



Student Residence Office

香港城市大學
City University of Hong Kong

Welcome to Nam Shan Yuen (NSY)

Check - in



1. Registration

- a. Show your Pre-Check-in Passcode to the officer.
- b. Ready your passport / PRC ID to the officer.
- c. You should have read and agreed the Terms and Conditions, Licence Agreement and read Residents Handbook before payment.
- d. Sign the Licence Agreement
- e. Return the signed forms and take keys for occupation.

2. Licence Agreement

Important Notes for Licensees:

- a. Observe and comply with the License Agreement, Terms and Conditions and House Rules set out in the Residents Handbook.
- b. 1-month deposit is refundable, subject to full compliance of regulations and no outstanding of fees. **Deduction of final bills of utility charges from the deposit will be made.**
- c. Pay all utility charges (e.g. electricity, water and gas) on time, late payment will incur additional charges from utilities companies.
- d. Buy your own data card for Broadband services.
- e. Restricted to sublet or sub-license or part with possession of the whole or part of the premises.
- f. Pets are not allowed.
- g. No parking spaces are available for students.

Part B
Inventory List
Flat 2C, Block 1, Nam Shan Yuen (150 m²)

Provided in the premises as per clause (13) of the Licence Agreement are:

<u>Item</u>	<u>Description</u>	<u>Quantity</u>
1.	Air-conditioning units installed in living, dining rooms and bedrooms	6 Nos.
2.	Movable air-conditioning unit in Bedroom 4	1 set
3.	Gas cooker	1 No.
4.	Gas water heater	3 sets
5.	Refrigerator	1 No.
6.	Washing machine	1 set
7.	Microwave Oven	1 set
8.	Single bed with mattress	8 sets
9.	Wardrobe	1 No.
10.	4-drawer Cabinet	1 No.
11.	Folding table	4 Nos.
12.	Dining Chairs	12 nos.
13.	Window curtain provided in living, dining rooms and bedrooms	5 sets

- Page 8 of 11 -

3. Utilities Payment

Important Notes for Licensees:

- Utilities bills and other letters will be sent to your flats directly.
- Pay the “Total Amount” by the “Due Date”.
- You can present the barcode or QR code on your bill to make a cash payment at any of the locations of 7-Eleven or Circle K Convenience Stores.
- For the first bill, Finance Office will send the debit note for charging to Coordinator the utilities payment from 1 Sept 2025. Coordinator shall handle the coordination of the fees throughout all the bills
- For the last bill, Finance Office will deduct the final amount from your “Deposit” with equally share among all flat-mates.
- Failure to settle the utility bills may lead to disconnection of the services by utility companies. You are responsible for paying for the re-connection of the services.

Electricity Bill Sample

Bill Type: Normal Bill

- Recipient and Postal Address**
Your recipient's name and postal address. Postal address can be different from electricity supply address
- Tariff Type**
Your electricity bill belongs to:
☒ Residential Tariff
- Energy Charge**
Your Energy Charge is calculated according to electricity consumption and consumption rate
- Fuel Cost Adjustment**
The Fuel Cost Adjustment is updated once a month to reflect fuel price changes timely, and is published on the CLP website: <https://e.clp.com.hk/fca-en>
- Consumption History**
Your average daily electricity consumption in the past 14 bills
- Bill Message**
Important information that we would like to communicate with our customers

CLP 中電

HO YI MING
FLAT A 181F
215 FUK WA STREET
SHAM SHUI PO KOWLOON

Registered Customer & Supply Address
HO YI MING
FLAT A 181F
215 FUK WA STREET SHAM SHUI PO KOWLOON

Account Number
18888-88888-8
(Bill Type & Merchant Code No. 02)

Deposit: \$800.00

Total Amount: \$251.00

Due Date: 19-06-24
by Autopay

Thank you for your payment
\$132.00 on 23-04-24

Meter No. 0000014
Meter Factor 1
Previous Reading 20176
Present Reading 19014

Government Electricity Charges Relief Scheme
Balance \$0.00
Government Electricity Charges Subsidy
Balance \$0.00

FPS QR Code

Environmental Information
2023 average CO₂ emission per unit of electricity billed: 0.39 kg

- Applicable to Residential Tariff Customers
- Registered Customer & Supply Address**
Your registered customer name and the electricity supply address
 - Account Number**
Your unique electricity account number for bill payment and enquiries
 - Deposit**
The security deposit paid for your electricity account
 - Others**
This covers other charges and rebates, excluding Energy Charge and the Fuel Cost Adjustment
 - Total Amount & Due Date**
 $③ + ④ + ⑤ = \text{Total Amount}$
Please settle your bill on or before the due date
 - Meter Number & Meter Reading Records**
Units of electricity consumption are calculated using this formula:
(Present Meter Reading - Previous Meter Reading) x Multi Factor
 - Government Electricity Charges Relief Scheme (ECRS) and Electricity Subsidy (ECSS)**
 - FPS QR Code**
 - Environmental Information**
The annual average CO₂ emission for each unit of electricity for previous year

