

STUDENT ACCOMMODATION

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**Celebrating 35 years of
APSAA: Driving Excellence
in Every Encounter**

Excellence in Facility Development or Management – University

Taylor's Residence



Taylor's Residence | Resident-Centred Renewal in a Live Operational Environment

Taylor's Residence has been recognised for delivering a large-scale refurbishment program that successfully modernised one of Malaysia's largest purpose-built student accommodation communities while maintaining continuous operations. Home to more than 1,000 students from over 50 nationalities, the residence undertook a RM20 million asset enhancement initiative designed to improve wellbeing, optimise living spaces, and enhance the overall student experience.

Completed within a fully occupied environment, the refurbishment transformed both private and shared spaces through a resident-centred design approach. Guided by student feedback, the project introduced innovative space-saving solutions, upgraded furniture and storage, improved lighting, enhanced study and social spaces, redesigned communal kitchens, and created new recreational and landscaped areas. The initiative focused on maximising functionality and liveability within the existing building footprint while maintaining affordability for residents.

A key achievement of the project was its ability to deliver significant facility improvements without disrupting operations. Through careful



planning, coordinated resident communication, and phased implementation, Taylor's Residence maintained an average occupancy of 93 per cent during the refurbishment while achieving 96 per cent resident satisfaction and a Net Promoter Score of +51.

The project also demonstrates a strong model for the wider student accommodation sector. By combining resident-led design, adaptive reuse of existing spaces, enhanced safety systems, and operational resilience, Taylor's Residence has shown

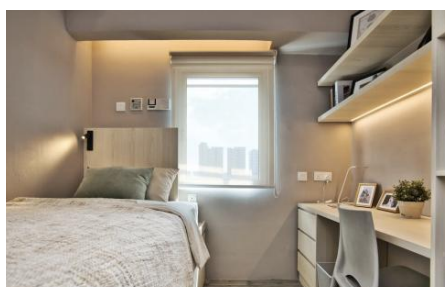


how ageing accommodation assets can be successfully renewed while remaining fully operational. The initiative has strengthened student wellbeing, enhanced community engagement, and contributed to raising expectations for purpose-built student accommodation across the region.

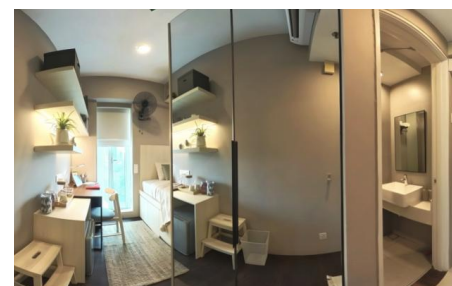
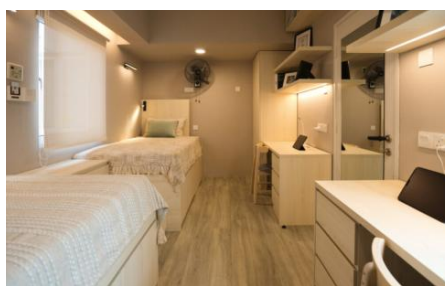
<https://www.youtube.com/watch?v=rBa-Y3tmxYM>



BEFORE



AFTER



Excellence in Student Experience – University

Taylor's Residence



Taylor's Residence | R!SE Residential Living Program

Taylor's Residence was recognised for its innovative R!SE Residential Living Program, a comprehensive residential framework that transforms student accommodation into a holistic living and learning environment focused on student wellbeing, development, and success.

Designed around the principles of being Relevant, Inclusive, Supportive and Engaging, the program supports residents through a structured four-stage journey of Integration, Adaptation, Engagement and Empowerment. This intentional progression helps students develop from newcomers adjusting to university life into confident, independent individuals and community leaders.

The program is underpinned by four interconnected wellbeing pillars: Physical, Emotional, Social and Intellectual Wellbeing. Through a combination of pastoral support, mental health initiatives, leadership development, academic skills programs, intercultural engagement, and community service opportunities, residents are supported to thrive both personally and academically.

The impact of the program has been significant. Taylor's Residence recorded an overall resident satisfaction rate of 96 per cent, with 98 per cent satisfaction in physical wellbeing, 96 per cent in social wellbeing, 95 per cent in emotional wellbeing, and 100 per cent satisfaction in intellectual development initiatives. Mental wellbeing outcomes also improved substantially, with 96 per cent of residents recording healthy wellbeing scores through the Residence's structured MHI-5 wellbeing monitoring program.

A key strength of the R!SE model is its integration of leadership, sustainability, and community engagement. Residents participate in initiatives such as the LaunchPad service-learning program, which has supported more than 1,350 beneficiaries through community outreach projects, and the REGrow sustainability initiative, which converts food waste into fertiliser for local communities. Recycling programs and social impact partnerships further reinforce the Residence's commitment to responsible citizenship and social responsibility.



The program's success is reflected in strong operational outcomes, including an 87 per cent resident retention rate and 93 per cent occupancy. By embedding wellbeing, leadership development, academic support, and community engagement into every stage of the residential journey, Taylor's Residence has created a highly effective model that empowers students to flourish during their university experience and beyond.

R!SE Residential Living Program Structure and Journey



Excellence in Sustainable Development Goals

Taylor's Residence



Taylor's Residence | REGrow Initiative

Taylor's Residence received the 2026 APSAA Excellence in Sustainable Development Goals Award for REGrow, an innovative student-led sustainability initiative that transforms food waste into valuable community resources while embedding environmental responsibility into everyday residential life.

Developed as part of the Residence's RISE Residential Living Program, REGrow was established to address the significant volume of organic waste generated by a community of more than 1,000 residents. Through a structured waste collection and bioconversion system using black soldier fly larvae, food waste that would otherwise be sent to landfill is converted into organic fertiliser and sustainable livestock feed.

Since its launch in September 2025, REGrow has diverted 494.3 kilograms of food waste from landfill, produced 85.2 kilograms of organic fertiliser, generated 57.3 kilograms of larvae biomass, and prevented an estimated 1.23 tonnes of CO₂ emissions. The fertiliser is donated to Orang Asli Indigenous communities to support small-scale farming, while the larvae biomass is distributed to lower-income farmers as a high-protein livestock feed.

The initiative demonstrates a strong commitment to the United Nations Sustainable Development Goals, particularly



Responsible Consumption and Production (SDG 12) and Climate Action (SDG 13), while also contributing to goals relating to education, sustainable communities, reduced inequalities and life on land.

Beyond its environmental outcomes, REGrow serves as a practical leadership and learning platform for residents. Students take ownership of waste collection, monitoring and impact reporting, gaining first-hand experience in sustainability, circular economy principles and community engagement. The initiative achieved a 92 per cent participant satisfaction rate and an NPS of +54, highlighting its positive impact on resident engagement and sustainability awareness.

By transforming everyday waste into meaningful environmental and social outcomes, Taylor's Residence has demonstrated how student accommodation communities can play an active role in advancing sustainability while developing environmentally conscious future leaders.



REGrow Student Committee donating Fertilizer to the Indigenous Community.



The Feeding of Ground Food Waste to Black Soldier Fly Larvae

REGROW

