



UK | DUBAI | MALAYSIA

STUDENT ACCOMMODATION GUIDE

essential information for new students



Malaysia Campus

www.hw.ac.uk

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Pre-arrival

What do you need to do before arriving at the student accommodation?

Step 1

Do refer to our accommodation webpage <https://www.hw.ac.uk/malaysia/campus/accommodation.htm> for more information on the application process and accommodation type available if you have yet to apply.

Accommodation



Off-campus student accommodation options are provided in Cyberjaya and Putrajaya, about 10-15 minutes drive from the campus. A complimentary shuttle bus operates between the student residences and the campus and there is also easy access to public transportation.

All residences offer modern and spacious living accommodation. Each residence has a warden who is there to help you settle in and sort out any problems along the way.

Heriot-Watt University Malaysia directly manages its student accommodation at Kanvas SOHO while working closely with Ikkhas Group, a third party accommodation provider which manages additional accommodation options at Shaftsbury RYO Putrajaya for its students.

Do note however, that rental is exclusive of water, electricity and sewerage (Indah Water) bills, which will be coordinated by Heriot-Watt University Malaysia and billed directly to the students.

Additionally, our Accommodation Office can also provide advice about other local accommodation providers and property agents to accommodate a student's personal preferences. Please contact the Student Accommodation Office [\[2\]](#) for more information.

Step 2

After receiving the booking confirmation email from MYaccommodation@hw.ac.uk, please arrange the payment and revert the payment proof within 7 days to ensure your accommodation is secured.

Check your email regularly as you will receive the check-in details and procedure from MYAccommodation@hw.ac.uk.

Sample 1

Shaftsbury RYO Putrajaya

Greeting from Ryo Putrajaya,

Hereby to confirm that we have received the payment to secure your unit in RYO Shaftsbury Putrajaya.

We would like your assistance to provide your check in date and time. Please be informed that we need your confirmation 3 days before your arrival:

Check in date –

Check in time –

Feel free to fill up and we will advise accordingly.

May thanks and have a good day ahead.

Best regards,



Dear Student,

Greetings from Heriot-Watt University Malaysia (HWUM)!

Congratulations on your successful entry to HWUM. We kindly seek your attention to go through the check in details as per below:

1) Check-in Details

Residence : Kanvas SOHO
Date :
Time :

*Any arrival beyond the mentioned pre-arranged check in days will be assisted during the Office Operating Hours (Weekdays, 9.00 a.m. – 4.00 p.m. only).

*HWUM Student Accommodation Office are not providing any temporary accommodation for parent, relative and etc.

2) Pre-Arrival procedure

- Please fill up the [ONLINE ARRIVAL FORM](#) latest by **DATE, before 4PM HERE**.
- Kindly be specific on the arrival time (e.g. 3.00 p.m.). It may be only an approximate time for the arrival but it is important so that Accommodation Office able to anticipate your arrival.
- Student need to bring their own face mask.

3) Arrival and Check-in procedure

- Kindly inform the security personnel upon your arrival that you are HWUM student for check-in purpose.
- Please park your vehicle at the allocated area (visitor parking) in order to avoid the vehicle being clamped by the security personnel of the residence.
- Please proceed to **Lobby Area Level 1, Aspire Tower (Block A), Kanvas SOHO Cyberjaya** for the Student Accommodation registration.
- HWUM personnel will perform a temperature screening upon arrival.
- HWUM will hand over the keys and access card once registration completed.
- Once received the keys and access card, you are required to do the inventory inspection together with the person in-charge to ensure that you are satisfied with the condition of the unit and its amenities provided in it.

4) Rental payment

- Please be informed that **rental payment is on quarterly basis**.
- As you have paid the first month advance rental, kindly wait for the next invoice(s) in order for you to make the following payment.
- You will receive the invoice(s) within two weeks after student enrolment. Invoice will be send to your HWUM email.
- Payment can be make via cash, bank transfer or cheque to HWUM account or Student Centre, East Wing, Level 1.
- After each transaction for accommodation fees, kindly **email the payment slip** to Student Centre (MYStudentCentre@hw.ac.uk) and Accommodation Unit (MYaccommodation@hw.ac.uk).