4. Utilities Payment

Important Notes for Licensees:

How to read your water bill

This sample water bill is for reference only (updated in September 2023)

Water Bill Sample

Registered Consumer and Mailing Address

- The mailing address can be different from the service address

Account Number

- Your water account number for payment and enquiry

Water Consumption

- Domestic consumers are usually billed for their water charges at 4-monthly intervals according to the meter readings taken
- The chart shows your "average daily consumption" of the recent 7 periods

Meter Reading Details

- Last and current meter read dates and readings are shown
- Types of meter reading are classified as "A (Actual reading)", "E (Estimate reading)" or "S (Self reading)"

Bill Message

- Any messages related to your bill will be shown here

Surcharge details

- 5% surcharge will be imposed if charges are not settled on or before due date

水務署 Water Supplies Department

Bill Date of Issue: 28/09/2023

Service Address
FLAT 01, 11/F, TAI MAN MANSION
5 TAI MAN STREET
CHEUNG SHA WAN, KOWLOON

Account Number: 1234 5678 900

Consumption
62 cu.m. in 122 days
Average Daily Consumption
0.508 cu.m. (508 litres)

Total Amount Due
\$ 396.90
Due Date
24/10/2023
5% surcharge imposed after due date
Charge No.: 12345678900

Payment Details
Please settle your Total Amount Due on or before payment due date

Payment Records
Your last payment date and payment amount

Deposit
Deposit for domestic supply is \$400

Charge Items (Water and Sewage charges)
The charges payable for domestic supply are calculated on a tariff structure which consists of 4 tiers with progressive rates
For details of calculation of charges, please visit our [website](#)
"CR (Credit)" is the rounding of odd cents from water and sewage charges to be carried forward to next bill

Water Charge
23/05/2023 - 22/09/2023
1st 12.036 cu.m. @ \$0.00 0.00
2nd 31.061 cu.m. @ \$4.18 129.33
3rd 18.873 cu.m. @ \$5.45 103.73
Subtotal 123.06

Sewage Charge
23/05/2023 - 22/09/2023
1st 12.036 cu.m. @ \$0.00 0.00
2nd 49.964 cu.m. @ \$2.92 145.89
Subtotal 145.89

Total Charges
397.01
Balance of Amount Due 0.11 CR
396.90

Bill Message
Bill Message related to the above service address or charge item:
• Avg. Consumption/Day/Person (ACDP) in HK is 130 L against Global avg. of 110 L.
• Your account's ACDP is 508 L divided by household size during the period.

Surcharge details
5% surcharge will be imposed if charges are not settled on or before due date

PPS Merchant Code "08"
CRC131

Save Water Save Money

Total Amount Due
\$ 396.90
Due date
24/10/2023
5% surcharge imposed after due date

QR Code

Date of Issue: 28/09/2023
Page 1 of 1

1 Bill Amount Due and Payment Due Date

The total amount which is payable by the customer is shown in a blue box for easy reference. For autopay accounts, the bill shows the word "AUTOPAY", the total amount to be debited and the autopay date.

Gas Bill Sample

New gas bill layout:

Account number: 1234-5678-90

Bill information Billing date: 2024/01/04

Payment Amount
\$1,224.00
Gas sales to be settled, forward \$0.98
Please pay by 2024/01/24

Balance b/f \$0.82 + **Gas Charge** \$440.35 + **Other Charges** \$783.71 = **\$1,224.88**

Bill details as follows:

Period	Estimate	Actual	Units	Rate	Amount
2023/11/13 (1432 Estimate)	2023/12/13 (1447 Estimate)	(15 Units)	729 (kU)		
The consumption is estimated. Please report meter reading.					
Gas charge				\$195.98	
Fuel cost adjustment (4.395 cents per kU)				\$64.61	
Monthly maintenance charge				\$8.00	
					\$268.59
2023/11/13 (1432 Estimate)	2024/01/13 (1458 Actual)	(13 Units)	654 (kU)		
Gas charge				\$188.00	
Fuel cost adjustment (3.825 cents per kU)				\$50.24	
Monthly maintenance charge				\$8.00	
					\$246.24
Dryer extension (20% of 100)					\$200.00
Dryer extension (20% of 100)					\$200.00
Interest on deposit					\$40.00
					\$783.71

Other Charges \$783.71

Self-reading anytime
Self-reading date, 15% of each month

Self-reading QR code

24-hour Self-reading Hotline 2020 8922

2 Balance, Gas Charge and Other Charges

It shows the balance brought forward, gas charge incurred from the current period and other charges.

