



جامعة حمد بن خليفة

HAMAD BIN KHALIFA UNIVERSITY

HOUSING AND RESIDENCE LIFE

COMMUNITY LIVING STANDARDS

2015 - 2016

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Introduction

This document serves as a resource to students to facilitate in the understanding of their rights and responsibilities as well as the standards of the community. Specifically, this document provides detailed information in the following areas:

1. Specific student rights and responsibilities within the community;
2. Policies students are expected to abide by;
3. The conduct process for instances where policies are violated.

PURPOSE

As with all large residential communities, there are behavioral expectations that come with the privilege of living in the Hamad bin Khalifa University (HBKU) Student Housing Complex. Individuals who violate HBKU Housing and Residence Life (HRL) *Community Living Standards* and/or State of Qatar laws will be held accountable for their actions. The regulations and policies contained in this document should not be regarded as a comprehensive code of desirable conduct; rather they describe the minimum standards necessary to reconcile the principles of maximum freedom and basic order essential in achieving the purposes and goals of HBKU. Violators of these standards may also be subject to Qatari law. In striving to provide an environment for all residents to study, sleep, interact, grow and develop with integrity, it is expected that students be familiar with and abide by the *Community Living Standards* (CLS).

STUDENT RIGHTS AND RESPONSIBILITIES

By forming a code of ethics, rules and regulations, HBKU Housing and Residence Life does not absolve each student from accepting responsibility for his or her own behavior. Indeed, HBKU Housing and Residence Life reaffirms the principle of student freedom coupled with an acceptance of full responsibility for individual actions and the consequences of such actions. Below are student rights and responsibilities in the residential community.

Student Rights

One of the primary concerns of HBKU is to provide each student with the opportunity to learn. Therefore, some personal freedoms and rights of students include, but are not limited to:

1. Freedom of inquiry and speech;
2. Freedom from threats and harassment;
3. Freedom from acts of violence;
4. Freedom from interference from others in an unreasonable or unauthorized manner;
5. Freedom from theft and willful destruction of personal property;
6. Right to study and to learn in an academic environment;
7. Right to procedural due process in HBKU HRL disciplinary action;
8. Right to petition for redress of grievances, in non-academic matters;
9. Right to be treated with dignity and respect;
10. Right to be respected among peers regardless of age, gender, race, creed, religion, color or other social identity.

Student Responsibilities

Along with these rights, come responsibilities. In order to ensure a safe and clean educational environment where students can thrive academically, and have their rights respected, students must also take ownership and responsibility for their community. Each student has the responsibility to:

1. Respect the rights and property of others;

2. Secure their personal belongings;
3. Be fully acquainted and comply with the published and posted rules and regulations of HBKU, QF and its affiliated institutions;
4. Practice rights within the cultural context and local values and comply with all laws of the State of Qatar;
5. Live sustainably in compliance with LEED Building Certification requirements;
6. Recognize that student actions reflect upon the individuals involved as well as upon the entire Education City community.

JURISDICTION AND SCOPE

Housing and Residence Life will hold students accountable for any violations of these *Community Living Standards* that occur in the HBKU Student Housing Complex or during any Housing and Residence Life sponsored events. Housing and Residence Life will maintain communication with each of the partner universities and/or HSSE in judicial matters and may hold students accountable for their actions outside of HRL facilities and events. These *Community Living Standards* apply to residential students, visitors and guests.

AMENDMENTS

HBKU Housing and Residence Life administrative staff reserve the right to make modifications to policies/procedures for the purpose of safety, security, and to support the learning goals and partner universities (ex. extension of visitation hours during the final examination period, alteration of quiet hours during exam period, and alternations of desk hours during holidays). These modifications will be clearly posted in the HBKU Student Housing Complex and communicated to residents in advance of their taking effect.

Suggestions regarding changes to any of these policies can be made through working with the Residence Hall Association (RHA). This can include changing or modifying any policies within this document. However, working with RHA to suggest changes does not guarantee that changes will be made. Housing and Residence Life staff has final authority to approve any amendments made to this document.

Definitions

The following are important definitions and acronyms that are found throughout this document which may be helpful in clarifying the information provided.

Abetting	Abetting is defined as the intentional encouragement of any action which assists or supports another in the achievement of misconduct, or of the intentional creation of the conditions necessary for misconduct to occur
Access Card	The electronic card issued by HBKU Housing and Residence Life that provides access to designated areas of the Housing Complex; all residents and HRL staff members are provided an access card unless their university provides one
Acts of Intolerance	Discriminatory or disrespectful language or actions towards any member of or visitor to the HBKU community
Aiding	Aiding is defined as acting with intentionality to directly assist another in the planning or commission of misconduct
Al Majlis	The Majlis is also known as the Residential Community Center (RCC); there is a Shamali (north) and Janoubi (south) Majlis building; this is the main entrance to either residential complex, which houses an Information Desk, Dining Court, Coffee Shop, administrative offices, computer lab and various common and public spaces accessible to all students and visitors regardless of gender
Common Area	Any space other than individual student rooms or apartments such as, but not limited to hallways, stairwells, elevators, lounges, kitchens, bathrooms, courtyards, and lobby areas
Courtyard	Any outdoor space either internal to the residential buildings or the large main courtyard in the center of the residential complex
Contractors	Any person, group or agency hired by QF to provide a given service; this includes, but is not limited to maintenance and cleaning staff
Courtesy Hours	Courtesy hours are in effect at all times and offer the community the opportunity to reasonably request to alleviate disturbances and noise created by other members of the community in order to prevent disruption of the community living environment and to effectively pursue their academic living needs
Critical Incident	An situation deemed to warrant immediate attention and possible action towards resolution
Damage	Damage may be classified as either accidental or malicious and includes any occurrence which necessitates surplus and/or unreasonable custodial and/or maintenance services
<i>Accidental Damage</i>	Damage occurring through unintentional, chance happenings
<i>Malicious Damage</i>	Damage occurring through intentional happenings or through disruptive behavior resulting in damage
GCC	Gulf Cooperation Council
Fuse Box	A compartment for the safety devices that protect electric circuits from becoming overloaded
Guest	A person who is assigned to a living unit in the HBKU Student Housing Complex, but not the particular residence hall, room, or apartment they are visiting

Harassment	Repetitive and/or persistent unwanted behavior directed toward a particular individual or individuals
Hazing/Bullying	Any action or activity which does not contribute to the positive development of a person; which inflicts or intends to cause physical or mental harm or anxieties; and/or which demeans, degrades or disgraces any person regardless of location, intent or consent of participants. Hazing can also be defined as any action or situation that intentionally or unintentionally endangers a student for admission to or affiliation with any student organization or student group
Host	The resident who signs in a visitor or visitors
Housing Portal	The Housing Portal is the website used by Housing and Residence to allow students to submit applications for housing, maintenance requests for their assignments, register visitors, among other things; a Housing Portal account is assigned to each current and prospective residential student upon confirmation of enrollment at HBKU or partner universities
HSSE	Qatar Foundation Health, Safety, Security & Environment Directorate; this unit is responsible for enforcing the rules and policies of Qatar Foundation and broadly ensuring the safety and security of the Hamad bin Khalifa University community
Law Enforcement Officers	Officials of the Qatari government whose purpose is to enforce the laws and policies of this country; law enforcement officers can also include security personnel
LEED Building Certification	This certification is granted to buildings that comply with various sustainability standards both in the construction and the use of facilities. This standard helps define broad sustainable principles that we expect students to abide by. HRL ultimately supports the broader mission of QF and Education City by implementing sustainable practices within the department
Obscene or Offensive Material	Obscene or offensive materials are those that are outside the accepted standards of decency or modesty and are found to be unpleasant, disagreeable or repugnant to the sense as observed by the viewer; if you are uncertain, a Residence Hall Coordinator is available to you for consultation regarding what constitutes “obscene and offensive materials”
Public Space	Any part of the Hamad bin Khalifa University campus, which includes but is not limited to classrooms, meeting rooms, hallways, common areas, dining halls, and outdoor space
Public View	Areas that may be in view of any person other than one’s self; which may be viewed by any person who is not the owner of the items or materials being displayed
HBKU Official	An HBKU official can include, but is not limited to all Housing and Residence Life staff, Student Affairs staff, branch campus staff and QF security personnel.
Residential Complex	The entire area that encompasses the residence halls, the Majlis, the parking area adjacent to the Majlis; the walkway immediately in front of the Majlis leading to the entrance; an eight meter perimeter surrounding the external wall around these facilities; and any other properties managed by HBKU Housing and Residence Life

