

# Residence Guidebook

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In collaboration with



Massachusetts  
Institute of  
Technology

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# 1. Welcome



# 1.Welcome

We want you to enjoy your time at Masdar Institute residences; to maximize the experience for everybody we need you to be aware that the residences are a community within which everybody must accept a shared responsibility.

The rules and guidelines outlined in this booklet are for the convenience, safety, harmony and welfare of all residents of the Masdar Institute Residences. It is to preserve the property of the Institute, enhance the living conditions, and ensure a fair distribution of services to all residents.

**The following information is covered within the booklet;**

- Information you need to know before joining MI
- What to do on arrival
- Essential information about living at the Institute accommodation
- What to expect from the services provided by the Facilities team

**As a student you will be required to read this information carefully and accept the rules and guidelines within.** If you have any further queries please contact the Student Affairs Office. We aim to make the process of moving into your accommodation and adjusting to your new environment as trouble free as possible.





## 2. Moving In

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### Your Accommodation & Room

**On arrival you will be given an inventory form. You must complete this within 48 hours of your arrival and return it to the Student Affairs Office to be shared with the Facilities Department. The form will be checked and used by the Operations and Facilities team at the end of your occupancy to assess any damage. If you do not return your inventory form then we will assume that the contents are complete and that they and the accommodation, including all decoration are in good repair.**

A refundable fee of AED 2000 will be required of each new student in MI housing at the beginning of their academic studies. The deposit amount is refundable upon evacuating the accommodation in an acceptable condition. Deductions will be made in cases where the accommodation is damaged or needs extensive cleaning.

### Faults or problems on arrival

We aim to ensure that your accommodation is in good order upon your arrival. If however you experience any problems or find faults when you move in please report these to us.

All faults can be reported 24 hours a day via the FM Help Desk email: [LINChelpdesk@masdar.ac.ae](mailto:LINChelpdesk@masdar.ac.ae) or by phoning 02 810 9951

### Key /Access Card Collection

If you are staying at Al Waha you will be able to collect your keys at the Al Waha compound. If you are staying at the residences in MI you can collect your access card from the Student Affairs reception at MI.

If arriving late at night you must contact Student Affairs Office in advance by phone or email so the necessary arrangements will be made and communicated to you.

If you are accommodated in the MI campus, you will be issued with an access card that will give you entry to your accommodation and access to those areas of the campus buildings that you need to enter as part of your studies. If you are residing in Al Waha villas, access to your accommodation is with a key. You will also be issued an access card for those areas of MI that you need to enter for your studies. Your MI access card can be collected from the SAO on arrival at campus.





### 3. Your Accommodation



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#### Al Waha Villa Compound

The Al Waha villa compound is comprised of 25 x 4 storey, 7 bedroom villas. All the bedrooms have en-suite facilities, some also have private balconies. Each villa has a laundry room, kitchen and common living room which are shared by its residents. The villas are equipped with a lift; however, these will only be operational for disabled persons.

Please note that villas allocated to single students are gender exclusive; female only, male only. We also have married villas and family villas with shared common areas (kitchen, living room). Each student will receive one bedroom—in case of a married student, the spouse will share this space. Students with children will receive an extra room for children (but no more than two rooms regardless of the number of additional children). The living spaces are for students and immediate families only; no maids, nannies, or any other relatives are allowed to live in any MI accommodations.

#### Catering Arrangements

All accommodation is provided on a self catering basis. Kitchen facilities such as cooker, oven, microwave and fridge, crockery, cutlery and cooking utensils are provided.

#### Living Space

All villas have a large shared living/dining area. These are equipped with a dining table and chairs, soft seating area with TV and DVD player.

#### Bedroom

All bedrooms are furnished with a bed, built in wardrobe, desk with a chair and a chest of drawers. Students will need to bring their own bed linens.

#### Bathroom Facilities

All rooms have en-suite facilities which have a shower and/or bath, WC and hand basin. Students should plan to furnish their own towels.

#### Laundry

Each villa has a laundry room in the lower ground floor which is equipped with a washing machine, drying facilities and a sink.

#### Parking

Each villa has 2 parking bays in the lower ground floor, for use by residents. Cars must not be parked in the basement access roadway as they may obstruct access in the event of an emergency. Additional parking is available in the central car park.

All guests and visitors should park in the central car park and report to security on arrival.

### Cleaning

Cleaning of the common areas is carried out 5 days per week by paid staff. Cleaning of your personal space, cooking equipment etc is your responsibility. You will also be responsible for the cleaning of your bed linen. Staff are not responsible for any lost or misplaced items, so please do not leave your belongings outside of your rooms and please be sure to lock your rooms whenever you leave them unoccupied.

### Clubhouse

There is a clubhouse available to all students situated within the compound which has prayer rooms, a common room with recreational equipment such as pool table, TV's, play station and a foosball table.

### Swimming Pool

There is an outdoor swimming pool which does not have a life guard in attendance. Dedicated times for males/females only will be scheduled. See section 6 for guidance on swimming pool safety

### MI Apartments

The accommodation at MI 1A is split into 4 blocks, comprising of 3 floors of apartments, while 1B contains additional housing blocks of 4 floors each. The blocks are divided into Male, Female and Female/Married. Each male and female apartment comprises of a bedroom, kitchen, toilet and shower, living/dining and study area. Some of the married accommodations comprise more than 1 bedroom. All apartments have private balconies. Please note that children are not permitted to live on campus. Families with children will be housed in the villa compound in shared villa units as space permits.

### Catering Arrangements

All apartments are equipped with an electric cooker, fridge and microwave, although there is no oven. Cookware, crockery and cutlery are **not** provided. There is also a canteen on site where breakfast, lunch and dinner can be purchased. Additionally a number of retail outlets including restaurants, a cafe and a shop for organic foods are located on campus.