3 24-hour Self-reading Hotline, Self-reading QR Code and Self-reading Date Reminder

The 24-hour Self-reading Hotline, self-reading QR code and the self-reading date reminder information are shown here.

4. Utilities Payment

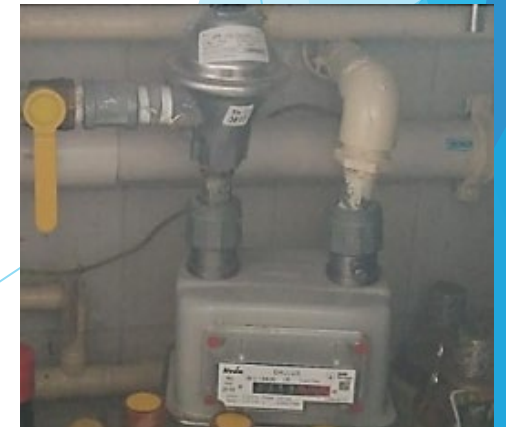
To enable Towngas for fee calculation, please report the meter reading to them (after paying the 1st bill) as follows:

Towngas - Household

<https://www.towngas.com/en/Household/Customer-Services/Report-Meter-Reading>

- 1) Self-reading website: (Report Now! www.towngas.com/sr) /
- 2) QR code on gas bill or
- 3) Towngas App iPhone/Android or
- 4) 24-hour Self-reading Hotline: 2880 5522

The gas meter is under the sink in the kitchen:



5. Broadband Service

Important Notes for Licensees:

- Broadband service in Hong Kong is charged per month for a minimum of 24-month contract. Which is not suitable for NSY.
- You may consider to buy local pre-paid Sim Card.

csl Local Prepaid SIM Card Brand New Image with Data UPGRADE



- Flexible to choose your data package
- No contract Binding
- Simple & convenient csl APP Account management

Remark: The charges & entitlement for both old packing product and new packing product are same.