RHA		Residence Hall Association is one of the leadership opportunities available to residents giving students the opportunity to work within their communities, with Housing and Residence Life staff to improve the quality of residential experience through the development and improvement of residential policies, procedures, programs and facilities; please contact your Community Development Advisor or Residence Hall Coordinator for more information
Soliciting/Selling		Solicitation is defined as any activity designed to advertise, promote or sell any product or commercial service or encourages support for or membership in any group, association or organization and includes door-to-door canvassing; soliciting/selling includes but not limited to conducting business in a HBKU residence hall such as baby-sitting, alcohol distribution or selling such items as cosmetics, magazines, bagels, and candy bars
Student Complex	Housing	Consists of Shamali and Janoubi villages. Each village comprises physical buildings that house students, which include apartments and traditional residence halls; also the Majlis or RCC (Residential Community Center) and the area immediately surrounding the buildings, such as the sidewalks, parking lot and courtyards
Trespassing		Someone is considered to be trespassing if they are in any area of the residence halls buildings/offices for which they do not have authorization to be present
Valid Identification (ID)		Current (not expired) official photo ID issued by your branch campus/center, passport or Qatar identification card, on which both your name and photo appear
Violence		Any exercise of force against person(s) or property that could result in physical or emotional harm
	Acts of Violence	Acts of violence can include but are not limited to: physical assault or abuse, sexual assault or abuse, stalking, verbal or other threats of physical or sexual assault, threats that may include a weapon and damage or destruction of another's property
	Threats of Violence	Any verbal or non-verbal communication that has the intent of inflicting harm
	Intimidation	Any verbal or non-verbal act towards another person, the purpose of which may be to coerce or humiliate and the result of which could cause the other person to fear for his or her safety or the safety of others
Visitor		The person being signed in by a host
Weapons		Weapons include, but are not limited to guns, pellet guns, bb guns, high-pressure water guns, paint guns, tazers, bows and arrows, machetes, Ninja stars, nun chucks, grenades, bombs and swords. Weapons can also include items which are used for other than their intended purpose to cause harm or threaten to cause harm to another person or persons; these can include sentimental or cultural items that can be harmful or dangerous

Housing and Residence Life Staff

There are staff members within the residence halls who are there to help students make smooth and enjoyable transitions to campus life. These staff members work with the students in the halls to create a living environment that is supportive, educational and fun. All Housing and Residence Life staff members undergo an intensive training program that prepares them to provide the highest level of service and assistance to all residents. Below are descriptions of Housing and Residence Life staff members and some common abbreviations.

1. **Facilities Staff Members** ensure that the building is maintained and that all public areas are kept clean. Maintenance and custodial staff receive maintenance requests via the Housing Portal.
2. The **Facilities Management Officer** oversees planned and urgent maintenance requests for the Student Housing Complex. Additionally, this staff member liaises with Facilities Management for cleaning and maintenance staffing, major appliance replacement and assists in regular safety and hygiene inspections of the facilities.
3. **HAs or Housing Assistants** oversee supervisions of maintenance workers as they complete maintenance requests in the Student Housing Complex. Additional HAs work with custodial staff to ensure cleanliness of public spaces in the residential complex.
4. The **Housing Assignment Officer** is primarily responsible for the housing assignments, billing and refund processes.
5. **CDAs or Community Development Advisors** are students who live with the residents and coordinate activities, mediate roommate conflict or floor issues, address behavioral problems, and facilitate educational initiatives and events that enhance the living environment of the residence halls. They are one of the most valuable resources available to residents.
6. **Dining / Sustainability Assistants** are students who live with the residents and coordinate educational initiatives promoting a sustainable lifestyle within the complex and throughout the community and beyond. They are one of the most valuable sustainable resources to residents.
7. **Communications Assistant** is a student employee who works to promote all Housing and Residence Life initiatives through social media. This student provides programming opportunity to residents promoting the broader values of the community. Additionally, this student provides administrative technological support as needed.
8. **FDAs or Front Desk Assistants** provide visitors' hours coverage at the Housing and Residence Life Information Desk. These students are often the first resources for the residential student population and provide access to visitors, check-out resources and answer questions for students.
9. **RHCs or Residence Hall Coordinators (or equivalent)** are live-in professional staff members who supervise the CDAs and advise the Residence Hall Association (RHA). With the help of CDAs, they initiate a variety of educational and social programs and events in the residence halls throughout the year. RHCs serve as the primary judicial officers for the halls.

- 10. RLSs or Residence Life Specialists or Housing Coordinator (or equivalent)** oversee the administrative responsibilities associated with HBKU Housing and Residence Life. These staff members supervise full-time professional staff to ensure that their residential area is providing appropriate programs and services to residents.
- 11. The ADs or Assistant Directors (or equivalent)** oversee the administrative and educational responsibilities associated with Housing and Residence Life. This staff member supervises full-time professional staff to ensure that the entire residence life and housing operations programs are providing appropriate education and services to residents.
- 12. The DHRL or Director of Housing and Residence Life (or equivalent)** is responsible for the overall supervision, administration and leadership of HBKU Housing and Residence Life staff at Hamad bin Khalifa University.

Policies

The policies that govern the HBKU Housing and Residence Life community include, but are not limited to the ones listed in this section. If additional guidance is needed in the interpretation of the policies below, please contact any Housing and Residence Life staff member.

Policy 1: Fire and safety regulations:

For the safety of all residents in the building and in compliance with HSSE regulations, all residents and visitors must adhere to the following policies related to fire and safety regulations:

1. The possession or use of the following items is prohibited:
 - a. Candles of any kind
 - b. Incense
 - c. Lanterns or similar “open flame” receptacles
 - d. Explosives
 - e. Fireworks and similar devices
 - f. Flammable liquid of any kind
 - g. Various appliances, items, and decorations that are deemed hazardous as determined by authorized HBKU staff.
2. Tampering with and/or disabling fire safety equipment (e.g., smoke detectors, pull stations, fire extinguishers and fire blankets) is prohibited. This equipment is to be used for emergency purposes only.
3. Access to roofs and ledges is prohibited, except in accordance with fire and safety guidelines.
4. All persons must vacate the building(s) any time the fire alarm is sounded or an emergency situation arises that requires the evacuation of the building in the manner specified by HSSE in Appendix B or by direction from HBKU and HRL staff.
5. All individuals in the building must follow the directions of HBKU officials and other emergency personnel and may not re-enter the building until authorized by HBKU officials or emergency personnel.
6. Student should observe due diligence when cooking in kitchens. This includes using the exhaust fan and monitoring all cooking activities appropriately.
7. Students are not allowed to access the fuse boxes in the rooms.

