

The Residences Manual

2019-2020



STUDENT
LIVING
WITH A
DIFFERENCE



It is my pleasure to welcome you to The Residences – your home away from home whilst you study at Middlesex University Dubai.

Myself and my team pride ourselves on providing you with a modern, luxurious living environment right in the heart of Dubai. Student satisfaction is our focal point, and we work tirelessly to ensure you comfort, safety and a truly memorable living experience during your stay at The Residences.

As you settle in and throughout your time with us, our team is always here to help and assist you with whatever you may need, and I am happy to be your point of contact for any questions, queries or feedback you have.

I would like to thank you for choosing to stay at The Residences and we look forward to welcoming you as part of our big family and providing you with the best possible experience.

Djamel Abdellaoui
Accommodation Manager
Middlesex University Dubai



This Manual has been designed for students who are living in The Residences. If, once you have read through the Manual, you still have some questions, please speak to the Residences Management Team.

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> 20
Semi-detached
Villas

- Fully furnished
- WiFi
- Fully equipped kitchen
- Laundry room with washing, drying and ironing facilities

> 10
Minute walk
from Sharaf DG
Metro Station

> 20
Minute walk from
Mall of the Emirates



Section I: General Information

Welcome to our student accommodation – The Residences! Located in the heart of Dubai in Al Barsha 1, the Residences are a ‘home away from home’ for students while they study at the University. They offer segregated living for males and females with a variety of room types.

The Residences comprises 20 semi-detached villas, all of which are fully furnished to a high standard, with Wi-Fi available in all villas, along with a fully equipped kitchen and laundry room with washing, drying and ironing facilities. Other facilities at the Residences include a gym, a swimming pool and a multi-purpose court for basketball, volleyball and badminton.

There are a wide range of local amenities - The Sharaf DG station of the Dubai Metro is a 10-minute walk away. The Mall of the Emirates, one of Dubai’s leading shopping and entertainment destination which has its own ski slope, a cinema complex and more than 600 of the world’s best brands, is a 20-minute walk away.

Shared and private rooms are available. Your rent includes usual utility bills and free transportation to and from the University campus.

For further guidance or information regarding the Residences, contact our Student Residence Manager, Mr Djamel Abdellaoui, via the details below:

The Residences

22B Street
Opposite Gate 12 of Dubai National School
Al Barsha 1, Dubai, United Arab Emirates
Google Maps plus code: 455R+7F Dubai

email. theresidences@mdx.ac.ae
telephone. +971 (0)48 813 044

1. Booking

Any student with an Offer of Admission at Middlesex University Dubai can book accommodation. Students with a 'conditional' offer will receive a provisional booking, and this will be confirmed once the offer is converted to 'unconditional'. Enrolled students of Middlesex University Dubai are eligible to stay at the Residences once their place at the University is confirmed and they have paid their tuition fee deposit. Any student who wishes to stay at the Residences can make a booking by filling out the form available at www.mdx.ac.ac/accommodationbooking. Once the form is completed, a member of the Student Residences Management Team will be in contact to inform students of the next steps. Please note for regulatory purposes, students can stay at The Residences provided that they maintain a valid residency status as per the laws of the United Arab Emirates (UAE).

2. Moving In

It is our aim to ensure that residents feel as comfortable and welcome as possible. Students should inform the Residences Management in advance of their arrival so that all necessary room arrangements are in place. Residents will only be able to check into their rooms once payment for one term has been settled in full. Upon arrival at the Residences, our Residences Management Team will assist residents throughout the process until they enter the room. You will be required to provide a copy of identification (which our team will process upon arrival) and fill in and sign 'check-in' documentation, which also includes a list of linen items and keys received. During check-in, students will be shown around the Residences and will be given an overview of the Residences policies, procedures, regulations and the community standards. The new resident will then be directed to the room.

3. Payment

Residents can pay for their stay at the Residences online at www.mdx.ac.ac/payment-portal. Residents must clearly state their name and

student identification number (MISIS / MD number), and click either 'Accommodation Fee' or 'Accommodation Fee Deposit'. Alternatively, students can pay for their fees on campus at the Finance Office, Block 16 of our Dubai Knowledge Park campus between 8 am to 6 pm, Sunday to Thursday.

As specified in the confirmation email, payment for the full term must be settled prior to the student moving into the Residence.

4. Security Deposit

Students staying at the Residences are required to pay a security deposit of AED 1,000 which is included in the first term fees. This amount is refundable upon vacating the Residences and the completion of the 'check-out' procedure.

5. Acceptance of Terms and Conditions

When you apply for student accommodation and make a payment, you agree to reside in the Residences in accordance with:

- a) the terms and conditions outlined in this manual
- b) Middlesex University Dubai's Student Code of Conduct and Discipline (see Campus Guide available at www.mdx.ac.ac/campus-guide)
- c) any other rules, regulations, policies and procedures – including those specific to your accommodation, detailed and drawn to your attention by the University at the Residences, collectively referred to as the "Rules". Behaviour which violates any of these Rules may affect your stay at the Residence (including eviction), any future application made by you to reside in the Residences, and where appropriate, relevant financial and academic penalties and sanctions.

At all times, residents must also ensure full compliance with the laws of the United Arab Emirates (henceforth 'UAE'). This includes the regulatory framework of the Dubai Government's Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws.

Please note for regulatory purposes, students can continue staying at The Residences provided that they maintain a valid residency status as per the laws of the United Arab Emirates (UAE). Changes to your UAE residency status should be notified to the Residences Management Team as this may impact your stay at the Residences.

New residents, especially those who are coming to Dubai for the first time, may find that the laws and customs of the United Arab Emirates are very different from those in their home countries. We advise all residents to be aware of them and ensure they are respected. In the UAE, there may be severe penalties for doing something that might not be illegal elsewhere. You are strongly advised to familiarise yourself with and respect local laws and customs. The UK Government's website offers some helpful advice on its website at www.gov.uk/foreign-travel-advice/united-arab-emirates/local-laws-and-customs regarding local laws and customs along with a more detailed 'Living in the United Arab Emirates' guidance available at www.gov.uk/guidance/living-in-the-united-arab-emirates.

6. Cancellation

Once the booking at the Residences is confirmed, no refunds will be permitted. The booking is for one academic year, which comprises two terms (semesters). Residents are obliged to pay per term (semester), in compliance with the applicable deadlines.

7. Residences Fees Terms & Conditions

- a) Accommodation fees are charged based on academic term dates. Accommodation outside of the regular academic term dates is subject to availability. Residents who wish to stay during the summer holidays may do so by paying additional fees.
- b) Rent is charged on a full academic year basis (two payments for one academic year). The University's Academic Calendar is published online at www.mdx.ac.ae/academic-calendar.

- c) Residents who wish to cancel their accommodation during a term will not receive a refund unless their programme has been cancelled by the University.
- d) Residents who do not choose to stay at the Residences for the second term will need to express their wish in writing to the Residences Management Team prior to 01 December (September starters) or 01 April (January starters).
- e) Residents who do not renew their stay after the academic year but leave their personal belongings will be charged 50% of the total term fees.
- f) There is normally no refund of accommodation fees paid in advance for residents who have been evicted from the Residences due to violations of community standards or have been expelled by the University due to violations of the Student Code of Conduct and Discipline.

8. Facilities Provided

Rooms are either single, or shared with other person(s). Each bedroom contains (for each occupant):

- a) Bed (including mattress and standard bedding package)
- b) Bedside table
- c) Desk and chair
- d) Wardrobe
- e) Waste bin
- f) There are also curtains, electric sockets and Wi-Fi internet connection in each room.

There is a fully equipped shared kitchen available to prepare or cook your meals as well as a laundry room where you can wash, dry and iron your clothes.

Each shared kitchen space contains:

- a) Fridge/freezer
- b) Electric cooker
- c) Cutlery (for a period of 30 days after arrival)
- d) Pots and pans
- e) Kettle
- f) Flip top bin
- g) Drinking water dispenser

Each shared lounge space contains:

- a) TV with access to several free-to-air channels
- b) Dining table with seating
- c) Sofa sets
- d) Carpet

Central facilities and services include:

- a) Wi-Fi
- b) Free shuttle bus to and from campus at designated timings
- c) Cleaning services
- d) Round-the-clock Security services
- e) Access control
- f) Gym with a qualified Personal Trainer at designated timings
- g) A swimming pool
- h) A multi-purpose court for basketball, volleyball and badminton

9. What to Bring With You

Bedding is provided in the residences (one time only). This includes a duvet, duvet cover, pillow, pillowcase and bedsheet. You should bring your own towels and tea towels with you and are responsible for making your own arrangements for personal laundry and laundering of bedding.

You are also responsible for supplying your own cutlery, crockery, pots and pans and cooking utensils.

You are prohibited from bringing your own furniture, curtains, soft fabric lampshades or halogen lamps into your bedroom or the Residences, since all furnishings must comply with relevant safety standards. Any electrical item (chargers, extension leads, hairdryers, etc.) must be tested by a UAE certified technician prior to use in The Residences premises. The test will be arranged by the Residences Management Team and there might be a charge associated with the test. Additional furnishings may only be added with the written permission of the Student Residence Manager.

10. Medical Insurance

The healthcare system across the UAE is modern

and well developed with private and public hospitals available across Dubai.

Middlesex University Dubai offers medical insurance coverage on a paid basis to both new and returning students. The medical insurance we provide offers extensive coverage across hospitals and clinics in the UAE. The healthcare system in the UAE is payable by the patient, and it is a statutory obligation that everyone in the UAE has healthcare cover under the UAE immigration laws.

For those students who are sponsored by the University, the costs of their medical insurance are included in the Student Visa package fee. If students are sponsored by their family or employer and wish to avail our medical insurance service, please visit the Finance Office in Block 16 for assistance.

At an additional cost per year, students are able to apply for medical insurance with coverage across leading hospitals and clinics in the UAE - See current hospital/clinic network list provided by the insurance company. Please note that students are requested to ensure that they have adequate medical/travel insurance in Dubai until their Middlesex University Dubai Student Visa has been issued.

11. Emergency Numbers

These are the main access points and main security numbers in case of any emergency:

- For villas 1 to 8: access point = villa 8:
Telephone = (04) 881 3021
- For villas 9 to 12: access point = villa 9:
Telephone = (04) 881 3023
- For villas 13 to 20: access point = villa 20:
Telephone = (04) 8813028

For any emergencies, residents can dial the UAE Emergency phone numbers (for example, to request for an ambulance) although it is recommended that you ask the Residence Security for assistance first.

Ambulance requests should be made only for critical situations as Ambulance services in Dubai may file a case with Dubai Police against the

requestor for misuse of Dubai Government service. This offence can be penalised with a minimum fine of AED 5,000, as well as other legal actions. Please note that you will be responsible for these consequences (even if Security Wardens request an ambulance on your behalf) when by your self-assessment you conclude that your condition requires an ambulance and that you cannot make the journey to hospital on your own. In most obvious life-threatening situations, whereby a resident's situation is deemed critical, for instance when someone is unconscious or having difficulty breathing, the Security Wardens will make a judgment call and may request an ambulance immediately.

The UAE's National Emergency phone numbers are as follows. In case of an emergency, you can call the following numbers while anywhere in the UAE:

999 for Police

998 for Ambulance

997 for Fire Department (Civil Defence)

The use of these is for genuine emergencies only, and emergency services may file a case with the Police if this has been misused. Residents must ensure they assess the situation carefully before calling these emergency numbers.

More information about handling emergencies is available at www.government.ae/en/information-and-services/justice-safety-and-the-law/handling-emergencies.