10G Fibre-to-the-Home Plan

Monthly Fee \$2,888 , 24-month contract, unlimited usage

2x1000M Multi-Use Broadband Service

Monthly Fee \$798 , 24-month contract, unlimited usage

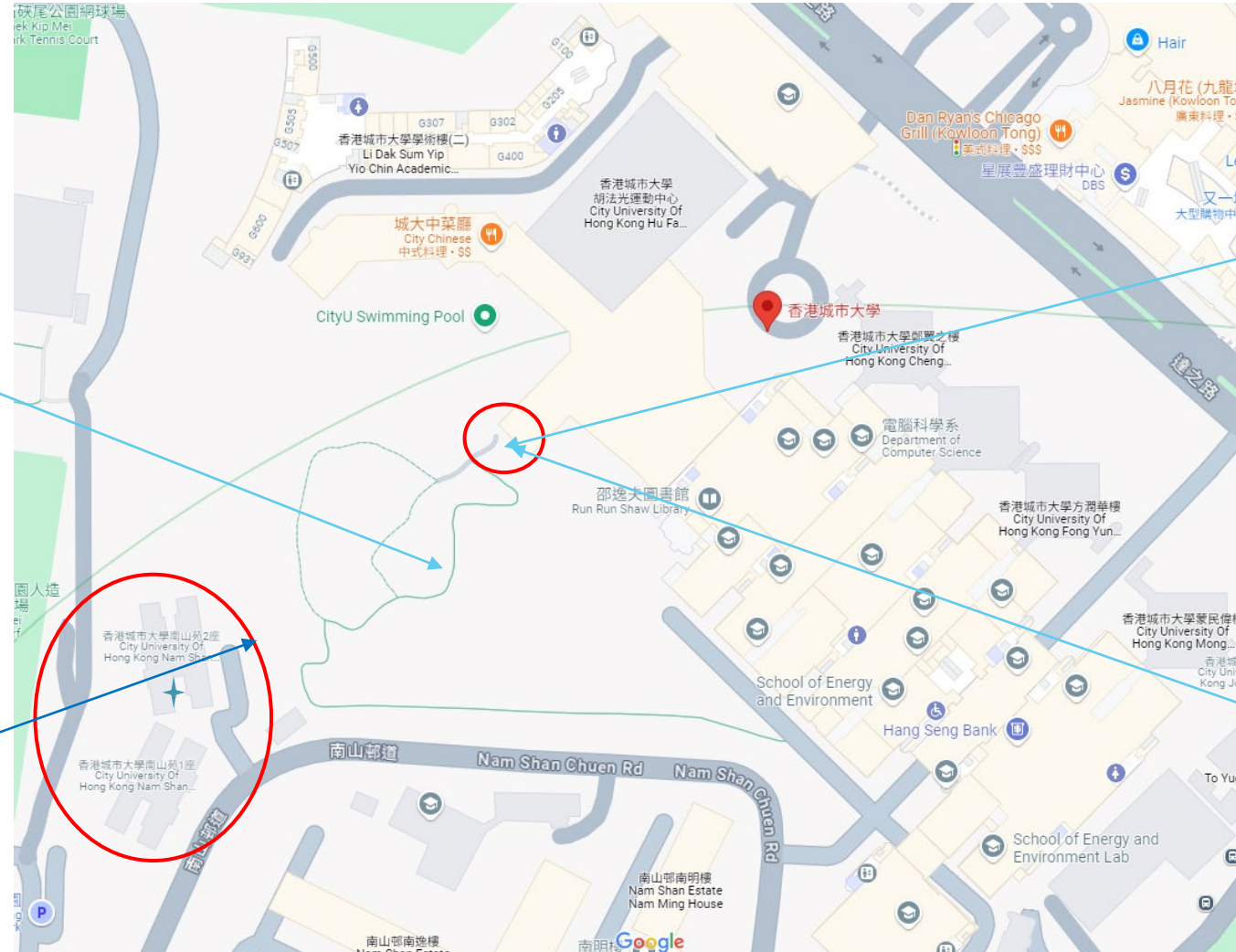
1000M Fibre-to-the-Home Plan

Monthly Fee \$698, 24-month contract, unlimited usage

500M Fibre-to-the-Home Plan or below Basic Plan

Monthly Fee \$598, 24-month contract, unlimited usage

6. Easy Access to Campus



7. Official Address of Your Residence

**e.g. Flat xx, x/F, Block x, Nam Shan Yuen,
23 Nam Shan Chuen Road, Kowloon, Hong Kong
九龍南山邨道23號南山苑第x座x樓x室**

Security teammates will deliver letters to student flats regularly, including the utility bills.

For Courier Services, delivery personnel are allowed to go upstairs for delivery. If no one received the items, the goods will be placed in front of the flat. The University is not responsible for any loss or mis-/late delivery of the items from third party.

For the sake of public health, you are advised not to order food and perishable items in advance.

8. Post Office and Post Boxes

- Please prepare enough stamps before postage.
- Post Boxes on Campus:
Room 1271, Yip Kit Chuen Building
(For bulk items, please post it to the said post office directly)

Post Office and Post Boxes nearby:

Yau Yat Tsuen Post Office (YYT)

📍 [G/F, 11A Fa Po Street, Yau Yat Tsuen](#)

Mon to Fri	9:30 am - 4:30 pm
Sat	9:30 am - 1:00 pm
Sun	Closed
Public Holidays	Closed



9. Keys and Passwords



Main Gate

- a. Main Gate will be open from 7am to 11pm
- b. Main Entrance – use Student Identity Card
- c. Door of the flat – use Password
- d. Bedroom – use Keys
- e. Please keep the Student Identity Card, password and keys with good custody and **don't share with unauthorized persons**
- f. Replacement cost: Key - @HK\$50
- g. Student Identity Card - @HK\$100



Main Entrance



Door of the flat



Bedroom

10. Visitors' Policy

- a. Visiting Hour: 8am -11pm daily.
- b. Each resident can register up to 2 visitors at any time at Management Services Counter.
- c. **Overnight stay is NOT allowed.**
- d. Please be considerate to other residents and visitors of the residence.
- e. Keep all area clean and tidy.

11. Quiet Hours

11pm – 7am (daily)

Pay extra attention on noise level for TV, conversation and listening music etc.



12. User Guide for Electric Appliances

Health and Safety Leaflet 健康及安全單張

Safe Use of Microwave Ovens

Microwave ovens provide a convenient way to cook and reheat food, but ignorance can conduce to accidental burns and fires. The following are essential safety tips that can help you to be cautious while operating a microwave oven on campus.

Dos:

- Microwave ovens should be used for food re-heating purposes only.
- Follow the manufacturer's instruction manual for recommended operating procedures and specific safety precautions.
- Use only utensils and containers that are suitable for use in microwave ovens.
- Reheat the food in several short periods rather than one long period.
- Open the oven periodically and stir, turn, and/or check the contents for even cooking and container integrity.
- Let food cool for a while in the oven before removing it.
- Be cautious on the temperature and steam of the food when taking them out.



Don'ts:

- Never use a laboratory microwave oven for food preparation (or a home-use microwave oven for laboratory materials).
- Do not operate the microwave oven unattended.
- Do not operate the oven when empty.
- Do not set oven for excessive cook times.
- Do not operate the oven if it is damaged. Never operate the oven if the door does not close firmly or is bent or warped, or you have reason to believe it will continue to operate with the door open.
- Do not stand directly against the oven for long periods of time while it is operating.
- Do not heat drinks like water, tea or coffee in open cups. Overheated liquid without signs of boiling may suddenly splash out and cause severe burns.
- Do not use aluminum foil or any metal containers, metal utensils, metal objects, or objects with metal or foil trim in the oven.
- Do not use ordinary plastic food wrappings or foamed polystyrene in a microwave oven since they may melt.
- Do not heat sealed objects as they may explode and cause damage. For example, do not heat nuts and eggs with shells intact.
- Never heat flammable materials in the oven.

