

# SUN-U **APARTMENT** HANDBOOK



SUNWAY EDUCATION GROUP  
**RESIDENCE**

[residence.sunway.edu.my](http://residence.sunway.edu.my)

# Welcome to Sunway Education Group Residence!



**Dr. Elizabeth Lee**  
Senior Executive Director  
Sunway Education Group

*Welcome to your home-away-from home!*

*Staying in a hostel or on-campus accommodation can be one of the most exciting parts of college or university life. It is the beginning of a more independent lifestyle, where you learn to live on your own but with guidance and care from a professional team of residence managers.*

*Staying on your own or in a shared space, helps you to learn to be responsible and mindful. You would have to manage your own time and facilities when it comes to keeping your room or living space clean, comfortable and conducive for you to rest and study.*

*Hostel life is sure to teach you important lessons such as doing your own laundry, adjusting and getting to know your roommate(s) or neighbours, respecting the privacy of others and supporting and helping one another through life's challenges. All these while juggling your studies and extra-curricular activities.*

*The hostel is a great place to make new friends as well. Many have formed long lasting friendships. American filmmaker and actor Richard Linklater once said, "The people you lived with in college, those first roommates are often people who would remain as friends for the rest of your life."*

*At Sunway, we are committed to providing our students a safe and conducive environment where they can live, study and play. While you are here, you will discover that this is more than just your college or university. It's also your home and your community! We hope you will take advantage of the facilities available and enjoy being part of a diverse and vibrant community.*

*Thank you and God bless.*

Welcome to  
**Sunway Education Group Residence!** (continued)



**Prof. Graeme Wilkinson**  
Vice-Chancellor  
Sunway University, Malaysia

*I am delighted to welcome you personally to the Residence and to wish you both an enjoyable stay as well as every success with your studies.*

*It is our aim to help every student reach his or her full potential, and to fully take part in all aspects of university and college life, both academic and social. Our residences are designed to give you a home within a secure environment on or nearby the campus and to enable you to get the most out of your time with us.*

*I encourage you to take full advantage of all the facilities offered to you, and be open to making friends and engaging socially with your fellow residents. The residence community and your own experience is largely what you and your colleagues make of it.*

*Have a great time!*

# Welcome to Sunway Education Group Residence! (continued)



**Mr. Teo Ee Sing**  
Executive Director  
Sunway College, Malaysia

*It is my privilege to welcome you to Sunway Education Group Residence.*

*Sunway Education Group (SEG) Residence is the accommodation of choice for students who wish to live away from home. University life offers students their first real opportunity to develop a sense of responsibility and maturity.*

*In Sunway Education Group (SEG), we have on-campus accommodations such as Sunway Monash Residence, Sun-U Residence and Sun-U Apartment. Off-campus accommodations are available at Indah Villa and Lagoon View. Students, their parents or guardians, will have the freedom to choose either one of these accommodations.*

*The Sunway Monash Residence is a condominium-style student accommodation just a 3-minute walk from Monash University Malaysia. Both Sun-U Residence and Sun-U Apartment are also located within walking distance from Sunway University and Sunway College.*

*On-campus accommodations are affordable, safe and set in a convenient location with easy access to food and amenities.*

*We emphasize the importance of security and safety of our students. All our accommodations are fully equipped and maintained with a high level of security cameras and swipe card access. There is no need to worry about security as we are a 24-hour guarded community patrolled by Sunway's own auxiliary police.*

*Once again, thank you for choosing Sunway Education Group Residence.*

# Welcome to Sunway Education Group Residence!

by The Directors



**Daniel Lee Shao Ming**

Director - Strategy  
SEG Residence

*On behalf of the SEG Residence team, we wish you a very warm welcome to your new home at SUA!*

*We're very happy that you've chosen to live on campus with us and we believe that life at the Residence will offer plenty of exciting opportunities to Live, Learn & Lead. Being a member of our Residence community will not only enhance your personal development but will also help you to establish lifelong friendships as well. If you need any help, you're most welcome to approach any member of the Residence team.*

*We encourage you to take the time to read and explore this SUA Residence Handbook as it contains important policies & procedures as well as tips and guidelines to help you enjoy a positive and rewarding experience.*

*We wish you the very best of luck in the year ahead!*

Welcome to  
**Sunway Education Group Residence!**  
by **The Directors** (continued)



**Sri Velan Arumugam**  
Director - Facilities Management  
**SEG Residence**

*I would like to welcome each and every one of you to SEG Residence, and also thank you for choosing SUA as your residence of choice during your time here as a varsity student.*

*I'm certain that during your stay, you will be part of a diverse, dynamic, and inclusive community that fosters unique learning opportunities and experiences far outside the classroom and your home.*

*Our Residence Management Team is here to provide a safe, clean and convenient environment. Most importantly, SEG Residence is a "home away from home" living experience while you pursue a higher education and prepare yourself as a world citizen joining the global space. While our team is committed in making your student residence life exceptional, I encourage you to engage with us, ask questions, let us know how we can be of help to you and above all, provide*