12. Inventory

The first thing you should do once you have collected your keys is to complete your inventory. This will either be located in your room or will be issued to you on arrival. If an inventory is not provided, it is your responsibility to request for one. Please check the inventory, fill it in carefully, and return it to the Student Residence Manager within 48 hours of your arrival. It is very important that you carefully record anything which is missing or damaged as the inventories are kept as an official record of the condition of the room when you move in. They are then compared with the condition of the room/property when you leave,

and you will be charged for any missing items or damages. If you do not return an inventory, we will assume that everything in the room was satisfactory when you arrived.

13. Moving Out

Residents who wish to leave the Residences permanently will need to complete the check-out procedure. You will need to provide a written notice to the Student Residences Manager at least seven (7) days before you plan to move out. A confirmation will then be sent to you and the check-out preparations will be conducted on the date of moving out. Should there be any deductions from the security deposit, residents will be informed during the check-out process.

This procedure applies at the end of the academic year. Students who decided to leave the Residences during or prior to the end of academic year are required to obtain approval from the Residences Management Team prior to completing the checkout procedure.

Security Deposit Refund

Once the resident completes the check-out procedure, the Student Residences Manager will send a formal notice to the Finance Office to process the refund. Please be aware that the refund may take two (2) working days to process. To claim the refund, residents will need to present a copy of the signed check-out form to the Finance Office along with their Student ID card. You should check the working hours of the Finance Office online. In standard cases, refunds will be made via bank transfer only which usually take between three (3) to seven (7) working days locally. Cash refunds are generally not offered. A complete check-out procedure will be sent to all residents via email prior to the end of the academic year.

In case residents have any outstanding amounts due to the Residences or the University, the security deposit will be applied towards the outstanding payment.

14. Know your Residences Management Team

There are different teams assigned to the upkeep, safety and comfort of the residents, who report to the Student Residence Manager. Its members are responsible for looking after the operational aspects of the Residence e.g. the condition of the general hall environment, housekeeping services, general maintenance and repairs, and health and safety. Please see the specific information for details of who they are and how to contact them.

Housekeeping Teams

The Housekeeping Teams work closely with the Residences Team and are responsible for helping to maintain the cleanliness.

The Security Wardens

The Security Wardens are responsible for the welfare of residents and for maintaining community standards. They are there to ensure that things run smoothly, report any problems or breaches and to develop a sense of community.

15. The Gym and other Facilities at the Residences

The Gym at the Residences is open to all Middlesex University Dubai students and staff members. The Gym offers facilities including weight training and cardio equipment, and separate shower and changing rooms. There are a variety of fitness training sessions on offer at all times such as cardio and core, circuit training, boxing, weightlifting, TRX and functional workout. Our qualified and experienced coach is on hand for group training, personalised training sessions and guidance on injury management, weight loss, muscle gain and all other aspects of fitness.

Students can also make use of the other facilities at the Residences, including a swimming pool and a multi-purpose basketball, volleyball and badminton court.

Please note that supervised training sessions are offered on working days (Sunday-Thursday) only. Contact studentactivities@mdx.ac.ae for more details, including the schedule of services. The schedule is changed on a monthly basis and

students may find this around the campus and on the University website.

The gym is open from **9 am to 11 pm every day**.

16. University Liability

The Halls of Residences or Middlesex University Dubai will not be responsible for any loss or theft of or damage to the personal property of any resident from any cause, nor will the Residences or the University assume responsibility for any injury or damages, whether personal or to property. This includes damage caused by facility malfunctions (e.g. water leakage). All personal property is the responsibility of the resident. Students are strongly advised to purchase renters insurance or check with their family's home owner's policy regarding the coverage while off premises.

Residents should double-check that all personal property has been removed from their rooms and adjacent areas (e.g. bike racks) when checking out of the Residences. Any personal property left behind will be disposed of immediately by the Residence Team. Residents are strongly encouraged to consider some form of personal insurance for their personal property.

The Residences will not be liable or responsible for any failure to perform, or delay in performance of, any or our obligations that is caused by *force majeure*. 'Force majeure' means an unforeseeable event outside or beyond reasonable control of the University including (but not limited to) fire, flooding, other severe weather, interruption of utility services, and other unforeseeable accidents.

The Residences offer an independent living service. This independence brings additional responsibilities. The University or the Residences will bear no responsibility or liability for any injury or loss or theft of or damage to any persons or their personal property from any cause, as a result of the residents' activities and behaviours outside its premises. Similarly the Residences Management Team or the University are not responsible for monitoring residents' movements, including decisions about coming to or leaving from the Residences. The Residences Management

Team can be expected to contact, discuss, disclose, or share information residents' parents and/or guardians if deemed necessary, regarding violations of community standards, especially those which deemed to be appropriate, serious, or urgent.

Section II: Community Standards at the Residences

1. Rules, Policies, Procedures and Regulations

At the Residences, we aim to do our utmost to create a safe and pleasant environment while respecting individual freedom and privacy. All must adhere to these “community standards” which include procedures, rules, guidelines and regulations that are in place to protect the safety and wellbeing of all residents.

The expectations that the University has of each resident are described as “community standards”, violation of which may be grounds for action against a resident. Because of the nature of community living, it is not possible to enlist all acceptable and unacceptable behaviours in one place. Hence, elements of these standards can be communicated to students through a range of media including: this Residences Manual, any notices, hoardings or factsheets, any circulars or announcements through notice-boards, emails, flyers and other forms of signage; the Middlesex University Dubai’s Campus Guide; the University Regulations and policy documents; and verbally through briefings, meetings and focus groups.

Residents must also ensure full compliance with the laws of the United Arab Emirates (UAE).

It is the responsibility of each student to be aware of the policies and expectations that the university community has for individual action. Students living in the Residences are responsible for their actions as well as the actions of their guests. It is the expectation of the university community that each member of the community will respect all community members and their property. However, some members of the community may, either by error or by intent, violate community standards. At these times, it will be necessary to hold those residents responsible for their actions. It is the intent of the Residences to approach these violations from an educational perspective when appropriate. However, other sanctions or requirements (including imposing fines and charges) may be necessary to ensure that the residential community continues to be a conducive living and learning environment.

Residents found to be present while any violation

is occurring may be considered participants and/or complicit in the violation(s) and may also be subject to disciplinary action. Similarly, possessing information or knowledge by a resident of an occurrence or potential occurrence of a violation and deliberately not reporting this to the Residences Management Team can be considered as complicity in the violation and can lead to disciplinary action.

2. Shared Responsibility for Safety

The security of the Residences depends upon residents working together with the Residences Management Team to promote a safety-conscious community. Only designated entry/exit points and entrances should be used to access the Residences. Security Wardens can ask to verify the identity of any residents, their visitors and guests at the entrances and conduct a search of items carried into or out of the Residences.

Residents are expected to be vigilant about security and keep room doors closed and locked at all times. It is not acceptable to prop doors open and you should not allow non-residents to come through residence doors when you enter or leave.

Biometric Access Control System

A Biometric Fingerprint Access Control System will be used to access and exit the Residence. All residents will need to register on this system at the time of check-in. Tampering with any of the security equipment, CCTV cameras, access equipment (including key cards), and fingerprint readers is a serious violation and is strictly forbidden.

CCTV Cameras and Security

CCTV Cameras are positioned to capture common areas, courtyards, all entrances and other areas that are important for security reasons. They are a means of improving the effectiveness of Residences security in dealing with vandalism and other violations of community standards, providing both deterrence and detection. The University will solely make decisions to determine the location of such surveillance equipment. Surveillance recordings will not be shown to anyone other than Security Wardens and authorised University

personnel unless as approved by the Director's Office and/or deemed necessary for statutory, legal and safety purposes.

3. Noise and Quiet Hours

Wherever there is a degree of shared living, noise problems can occur. At all times residents are expected to respect the needs of others and to maintain conditions under which normal and reasonable noise is not disruptive or disturbing to either students or staff. Any activity that may cause considerable noise and disturb others is strictly prohibited. This includes playing music through personal devices (best to use headphones) or musical instruments like guitars. Students who do not comply can face disciplinary action for violation of community standards.

Quiet Hours are established times when residents are expected to keep noise at an extreme minimum so as to respect fellow residents who may be choosing to sleep or study.

Quiet hours in the Residences and areas within its vicinity (e.g. parking areas) are as follows:

Sunday - Thursday:	11 pm - 8 am
Friday and Saturday nights:	12 am - 10 am
Final assessment period:	24-hour quiet hours go into effect at 8 pm in week 22 and remain in effect until the close of the academic year.

Quiet hours do not change for mid-term holidays or during term breaks.

4. Reasonable Request

It is expected that residents are respectful and that they comply with reasonable requests made by University officials (such as, opening the room door upon request, providing photo identification for all individuals in the room, etc.). Failure to comply with a reasonable request of a University official is a violation of community standards in the Residences. University officials include but are not limited to a Student Residence Manager, Housekeeping staff, Security wardens, and other

designated staff members of the University acting within their assigned duties and responsibilities.

5. Alcohol and Banned Substances including Controlled or Illegal Drugs

Consumption of alcohol or banned substances and the possession of alcoholic beverages or banned substances containers (e.g., bottles, cans, packs, decorative containers and collections) are not permitted at the Residences or its vicinity (e.g. in the parking area or outside the entrances). These constitute a serious violation of the Residences and the University rules and may also breach UAE's federal laws.

Any resident possessing or consuming alcohol or banned substances including controlled or illegal drugs will face severe consequences (including eviction from the Residences and a fine of AED 2,000) and the matter will be referred to the relevant authorities (police, law enforcement, public prosecution). Residents must be aware that possessing or consuming alcohol without a license or illegal drugs is a criminal offence punishable by imprisonment under UAE laws.

Any resident who is aware that a fellow resident may be in violation of these rules and deliberately chooses not to report this to the Residences Management Team is considered as complicit in the violation and may be subject to disciplinary action.

The following behaviours are also not permitted in the Residences and are grave violations of the community standards:

- The possession and/or use of alcohol, illegal drugs or banned substances on or near the Residences (including parking areas and outside entrances).
- Exhibiting signs of being under the influence of alcohol or illegal drugs (i.e. the odour, blood-shot eyes, difficulty standing, etc.) in the Residences.
- Selling, serving, giving away, making available or sharing alcohol

/or information where to source, illegal drugs or prescription medicine with any person in the Residences.

d) Permitting any person to violate the community standards relating to alcohol and banned substances including controlled or illegal drugs in your assigned room.

e) Being present when another person is violating the community standards relating to alcohol and banned substances including controlled or illegal drugs.

Alcohol consumption is prohibited for Muslims in the UAE and strictly regulated for others especially in public places. The UAE has a zero-tolerance policy for use of illegal substances and drugs. UAE Federal Law No. 14 of 1995 criminalises production, import, export, transport, buying, selling, possessing, storing of narcotic and psychotropic substances and the local police and undercover agents focus heavily on preventing and prosecuting drug-related offences.

6. Smoking and Vaping

Smoking (including shisha, electronic cigarettes or any other types of tobacco) inside the Residences is prohibited and can cause serious health issues. These are also considered to be fire hazards. Smoking cigarettes (but not shisha) is only permitted in designated areas. Any students found smoking in an unauthorised area (e.g. inside the buildings/villas, gym, etc) will face disciplinary action for violation of the community standards and incur severe penalties (including immediate eviction from the Residences) and a AED 2,000 fine).

Possession, storing or transportation of shisha paraphernalia and electronic cigarettes (used for vaping) are not permitted anywhere in the Residences. These will be removed immediately and without prior notice.

