
Danish House
My Place.
My Home.
STUDENT
HOSTEL
e-HANDBOOK

Foreword

On behalf of the management, we would like to extend a very warm welcome to you. Danish House was established in year 2003 and pioneered the student hostel in the Kampar Bandar Baru region. To date, we have accommodated over 26,000 students within Dataran Kampar and the Westlake Homes area. Our aim is to provide holistic student hostel packages to suit any budget and requirement. We believe in offering our best to you. We are glad that you have chosen to stay with us and hope that your stay with us would be an enjoyable one.

Westlake Homes and the shop houses are intentionally built for students' accommodation. Not only providing fully furnished accommodation, we also provide a list of complementary services which are not available in other students' accommodation such as security, laundry, cleaning and broadband online services.

The hostel is strategically located just at a stone's throw distance from campus. In addition, amenities such as café, stationery and convenience stores are in abundance.

Apart from a fully furnished room, each resident gets to become part of a community living as he/she gets to share common facilities with other house mates. There is thus ample opportunity for making friends and socializing, which is a vital part of a student's life.

We hope that during your stay with us, not only would you achieve academic excellence but more importantly, you would learn to practice tolerance, patience, responsibility and kindness. The process enables you to interact and socialize scope widening is therefore made possible.

Lastly, we would like to wish you all the best in your future undertakings.

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1. Introduction

Apart from a conducive study environment, students today are also looking for security, availability of facilities and proximity to amenities when choosing an accommodation. We therefore, strive to meet such needs so that students can focus on your studies.

Our hostel ethoses are as follows: -

- We strive to provide a safe, friendly and conducive environment for the students and their welfare is our priority; To this end, we require the residents' full cooperation and fullest support;
- We envisage a peaceful, quiet and clean environment for the benefit of all residents;
- We will provide support services in the form of wardens, cleaners and 24 hours' security for the residents.

1.1 Room and unit facilities

Items provided in unit and room are as follows: -

Bedroom	Bathroom	Unit
Bed	Water heater	Refrigerator
Mattress	Toilet bowl	Table
Wardrobe	Light	Sink
Study table	Wash basin	Work counter top
Study chair		Ceiling fan
Curtains		Light
Curtain railings		Dustbin*
Ceiling fan		Ceiling fan
Light		Fire extinguisher**
		TV cabinet***
		TV***

* (Danish and Classic House only)
** (Certain house types/floor)
*** (Certain house types)
**** (Certain floor)

1.1.1 Residents must provide own bedsheet and use the bedsheet for mattress at all times.

1.1.2 To ensure that all above are in good working condition, residents' cooperation is highly valued.

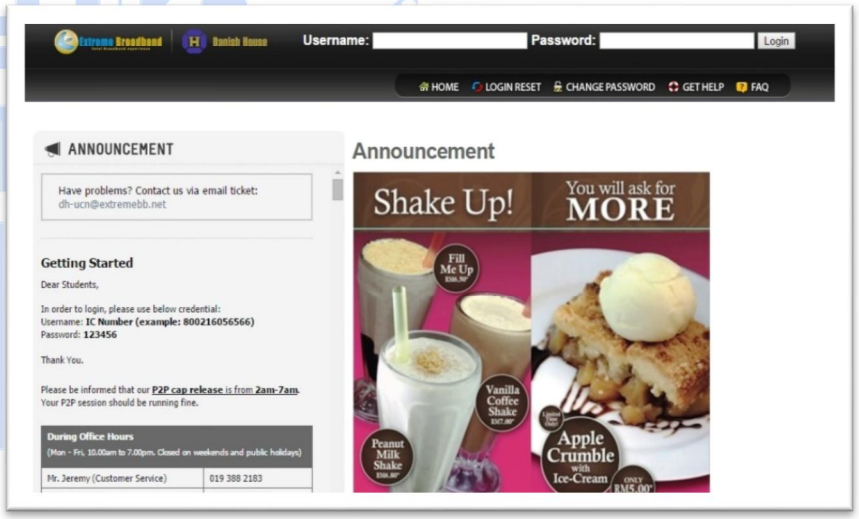
1.2 DH Student Service Package

1.2.1 Internet Broadband

The hostel will provide broadband online services for your convenience to complete the assignments and emailing purposes. Residents should always keep the modem and router at a dry and clean place.

1.2.1.1 Internet connection and access methods

- Step 1: Go to your laptop wireless connection and search for all wireless networks in range.
- Step 2: Find the "DH-Hotspot – WIFI" from the list of available networks (SSID) and select it.
- Step 3: The status will display as connected signifying you are connected to the WIFI network.
- Step 4: Once you've connected to the WIFI network, simply launch your Web browser and you will be taken to the Extreme Broadband login page as below shown.



- Step 5: At the top portion of the Login Page, observe that there's a Username and Password field.
- Step 6: Type in your NRIC (Malaysia Citizen) or PASSPORT number as the Username, and dh123456 as the Password. Then click Login. This is just a default

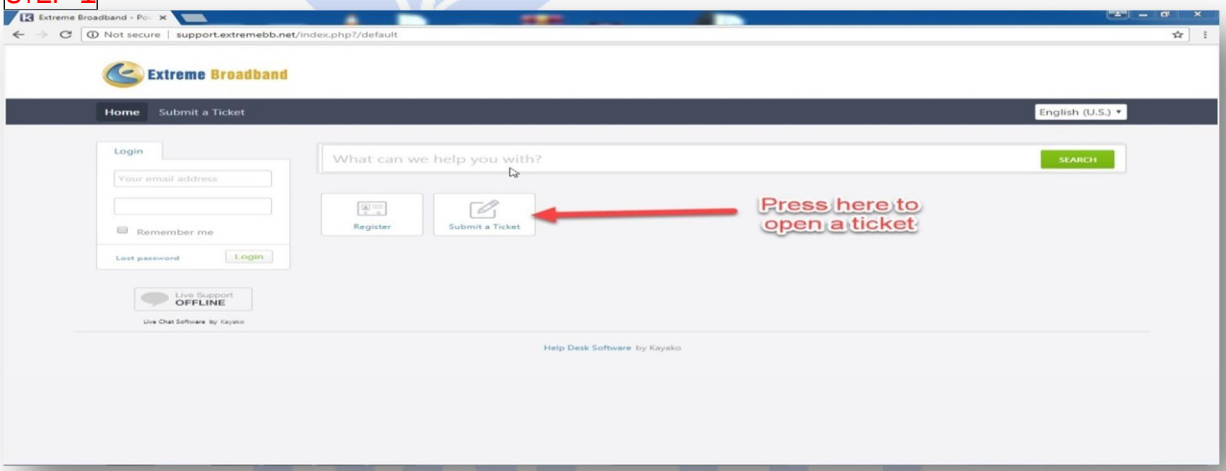
password and you may change it to any desired password later, by clicking on "Change Password"