*feedback and suggestions on how we can further improve your experience during your stay here in the residence.*

*I hope that your stay with us is a pleasant one and I encourage you to join all of our events and programmes within the Residence and be a part of a larger community that truly makes the residence a great place to stay. I wish you all the best in this new journey of yours!*



Welcome to  
**Sunway Education Group Residence!**  
by **The Directors** (continued)



**Sally Qian Lan**  
Director - Student Community  
**SEG Residence**

*Congratulations on starting a new chapter of your life!*

*For most of you, this is the first time you're living away from your family. It is scary and at the same time very exciting. You will learn about independence, explore new things, meet new people and learn to interact with them. During your stay here, I am sure you will discover more about yourself. Before you leave, you will feel truly confident and fantastic about yourself!*

*At the Residence, you will be treated as a young adult and are encouraged to take care of yourself and solve problems independently. At the same time, you will be well supported by the Residence Management Team, Resident Mentors, Resident Assistants and your friends.*

*In our multicultural community, you will be meeting people of different cultures and nationalities. I encourage you to embrace this rewarding and fulfilling experience and expand your horizons by learning to understand, appreciate and respect the similarities and differences of other people.*

*Lastly I would like to wish you all the best on this exciting journey. I hope that you will collect many memorable moments and make lifelong friends along the way.*

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# Contact Details



## SUA Management Office

Monday to Friday (8.30am - 5.30pm)  
Saturday (10.00am - 4.00pm)  
Closed on Sunday and Public Holiday  
General line: +603-7652 5506  
Email: sua\_residence@sunway.edu.my

## SUA Mailing Address

### SUN-U APARTMENT

No. 5, Jalan Universiti,  
Bandar Sunway,  
47500 Subang Jaya,  
Selangor Darul Ehsan,  
Malaysia

## Emergency Contact Number After Office Hours

HOTLINE: +6019-2733 545 OR  
go to Security Control Room



**MONASH**  
University

MALAYSIA

## Counselling Services

Call : +603-5514 6057 (Mui Gee)  
+603-5514 4981 (Saw Imm)  
+603-5514 6068 (Carole)

Email: mum-counselling@monash.edu

## 24/7 Mental Health Hotline

Call : +6012-4311 562

## 24/7 International Student Support Hotline

Call : +6019-2725 859

**SUNWAY**  
UNIVERSITY



## Counselling Services

Call : +603-7491 8622 ext. 3022 / 3023  
Email: counselling@sunway.edu.my

## 24/7 Mental Health Crisis Hotline

Call : +6018-3893 220



# Check-In

## Initial and Subsequent Payment

### PAYMENT MUST BE MADE BEFORE CHECKING-IN AT THE RESIDENCE

Please provide the following information when making payment:

- Student Name
- Student NRIC/Passport Number
- Contact Number
- Programme Study

### Payment Methods For New Students

Local students:

You may use payment method **1, 2 or 4.**

International students:

You may use payment method **1 or 5.**

## Payment Methods

### 1. Pay Now

via link: <https://epayment.sunway.edu.my/sckl?residence=true>

### 2. Online Banking

| Existing "Maybank2U"                                 | Existing "CIMB Clicks" user for Saving/Current Account |
|--|--|
| Log In → Bill Payment → Education                    | Log In → Pay → Bills                                   |
| Payee Name:<br><b>Sunway Education Group Sdn Bhd</b> | Payee Name:<br><b>Sunway Education Group Sdn Bhd</b>   |

### 3. JomPAY Local Online Payment

*(for students from Sunway University, Sunway College & Sunway International School only)*

JomPAY online at internet & Mobile Banking with your Current, Savings or Credit Card Account.

**Biller Code** : 3228  
**Ref-1** : Student ID  
**Ref-2** : Student NRIC / Passport Number

*\*Please refer to your previous official receipt for your Student ID.*

### 4. ATM/Cash Deposit/Cheque Deposit/Interbank GIRO

Maybank Account details:

Payee Name : **SUNWAY EDUCATION GROUP SDN. BHD.**  
Bank Name : **Malayan Banking Berhad (Maybank)**  
Bank Account No. : **012 316 401 449**

## 5 Telegraphic Transfer

### Account details:

Payee Name : **SUNWAY EDUCATION GROUP SDN. BHD.**  
Bank Address : Malayan Banking Berhad (Maybank),  
30-32, Jalan PJS11/28A, Bandar Sunway,  
46150 Petaling Jaya, Selangor, Malaysia.  
Bank Account No. : **012 316 401 449**  
Swift Code : **MBBEMYKL**  
Beneficiary ID : **146440K**

Kindly send proof of payment /  
TT transaction slip / receipts to the  
Finance Department, either:

- over the Finance Counter at the  
Financial Services Department
- by fax: (6)03-5636 9860, **OR**
- via email: [finance@sunway.edu.my](mailto:finance@sunway.edu.my)  
cc to: [enquiry\\_residence@sunway.edu.my](mailto:enquiry_residence@sunway.edu.my)