7. Curfew

Independent living at the Residences brings freedom to learn how to make your own choices. At the same time, setting reasonable boundaries

can help you make responsible decisions and develop healthy habits. Establishing a curfew is a key part of striking that balance. Residents on undergraduate and foundation year programmes must report back to the Residences by 11:30 p.m. during the week from Sunday to Wednesday and by 12:30 a.m. on Thursdays, Fridays and Saturdays) and during official public holidays. For postgraduate students, these timings are extended by one hour. Students who intend to stay out after these timings must complete and sign a 'curfew extension form' before leaving the Residences indicating emergency contact details and their estimated time of return. This form must be filled regardless if a curfew extension permit has been obtained previously.

Residents must be over 18 years old in order to complete and sign the form. Residents under the age of 18 years must provide written consent from their legal guardian with valid identification before planning to leave the Residences, otherwise disciplinary actions will be taken.

Students will be considered to have violated these Community Standards in the following cases:

- residents who fail to complete the Curfew Extension Form
- residents who misuse the curfew extension form (for example, by tampering previous records or providing incorrect dates or timings.
- residents who cause a disturbance in or around the dorms when returning after curfew.

Residents may find that they can no longer apply for curfew extensions if they have a number of violations of community standards on record.

8. Room Allocation and Changes

Room allocations are at the sole discretion of the Residences Management Team. If you indicate your additional preferences for accommodation, we may take these into account when allocating, but we cannot guarantee that we will be able to fulfil any of these additional accommodation preferences. We try to have a balance of students in each Residence to provide the best mix of

students. Rooms are usually allocated to either undergraduate or postgraduate students however, we may offer accommodation to both groups within a shared room depending on the level of demand.

Only residents who are officially assigned to a room/space shall occupy that space. Changing rooms without prior approval from the Residences Management Team will constitute a violation of community standards. Subleasing is not permitted. Any means of access to the Residences (e.g. access cards; room keys) may not be duplicated, transferred, borrowed, loaned, given to or possessed by any other individual. An allocation of a room is subject to change and the Residences Management Team reserves the right to move residents to suitable alternative accommodation.

If you remain in sole occupancy of a shared room, you will be liable for the single room rate for a) the duration/remainder of the period of occupancy or b) until the allocation of the second place to another student, which shall be at the discretion of the Residences Management Team. If you, in sole occupancy of the shared room, are unable to pay the single room rate, you may be required to move into another shared room.

Any requests for changes to room allocation must be made in writing to the Student Residences Manager. These requests will be considered at the sole discretion of the Residences Team provided there is availability and the change will not have any impact on other residents. Residents will need to pay the higher accommodation rate in case it is a different room type. No refunds will be offered on amounts paid.

9. Visitors and Guests Policy

Students will be allowed a maximum of two (2) guests from the same gender in the common areas (inside the villas) only, provided other residents have no objection. All guests must be accompanied by a resident at all times. You are personally responsible at all times for the conduct of your visitors and guests in any part of the Residences and its vicinity (including parking areas). You will be held accountable for

your guests and/or visitors complying with the community standards at the Residences.

Visitors and guests are not allowed to use / stay in the amenities area or stay overnight in the Residences and will need to leave the premises by 10 p.m.

During examination periods and holidays/vacations, visitors or guests will not be allowed in the Residences.

All visitors and guests will need to provide formal identification to the Security Warden Team and provide their details in the log register. The Security Warden Team reserve the right to refuse entry to those visitors or guests who do not provide valid identification.

Any member of the Residences staff and/or any person authorised by the University shall have the right to refuse admission to any guests and/or visitors. In the interest of all residents, the University has the right to refuse admission to any unaccompanied guests. Visitors or guests who had caused any kind of disturbance or failed to comply with community rules, will no longer be allowed in The Residences.

10. Pets Policy

Pets are not permitted anywhere in the Residences, including student rooms or common public areas of the Residences. This policy includes the pets of guests.

11. Health and Safety

Residents must not allow their health or behaviour to constitute a risk to themselves or other residents or, to the property of the Residences or of other residents.

Dangerous and prohibited items

It is a violation of community standards for any resident to have in their possession or control or store or transport:

- a) an offensive weapon
- b) any item capable of causing injury or adapted to cause harm

c) any dangerous or flammable items

The following items, because of their inherent risk to cause injury and/or undue alarm among residents and staff members, are not permitted in the Residence Halls: BB guns, paint pellet guns, laser lights, slingshots, martial arts weapons, stun guns, tasers, starting guns, airsoft guns, swords, metal-tipped darts, knives (i.e., hunting knives, butterfly knives, switchblades, etc.), CS gas, air weapons, firearms, imitation firearms or anything that has the appearance of being a firearm and any other object that Residences Management Team deem to be a weapon. Laser pens, or similar items, are also banned from Residences. The storage of nitrous oxide canisters in halls is also prohibited on safety grounds.

The use of toy guns in an inappropriate or alarming manner will be considered to be behaviour deemed detrimental to the Residences community and may result in disciplinary action.

The Security Wardens or any member of the Residences Management Team reserve the right to remove from a resident's room and discard items that are illegal or create a substantial risk or harm to people and/or property.

Candles and flames

Residents should not use candles, oil burners, fireworks, joss sticks, live coals, shishas, hookahs, flammable liquids and gases etc. as they are a potential source of fire, can endanger life and cause damage to your possessions and Residences property. The Security Wardens or any member of the Residences Management Team reserve the right to remove such items from a resident's room and discard them without notifying or seeking approval of the resident.

Cooking and Clean-up

Cooking should only take place in the main kitchen areas and is prohibited within any of the rooms. Cooking should never be left unattended.

Students must not use any metal, steel, aluminium objects or utensils inside microwaves, including aluminium foil wrap and food containers, as this is

a serious fire hazard.

Keep your food storage and preparation areas clean. Always store food in sealed containers; cockroaches and other pests will only visit if there is a supply of food! If there is a spillage, wipe or mop the area. This not only keeps the area clean but also prevents the risk of accidents from slipping. Any food waste should always be disposed of properly and perishable food items should be stored appropriately. Students must wash, dry and properly shelf away and clear up all pots and utensils they have used during cooking or food preparation.

Using personal hotplates, hot coils, electric ovens, microwave ovens, rice cookers and similar cooking equipment are not permitted within the Residences. Similarly, barbecue grills and related equipment are not permitted in the Residences.

Each area of the Residences is subject to regular inspections by the Residences Management Team as well as other authorised personnel of the University including the Health & Safety Committee members. Any cooking or food items left unwashed or not stored properly will be removed without prior notice. A fine of AED 100 for each item is imposed to return it back to its owner. Any violations of food preparation and clean-up expectations can result in the closure of the kitchen area.

Food thefts

Residents should be on their guard against theft from kitchens, particularly fridges and freezers. Thefts of this nature can seriously and permanently disrupt community relationships between residents. Kitchen security is the responsibility of each kitchen community. It is recommended that you mark your food items, particularly if they are more expensive or not bought jointly for sharing. Those residents who are found to be stealing food items will face disciplinary action which in the past has resulted in residents being evicted from the Residences.

Fire Safety

Being aware of fire safety is vital for all residents staying at the Residences as fires

can develop and spread very quickly and have significant consequences. Should a resident discover a fire, the following actions must be taken:

- Alert others including Security Wardens as quickly as possible.
- Activate the fire alarm by pressing on the call point (red square boxes located in the ground and first floor hallways).
- Do not try to put out the fire yourself.
- Evacuate and make your way to the assembly point as calmly, quickly and safely as possible.

All residents are expected to strictly follow the fire evacuation procedures which are provided to them upon check-in and which may be updated from time to time.

Using a fire extinguisher or other means of fighting a fire is risky and can cause serious injury, and anyone with insufficient knowledge of how to operate one must NOT attempt to do so. Evacuating, alerting those around you and security is the priority.

Residents must be aware that fire alarm devices are connected to Dubai Government's Civil Defence Emergency Room around the clock. If an alarm is tampered with, the Civil Defence will file a case with Dubai Police for misuse of Dubai Government Property, and such an offence is punishable with a minimum fine of AED 5,000. Such an act can also lead to severe penalties under these community standards, including eviction from the Residences.

Preventing a Fire

For their own safety and the safety of others and property, residents should be aware of what can cause a fire and take steps to minimise fire hazards within the Residences. Smoking (tobacco including shisha or electronic cigarettes), overloading power sockets, leaving cooking unattended, using unauthorised equipment or using provided equipment in improper ways, electrical short circuits and flammable materials not stored correctly (or left unattended near to a fire source), naked flames, fireworks, candles, room decorations that are combustible or non-fire resistant, improper use of extension cords/multi-plug adapters, unattended irons, using devices

with un-enclosed heating elements are just some of the errors that can lead to a fire. The Security Wardens or any member of the Residences Management Team reserve the right to remove such items from a resident's room and discard them without notifying or seeking approval of the resident.

Residents should therefore:

- Ensure when smoking (in designated areas only), cigarettes are always put out properly.
- Not leave unattended a frying pan or any other cooking device or irons.
- Do not overload power sockets.
- Always keep your room tidy and neat.
- Always use UAE-compliant genuine and original electronic devices/accessories.
- **WHENEVER** the fire alarm sounds in your Residences, leave the building **IMMEDIATELY**, following the procedure in the notice displayed in your room/villa. You are legally required to evacuate a building when the alarm sounds.
- Close doors behind you, particularly if a fire is discovered.

General Health and Safety

Residents should always ensure that doorways and corridors are not obstructed. Only use fire exits in an emergency and keep fire routes clear of obstructions at all times.

Always remove rubbish to the designated areas. For clarification of where this is, contact a member of Residences Management Team. This helps to prevent disease and the attraction of vermin. Storing of rubbish can also pose a serious fire risk.

Residents who wish to lock their room from the inside must remove the key after doing so, in order to allow access to the Security Wardens in case of an emergency.

Residents are advised to report any sickness they develop while residing at the Residences (even if they are away on leave). Reporting sickness allows the Residences Management Team to provide any support the resident may need and to take the appropriate precautions. It may also prevent others from contracting the illness. All information

regarding the health of residents will be treated with strict confidentiality.

In case of an emergency while on the premises, residents must report the emergency immediately to any member of the Security Team located in the Security Cabins in Villas 8 & 9 (female) or Villa 20 (male). If a resident faces an emergency (e.g. in case of a car accident) while off the premises, they should contact the Student Residences Manager. Residents must be considerate of what they class as an emergency, especially after office hours (non-emergency calls will not be attended).

Any items which may be a threat to the safety of others should not be brought to the Residences. Residents must report any safety concerns or suspicious behaviour immediately to a member of the Residences Management Team especially the Security Wardens.

Unauthorised bringing, using, storing and riding unauthorised vehicles within the Residences (including electric scooters, hoverboards, Segways, bicycles, etc.) will be considered as a violation of community standards.

Residents are advised not to keep large amounts of money, valuables, jewellery etc. in their possession as the Residences will not assume liability for any loss or theft. Do not leave any valuables left unattended. Each resident is responsible for obtaining their own insurance on all personal items brought to the Residence, should they wish to insure them.

Residents should report any found belongings immediately to the Security Wardens.

Residents are advised to lock their doors when out of their rooms and to take their key and student ID with them.

In the case of fire or any other hazards, report the problem immediately to a member of the Residences Management Team. Residents should not attempt to fix the source of the hazard themselves and should never tamper with smoke detectors, fire extinguishers and alarms or any

electrical wiring and equipment installations.