Policy 2: Behavior which jeopardizes the health and/or safety of self and/or others:

As HBKU recognizes the importance of providing a mentally, emotionally and physically safe and positive environment for all its members that is conducive to intellectual pursuits and personal development, residents and visitors are expected to know and abide by the following policies:

1. Residents shall ensure that their doors are closed and secure when they are not in the room or are asleep.
2. Residents may not allow others to enter the Student Housing Complex via any entrance other than the main gates in the Majlis (RCC).
3. Acts of violence, threats of violence, intimidation and/or harassment will not be tolerated and are prohibited.
4. Inappropriate or offensive materials, items and/or decorations may not be posted in public view (on doors, walls, and windows) or electronically, for example, social media.
5. The use or possession of firearms (actual or novelties/toys reasonably resembling actual firearms or weapons) and weapons of any kind are prohibited.
6. HBKU is unconditionally opposed to and prohibits hazing among peers, peer groups, student organizations, and student groups of any kind.
7. Smoking (use of cigarettes, electronic/smokeless cigarettes, shisha pipes, pipes, and cigars) is prohibited in and around the residential complex. Smoking is only permitted in the designated smoking area located in the staff parking lot in front of the Majlis. Refer to Qatari Law No. 20 on the Control of Tobacco and its Derivatives (2002).
8. Evidence of smoking, including but not limited to ashes, smell of smoke and/or cigarette butts is prohibited anywhere in and around the Student Housing Complex.
9. All rooms/apartments must be kept at an acceptable level of cleanliness.

Policy 3: Alcohol, illegal drugs and/or controlled substances:

In matters related to alcohol and drugs, HBKU adheres to and enforces the laws of the State of Qatar. As a result there is a zero-tolerance enforcement of this policy and residents found responsible for a violation will be suspended or expelled from Student Housing. Residents of and visitors to the HBKU Student Housing Complex must adhere to the following policies:

1. Alcoholic beverages and/or alcoholic beverage containers are not permitted under any circumstances.
2. Public displays of intoxication are prohibited.
3. Images, clothing, and decorations that promote alcohol or drugs are not permitted
4. Use, possession, cultivation and/or sale of drugs/controlled substances is/are prohibited. All related cases will be handled by the appropriate law enforcement agencies.

Policy 4: Theft or property damage:

Damage and/or theft of any and/or HBKU property may lead to curtailment of services, loss of ability to make repairs and/or increased room rates while also impacting the community as a whole; thus, in order to provide a physically comfortable and safe living environment for all, residents and visitors must adhere to the following policies:

1. Theft or damage of other students' property and/or HBKU property is prohibited.
2. Malicious damage is prohibited.
3. Items checked out from the front desk (i.e. vacuums, irons, board games, DVDs, and other items) must be returned in the same condition within the predetermined time.
4. Unauthorized removal of any dining room property from kitchens or any dining facility is prohibited.
5. The misuse of HBKU equipment or HBKU property is not permitted.
6. Residents must report lost or stolen access cards or keys to a Housing Assistant or the Residence Hall Coordinator immediately.
7. Decorations that may cause damage as determined by authorized HBKU staff are prohibited.

Policy 5: Visitation:

In regards to visitation, hosts are responsible for informing their visitors of the CLS rules, regulations and expectations in advance. Hosts will be held accountable for the actions of their visitors regardless of whether they are present to observe the behavior of the visitor(s). Thus, in order to maintain a living environment that respects the privacy, safety and security of all members of the residential community, residents and visitors must adhere to the following policies:

1. Visitors must be escorted when checking in to the Student Housing Complex. Visitors do not need to be walked out to the Front Desk as they leave the complex and will be able to **check-out** at the Front Desk on their own. However hosts are responsible for the behavior of their guests in all areas of the Student Housing Complex beyond the Majlis.
2. HBKU Student Housing Complex is gender specific, and thus, opposite gender visitors/guests are not permitted except in the Majlis.
3. Visitors will be required to provide valid photo identification (HBKU/partner university identification card, passport or Qatar identification card) at the Front Desk before entering HBKU Student Housing Complex.
4. Residents and visitors must abide by visitation times posted.
5. Residents and visitors are not permitted to sleep in the residential complex common areas.
6. Residents are not permitted to lend or give other residents, visitors or guests their access cards.
7. Children are not permitted to visit the residential buildings of HBKU Student Housing Complex unless approved by HRL staff.

Policy 6: Unauthorized presence or entry in or around HBKU property:

In order to maintain a close community where residents have an opportunity to build relationships with one another to support their academic experience, their general well-being and safety, HBKU Housing and Residence Life limits access to the student housing complex for those who are not directly associated with the community by enforcing the following policies:

1. Non-residents may not access the residential areas of HBKU Student Housing Complex without having been properly checked in as a visitor of a current resident or HRL staff member.
2. All guests must confirm their identity with HRL and/ or Security staff.
3. Students not currently enrolled at HBKU or any partner university, who have not completed their Housing Application and submitted deposits, fees, and related requirements, are not permitted to live in the residence halls.
4. Trespassing is prohibited, including but not limited to entering the room of another student without approval or without them present.
5. Fundraising events, soliciting, selling, and posting advertisements are not permitted in student housing unless authorized by an HRL staff member.

Policy 7: Behavior which disrupts the community living environment:

In order for the residence halls to serve as a space for students to live and learn seamlessly, residents must abide by the following policies:

1. Students must adhere to all the terms in the *Housing Contract* (see Appendix A).
2. Improper use of recycling bins is prohibited.
3. *Roommate Agreements* are not permitted to contain clauses that allow the violation of Housing and Residence Life or HBKU policies. *Roommate Agreements* are binding and violations of the *Roommate Agreement* are prohibited.
4. With the exception of small fish and service animals (with approved medical request), animals are not permitted in the HBKU Student Housing Complex.
5. People may not create a disturbance or noise that disrupts the activities of a resident in their residence hall or apartment, which includes, but is not limited to the following:
 - a. Musical instruments that violate courtesy or quiet hours are not permitted in HBKU Student Housing Complex.
 - b. Stereo speakers and stereos must not be directed out the windows/doors or used outside HBKU Student Housing Complex.
6. Quiet hours are as follows:
 - Saturday through Wednesday:
Must begin no later than 11 p.m. and continue until at least 9 a.m.
 - Thursday and Friday:

Must begin no later than midnight and continue until at least 10 a.m.

7. 24-hour quiet hours will be in effect during finals weeks.
8. Courtesy Hours are to be maintained at all times in and around the residential complex. All requests for quiet hours are to be immediately complied with by discontinuation of the activity causing the disturbance or noise.
9. Athletic or recreational activity is not permitted within the residence halls or apartments (i.e. no playing of sports, bike riding, use of balls, roller blades, skates, skateboards, and darts in the hallways, indoor common areas or individual apartments or rooms). Athletic or recreational activity in the village courtyard must be approved by HRL staff.
10. Bicycles may not be parked or stored in student rooms, corridors, rest rooms, lounges, entryways, storage rooms or in any area inside the Complex. Bicycles can only be parked or locked to designated bike racks at the entrance of the Majlis.
11. Motorcycles, scooters, mopeds and Segways are not permitted inside the HBKU Student Housing Complex but may be locked to bike racks.
12. All common area furniture, decorations and wall hangings should remain in their assigned location to allow use by all community members. This includes items from the Dining Court, plates, and silverware.
13. Inappropriate items and decorations as determined by authorized HBKU staff are prohibited.
14. Trash may not be taken to or left in common spaces, outside building doors, restrooms, or hallways, and must be placed in the designated trash rooms and/or bins in or around the Student Housing Complex.