**Counter Service**  
is available at:

**Financial Services Dept.**  
Level 1, North Building,  
Sunway University,  
No. 5, Jalan Universiti,  
Bandar Sunway,  
47500 Subang Jaya,  
Selangor, Malaysia

**Monday to Friday**  
(8.30am to 5.30pm)

**Email: [finance@sunway.edu.my](mailto:finance@sunway.edu.my)**  
**Tel : +603-7491 8622**

## 6 Cheque Deposit Box

At the Financial Services Department

- Crossed Cheque – Payable to **"Sunway Education Group Sdn Bhd"**

## 7. Over The Counter

- Cash, **OR**
- Crossed Cheque – Payable to **"Sunway Education Group Sdn Bhd"**, **OR**
- e-Wallet (vcash or Alipay)

## Payment Dates

Rental must be paid in advance on a quarterly basis and/or continue to cover a minimum equivalent of 3 months rental. The quarters mentioned are as below:

| Quarter                 | Months                       | Payment Due Date           |
|-------------------------|------------------------------|----------------------------|
| 1 <sup>st</sup> Quarter | January, February & March    | 1 <sup>st</sup> of January |
| 2 <sup>nd</sup> Quarter | April, May & June            | 1 <sup>st</sup> of April   |
| 3 <sup>rd</sup> Quarter | July, August & September     | 1 <sup>st</sup> of July    |
| 4 <sup>th</sup> Quarter | October, November & December | 1 <sup>st</sup> of October |

## Check-In (continued)

In the event you are unable to meet the payment schedule, please inform us and apply for an extension. There are no late payment penalties. However, if you default on your payment, residence or otherwise, your internet or the use of other facilities (school or/and residence) will be interrupted.

### Inventory Check

An inventory checklist will be provided upon check-in to ensure all items/amenities provided are complete. Any missing/damaged items or stains in the unit must be reported with the checklist.

Residents can bring their own blanket/duvet, cutleries and toiletries. However, please note that some items are prohibited for safety reasons. Please refer to "Safety & Security" in page 22.

### Key and Residence Access Card

Unit keys and residence access cards will be provided to each resident and are strictly not allowed to be lent/borrowed to/from another person for security reasons. Please refer to "Safety & Security" in page 21.

### Orientation Programme

All residents are required to attend a **compulsory** orientation programme upon moving in.

A Message from:  
**Mohd Hafiz Zainuddin**  
Head of Residence  
Sun-U Apartment

*Sun-U Apartment is an inspirational place for students to live, learn and lead. We will make sure our residents have everything they need to feel more safe, comfortable and to enjoy a vibrant student community than any other student accommodation elsewhere. We endeavour to contribute to a positive experience to the overall quality of life for each student during his or her stay at Sun-U Apartment.*





# Services



## Laundry

24-hour self-service laundry is available, providing residents an efficient and cost-effective means of washing laundry.

## Housekeeping

Housekeeping services will be provided twice a week for every unit at the common area. Rubbish will be collected daily except on Sundays and Public Holidays.

## Transportation

Residents may travel within the Sunway area via the following:

- FREE shuttle bus service within Sunway area. Tracking app available for download from the App Store and/or Google Play.
- Sunway BRT services.
- 'Grab' taxis are easily available. They offer fast response, convenient service and reasonable fares. You may download their app via the App Store and/or Google Play.

## Parcel Collection

All residents must use their registered name and state their unit number when collecting any parcel from the SUA Management Office. Parcel collection hours are from **Monday to Friday (8.30am - 5.30pm)**.



*\*All of the above services are subject to changes.*

## Services (continued)

### Getting Locked Out

Residents who are locked out of their rooms during office hours should head to the Management Office for the card/key loan service. After office hours, please contact the Security Control Room.

The first offence is waived, however subsequent offences will lead to a minimum charge of RM10.00 each.

### Lost Keys / Access Card

Residents who lost their keys/access cards should report the loss to the Management Office or Security Control Room. A replacement fee will be charged.

### Routine Inspection

The Residence Management Team reserves the right to enter the units/rooms to carry out routine inspections. At least one female will be present during inspections of units belonging to female residents.

### How to Report a Maintenance Issue

Residents should make reports relating to maintenance issues at the Management Office.

Any damage/loss of Residence property must be reported immediately to the Residence Management Team. The cost of replacing any items vandalised/damaged will be charged accordingly to the resident(s) responsible for the damage/loss.



## Services (continued)



### Room Transfer

Room transfer is subject to room availability. To request for a transfer, kindly submit the Room/Residence Transfer Form, which can be obtained from the Management Office. The fee to transfer to a different Residence is RM200, and the fee to transfer within the same Residence is RM100.

### Relocation

In the event that the Residence is required to carry out renovations, heavy repair works, or any activities that may endanger the health and safety of the residents, residents will be relocated to another Residence/unit/room. Residents will be notified in advance except in emergency cases.

