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

1 Q: For hall access enhanced (EtHAS) this summer, when will the beep in/out record be used?
   A: Same “circumstances” under CCTV #5 shall be applied, in line with FMO Guidelines & Data Privacy Ordinance.

2 Q: Under what circumstances will CCTV record be retrieved?
   A: 3 “circumstances” are strictly stipulated in FMO CCTV Handling Guidelines (V.4). For details, please refer to CCTV #5 uploaded. DSR/RM as Authorized Officer are accountable/answerable to the University for retrieving the CCTV records under these circumstances for their due use.

3 Q: Is there any schedule for University’s installation of CCTV on student/RM floor/common corridor?
   A: After juggling SR resources, H5, H7, H8, JCH, H9 shall have the student/RM floors installed with CCTV this summer, while the remaining 6 halls are scheduled for due installation in summer 2020.

4 Q: Any schedule on lift routine maintenance in ensuring lift safety?
   A: Routine maintenance is every 2-week other than an annual overhaul.

5 Q: How to make best use of the “new” smart-card door-lock installed in student rooms?
   A: Residents are reminded to LOCK their room door when out-of-room or when during sleep for their personal/property safety. Also NOT to stop the door by using the smart-card door lock dead-bolt (as any damage may incur a replacement cost up to HK$2,000). Resident are welcome to collect, free-of-charge, a red plastic door-stopper (to stop the door from closing) at G/F guard post in each hall at all times.

6 Q: Could the drying racks at rooftop be enhanced with hooks to hold the clothes-hanger and the Unclaimed Apparels in laundry room be taken care of?
   A: SRO is enhancing the rooftop drying racks with hooks on each rooftop. SRO shall also enhance training in 2019/20 to RT (Facilities) to ensure they will play a due role to manage/dispose the Unclaimed Apparels on regular basis in each hall, other than channeling requests on defect rectification works to SRO.
Q: Could laundry equipment be better maintained or increased, as the waiting time could be unbearably long?

A: SRO shall dispose the obsolete water-extractor shortly to avail space for installing “more” laundry machines if feasible in each laundry room, other than replacement and bettering the repair works to the existing ones.

Q: Could the on-loan equipment to students at guard post in each hall be better maintained?

A: SRO shall ensure these On-loan equipment are clean, duly maintained and up to quality functional/hygiene standard at all times.

Q: Could stability of SRO Apps be better maintained to ensure its normal functionality?

A: The Apps was developed by CityU students in Apps Lab. SRO shall collaborate with the Lab to further enhance it to ensure its due functionality.

Q: Any means to enhance RT performance?

A: RTs report to the RM and are appointed on annual service contract. They are selected out of tense competition every year among a big pool of candidates and expected to be the role model with a serving heart in bonding floor-mates and hall-mates, taking good care of hall major events and duties assigned. Residents are welcome to channel their observations/comments/feedbacks on RT performance to the RM at all time in upgrading RT services for the best interest of the hall.