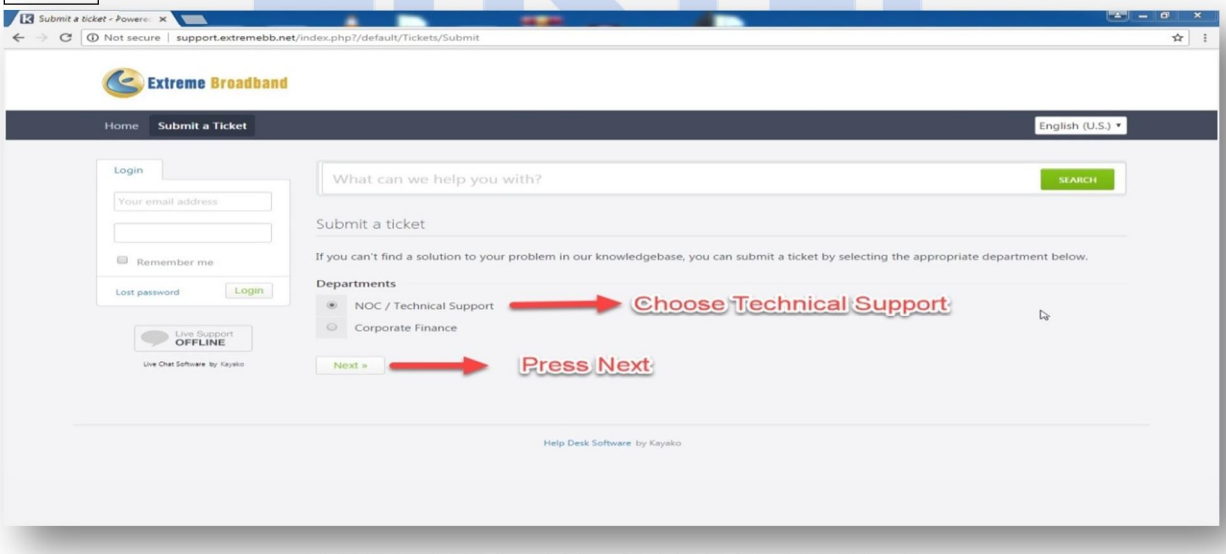
- Step 7: If you have successfully logged in, you will be able to view the info at the top portion of the Login Page as shown above. Now you can proceed to surf the Internet and enjoy the web.