A Message from:  
**Mohamed Hussaini Abdullah**  
 Head of Marketing & Reservations  
 SEG Residence



*Greetings and a warm welcome from all of us!*

*A new dawn is upon you and we at the Residence are honoured and delighted to be part of your exciting journey. Our mission here as a whole is to provide a world-class living experience and conducive environment, as well as wellbeing support, to all our residents.*

*I wish you every success in your future endeavours and remember to make it a great year! All the best.*

# Amenities



## ATM Kiosks

- **Sunway University/College**
  - Maybank ATM and Cash Deposit Machine
  - CIMB ATM

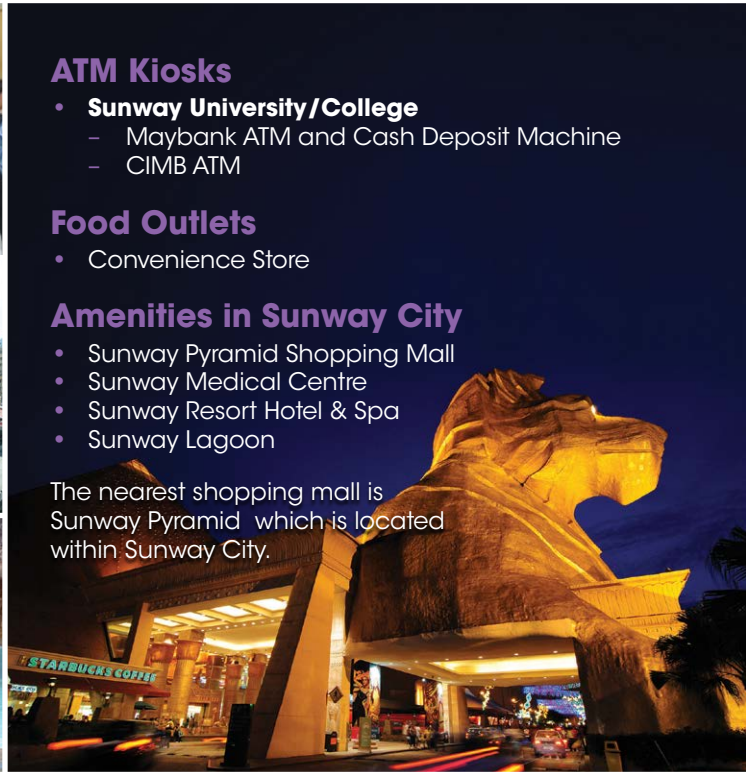
## Food Outlets

- Convenience Store

## Amenities in Sunway City

- Sunway Pyramid Shopping Mall
- Sunway Medical Centre
- Sunway Resort Hotel & Spa
- Sunway Lagoon

The nearest shopping mall is Sunway Pyramid which is located within Sunway City.



A Message from:  
**Shahruiniam Ahmad**  
Head of Facilities Management  
SEG Residence

*We are very delighted to welcome you as a member of our community. University and residence is a great opportunity to expand your horizons i.e. meeting new people, trying new things, immersing yourself in the campus life.*

*We hope you will enjoy the facilities, have great joy and comfort, and when you leave, you'll leave with great memories.*





## Amenities (continued)



### Internet / WIFI

Access to the Internet in the residence will be available within 24 hours upon full settlement of all fees. Residents will be entitled to two devices with unlimited cap per person at any one time.

- Network : Sun-U : 8 digit student ID  
MUM : M + 8 digit student ID
- Password : 1234  
*(You are advised to change the password after successful login)*
- A helpdesk is available 24/7. Students are to provide the following information:
  - Name, Student ID, Location, Unit Number, Email, Telephone Number, Issue
  - Internet / WIFI Issues : noc@sunway.com.my & noc@digitalwave.net.my (Email)

A Message from:  
**Tan Hock Cheang**  
 Head of Housekeeping  
**SEG Residence**



*It is my pleasure to welcome you to Sun-U Apartment. I hope that this Residence Handbook will be helpful and informative during your stay here, along with our excellent staff and the many services that we provide.*

*We are committed to delivering high standards of services in our duties to maintain a pleasant, safe and sustainable environment within the Residence. We offer a wide range of services and support systems to meet the needs of all our residents.*

*We are also charged with the duty to safeguard the assets and ensure that relevant regulatory requirements are complied with. Our team values Excellence, Customer Satisfaction, Motivation, Teamwork, Innovation and Integrity in all aspects of our works. With that we welcome you to read through this handbook to explore and understand the facilities that we provide.*

*We welcome and appreciate your comments to help us serve you better!*

## Amenities (continued)

### Unit Amenities



#### Furniture

All furniture and fittings provided in the common area must remain in their original positions, and are not allowed to be moved, or removed.



#### Notice Board

A notice board is provided for posting pictures, notes, calendars, etc. Please do not post on the wall.



#### Dustbin

A dustbin is provided and will be emptied by the housekeeping team.



#### Shower

To switch on the water heater, press the power switch with the red light indicator located outside the bathroom.



#### Kitchen Cabinet

Kitchen cabinets are labelled with the room number of each resident in the unit.



#### Water Dispenser

Hot and room temperature water are available through the water dispenser.



