1. Q: Any update on Door Lock upgrade in Student Residence (SR)?  
A: The tender has just been awarded for phasing out the existing door lock (beyond economic life) and upgrading it to Smartcard system this summer for all student rooms in SR. The system has been pilot-run in Jockey Club House for a year with credible record. Each door replacement will take 30-minute, with details to be announced by SRO in July 2018.

2. Q: Any measures to access Library e-database via hall network?  
A: Residents can access and download freely the library-subscribed journals using WiFi with ssid “cityu lan” “eduroam”, but not from LAN cable inside student bedroom.  

Library suggested residents’ accessing its subscribed e-resources through CityU LibraryFind or database list. For those with knowledge of the “link to the database or article”, they could add a proxy prefix to the URL, such as, add EZProxy prefix (http://ezproxy.cityu.edu.hk/login?url=), e.g. http://ezproxy.cityu.edu.hk/login?url=https://www.sciencedirect.com/science/article/pii/S007850612002016

3. Q: Any update on design and schedule of Enhancement to Hall Access System (EtHAS)?  
A: EtHAS for the whole SR is under tendering with architect’s design having been shared with the RMs for preview and the installation shall be done either this or next summer. This Access System will be installed in Jockey Club House this summer for pilot operation.
4. Q: For the vertical Climbing Wall to be installed outside MFH-A, could it be made 10-meter high with an extended T-shape overhead cover, similar to that in CUHK?

A: The panels of Climbing Wall are NOT brand-new ones, rather they were saved out of the Sports Complex for relocation in SR. The original indoor climbing walls in Sports Complex were 6-meter high and hence the maximum height could be reached after relocation is 7-meter with full compliance with BD requirements on the external wall of MFH-A. Once installed, qualified climbing courses would be run by SRO with due safety measures upheld.

5. Q: Some Vending Machines in SR remain coin-operated. Could they be replaced?

A: Vending Machines between Hall 4 and 5, Hall 10 and 11 have been replaced with Octopus card with new arrays of products. For any malfunction of the machines, please call the service hotline as well as Security Control 3442 1999 for due record.

6. Q: Could hourly car parking be allowed in SR to facilitate family visit?

A: The nearest hourly car parking lots can be found at CMC and Shek Kip Mei park. At the meantime, SRO is working with CDO in submitting to BD for constructing an island at the existing entrance so as to install a toll-bar tied with Octopus system, targeting for completion by summer 2019.
7. **Q:** Could the ceiling of Octopus add-value function in Homey Kitchen be raised?  
   **A:** As a value-added customer service, Homey Kitchen allows encoding e-value to Octopus via its stations, both up to the ceiling of $60,000 this summer.

8. **Q:** Could CCTV be installed in Common Room to prevent theft from fridge?  
   **A:** As illustrated in Q1 of CCTV on Student Floors (FAQ#19), no CCTV has been installed in Common Room. It is a matter of hall education and community citizenship in raising residents’ awareness and respect towards hygiene, cleanliness and other’s properties in fridge.

9. **Q:** After upgrade to Octopus system, could SRO Apps be enhanced for viewing the residual value of A/C reader by keying one’s room number into the Apps?  
   **A:** SRO is exploring this technical feasibility with IT experts.

10. **Q:** In Phase IV halls, weak flush (need multiple flushing) and poor ventilation appear to be the norm. Could they be rectified?  
    **A:** Inspection and rectification will be scheduled this summer in halls concerned.