Wiring and additional electrical equipment

The Residences are designed to be used with a limited range of personal electrical equipment such as laptops, hairdryers, mobile phone charges etc. You may be asked to remove personal electrical items if they are deemed unsafe or inappropriate for use in the Residences.

The Residences take no responsibility for damages or injuries caused by personal electrical equipment. You are wholly responsible for the use and consequences of misuse of any electrical equipment you bring into the Residence.

Residents are advised not to bring into the Residence any electrical kitchen or cooking equipment that may not be compatible with the UAE's voltage system and will fail the electricity safety certification; this includes adaptors and power leads. You can bring computers or mobile devices (i.e. laptops, phones, tablets, iPads) but they must only be used with a UAE compliant power cable that is purchased in the UAE.

Electrical appliances may be operated only from the fixed power points provided. Residents may not install any additional electrical wiring, computer cabling, television receivers or telephones.

No additional space heating/cooling appliance may be used without permission of the Student Residences Manager.

12. Physical Misconduct, Harassment, Bullying, Hazing and Sexual Misconduct

While the freedom of thought and expression is the lifeblood of our learning community, the maintenance of civility and morality is important to a meaningful exchange of ideas. However, it is important to consider that there can be a difference in expectations of civility and morality from one region to another. What is acceptable in one region might be regarded as morally unacceptable in others. Therefore, it

becomes important to outline expectations. At the Residences, we are committed to maintaining a residential and educational environment free from discrimination, hostility, intimidation or harassment based on such personal attributes as race, colour, religion, national origin, age, disability, gender and/or sexual orientation.

It is the responsibility of each student to be aware of the policies and expectations the university community has for individual action. Residents living in the Residences are responsible for their actions as well as the actions of their guests.

Bullying

For most students living in Residences, it may be their first experiences of communal living and sharing facilities with others and tensions may arise. Sometimes these clashes will go away as people settle in and learn to live with each other. However, at no point should residents engage in or put up with bullying behaviours. Bullying at the Residences is no different to bullying in any other environment and there are strict penalties for those who engage in such acts.

Bullying can take different forms:

- name-calling or inappropriate practical jokes targeted at a specific person
- threatening emails, phone calls, text messages or social media messages
- face-to-face threats
- spreading rumours or lies about a person
- demanding money or other things

If you can manage to, you should tell the person bullying you that their behaviour is causing offence and is unacceptable. Be specific and tell them exactly which aspects of their behaviour you are talking about, and what you want them to stop doing. You may find it easier to take someone you trust with you when you do this. Be careful not to be rude, offensive or aggressive yourself; be firm and clear.

Of course, you may feel that you are unable to confront the person/s at all because often the problem with bullies is that they are hard to confront. If you don't feel confident about doing it,

then don't. You don't have to do it yourself, you can ask the Residences Management Team to deal with it on your behalf.

Keep a record of all incidents of bullying - dates, times, who was present, brief details of what happened. Save any emails or text messages.

Abusive Behaviours and Physical Misconduct

The following are just some indicative examples of behaviours that can be considered as abusive, physical misconduct or harassment:

- a) Any form of physically aggressive behaviour or assault (e.g. pushing, shoving, punching, kicking, slapping, pulling hair, biting)
- b) Use of inappropriate language (violent, aggressive, abusive, threatening, defamatory or offensive)
- c) Sending inappropriate messages by email, text or on social media
- d) Repeatedly contacting another person or harassment by phone, email, text or on social networking sites against the wishes of the other person
- e) Any form of harassment in person, including acting in an intimidating and hostile manner
- f) Threats to hurt another person
- g) Abusive comments relating to an individual's sex, ethnicity, nationality, sexual orientation, religion or belief, race, pregnancy/maternity, marriage, gender reassignment, disability or age
- h) Intimidation whether verbal or physical

For c) and d) any resident receiving such communications should instruct the harasser to stop contacting them and keep a detailed record of the unwanted communications. This information can be used to file a complaint against the harasser.

A resident accused of physical misconduct can face immediate temporary eviction from the Residences. A student convicted of physical misconduct will face immediate eviction from the Residences as well as from their academic studies at the University along with possible criminal and civil action in UAE courts.

Sexual Misconduct

The Residences (and the UAE in general) have a zero-tolerance policy against sexual misconduct which can include any form of sexual harassment, intentional sexual touching (however slight), with any body part or object or sexual contact by a person upon a person that is without consent. Other examples of sexual misconduct can be:

- a) Making unwanted remarks of a sexual nature
- b) Inappropriately showing or sending naked or semi-naked images to another person, for e.g. by email, text or on social media
- c) Intimate contact without consent i.e. kissing, touching
- d) Indecent public exposure (flashing)
- e) Sharing sexualised materials of another person (whether fully naked or not) without consent
- f) Sexual harassment, stalking or persecution (virtual or real) of someone with unwanted and obsessive attention
- g) Bullying behaviour (physical or non-physical) based on a person's sexuality or gender
- h) Attempted sexual assault or rape
- i) Sexual assault
- j) Sexual intercourse or engaging in a sexual act without consent

harassment can include any unwanted conduct which has the purpose or effect of either violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them

A resident accused of sexual misconduct can face immediate temporary eviction from the Residences. A student convicted of sexual misconduct will face immediate eviction from the Residences as well as from their academic studies at the University along with possible criminal and civil action in UAE courts.

Stalking

Stalking is engaging in the course of conduct that would cause a reasonable person to fear for their safety, fear for the safety of others, or suffer

substantial emotional distress. This can include, but is not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means follows, monitors, observes, surveys, threatens, or communicates to or about, a person, or interferes with a person's property.

Similar to sexual misconduct, a resident accused of stalking can face immediate temporary eviction from the Residences. A student convicted of stalking will face immediate eviction from the Residences as well as from their academic studies at the University along with possible criminal and civil action in UAE courts.

Hazing

Any acts of hazing are strictly prohibited. These include coercing another person to commit any act of initiation individually or with any resident or other organisation that causes or creates a substantial risk of causing mental or physical harm to any person. Any obligation placed upon any person or group of persons by another resident or group of residents which could cause discomfort, pain, fright, disgrace, or injury can be considered as violations of these standards and can lead to severe penalties along with possible criminal and civil action in UAE courts.

13. Recording of Persons or Activities

The use of electronic or other means to make an audio, video or photographic record of any person, without the person's prior knowledge and written consent is strictly prohibited. The storing, sharing, and/or distributing of such unauthorised recordings by any means are also prohibited.

In addition to violating these community standards, unauthorised recordings may expose Residents to other (unintended) consequences, as per UAE law. The United Arab Emirates have several laws (for example, Federal Law No. 5 of 2012 on Combatting Cybercrimes and its amendment by the Federal Law No. 12 of 2016) for the protection of privacy and reputation and defamation. Some of the acts that could amount to a criminal offence are:

- possessing on an electronic device a

- photo taken without the subject's consent
- posting other people's pictures or videos online or on social media (including WhatsApp) without their consent
- tagging a person without their consent
- threatening or insulting people online
- spreading information via social media that is not verified by official sources
- gossiping about people or maligning them

Sharing any unauthorised content on social media (e.g. defamation, pictures, videos) without the consent of the recorded person or organisation is punishable by UAE law with a minimum fine of AED 150,000 up to AED 500,000 and a jail sentence between of 6 to 12 months.

14. Room Entry and Room Search Policy

The Residences aim to respect the right to privacy of residents. Fellow students are also expected to respect the rights of each other. At the same time, the Residences Management Team reserves the right of entry at any reasonable time by authorised personnel in the course of their duties. Residents should be aware that such personnel may enter a student room without permission under several circumstances, including the following:

- during an emergency (e.g. a fire alarm)
- to check on the wellbeing of a resident
- to inspect, maintain and renovate rooms, equipment, furniture or other facilities
- to address any disturbance or allegations of violation of community standards

The guidelines outlined for entry and search at the university are intended for internal protection and control; however, nothing herein can limit the ability of a bonafide UAE law enforcement or judicial agency from entering or searching any area at the Residences.

Any rooms may be entered to ensure the maintenance and general repair within the student's living area, in cases of emergency, for periodic health inspections, and after autumn, winter and spring break closings.

There is a possibility that noise-related problems may occur in rooms when the resident(s) is not in the area and cannot be contacted (e.g. an alarm clock or telephone continuously rings, electronic devices are left playing too loud). A situation such as this could create an undesirable environment for neighbouring residents. In a situation such as this, Residences Management Team members (including Security Wardens) can enter the room to alleviate the problem.

When fire drills are in progress, the Residence Team, to fulfil their responsibilities, may inspect rooms to ensure that the room is vacant.

Housekeeping staff can enter any rooms for routine cleaning.

Staff members of the Residences Management Team can enter a student's room to enforce these community standards and all other University policies.

Non-Residences personnel contracted by the Residences or the University to perform maintenance or repair services can also enter specified facilities.

During any authorised room entry by a staff member, any item in plain sight which is against community standards may be confiscated. Everyone in the room at the time the item is found can be subject to disciplinary action. The resident(s) of the room not present at the time can face possible disciplinary action as well.

A "room search" is conducted only with reasonable cause. The resident(s) will be informed of the reasons for any room search. Some of the situations that may precipitate a room search include:

- a clear indication that the established community standards or health and safety regulations are being violated.
- an emergency situation that makes it necessary for a staff member of the Residences Management Team to search a room for a particular item, such as a discarded prescription

bottle or a particular telephone number or address.

Any inspection of a resident's possessions shall be made in the resident's presence except in cases in which circumstances make it impossible or impractical for the resident to be present.

In the absence of an emergency, no student room should be entered without knocking. Entry, following the knock, shall be preceded by a time lapse of sufficient duration to provide the resident(s) with an opportunity to open the door. This requirement shall apply to members of the Residences Management Team as well as to fellow residents.

If it is necessary under the conditions outlined above, to enter a room when the resident(s) is not present, the resident(s) will be notified of the entry and the reason for the entry.

15. Sales and Solicitation

Door-to-door sales and solicitation in Residences and its vicinity (including parking areas) are expressly prohibited. No student or group of students may operate a business enterprise of any sort in the Residences. Solicitation can include any effort to ask for donations or contributions of money, goods or services.

16. Cleaning and Housekeeping

The Residences operate a free, mandatory housekeeping service in order to maintain a clean, hygienic, and welcoming environment. Cleaning is done on a weekly basis according to an established schedule -twice a week to clean bedrooms and bathrooms in addition to daily cleaning of common areas which includes the kitchen. The housekeeping team generally wipe the floor of each room and clean the toilets. The cleaning schedule is posted on the notice board of each villa.

Residents' presence is preferred, but if they are not in the room or do not respond, the Housekeeping Team will open the room to

perform their duties. The Housekeeping team do not pick up or shelve clothing or other items, so residents should prepare their rooms appropriately for cleaning.

Each resident is responsible for the day-to-day cleaning of their personal space as well as contribute to the cleaning and upkeep of the communal kitchen and all shared spaces. Please do not put pictures or posters anywhere. You will be charged for damage to the paintwork caused by nails, pins, Blu Tack, Sellotape, etc.