#### Refrigerator

Items in the refrigerator must be arranged in a tidy manner and expired food must be removed.



#### Microwave Oven

The microwave oven must be kept clean at all times.



#### Shoe Rack

Shoes should be arranged in a tidy manner. Avoid leaving shoes lying around as it will pose a trip hazard.



#### Balcony

For your safety, please do not lean over the balcony railings.



# Facilities



## Student Lounge

The student lounge is open from 9am to 12 midnight, and is the perfect place for studying, surfing the net on your laptop or simply catching up with friends.



## Study Room

The study room is available for study 24 hours a day. Please ensure that all personal belongings are removed at the end of that day's study period and the room is left in a clean and tidy state.



## BBQ Pit

Residents must only use the BBQ for its intended purpose. The BBQ pit area must be left in a satisfactory condition after use.



## Canopy Walk

Residents are able to enjoy the elevated canopy walk facility which provides easy access to Sunway University, Sunway College, Sunway Monash University and Sunway Pyramid.



## Badminton Court

The badminton court is for residents who would like to have a game or two with fellow residents.

# Community Living Standards

In order to promote and maintain a safe, peaceful and conducive environment, all residents are expected to demonstrate respect towards one another and the community as a whole. The community living standards outline the resident's privileges, rights and responsibilities while staying in the Residence.



## Conduct and Behaviour

All residents are expected to mutually respect the rights of all residents and the Residence Management Team. Misconduct, disruptive behaviour, harassment or any act, which is deemed to be threatening or abusive, will not be tolerated. Any instances of such behaviour will be classified as a material breach of the Rules and Regulations and will lead to disciplinary action including eviction.



## Noise

Noise must be kept to a minimum in and around the Residence between the hours of 10.00pm and 7.00am. If a complaint is received from other residents concerning noise and anti-social behaviour, disciplinary actions will be taken.



## Cleanliness

Residents are expected to maintain the cleanliness and tidiness of their own rooms and common areas at all times. Walls should be clear of posters and pictures. No chewing gum, littering and spitting are allowed in the Residence.



## Cooking in Units Prohibited

For fire safety purposes, cooking is not allowed in the individual units (both common area and room) of the Residence. Actions will be taken against any persons using cooking equipment in their units, and the equipment will be confiscated.

## Community Living Standards (continued)



### Prohibited Items

Weapons, illegal drugs, and pornographic materials are strictly prohibited in the Residence.

Consumption and possession of alcoholic products are also not permitted. Residents must not be in a state of intoxication while being in the Residence.

Pets and animals are not allowed in the Residence.



### Smoking

Please be informed that all our Residences are smoke-free residences. Smoking of cigarettes, cigars, pipes and all other substitutes such as shisha and e-cigarettes are not allowed in the Residence except in areas specifically designated.



### Vandalism

Vandalism involving functional/cosmetic damage to property belonging to the Residence is strictly prohibited.



### Visitors and Guests

Residents are responsible for their visitors and guests, and will be held accountable for any misconduct, injury to any person or property damage caused by them. Visitors and guests must register at the guard house and are only allowed outside the Security Post. Visitors are not permitted to enter the residential blocks.

# Residential Life

## Support and Wellbeing

The Residence Management Team is committed to providing a safe, supportive, connected, nurturing, enjoyable, and above all, respectful living community.

We encourage personal and leadership development, as well as social growth and academic success. Various support services are offered within the Residence by the Residence Management Team as well as the Universities.

A Message from:  
**Samson Philip**  
 Head of Student Community  
**SEG Residence**



*Your social and experiential connections are tremendously important to us, as they will give a positive effect on your physical and mental health, which will in turn assist you in achieving your academic goals and personal growth to be a leader of tomorrow.*

*Our community here creates a venue that allows you to participate in as many activities as possible to make your time as successful and fulfilling during your stay. It is not just a place that provides you with a comfortable hibernating nest. It is also your home away from home. You will meet amazing people from different parts of the world who will share common values like yours. Trust me, along your journey, you will create a bond of brotherhood that will last a lifetime.*

*I believe you'd have accumulated a lifetime of precious memories and friendships, alongside academic achievements, when you leave us. Don't forget to share your exciting stories with others!*

*Hope you have an inspiring home to start your new journey!*

*~ Live • Learn • Lead ~*

## Residential Life (continued)

# Support Within The Residence

### Security Team

The Security Team is the first point of contact for all residents during an emergency. Kindly head to the Security Control Room located at the main entrance.

### Residence Management Team

The Residence Management Team is available during working hours (Monday to Friday 8.30am – 5.30pm except public holidays). Residents with any issues and concerns can head to the front counters in the Management Office or send an email to [sua@sunway.edu.my](mailto:sua@sunway.edu.my).

### Staff-on-Duty

A Staff-on-Duty is a full-time staff member in the Residence who will be available after working hours and on weekends for any emergency cases or / and residents' health, safety and wellbeing matters.

### Resident Assistant

A Resident Assistant (RA) is a full-time student staying in the Residence. An RA plays an important role in creating a safe, caring, supportive and harmonious environment, as well as a vibrant student community by organizing events and assisting residents in adapting to the environment within the Residence Community.