Bedrooms are equipped with a bed, built in wardrobe and bedside cabinet. Bedding is **not** provided. Bathroom facilities consist of a shower, toilet and sink. Towels are **not** provided. Dining table and chairs, study desk and chair, TV and soft furnishings are provided.

### Laundry

There is a laundry located within each of the blocks. There are also a number of common lounges and external balcony areas within each of the blocks.

### Majlis / Common areas

Common areas are provided on the podium level of campus. Male and female majlis areas are located in 1A and 1B. Common space can be found in 1B and in the Learning Center and restaurants, cafe, and the canteen.

### **Cleaning**

The common areas are cleaned frequently. It is the residents' responsibility to clean their own apartments

### **Prayer rooms**

There are both male and female prayer rooms located within the campus.

### **Parking**

At the Masdar City campus, parking is not permitted on the campus itself. All cars must be parked within either the car park adjacent to the Personal Rapid Transport (PRT) station, or in the car park adjacent to SAF 2 block 3. Parking spaces are available for faculty, staff, and students and cannot be reserved. All private cars are required to display a car pass to enter the Masdar City site. Applications can be made through the Security Office of the EHSS Department.

## **General housing information for all students**

### **Smoking**

Masdar Institute recognizes its duty to seek to ensure that employees, students, customers and visitors to the University can work, study or visit in air free of tobacco smoke. Smoking is prohibited in all buildings including accommodation rooms.

### **Security**

Security guards are located at each accommodation site and are present 24 hours per day, 7 days per week. The security guards are responsible for controlling entry and exit and for carrying out regular patrols of the area.



## A-Z of Facilities and Services

### Access by staff to your accommodation

For all routine visits such as safety checks and planned maintenance visits, we will notify you by email at least 24 hours in advance before staff or contractors enter your accommodation.

In an emergency such as a flood, fire, or suspected fire, advance notice will not be provided. Where a complaint has been received regarding an issue such as noise, behaviour or issues with visitors, Security will immediately contact the resident but will not enter the room/apartment without knocking and waiting for a response from the resident first.

Spot checks of student rooms will be held during the academic year to ensure safety, hygiene, and sanitation levels are being maintained. Staff and security will knock and wait for a response from the resident before entering. If the resident is out, the check will be held in their absence and a follow-up report will be shared with them.

### Bicycles

A cycle rack is provided at both the Al Waha villas and at Podium level of the campus building. Bicycles should not be left in any public areas including stairwells, lounges and lobbies, or near entrance doors where they might obstruct access in the event of an emergency. You are advised to securely lock your cycle whenever it is left unattended. Further information on cycle safety can be obtained from the Safety Office.

### Cleaning

If you live in the Al Waha Villa compound, your bedrooms and en suite bathrooms are your responsibility to keep clean and tidy. Cleaners will visit your accommodation Saturday - Thursday to assist in cleaning the common areas. You are responsible for cleaning up after yourselves in order to allow them to clean the common areas. We ask that you cooperate in this arrangement as the staff will be trying to do a good job of keeping the accommodation to a standard for you and future residents.

#### You will be expected to:

- Keep dirty dishes to a minimum by washing your own dishes/cutlery etc
- Wipe up spillages or burnt food from cookers and microwave ovens
- Clean up any spillages from the floor and work surfaces
- Keep the fridge clean by wiping up spillages and removing out of date foods
- Place recyclable items into their appropriate bins

**You are expected to leave the accommodation in a clean state at the end of your stay. Should the accommodation not be left in a clean state you will be charged what has been billed by the Contractor plus an administration fee of 250Dhs. Minor wear and tear will be accounted for. Any charges will be deducted from the AED 2,000 initial refundable accommodations fee.**

### **Disruption to Services**

The institute will make every effort to ensure there are no disruptions to services to your accommodation, however we cannot guarantee that all services will be available at all times. The accommodation is occupied throughout the year and some maintenance is essential to ensure continued safety and reliability of the equipment and services. There are also times when service providers will disrupt supplies to conduct their own maintenance. Residents will be notified in advance in case of a planned disruption.

### **IT Facilities**

All students are allocated with email accounts, and on campus printing and scanning services. All accommodations have the facility for an internet connection. Internal memos and notices in the Institute are usually sent by email, so it is vital to check your email inbox regularly. Students have access to support for their computing facilities via the Helpdesk. Enquiries should be emailed to: [ictservicedesk@masdar.ac.ae](mailto:ictservicedesk@masdar.ac.ae) in the first instance, or by telephone on 02 810 9999.

### **Laundry Facilities**

Each accommodation block contains a washing/drying machine located within the laundry rooms. Students are responsible for providing their own laundry detergent. The use of washing/drying machines is free of charge in all facilities.

### **Lighting**

All bedrooms are provided with ceiling mounted pendant lights fitted with energy saving bulbs. If a light bulb in your villa requires replacement please report this to the helpdesk.

### **Loss of keys and access cards**

If you lose your key or access card during office hours you should report it immediately to the Security Control Room by telephone on 02 810 9111

If you lose your key or access card outside of normal working hours you should report it to the Security on site. They will be able to let you into your room. You must then report the loss to the SAO when it is next open.

You will be charged for the cost of replacing any lost keys – this may include an administration cost.

### **Mail**

In the UAE mail is not delivered to a street address. Mail is delivered to a local PO Box for collection. Your mail address will be that of the Masdar Institute where you will receive your internal and external mail. External mail should be addressed to you as follows:

Your Name  
C/O Masdar Institute  
Po Box 54224  
Abu Dhabi, UAE

## Maintenance

You are requested to notify the Helpdesk immediately for any disrepair, damage or defect affecting the room or buildings. We will then arrange for the repair to be carried out. Please remember that access to the property will be required by the contractors in order to complete a repair.