Some examples of expectations of cleanliness in your own rooms as well as shared kitchens and communal areas include:

- cleaning up spillages
- keeping fridges and freezers tidy and throwing away unwanted food
- keeping the oven, grill pan and microwave free of cooking debris
- keeping surfaces, worktops and windowsills clear
- washing up and put away cooking equipment, crockery and cutlery
- avoiding leaving of personal belongings in kitchens, corridors or bathrooms
- putting all rubbish and recycling in appropriate bins
- not throwing food out of kitchen windows or as this encourages cockroaches and vermin
- cleaning the sink or en-suite bathroom after you use them
- moving rubbish from the room to designated places each day so it can be collected
- not storing food in bedrooms or on windowsills

If standards of day-to-day cleanliness are below a reasonably acceptable level, the Student Residences Manager may serve a notice to the residents, requiring improvement by a specified date. If the required standard has not been met by the time of the follow-up inspection, the Residences Management Team may close the facility temporarily while it is professionally cleaned. The reasonable and properly incurred cost of such cleaning will be divided amongst the residents in the room / villa / building as an additional charge.

When you move out, you are expected to leave the Residences in a clean and tidy condition, and charges will be made if extra cleaning is required at the time of moving out or if in the interests of health and safety for the resident(s), an interim clean is required.

17. Repairs, Maintenance and Reporting Faults

Residents can raise requests for conducting any repairs or fixing any defect, breakages or damages through the Maintenance Work Order. This will need to be sent via theresidences@mdx.ac.ae from which the student will receive acknowledgement of their email and details of when the maintenance team will be expected to carry out any necessary repairs. Please ensure that you include your name, Student ID number (MISIS number), room and villa numbers and as much detail regarding the fault and location of the fault as possible. If you fail to report a fault and as a result further damage is caused to the Residences property then you will be responsible for repaying any costs incurred.

Residents are expected to cooperate with the Residences Management Team in order to ensure that repair needs are dealt with promptly and efficiently.

Inspections of all rooms and facilities are conducted regularly each year. The purpose of these inspections (apart from enforcing the Health and Safety standards) is to ensure that the rooms and facilities are sound, and not damaged in any way because of resident(s) misuse. Any damages found because of misuse or contravening rules and community standards will result in a charge for any damages.

It may be necessary for the Student Residences Manager to ask a resident to move to alternative accommodation while essential maintenance, repair, refurbishment or reinstatement work is carried out. Residents will be given advance warning of this.

18. Damages

Residents are responsible for any damage to their rooms, its furnishing and fittings and must report all damage and losses to the Student Residences Manager within 24 hours of becoming aware of it. You must not cause or deliberately make any alterations to the Residences or parts thereof; this includes without limitation the installation of TV aerials and satellite dishes.

Residents will be liable for all damage and/or losses suffered due to breach of the terms of these community standards and all other relevant rules, policies, guidelines and regulations. This includes (but is not limited to) any damage to any part of the Residences or its contents caused by residents or their guests' wilful acts, omissions, negligence or any expense properly incurred in collecting arrears, paying professional advisors and in relation to court proceedings. Such charges may include the cost of repair or replacement of Residences property (at the sole discretion of the Residences) and/or any additional cleaning costs. The University shall be entitled to replace University property, damaged by residents, if replacement costs are less than repair costs.

Each resident is jointly and severally liable for any damage caused within the shared areas of the Residence. The Residences Management Team will determine the cost of such damage. The person who has caused the damage will pay the cost of the damage in the first instance. In the event that it cannot be ascertained who has caused the damage, each resident will be jointly and severally liable for the cost of repair of the damage, including replacements where necessary.

19. Transport to Campus

Our Residence Shuttle Bus Service operates from the Residence to the Middlesex University Dubai campus and back on a regular schedule throughout the day. This is a complimentary and optional service for residents. You can check the timetable online or with the Security Wardens.

Residents who wish to use this service must be in possession of a valid Middlesex University Student

ID card at all times and show it if asked by any member of university staff (including Security Wardens or Bus Drivers).

At all times, residents must also ensure full compliance with the road-safety requirements and all laws of the United Arab Emirates (UAE). This includes the regulatory framework of the Dubai Government's Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws. For the safety and comfort of bus passengers and other road users, residents who use the University Bus Service are asked to observe the Code of Conduct for University Bus Service which are outlined in Middlesex University Dubai's Campus Guide publication, see: www.mdx.ac.ae/campus-guide.

20. Fines and Charges for Violations for Community Standards

All our residents have a right to feel safe and comfortable in the Residences. Any behaviour which poses risks and disrupts community standards will be treated with utmost seriousness. Disciplinary action will be taken under this manual, as well as, any other applicable policy, rules, guidelines or regulations of the Residences or of Middlesex University Dubai. Disciplinary actions may include the imposition of fines and charges.

A fine can be a sum of money imposed as a penalty following disciplinary action and can range from AED 100 to AED 2,000. Fines can also be imposed by appropriate legal and governmental entities beyond the scope or limits of these community standards (e.g. parking fines or false activation of a fire alarm which is punishable with a fine of AED 5,000).

A charge can include a sum of money imposed on the resident in recompense for damage caused or loss incurred. A fine can be levied in addition to a charge following disciplinary action.

21. Use of Common Facilities

Use of the common facilities (including the gym, swimming pool or the multi-purpose sports court) is at the responsibility of the user. The Residences will not be held accountable for any incidents, harm, damages, loss or injury that may arise from using the facilities.

Residents must ensure their own safety – follow equipment directions carefully and exercise at a level your fitness and current health allow. Damaged equipment must not be used and must be reported to the Residences Management Team immediately.

The use of these amenities should be within the set timing as posted in these areas. There are gender segregated sessions and common sessions, as well as staff only session. Everyone must adhere to these sessions.

Users must always be courteous and respectful of others. Users should be considerate of others in peak periods and share the equipment and facilities -they are provided for the benefit of all residents.

All equipment must be returned back to their designated areas after use and no equipment should be taken out of the gym or its authorised location. Users must ensure that they clean equipment after use.

It is recommended that you exercise with a friend if lifting weights and ensure weights are returned to their rack once finished. Avoid dropping weights or other equipment on the floor as this can cause damage for which you will be liable.

Users must follow the safety guidelines when using the equipment to avoid any injuries. A first aid kit is available in case of any emergency or injury.

Consumption of food and drink is not allowed in the Gym (except for water and re-hydration drinks). Appropriate athletic clothing must be worn at all times (casual/designer footwear, boots or sandals are not allowed).

The Residences Management Team or any other

competent authority reserve the right to enforce all rules, regulations, guidelines and policies at all times. Those found to be in violation may be asked to leave the facilities and disciplinary action can be taken.

Only residents (and current students and staff members of Middlesex University Dubai) are permitted to use the common facilities like the Gym or swimming pool or the multi-purpose sports court). Guests and visitors are not allowed.

Section III:

Procedures for Managing Violations of Community Standards in the Residences

1. Community Standards in the Residences

As a resident, you are expected to conduct yourself at all times in a manner which demonstrates respect for the University Residences, your fellow students and its staff. You are an ambassador for the university, and you are expected to behave in a way that enhances the reputation of the university and all of its students and graduates, and that is sensitive to our culturally diverse environment.

All of the members of the Residences community can expect to:

- a) be treated courteously and fairly;
- b) be free from acts of violence, harassment, intimidation or discrimination;
- c) have their personal property respected; and
- d) live and study in a safe environment.

Because of the nature of community living in the Residences, it is not possible to enlist all acceptable and unacceptable behaviours. The expectations that the University has of each resident within a Residence are described as “community standards”, violation of which may be grounds for action against a resident under this policy. These standards can be communicated to residents through a range of media including: the Residences Manual, any notices, hoardings or factsheets, any circulars or announcements through notice-boards, emails, flyers and other forms of signage; the Middlesex University Dubai’s Campus Guide; the University Regulations and policy documents; and verbally through briefings, meetings and focus groups.

At all times, residents must also ensure full compliance with the laws of the United Arab Emirates (UAE). This includes the regulatory framework of the Dubai Government’s Knowledge and Human Development Authority (KHDA), Dubai Development Authority (DDA) and all other applicable federal or Emirate-level laws. If you are coming to Dubai for the first time, you may find that the laws and customs of the UAE are different to those in your home country. We advise all residents to be aware of them and ensure they

are respected. In the UAE, there may be serious penalties for doing something that might not be illegal elsewhere. You are strongly advised to familiarise yourself with and respect local laws and customs. The UK Government’s website offers some helpful advice on its website at www.gov.uk/foreign-travel-advice/united-arab-emirates/local-laws-and-customs regarding local laws and customs along with more detailed ‘Living in the United Arab Emirates’ guidance available at www.gov.uk/guidance/living-in-the-united-arab-emirates.

2. Procedure to be followed by Student Residence Manager

Where a Student Residence Manager observes or is notified of a possible violation of community standards by a resident or a member of staff, the Student Residence Manager will, within three (3) working days, communicate this to the resident outlining the alleged violation and indicating that the resident and Student Residence Manager should meet to discuss the allegation.

Where appropriate, the Student Residence Manager can impose any necessary precautionary measures set out in Point 8 of this policy.

In this communication to the resident, the Student Residence Manager will advise the resident:

- a) that the possible violation is being investigated in accordance with these procedures;
- b) the timeframe within which the proposed meeting between the Student Residence Manager and the resident to discuss the alleged violation of the community standards will take place;
- c) where a full copy of this policy may be obtained; and
- d) that the resident may be accompanied to the meeting by a ‘supporter’

When the Student Residence Manager and resident meet, the resident may be accompanied by another person acting in the role of ‘supporter’ and the Student Residence Manager may ask another staff member to also

be present. A 'supporter' role can be a student or staff member of the University or a Student Council representative. Any other representation including legal representation is not normally allowed.

If the resident does not respond, or fails to make themselves available in the timeframe specified without acceptable justification, then the Student Residence Manager will proceed to reach an outcome in the resident's absence.

During this meeting, the Student Residence Manager will outline to the resident the alleged behaviour giving rise to the allegation and the basis upon which this is alleged to have breached community standards. The resident may respond by either agreeing with the information presented by the Student Residence Manager, or by presenting additional or alternative evidence, mitigating circumstances, etc.

The Student Residence Manager will (either at that meeting or after further consideration and enquiries) reach an outcome on the matter and inform the resident of this outcome and the reasons for it, and, if necessary, impose an appropriate penalty or sanction including demerit points (refer to Point 4).

The Student Residence Manager will then confirm in writing to the resident the content of the discussion, the outcome, reasons forming the basis of the outcome, and any penalty within ten (10) working days. The Student Residence Manager will also include advice to the resident on:

- a) The right of the resident to seek clarification from the Student Residence Manager on the outcome, any penalties and the reasons for the outcome; and
- b) Where the resident can locate a copy of this policy.

The Student Residence Manager will also inform any person who brought the alleged violation to the Student Residence Manager's attention that the matter has been investigated and that an outcome has been determined. The specifics of the

outcome will not normally be communicated.

Where there is new and substantive evidence relevant to the violation and/or the penalty, and which was not available when the original decision was made, this should be brought to the Student Residence Manager within five (5) working days with a request for reconsideration of the matter. The Student Residence Manager will resolve the matter within ten (10) working days by:

- a) The right of the resident to seek clarification from the Student Residence Manager on the outcome, any penalties and the reasons for the outcome; and
- b) Where the resident can locate a copy of this policy.

The Student Residence Manager will also inform any person who brought the alleged violation to the Student Residence Manager's attention that the matter has been investigated and that an outcome has been determined. The specifics of the outcome will not normally be communicated.

Where there is new and substantive evidence relevant to the violation and/or the penalty, and which was not available when the original decision was made, this should be brought to the Student Residence Manager within five (5) working days with a request for reconsideration of the matter. The Student Residence Manager will resolve the matter within ten (10) working days by:

- a. confirming the previous outcome,
- b. varying the previous penalty, or
- c. dismissing the matter.

The Student Residence Manager may delegate the management of breaches of community standards to an appropriately qualified person, with the approval of the Deputy Director Marketing and Operations.

