



# HOUSING HANDBOOK 2024-2025

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**The American University in Dubai**  
**Student Housing Handbook 2024-2025**  
**Dubai, United Arab Emirates**  
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*The statements set forth in this Student Housing Handbook are for informational purposes only and should not be considered as the basis of a contract between the student and The American University in Dubai. While provisions will ordinarily be applied as stated, AUD reserves the right to change any provision without actual notice to individual students. Every effort will be made to keep students updated on any such changes. Information on changes will be available at the office of the Dean of Student Affairs.*

## WELCOME



Dear Incoming Students,

Welcome to the American University in Dubai Residence Halls!

On behalf of the AUD Student Housing Division, I would like to welcome you to your new home away from home. Residence life is one of the most exciting and memorable experiences that you will have while studying at AUD. Living in the AUD residence halls will help you grow in several areas. We aim and strive to create a safe, clean, convenient, enjoyable and friendly community for all students. It is a fact that students living on campus are able to stay engaged in campus life, make great connections with other students, and become integrated into university life from early on. AUD Residence Halls provides you with an opportunity to experience, learn and interact with people who come from more than 101 nationalities and cultures.

The AUD *Housing Handbook* is designed to serve as a resource of essential and useful information. I encourage you to familiarize yourself with it. Additionally, in order to assist you get off to a good start, the Housing Controllers, the Resident Assistants and I are here to help, guide and support you on your stay in the AUD Residence Halls. The RA team has planned engaging and enjoyable events and activities for you and the team is here to make sure that your stay with us is enjoyable and successful.

I encourage you to become involved and make the most of your stay with us. Wishing you a successful year and I look forward to meeting you in person soon.

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## ABOUT AUD HOUSING

### *Mission*

The AUD Student Housing Division provides residential students with a safe and well-maintained living/learning environment that supports individual progress and provides quality services and programming. These facilities were designed to establish a sense of community coupled with responsible, independent and shared living.

### *Goals*

- Develop social and educational activities;
- Develop leadership opportunities;
- Offer a variety of high-quality services; and,
- Maintain a clean, safe, healthy, pleasant, and attractive living space.

### *Student Housing*

AUD's non-smoking student housing consists of four residential buildings. There are two six-story residence halls. One for females and one for males, accommodating 176 residents each. In addition, there are two four-story residence halls - one for females and one for males accommodating 168 residents.

All residence halls are located in the northwest corner of the AUD campus within a two-to-five-minute walk to the academic buildings, library, computer labs, cafeteria, a mini-mart and the sports facilities that include basketball, tennis and volleyball courts, as well as a soccer field and a swimming pool.

Each residence hall has a laundry room, a study area, a TV lounge, and a fully equipped kitchen and dining room. Campus satellite television service is provided in each lounge.

Wireless internet connections are also provided in the rooms and throughout the residence halls. Separate female and male gyms are available for use by housing residents.

**All rooms are double occupancy.** All rooms are furnished to accommodate two students. However, should there be a vacancy, students may book an entire room on a single basis at an additional cost. The Housing Coordinator will notify students of this availability. Each room is furnished with two single beds, two wardrobes, two desks, two chairs, and two bedside tables. Each room has a private bathroom.

There are a limited number of specially equipped accommodations designed for students of determination.

**List of items to bring and not to bring to the residence halls:**

Bring to your room	Do not bring
<b>Bedding</b>	<b>Bedding</b>
Single bed sheets (2m x 1m)	Mattress (provided)
Pillows	<b>Kitchen</b>
Pillowcases	Toasters
Blankets	Electric pots, air fryers, rice cookers
<b>Personal Care</b>	Ovens
Towels	Microwaves
Toiletries	Coffeemaker
Hair dryer	Hot plates
Electric razor	<b>Room Decor</b>
<b>Laundry</b>	Halogen lamps
Laundry detergent	Open coil units
Iron & ironing board	Space heaters
Hangers	Candles
<b>Kitchen</b>	Incense burners, Bakhoor & Bakhoor Burners
Mini refrigerators ( <i>not more than 90cm Tall</i> )	<b>Electronics</b>
Bowls, plates, spoons, forks, knives, & other eating utensils	Multi-plugs without surge protectors
<b>Room Décor</b>	Electric Scooters
Floor rugs	
Portable mirrors	<b>Furnitures</b>
Desk lamp/light bulbs	Sofa
Pictures	Desk
	Chair

Resident students must remove all belongings from their rooms during the check-out period at the end of the Spring term. AUD is not responsible for any lost, stolen, or damaged items left in the student's room upon check-out.

