



香港城市大學
City University
of Hong Kong

Tak Chee Yuen Residents Handbook

(Wong Fung Ling Hall)

VERSION	ISSUED DATE
3.0 (Third Issue)	August 2008

物業及設施管理處
Facilities Management Office

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Introduction

City University of Hong Kong (CityU) is one of the government-funded institutions providing quality higher education to local and overseas students at undergraduate and postgraduate levels. She also contributes to the advancement of knowledge and offers access to her human, physical and technological resources for the benefit of the society.

To carry out her mission, the University has employed a strong team of experienced academic and administrative staff with diversified research interest and professional expertise.

These staff come from different countries. To some of them, the University provides residential accommodations in its self-built staff quarters in Tak Chee Yuen (*located at 88 Tat Chee Avenue*), Nam Shan Yuen (*located at 23 Nam Shan Chuen Road*) and, Tak Chee Yuen (*located at 81 Tat Chee Avenue*).

This handbook is prepared with the intention to provide residents of visitor quarters in Wong Fung Ling Hall, Tak Chee Yuen with the house rules so that they know what to observe and with the basic information so that they know where assistance could be obtained when needed.

The management of the University wishes all residents a happy stay in the quarters.

Tak Chee Yuen

Tak Chee Yuen is located at 88 Tat Chee Avenue, Kowloon Tong.

It comprises 14 residential blocks with 116 units, including 6 visitor quarters in Block 8 Wong Fung Ling Hall and is under the management of the Facilities Management Office (FMO) of the University.

The Estate was built in 1989 on a site of about 2 hectares with spacious and relaxing outdoor environment.



The House Rules

1. Living Environment

- 1.1 In order to preserve a pleasant living environment to all, residents should be considerate and observe all statutory regulations. They should help keep the Estate clean and refrain from making excessive noise such as playing musical instrument, turning on visual and audio equipment loudly, playing mahjong or other noisy activities which may cause nuisance or annoyance to the neighbouring residents especially between 23:00 and 07:00 hours. Offenders are reminded that they may be liable for prosecution under the Laws of Hong Kong Special Administrative Region (HKSAR).
- 1.2 In order to maintain a tranquil environment at night, taxis are not allowed to enter into the Estate between 23:00 to 07:00 hours under normal circumstances.
- 1.3 Under the prevailing House Rules, residents are not allowed to keep pets in all University accommodations including the visitor quarters. Please report to the Management Services Counter should you find other residents keeping pets.

2. Refuse Disposal

- 2.1 Be considerate and do not throw or drop any rubbish, waste and other articles out of the windows or in common areas.
- 2.2 Do always keep the premises in good sanitary condition. All domestic refuse should be put in sealed bags and disposed of into rubbish bin inside the bedroom or G/F kitchen.
- 2.3 Large unwanted items such as used furniture and electrical appliances should be properly disposed of and dumped into the main refuse chamber opposite to the Security House at the Estate entrance.

- 2.4 The University encourages separating waste for re-cycling purpose. Please refer to Clause 28 “Recycling Practice” for details.

3. Repair and Maintenance

- 3.1 Residents shall have a duty and responsibility to look after their premises. They are required to report any defects occurred within their premises to the Management Services Counter.
- 3.2 Any request for repair and maintenance work in quarters should be forwarded to the Management Services Counter. Residents are also encouraged to report to the Management Services Counter any damages at common areas.
- 3.3 To avoid blockage of soil pipes and drains, residents shall remind their family members not to throw any refuse, leftovers, rags, sanitary towels or other insoluble articles into the water closets. It is extremely inconsiderate to flush sanitary towels into water closets as these towels will block the soil pipes and drains causing great inconvenience and hygiene hazards. Residents will be held responsible for the repair and all associated cost.
- 3.4 The Management Services Counter reserves the right to enter the premises for inspection and repair of building parts upon serving advance notice to the residents.

4. Additions and Alterations

- 4.1 No addition and alteration works to the fixture, fittings, utilities or any parts inside the premises are allowed without written approval from the Management Services Counter.

4.2 Residents are responsible for making good and reinstating the premises to their original state upon vacating their premises.

5. Fire and Safety

5.1 Do not keep or store hazardous, flammable or unlawful goods in the premises.

5.2 In order to avoid fire accidents and to keep the Estate clean and tidy, placing shrines at door entrances and burning of joss sticks and any articles for worshipping in common areas are strictly prohibited.

5.3 Do not overload individual socket outlet at any one time as fire can be caused by overloading electrical wiring and fittings.