In the case of an emergency, notify other people in the area and call the 24-hour Security Hotline at 3442 8888 or call 999.

Facilities Management Office

August 2019

Ref: HSL/Gen_012

General Safety 一般安全

洗衣劑抽屜

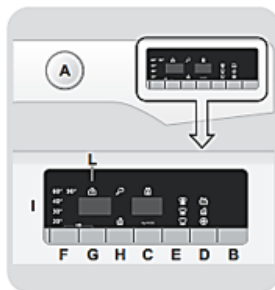
洗衣劑抽屜分為3格如圖9：

• 在層格“1”放置預洗洗衣劑：

• 在層格“2”放置特別添加劑，柔順劑，衣服聚香劑等：



6. 控鍵和程式



- A 設有停止位置的程式旋鈕
- B 開始 / 暫停按鈕
- C 延遲開始按鈕
- D 選項按鈕
- E 快速 / 污漬程度按鈕
- F 溫度選擇按鈕
- G 脫水速度按鈕
- H 日間和夜間按鈕
- F+G 機門鎖
- I 數字顯示
- L 機門鎖顯示燈

5. 快速使用指南

洗衣機根據洗滌的類型和數量自動調節水位。該系統降低了能源消耗並節省了清洗時間。

選擇程式

- 開啟洗衣機並選擇所需的程序。
- 如有必要，調整洗衣溫度，和按下所需的“選項”按鈕。
- 按 START / PAUSE 按鈕開始清洗。

如果洗衣機運行時停電，記憶儲存部件將保存設定，當電源恢復時，機器將從停止的位置恢復程式。

- 在程式結束時，顯示屏上將顯示“完結”訊號，或在某些型號上，所有清洗階段指示燈將亮起。

等到門鎖燈熄滅後才打開機門。

- 關掉洗衣機。

對於任何類型的清洗，請參閱程序表並按照指示的操作順序進行操作。



使用者手冊

操作指示

點燃爐頭

確定控制旋鈕已於關閉位置“●”。按下旋鈕同時以逆時針方向轉動旋鈕至最大火位置，火花會維持約10秒點燃爐頭，放開旋鈕後，確定火焰維持。

注意：如爐具長時間未有使用，於首次點燃時有機會因燃管內含有空氣而未能令爐頭點燃成功，將控制旋鈕轉至關閉位置“●”，並重複上述點火步驟直至成功點火。

火力調節

爐頭點燃後，可轉動控制旋鈕調節火力大小。

大爐頭

控制旋鈕位置	關閉	關閉	關閉	關閉
熄火狀況				
外環火	大	中	熄滅	熄滅
芯火	大	中	大	小

中爐頭 (TRTB53ST-G/TRTB83ST-G/TRTB831ST-G)

控制旋鈕位置	熄火	熄火
熄火狀況		
	大	小

熄火

將控制旋鈕轉動至關閉位置“●”。

注意：熄火時有機會因殘留在爐頭內的氣體瞬間燃燒而出現響聲，此屬正常現象。



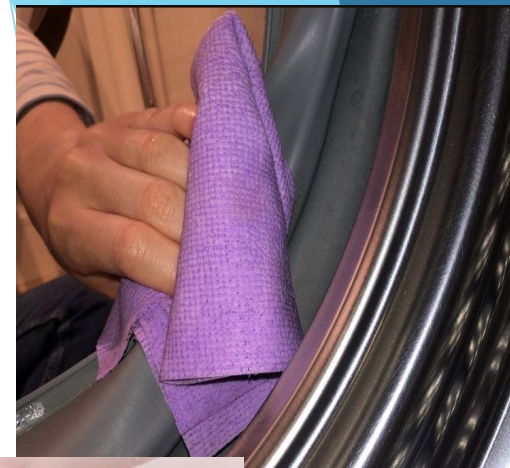
13. Good House-keeping

a. Please refrain from pouring following items into toilet bowl

- Food leftover (e.g. ginger, chili, meats and bones, cooking oil etc.)
- Sanitary napkins

a. To avoid having blockage of bath tub, please put a filter into the bath tub and remove any blockage regularly.

b. Clean the washing machine regularly, don't put shoes for washing therein.