Policy 8: Improper use of computers, telephones and technology:

During the academic year, priority is given to the residential student population in regards to use of computing resources. In order to ensure that technology is neither used to violate laws of the State of Qatar, nor prevent other residents from using technology in the HBKU Student Housing Complex for the primary purpose of academics, residents must adhere to the following technology policies:

1. Residential computing network services, wiring, security systems and computer software may not be modified or created. This includes but is not limited to all network wiring, wireless, hardware and data jacks.
2. The residential network (in-room connections or computer lab connections) may not be used to provide Internet access to anyone outside of the HBKU community and visitors for any purposes other than those who are in direct support of the academic mission of HBKU.
3. Residents must adhere to information technology policies.
4. Behavior which hampers, endangers, or otherwise disrupts the use of the computers in the Student Housing Complex is prohibited.

5. All HBKU equipment and residential computing connection materials must remain in the computer labs where they were placed by staff.
6. Students must not share their login and/or password information.
7. The fraudulent acquisition and use of a person's or entity's private identifying information is prohibited.

Policy 9: Conduct unbecoming of a resident or visitor:

HBKU Housing and Residence Life recognizes that it cannot account for all potential acts that do not adhere to the philosophy or broader cultural expectations of the department, Hamad bin Khalifa University, Qatar Foundation, and the State of Qatar at large. Thus, it is our expectation that HBKU students do not engage in conduct that is unbecoming and must adhere to the following policies:

1. Interactions in public view with the opposite gender which may be deemed culturally inappropriate are prohibited (examples include, but are not limited to public displays of affection, holding hands, hugging, and kissing).
2. Eating, drinking or smoking in public view during the times of fasting in Ramadan are prohibited.
3. Clothing or lack thereof that is culturally inappropriate is prohibited (examples include, but are not limited to shorts and skirts that reveal the knees, sleeveless or thin-strapped tops, clothing that is too revealing, and being shirtless for males or females).
4. Residents and visitors must comply with reasonable requests/directives from QF/HBKU officials and branch campus staff.
5. Residents and visitors may not obstruct QF/HBKU officials, contractors or law enforcement officers in the execution of their professional duties.
6. Acts of intolerance are prohibited.
7. Residents and visitors must comply with reasonable requests from HRL staff regarding sustainability expectations within the community.
8. Aiding or abetting misconduct by others which would be in violation of the policies outlined in this document or Qatari laws is prohibited.
9. Students shall not use written or spoken words, sounds, videos, or social media (e.g. YouTube, WhatsApp, Twitter, Facebook, and other online communities), which may make a person or group feel harassed, intimidated, discriminated against, or in some way create a hostile or unwelcome living or learning environment.
10. Students should respect all policies and regulations enforced by HBKU and Qatar Foundation. This includes but is not limited to parking in restricted areas such as fire lanes and exceeding driving speed limits.

Conduct Process

CODE OF CONDUCT

Members of the Hamad bin Khalifa University residential community are responsible for their own actions as well as for the actions of their visitors. It is the expectation of the Hamad bin Khalifa University community that each member of the community will respect all community members and their property. However, some members of the community may, either by error or intent, violate community standards. At these times it will be necessary to hold the community members responsible for their actions. It is the intent of Housing and Residence Life to approach these violations from an educational perspective. Restorative Justice is a philosophy used in HBKU Housing and Residence Life conduct cases. As a part of a Restorative Justice approach, sanctions or other requirements may be necessary to ensure the residential community continues to be a positive living and learning environment. It is the responsibility of each student to be aware of the policies and expectations Hamad bin Khalifa University community has for individual action. Any resident who violates a policy faces the possibility of being charged with allegedly violating the *Community Living Standards*. When residential or non-residential, students are allegedly involved in incidents occurring in HBKU Student Housing Complex, they are subject to the HBKU Housing and Residence Life conduct process.

DEFINITIONS

The following definitions are included to help clarify meanings of key elements within the conduct process:

Hearing	An opportunity to state one's case
Respondent	A respondent is any student accused of violating the <i>Community Living Standards</i>
Sanctions	A sanction represents the consequences of violating the <i>Community Living Standards</i> . It may affect one's student status, allocation of time, privileges, finances and ability to live in HBKU Student Housing Complex. In most cases a combination of sanctions will be applied to further the philosophy of Restorative Justice
Inspect	Respondents in the conduct process may read through documents, observe pictures and evidence, but may not make any alterations. Inspection of evidence can happen during a conduct meeting and must be done in the presence of HRL staff
Restorative Justice	In its broadest meaning, Restorative Justice is about addressing wrongs, whether for an individual or a community which has been impacted by the violation of the <i>Community Living Standards</i> . As often as possible, the consequences will reflect an effort to "make things right" between the respondent and those impacted by the violation(s)
Preponderance of Evidence	This standard is met if the proposition is more likely to be true than not true. Effectively, the standard is satisfied if there is a greater than 50% chance that the proposition is true

THE CONDUCT PROCESS

Notification of an alleged violation is the first step in the conduct process, followed by a conduct meeting. Conduct meetings will be held between a member of the Housing and Residence Life staff (often the complainant) and the respondent to discuss and, if possible, resolve the respondent's alleged misconduct. This required meeting provides the respondent with the information necessary to make informed decisions about the conduct process, including the options available to them throughout the process. Failure on the part of a respondent to schedule and/or attend a conduct meeting may result in a resolution in his/her absence and/or further disciplinary action.

The steps through the conduct process from the time the respondent is notified of the alleged violation to the resolution of the case are as follows:

1. Following an alleged violation of CLS policy the respondent will receive notification that a report has been received by HRL staff. Depending on the nature of the alleged violation a resident may receive either an email clarifying behavioral expectations or a request for an in person conduct meeting with an RHC. The conduct meeting is the first step toward the fact-finding process. During this meeting, the respondent will have the opportunity to discuss the alleged violation(s) of HBKU Housing and Residence Life policies.
2. Based upon the information reviewed by the RHC a decision will be reached regarding responsibility using preponderance of evidence as the standard of proof.
 - a. If the respondent is found responsible or accepts responsibility for the alleged violation(s) then sanctions may be warranted as determined by the RHC. The RHC will provide documentation to the student of the finding of responsibility and any sanctions associated with the decision.
 - b. If the respondent is found not responsible for the alleged violation(s), then the case will be dismissed and the student will be officially notified in writing.
 - c. If the information gathered during the incident (as described in the incident report) and during the conduct meeting indicates that an alleged policy violation has occurred that may warrant a sanction resulting in the removal of the respondent from the residence halls, then the respondent and the case will be referred to an RLS or the AD.
 - i. Another conduct meeting will be scheduled with either an RLS or the AD, during which the RLS or AD will review the charges as well as the notes from the previous conduct meeting with the respondent and ask the respondent to share their perspective regarding the alleged violation as a part of the fact finding process.
 - ii. Based upon the information reviewed by the RLS or AD, a decision will be reached regarding responsibility using preponderance of evidence as the standard of proof.
 - a) If the respondent is found responsible for the alleged violation(s), the meeting will go into the sanctioning phase and the RLS or AD will discuss the range of possible sanctions with the respondent. At this time the respondent will have the opportunity to present her/his suggestions regarding the sanction(s).
 - b) If the respondent is found not responsible for the alleged violation(s), then the case will be dismissed and the respondent will be officially notified in writing.
3. The respondent will be notified of the official decision and sanctions (if any) in writing within 48 hours or two working days following the formal conduct meeting.
4. The respondent may appeal the decision of the RHC, RLS, or the AD based on the criteria outlined below for appeals.