5.4 Passageways, staircases, lift lobbies etc. must not be obstructed at any time.

5.5 Residents should not jam open any fire doors or interfere with any fire services equipment and installation or impede their proper functioning.

6. Security

6.1 For security concern, opening hours of the main entrance gate are from 07:00 to 23:00 hours. Vehicles without valid parking permits issued by the University are not allowed to enter the Estate beyond the above time.

6.2 For security reasons and to prevent trespassing, visitors, contractors, workers will be checked and registered by the security guards while entering the Estate. The University reserve the right not to allow any personnel from entering into the Estate.

- 6.3 The Security House situated at the main entrance are 24-hours operated. The security guards are responsible for the security and regular patrol to the Estate under the supervision of the Management Services Counter.
- 6.4 The building is installed with a doorphone system for security purpose which comprises an Entrance Panel at the entrance to each block and a doorphone inside the bedroom to enable the occupants to monitor visitors before granting them access to their building. Residents shall not disclose the entrance security codes to others.
- 6.5 An emergency button is provided on the doorphone inside the bedroom. When pressed, a signal will be activated at the main entrance Security House.
- 6.6 Each flat is provided with window grilles. In the interest of safety, all window grilles are locked at all times.
- 6.7 Residents shall report to the Management Services Counter when they spot any suspicious persons around their premises.

7. Carparking

- 7.1 Residents of Wong Fung Ling Hall are not eligible for a parking permit.
- 7.2 Unauthorized parking is not allowed in the Estate. Vehicles parked unauthorizedly may be towed away or impounded by the Management Services Counter. The car owners are required to pay for the associated fee for the release of their vehicles.
- 7.3 Due to limited parking spaces for visitors, visitors are required to register at the main entrance before parking at designated parking spaces under the instruction of security guards. Overnight parking is not allowed. Residents should contact the Management Services Counter in advance with reason if overnight parking is required.

8. Car Cleaning Bay

- 8.1 Facility for washing cars is located outside Block 14. It includes a water point and a 13A power socket outlet. Residents should not wash their cars in other areas of the Estate.
- 8.2 Only vehicles with valid parking permits issued by the University are allowed to use the car washing facility on a first-come first-served basis. Visitors are not allowed to use the facility.

9. Common Areas

- 9.1 Be considerate and do not paint, write or paste posters on walls and floors in any common areas.
- 9.2 Do not do anything which may cause damage to building elements and common facilities. Residents will be held responsible for the repair costs of any wilful damage to any part of the building.
- 9.3 For the sake of safety and security, residents are not allowed to enter and use the roof areas for laundry and other activities.
- 9.4 In order to maintain a tidy appearance of the Estate, display or erection of such as radio or television aerials, awning, signs, flower boxes, etc. in any parts of the exterior of the building or common areas is strictly prohibited.
- 9.5 Do not place or store any goods such as bicycles, furniture etc. in lift lobbies, staircases, landings or any other common areas. Blocking fire escape routes is an offence to law.
- 9.6 Sleeping and airing of clothes in common areas are not permitted.

10. Anti-smoking Law

- 10.1 The Smoking (Public Health) (Amendment) Ordinance 2006 has been enacted on 19 October 2006. As a result and with effect from 1 January 2007, total smoking ban has been imposed on campus within the boundary of the University. Smoking or carrying a lighted cigarette, cigar or pipe could attract a fine of HK\$5,000.
- 10.2 Smoking or carrying a lighted cigarette, cigar or pipe in all rooms and common areas (both indoor and outdoor) such as lifts, lift lobbies, corridors, staircases, service roads, pavements, carparks, building roofs, playing and landscape areas is prohibited.

11. Landscaped Gardens

- 11.1 The landscaped gardens inside the Estate are designed for the enjoyment of all residents.
- 11.2 Do keep the area clean and do not paint, write or paste posters on any trees in the Estate.
- 11.3 Do not pick or damage the plants and trees. Persons found damaging the plants and trees inside the Estate will be required to pay for their replacement.

12. Playground

- 12.1 There are children playing areas available in Blocks 12, 13 and 14 on a first-come first-served basis. Residents are reminded to look after their children when using the playing facilities.
- 12.2 For safety reason, playing ball games, bicycles, roller-skating or any games that may endanger passer-by and damage properties are strictly prohibited in the playing areas and other common areas including the carpark.

13. Laundry

Do not hang or dry clothes and the like on the windows or alongside the exterior of the building, and other common areas.