3. Procedure to be followed by the Residences Disciplinary Panel

The case of a violation of community standards can be brought before a Residences Disciplinary Panel (henceforth, the RD Panel):

- a) upon receiving a recommendation for eviction from the Student Residence Manager,

b) when a resident wishes to appeal against the penalty or sanction imposed by the Student Residence Manager

The secretary of RD Panel (normally, a Quality Assurance Officer), will convene a meeting within a maximum of five (5) working days of having received the recommendation or written appeal from the resident (see Point 5).

The RD Panel will be made up of stakeholders with the suitable expertise to fairly, impartially and carefully consider the case.

The RD Panel may either:

- a) Accept the recommendation for eviction from the Student Residence Manager; or
- b) Not accept the recommendation and refer the matter back to the Student Residence Manager with a direction to impose a lesser penalty.
- c) In case of an appeal lodged by a resident, hold another meeting with the resident to offer a further opportunity to discuss allegation in front of the RD Panel members and answer questions relating to the allegation of violation. The RD Panel will (either at that meeting or after further consideration) reach an outcome on the matter and inform the resident of this outcome. The outcome may result in eviction from the Residences or imposition of a lesser penalty.

If the RD Panel holds a meeting, the resident is entitled to be accompanied by a student or staff member of the University or a Student Council representative. Any other representation is not normally allowed except with express permission by the Chair of the RD Panel not less than 24 hours prior to the meeting. Legal representation is not normally permitted. Should the resident choose not to attend the RD Panel meeting, representation can be made in the form of a written statement. In all cases, the RD Panel shall continue in the resident's absence.

If the RD Panel accepts the recommendation to evict the resident from the Residence, the Secretary of the RD Panel will ensure that the resident is served with written notice of this

decision within two (2) working days.

4. Penalties, Demerit Points and Consequences

Where residents (or their visitors or guests) have been found to have violated community standards, applicable penalties may be imposed. These penalties are designed to hold residents accountable for their unacceptable behaviour and are imposed primarily for their educative effect.

In determining appropriate penalties, a range of factors can be considered including:

- a) the details of the current violation,
- b) the resident's previous conduct,
- c) the resident's level of contrition regarding the violation, and
- d) any other mitigating factors relevant to the matter.

4a. Demerit Points

The University applies a system of 'demerit points' ranging from 0 – 7 to quantify the level of consequence as a result of the violation.

Demerit points are cumulative over time. If a resident's total demerit points reach seven (7), the resident will be evicted from the Residence.

A resident may, at the end of an Academic Year, make an application in writing to the Student Residence Manager for some or all of the demerit points accumulated during that year to be waived. The application will necessarily include evidence of how the resident has learned from their experiences and made positive contributions to their residential community during the intervening period.

Violations against the Residences or the University		
Type of Violations	Example of Violations	Number of Demerit Points
Obstruction of the working of the Residences and/or the University	· Acts/ omissions/ statements intended to deceive the Residences / University (e.g. withholding information required for statutory purposes)	1 - 4
	· Disruption of the functions, duties or activities of any student or employee of the Residences / University or any authorised visitor to the University	1 - 7
	· Failure to comply with a reasonable request or direction (usually from the Residences Management Team, security personnel, cleaning team, etc)	1 - 4
	· Changing rooms without prior approval from Residence Team	1 - 4
	Disruption of the workings of the Residences: · Administrative (e.g. refusal to present a Student ID card when requested by an employee of the University)	1 - 4
	· Sporting and Social (e.g. disruption of sports, cultural or club events)	1 - 4
	· Health and Safety (e.g. violations of curfew rules, visitors and guests policy, pets policy)	1 - 7
	· Security (e.g. hampering university staff from room entry and room search protocols, tampering with any of the security equipment, CCTV cameras, access equipment, key cards, and fingerprint readers)	1 - 7
Reputational Damage	· Behaviour which has or could have damaged the reputation of the Residences / University or could have brought the Residences / University into disrepute	1 - 7
Deceitful Behaviour	· Knowingly making a false and vexatious allegation against the Residences / University or against any student or staff member	1 - 7
	· Fraud/ attempted fraud, deceit, deception or dishonesty in relation to the Residences / University or its staff or in connection with holding any office in the University or in relation to being a student of the University	1 - 7
	· Use or issue of fraudulent documentation relating to qualifications and academic performance.	4 - 7
	· Use of issue of fraudulent documentation NOT relating to qualifications or academic performance.	4 - 7
	· Blackmail, attempted blackmail	1 - 7
	· Failure to report any sickness or health issues that hamper the ability of the Residences to take appropriate precautions	1 - 7

Violations against Property		
Type of Violations	Example of Violations	Number of Demerit Points
Damage to Property	<p>Causing damage or defacement to the Residences or associated property (including parking facilities) or the property of other residents, employees or visitors by:</p> <ul style="list-style-type: none"> · misuse/ inappropriate use of property · negligence · reckless behaviour · intentional behaviour 	<p>1 - 7</p> <p>1 - 7</p> <p>4 - 7</p> <p>4 - 7</p>
Unauthorised or Inappropriate use of Property	<ul style="list-style-type: none"> · Inappropriate and unauthorised use of Residences premises or property (e.g. for gambling, or an unauthorised social gathering / commercial activity / sales and solicitation) · Unauthorised entry onto Residences premises · Unauthorised and improper use of property, including appliances, computers and furniture equipment · Unauthorised recording of a facility or activity · Unauthorised publication of a recorded activity (e.g. on YouTube, Facebook etc.) including malicious or defamatory comment · False activation of a fire alarm · Deliberate misuse of the university computer network e.g. hacking or accessing / attempting to access 'prohibited content' as defined by applicable UAE law, regulation, procedure, order or requirement · Unauthorised bringing, using, storing and riding unauthorised vehicles within the Residences (including electric scooters, hoverboards, Segways, bicycles, etc.) · Unauthorised bringing, storing, using, or transport of dangerous and prohibited items or hazardous materials that are illegal or create substantial risk or harm to people or property (e.g. weapons, fireworks, flammable materials, candles, oil burners, joss sticks, flammable liquids and gases, gasoline, large quantities of lighter fluid, charcoal, firearms, swords, metal-tipped darts, knives and toy guns such as BB guns or air soft guns, etc.) · Bringing in or keeping pets of any kind 	<p>3 - 7</p> <p>1 - 4</p> <p>3 - 7</p> <p>3 - 7</p> <p>3 - 7</p> <p>4 - 7</p> <p>3 - 7</p> <p>3 - 7</p> <p>3 - 7</p> <p>1 - 4</p>

Violations against Property		
Type of Violations	Example of Violations	Number of Demerit Points
Unauthorised or Inappropriate use of Property	· Unauthorised duplicating, transferring, borrowing, loaning, giving to or possessing by any other individual of keys and access cards for the Residences	1 - 7
	· Bringing or using any electrical kitchen or cooking equipment that may not be compatible with the UAE's voltage system	1 - 4
Stealing of Property	· Using property belonging to another person without permission	1 - 7
	· Stealing personal property excluding cash (e.g. personal items including food)	1 - 7
	· Stealing cash and related goods (e.g. credit cards)	5 - 7
	· Repeated act of stealing	7
	· Unauthorized removal of university property and supplies (e.g. furniture from lounges or public areas, equipment from kitchens)	1 - 7
Causing a Health or Safety concern	· Act/ omission that caused or could have caused a health and safety concern in the Residences (e.g. smoking cigarettes in non-designated areas or violating hygiene guidelines)	1 - 7
	· Act/ omission that caused or could have caused serious harm, injury or impairment of safety in the Residences (e.g. disabling fire extinguishers, covering up a smoke detector, or not following fire evacuation procedures)	3 - 7

Violations against People		
Type of Violations	Example of Violations	Number of Demerit Points
Physical Misconduct	· Any form of physically aggressive behaviour or assault (e.g. pushing, shoving, punching, kicking, slapping, pulling hair, biting) 1 - 7	1 - 7
	· Repeated acts of physical misconduct 7	7
Abusive Behaviour	· Bullying, stalking, hazing	1 - 7
	· Use of inappropriate language (violent, aggressive, abusive, threatening, defamatory or offensive)	1 - 7
	· Sending inappropriate, messages by email, text or on social media	1 - 4
	· Repeatedly contacting another person (by phone, email, text or on social networking sites against their wish)	1 - 7
	· Any form of harassment* in person, including acting in an intimidating and hostile manner	4 - 7
	· Any form of repeated harassment in writing, by email, via the internet (including social media) or otherwise	7
	· Threats to hurt another person	4 - 7
	· Abusive comments relating to an individual's sex, ethnicity, nationality, sexual orientation, religion or belief, race, pregnancy / maternity, marriage / civil partnership, gender reassignment, disability or age	4 - 7
· Intimidation: verbal or physical	1 - 7	
Sexual Misconduct	· Making unwanted remarks of a sexual nature	1 - 7
	· Inappropriately showing naked or semi-naked images to another person, for example, via social media	1 - 7
	· Intimate contact without consent i.e. kissing, touching	1 - 7
	· Indecent public exposure (flashing)	3 - 7
	· Sharing sexualised materials of another person (whether fully naked or not) without consent	3 - 7
	· Sexual harassment, stalking or persecution (virtual or real) of someone with unwanted and obsessive attention	4 - 7

Violations against the Residences or the University		
Type of Violations	Example of Violations	Number of Demerit Points
Sexual Misconduct	· Bullying behaviour (physical or non-physical) based on a person's sexuality or gender	4 - 7
	· Attempted sexual assault or rape	7
	· Sexual assault	7
	· Sexual intercourse or engaging in a sexual act without consent	7

* *harassment* - unwanted conduct which has the purpose or effect of either violating the claimant's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Violations against Community		
Type of Violations	Example of Violations	Number of Demerit Points
Antisocial behaviour	· Smoking/ Vaping/ E-cigarette smoking/ Shisha-smoking	3 - 7
	· Possession, storing, transporting, selling, serving, giving away, making available or sharing or consuming alcohol / illegal substances or drugs**	4 - 7
	· Exhibiting signs of being under the influence of alcohol or illegal drugs (i.e. the odour, blood-shot eyes, difficulty standing, etc.) and/or being present when another person is violating these rules	1 - 7
	· Inconsiderate behaviour towards others within the Residences including all common areas and the swimming pool / gym / sports court / parking areas	1 - 4
	· Violations of food preparation and clean-up expectations	1 - 4
	· Noise nuisance, such as playing loud music or slamming doors and not observing quiet hours	1 - 4
	· Offensive or disruptive behaviour in the Residences	1 - 7
	· Failure to comply with the laws of Dubai and/or the United Arab Emirates including but not limited to the Dubai Code of Conduct	4 - 7
	· Environmental damage including littering, dumping of rubbish, inappropriate usage of bins, fly-tipping	1 - 7
· Inconsiderate or inappropriate use of vehicles, including inconsiderate parking and vehicle noise	1 - 4	

Violations against Community		
Type of Violations	Example of Violations	Number of Demerit Points
Antisocial behaviour	· Possession, storage, transit or use of fireworks or other safety hazards	1 - 4
	· Unauthorised recording or person(s) or activities and/or storing, sharing, and/or distributing of such unauthorised recordings by any means	4 - 7
	· Repeated antisocial behaviour within the Residences	4 - 7

** Alcohol consumption is prohibited for Muslims in the UAE and strictly regulated for others especially in public places. The UAE has a zero-tolerance policy for use of illegal substances and drugs. UAE Federal Law No. 14 of 1995 criminalises production, import, export, transport, buying, selling, possessing, storing of narcotic and psychotropic substances and the local police and undercover agents focus heavily on preventing with drug's issues.