## Housing Fees and Deadlines

A student housing reservation fee of **AED 2,500** is required to reserve a place for each academic semester. The remaining **housing fee balance** is due prior to the beginning of each term. It is important to be aware of the deadlines to ensure your housing reservation is secured. In addition, students pay a one-time refundable Security Deposit of **AED 1,000**. Payments are due according to the following schedule:

SEMESTER/TERM	DEADLINE	FEES
SPRING 2025	Friday, November 8, 2024	AED 8,500 (shared)
		AED 14,000(single)
SUMMER I 2025	Friday, March 28, 2025	AED 5,700 (shared)
		AED 8,500 (single)
SUMMER II 2025	Friday, June 6, 2025	AED 5,700 (shared)
		AED 8,500 (single)
FALL 2025	Friday, April 18, 2025	AED 8,500 (shared)
		AED 14,000 (single)

***The deadlines mentioned above are for currently residing students. In case the residence halls are fully booked, all new applicants will be placed on a waiting list, and confirmation will be given after the above-mentioned deadlines. New applicants will be assigned spaces on a first pay, first-assigned basis.***

In case the student housing is fully booked, residents who pay past the deadline will be placed on a waiting list. Housing will be assigned subject to availability.

Returning students who pay past the deadline can check-in again to the halls 48 hours after the Finance Office receives their housing deposit.

Student housing assignments will be made only after the receipt of the signed lease agreement and the payment of student housing fees.

### Refund Policy

Any payment toward accommodation (with the exception of the security deposit) is non-refundable and non-transferable unless the student's application for admission is not approved or the student cancels at least 29 days prior to the start of the term for which he/she had paid.

Students who are dismissed from housing due to a violation of AUD's *Conduct Code* or *Housing Rules and Regulations* are not entitled to a refund of housing fees.

If there is an increase in the student housing fees prior to the time the student moves into the facility, the student will be responsible for the increased fee. Students who join after the beginning of the term will be charged full housing fees. In addition, students requesting a single occupancy room after the term starts will be charged the full difference between a shared and a single room.

## CHECK-IN/OUT CALENDAR AND PROCEDURE

SEMESTER	CHECK-IN DATES	CHECK-OUT DATES
<b>FALL 2024</b>	Wednesday August 28 through Sunday September 1, 2024	Thursday December 20 through Tuesday December 24, 2024
<b>SPRING 2025</b>	Wednesday January 8 through Sunday January 12, 2025	Friday May 2 through Tuesday May 6, 2025
<b>SUMMER I 2025</b>	Thursday May 8 through Monday May 12, 2025	Friday June 27 through Monday June 30, 2025
<b>SUMMER II 2025</b>	Monday July 7, 2025	Friday August 22 through Monday August 25, 2025

*Students are not permitted to check-in before or after the Housing check-in/out dates.*

### Check-In Timings and Locations

During weekdays, check-in takes place from 8:00 a.m. - 5:00 p.m. in the Housing Office (Student Center building – office C327b). Students may check-in after working hours and during weekends, only during the above-mentioned check-in dates. Students arriving after working hours should go directly to the Student Housing gate. The Housing Controllers will be available at all times during the check-in period to assist students.

- Any resident who collects a key is considered to have moved into AUD Housing.
- Students who do not check-in within two weeks of the beginning of the semester will lose their space, and their deposit will be forfeited.

### Application

Students apply for housing during the AUD admissions process. Should students be accepted to AUD and wish to reserve housing, they **must submit the following**:

1. Online Housing Forms including a curfew letter from parents, with the parent's signature.
2. Reservation payment (See Housing Fees and Deadlines).

### Reservation

Only students who have submitted the online Housing Forms and have paid housing fees will be considered for housing on campus.

### Assignment Procedures and Policies

Room assignments are made two weeks in advance of the requested housing date. Every effort is made to assign rooms based upon students' requested preferences mentioned in the online *Student Housing Application*; however, room vacancy availability may necessitate another assignment, which differs from the requested preference. Residents may request room transfers after the second week of the term.