Maintenance problems can be reported by telephone on 02 810 9951 or email to the Facilities Helpdesk on [LINChelpdesk@masdar.ac.ae](mailto:LINChelpdesk@masdar.ac.ae).

**Once maintenance problems are reported to the helpdesk it will be taken that authorization is given for the contractor to enter the room to carry out the repairs. All contractors will be supervised by security. You must specify when reporting issues if you wish to be present when the contractor carries out the works.**

It is essential to report all maintenance problems as residents who do not report problems when they occur could be held liable for any subsequent damage that may happen as a result of neglect. Under no circumstances do we allow residents to undertake or arrange their own repairs.

## Recreational Facilities

MI is equipped with a sports facility, swimming pools, and a sizable gym. The Al Waha villas have a swimming pool open to all students. Please check posted timetables for male and female hours.

There are a number of options available to students to access recreational rooms in Abu Dhabi. Memberships can be purchased by students at their own expense at various health clubs in Abu Dhabi and at different local hotels.

## Recycling

At each accommodation there are dedicated bins provided in the kitchens for recycling. It is important that you follow the guidelines for recycling. If incorrect materials are placed into the recycling bins, they become contaminated and the whole contents will go to landfill.

### Items you can recycle:

- Plastic PET and HDPE plastic bottles, which is basically water/fizzy drinks bottles and plastic milk bottles and no other type of plastic. To identify which type of plastic you have, look on the bottle for a triangle symbol and either a 1 (PET) or 2 (HDPE). These bottles can be recycled. We cannot unfortunately at this time collect any other types of plastic for recycling including plastic bags. Unmarked plastic pieces such as bottle caps and other small bits should be thrown in the trash unless identified as Plastic 1 or 2. Please do not put other plastics in the recycling as it will contaminate all the other items, meaning they all go to landfill. All food and drink remnants from plastic containers should be rinsed out before placing them in the recycling bin.
- Office paper, newspapers, leaflets, cardboard. Paper or cardboard contaminated with food or drink should not be placed in the recycling bin. Contaminated paper or cardboard should be thrown in the general waste bin. This includes items like used pizza boxes.
- Cans. All types of cans and tins. Please rinse first.



When the bins are full you should carry them to the external bin area in your compound located by the main security entrance. At MI there are waste rooms with designated chutes for the disposal of waste and recycling.

### **Television**

The common areas of the villas are equipped with a TV and DVD player. Each apartment at MI is equipped with a TV.

### **Water dispensers**

Tap water is potable (safe to drink); however, all villas are equipped with a drinking water dispenser in the kitchen.



## 4. Occupancy Agreement

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The following list is not exhaustive but gives you an overview of some of the main points of your occupancy agreement. This agreement sets out the terms and conditions of your residency. The terms and conditions of your agreement are extremely important and your acceptance of MI accommodations automatically constitutes an agreement to abide by any and all MI housing rules and regulations. It is unlikely that the Institute will ask you to move accommodation but we reserve the right to do so if it is absolutely necessary.

### Residence rules

- Students may NOT enter opposite sex villas or accommodation blocks.
- You must not make excessive noise, smoke, use illegal drugs, possess or consume alcohol.
- Residents must gain permission from the Student Affairs Office in order to host overnight visitors.
- You must not interfere with the fire detection system or firefighting equipment in anyway giving full consideration to fire regulations.
- You must keep your accommodation clean, report all maintenance issues and damages.
- If you cause damage by accident or on purpose you will have to pay for it.
- You may not change rooms or accommodation without prior permission from the Student Affairs Office.
- Breaking terms of this agreement could lead to eviction from the student accommodations.

### Breaches to the Occupancy Agreement

While all clauses within the agreement are to be observed, the breach of certain clauses is viewed as particularly serious and may result in expulsion from the accommodation. See Section 9 - Rules at a Glance

### Examples of Serious Breaches

- You enter an opposite sex villa or apartment block or allow an opposite sex visitor to access your apartment or villa
- You disregard any fire safety regulations, evacuation procedures or inappropriate use of a fire extinguisher or safety equipment.
- You are found using, storing or sharing illegal drugs.
- You are found possessing or consuming alcohol within any MI property areas
- You demonstrate violent behavior towards another resident or staff member/s.
- You cause malicious damage to a building.



### Less Serious Breaches

For breaches of agreement terms of a less serious nature the Institute is able to implement a range of measures depending on the seriousness of the matter. These measures may include:

- Verbal warning
- Written warning.
- Financial Penalty.
- Full payment of the cost of any damage caused plus any administrative charges thereby incurred by the Institute.
- Removal of anything that could be a risk to health or safety of the residents or others, or anything that has been or could be used to breach the regulations.

### Appeal Process

Any resident wishing to appeal any action taken against them up to the point of being called before the Disciplinary Committee shall discuss it with the Director of Student Affairs who will investigate the complaint, make a ruling on the action, and advise the student about subsequent procedures and recommendations. Students who have been called in to meet with the Disciplinary Committee shall address their appeal to the committee Chair. The resident shall have the right to a second appeal of all committee decisions which will go to the Provost. All decisions of the Provost are final and no further appeal is possible.

### Leaving

If you decide to leave the Institute you are required to inform the SAO immediately in writing. The SAO will obtain confirmation from your Faculty that you have withdrawn.

### Moving between Properties or Rooms

Transfers between rooms, or villas during the course of the first semester are discouraged – we feel it is important that you allow yourself time to adjust properly to the Institute life and settle into your accommodation. After that period, a transfer may be permitted only in exceptional circumstances and only if there is a vacant room available.