Students should be aware that it is HBKU Housing and Residence Life practice to notify respective branch campuses of student conduct violations.

SANCTIONS

If a respondent is found responsible or accepts responsibility for violating the *Community Living Standards*, one or more of the following sanctions may be imposed:

Written Warning	A written warning is a formal and official recognition of misconduct with the condition that further violations of the <i>Community Living Standards</i> may result in more severe conduct action
Residential Disciplinary Probation	Probationary status whereby any further violations of the <i>Community Living Standards</i> during a specified period of time may result in eviction/removal from HBKU residence halls
Discretionary Sanctions	Work assignments, service to QF/Hamad bin Khalifa University or other related discretionary assignments. This may include service hours, educational projects, educational service time, fines or behavioral contracts
Restitution Compensation	Within a specified period of time, for loss or damage. This may take the form of appropriate service and/or monetary or material replacement
Residence Hall Restriction	Restricting the respondent from being in or around one or more residence halls for a definite period of time, after which the student is eligible to re-enter the formerly restricted facility
Residence Hall Suspension	Separation of the respondent from a residence hall(s) for a definite period of time, after which the student is eligible to return
Residential Building Expulsion	Permanent separation of the respondent from the residential areas
HBKU Student Housing Expulsion	Permanent separation of the respondent from residing in the HBKU Student Housing Complex and from visiting all the public or private areas in the complex.

STUDENT RIGHTS IN THE CONDUCT PROCESS

- a. The right to be informed in writing of alleged violations of the *Community Living Standards*.
- b. The complainant and the respondent have the right to inspect any documents and evidence which are to be submitted at the meeting.
- c. The complainant and the respondent may bring witnesses relevant to the alleged incident to the conduct meeting. The RHC, RLS or AD has the right to question any witnesses presented during the conduct meeting. The names of all witnesses and their relevance to the case must be submitted in writing no later than 24 hours prior to the conduct meeting.
- d. The respondent may be accompanied by an advisor of their choice. An advisor is anyone who will provide the respondent with support throughout the meeting. Advisors are not permitted to speak or to participate in the conduct meeting.
- e. The respondent is under no obligation to make any statement(s) relevant to the charge(s), nor answer any questions relevant to the charge(s). However, part of living in a residential community includes answering questions openly and honestly. As a result, should the respondent decide not to speak on their own behalf or to attend the meeting, the RLS or AD will make a decision based upon the information available at that time (the meeting will not be rescheduled).
- f. The respondent has the right to be treated with respect through the entire process.

STUDENT EXPECTATIONS IN THE CONDUCT PROCESS

As students continue through the conduct process, they are expected to abide by the following:

- a. Be respectful to professional and student staff involved;
- b. Attend meetings as requested;
- c. Respond to any communication (emails, phone calls, and letters) regarding the conduct process;
- d. Abide by the rules and policies in place in this document;
- e. Bear in mind that this is not a punitive process, but an educational one that involves the individual student and community at large.

APPEALS

Respondents have the right to appeal the decision imposed by a RHC in an informal meeting or the final decision of the RLS or AD in a formal disposition. Appeals must be filed, in writing, within five (5) HBKU working days of receipt of the decision and are to be directed to the Director of Housing and Residence Life (or his/her designee) for review. Appeals must be submitted based upon one of the following grounds:

- a. **Substantial Procedural Error** – This means the respondent was not provided the required notice or an opportunity for a fair hearing due to specified procedural errors, or errors in interpretation of policies or regulations, that were so substantial as to effectively deny the respondent a fair hearing. Reasonable deviations from the procedures set out in this regulation will not invalidate a decision or proceeding unless the respondent can show that, but for the deviation or error, there likely would have been a different outcome in the case.
- b. **New Evidence of a Substantive Nature** – This is defined as new, significant or relevant information that becomes available that could not have been discovered by a properly diligent respondent at the time of the original decision and that may have substantially affected the hearing or changed the outcome of the hearing.
- c. **Substantial Disproportionate Sanction** – This is defined as a sanction that appears to be disproportionately severe to the level or nature of the offense or the student's prior record.

The appeal request must cite the specific ground(s) for appeal and provide an explanation of why, based on these grounds, the results of the disciplinary process should be changed. Any supporting evidence or documentation that is not contained in the original case materials must be included in the request for appeal. Respondents must print and sign their name to the request for appeal document. Please note that an additional meeting is not held as a result of an appeal being submitted; rather the appeal process requires only that the information be evaluated on the basis for an appeal. During an appeal, any sanctions imposed will be temporarily stayed until the appeal has been reviewed. A decision will be rendered within five (5) HBKU working days following the submission of an appeal. The decision of the Director of Housing and Residence Life or his/her designee is final and will be provided to the respondent in writing.

INFORMATION FOR NON-RESIDENTS

If a respondent is a non-resident, they will be referred to their university/center as well as reviewed through the Housing and Residence Life conduct process to determine responsibility and sanctioning as required. A person found to be allegedly in violation of the *Community Living Standards* who is not a student in Hamad bin Khalifa University or partner universities will have the situation referred to QF HSSE.

EMERGENCY ADMINISTRATIVE ACTION

If a student appears to pose a risk of danger to self, or danger or disruption to the community, or any individual, emergency administrative action may be taken, including the immediate removal of the individual from the HBKU Student Housing Complex. Additionally, Housing and Residence Life reserves the right to terminate any in-room or computer connection without notice should it be determined that network traffic generated from that connection drastically inhibits or interferes with the use of the network by others. These actions do not require an admission of responsibility on the part of the respondent student. The decision whether to take Emergency Administrative Action is vested solely within the non-reviewable discretion of the Vice President for Student Affairs, the Director of Housing and Residence Life, or Assistant Director of Housing Services/Residence Life. Within three (3) business working days of the Emergency Administrative Action, a letter of alleged violation(s) will be provided to the student. Housing and Residence Life staff will schedule a meeting as soon as reasonably possible after the letter has been presented to the student. Pending the meeting, the Vice President for Student Affairs, the Director of Housing and Residence Life, or Assistant Director of Housing Services/Residence Life can modify the conditions of the emergency administrative action.



جامعة حمد بن خليفة

HAMAD BIN KHALIFA UNIVERSITY

APPENDICES

Appendix A

Housing Contract Hamad bin Khalifa University Housing and Residence Life

I. GENERAL

The purpose of this Housing Contract (herein referred to as "Contract") is for housing in the Hamad bin Khalifa University (herein referred to as "HBKU") Student Housing Complex, consisting of Shamali and Janoubi villages. This is a Contract between the student and HBKU Housing and Residence Life (herein referred to as "HRL") whereby the student agrees to settle all finance and other applicable charges unconditionally. This contract is binding for the complete period the student resides in HBKU Student Housing Complex and constitutes his/her obligation to pay Qatar Foundation (herein referred to as "QF") and/or HBKU all the applicable charges for the right of occupancy in the HBKU Student Housing Complex.

This Contract will be deemed effective upon endorsing the *Housing Application* provided that the applicant fulfills the eligibility criteria listed below in section II of this document. The terms and conditions of this Contract remain valid as long as the student continues to reside in HBKU Student Housing Complex, by renewing her/his Contract, and by not violating this Contract.

Students have the right to inhabit the assigned space in the HBKU Student Housing Complex as well as the right to use the shared or common facilities existing within the residential buildings where the resident has been assigned to live. The resident student is bound by the terms of this Contract and is only eligible to occupy the space assigned. Under no circumstances is a resident student permitted to rent or share this space with a third party without permission from HRL Staff.