## Residential Life (continued)

### Counselling Services

Professional counselling is a free and confidential service provided by the University's registered and licensed counsellors.

### Getting Support

Some concerns can be too hard to solve alone. Be honest with yourself about the support you may need from friends, family or seeking professional help. You may see a counsellor and make an appointment to talk about your concerns. The first step to reaching out is always the hardest, but it will get easier over time. Getting support might help you to keep on track with school or work, as well as your personal or family relationships. The sooner you reach out the sooner things can begin to improve for you.

### What is Mental Health?

Mental health is a person's condition in relation to his or her psychological, emotional and behavioural wellbeing. It affects how we think, feel and act. Good mental health is about being able to work and study to your full potential, to cope with day-to-day life stresses, be involved in your community, and live your life in a free and satisfying way. A person who has good mental health is also emotionally and socially well-adjusted, and possesses the capacity to cope with change and challenges.

### Why does your Mental Health matter to us?

Mental health problems could affect some people's thinking, mood, behaviour and social interactions. They could lead to mental breakdowns, and some people may feel that they are not able to cope with their daily lives. Mental health problems can also affect some people's lives in different ways:

- Some people may feel depressed and unable to face the world. Some people may also feel scared and worried.
- Some people may feel a sudden surge of energy and may seem to be hyperactive.
- Some people may not be able to eat or sleep well due to a barrage of pessimistic thoughts going through their mind.



## Residential Life (continued)

## Minding your Mental Health

**I. Deep breathing**

Practise the 4-3-4 count: you inhale for 4 counts, hold for 3 counts, and exhale for 4 counts. Do this a few times before resuming normal breathing.

**II. Meditation**

This is a form of mental and physical exercise by which reciting a mantra such as 'OM' would help you focus better. Yoga is a good example.

**III. Exercise**

Physical activities such as running, swimming or cycling can help release stress and "happy" hormones such as dopamine.

**IV. Progressive muscle relaxation**

Clench your hand into a fist, tensing the muscles in your hand but relaxing the rest of your arm. Gradually open your fist, and slowly let go of any tension felt. Be aware of your body sensation.

**V. Journaling**

Simply writing down your thoughts and feelings would help you understand yourself more clearly.

**VI. Listening to music**

Taking a break and enjoying your favourite melodies would help you de-stress and relax from your hectic schedule.

## Residential Life (continued)

## Sources of Support (Internal)

**Sunway Counselling & Wellness**

To register for a counselling session:

Login to iZone → Services → eForms → Counselling eForm

- Tel : +603-7491 8622 (ext 3022 / 3023)  
 Email : counselling@sunway.edu.my  
 Facebook : Sunway Education Counselling & Wellness  
 Instagram : sunway\_counselling  
 Venue : Student LIFE (Ground floor, North Building, Sunway College)  
 Office hours : Monday-Friday 8:30a.m. until 5:30p.m. (except Public Holidays)

**Monash Counselling & Wellness**

To make an appointment, please call, e-mail (preferred) or drop in to see us at:

- Tel : +603-5515 9725 / +603-5514 6057 / +603-5514 4981 /  
 +603-5514 6068 / +603-5514 6066  
 E-mail : mum-counselling@monash.edu  
 Venue : Building 2, Level 2  
 Office hours : Monday – Friday 8:30am until 6:00pm (except Public Holidays)

**Acknowledgement**

We would like to thank the Sunway and Monash Counselling & Wellness teams for their input in this handbook.

## Residential Life (continued)

### Sources of Support (External)

This list of external agencies might be useful sources of information, advice or support for you or for someone you know. Additional fees might be incurred.

#### Agape Counselling Centre Malaysia

Tel : +603-7781 0800 / +603-7785 5955  
 Email : admin@agape.org.my  
 Address : 56B, Jln PJS 1/46, Tmn Petaling Utama, 46150 Petaling Jaya,  
 Selangor Darul Ehsan, Malaysia

#### SOLS 24/7

Tel : +603-9054 9247  
 Email : malaysia@sols247.org  
 Address : 1 Petaling Commerz & Residential Condos, #1-9, Jalan 1 C/149,  
 Off Jalan Sungai Besi, 57100 Sungai Besi, Kuala Lumpur, Malaysia

#### Befrienders KL

24/7 Hotline : +603-7956 8144 / +603-7956 8145  
 Email : sam@befrienders.org.my  
 Address : 95 Jalan Templer, 46000 Petaling Jaya, Selangor Darul Ehsan, Malaysia

#### Malaysia Mental Health Association

Tel : +603-7782 5499  
 Email : admin@mmha.org.my  
 Address : 8, Jalan 4/33, Off Jalan Othman, 46000 Petaling Jaya,  
 Selangor Darul Ehsan, Malaysia

#### The Mind Psychological Services and Training

Tel : +603-7931 8436  
 Email : contact@themind.com.my  
 Address : C-41-1, Jaya One, Jalan Universiti, 46200 Petaling Jaya,  
 Selangor Darul Ehsan, Malaysia