14. Windows

- 14.1 Standard aluminium window grilles are provided in each flat. Residents are not allowed to change the pattern of window grilles.
- 14.2 Any defective window hinges and parts should be reported to the Management Services Counter for repair.

Useful Information

15. Management Services Counter

The Management Services Counter located on Ground Floor of Block 8 is responsible for daily management of the Estate. The duty staff at the Management Services Counter will offer assistance and deal with enquiries from residents during normal office hours from 08:20 to 17:00 hours, Mondays to Fridays and 09:00 to 12:00 hours on Saturdays. Residents may approach the Security House at 2777-0190 beyond office hours.

16. Handover of Room

16.1 Check-in

New residents are required to complete check-in formalities and collect door keys from the duty staff at the Management Services Counter. Brief introduction on the use of essential facilities of the premises will be conducted by the staff upon check-in. Residents are advised to keep good custody of door keys at all times.

16.2 Check-out

Normal check-out time is set at 12:00 hours everyday. Late check-out will be charged. For details, please refer to important notes stipulated in the Booking Form. Residents shall make advance appointment with the staff of the Management Services Counter for check-out formalities and return all door keys. Inspection of the premises will be done by the staff of the Management Services Counter. They are required to remove their own belongings and are responsible for any loss and damaged items of the University.

17. Housekeeping Services

Room housekeeping and cleaning services are provided on daily basis.

18. Provision of Furniture and Inventories

Sets of furniture, beddings, and lavatory items (including towels) are available for use.

19. Utility

19.1 Each room is equipped with basic utility services such as water, electricity and gas. Room rental includes the utility charges (water, electricity and gas).

19.2 The account name of the utility meters (water, electricity and gas) is "City University of Hong Kong". Residents are not required to deal with the transfer of account name.

19.3 Each room is provided with free telephone facility for local calls only. There is no IDD provision. Residents are advised to purchase telephone cards at their own costs for non-local calls.

20. Electricity Supply

20.1 The power supply of the flat is installed in accordance with the safety requirement of the China Light and Power (CLP) Hong Kong Ltd. The distribution board is fitted with a Residual Current Device (RCD) to provide protection against electric shock. This device will react to the use of any faulty electrical appliance by cutting off the supply.

20.2 If a circuit in the flat is tripped, please contact the staff of the Management Services Counter or security guard for assistance.

21. Use of Broadband Service

- 21.1 Each room is provided with free broadband service. For details, please refer to Residents Handbook for internet connection procedure.
- 21.2 Residents are required to observe all relevant laws of HKSAR when using the broadband service.

22. Use of Electrical Appliances

- 22.1 Standard 13A power socket outlets are provided in all rooms of each flat. Residents are advised not to overload individual socket outlet at any one time.
- 22.2 Basic electrical appliances such as air-conditioners, television sets, hair dryer, washing and drying machines are available for use.
- 22.3 In the interest of safety, please do not use adaptors.
- 22.4 Residents are requested to report to the Management Services Counter for mal-function of University electrical appliances.

23. Use of Gas Appliances

- 23.1 Gas appliances including water heaters and cooker with oven are provided in the shower room and kitchen respectively.
- 23.2 In case of malfunction of the appliances, residents should contact the Management Services Counter immediately for checking and repair. For safe use of gas appliances, residents shall refer to instructions given on the heaters or cooker and are reminded to turn off the gas appliances after use or before leaving the premises.

23.3 When you suspect a gas leak, please keep calm and refer to the following advice :

- Do not tamper with the switch of any electrical appliances such as air-conditioners, lights, fans etc as this could cause an explosion.
- Turn off the main supply immediately at the gas meter located in kitchen by closing the meter control valve.
- Leave all windows and doors open.
- Do not press the door bell of adjacent flats.
- Call the gas company for checking.
- Contact the staff of Management Services Counter for assistance.

24. Use of Washing and Drying Machine

24.1 Free provision of a washer and drying machine including laundry powder are available on G/F Laundry Room for residents on a first-come first-served basis.

24.2 Residents shall refer to instruction given on using the said machines.

24.3 Residents shall contact the staff of Management Services Counter if they need assistance or have queries on the said provision.

25. Use of Fresh and Flush Water

25.1 The water from the taps should be boiled before drinking.

25.2 The flush water should only be used in the water closets.

25.3 If water leakage is found in the flat, residents should turn off the valves and arrange repair immediately. Please check that taps are turned off before leaving the premises.

25.4 The staff of Management Services Counter will show the main fresh and flush water valves inside the premises to the new residents during their moving in.