**Room and Roommate change requests are made through the Housing Coordinator's Office. Students must communicate these changes through the Housing Office. Residents who wish to change their room the following semester should inform the Housing Coordinator and should move their belongings from the previously occupied room during check-out time. Changing a room assignment during check-in period is not allowed.**

### SINGLE ROOM

First year students will be assigned shared accommodation. On a first come first serve basis, if available, special consideration will be given to those students that request single accommodation. Single rooms are never guaranteed.

## ROOM SHIFTING

1. Students are responsible for moving their own belongings when shifting rooms. AUD staff are not liable for any damage or loss of items during shifting of rooms.
2. When available, AUD staff may help students with shifting their belongings but at no time they will be held accountable for any damage occurred during the shifting.
3. Room shifting requests may only be done once per Academic Year.

## RESOURCES, FACILITIES AND SERVICES

### AUD Health Center

The AUD Health Center promotes, improves, and maintains a healthy campus environment by providing accessible, high-quality care, health supervision, and educational programs, which encourage students, faculty, and staff to preserve their overall well-being. The AUD Health Center is staffed by the Health Center Director, and two staff nurses.

The Health Center, located in Academic Building A, room 116 is equipped with an up-to-date examination room (treatment room), one infirmary (short stay) room, and the reception office area. Two first aid rooms, located in both the Female and Male Residence Halls provide emergency treatment for residential students after working hours.

Minor cases are treated on the premises; serious cases are referred to hospitals. The overall objectives of the

Health Center are:

- To promote the prevention of illness and the well-being of students and staff;
- To identify and contribute to health education programs for students and staff;
- To provide advice, information, and guidance to the university community on health matters through the use of multi-media communications, in addition to face-to-face dialogue with specialists who participate in health days;
- To support students with medical conditions (special needs accommodations); and,
- To create needs-based workshops for students.

### Office Working Hours

Monday through Friday from 8:00 a.m. to 5:00 p.m. Saturday, and Sunday: Closed

In Case of Serious Emergencies, after working hours, during breaks or holidays, students should:

- call the University **HOTLINE 04-318 3500 or 04-3183555**,
- **OR**, communicate with AUD healthcare providers on **WhatsApp, Mob: 056-916 7761**

### Some examples of severe emergencies:

- Severe and deep cut which requires stitches
- Severe sprain or limb fracture
- Heart problems and/or fainting
- History of Asthma: serious attack
- Flu like symptoms:

**(Suspected Covid-19):** Most infected people will develop mild to moderate illness, they can manage their symptoms at home, and recover from the disease without needing special treatment, or hospitalization.

**If your symptoms worsen or if you have any questions related to your health condition, stay in your room, and communicate with AUD Nurse through WhatsApp, Mob: 056-916 7761.**

**AUD First-Aid Guides are posted prominently on the doors of student housing rooms and on the bulletin boards at the housing security gates.**



## People of determination

Enrolled students with medical issues or disabilities, People of Determination, who require care or restriction of their campus activities, and/or their academic performance must contact and submit to the Health Center Director an up-to-date medical report from their family physician describing their conditions, restrictions, and special requirements.

The American University in Dubai is committed to providing reasonable accommodations and equal access to all university programs and activities for people of determination with documented disabilities. More information related to Inclusion is available on the AUD Website.

## Health History and Insurance

In order to occupy a room in the residence halls, it is mandatory for the newly enrolled students to complete and submit a [Health History Form](#), endorsed by a licensed physician, to the Health Center. For the best care, students should make sure that their health records are current and up-to-date for the AUD Health Center.

Physician is available to complete Student Health History Form during his/her scheduled visits at AUD Clinic.

Failure to submit the form, will result in denial of access to the residence halls until the form is submitted. **All health-related documents, reports, and information are kept confidential in the AUD Health Center.** Student's health information is not released to those not involved in the student's immediate care without his or her written permission. Students may complete the Authorization for Disclosure of Health History Information Form for information sharing as necessary. Student's [health forms](#) are included in the AUD Application for Admission, and may be printed from the AUD website, or collected from the AUD Health Center.

