

**Q & A**  
**on typical issues raised**  
**at Meet-And-Chat (MAC) at Sem A, 2018/19**

**1 Q What are the proper means to add value to Octopus card?**

**A** The poster below has been posted next to the Octopus decoding devices in respective hall.

## How to add-value to your Octopus card



**Hall Caterer**  
cashier register



08:00 - 00:00 (Mon - Fri)  
11:00 - 23:00 (Sat - Sun)

**Automatic Add Value Service**  
tied with bank account (AAVS)




**Retailer shops in HK**






香港城市大學  
City University of Hong Kong



學生宿舍處  
Student Residence Office

**2 Q Can MFH-C be used for night practice in Sem B for PEK table tennis contest?**

**A** Yes, MFH-C shall be open with table-tennis tables set therein after 22:30. Details refer to SRO Announcement in Sem B.

**3 Q Food being frequently taken away from fridge. Anything can be done?**

**A** It is a matter of education in respective Hall, which RMs will send mass email to remind residents on self-discipline and respect to others' properties (despite how insignificant the food value might appear).

4 Q Any details on 100% Wi-Fi coverage in SR (via login SID)?

A Testing on the location and number of routers on each floor/hall is in progress by potential suppliers. Scheduled upgrade shall be done between Jun – Dec 2019.

5 Q SRO apps cannot show the instant laundry situation in Hall 4

A The apps has been fixed and resumed normal on 21 Nov 2018.

6 Q Cockroaches were seen in Common Room and student rooms. Anything can be done ?

A The contracted pest control in Common Room is once at every 2-month interval. Yet hygiene at Common Room is a joint responsibility of residents. With only 2 cleaners serving each hall premises, residents are expected to contribute their bits by washing the cooking utensils after use, cleaning up food debris in the sink and disposing rubbish into the bin with tight-cover on timely basis. With these measures duly implemented, the problem of cockroaches/ants would be duly controlled.

7 Q Could SRO remind residents over hygiene of the shared toilet?

A SRO has reviewed and shall post the sticker below shortly.



8 Q Something wrong with the floor drain beside the water closet, seeping water out?

A After investigation, it was found such water came underneath the shower tray which has no duct for the water to drain away. In the coming refurbishment of Hall 3 and 4, a surface channel shall be created between the shower tray and the water closet so that water underneath the shower tray can be drained away. This could root up the problem.



**9 Q Any instructions on due use of the upgraded/new smart-card operated door lock?**

**A** A beeping sound – when the door can be fully open for ventilation, there will be a beeping sound (stop the door with a plastic wedge)

Continuous beeping sound occur only if the door is NOT duly closed (the beeping sound to remind you to close the door properly)

Do NOT use the door deadbolt to stop the door from closing as it'll damage the door lock and you'll be liable for HK\$1,600 for replacement.

Common Sense - keep your room door closed when you are not staying in the room

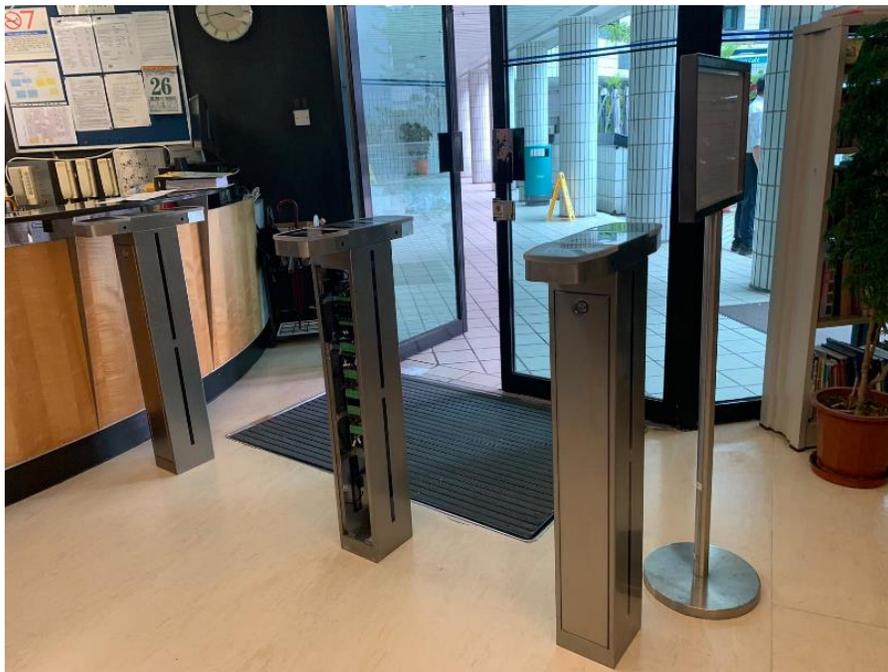


**10 Q Any privacy concern out of the installation of CCTV on student floors?**

**A** Use of CCTV footage is under stringent guidelines of the University. In Hall 2 where [CCTV has been installed on RM/student floors](#), there is NO single incident in the year past for having to retrieve the footage as there is simply NOT a single incident for facilitating police investigation on criminal offence in the hall concerned. These facts are sound/strong enough in refuting the worry that CCTV installation could intrude residents' privacy on the common corridor.

**11 Q How will Enhancement to Hall Access System (EtHAS) work and when will it be done in SR?**

**A** EtHAS shall work in the similar manner as [the site demo at BU NNT House](#), with each in/out access completed within less than a second. Jockey Club House will be installed with heavy-duty and space-saving pole-type access system for operation around Christmas time. The upgrade in SR shall be executed/completed in Summer Term 2019.



- 12 Q What are SRO's standard procedures for entering students' room, say for the door lock upgrade project?**
- A** RTs/guards/cleaners are authorized by the University to enter student room for justified reasons and the standard procedures are as follows:
- i) knock the door (2-3 times) of the room concerned, stating identity/purposes for entrance
  - ii) if/when no response is received, the guard shall use master key to open the door for execution of the due works
- 13 Q Returning scheme in respective hall?**
- A** [Each hall has its own returning scheme, with details posted on the website of respective hall.](#) For further details, please approach your RM/RTs directly.
- 14 Q Will hall fee be increased every year?**
- A** Expectedly yes and the University shall consider a composite of factors to determine the percentage of increase on annual basis before tabling it at Student Affairs Committee. Under University good governance, RMs and SRO are required to submit Year Plan and budget proposal to the University for due approval and follow the stringent spending guidelines/regulations of University's Financial Office.
- 15 Q Student Halls of Residence, Phase V at Whitehead, Ma On Shan**
- A** [CDO has engaged architects for due planning](#), while the negotiation for swap with PolyU over Phase VI land (across the existing SR) appears to be also in progress.