If a student makes more than one transfer during an academic year the student is responsible for covering the costs of the move. If you wish to discuss the possibility of a transfer, please contact the Student Affairs Office.



## **5. Living In the Institute Accommodation**

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### Personal Property

Your own possessions are your own responsibility. They are not covered by any Institute insurance, nor will the Institute accept responsibility for any loss or damage, including accidental damage by the Institute Staff.

### Property Inspections

To carry out routine and emergency maintenance, Facilities staff will require access to your accommodation. You do not have to be present as they have keys. We will try to give you at least 48 hours notice for scheduled visits. Please note that this is not always possible if there is an emergency. We operate a door entry policy whereby a staff member will knock and announce before entering the room. Throughout the year routine health and safety checks are carried out. These include fire detector and water testing. Spot checks will also be scheduled during the year to ensure that proper levels of hygiene and sanitation are maintained.

### Damage Caused by Residents

Below are the most frequently asked questions about damage.

#### **Q: What is damage?**

A: Damage is considered to be any deterioration to the property over and above what is accepted as "fair wear and tear". Some damage is easily identified – where items have been broken for example. Some damage is less obvious like marks left on walls due to the use of tape or blue tac for posters for example.

#### **Q: Why does the Institute inspect and charge for damage?**

A: The Institute inspects for damage in order to ensure that the property is kept in an acceptable condition. Any damage should be reported immediately. Facilities will require the details of the person(s) responsible for the damage. Once a repair has been organized, those responsible will be expected to pay the full cost of the repair.

#### **Q: What happens if damage is discovered by the Facilities Team?**

A: When damage is discovered, written notice is given to the individual(s) concerned. Persons responsible for damage will be charged accordingly. Individual students are given the opportunity to appeal in writing to the Student Affairs Office – each case is reviewed individually. A member of the Masdar Student Government Association may be invited to represent the students if required. If those responsible cannot be identified, the following procedure will come into effect:

- Damage found in the communal area of a compound e.g. lounges and majlis - all residents with access to the affected area will be charged equally.
- Damage found in the communal area of a villa e.g. kitchen, living/dining room, hallways, staircase. All residents of that villa will be charged equally.
- Damage found in a bedroom, the occupant of that room will be charged.

Please note that residents are responsible for any damage caused by their visitors to the property.

**Q: How much do repairs damage cost?**

A: Where items have to be repaired or replaced, the Institute charges to the resident(s) only what it has been billed by the Contractor. These charges may include charges for disposal, delivery and any other costs associated with remedying the damage. Charges are made at a commercial rate. Current market prices for repairs plus an administration fee will be charged. Copies of all invoices will be provided.

**Q: How do I pay for damage?**

A: The cost of repairing any damage will be invoiced together with an administrative fee. The student will be informed in writing of the assessed charges which shall be deducted directly from the student salary.

**Right of appeal**

If you disagree with anything that you have been charged for then you have a right of appeal to the Students Affairs Office who will liaise with the Facilities Department on your behalf.

**Noise**

Residents are asked to be considerate of people in adjacent rooms who may be experiencing pressure with work or exams or may have a different lifestyle from yours. It is essential that noise levels are kept to a reasonable level at all times. Noise such as music can be annoying and lack of sleep has a detrimental effect on people's studies. Excessive noise is the greatest source of friction between residents in accommodation – requests to turn down music should be responded to in a positive manner. Headphones are a wise investment, especially late at night.

**Pets**

No pets are allowed to be kept anywhere within the villa compound or the Institute campus.

**Substance Abuse and Alcohol**

Illicit drugs and narcotics are illegal and are not permitted in the UAE. The consequences of any resident being involved with illicit drugs are severe and may result in expulsion from the Institute and deportation from the UAE. Alcoholic beverages are not allowed in all Masdar Institute residential units, both on campus and at the villas.

**Visitors and Overnight Guests**

Guidelines are in place regarding visitors/guests in order to keep the accommodation safe and secure while allowing residents of the community the freedom to host visitors/guests within its guidelines/policies.

**Visitors****Definitions:**

A visitor is defined as:

- Any person not affiliated with the Institute as a current student or Faculty/Staff member.
- A student who is not an assigned resident of the villa or apartment being visited.



**Guidelines are as follows:**

A resident (host) is allowed a maximum of four (4) daytime guests of the same sex per apartment at MI or two (2) daytime guests of the same sex per villa unit (8 a.m.-midnight) at any one time. Guests visiting private apartments or villa units must be of the same sex as the occupant. Mixed gender visitors can only be accommodated in the family villa units or in designated common areas such as the clubhouse at the villas or the common study areas at MI.

You are responsible for your visitors' behavior and should not leave them unaccompanied within the accommodation. Visitors are expected to behave in a responsible and considerate manner. Guests must sign in at security upon arrival and when leaving. Guests visiting the MI campus will be required to follow any additional entry requirements stipulated by the Masdar City complex. Non MI employees and visiting family members must be met by their host at the Reception desk in main Foyer, in order that they may be permitted entry to the residences.

**Overnight Guests**

An overnight guest is defined as any person that is not affiliated with the Institute as a current student or faculty/staff member staying in the Institute's accommodation sites after the hours of midnight.

Day visitors who are still on-site after midnight and have not been registered as overnight guests will be asked to leave the accommodation grounds.

A resident (host) is allowed one overnight (see definition of overnight) guest of the same gender at a time.

A resident is allowed a maximum stay of 10 nights per semester for any and all guests.

An overnight guest must be the same gender as the resident (host) in order to share their accommodation. A resident (host) is responsible for his/her guest(s) and their actions at all times.

Guest(s) of opposite gender may be housed in the villa complex (as space allows) for a nightly rate of 200AED.