1.2.1.2 Extreme Broadband (EBB) Ticketing Method

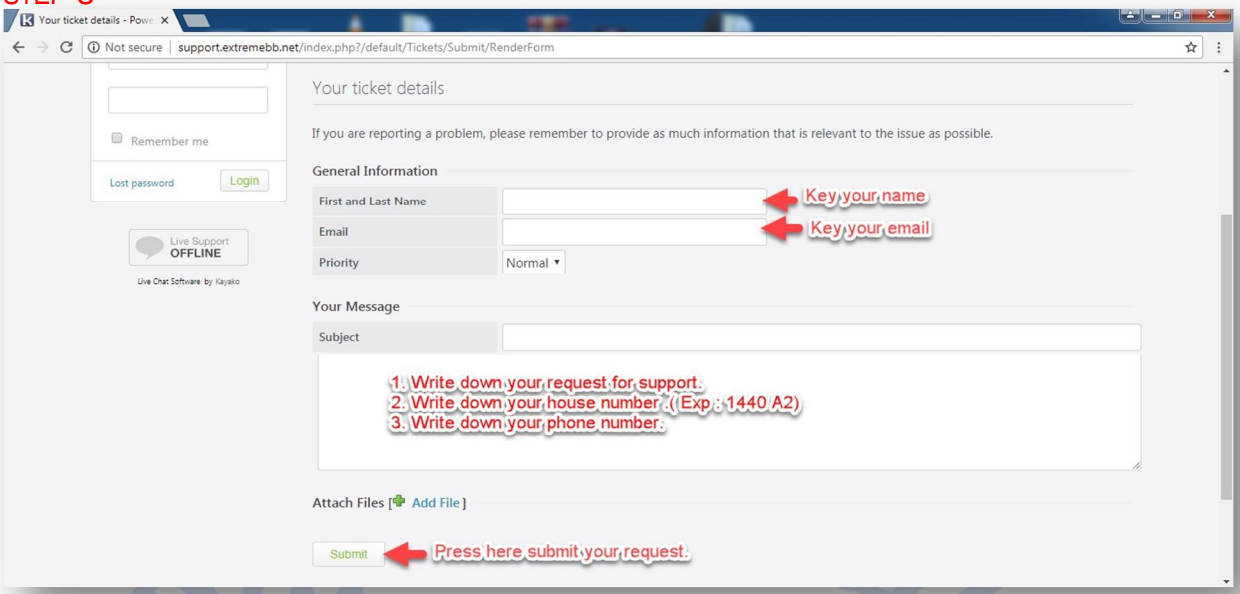
STEP 1



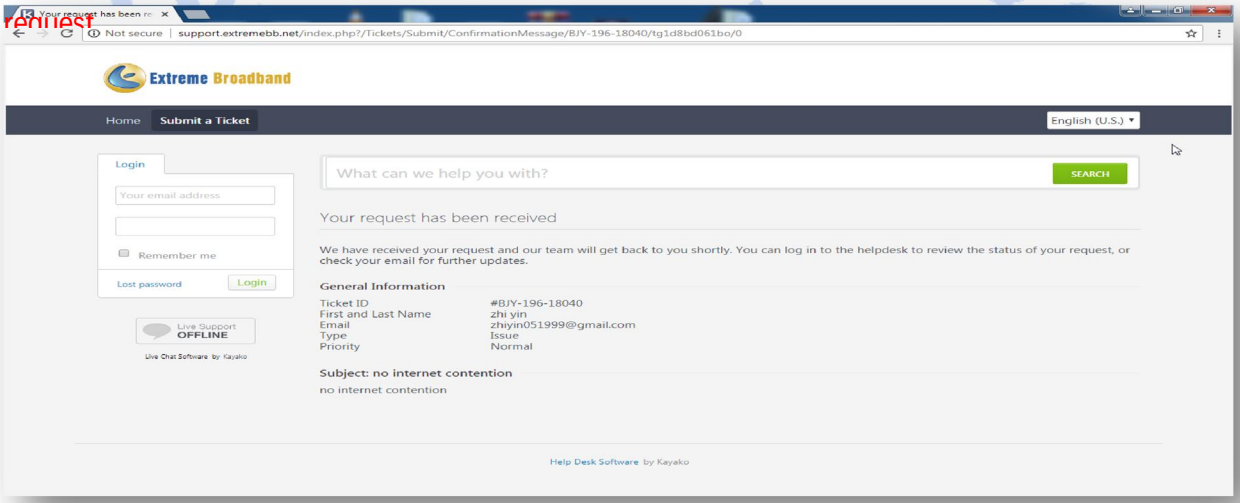
STEP 2



STEP 3



Done submitting the ticket, Extreme Broadband (EBB) staff will follow up with your request



1.2.2 Pickup Drop-off Laundry

1.2.2.1 Laundry services are provided for all residents on a weekly basis.

1.2.2.2 Residents are required to drop off and collect their laundry at a specified time and place. The laundry schedule will be posted on the residents' notice board or downloaded from DH website.

1.2.2.3 Each resident gets to enjoy up to 7 kg load of laundry cleaned per week and up to four (4) times

a month. In view of such services provided, students are not permitted to hang their laundry near their windows as this will tarnish the overall image of the hostel.

*Please refer to Appendix 1 for schedule and location.

1.2.3 House Keeping

1.2.3.1 Our housekeeping team will clean the common areas of the hostel, including your respective bathroom/toilet (once a fortnight), sweeping and mopping the pantry area on a weekly basis.

1.2.3.2 The cleaning schedule will be posted on the residents' notice board. Therefore, the residents are expected to refer to the notice board for such information.

1.2.4 Maintenance

1.2.4.1 If something is in need of repair or attention, please log in to DH2u online tenant portal through http://portal.danishhouse.com.my/main/login.php and fill up the incident inquiry, or from Service Request counter.

1.2.4.2 We aim to carry out all repairs in a reasonable time, and we put repairs in order of importance, depending on their urgency and type of repair.

1.2.4.3 If the requested item is not fixed after a couple of days, please see our Service Request officer personally.

1.2.4.4 If you need to report an emergency repair outside office hours, please contact the duty warden a t 012-469 3740.

1.2.5 Van Shuttle

1.2.5.1 Van services are available for residents to commute to train/bus stations in old town and also to run errands in supermarkets (i.e.: Econsave and Tesco) at no additional costs.

1.2.5.2 Residents are to present your Resident Card upon embarking into the van.

1.2.5.3 Please refer to notice board and DH website for the shuttle schedule to coordinate your time accordingly as it is based on first come first serve basis.

1.2.5.4 Van shuttle service will be unavailable during Public Holidays and schedule is subject to change as and when deemed required.

1.2.6 Security

We believe that safety is a vital aspect of your accommodation. As such, DH provides 24 hours of security for your safety. Several levels of security measures offered are:-

1.2.6.1 Hotline

During non - working hours, residents can contact DH Hotline for assistance at 012-469 3740. Kindly use this line appropriately. Fake calls will not be tolerated.

1.2.6.2 Warden

We have warden who are available to assist residents where needed. Residents may submit their complaints, requests, problems or reports to the wardens especially during non- working hours.

Warden duty hours: 5:00 pm – 2:00 am

2:00 am onwards will be assisted by Security team

1.2.6.3 Gated and Guarded

Westlake Homes is gated and guarded in order to create a safer environment for residents to stay in. Visitors or any kind will be monitored and registered upon entry/exit. Security guards will also be responsible to control traffic when required. (Applicable to most Westlake Homes projects)

1.2.6.4 Security Patrolling

Security guards will make rounds within the Westlake Homes compound according to shift rotation.

1.3 Student Service Counter (Admin Office)

Serving Student Counter handles all residents' administrative matters ranging from room introduction, room registration all the way to check-out processes.

Admin Office operating hours is as follow:
Mondays – Fridays : 9:00 am – 5:00 pm
Saturdays : 9:00 am – 12:00 pm
This applies to all DH offices : Main Office, Manchester Office and Westlake Villas Office.

1.3.1 Payment

Residents can make manual monthly rental and utility payments here. Alternatively, residents also have the options of doing it online.
Kindly refer to "2. 3) Payment Mode" for payment details.

1.3.2 Tenancy Agreement

All matters pertaining to Tenancy Agreement and landlords will be assisted and addressed at this counter.

Kindly refer to "(3.0) Tenancy Agreement Processes" for details.