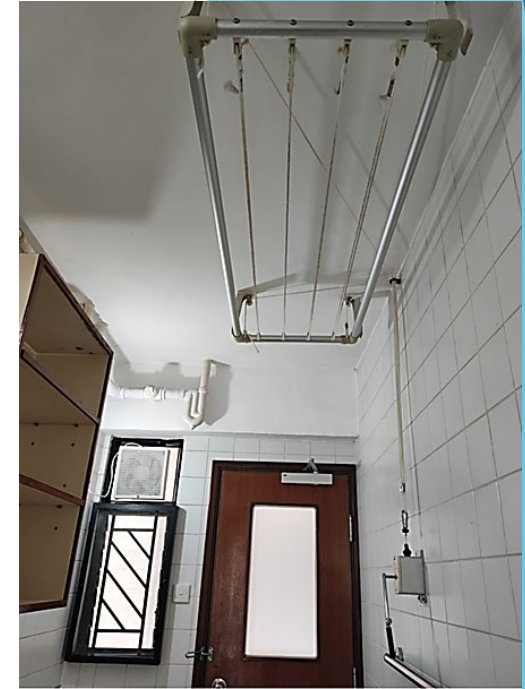
14. Good House-keeping

Laundry

- a. All laundry items must be hanged inside the designated area of utility room.
- b. No hanging items outside the premises including Balcony.

Rubbish Disposal and Pest Control

- a. Tie up your refuse and dispose to the rubbish chute decently.
- b. No combustible or flammable materials or large items should be dropped into the refuse chute or inside the hopper room.
- c. Clean up your premises regularly.
- d. For large scale packing items, please dispose at G/F hopper room.



15. Don't Bring Non-Local Electrical Appliances

- For considerations of the electricity loading and possibility of short circuit, please **don't buy non-local electrical appliance** whereas electricity tripping may be easily initiated.
- Treasure the sharing electrical appliances in the flat of your residing floors.

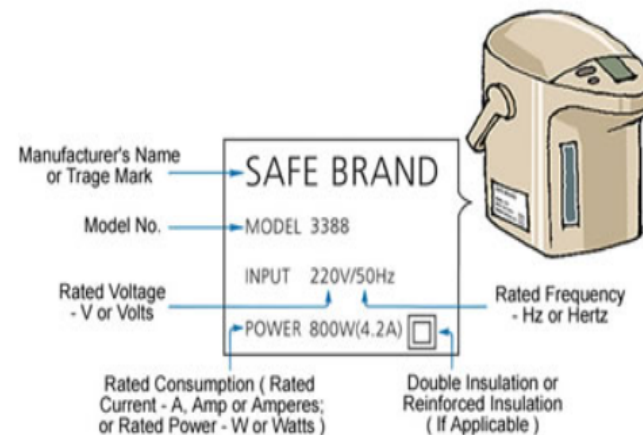
Sources:

https://www.emsd.gov.hk/en/electricity_safety/publications/general/household_electrical_safety_handbook/part_2/2_1/index.html

- Buy only electrical appliances which meet the local statutory safety requirements (see note 1) for use in Hong Kong. Electrical appliances which are brought outside Hong Kong may not be suitable for use under the local power supply conditions (e.g. rated voltage and frequency) and environmental conditions (e.g. temperature and humidity).

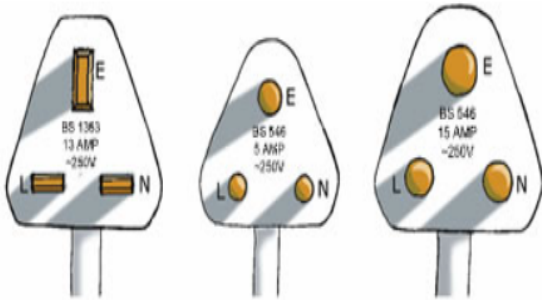


- Electrical appliances must bear the proper markings as shown on the diagram or be accompanied with a notice indicating the same.

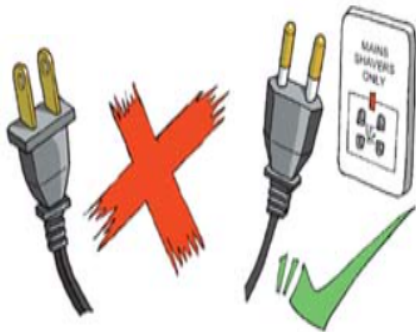


16. Don't Bring Non-Local Electrical Appliances

3. Apart from fixed electrical appliances (e.g. ceiling luminaires and electric water heaters) which do not receive power supply from socket outlets, an electrical appliance must be fitted with a [3-pin plug which complies with the safety requirements](#).



4. Do not buy or use any electrical appliance which is fitted with a 2-pin plug unless the appliance is fitted with a 2-round-pin plug which complies with safety standard BS4573 or EN50075 and is designed to receive power supply from a shaver supply unit inside a bath room (e.g. electric shaver, toothbrush or epilator).