26. Pest Control

A pest control specialist has been appointed to carry out regular pest control work in all common areas and the rooms.

27. Control of Mosquito Breeding

27.1 The Management Services Counter will carry out regular clearance of stagnant water and grass cutting in common areas in order to control mosquito breeding.

27.2 Residents are advised to change water for flowers and plants at least once a week and to remove stagnant water in containers like vases, flower pots and buckets to eliminate mosquitoes breeding.

28. Recycling Practice

The University always endeavours to promote environmental protection. Nowadays, waste recycling has become a common practice of the University community. Residents are encouraged to participate in this meaningful activity. To facilitate the recycling practice, there are various sets of recycle bins available in carpark areas for recycling of plastic bottles, aluminium cans and waste paper. Residents are also welcome raise their suggestions to the Management Services Counter on improving the recycling practice in the Estate.

29. Typhoon and Rainstorm

Typhoon season in Hong Kong is normally from June to October every year. Typhoon signals range from No. 1 to 10. When there is a typhoon or rainstorm warning signal, residents are required to take necessary precautions and make sure all windows are closed.

USEFUL TELEPHONE NUMBERS

Emergency for Police, Ambulance and Fire Services	999
Water Supplies Department	2824 5000
CLP Power Hong Kong Ltd.	2678 2678
The Hong Kong and China Gas Co. Ltd.	2880 6988
Tak Chee Yuen Management Services Counter	2788 3114
Security House at Main Entrance	2777 0190
University Security Hotline	2788 8888
Human Resources Office	2788 9259 / 2788 9281

This Handbook is subject to continuous revision. The University reserves the right to review, update or amend the rules as she thinks appropriate without notice.

Procedure For Internet Connection In Wong Fung Ling Hall,TCY

Cable & Internet Connection

Please make sure the cable(Fig.1) is properly connected to the ethernet card slot(Fig.2) of your notebook or desktop as Fig 3.



Fig.1



Fig.2

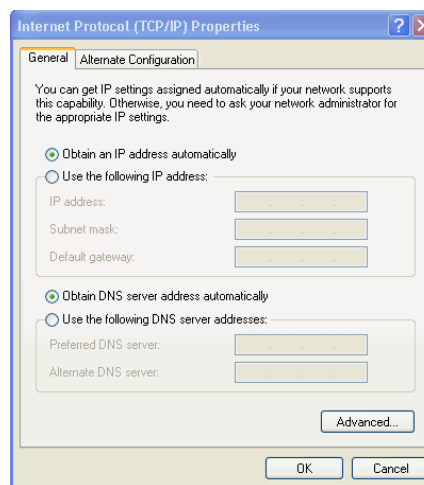
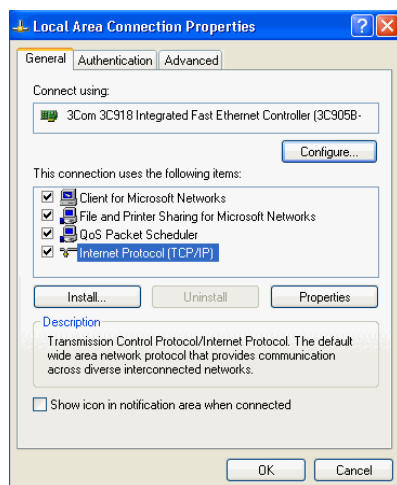


Fig.3

Remark : Please DO NOT unplug any cable which located behind the desk.

If your *internet connection failure* after cable properly connected to your ethernet card as above Fig 3, please check the Internet Protocol setting that shall obtain an IP address automatically , steps in the following:

1. From "**Start**" menu of Windows XP, select "**Control Panel**".
2. Click the icon "**Network Connections**".
3. Select "**Local Area Connection**" and right click of mouse, then select "**Properties**" from the popup.
4. A new window will popup as below. From the "**General**" tab, select "**Internet Protocol (TCP/IP)**", then click "**Properties**".
5. From the pop-up window, under the "**General**" tab, select "**Obtain as IP address automatically**" and "**Obtain DNS server address automatically**", then click "**OK**" back to "**Internet Protocol (TCP/IP)**" window.



6. From the popup window of "**Internet Protocol(TCP/IP)** ", click "**OK**" close the popup.
7. If your internet could not be connected, please "**restart**" your notebook or desktop.

If your internet is still not connected after the "restart", please contact

Technical Team of PCCW
Hotline:1833-822

Please be reminded that unauthorized download and upload is restricted.