1.4 Service Request Counter

1.4.1 Type of services that is rendered by Service Request Counter for DH resident are as follows:-

1.4.1.1 Service requests (feedback, repairing, maintaining, general cleaning requests appointments) can be done manually here or via Tenant Online Portal "DH2u" through http://portal.danishhouse.com.my/main/login.php

1.4.1.2 Additional cleaning services on top of the general services provided can be requested here as well (i.e.: extra toilet cleaning services, room cleaning, additional laundry washing, etc.) at a chargeable fee.

1.4.1.3 Schedules for services such as laundry, van shuttle and housekeeping are available here. Alternatively, you can also retrieve them from www.danishhouse.com.my

1.4.2 Non DH Resident Service Request.

Apart from servicing DH residents, Service Request Counter also assists other Westlake Homes residents in several areas.

1.4.2.1 Non DH resident Vehicle Stickers

Non DH residents residing within Westlake Homes can register and apply their WLH car stickers here.

1.4.2.2 Westlake Homes Resident Cards

Non DH residents residing within Westlake Homes can register and apply their Westlake Homes Resident Cards here.

1.5 Reading Room (Danish and Classic House only)

1.5.1 Reading rooms are a shared room for group study purposes.

1.5.2 No booking is required but it is based on first-come, first serve basis.

1.5.3 Residents are to ensure that reading room is to be kept clean and in order at all times.

1.5.4 Reading room is available between 5:00 pm and 11:00 pm.

1.6 Bicycle Parking @ Shop-lot 2391 (Danish and Classic House only)

1.6.1 Bicycle parking bay is only available for DH residents.

1.6.2 Residents need to apply for vehicle sticker from DH office. Vehicle stickers are free of charge. Residents are to remove vehicle stickers and return stickers to DH Office upon check out. Only a maximum of 2 vehicle stickers are allowed.

1.6.3 Bicycle parking bays are available at any time of the day. However, residents are very much advised to lock your vehicle at all times.

1.6.4 Management reserves the right to clear/remove any vehicles that are not collected within 3 month after residents check out.

2. Administration Processes

Administrative procedures are in place to smoothen the registration, check-in, check-out processes. The general guide below will allow residents to better prepare themselves at different transition stages of their stay with DH.

2.1 Check-in and Check-out Procedure

2.1.1 Check –In

All residents will check-in at the registration counters located in the Admin Office. The following payments are required:-

- 2 months deposit (rental and utility deposits) – refundable
- 1 month rental in advance
- 1 year agreement stamp duty fees.
- Administration fee

  RM50 (Westlake Villas)

  RM50 (Westlake Homes),

  RM30 (Danish, Classic, Malacca & China House).

2.1.1.1 Residents will be issued with a set of key and access card.

2.1.1.2 In the event of any key and/or access card loss, residents will be required to pay a required amount.

2.1.1.3 Residents will be issued with DH Residents' Handbook, detailing information about the hostel and the rules and regulations thereof. Please peruse this handbook more closely.

2.1.1.4 When residents enter your assigned unit, an "inventory check- in form" will be provided in order to ensure that all handed over items/furniture in your room and unit are in good order. Should any of the items are found missing or not in good order; please inform Service Request Counter immediately.

2.1.1.5 Residents are required to complete the "inventory check-in" form and return it to Service Request Counter within a week upon admission to our hostel.

2.1.1.6 In the event that residents fail to return the form, DH will assume that everything is in order.

* Residents will be given a Tenancy Agreement to sign upon booking/check –in.

Kindly refer to "3.0) Tenancy Agreement Processes".

2.1.2 Check –out

Residents are required to give at least two (2) months' notice prior to their departure according to the Tenancy Agreement. Check out timetable is as follows:-

Mondays to Fridays	9:00 am to 4:00 pm
Saturdays	9:00 am to 11:00 am
Sundays and Public Holidays	Closed

2.1.2.1 Before check out time, a full inspection will be made on the resident's room and common area to ensure that everything is in order.

2.1.2.2 All keys and hostel properties must be returned in good condition.

2.1.2.3 An "inventory check-out" form must be completed before residents vacate the room.

2.1.2.4 All rooms must be properly cleaned before being vacated.

2.1.2.5 Charges will be imposed on damages due to negligence or intentional act(s).

2.1.2.6 All outstanding payments must be settled before checking out.

2.1.2.7 Refund of deposits will be refunded via cash or bank transfer.

2.2 Rental and Payment

2.2.1 Room rental will be collected according to the period that stated in agreement (10 days period).

2.2.2 Action will be taken upon residents if rent payment is not made after the stipulated period.

2.2.3 Temporary termination of services will only resume if and when overdue rental payments are made.

2.2.4 Residents are expected to continue paying for rental and utility charges during their semester break.

2.3 Payment mode

2.3.1 Residents may choose to pay your rental via "DH2u" tenant online portal through http://portal.danishhouse.com.my/main/login.php

2.3.2 Residents are required to keep all rent receipts. In the event of disputes, these receipts will serve as proof of payment. Lost or misplaced receipts will not be accepted as an excuse.

2.4 Room Assignment

2.4.1 The management reserves the right to allocate rooms as deemed fit.

2.4.2 Residents are NOT ALLOWED to swapped rooms with others without first seeking the consent of the management staff.

2.4.3 Residents are NOT ALLOWED to duplicate or simply pass room keys and door keys without the approval of the management staff.

2.4.4 Visitors must accompany by respective residents when enter to the hostel.

2.4.5 Due to any unforeseen and unavoidable circumstances should residents require changing room, a fee of RM 50 is applicable.

2.5 Reshuffling (Room Change)

2.5.1 DH Management reserves the right to reshuffle resident into different rooms.

2.5.2 Room change requested by resident will be considered and allocation for room change is subjected to the approval of DH Management.