5. For all fixed electrical appliances which do not receive power supply from socket outlets, the connection of power supply must be carried out by a registered electrical contractor (see [Part 3](#) for details).

6. To prevent electric shock, electrical appliances must be effectively earthed, i.e. the metallic casing of an electrical appliance is connected to the "earth" pin of its plug. Electrical appliances without earth connection must be of double insulation or reinforced insulation design, and such appliances usually bear a symbol "  ".

7. Electrical appliances must be accompanied by proper operation manuals depicting the installation, assembly and operation procedures and safety precautions. Adhere to the instructions given in its manual when using an electrical appliance.



8. Any electrical appliance of rated voltage less than 200V a.c. (e.g. audio-video (AV) appliances rated at 110V a.c.) must not be connected directly to the 220V a.c. household power supply system in Hong Kong. Any such appliance must bear a proper warning label.

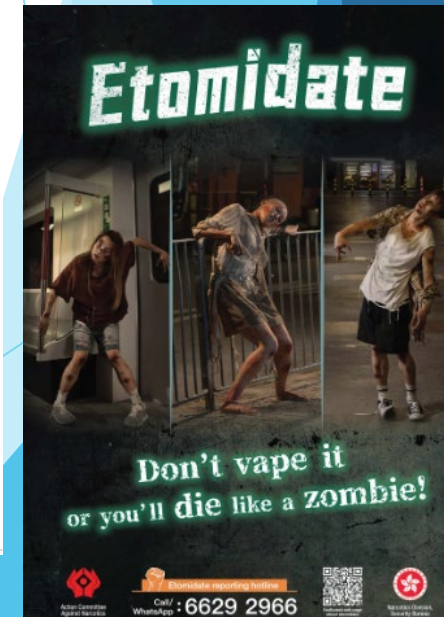


17. No Smoking and Say No to illegal drug

- **Ban on CBD Products** – From 1 February 2023, Cannabidiol (CBD) has been listed as a dangerous drug under the **Dangerous Drug Ordinance (DDO)** in Hong Kong.
- “Etomidate 依托咪酯(舊名:太空油)” is regulated as an illegal drug, subject to a maximum penalty of a fine HK\$5 million and life imprisonment.
- An offense for any person to involve in trafficking (import and export), sales, possession and consumption of CBD products. Offenders may be subject to fines and penalty of imprisonment. Please refer to [HERE](#) for details. **“Let’s Stand Firm. Knock Drugs Out!”**
- Severe offence can result in significant fines and long prison sentences.
- Under the DDO, anyone found in possession; or smokes, inhales, ingest or injects a dangerous drug, shall be liable upon conviction to a fine HK\$1 Million and imprisonment for 7 years.