4b. Other Penalties

When it is determined (either by the Student Residences Manager or by Residences Disciplinary Panel) that a resident has violated community standards, one, or a combination of the following penalties may apply:

- a) Impose Demerit Points up to the maximum specified in Point 4a.
- b) Issue an oral or written warning.
- c) Advise the resident's parent / legal guardian (especially when at risk of harm to self or others).
- d) Place the resident on behavioural probation.
- e) Suspend the resident from the Residence for a defined period.
- f) Eviction from University Residences.
- g) Demand for restitution for costs of replacing or repairing any damaged property.
- h) Imposition of fines and charges. A fine can be a sum of money imposed as a penalty following disciplinary action and can range from AED 100 to AED 2,000. Fines can also be imposed by relevant law enforcement and governmental entities beyond the scope or limits of these community standards (e.g. parking fines or false activation of a fire alarm which is punishable with a fine of AED 5,000). A charge can include a sum of money imposed on the resident in recompense for damage caused or loss incurred. A fine can be levied in addition to a charge following disciplinary

action.

- i) Withdraw or restrict resident privileges (for example, access to certain facilities and common areas, services, activities or events).
- j) Require a formal apology.
- k) Require the resident to undertake a consultation with the University counsellor and/or a relevant expert.
- l) Change the resident's room allocation within the same Residence building/villa.
- m) Relocate the resident to another Residence building/villa.
- n) Advise the home university (in the case of a Study Abroad or Exchange student).
- o) Any other penalty that is appropriate to the case at hand and proportionate to the violation.
- p) In the case of urgent matters, take precautionary measures according to section 8 of this policy.
- q) In the case of serious matters which may have implications for the student's academic status, refer the resident to the University Disciplinary Committee for consideration of additional disciplinary penalties.

When a resident's total demerit points have reached seven (7), the Student Residence Manager may make a recommendation that the Deputy Director, Marketing and Operations to evict the

resident from the Residences, in response to which the Deputy Director, Marketing and Operations may determine to evict the resident. There is normally no refund of accommodation fees paid in advance for residents who have been evicted from the Residences due to violations of community standards.

5. Appeal Procedure and Grounds for Appeal

For outcomes decided by the Student Residences Manager, the resident can lodge an appeal with the RD Panel. For outcomes decided by the RD Panel, a final appeal can be lodged with the Director's Office. This should be done within 21 working days of the release of the written outcome from the previous stage.

An appeal is considered in writing only and must clearly outline the reasons for the appeal. The grounds for appeal are limited to the following:

- That the Student Residence Manager or the RD Panel did not follow the correct process provided in this policy in making the decision.
- That evidence or circumstances that should have been taken into account by the Student Residence Manager or the RD Panel in reaching a decision were overlooked or were not given sufficient weight.
- That the penalty was inappropriate or disproportionate in relation to the nature of the violation of community standards.

Residents may not appeal on the grounds that they are simply dissatisfied with, disappointed in, or do not like an outcome. Similarly, the fact that a resident was not aware of or did not understand the community standards or rules and regulations at the Residences cannot be the basis of an appeal.

When a resident appeals the decision of the Student Residence Manager or the RD Panel, the burden of proof lies with the resident.

Upon receiving an appeal, the RD Panel or the Director's Office must decide whether the resident has presented an adequate prima facie case to justify further consideration of the appeal. This determination will be made within a maximum of ten (10) working days of having received the

appeal.

If the RD Panel or the Director's Office decides that there is insufficient prima facie evidence to warrant a full hearing of an appeal, they will dismiss the appeal and inform the resident of this. The RD Panel or the Director's Office will confirm the decision and the basis on which it was made in writing to the resident.

If the appeal is made to the RD Panel, it may decide that there is a sufficient prima facie case to warrant reconsideration of the matter. An RD Panel meeting will be convened and the resident will be invited to provide further evidence or explanations. The RD Panel will then decide on an outcome and will communicate this decision and the basis on which it was made in writing to the resident.

For appeals made to the Director's Office, the Director or nominee shall consider the appeal and shall decide whether to uphold or amend the decision made. The decision of the Director shall be final. The resident has no further opportunity to appeal the decision within the University.

6. Consideration of Evidence

The formal rules of evidence do not apply to any processes under this policy. In any investigation of an alleged violation of the community standards, the standard of evidence is the balance of probabilities.

In a case where facts are contested there is generally a "weight" of evidence on each side. The Student Residence Manager or RD Panel will place greater emphasis on evidence which, when fairly considered, produces the stronger impression and is more convincing. After considering all the available evidence it will be decided whether there is a greater weight of evidence that the resident was responsible for the violation than the resident was not. The standard of "balance of probabilities" is not the same as "beyond reasonable doubt" which is a more rigorous requirement demanded by the courts in criminal cases. Given this, the Student Residence Manager or the Residences Disciplinary Panel need not attain the degree of certainty that is required to justify a criminal conviction.

7. Communication

For the purposes of this policy, a letter addressed to the resident, either hand-delivered to the resident's room or sent through an e-mail addressed to the resident's Middlesex University student email address shall be deemed to have been received by the resident.

Where appropriate, the Student Residence Manager will communicate with the resident's parent / legal guardian advising them of the alleged case of violation of community standards (especially when the resident is at risk of harm to self or others or is allegedly involved in a violation which also constitutes a criminal offence).

8. Precautionary Measures

Where an alleged violation of community standards meets the following criteria the Student Residence Manager in consultation with the Deputy Director, Marketing and Operations may take any necessary precautionary measures, pending the conclusion of the investigation. These criteria include allegations of violations that:

- can be considered a criminal offence or is the subject of an investigation by the Police or other civil authorities,
- may bring the University and its staff and students into disrepute,
- threatens the health, safety or welfare of the resident concerned, or other students or staff; or
- is otherwise considered to be serious enough to warrant immediate action.

Precautionary measures are taken:

- to ensure that a full and proper investigation can be carried out (either by police or the Student Residences Manager or the RD Panel); and/ or
- to protect the reporting student or others while the allegation is being dealt with; and/ or
- to prevent further deterioration of the health, safety or welfare of the resident concerned, or other students or staff.

Precautionary measures may be put in place if they are reasonable and proportionate and may include:

- a) Informing and/or requesting the presence of the resident's parent / legal guardian (especially when at risk of harm to self or others)
- b) Imposing conditions on the resident (for example, requiring the resident not to contact the reporting party and/ or certain witnesses and/ or requiring the resident to move accommodation and/ or requiring the resident to get a statement of good health from a recognised professional body)
- c) Suspending the resident from his/her studies on a full, qualified or partial basis
- d) Placing restrictions on the resident (for example, prohibiting the resident from going to certain accommodation blocks or using the sports facilities or the gym)

9. Violations of community standards which are also criminal offences

There may be instances where an alleged violation may also constitute a criminal offence. Examples include (not an exhaustive list):

- a) failure to comply with the laws of Dubai and/or the United Arab Emirates including but not limited to the Dubai Code of Conduct. See Dubai Code of Conduct provided as a link on this website for more details: www.dubai.ae/en/Lists/Articles/DispForm.aspx?ID=79&category=citizens
- b) deceitful behaviours such as fraud/ attempted fraud, deceit, deception or dishonesty
- c) unauthorised or inappropriate use of property
- d) unauthorised recording and/or publication of a recorded activity (e.g. on YouTube, Facebook etc.) including malicious or defamatory comments
- e) consumption of and/or possession of illegal substances at the Residences or its vicinity (e.g. parking

areas)

- f) taking of property belonging to another person without permission or stealing
- g) any form of physically aggressive behaviour or assault
- h) any form of verbally aggressive behaviour (violent, aggressive, abusive, threatening, defamatory or offensive) or harassment in writing, by email, via the internet (including social media) or otherwise
- i) any form of sexually inappropriate behaviour or assault
- j) possessing, storing, consuming, transporting or dealing with illegal substances on University premises or any University-related premises at the Residences or its vicinity (e.g. parking areas)

The nature and scope of the University's internal disciplinary process and the nature and scope of a criminal process are fundamentally different and independent. It is important to maintain a clear distinction between them:

- Under the criminal process, the allegations will be treated as a potential criminal offence; under this policy, the allegations will be treated as a potential violation of community standards.
- The criminal process is an external procedure. It deals with allegations that a student has committed a criminal act. The allegation has to be proven beyond reasonable doubt. A judge can impose a wide range of sanctions on an individual who is found to have committed a criminal offence, the most serious sanction being imprisonment.
- The internal process is a civil matter conducted internally at the Residences. It is based upon an allegation that a resident has violated the Residences community standards. The most serious sanction that can be applied is permanent eviction from the Residences and from the University.
- Any adverse finding in the criminal process could result in the student having a criminal record and that subsequently could have a serious detrimental effect on the future of the individual concerned at the Residences and/or the University.

9a. Procedures for Violations Which May Constitute Criminal Offences

Reporting Incidents

Anyone can make a report of criminal activity to the Police. Where the victim of a criminal offence is the reporting student, the Residences will usually leave the decision to report a criminal offence to the discretion of the reporting student.

Only in exceptional circumstances will the University report an alleged criminal offence to the police contrary to the wishes of the reporting student.

Criminal Investigation / Prosecution

Where the offence under criminal law is reported to the Police, action under this Code will be deferred pending any police investigation or prosecution. Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same facts, the court's penalty shall be taken into consideration in determining any warning points under this Code. A risk-based approach may be used to assess whether or a student may return to study.

10. Relationship with other policies, rules and regulations

It is acknowledged that the Halls of Residence are operated and governed separately from Middlesex University Dubai. The nature of accommodation provision is independent of and different from that of academic provision and it is natural that the same policies cannot be applicable equally in both circumstances. However, the community standards at the Residences and related rules, regulations and policies operate alongside those in place at Middlesex University Dubai (e.g. Student Code and Discipline

Rules) and hence, some consistency and alignment in procedures can be expected.

The level of jurisdiction and the roles and responsibilities of the Student Residence Manager and the RD Panel may mean that some allegations of violations may be referred to other areas of the University for investigation and imposition of penalties (e.g. a violation that is committed at the Residences by a student who is not a resident may be considered by the Student Disciplinary Committee). From time to time, the behaviour of individual residents may raise concerns about their general health and well-being, which may extend beyond concerns about their conduct. In such cases, the case can be considered under appropriate University regulations such as Fitness to Study policies or Safeguarding procedures. Depending upon the severity of a violation at the Residences, academic penalties can also be applied up to and including withdrawal of enrolment from Middlesex University Dubai.

11. Record Keeping

All records relating to the management of violations of community standards shall be retained and disposed of in accordance with the Residences policies on the management of records. Where possible, these will be retained electronically.

Outcomes of investigations of violations and appeals shall be recorded and filed within the student records system.

12. Roles & Responsibilities

Residents have the responsibility to uphold community standards and observe the provisions of this policy. For the purposes of this policy, where visitors of residents commit any violations while in the Residence, the residents themselves will be held responsible and would be the subject of any disciplinary action. The Student Residence Manager has responsibility for the maintenance of community standards and appropriate living environment within the Residences, as follows:

- a) initiating and investigating violations of community standards in accordance with the procedures set out in this manual;
- b) imposing outcomes and penalties in response to upheld allegations;
- c) communicating the progress and outcome of an investigation to the resident and the complainant (if applicable);
- d) creating and maintaining a record of each investigation;
- e) where appropriate, referring cases to the Residences Disciplinary Panel.
- f) imposing any necessary precautionary measures in accordance with the procedures set out in this policy;

The Residences Disciplinary Panel determines whether a resident who has appealed the decision of a Student Residence Manager has presented an adequate prima facie case to justify further consideration of the appeal.