2.5.3 Resident is only allowed to change their room once a year.

2.5.4 RM50* administration fees will be charged for Room Change procedure.

2.5.5 Submission of requisition (fill in Room Change Request Form) and the process of room change are fixed on monthly basis and are as follow:

2.5.5.1 Option 1:

Requisition Period : 1st - 20th of the month

Processing Period : 26th – 31st of the month

Option 2:

Requisition Period : 21st - 31st of the month

Processing Period : 26th – 31st of next month

3. Tenancy Agreement Processes

3.1 Tenancy Agreement – Upon Check-in

3.1.1 Residents are required to sign a one (1) year tenancy agreement with DH upon check-in day. Prior to signing, agreement main points will be explained.

3.1.2 There are two tenancy agreement expiry period.

3.1.2.1 30 April

3.1.2.2 31 Dec

3.1.3 Residents are to give advance notice to Landlord personnel in Admin Office preferably two (2 months) prior to Tenancy Agreement expiry date on their intentions as to

Renewal of Tenancy Agreement, or

Renewal of Tenancy Agreement (with Room Change), or

Termination of Tenancy Agreement

3.2 Tenancy Agreement - Renewal

3.2.1 In the event of renewal of tenancy agreement, residents are to ensure that they physically come to the Landlord Counter (Admin Office) to renew the tenancy agreement through signing verification.

3.3 Tenancy Agreement – Renewal and Room Change

3.3.1 Residents are allowed to change room when renewing their tenancy agreement. Residents are required to apply for renewal and change room procedure one (1) month PRIOR to Tenancy Agreement expiry date.

3.3.2 Room change fee of RM50 is waived during renewal of Tenancy Agreement.

3.3.3 Submission of "Change Room Request Form" will then follow the precedent from item "2.5.5.1".

3.4 Tenancy Agreement - Termination

Termination of tenancy agreement in any form requires the "Check out Request Form" to be filled up preferably 2 months prior to check out date before actual check out can take place.

Please refer to the responsibilities of residents and expected room condition upon check from "2.1) Check- in and Check-out Procedure".

3.4.1 Expiry Termination

3.4.1.1 In the event of termination of tenancy agreement residents are to notify DH on selected check-out date.

3.4.1.2 Residents are to ensure that check out date is before or on agreement tenancy expiry date.

3.4.1.3 Check –out period

Mondays to Fridays	: 09:00 am – 11:00 am
	: 02:00 pm – 04:00 pm
Saturdays	: 09:00 am – 11:00 am
Sundays and Public Holidays	: Closed

3.4.2 Premature Termination

3.4.2.1 Residents are only permissible to prematurely terminate the tenancy agreement due to academic reasons.

3.4.2.2 Residents are to provide the following supporting documents when submitting the "check out request form" for verification:

- Student ID
- Course structure
- Exam timetable
- Internship Offer Letter with company letter head (if applicable) - Internship
- Graduation Letter with University's letterhead - Graduating
- Withdrawal letter from University.

3.4.2.3 Permissible and verified premature termination will then follow procedure stated in "3.4 Tenancy Agreement - Termination".

4. Additional Information on our Services.

During your stay with DH student hostel, residents may encounter situations that may require a little more understanding of the services that we are providing. DH management requires full cooperation from residents in order to have a comfortable stay in DH.

4.1 Safety and Security

Although we provide 24 hours security service for the hostel areas, the residents are also required to abide by the following rules for security and safety purposes:

4.1.1 All residents are required to carry their residents' ID with them at all times.

4.1.2 Residents will have to bear their own responsibility in safeguarding their own valuables and belongings. Unit and room doors should be locked at all times when the residents are not in or not.

4.1.3 All residents are responsible to ensure that all entries and exits to residential units are locked at all times.

4.1.4 Male residents are prohibited from entering a female designated unit and vice versa. Socializing between the two sexes should be confined to common areas in the hostel

4.1.5 Speeding in the hostel area is strictly prohibited.

4.1.6 The management shall not under any circumstances be responsible for:-

4.1.6.1 Any damage, loss or theft of any money, property and other valuables belonging to the residents and/or their visitors, whether the damage, loss or theft occurred is in or out of their rooms.

4.1.6.2 Any personal injuries suffered by the residents and/or their visitors, however caused.

4.2 Up keeping, Maintenance and Repair

4.2.1 If something is in need of repair or attention, please fill up the respective form available in the DH Offices.

4.2.2 We aim to carry out all repairs in a reasonable time, and we put repairs in order of importance, depending on their urgency and type of repair.

4.2.3 If the requested item is not fixed after a couple of days, please see your respective DH officers personally.

4.2.4 If you need to report an emergency repair outside office hours, please contact the duty warden on 012-469 3740.

4.3 Replacement Cost and Fine List

4.3.1 The residents shall be responsible for the hostel, the furniture(s), equipment(s), and/or electrical appliance(s) in the hostel together and/or severably with all residents of the hostel.

4.3.2 In the event that there is any damage or loss of any furniture(s), equipment(s), electrical appliance(s) and/or damage made to the hostel, the person responsible for the damage or loss shall be required to pay for the repairs and/or replacement of the same.

Item	Offense	Fine (RM)
1.	Loss or damage of room key	10.00/Key
2.	Loss or damage of access card	50.00
3.	Loss or damage of furniture, equipment, electrical appliances, building accessories and etc.	As per replacement unit market price and/or forfeit deposit
4.	Any other offence at the discretion of the warden	50.00
5.	All forms of vandalism within the hostel	200.00
6.	Allow visitor stay overnight	200.00
7.	Barbecue in car porch	200.00
8.	Borrow Keys (per pc) - office hour / non-office hour	1.00 / 2.00
9.	Changing of room without permission (resident)	100.00
10.	Create noise pollution i.e.: noise nuisance, excessive noise by use of devices or appliances including of radio, television & etc.	50.00
11.	Cooking in any part of the hostel (using of stove, microwave in any part of the premises)	100.00
12.	Dirtying room or any part of the premises	100.00