II. ELIGIBILITY

To be considered for housing, a student must comply with the following requirements:

- Be registered as a full-time student in Hamad bin Khalifa University or one of its partner universities.
- Be in good standing with their academic institution;
- Submit an official Housing Application, including proof of payment of refundable housing deposit.
- For summer housing, the student must be a full time student in the semester prior to or the semester following the summer session, enrolled in at least one course, or have summer internship, and must have the application verified by the respective university, complete the summer housing application, and clear all outstanding payments for previous semesters.
- Any exceptions to the above must be approved by the Director of Housing and Residence Life or delegate.

A student who is dismissed from the HBKU Student Housing Complex may be deprived of the privilege to obtain future housing subject to HRL administrative decisions.

III. RESPONSIBILITIES

Students should be responsible for reading and understanding all communications from HRL including the *Community Living Standards* (herein referred to as “CLS”) and any amendments that will be made. Ignorance of any of the policies will not be accepted as an excuse for failure to act upon any matter or comply with the policies as laid down in the CLS.

IV. HOUSING APPLICATION

First time applicants are required to pay a Housing Deposit*. This deposit will be held as a reservation fee from August 1 until the point of check-in for applicants applying for housing for a Fall term and from January 1 until the point of check-in for applicants applying for housing for a Spring term. Any cancelation of bookings initiated by the student after the above mentioned dates will result in the forfeiture of said Housing Deposit. The student will not be granted access to the assigned space until the Housing Deposit is paid in full. For returning applicants, the Housing Deposit will be held as a reservation fee throughout the reapplication process. If after the completion of the application and assignments process, the student does not check-in to the assigned space under the stipulations discussed in section VI of this contract, the Housing Deposit will be forfeited.

All the terms and conditions mentioned in this *Contract* are applicable upon renewal (returning to HBKU Student Housing Complex). Students should submit a renewal application and participate in the HRL Room Selection Process by the announced due date or risk the loss of space in HBKU Student Housing Complex for the following year.

Upon renewal, a student will be charged for the full housing fee set for that particular space. Returning applicants who cancel their Housing Application after the set deadline will forfeit the Housing Deposit. The only exception to this would be a student who is not accepted into the academic program.

V. HOUSING ASSIGNMENTS

Assignments will be made based upon the receipt date of a complete application. The HRL staff does not make room assignments on the basis of race, color, religion, national origin, age or other social identity. Students with special needs who would like to request special accommodations must complete the relevant forms and provide the appropriate documentation (refer to Appendix C). HRL administration reserves the right to reassign students to other rooms/apartments for consolidation purposes, vacancies, maintenance or safety issues, policy violations or disruption to the living environment.

Room/apartment changes, including moves made within apartments, must be approved by the Residence Hall Coordinator (herein referred to as “RHC”) prior to moving. A short period is established at the opening of each semester during which no room/apartment or residence changes are made. Requests for room assignment changes will not be honored for reasons involving age, race, ethnicity, color, national origin, religion or other social identity.

Students requesting a room change are expected to exhaust the mediation process with their RHC if they are involved in a resident/student conflict. A student should see their Community Development Advisor (herein referred to as “CDA”) to initiate the mediation process.

VI. MOVE-IN DATES AND CHECK-IN REQUIREMENTS

Students are required to check-in to their assigned room within one week of the start of their classes for the Fall/Spring semester, and within 48 hours for the summer session. Students are expected to follow the requirements set forth in this *Contract*. Completing check-in can include, but is not limited to, submission of a proof of payment, obtaining an access

card/access from HRL Front Desk Staff and completing the room inventory procedure appropriately. The inventory should be completed accurately as it will be used to assess the condition of the room during or after the checkout process.

For the fall term each year, new students are permitted to move into their assigned space four days prior to the beginning of orientation. This is considered the official check-in date for new students for this Contract. Students contracted for the entire academic year (fall and spring semesters) can use or return to their space as needed between the fall and spring semesters without regard to the start of spring semester classes and without additional charges. Returning students who are only contracted for a single semester can only move in three days prior to the start of their classes for the given semester. This is considered the official check-in date for returning students for this Contract.

Students wishing to move in prior to the official check-in dates must update their check-in information by sending an email to housing@hbku.edu.qa at least three weeks in advance of their arrival date so HRL staff can make necessary arrangements. Such requests are conditional and those students approved for early arrival will be required to pay additional charges as applicable. Fees and extra charges will be outlined and communicated upon *approval* of the request. During these early move-in periods (a maximum of one week before official check-in date of the semester), students should be aware that there may be a lesser degree of staffing and services (e.g. live-in staff, maintenance, etc.) provided. Making a reservation does not guarantee housing and could result in an early check-in fee in addition to housing costs.

VII. RESIDENT SHORT TERM HOUSING

Resident Short Term (herein referred to as "RST") housing is provided on a weekly basis for students who are taking summer classes or have unique academic calendars or require additional housing outside of the regular semester start and end dates. Students wishing to apply to live in HBKU Student Housing Complex outside of the regular semesters should complete a RST Housing Application through the online Housing Portal. Students can stipulate anticipated check-in and check-out dates for their stay, but will ultimately be billed at a weekly rate (see section VIII of this contract) based on the date of their actual check-in and check-out. Before being granted RST housing, student must have fulfilled any financial obligations to HRL in full.

VIII. HOUSING FEES

The basic housing fees for HRL are listed in the table below. This is not an all-inclusive list and any other fees assessed as a result of damage (as discussed in section IX of this contract) will be based on current replacement costs. Housing and Residence Life reserves the right to make changes to these fees to account for cost of living increases after providing reasonable notice to students.

HBKU HOUSING AND RESIDENCE LIFE FEES	
Residential Unit Type	Rate Per Semester
Single Room	8,840 QAR
2 Bedroom Apartment	9,840 QAR
Studio Apartment	10,640 QAR
1 Bedroom Apartment	11,340 QAR
Resident Short Term Housing	Rate Per Week

Single Room	516 QAR
2 Bedroom Apartment	574 QAR
Studio Apartment	621 QAR
1 Bedroom Apartment	662 QAR
Other Fees	Rate
Housing Deposit*	2,000 QAR
Storage fee (one box)	200 QAR/Month
Storage fee (additional box if space permits)	50 QAR/Month
Improper Check-out	500 QAR
Access Card Replacement Fee	50 QAR
Lost Wardrobe or Room Key Fee	100 QAR
Room Change Fee	100 QAR
Lockout Fine	50 QAR/Lockout
Unlocking of Electronic Safe	50 QAR/Reset
Cleaning Fee	50 QAR/Hour
Labor Fee	50 QAR/Hour
Late Payment Fee for Fall & Spring	500 QAR/Semester
Late Payment Fee for Summer	30QAR/Week of Delay
Smoking Abatement Fee	500 QAR minimum

**The Housing Deposit is a one-time deposit paid with fees for the first semester a student lives on campus and carries through consecutive semesters that student lives on campus. This fee is refunded once a student completes his/her final checkout with no intent to return the subsequent semester and if there is no damage to the room or other additional charges remaining owed to Housing and Residence Life. Typically, this deposit is not covered by financial aid or scholarships. This deposit holds a student's reservation throughout the housing reapplication process. If a student cancels his/her reservation (once an assignment is offered by HRL) after August 1 (for Fall Semester) or January 1 (for Spring Semester), the Housing Deposit will be forfeited.*

All students are responsible for paying their fees before the cutoff date for each semester, which is September 5th for Fall, January 25th for Spring and prior to the check in for RST that is based on weekly rates. Students should provide a proof of payment as stipulated in section IV of this contract. Furthermore, students must have an account that is current or paid in full (i.e. no outstanding bills); failure to do so may result in inability to obtain an exit permit.