To request approval for an overnight guest, the host must complete the visitor request form (available on the MI portal) and submit the same to Student Affairs. **An overnight guest form must be submitted at least 4 working days prior to the guest's scheduled arrival.** Student Affairs will liaise with Facilities management and arrange for overnight visitors to be placed on the arrival list with security.

**Only guests who have been added to the security arrival's list are allowed in the accommodations overnight.**

- Hosts are responsible for the behavior of their guests.
- Guest should abide by the laws of the UAE and the regulations of the Institute.
- Hosts should inform guests of the fire safety policies
- Host should meet and escort guests in and out of the accommodations.

Guests staying at the villas must not sleep in lounges, hallways, washrooms or other common areas. They must be housed in the host's room or in a guest room at the villas. Fold away beds are available from the Facilities department along with bed linen and may be booked in advance.

Out of respect of academic needs, residents are discouraged from hosting guests during exam periods.

### **Vacation arrangements & extended absence**

Your room is available to you for the duration of the academic year. During the times you will be absent, you will need to inform us of the dates you are not on site for safety and security purposes by completing the Absence Register in the Security office. Students who are off campus for a semester (either on approved leave or internship) will need to vacate their rooms and take their belongings with them. A new room will be assigned to them upon their return.

### **End of stay arrangements**

At the completion of the degree program residents are required to vacate the accommodations upon the specified date following the commencement ceremony and follow the check out procedure.

### **Storage**

All personal possessions must be removed at the end of your occupancy. Facilities staff cannot be expected to package and label anything left in your room or other common areas after your own occupancy has ended. Such things will be assumed to be surplus to your requirements, and will be disposed of.

### **Check-out procedures**

- All student accommodation and common areas must be clear of personal belongings, free of debris and clean prior to checking out. Furniture must be placed where it was located at the time of check in.
- Clean your room/apartment and the surrounding areas.
- Your room/apartment will be inspected by a member of the Facilities team who will check the condition of your unit against the inventory report filled out at the start of the semester. (The student will sign the form to verify all information recorded). Final billing assessments will be made based on any discrepancies found by the Facilities Department.
- Return all keys to the security office.
- Room occupants will be held responsible for the condition of their accommodation, its furnishings and any damages occurred during occupancy.
- The housing deposit (minus any funds required for cleaning or damages) will be refunded along with the final stipend.



## 6. Emergencies, Safety and Security

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### Emergencies

Security guards are tasked to coordinate emergency situations. Security services provide 24 hour cover at both sites and you should contact them immediately in the first instance in the event of an emergency. Please remember that in the event of an emergency you should attempt to contain or alleviate the situation until a member of staff arrives, but in doing so, never put yourself in danger or risk injury to yourself or others.

### Emergency Evacuation

**If you discover a fire:**

- Shout “FIRE FIRE FIRE” and attempt to extinguish the fire using the appropriate extinguisher, but only if it safe to do so.
- Leave the building by the nearest fire exit – do not delay your exit by trying to collect personal belongings.
- Go immediately to the fire assembly point relevant to the site you are on. Fire Assembly plans for the Al Waha villa compound and MI are displayed at each site.
- Inform the Security Guard of the nature of the fire.
- Wait for further instructions – Do not try to re-enter buildings until advised that it is safe to do so.

### First Aid

Security Guards and members of the Student Affairs Office receive basic First Aid training, but there is no professional medical provision at the accommodation sites. In the event of a serious injury, call an ambulance by dialing 999. For minor injuries or medical complaints, go to the nearest hospital or medical centre listed in your Daman healthcare booklet.



### Reporting Accidents

All accidents causing injury or near misses should be reported as soon as possible so that we can take steps to prevent a recurrence. **You should inform the EHSS office initially via email to: [ehs@masdar.ac.ae](mailto:ehs@masdar.ac.ae).** You will be asked to complete an accident report form to enable us to carry out an investigation into the root cause, and you will be informed of the results and any action taken to address the issue.

### Electricity Supply

Care must be taken not to overload the electricity supply. Kettles, microwaves etc can only be used in kitchens. Your own electrical appliances must be new or PAT tested. The Operation and Facilities Department should be contacted via the helpdesk for items requiring PAT testing. In the interests of safety we discourage the use of extension leads with multiple sockets – only leads with circuit breakers (usually of a long bar design) are acceptable. If you are an international student you need to ensure that electrical appliances are suitable for use with 240V 50Hz A/C electrical supply.

### Portable Electrical Appliances

You must ensure that any electrical appliance brought in is in safe working order, paying particular attention to the fuse and wiring of the appliance. All portable appliances supplied by the Institute will have been examined and checked regularly. If you are unsure as to the safety or compatibility of your electrical items, contact the EHS office.

### Preventing Hazards

The main hazards present in the accommodation are listed below. However, in the interests of safety, the institute reserves the right to remove bicycles or other personal property left in communal areas, which may be causing an obstruction or other hazard.