13.	Illegal stay / break into other room (non-resident)	300.00
14.	Improper dressing within hostel common area (immoral)	50.00
15.	Leaving room light or / and fans when residents are not in	100.00

Item	Offense	Fine (RM)
16.	Left key on the doors	10.00
17.	Misuse of fire-extinguisher	100.00
18.	Misuse of resident card	10.00
19.	Nailing or paste poster on the walls	50.00
20.	Removing furniture from its original location	50.00
21.	Smoking in the room / premises	200.00
22.	Staining of wall (dirty stain / hand writing / Ink marking / sticker / masking tape marking)	100.00
23.	Throwing rubbish or left over food into the basin bottle trap & toilet bowl	50.00
24.	Keeping pets at hostel	300.00
25.	Wasting electricity / water	200.00

4.3.3 If there is no ownership to the damage or loss, then the management reserves the right to charge such costs of repair and/or replacement among the resident(s) of the hostel or the residents of the respective floor according to market value.

5. General Information

5.1 Rules and Regulations

Residents are required to abide with the following rules and regulations.

5.1.1 Room and Unit Matters

5.1.1.1 Only residents who have been assigned to a particular room are allowed to stay in that room.

5.1.1.2 Residents who desire to change rooms after the assignment can do so only with the prior consent of the management.

5.1.1.3 Residents are to ensure no moving of any furniture or fittings in or out of the common area, pantry area and other without the prior consent of the management.

5.1.1.4 Residents are required to use the hostel furniture provided with care.

5.1.1.5 Residents are to ensure no hammering or affixing nails or screws to any walls.

5.1.1.6 Residents are to ensure no hanging of clothes near their window or the verandah area.

5.1.1.7 Residents are to ensure to only flush excretion into toilet bowls. Non excretion found in toilet bowls or objects found in floor traps resulting in repairs will be borne by residents (i.e.: bar soap, toiletries items, small bottles, toilet rolls, sanitary pads etc.).

5.1.2 Peaceful and Safe Environment

5.1.2.1 Residents are reminded that no cooking is permitted in the unit. As cooking can lead to fire hazards, it is important that this rule is taken seriously for the safety of everyone in the unit.

5.1.2.2 Residents of the same floor are responsible for their respective refrigerators. Label name and keep food items in containers to avoid confusion. Clean and discard expired items periodically. Residents are solely accountable for their food items in the fridge.

5.1.2.3 Residents are to ensure that no hard, sharp or metal objects are used to remove ice in the freezer. Defrost when necessary.

5.1.2.4 Residents should maintain peace and harmony within the hostel by limiting noise volume to the minimum especially from 11:00pm onwards.

5.1.2.5 Residents are to ensure no using of candles or other inflammable products in the unit or any part of the hostel area.

5.1.2.6 Residents are to be reminded that consumption of alcohol, gambling and smoking are strictly prohibited in the hostel.

5.1.2.7 Residents are expected to dress appropriately in the hostel.

5.1.3 Environmental Friendliness

5.1.3.1 All lights and fans must be switched off when not in use.

5.1.3.2 All taps should be turned off when not in use.

5.1.4 Admin

5.1.4.1 In the event that any damages or loss occur or if the maintenance work has to be done in the rooms, residents should inform the Service Request Office on such damages and/or maintenance work.

No residents are allowed to repair the work themselves.

5.1.4.2 Residents will be charged accordingly for any damages and/or non-compliance to the rules as stated above.

5.1.4.3 Spot checks shall be conducted from time to time to ensure that all rooms and common areas are in order. Spot checks are conducted with or without warning to the residents but with the presence of the residents (for room related matter).

The management reserves the right to amend the existing rule and add new rules in connection with the hostel from time to time. Such amendments and/or additions will be posted on the residents' notice board accordingly.

5.2 Visitors

5.2.1 All visitors must leave the hostel by 11.00 p.m.

5.2.2 All visitors must register with the security guard.

5.2.3 All visitors are not permitted to stay overnight inside the hostel. This includes family members, relatives, male or female friends of residents.

5.2.4 Residents are responsible for the behavior of their visitors, including any damage to the property, loss or theft of any items belonging to the hostel

5.2.5 The management reserves the right to deny any visitor entry into hostel.

5.3 Cleanliness and Order

For the benefits of all residents, it is vital for you to follow the rules below so that you can stay in a clean and hygienic environment:-

5.3.1 Residents are responsible for the tidiness and cleanliness of their rooms and their respective common areas and facilities

5.3.2 Residents are required to dispose their rubbish into the dustbin (and cover with lid at all times) provided and located near the entrance to their respective level/unit

5.3.3 Residents are required to do their own washing after eating. Housekeeping team sweeps and mops common/pantry areas only.

5.4 Behavior and Discipline

Suspicious behavior or unacceptable habits or practices that warrant attention or has been brought to management's attention will be investigated. Investigation can be in form of phone or face to face interviews, observations or spot checks.

5.4.1 Spot Checks

5.4.1.1 The management reserves the right to carry random spot checks from time to time. Spot checks will be carried out by the management staff or warden on duty.

5.4.1.2 Residents may or may not be present during such spot checks. However, room spot check will only be conducted if and when residents are present only.

5.5 Breach of Rules and Regulations and Misconduct

We take any breach of the Rules & Regulations detailed above or misconduct seriously and will take appropriate actions thereof. Residents found guilty of breaching the Rules & Regulations will be issued with due warning, fine, suspension or eviction from the hostel depending on the seriousness and frequency of the offence.

Therefore, we would appreciate if residents could cooperate with the management as in doing so, they will get to enjoy a peaceful, clean and safe environment during their stay at our hostel.

The following are regarded as <u>serious offences</u>:-

5.5.1 Theft, robbery, removing hostel property

5.5.2 Fighting

5.5.3 Hacking

5.5.4 Rape

5.5.5 Entering the room of the opposite sex

5.5.6 Damaging or willfully vandalizing the hostel property

5.5.7 Drug taking or drug peddling

5.5.8 Consuming alcohol

5.5.9 Challenging hostel staff

5.5.10 Arson

5.5.11 Molesting or outraging immodesty

5.5.12 Possession of weapons

5.5.13 Any other offence that is against the laws of Malaysia

Residents found guilty of committing any of the above may face immediate expulsion.