If a student has extenuating circumstances he/she may approach QF Finance to request a payment plan. Arrangements with QF Finance to make a payment plan shall be finalized before the semester payment cutoff date or late payment fee will apply.

IX. DAMAGE TO PROPERTY OR PERSONS

Students are expected to behave in a manner that is respectful of the environment in which they live and which reduces the risk of damage occurring. Students should not use the space for any disorderly purpose, or in such a manner as to interfere with the rights of other students in their academic pursuits. Such violations may subject students to disciplinary action with a HRL staff member.

To minimize further damage to QF/HBKU property, residents must report damages or concerns regarding maintenance, repairs or custodial conditions in his/her residence hall room/apartment via the appropriate manner stipulated by HRL. If loss or damage to space or furnishings (aside from reasonable wear and tear) occurs, the student will be billed for repair or replacement costs based upon the current appropriate value of the item in need for replacement. In the event the responsible individual of such damage cannot be identified, all resident students served by the common areas may be assessed equally for such repair and/or replacement costs. The RHC of the respective Residence Hall in conjunction with the Facilities Management Officer will determine the appropriate action to be taken related to common area damages.

The cost of repair or replacement of QF/HBKU property damaged after the completion of the inventory form will be charged to the room resident(s). If there are modifications once a student has accessed the room, they must report them in an appropriate manner stipulated by HRL.

While students are liable for all damages to QF/HBKU property resulting from theft, negligence, vandalism, accidents, or misuse, in the case of malicious damage, disciplinary action, as well as financial restitution, may be initiated by HRL.

QF/HBKU shall not be liable for any loss or damage to property or student's personal belongings resulting from fire, flood, interruption or failure of utilities such as air-conditioning or electricity, theft, casualty, or personal injuries occurring within the assigned space, other locations in the buildings or for any other causes unless such damages, losses or personal injuries are caused directly by or result from the proven negligence of QF/HBKU staff. All residents are encouraged to properly insure their items of value by purchasing a home care insurance policy. Students should take care of the assigned space and at the end of the contract period make every effort to return it in the same condition as it was received at check-in.

Rooms found to have signs of smoking will be assessed an odor removal (abatement) and/or cleaning fee to restore the apartment/room to a smoke free condition based on the current cleaning rates. The residents of those rooms will be responsible for paying the fees in full.

X. ROOM / APARTMENT ACCESS

QF/HBKU employees and/or contracted service providers shall provide, at scheduled times, general maintenance of assigned space i.e. cleaning, inspection, pest control and repair. HRL staff will accompany workers if necessary into student apartments to supervise work and inspections. During the semester and vacation periods, routine maintenance and cleaning will be done on schedules developed by QF/HBKU. Students shall inform HRL, within a reasonable amount of time, of any special maintenance or repairs required. A maintenance or repair request is treated as permission to access the assigned student space without prior notice, provided however, that entry for the purpose of making requested repairs or alterations should be at reasonable times. QF will repair damaged items as rapidly as can be accomplished (schedule for maintenance/repair will be provided reference to the manpower and spare part availability). To ensure that proper care is being taken of space, authorized QF/HBKU employees and contractors shall have the right, after having first given reasonable notice, to enter and/or to inspect the space from time to time. Additionally, HRL reserves the right to access apartments to conduct cleaning, maintenance, and inspection of student rooms, if deemed necessary, for which the student(s) may be billed.

Authorized entry and/or searches of student rooms by QF officials shall be authorized, escorted by HBKU staff and conducted under one or more of the following conditions:

- A. By the consent of an occupant of the room;
- B. By warrant issued by an appropriate legal body/agent;
- C. By authorization of an administrative search by the Director of Housing and Residence Life or delegate;
- D. Upon reasonable cause to believe that there is an emergency situation, critical incident, or violation of the laws of the State of Qatar, or the *Community Living Standards*.

XI. STORAGE OF ITEMS

Housing and Residence Life does not guarantee storage. When available, information and charges associated with temporary storage will be communicated to residents prior to the end of the spring semester.

Students are required to move all items themselves to and from the designated storage areas. If belongings were left anywhere outside the designated storage areas, HRL will dispose of them as per existing practices, and residents will be billed as per charges in Section VIII. All stored items should not be in violation of the CLS and are stored at the responsibility of the owner. QF/HBKU is not liable for any damage or loss that occurs during the storage period.

At the end of the summer storage period announced by HRL, students who do not collect their box(es) within one month of the scheduled pick-up date will risk disposal of stored items. HBKU Housing and Residence Life is then authorized, on behalf of the student, to dispose of the belongings without any financial obligation of any kind to the student, resulting from such a disposal, damage or loss. HBKU Housing and Residence Life will not ship items left in the residence halls or in temporary storage and will dispose of them according to existing practices.

XII. MOVE-OUT DATES AND CHECK-OUT PROCEDURE

When checking out of a room/apartment at the end of the semester or at any time during the semester, the resident will follow the check-out procedures available at front desk. The resident is responsible for properly completing the check-out procedures and leaving the room/apartment clean, including vacuuming, dusting, and removal and recycling of any accumulated trash. A student who fails to check out of his/her room by the scheduled date and time may be subject to an improper checkout fee.

To properly check out of the residence halls a resident must complete the following:

- One week before moving out of the living unit, students are expected to schedule a check-out, which needs to take place within 48 hours of their last academic commitment or graduation, whichever comes later.
- Students must remove all personal items in their room and ensure that the room is completely clean (trash, dust, and debris). Failure to do so will subject the student to a 500 QAR charge and/or risk forfeiture of all or part of the Housing Deposit. Students may incur extra charges if there is additional cleaning, maintenance, labor, or any other work which must be done in the room.
- At the scheduled time the student must meet the appointed HRL Representative (CDA or any professional staff) at the student room. The HRL Representative will assess the condition of the room and complete the check-out form.
- The student confirms the information on the room inventory form, which will be the basis for any assessed damage fees.

- Students must return their access card to the Front Desk of their prospective village. A fee will be charged to students for access cards that are lost or not returned upon check-out as per Section VIII of this contract.
- Upon check-out, students must remove from their laptops or personal tablets any software provided to them by QF/HBKU.
- If a student fails to check-out and leaves his/her belongings in the room, he/she will be charged a housing fee until he/she fulfills the check-out requirements.
- Clearance forms from partner universities will not be signed in case the resident does not pay outstanding charges and fees, and fulfill check out procedures i.e. provide required documents, and complete his/her contact information in starRez and room inventory.
- Any exception or waiver for check-out matters shall be reviewed and approved by the Director of Housing and Residence Life or delegate.
- Any financial exception outside the scope of HRL, shall be reviewed and approved by QF finance.

All check-outs must occur during Front Desk hours, which are 7:00am - 11:00pm on weekdays and 7:00am - 12:00am on weekends. Failure to follow proper check out procedures may result in the loss of the Housing Deposit and subject the student to additional charges such as improper check-out fee, labor, cleaning, logistics and maintenance cost. HRL reserves the right to make the final determination regarding any assessed damages and refunds.

In lieu of the traditional check-out, students may opt for the express check-out. Detailed information will be provided by the front desk when requested.

If a student wants to extend his/her stay in the housing complex after graduation, a request should come from the concerned student affairs department at the partner university from which the student graduated and sent to housing@hbku.edu.qa. The email should include name of student(s), specific start and end dates for the extension, and necessary documentation (e.g. proof of summer internship). If the request is granted, the graduate will receive approval in writing and is responsible for paying in advance appropriate fees and may be required to occupy a different space.