HAZARDS	SAFETY MEASURES
<p><b>Fire Hazards</b></p> <p>Cooking – hot surfaces</p> <p>Smoking</p> <p>Candles/gas heaters/</p> <p>Paraffin patio lamps</p> <p>Faulty Electrical Equipment</p> <p>Blocked Escape Routes</p>	<ul style="list-style-type: none"> <li>• Never leave cooking unattended.</li> <li>• Do not heat up large amounts of oil in a normal saucepan.</li> <li>• Switch off the cooker at the main power switch after use.</li> <li>• Clean grills and ovens regularly to prevent a build-up of fat or grease.</li> <li>• Do not place posters on walls near cooking appliances and do not store other combustible materials over or beside cooking appliances.</li> <li>• All accommodations are non-smoking. Please make sure your guests are aware of the smoking restrictions when they arrive.</li> <li>• Candles and any other burning items such as scented joss sticks are not to be used anywhere indoors. as they create a fire hazard. Check all personal electrical items regularly and if in doubt about its safety, get it checked before use.</li> <li>• Always keep a clear escape route out of the building. Do not store large items in corridors and hallways – you may not be able to see them in a smoke filled room.</li> <li>• Read the instructions for using the fire extinguisher fitted in your accommodation and become familiar with how it should be operated.</li> <li>• Never interfere with the fire extinguishers provided for your safety. If used, report it immediately so that it can be replaced.</li> </ul>
<p><b>Electrical Hazards</b></p> <p>Overloaded sockets</p> <p>Faulty appliances</p> <p>Electric shock</p>	<ul style="list-style-type: none"> <li>• Take care not to overload electrical supply sockets by using multi adaptors. Wherever possible, limit each wall socket to one item.</li> <li>• If the use of extension leads is required, ensure that they are fitted with circuit breakers/fuses.</li> <li>• Ensure that appliances are fitted with fused 3 pin plugs. Where 2 pin plugs are fitted to appliances as standard, use in conjunction with a fused adaptor plug.</li> <li>• You must ensure that any personal electrical appliance brought in is in safe working order and it is recommended that you regularly check appliances remain in good condition, paying particular attention to fuses and wiring insulation. If faulty, have them repaired by an electrician.</li> <li>• Switch off appliances when not in use and disconnect from the supply socket if you are leaving the building for any length of time beyond normal day to day working (Extended weekends, annual leave, etc).</li> <li>• Never attempt to carry out electrical repairs yourself. For faults with fixtures and fittings, call the Facilities Helpdesk.</li> </ul>

HAZARDS	SAFETY MEASURES
<p><b>Slip &amp; Trip Hazards</b></p> <p>Stairs &amp; Steps</p> <p>Cables and electrical leads</p> <p>Wet or sandy floors</p>	<ul style="list-style-type: none"> <li>• Avoid trailing cables from electrical equipment across rooms.</li> <li>• Keep areas around doors and stairwells clear and unobstructed.</li> <li>• Store personal items in your room where they will not obstruct communal areas.</li> <li>• Take care when carrying drinks along corridors. Use a tray or saucer to avoid drips.</li> <li>• Wipe up small spills immediately.</li> <li>• Use handrails when going up and down stairs.</li> <li>• DO NOT RUN. Walk at a steady pace and look where you are going, particularly if talking to a colleague, using a mobile phone, or carrying packages.</li> </ul>
<p><b>Swimming Pool Hazards</b></p> <p>Deep water</p> <p>Slips and Trips on wet paving slabs</p> <p>Falls from raised Pool surrounds</p>	<ul style="list-style-type: none"> <li>• NO DIVING – Take note of the pool depth and always enter the water feet first.</li> <li>• Beware of wet pool surrounds – Do not run.</li> <li>• Use handrails &amp; steps when entering and leaving the pool.</li> <li>• Know your capabilities and never go out of your depth if you are not a competent swimmer.</li> <li>• Look after yourself and other swimmers - never swim alone.</li> <li>• No eating or drinking in the pool or surrounding area.</li> <li>• Take care if using inflatables.</li> <li>• Young children under the age of 18 must be supervised at all times.</li> <li>• Hosts are responsible for the behavior of any guests.</li> <li>• Do not interfere with pool filtration and water circulation jets.</li> <li>• In the event of an emergency, contact the Security Guard.</li> </ul>

### Refrigerators, Freezers and Microwaves

Accommodation units in MI have their own fridge and microwave. At the Al Waha villa compound kitchens are fitted with sufficient appliances to be used by all, provided everyone respects each other's property and co-habits in a reasonable manner. You will not be allowed to keep fridges, freezers, microwaves or any kitchen appliances in your bedroom for safety and hygiene reasons.

### Reporting Hazards

If you see something in your accommodation that you think is dangerous, report it as soon as possible to the Facilities Helpdesk by email to [helpdesk@masdar.ac.ae](mailto:helpdesk@masdar.ac.ae).

### Swimming Pools

Swimming pools are available in 1B on campus and at the Al Waha compound for all students. Students need to be sensitive to UAE culture and the Institute respects this by providing dedicated times for pool usage for both males and females. Timetables will be clearly displayed in the notice boards located in the common areas.

Residents using the swimming pool are responsible for following the safety guidelines posted and use the facility in a responsible manner. The institute maintains the pool, carries out routine water testing and provides safety equipment for use if a swimmer gets into difficulties, but no qualified lifeguard will be present. If you are not a confident swimmer do not use the pool alone and never go out of your depth.

### Security

The MI accommodation units have a communal entrance before an apartment front door is reached. Your access card will give you entry to this door as well as your apartment. It is extremely important that you do not let other people enter behind you as this threatens the security of the whole building. Your apartment front door will have a lock which should be used at all times. Security of the external doors of shared villas is the responsibility of the villa occupants. Care should be taken to keep doors to personal rooms locked at all times. All accommodation sites have 24 hour security guards present.

### Personal Safety

While the UAE is considered to be a safe environment, being aware of possible dangers and adopting a few sensible procedures will help you to avoid becoming a victim of crime. When going out and about, the following precautions can reduce the risk of attack:

- Never walk home alone after dark.
- Walk facing the traffic to ensure you can see oncoming vehicles.
- Cover up jewelry and tuck in the ends of scarves so they cannot be grabbed from behind.
- If you carry a bag, carry it tucked under the arm furthest from the road with the fastening next to your body.
- Keep your personal belongings in your room and lock the door when you are out.

