Q & A
on typical issues raised
at Meet-And-Chat (MAC) Nights Sem A

1. Q: Any measures to control the cockroaches and ants in Common Room/Pantry?

A: Pest Control contractor has been executing due control measures on quarterly basis. As an immediate measure, SRO has replaced the rubbish bin with a brand-new one with “tight lid” (photo on the left below) as well as having posted a series of publicity at cabinet door (photo on the right below) in raising the hygiene awareness of residents and call for their joint-efforts to keep common venues tidy and clean, so as to stop the food supply to any pests.

2. Q: Any measure to improve the effectiveness of drying machines?

A: Residents are highly advised to use the laundry extractor machine if available in the laundry room, which is highly effective in cost-saving by drastically shortening the drying time. At the meantime, SRO has posted instructions (as photo shown below) reminding residents’ in clearing the dust net prior to use of the dryer which could greatly enhance drying effectiveness.
3. **Q: Could the “box” TV be replaced by Smart-TV in Common Room?**

A: SRO’s procurement of Smart-TV is in progress, with brand-new one expectedly to be delivered/installed within this residential year in the Common Room concerned.

4. **Q: Could the performance of Add-value Machines (AVM) in SR be enhanced?**

A: SRO is in the process of phasing out the existing AVMs outside Hall 5 and Hall 9 by Octopus system (which are already in operation in Hall 1-3 as illustrated below). Expectedly all halls will be installed with Octopus within this residential year, to facilitate residents using Octopus card for paying laundry, room air-conditioning and door opening charges if any.
5. Q: Could an ATM be installed in SR?

A: SRO is approaching local banks via Finance Office for their feasibility study. Before such installment is made possible in the SR, please make use of the following ATMs on campus.

![ATM 1](image1.png) Next to Library main entrance

![ATM 2](image2.png) Next to the bookshop

![ATM 3](image3.png) Next to Swimming pool

6. Q: Could network speed and stability in SR be improved?

A: SAO has approached Computer Services Center for in-depth investigation and optimal solutions. At the meantime, please report [here](#) the details of network problem(s) encountered.

7. Q: Could CCTV installed on student floor protect residents’ privacy?

A: Yes, residents’ privacy have been protected in full compliance with Data Privacy Ordinance. For details, please refer to [FAQ #18](#) on SRO homepage.

8. Q: Sometimes, unidentified person was seen intruding into hall and/or student room?

A: Ensuring security and fire safety in hall community are vital duties of care of the University. Noting the existing hall access system in respective hall has reached the end of its economic life, incapable to cope with the operational needs (viz. running out of parts for its due maintenance coupled with its outdated software and decreasing system response time), SRO is working with Campus Development Office and consultants on Enhancement to Hall Access System (EtHAS) in the SR, taking ref of the compact and well-tested system with similar operational mode in NTT International House of Baptist University.
9. Q: Some PEK cup events such as soccer only cater for male students. Could new event be introduced enabling and boosting the participation of male and female residents at both elite or amateur level in the SR?

A: Yes, a PEK Review Taskforce is in operation and looking for further enhancement to the PEK Cup. One of the viable options is for hall residents’ participation of HK Marathon 2018. As a pilot, SRO has joined hand with PE to open CityU Delegation fast-track enrollment to hall residents in early Nov, which has successfully attracted up to 60 residents’ enrollment to10KM within a week. These student residents will form the core of SR Running Team, enjoying the rare chance and privilege of running with President Way Kuo on Sunday, 21 Jan 2018.

10. Q: The “green footpath between AC3 and SR”, without due cover, costs University’s having to deployed 2 guards in umbrella distribution/collection at both end during rainy days. Could it be feasible to cover the top with some sort of light-weighted, weather-proof thin layer of acrylic shield, knowing a full glass structure might be hindered by the underground works and weight restriction?

A: SRO has forwarded residents’ suggestions over this to CDO for due feasibility study.