The Deputy Director, Marketing and Operations has overall responsibility for management of the University's Residences and to consider a recommendation from a Student Residence Manager for a student to be evicted from the Residence.

13 Eviction Procedures

PROCEDURES TO BE FOLLOWED

- This procedure starts after the resident has been given the final eviction notice, having exhausted all the appeals.
- The Student Residence Manager (SRM) will give an Eviction Notice to the resident before evicting him/her. The Eviction Notice will have the following:

- o Grounds for eviction
- o Date of eviction
- o Resident will be asked to provide details of any other contact person
- This notice will be sent to the resident by email and in person, and residents are expected to acknowledge receipt of the same.
- Parents or local guardians of the resident will be informed immediately by the SRM.
- Resident will be given 15 calendar days to evict the Residences along with all his/her belongings.
- If the resident is evicted before the term ends no refund will be given to the resident (except for the adjusted security deposit).
- During the notice period, the resident will have the following restrictions:
 - o Resident cannot use any of the facilities in the Residences, e.g. gym, pool etc.
 - o There may be additional restrictions placed, e.g. residents may not be allowed to enter certain areas
 - o Resident will also not be allowed to receive any visitors.
- o Once evicted, the resident will not be allowed into the Residences again.

GROUND FOR SHORT EXTENSION

- In exceptional circumstances, an extension of 7 calendar days may be offered to the notice period. That is, the resident will be given a maximum of 21 calendar days extension (from the date of the receipt of the Eviction Notice).
- Grounds for a short extension are as follows:
 - o The resident is able to demonstrate that he/she is looking for an alternative arrangement, e.g. evidence of communication with an estate agent.
 - o Evidence to show that the new accommodation will be available only after the notice period has expired.
 - o Exceptional health grounds – residence is able to provide evidence, e.g. prescription by a health care provider.
- The decision to give a short extension to the resident will be entirely at the discretion of the Residences Team.

DISPOSAL OF PERSONAL BELONGINGS

- In case a resident is not in a position to take away all his/her belongings at the time of leaving the Residences, these may be stored in the store room of the Residences for a maximum period of 10 calendar days. However, if these belongings are not collected by the resident after 10 calendar days of leaving the Residences, these will be disposed off by the SRM.
- The Residence Management will not be responsible in any way of the personal belongings of the evicted resident beyond the date of eviction.

Section IV: Procedures for Managing Resident Complaints

1. Introduction

At the Residences, we are committed to providing a high-quality residential experience for each student and encourage you to inform us where there is any cause for concern. These procedures, therefore, exist to enable students to make complaints about such matters. A complaint is defined as an expression of dissatisfaction about matters that affect the quality of the residential experience, or about a standard of service provided by or on behalf of the Residences.

This procedure seeks to ensure that complaints against the Residences made by residents are treated seriously and, if found to be valid, are addressed to ensure that the students' interests are protected as far as it is possible to do so.

These Regulations cover all current residents. Former residents may raise issues of complaint within the timescales stated in 2 below.

This complaint procedure does not cover the following as there are specific procedures already in place for dealing with these:

- a) appeals against academic Assessment Board decisions (taught programmes) of the University;
- b) complaints relating to a case of an alleged violation under the Residences community standards
- c) matters relating to fitness to study
- d) matters which fall within the remit of the University's student disciplinary procedures.
- e) matters which fall within the remit of University's admissions procedures.

The Residences reserve the right to reclassify a complaint as an appeal under the 'Procedure for managing violations of community standards within the Residences' or vice versa, if the submission is deemed to have been made to the incorrect procedure, or the submission falls properly within the remit of one procedure rather than the other. The outcome of an appeal cannot be made the subject of a complaint except where there is possible material error reaching a decision.

The final decision regarding a matter raised under the 'Procedure for managing violations of community standards within the Residences' shall be considered to be the final decision of Middlesex University Dubai. The same complaint will not be considered under a different associated policy.

Each complaint will be considered on its own merits, subject to all legal and professional requirements. A resident will not be treated less favourably by the Residences or suffer any detriment or disadvantage if s/he makes a complaint in good faith, regardless of whether disciplinary action is taken to address the complaint.

Anonymous or vexatious complaints will not normally be considered and the latter may lead to action under the 'Procedure for managing violations of community standards within the Residences'.

Any member of staff mentioned in a complaint will be treated fairly during the investigation. If, however, the complaint against a member of staff is upheld, that member may be subject to disciplinary proceedings under University policy for staff.

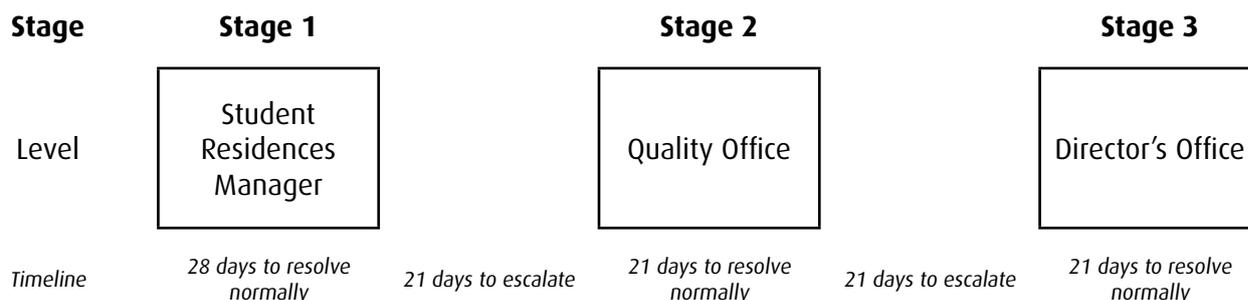
Complaints will be handled with an appropriate level of confidentiality. There is an expectation that students and staff members will treat both, the complaints processes and each other, with respect.

These procedures are not designed to deal with problems such as: requests for maintenance or repairs or lateness of bus shuttle service and so on, except in so far that such concerns are not resolved through simpler procedures or are persistent.

2. Timeframe for Making a Complaint

A resident who is, or was recently a resident, or a group of residents wishing to complain should normally do so within 3 months of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within 3 months of the final event in the series.

3. Complaints Procedure Stages



Stage 1: Early Resolution

Initially, a resident should address his/her complaint to the Student Residences Manager, in order to give that person the opportunity to address his/her concerns.

If for any reason the student does not feel that this is possible, s/he should seek advice from the Quality Office in order to identify an appropriate alternative mechanism of early resolution. If necessary, an Investigating Officer will be nominated to deal with the student's complaint.

Every effort will be made by the Investigating Officer to enable the clear articulation of the issue and to resolve the complaint simply and quickly. The Investigating Officer may invite the resident to a meeting to discuss the matter in an attempt to reach a resolution.

Stage 1 complaints will be dealt with in a timely fashion. Those involved in investigating the complaint will establish appropriate timescales based on its nature and complexity. These timescales should be communicated to the resident, who will be kept informed of any changes. Where possible, the investigation should be completed within 28 working days.

At the end of Stage 1, a resident will be provided with a written response to his/her complaint, copied to the Deputy Director, Marketing and Operations, which will either:

- a) Detail the proposed resolution; OR
- b) If no resolution has been proposed, explain why resolution has not been considered to be possible.

Stage 2: Formal Complaint

If a resident is not satisfied with the outcome of Stage 1, s/he may choose to submit a Stage 2 complaint, by completing the Complaints Form. This should be done within 21 working days of the release of the written response to Stage 1. A Stage 2 complaint will normally only be considered following the completion of the early resolution stage.

A resident wishing to submit a Stage 2 complaint should do so to the Quality Office using the applicable

form and supporting documentation. If the Quality Office was involved in the case at Stage 1, they will nominate an appropriate alternative individual to consider the case. If no appropriate individual can be found within the programme team or service department, s/he shall refer it to a Deputy Director, who will then assign the case to an appropriate individual.

The receipt of the complaint form will normally be acknowledged within 7 working days.

The nominated staff member in the Quality Office will consider the case appropriately. This will normally involve discussions with the resident and/or the subject of the complaint.

Complaints will be dealt with in a timely fashion. The nominated staff member in the Quality Office will establish appropriate timescales based on the nature and complexity of the complaint. These timescales should be communicated to the resident and the resident kept informed of any changes. Where possible, complaints should normally take no more than 21 working days to investigate from the acknowledgement being sent.

The nominated staff member in the Quality Office will inform the complainant, the subject of the complaint and the Deputy Director, Marketing and Operations, in writing, of the outcome of the investigation. A summary of the outcome will be reported to the Director's Office.

Stage 3: Director's Office Review

If a resident considers that:

- a) there has been a procedural irregularity in the conduct of the Stage 2 investigation; or
- b) new information has come to light, which the resident was unable to disclose previously and which would have had a material impact upon the investigation previously undertaken

s/he can request a review of the outcome of the Stage 2 investigation. A resident wishing to request a review must do so within 21 working days of the written response to Stage 2. The review request must be submitted to the Director's Office using the University Level Review Form (ULR).

This is not a reopening of the original complaint. Dissatisfaction with the outcome of the appeal is not alone a valid reason for requesting a review. The receipt of a review request will normally be acknowledged within 7 working days. The review will be carried out by the Director or s/he can nominate a panel of senior staff members. The review will consider whether the outcome of Stage 2 was reasonable rather than reconsider the original case and its evidence.

Further discussions may be held with the resident and/or subject of the complaint and with members of staff involved at Stage 1 and/or Stage 2.

Where possible, reviews should normally take no more than 21 working days to investigate from the acknowledgement being sent. The Director or a nominated panel of senior staff members undertaking the review will establish appropriate timescales based on the nature and complexity of the case. These timescales should be communicated to the resident and the resident kept informed of any changes. The Director or a nominated panel of senior staff members will inform the complainant, the subject of the complaint and the Director, in writing, of the outcome of the investigation. The Quality Office will be copied on the outcome notification

An annual report of student complaints will be prepared by the Quality Office.

4. Principles

These complaints procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on the Residence or Middlesex University to pay compensation either in respect of a

decision made pursuant to the procedures or for a breach of these procedures. Anonymous complaints will not normally be considered.

Complaints will be heard and considered only if lodged by a resident or group of residents themselves and will not deal with third parties, even with the permission of the resident(s), unless in exceptional circumstances which prevent a resident representing themselves (selves). The resident(s) is entitled, however, to be supported in any complaint hearing by an individual who will be a staff or student member of the University. Legal representation is not allowed at meetings other than in exceptional circumstances and with the express permission of the investigating officer not less than 24 hours prior to the meeting.

The Director is responsible for interpreting these procedures and his/her decision shall be final.

'Working day' refers to a day on which the University is normally open; it does not include Fridays and Saturday, Public Holidays, or other designated periods of closure outlined in the Academic Calendar or otherwise publicised by the University.

5. Record keeping

Records of complaints resolved at Stage 1 will be maintained securely by the Student Residences Manager for a period of one (1) year from the date of resolution of the complaint.

All records relating to resolution of complaints through Stage 2 will be maintained securely by the Quality Office, as appropriate, for a period of three (3) years from the date of resolution of the complaint.

All records pertaining to Stage 3 will be maintained securely by the Director's Office for a period of three (3) years from the date of resolution of the complaint.

A STUDENT EXPERIENCE WITH A DIFFERENCE