- When going out, let someone know where you are going and what time you expect to be back.
- Listening to personal music players can prevent you from hearing someone or something approaching. Be aware of your surroundings at all times.
- Where possible, keep to well-lit paved roads – Do not take short cuts through construction areas.
- Try to minimize the amount of valuables you carry with you and don't carry them all in one bag.
- If someone tries to grab your bag, let it go. Your safety is paramount.
- Keep emergency contact numbers in your phone's address book.
- MI residents should remember that the whole area surrounding the Campus is classed as a construction site and must not be entered under any circumstances.

### **Keys and access cards**

Residents will be issued with room keys and/or access cards on arrival and they will remain their responsibility for the duration of the stay. These are your sole responsibility and must not be lent to anybody. Keys must not be duplicated. If a resident is assigned a new unit or leaves the Institute all keys and cards must be returned to the Student Affairs Office. Failure to do so will result in a charge.

### **Safety of Possessions**

We would encourage students to mark their property – you can use visible or invisible markings. We also recommend you mark all of your text books, study notes, floppy discs and CD's whilst on campus, as they can easily get lost and would otherwise be unidentifiable.

All students are strongly advised to store computers and associated items securely during the vacation periods. You are asked to pay attention to security at all times and to use the security measures that are provided. If you are burgled you should contact Security immediately.

Personal storage lockers are available on Lab Level 3 outside the classrooms. Applications for lockers should be made through the Student Affairs Office.

### **Insurance**

The Institute will not accept responsibility for loss or damage to personal items within your accommodation including those damaged or lost due to fire or flood, except where the loss or damage is caused by negligent fault of the Institute. If you wish to insure your possessions while living in the accommodations you must make your own arrangements. Masdar Institute does not provide this type of insurance.

The Institute insures the building and its own contents against loss or damage due to fire or flood. The Institute does not insure against negligence, accident or vandalism and in the event of being responsible for such an occurrence you may be charged accordingly.





## 7. Transportation

## 7. Transportation

### Transportation

Bus services dedicated to the Masdar Institute are provided 7 days a week. Members of the Student Government have direct input on creating the timetables to ensure student needs and preferences are accommodated. Timetables get updated on a regular basis and are subject to change during public holidays and the holy month of Ramadan. Each update is distributed by email and also clearly displayed in all common areas and notice boards.

The scheduled service connects MI campus to the Al Waha villas and vice versa. It also includes daily trips to downtown Abu Dhabi and various malls.

Non regular trips should be planned in advance as per the transport policy with the Student Affairs Office. The policy can be found on the Facilities Department website.

Within the city limits a public bus transportation system is in place, with a large contingent of buses. You can find more details about the bus schedule for different routes by calling the numbers below:

### Bus Services, Routes and Fares Taxis

Yellow taxis are a reliable and cheap mode of transportation to get around the city and from the city to the outskirts but be sure to negotiate the fare first. The slightly more luxurious cabs like Al Ghazal and National have their own meters but are more difficult to flag down and charge higher rates. Gratuities for cab drivers are appreciated. Most drivers in Abu Dhabi speak some English. They are, however, more familiar with landmarks than street names hence, it always helps to mention parks, banks, shopping malls or hotel names when giving directions to your desired destination.

Abu Dhabi Transport	+971 2 443 1500	Abu Dhabi - Al Ain - Defense Rd
Al Ghazal	+971 2 443 0309	Abu Dhabi - Dubai Taxi Stand
Emirates Express	+971 800 9090	Abu Dhabi - Dubai Taxi Stand
Emirates	+971 2 555 4575	Mostly Intercity

There is a central national transport phone number that can be used to locate the nearest available taxi: 600 535353

If you want to get from the residence compound to the city on your own, you can use the phone numbers below to call a taxi, or you can use the 600 535353 number.

Al Ghazal (Limousine)	+971 2 444 5885	+971 3 766 2020
Al Ghazal Taxis	+971 2 444 7787	+971 3 751 6565
National Transport Company (NTC)	+971 2 622 3300	
Al Arabia Taxi	+971 2 558 8099	
Cars Taxi	+971 2 551 6164	
National Taxi	+971 2 555 2212	
Tawasul Transport LLC	+971 2 673 4444	+971 3 782 5553
Epic Rent A Car	+971 2 674 5851	

Taxis that travel long distances - say from Abu Dhabi to Dubai - are available near the main bus station in Hazza Bin Zayed Road. Fares typically cost Dhs 350 - 400 from Abu Dhabi to Al Ain or Dubai, and slightly higher going to Sharjah. Shared taxis also ply these routes, costing around Dhs 75 - 80 per person. A taxi ride from the airport to the Abu Dhabi town centre costs approximately Dhs 85 and takes about 35 minutes.





## 8. Customer Service

## 8. Customer Service

The Facilities team is committed to providing the best possible service to our customers. We want to let students and staff know when they are doing well. If you feel that you have received service beyond the call of duty then we would like to hear from you.

### Complaints

The Institute takes seriously all complaints, and aims to deal with them speedily and fairly. Most complaints will be concerned with relatively minor, everyday matters which can be resolved informally with the person(s) directly concerned.

### Questions, Comments or Suggestions

We have attempted to make this booklet as comprehensive as possible – we hope that it has helped you to understand more about living in the Institute Accommodation and find it useful during your period in residence. If you have any further questions or any comments to make about this handbook please contact us.

### Reporting Faults Helpdesk Procedure

The Linc Helpdesk service will be your primary contact for all faults/service requests, questions and incidents. When you report a problem please give your name, phone number where you can be reached, your location at either the Institute or Villas and your office or room number, along with a brief description of the problem or request. This will enable the Facilities team to respond to and track customer service requests quickly and efficiently. It will also give you the opportunity to monitor the progress of your requests.