NOTES:

- a) For those who purchased the Starter Kit, it will be placed in your designated unit during check-in.
- b) HWUM will not provide bedsheet and pillow, kindly please bring your own bedsheet and pillow when checking-in to HWUM accommodation.
- c) Waze coordinates (Kanvas location)

Thank you and have a good day.

Best regards,

HWUM Student Accommodation

Step 3

Do fill up the '**Online Arrival Form**' at least **5 days before** your preferred check-in date. Please avoid any last minute check-in requests (less than 2 days), as we would like to ensure your unit is ready upon your arrival.

HWUM STUDENT ACCOMMODATION ARRIVAL FORM

Please submit this form at least 5 working days before your arrival for student accommodation check-in to ensure student accommodation assistance available on your check-in day!

***Required**

NAME *

Contact Number *

Arrival Time (24 Hours Format) *

Time

:

Depart From *

Mode of Transportation *

☐ Car (Including : E-hailing and Taxi)

☐ HWUM Airport Pickup Arrangement

GENDER *

☐ Male

☐ Female

Residence *

☐ Kanvas SOHO, Cyberjaya

☐ Shaftsbury Ryo, Putrajaya

Arrival Date *

DD MM YYYY

/ /

I hereby : *

1. Confirmed that the arrival details that been provided in this form is final.

2. Will Arrive on time as per stated in this form.

3. Acknowledged that the Accommodation Office will not accommodate any ad hoc requests from the student if there is any last minute changes of information.

☐ Accept

Submit

Step 4

Read the HWUM's **tenancy agreement clauses** thoroughly. Please feel free to seek clarification if necessary from any of the accommodation officers via MYAccommodation@hw.ac.uk.

The Student Accommodation **does not** provide any kitchen utensils, cleaning tools and personal hygiene products. Do bring your own from home.

Dated
Between
**HERIOT-WATT UNIVERSITY MALAYSIA SDN.
BHD.**
and
**THE STUDENT WITH THE PARTICULARS AS SET
OUT IN SCHEDULE 1**

ACCOMMODATION LICENCE AGREEMENT

- In relation to Kanvas SOHO, Jalan Teknokrat 6,
63000, Cyberjaya, Selangor Darul Ehsan.

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Arrival

- Please arrive on time as per the agreed appointment.
- Do follow the instructions given by the Accommodation Officer on duty.
- Please be aware of your surroundings and take note of the amenities and facilities provided in the accommodation.
- Do perform the check-in inspection thoroughly together with the Accommodation Officer.
- Collect the keys and access card from the Accommodation Officer upon completing the inspection process.
- Feel free to seek clarification or further information from the Accommodation Officer if any

During your stay

- Please respect your fellow housemate(s)
- Be a good tenant by maintaining your accommodation in a good condition.
- Do be aware of any invoice related to your accommodation that is sent by HWUM's Finance team to avoid outstanding payment via HWUM's student portal or your email.
- Contact Accommodation Office to inform them about any defects in the unit or common facility and get in touch with the assigned warden for any emergency/support.
- Do comply with the Tenancy Agreement, student handbook and Building Management Office's rules and regulations.
- Check your email regularly for any updates and announcements from the Student Accommodation Office.

Checking out

- Please feel free to make any enquiries on your contract end date and eligibility for early check out (if any) with the Accommodation Office.
- Complete the Check out Inventory List. Please drop an email to MYaccommodation@hw.ac.uk to obtain it from the Accommodation Office.
- Revert your preferred check out date and time to MYAccommodation@hw.ac.uk or visit the Student Accommodation Office to make necessary arrangements with the Accommodation Officer.
- Check your email regularly as you will receive the checkout details and procedure from MYAccommodation@hw.ac.uk.
- Please attend the checkout inspection according to your preferred check-out date and time. Make sure you are well prepared to perform the check-out and vacate the unit as agreed.
- Please hand over the **keys** and **access card back** to the Accommodation Officer on duty upon the completion of the check-out inspection. Any loss of items from the handover list will result in a penalty.
- The Accommodation Office will provide you the eForm Refund Request link after the inventory inspection outcome is finalized and defect invoice received (if any).
- Do take note that your refund may take up to **4-8 weeks** after the clearance of the final month utility, accommodation outstanding and eForm Refund Request approved.
- Feel free to seek any clarification or information from the Accommodation Officer.