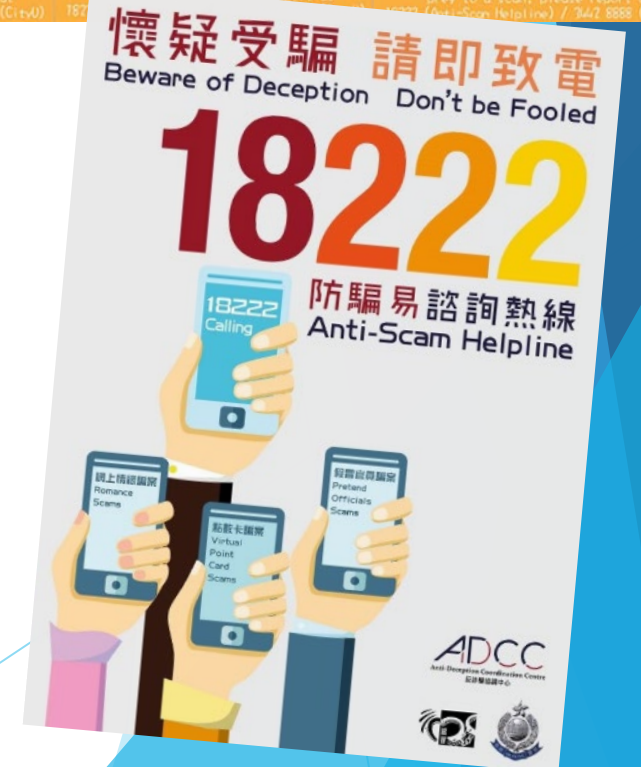


Etomidate



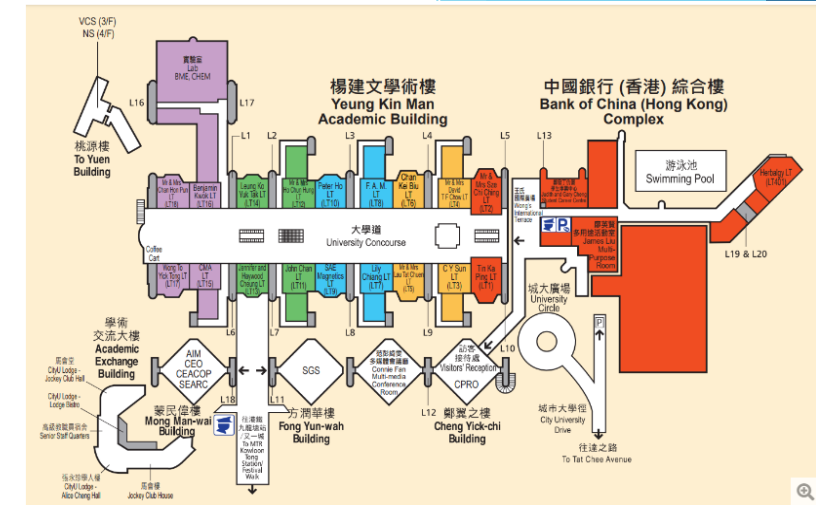
18. Anti-scam and Crime Prevention

- a. Beware of scam and don't release personal information to suspected person. Report suspected case to 18222.
- b. Keep your doors, windows, air conditioners and lightings etc. be properly closed and switched off before going out.
- c. Beware of pickpocketing and avoid bringing too much valuables, you are advised to use electronic payment for service patronage.



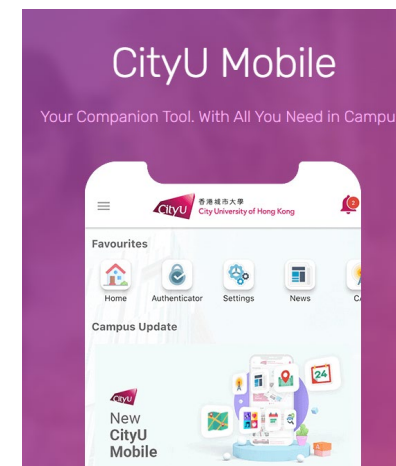
19. Other Useful Tips

- Way-finding System on Campus** – see homepage of City University of Hong Kong
- Road Safety** - please don't use mobile phone (s) upon road crossing.
- Medical and Dental Clinics of Young Chung-Yee Health Centre (楊仲儀保健中心)** at 3442 6066 and 3442 6052.
- CityU Mobile app** for one stop information of the University



The room number in YEUNG and BOC starts by 1st letter of the colour zone: Pxxxx, Gxxxx, Bxxxx, Yxxxx and Rxxxx.

Colour Zone	Floor Level	Room Number
Y	5	205
P = Purple	G = Green	B = Blue
Y = Yellow	R = Red	



- a. Ensure your name, bed no. and the premises at pages 1 and 6 are correct
- b. Sign on Page 6 above your name

- Page 6 of 11 -

21. Signing the Check-in Form

- Receive the Room key and sign on the Check-in form
- Check the meter readings and undertake to comply with the Residents Handbook

Licencee Check In / Out Record for Nam Shan Yuen Student Accommodations

Flat _____, Block _____	Date of Move-in: 1 September 2025
-------------------------	-----------------------------------

Part A – Check-in /Check-out

Item	Description	Quantity	Received by (Name)	Received by (Signature)	Returned to Management Office (Date)	Management Office (signature)
1.	Room key for Bed no. 1A	1 pc				
2.	Room key for Bed no. 1B	1 pc				
3.	Room key for Bed no. 2A	1 pc				
4.	Room key for Bed no. 2B	1 pc				
5.	Room key for Bed no. 3A	1 pc				
6.	Room key for Bed no. 3B	1 pc				
7.	Room key for Bed no. 4A	1 pc				
8.	Room key for Bed no. 5A	1 pc				

Part B – Utility Meter Readings

Meter Type	Meter No.	Readings on check-in date	Readings on check-out date
Water Meter			
Electricity Meter			
Gas Meter			

We confirm that the quantities of keys issued and the utility meter readings are correct and undertake to comply with the Residents Handbook (copy attached) on the use of accommodation of the premises.

Bed No.	Name of Licensee	Signature	Bed No.	Name of Licensee	Signature
1A			1B		
2A			2B		
3A			3B		
4A			5A		

Handled by SRO (name): _____ (Check-in) /

Handled by FMO (name): _____ (Check-out)

22. Update AIMS Records

For better management, please update the following in AIMS

1. Personal Address
2. Personal Local Contacts and 2nd contact
3. Personal Email
4. Emergency Contacts
5. Bank Account in CityUHK Pay



23. Contact Us

Email: srouma@cityu.edu.hk;

Management Services Counter (G/F, Block 2): 3442-3009

Security Control Room, G/F, Block 2: 3442-3010

Student Residence Office (Kowloon Tong Compound): 3442-1111

University Security Hotline (24 hours): 3442-8888