The Linc helpdesk is open 24/7 days a week. Requests can be logged either by telephone **02 810 995193** or email **linchelpdesk@masdar.ac.ae**

### Areas covered include;

- Building Maintenance
- Cleaning
- Fire Protection
- Health & Safety
- Keys
- Landscaping and Plant Maintenance
- Mechanical, Electrical, Plumbing
- Office Refurbishments
- Pest Control
- Recycling/Waste Management
- Security
- Vending Machines





## 9. Overview of Residence Rules and Disciplinary Procedures



## 9. Overview of Residence Rules and Disciplinary Measures

The following regulations are taken from your Student Life Guide:

Please note that disciplinary measures for anyone breaching Institute rules will range from initial warnings, to a meeting with the MI disciplinary committee, to possible dismissal from the residences. Students who are dismissed from the accommodations are not eligible for the off-campus accommodations allowance, and will be responsible for their own transportation.

In addition to the policies and procedures contained in this Residence Guidebook, Masdar Institute expects students to exhibit the highest standards of culturally and legally appropriate behavior in all their actions. Please refer to the Student Life Guidebook, sections 7 through 9, for information about standards of behavior and penalties for behavioral misconduct. Refer to the Masdar Institute Student Academic Handbook, section 2.5, for separate information regarding academic conduct and related disciplinary actions.

Each student bears the adult responsibility of showing respect and maturity in all aspects of behavior. Ideally, this respect will be manifested by positive contributions to the Masdar community that go far beyond simple courtesy and legality. At the very least, all students are expected to behave in a manner that is consistent with UAE laws and cultural expectations, and with Masdar Institute policies.

**[Please refer to the Masdar Institute Student Academic Handbook section 2.5 for separate information regarding academic conduct and related disciplinary and grievance procedures.]**

### Examples of behavioral misconduct include:

- Making excessive noise
- Keeping pets
- Wearing clothing not in keeping with the cultural expectations of the UAE
- Smoking inside any MI building including private apartments and villas
- Exceeding the posted limits for number of guests or approved duration of stay for guests
- Changing rooms without prior permission of the SAO
- Interfering with fire detection systems or firefighting equipment
- Causing malicious damage to Institute property
- Demonstrating violent behavior towards other students or staff members
- Intimidating, threatening or harassing other students or staff members
- Showing disregard for different cultural/religious/ethnic practices
- Having guests in accommodation without prior permission of SAO
- Removing Institute property or personal property belonging to others
- Failing to comply with the Security Officers or Staff (to include canteen personnel)

- Entering the residences of members of the opposite sex or allowing access to your residence to a member of the opposite sex
- Possessing or using illegal drugs
- Possessing or consuming alcohol

This list is not exhaustive, and the Institute reserves the right to create and/or amend policies, guidelines, and procedures during the course of the academic year. Any changes will be communicated to the student body by email.

### **Disciplinary Measures**

Masdar Institute SAO will initiate an inquiry whenever the possibility of behavioral misconduct is brought to their attention, and will initiate disciplinary action when an infraction is apparent. Students, as well as faculty and staff, are expected to report any instances of potential misconduct or inappropriate behavior they observe, so that action can be taken before problems escalate. Students are also expected to help each other comply with behavioral standards by communicating directly with fellow students when infractions are observed.

In the event that behavioral misconduct is determined by the SAO, students shall be subjected to disciplinary measures appropriate to the severity of the misconduct. Even minor infractions, if they are repeated, can result in serious consequences. Consequences may include verbal warnings, warning letters placed in their permanent files, payment to MI of damages, or other financial penalty. In extreme cases, disciplinary action may include dismissal from the residences (and denial of the off-campus accommodation allowance) or expulsion from Masdar Institute.

Official warnings about behavioral misconduct will come from the Director of the Student Affairs Office. Misconduct that persists will be referred to the Disciplinary Committee, as constituted by the Institute. Cases of serious misconduct will be referred to the Disciplinary Committee. The determination of the Disciplinary Committee will be communicated by the Chair of the committee.

### **Appeal Process**

The student has the right to appeal any decision to the Provost. All decisions of the Provost are final.



## 10. Contact List

## 10. Contact List

The UAE's country code is: +971. All local telephone numbers are 7 digits long. Specific numbers must preface calls within and outside of cities in the UAE.

Service Phone number

Etisalat (telephone company): 181 (directory inquiry) 171 (fault reporting) 101 (general information)

Masdar Institute

Po Box 54224

Abu Dhabi

United Arab Emirates

Main Line: 02 810 9333

Fax: 02 810 9901

Student Affairs Office: Tel 02 810 9444. Email: [sao@masdar.ac.ae](mailto:sao@masdar.ac.ae)

### FOR ALL EMERGENCIES AT MI CALL 02 810 EXTN 9111

#### SAFETY

MI1A Security Control Room – EMERGENCY

02 810 extn 9111

MI EHS OFFICE – GENERAL

02 810 extn 9473

EHSS Helpline

[ehs@masdar.ac.ae](mailto:ehs@masdar.ac.ae)

#### NEARBY HOSPITALS

Mafraq Hospital – Operator

02 5011111

Khalifa Hospital - Operator

02 8190000

#### FACILITIES

Linc FS – FACILITIES HELPLINE (24 hrs)

[linchelpdesk@masdar.ac.ae](mailto:linchelpdesk@masdar.ac.ae)

02 810 extn 9951

MI HELPDESK – GENERAL

[helpdesk@masdar.ac.ae](mailto:helpdesk@masdar.ac.ae)

#### CIVIL DEFENCE

FIRE

997

AMBULANCE

998 or 999

POLICE

999

#### SECURITY

Security control room is manned 24/7

02 810 extn 9111