#### The Mind Faculty

Tel : +603-6203 0359 / +603-6203 0733  
 Email : enquiries@themindfaculty.com  
 Address : Suite 11-G & 11-1, Jln Solaris 4, Solaris Mont Kiara,  
 Jln Solaris, Off Jln Duta Kiara, 50480 Kuala Lumpur, Malaysia

#### InPsych Sdn Bhd

Tel : +6017-331 1216  
 Email : inquiry@inpsych.com.my  
 Address : 41-3, Jalan 1/137B, Resource Industrial Centre, Off Old Klang Road,  
 58200 Kuala Lumpur, Malaysia

#### Women's Aid Organisation

Tel (enquiries) : +603-7957 5636 / +603-7957 0636  
 WAO Hotline : +603-79563488 (Mon-Sat: 9am-5pm; extra hours on Tues, Wed & Fri: 7pm-10pm)  
 TINA Hotline : +6018-988 8058 (24 hours – SMS/WhatsApp)  
 Email : info@wao.org.my  
 Address : P.O.Box 493, Jalan Sultan, 46760 Petaling Jaya, Selangor Darul Ehsan, Malaysia

## Residential Life (continued)

### Residential Life Development and Experience

The Residence is not just a place to stay throughout the residents' study period. It is a home away from home which allows residents to grow not only as individuals, but also to prepare them in becoming leaders of tomorrow within the community. Various exciting and educational programmes, events, and activities are available for residents to participate in during their stay.

#### Resident Orientation Programme

The orientation programme is established to engage first year resident in familiarising themselves with the new environment, to cultivate friendships and to create a positive residential living experience.

#### Events and Activities

The Resident Mentors and Resident Assistants will organise various events, activities and workshops for all residents throughout the year. These activities allow residents to meet and engage with people from diverse cultural backgrounds.

#### Community Engagement

Community engagement is an integral part of the residence's living initiatives to nurture, create awareness and promote volunteerism among the young generation by assisting them in exploring their unique roles in the community.

#### Leadership and Development

Leadership and development programmes provide residents with opportunities to develop their personal skills and knowledge, as well as to enhance team-working skills and values, preparing them for the future beyond student life.

#### Resident Assistant Programme

The Resident Assistant Programme is a platform for residents who are interested in personal growth, developing leadership skills and making a positive impact within the Residence Community. The Resident Assistant selection happens on a yearly basis and is open to all full-time university students who are staying in the Residence.

# Safety & Security

The safety and security of residents are our priority. The Residence Management Team strives to create a safe community within the Residence and to constantly improve the current safety and security system as a whole from time to time. Initiatives will also be taken to raise awareness among our residents and to help them take care of themselves.

## Gated Community

All our Residences are gated and guarded, providing our residents with peace-of-mind. Our security team comprises ex-police officers and well-trained individuals with experience in safety maintenance.

## Campus Security Camera System

Security cameras are installed around the Residence to provide extra security.

## Security Patrolling

Security patrols are carried out constantly to ensure the safety of our residents.

## Access Card System

Each resident has his/her own access card to enter the Residence. With this feature, non-residents are unable to enter the Residence without registering with the security guards stationed at the entrances.



## During An Emergency

During office hours, residents can come to the SUA Management Office to seek assistance. After office hours, residents should use the hotline (+6019-2733 545) or go to the Security Control Room.

## Safety & Security (continued)

### Fire Prevention

For the prevention of fires, the burning of joss-sticks, incense, candles, mosquito coils, fire-crackers, fireworks and sparklers are strictly prohibited. Explosive or flammable materials such as barbecue propane tanks are also not allowed within the Residence.

It is a serious offence to tamper with any fire prevention or detection equipment. The operation of such equipment for any purpose other than the control of fire is strictly prohibited.

Emergency exits must be left cleared at all times. During a fire, residents must use the stairs to evacuate. Do not use the elevators.

### Prohibitions

For the safety of all residents, there are items which are not allowed in the Resident Units. These include and are not limited to:

- Home theatre system
- Exercise machine
- Washing machine
- Musical instruments\*
- Induction cooker
- Refrigerator/Mini bar\*
- Microwave oven\*
- Water dispenser\*
- TV\*
- Air cooler
- Hot plates
- Multi-cooker

*\*For more details, please consult the Residence Management Team.*

Dangerous acts that will jeopardise the safety of residents are not allowed in the Residence. Do not lean over/sit on the balcony railings. Sports and activities should only be carried out in designated areas.



**“Safety and Security  
Are  
Everyone’s Responsibility”**



## Safety & Security (continued)

### Personal Safety Tips

If you see any suspicious persons or activities within the Residence, report immediately to the Management Office or the Security Control Room.

To prevent theft, we advise all residents to keep their belongings with them at all times. Do not leave personal items including laptops and bags unattended in common areas. Always lock the doors and windows when leaving the room.

Stay alert, confident, and aware of your surroundings. Walk purposefully and make eye contact with people around you. Avoid displaying large amounts of cash in public areas.

