understand that my parents / guardians, Taylor's College/Taylor's University and/or relevant local authorities may also be notified.
- f. In the event that :-
- i. I terminate this Agreement or check-out at any time prior to the expiry of the Term,
 - ii. I am asked to vacate the accommodation by reason of having contravened the Rules and/or the Resident Handbook, OR
 - iii. I am asked to vacate the accommodation if the Rental and/or other accommodation charges are not paid on the stipulated date,

I hereby agree for THM to forfeit the Deposit and all rental paid in advance as agreed liquidated damages. I also hereby undertake to immediately and peaceably surrender the unit to THM in a clean and tenable condition.

By signing below, I will be entering into a binding agreement with Taylor's Hostel Management. I hereby agree to all obligations, terms and conditions contained within this Tenancy Agreement.

Signature (Resident)

Name :

NRIC/Passport No :

Date :

Signature (Parent/Guardian)

Name :

NRIC/Passport No :

Date :

For Office Use Only

Signature (THM Staff)

Name :

NRIC/Passport No :

Date :

Signature (Witness)

Name :

NRIC/Passport No :

Date :



We're going green! Scan to view/download our Resident Handbook!

Appendix B: Important Numbers

THM'S COMMUNITY SUPPORT	
Resident Community Services (WhatsApp) Operation hours: 9:00 a.m. - 6:00p.m. (Mon-Fri)	012 511 7165
THM'S OPERATION SUPPORT	
General Enquiries / Bookings / Finance Operation hours: 9:00 a.m. - 6:00 p.m. (Mon-Fri)	03 5631 3400
Housemaster 1 Housemaster 2 Operation hours: 9:00 a.m. - 10:00 p.m. (Mon-Sun)	012 511 7432 012 511 7942
EMERGENCY HOTLINE	
THM's Security Control Room Operation hours: 24-hours everyday	012 511 7164
Subang Jaya Police Station	03 5633 2222
Police and Ambulance Hotline	999
Jabatan Bomba & Penyelamat (Fire station Hotline)	994
Subang Jaya Medical Centre	03 5639 1212
Sunway Medical Centre	03 7491 9191
TAYLOR'S LAKESIDE CAMPUS	
General line	03 5629 5000
Campus Central (WhatsApp only)	011 5659 4221
Taylor's Counselling Centre for Counselling Services	03 5629 5022/ 5024/ 5025/ 6791

Appendix C: Logging into your Resident's Portal (TCAS)



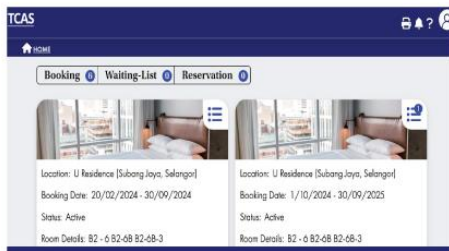
HOW TO 'LOGIN' TO RESIDENT'S PORTAL (TCAS)



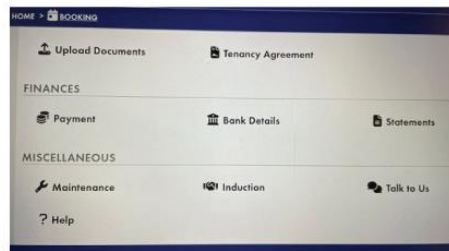
1 Go to <https://taylorshostel.taylor.edu.my/>
Click on "Resident Login".



2 Login with your Email Address
and Newly Created Password.



3 Click on the menu button on the
top right corner of your tenancy.



4 This is the home section.

HOME SECTION:

Finances:

- To view payment history
- To view statement of accounts

Miscellaneous

- To submit a compliment/complaint/-feedback/room change request
- View booking & tenancy information
- View emergency & THM's contact numbers



5 FOR MAINTENANCE
RELATED ISSUES:

Fill in the various field
accordingly and click
"Submit".

REMARK:

Maintenance team will
be scheduled to visit
units on **WEEKDAYS**
between 2pm - 6pm.
Residents are solely
responsible to approach
Helpdesk to reschedule
these visits if necessary.

Appendix D: Acknowledgement and Indemnity Form for Mini Fridge Use

ACKNOWLEDGMENT AND INDEMNITY TO USE MINI FRIDGE INSIDE ROOM

I, _____ (Full Name), _____ (IC / Passport No)
currently residing in _____ (Room Number) request to use a mini fridge (Subject Matter)
in my room. Tenancy period is from _____ to _____

I agree that my _____ will follow the recommended specifications set by Taylor's Hostel
Management (THM) as mentioned below:

- Compliance with SIRIM or Suruhanjaya Tenaga (ST) certificate
- Compatible with 13amp power socket
- No extension cord is used for this appliance
- Smoke control



I agree to bear the responsibility should any incident arise from my usage of the appliances including,
but not limited to, short circuits, power trips and fire, especially if the unit does not adhere to the
recommended specifications mentioned above.

I, for myself and on behalf of my personal representatives hereby agree to indemnify and keep
indemnified and hold harmless THM (including THM's staff and agents) to the fullest extent permitted
by law, from and against all actions, claims, writs, summons, demands, losses, injury, death, damages,
costs and expenses for which THM may become liable in respect of or arising, directly or indirectly
from my use of the Subject Matter or pertaining howsoever to the Subject Matter.

Name (Resident):

Date:

IC / Passport Number:

Name (THM):

Date:

IC / Passport Number:

Appendix E: Acknowledgement and Indemnity Form Other Appliances



ACKNOWLEDGMENT AND INDEMNITY TO USE APPLIANCES INSIDE ROOM

I, _____ (Full Name), _____ (IC / Passport No)
currently residing in _____ (Room Number) request to use a mini fridge (Subject Matter)
in my room. Tenancy period is from _____ to _____

I agree that my _____ will follow the recommended specifications set by Taylor's Hostel Management (THM) as mentioned below:

- Compliance with SIRIM or Suruhanjaya Tenaga (ST) certificate
- Compatible with 13amp power socket
- No extension cord is used for this appliance
- Smoke control

I agree to bear the responsibility should any incident arise from my usage of the appliances including, but not limited to, short circuits, power trips and fire, especially if the unit does not adhere to the recommended specifications mentioned above.

I, for myself and on behalf of my personal representatives hereby agree to indemnify and keep indemnified and hold harmless THM (including THM's staff and agents) to the fullest extent permitted by law, from and against all actions, claims, writs, summons, demands, losses, injury, death, damages, costs and expenses for which THM may become liable in respect of or arising, directly or indirectly from my use of the Subject Matter or pertaining howsoever to the Subject Matter.

Name (Resident):
Date:
IC / Passport Number:

Name (THM):
Date:
IC / Passport Number:

Appendix F: Pricing Schedule



Level 1, The Boardwalk,
No 2, Jalan Taylor's, 47500 Subang Jaya, Selangor Darul Ehsan.
Phone : +603 5631 3400
Fax : +603 5631 3457

For General Enquiries : TaylorsHostel@taylors.edu.my
Website : Residence.taylors.edu.my

This publication contains information, which is accurate as of October 2025. Changes in circumstances after this date may impact upon the accuracy or timeliness of the information. Taylor's Hostel Management does its best to ensure that information contained herein is accurate but reserves the right to change any information described in this publication without notice. Readers are responsible for verifying information that pertains to them by contacting Taylor's Hostel Management.