5.6 Expulsion Procedure

5.6.1 Warning letter for the first offence

5.6.2 2nd Offence warning letter and final warning;

5.6.3 3rd Offence may attract immediate expulsion.

6. Emergency and Safety Procedures

6.1 Emergency Procedures

6.1.1 In the event of a fire, resident must inform the warden or the security guard immediately. Residents must vacate the hostel immediately and assemble at designated Emergency

6.1.2 Emergency Assembly Point.

Location	Dataran Kampar	Westlake Homes	Westlake Villas
Emergency Assembly Point	Jalan Hala Timah 1	WLH, Jln Seksyen 1/4, (Basketball court)	1) Visitor parking lot before Villas guard house 2) Basketball court

6.1.3 If it is a small fire, use the fire extinguishers available. In the event of any accidents or injuries, the warden or security guards would have to be contacted immediately for assistance.

6.2 Emergency Contact Numbers

General Hospital, Kampar	05 - 465 3333
Police Station	05 - 465 2222
Bomba (Fire Station)	05 - 466 4444
Danish House Hotline	012- 469 3740

6.3 Key Contact Numbers

Danish House Offices	
Danish House Office (Main Office)	05 - 467 1666 / 0111 - 060 1822
Westlake Homes (Manchester Office)	05 - 467 1763 / 0111 - 060 1622
Westlake Villas (WV Office)	0111 - 060 1322

Extreme Broadband (EBB)	
Helpdesk - WhatsApp only	019 - 388 3272
Phone	03 - 8320 0000
Email	dh-ucn@extremebb.net
Tenaga Nasional Berhad (TNB) – Kampar	05 - 466 0969 / 15454 (Hotline)
Lembaga Air Perak (LAP) – Kampar	05 - 465 1179
KTM Kampar	05 - 4659053
Sport @ Grand Kampar	05 - 466 6228

6.4 Force Majeure

In the event that any of the hostel premises has to be closed because of fire, explosion, terrorism or act of God, the management has the right to immediately terminate this contract. The management shall not be liable to the resident for any such damage caused.

7. Student Guide

7.1 Danish House Offices - Dataran Kampar, Westlake Homes and Westlake Villas

Dataran Kampar – DH Main Office



Westlake Homes – DH Manchester Office



Westlake Homes – DH Westlake Villas



7.2 Map – Bandar Baru Kampar



8. Appendix (Laundry Schedule)

LAUNDRY SERVICE FOR WESTLAKE HOMES

HOUSE TYPE	HOUSE NO.	VENUE	DROP OFF	PICK UP
BEIJING	1010, 1011, 1013, 1014, 1031, 1032, 1033, 1041, 1042, 1043, 1044, 1046, 1118, 1119, 1124, 1125, 1126,	LOT 1155, JLN SEKSYEN 1/2	MONDAY (8:30AM ~ 6:30PM)	TUESDAY (8:30AM ~ 6:30PM)
BEIJING	1016, 1047, 1048, 1049, 1050, 1051,	LOT 1112, JLN SEKSYEN 1/2		
OXFORD	1134, 1135, 1136, 1137, 1138, 1139, 1173, 1177, 1187, 1188, 1195,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1313, 1317, 1319, 1320, 1321, 1322, 1325, 1327, 1329, 1332, 1333,	LOT 1391, JLN SEKSYEN 1/4		
HARVARD	2024, 2052, 2053, 2056, 2065, 2073, 2076, 2257,	LOT 2078, JLN SEKSYEN 2/3		
CAMBRIDGE	2280, 2281, 2310, 2324, 2346, 2347, 2349, 2350	LOT 2078, JLN SEKSYEN 2/3		
MANCHESTER & YALE	1414 ~ 1433	LOT 1441, JLN SEKSYEN 1/4	MON (9:00AM ~ 5:00PM)	TUES (9:00AM ~ 5:00PM)

HOUSE TYPE	HOUSE NO.	VENUE	DROP OFF	PICK UP
BEIJING	1022, 1023, 1024, 1026, 1027, 1034, 1035, 1036, 1039, 1045, 1105, 1108, 1109, 1110, 1132,	LOT 1155, JLN SEKSYEN 1/2	TUESDAY (8:30AM ~ 6:30PM)	WEDNESDAY (8:30AM ~ 6:30PM)
BEIJING	1017, 1052, 1053, 1054, 1065,	LOT 1112, JLN SEKSYEN 1/2		
OXFORD	1140, 1142, 1144, 1145, 1201, 1212,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1334, 1335, 1337, 1338, 1339, 1340, 1341, 1342, 1343, 1346, 1349, 1353,	LOT 1391, JLN SEKSYEN 1/4		
HARVARD	2005, 2075, 2082, 2084, 2104, 2110, 2111, 2160, 2161,	LOT 2078, JLN SEKSYEN 2/3		
CAMBRIDGE	2286, 2287, 2291, 2351, 2352, 2353, 2355, 2356,	LOT 2078, JLN SEKSYEN 2/3		
MANCHESTER & YALE	1434 ~ 1458	LOT 1441, JLN SEKSYEN 1/4	TUES (9:00AM ~ 5:00PM)	WED (9:00AM ~ 5:00PM)