XIII. TERMINATION OF CONTRACT

Students who wish to cancel their room assignment must submit a written notice via e-mail to housing@hbku.edu.qa and complete and submit the *Withdrawal from Housing Form* to HRL. If the withdrawal takes place after the HBKU Student Housing Complex official check-in dates, the following Refund Policy will apply:

WITHDRAWAL PERIOD/CONTRACT TERMINATION	
<i>During Fall & Spring Terms</i>	<i>Refund</i>
Withdrawal during the first week from the check-in date of the semester, which is August 13, 2015 for Fall and January 1, 2016 for Spring	90% of Room Fee
Withdrawal during the second week from the check-in date of the semester, which is August 13, 2015 for Fall and January 1, 2016 for Spring	70% of Room Fee
Withdrawal during the third week from the check-in date of the semester, which is August 13, 2015 for Fall and January 1, 2016 for Spring	50% of Room Fee
Withdrawal after the third week from the check-in date of the	NO REFUND

semester, which is August 13, 2015 for Fall and January 1, 2016 for Spring	
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The above refund policy will not apply in the event of academic or disciplinary dismissal or suspension during the semester (whether this sanction comes from a university or HBKU organization, center or HBKU Housing and Residence Life), in which case the entire semester fee will be forfeited by the student. If a resident student withdraws to join another academic program, the refund policy will be at the discretion of HRL. Housing refund requests should be sent to housing@hbku.edu.qa along with an attached copy of passport with Valid Visa or valid Qatar ID card.

This contract can be terminated by HRL unconditionally due to any of the following conditions:

- A. **Change in Student Status:** Should a student at any time cease to be enrolled as a full time HBKU or Partner University student, the contract shall be terminated without notice, such notice being hereby waived. In such case, the refund policy above will apply.
- B. **Disciplinary Action:** If a student violates the *Community Living Standards* and/or this *Contract*, the student may be given written notice by HRL to cease and vacate the HBKU Student Housing Complex.
- C. **Failure to Check-in:** If a student fails to check-in to HBKU Student Housing Complex during the first week of classes, this Contract may be cancelled.
- D. **Failure to Vacate Space:** Upon the student's failure to vacate, HRL shall be entitled to immediate possession of the space, to take all necessary actions to secure possession without any other or future notice of any kind to the student, such notice being expressly waived, and to reassign the space.

Appendix B

HSSE Fire Evacuation Guidelines

As determined by QF HSSE, the recommended safe evacuation time for all persons from a building during a fire alarm is three minutes. Though QF HSSE and/or HBKU Housing and Residence Life cannot guarantee the absolute safety of residents within three minutes from the start of an actual fire, the three minute evacuation time is recommended as the safest timeframe in which a certain level of safety can be expected. Thus, all persons must vacate any time the fire alarm is sounded or an emergency situation arises that requires the evacuation anywhere in the HBKU Student Housing Complex. Every time the fire alarm sounds it must be treated as a real fire and all persons must evacuate within the three minute limit. All individuals in the building must follow the directions of the staff and other emergency personnel and may not re-enter the building until authorized by HBKU staff or emergency personnel. Failure to evacuate the building could result in judicial action.

Appendix C

Medical Request for Special Housing Consideration

If you have a medical condition or disability that would be aided if we could provide special housing consideration, you must complete this form including all of the following requirements:

1. Complete the bottom section of this form and return the form in its entirety to HBKU Housing and Residence Life (HRL) at least 30 days prior to your housing need or the annual Room Selection Process. You may scan and return the completed documents via email to housing@hbku.edu.qa as long as they are legible when scanned.
2. You are responsible for requesting that your health care provider (medical doctor) complete the attached form and return it to HRL. This supporting information from your health care provider must be received by HRL in order for your request to be considered. The medical information provided by you and your health care provider will be used for the purpose of evaluating your request for special housing and will be kept confidential and only used for the purpose of considering your special housing request.
3. Medical staff in Qatar Foundation's Health Clinic may review medical documentation. Your health care provider's documentation must provide enough details to allow qualified health care providers in the QF Health Clinic to make an independent judgment of the need for your request. Please understand that a simple request from a physician may be insufficient to support a request for accommodations; the request should be accompanied with a clear medical explanation and/or documentation of the specific nature of your medical condition and the reasons it necessitates special housing, if available. The medical provider's area of specialty should coincide with the student's medical request.
4. After reviewing the information provided by your health care provider, Housing and Residence Life professional staff, in consultation with the QF Health Clinic, will make a decision regarding the type of housing which would best meet your needs. All requests will be reviewed on an individual basis.
5. A medical condition alone does not qualify a student for special housing consideration. There must be a clear connection between the recommended housing arrangement and the impact on the student's medical condition. *Learning disabilities, asthma, allergies, attention deficit disorder, and most psychological disorders alone typically do not warrant special housing.*
6. Assignment to a specific residence hall/apartment cannot be guaranteed. Assignments are based both on the existence of a documented medical condition warranting special consideration, and the availability of space.
7. Students must adhere to the rules of the housing selection process.
8. When a decision has been made, HRL will notify you in writing via the email provided.
9. It is important that all deadlines be met in order for a timely decision to be made. Late requests may not be reviewed prior to student arrival.
10. Students need to reapply each year for special housing considerations and submit updated supporting documentation as necessary.

Medical Request for Special Housing Consideration

I am requesting special housing consideration because of a medical need or disability. I understand that it is my responsibility to contact my health care provider and to request that documentation be forwarded to HRL.

Name (Please Print): _____ Year in School: _____

Education City university/center: _____ E-Mail: _____

Mobile Number: _____ Current Housing Assignment: _____

Type of housing requested (single room, studio, 1 bedroom or 2 bedroom apartments):

Reason for request: _____

Student's Signature: _____ Date: _____

**Medical Request for Special Housing Consideration
HBKU Housing and Residence Life**

DIRECTIONS FOR THE HEALTH CARE PROVIDER

The information provided should be in enough detail to allow HBKU Housing and Residence Life to make an independent judgment of the need for the student's request. Clear, specific information about the student's medical conditions and the reasons why this medical condition dictates special housing consideration is necessary to evaluate the student's request. Please understand that a medical condition alone does not qualify a student for special housing consideration. **PLEASE NOTE: The health care provider must be an impartial individual who is not a family member.**

On letterhead stationery, please type responses to the following questions:

- 1) What is your medical specialty?
- 2) How long have you treated this patient for this condition?
- 3) What is the patient's condition? What special housing considerations do you recommend based upon the patient's condition? Why? Please provide a clear connection between the recommended housing arrangement and the impact on the student's condition.
- 4) What current medications or treatments, if any, are being prescribed for this condition? What are the ramifications of this medication that might affect the student's health?
- 5) In your estimation, would there be any detrimental effect on this patient's health if HRL was unable to grant this special housing request? If yes, please explain.

This letter must be returned to HBKU Housing and Residence Life. This may be scanned and sent via email (housing@hbku.edu.qa) provided the signature is legible, along with the letterhead and contact information.

Please return to: Housing and Residence Life
housing@hbku.edu.qa

Appendix D

Important Phone Numbers

HSSE Emergency	4454 0999
CDA On-Duty (Janoubi)	5585 5045
CDA On-Duty (Shamali)	5585 5039
Janoubi Front Desk	4023 7000
Shamali Front Desk	4023 5000
Primary Health Care Center in the Hamad bin Khalifa Student Center	4454 1244 or 4454 1240
Dental Primary Health Care Center in the Hamad bin Khalifa Student Center	4454 1244 or 4454 1240
Kulud Pharmacy in the Hamad bin Khalifa Student Center	4423 4481 or 4423 7214