Be vigilant when walking after dark. Take common-sense precautions such as avoiding being distracted by mobile phones or earphones when walking on the street, informing friends of your whereabouts, and avoiding dimly-lit areas. Whenever possible, walk in a group.

If you are being followed, abruptly change directions and seek safety in crowded areas. Making loud noises will also attract attention to you and the person following you.

Be aware of what you post on the Internet. Avoid revealing information such as your unit number and room number over social media.

A Message from:  
**Ayob Darus**  
 Head of Security,  
 SEG Residence

*Welcome, new residents!*

*Your safety is of utmost importance! The Residence Security team strives to ensure and maintain a safe and secure environment for your peace-of-mind around the clock.*

*Please do not hesitate to reach out to a Security staff member if you require assistance, especially during an emergency.*

*We hope you have a great Residential Life with us!*





# Termination & Check-Out

## Termination

Residents who wish to discontinue their stay with the Residence after a minimum stay of three (3) calendar months may do so by submitting a completed Residence Termination Request Form. The form must be submitted **at least one (1) month** prior to their check-out date. Failure to do so will result in a penalty equivalent to one (1) month's Rental being forfeited from the Resident's Rental Deposit.

Based on the check-out dates, the following Rental shall apply:

- (i) Check-out between **1<sup>st</sup> and 15<sup>th</sup> of the month** – half-month Rental
- (ii) Check-out between **16<sup>th</sup> and 31<sup>st</sup> of the month** – full-month Rental

Residents who intend to cancel or defer their check-out date, are required to submit a formal written notice **at least fourteen (14) days** before the proposed check-out date. This is however, subject to the Residence Management Team's approval. If successful, a fee of **RM200** will be incurred. Residents are to continue payment of their Rental until their official check-out date.

If the resident withdraws his/her application or enrolment at the University, they will be required to cancel or terminate their stay at the Residence as per the Residence Rules & Regulations. Refund will be issued by the Finance Department.

**Residents are allowed to stay in the Residence during the holiday break by notifying the Residence Management Team, and will be required to continue paying rental as per schedule.**

## Leaving the Room

During your check-out day, residents are required to remove all belongings and vacate the accommodation on the specified date and time. All furnishings, fixtures and appliances should be in good condition, with reasonable wear and tear accepted.

The Residence Management Team reserves the right to remove all belongings if this is not complied with, and shall not be responsible for any loss or damage caused.

Please note that no temporary storage will be provided at the Residence.

## Termination & Check-Out (continued)

### Items to return upon check-out are:

| Sun-U Apartment   | Sun-U Residence   | Sunway Monash Residence   |
|---|---|---|
| <ul style="list-style-type: none"> <li>Room Keys</li> </ul> | <ul style="list-style-type: none"> <li>Room Keys</li> <li>Temporary Card (If applicable)</li> <li>Parking Card &amp; Parking Sticker (If applicable)</li> </ul> | <ul style="list-style-type: none"> <li>SMR Access Card</li> <li>TV Remote (Single &amp; Single Ensuite rooms only)</li> <li>Parking Card &amp; Parking Sticker (If applicable)</li> </ul> |

### Check-Out During Office Hours

Residents are encouraged to check-out during office hours at the Resident Management Office from **Mondays to Fridays (8.30 pm to 5.30pm)** and **Saturdays (10.00 am to 4.00 pm)**.

### Check-Out After Office Hours

Check-outs during non-office hours, weekends and public holidays can still be carried out at the Security Control Room **if prior notice is given**.

### Visual Inspection

A visual inspection of the room will take place once the resident checks out from the room. The resident will be liable to pay extra charges if significant defects or damages are found on the furniture and appliances, or if the room requires extensive cleaning.

### Refund of Rental Deposit

Residents are entitled to a refund of the Rental Deposit within five (5) to seven (7) weeks from the day the resident vacates the room, provided that all other outstanding matters with Sunway Education Group have been settled. The Residence Management Team will notify the resident of any deduction from the Rental Deposit.

**- END -**



### **Sunway Medical Centre**

No. 5, Jalan Lagoon Selatan, Bandar Sunway, 47500 Selangor, Malaysia.

**Tel** : +603-7491 9191 / +603-5566 9191

**Ambulance** : +6019-284 3704 / +6019-305 8805

**Accident & Emergency (24H)** : +603-7491 1162

**Email** : [smc@sunway.com.my](mailto:smc@sunway.com.my)

### **Sunway Police Station**

Jalan PJS 11/28a, Bandar Sunway, 47500 Subang Jaya,  
Selangor Darul Ehsan, Malaysia

**Tel** : +603-5638 2122


### **Subang Jaya Fire & Rescue Station**

Lot 7345, Jalan SS 17/2, 47500 Subang Jaya, Selangor Darul Ehsan, Malaysia

**Tel** : +603-5634 9444

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**SUNWAY** EDUCATION GROUP

Owned and governed by the **Jeffrey Cheah**  
Foundation   
*Nurturing the Seeds of Wisdom*