HOUSE TYPE	HOUSE NO.	VENUE	DROP OFF	PICK UP
BEIJING	1012, 1015, 1025, 1028, 1061, 1062, 1072, 1073,	LOT 1155, JLN SEKSYEN 1/2	WEDNESDAY (8:30AM ~ 6:30PM)	THURSDAY (8:30AM ~ 6:30PM)
BEIJING	1018, 1066, 1082, 1083, 1084,	LOT 1112, JLN SEKSYEN 1/2		
OXFORD	1148, 1150, 1151, 1152, 1153, 1154, 1213, 1214, 1215, 1219, 1220, 1222, 1223, 1227, 1228, 1231,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1354, 1355, 1356, 1358, 1359, 1361, 1363, 1364, 1365, 1366, 1369,	LOT 1391, JLN SEKSYEN 1/4		
HARVARD	2007, 2098, 2101, 2143, 2146, 2172, 2181,	LOT 2078, JLN SEKSYEN 2/3		
CAMBRIDGE	2289, 2293, 2357, 2358, 2359, 2360, 2366,	LOT 2078, JLN SEKSYEN 2/3		
MANCHESTER & YALE	1459 ~ 1504	LOT 1441, JLN SEKSYEN 1/4	WED (9:00AM ~ 5:00PM)	THUR (9:00AM ~ 5:00PM)

HOUSE TYPE	HOUSE NO.	VENUE	DROP OFF	PICK UP
BEIJING	1029, 1055, 1056, 1057, 1058, 1059, 1060,	LOT 1155, JLN SEKSYEN 1/2	THURSDAY (8:30AM ~ 6:30PM)	FRIDAY (8:30AM ~ 6:30PM)
BEIJING	1019, 1085, 1086, 1040,	LOT 1112, JLN SEKSYEN 1/2		
OXFORD	1158, 1160, 1241, 1251, 1252,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1277, 1279, 1283, 1289, 1291,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1370, 1371, 1372, 1374, 1378, 1379, 1380, 1381, 1382, 1383, 1384,	LOT 1391, JLN SEKSYEN 1/4		
HARVARD	2148, 2202, 2203, 2208, 2226, 2227, 2258,	LOT 2078, JLN SEKSYEN 2/3		
CAMBRIDGE	2333,	LOT 2078, JLN SEKSYEN 2/3		
IMPERIAL	2377,	LOT 2078, JLN SEKSYEN 2/4		
MANCHESTER & YALE	1505 ~ 1533	LOT 1441, JLN SEKSYEN 1/4	THUR (9:00AM ~ 5:00PM)	FRI (9:00AM ~ 5:00PM)

HOUSE TYPE	HOUSE NO.	VENUE	DROP OFF	PICK UP
BEIJING	1079, 1111,	LOT 1112, JLN SEKSYEN 1/2	FRIDAY (8:30AM ~ 6:30PM)	MONDAY (8:30AM ~ 6:30PM)
BEIJING	1030, 1008, 1009,	LOT 1155, JLN SEKSYEN 1/2		
OXFORD	1265, 1266, 1271, 1274,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1275, 1295, 1297, 1298, 1300, 1305, 1306, 1308, 1309, 1310, 1312,	LOT 1155, JLN SEKSYEN 1/2		
TSING HUA	1386, 1387, 1390, 1392, 1394, 1395, 1397, 1398, 1401, 1402, 1409, 1412,	LOT 1391, JLN SEKSYEN 1/4		
HARVARD	2248, 2249, 2253, 2259,	LOT 2078, JLN SEKSYEN 2/3		
CAMBRIDGE	2295,	LOT 2078, JLN SEKSYEN 2/3		
IMPERIAL	2406,	LOT 2078, JLN SEKSYEN 2/4		
MANCHESTER & YALE	1534 ~ 1600	LOT 1441, JLN SEKSYEN 1/4	FRI (9:00AM ~ 5:00PM)	MON (9:00AM ~ 5:00PM)

PLEASE BE ADVISED:

1. ALL RESIDENTS MUST SEND AND COLLECT THE LAUNDRY BAG AT THE VENUE THAT STATED ABOVE.
2. USE THE **LAUNDRY CHECK LIST** PROVIDED BY DANISH HOUSE OFFICE TO LIST DOWN ALL YOUR ITEMS OF CLOTHING AND ENCLOSE THE LIST OF LAUNDRY BAG FOR WASHING.
3. MANAGEMENT WILL NOT COMPENSATE ANY CLOTHING THAT IS LOST OR DAMAGED IF TENANTS DO NOT FILL IN LAUNDRY CHECKLIST AS WELL AS PUT INTO THE LAUNDRY BAG.
4. REMOVE ALL VALUABLES AND OTHER ITEMS FROM THE POCKETS OF YOUR CLOTHING.
5. REMOVE ALL DETACHABLE ITEMS WHICH FORM PART OF YOUR CLOTHING.
6. TO HANDWASH YOURSELF OR BRING HOME ANY CLOTHING WHICH IS EXPENSIVE OR DEDICATE AS THE LAUNDRY PROVIDER WILL ONLY COMPENSATE UP TO RM20 PER BAG OF LAUNDRY.
7. WHITES AND COLORED LAUNDRY WILL NOT BE SEPARATED. PLEASE REMOVE ANY ITEM OF CLOTHING WHICH FADES IN COLOR.

YOUR CO-OPERATION WILL REDUCE THE LIKELIHOOD OF YOUR LAUNDRY BEING DAMAGED OR GO MISSING. THANK YOU.

DANISH HOUSE MANAGEMENT
Prepared by Customer Service Dept
Updated on : 09/11/2016



Enquire today!

danishhouse@gmail.com
danishhouse.com.my

Find us on facebook.

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Taman Bandar Baru
31900, Kampar, Perak

Westlake Homes
Manchester Office
☎ 05 - 467 1763
WhatsApp 0111 0601 622

No. 1440 & 1441
Jalan Seksyen 1/4
Bandar Barat
31900, Kampar, Perak

Westlake Villas
Office
WhatsApp 0111 0601 322

Lot 311559
Jalan Batu Sinar, Bandar Barat
31900, Kampar, Perak

Office Hours
Monday - Friday 9:00AM - 5:00PM
Saturday 9:00AM - 12:00NOON
Closed on Sunday and Public Holidays

DanishHouse
My Place. My Home.