## Health Insurance

Private health insurance covering care in the U.A.E. is mandatory for all AUD-sponsored students. In order to meet this requirement by enrolling in the AUD-sponsored health insurance plan, students are charged a non-refundable fee on their Fall semester bill covering the period September 1 through August 31 (See Financial Information section for details)

AUD non-sponsored students are required to have and maintain private health insurance covering all U.A.E. care on a continual basis while enrolled and are responsible for all charges related to their medical care.

## Cleaning Service

AUD offers a complimentary cleaning service to ensure a clean, safe, hygienic, and pleasant environment in the residence halls. Weekly cleaning is mandatory and follows a predetermined floor schedule. Cleaners spend approximately 15 minutes per room ventilating, cleaning toilets, and mopping floors. Cleaning takes place Monday through Saturday, between 10:00 a.m. and 6:00 p.m.

## Cleaning Schedule and Room Access

- The cleaning schedule for each room is displayed on the residence hall bulletin boards and the information board of the RAS assigned to the respective rooms.
- At the start of the semester, students are notified via email of the dates their rooms will be cleaned.
- While student presence during cleaning is preferred, if a student is unavailable or does not respond, the Housing Controller will access the room and supervise the cleaning to ensure privacy.
- Rooms are only accessed for cleaning in the presence of either the Housing Controller or the student.

**Note:** Cleaners do not handle personal belongings. Students should prepare their rooms by tidying up and removing items from the floor.

## Additional Cleaning Requests

- Students who wish to have their rooms cleaned more than once a week must submit their request at least one week in advance by signing the Cleaning Logbook with the Housing Controller.
- Additional cleaning services are subject to availability.

## Room Cleanliness Expectations

- Students with excessively messy or dirty rooms will receive violation points and may be required to attend an informational session with the Health Center Director and Personal Counselor.
- All students are responsible for daily maintenance of shared kitchen areas, including washing dishes, storing food, disposing of trash, and wiping surfaces.

## Kitchen Safety and Hygiene

- Students must remain in the kitchen while cooking to prevent fire hazards. Leaving pots or pans unattended is strictly prohibited and can endanger everyone in the building.
- Non-compliance with kitchen safety rules will result in 9 violation points.

## Telephones

Housing residents can subscribe to telephone services. The installation and monthly expense of a private landline telephone in residence rooms is the responsibility of each individual student. Only students holding a UAE Residence Visa are permitted to install a private telephone line.

***The university assumes no responsibility for either the installation of a telephone line or payment of bills.***

## Pest Control

The Office of Central Services provides professional pest control services each semester to eliminate any insects or pests, which may be present in and around the residence halls.

Central Services Office sends a notification regarding the schedule of Pest Control to the Housing Coordinator at least 2 weeks before the scheduled day.

The Housing Division informs the resident students via official email regarding the dates and times of the scheduled Pest Control, so the students can plan accordingly. Posters with the schedule timings are also published in the bulletin boards of all common areas in the halls. Students are also informed through their assigned Resident Assistants through their WhatsApp groups. Additional WhatsApp notifications are also sent out by the Housing Controllers a day before the scheduled date.

The housing controller and AUD security accompany the pest control personnel at all times while the pest control is taking place.

## Meals

Resident students may use the cafeteria in order to purchase hot meals. Students may also purchase their meals from the outlets in AUD's food court. The housing fees do not include meals purchased from any venue. The Resident Assistants will provide students with a list of local restaurants from which they can buy or order food.

## Maintenance

AUD is committed to maintaining a comfortable, student-centered environment. Students must report all maintenance, housekeeping, or other housing-related issues promptly through the designated link: <https://sa.aud.edu/housing/forms.aspx>. Posters with a QR code linking to this form are displayed on all bulletin boards for easy access. Once a request is submitted, the Housing Office will forward it to the Office of Central Services for resolution.

The Office of Central Services processes all service requests on a first-come, first-served basis, with priority given to emergency cases. We are committed to addressing student requests promptly. Once a maintenance request is submitted, the Office of Central Services will inform the Housing Controller of the specific action to be taken, including the room location, date, and time.

For any additional maintenance work required in the residence halls, the Office of Central Services will notify the Housing Coordinator at least one week in advance. All maintenance is overseen by the Housing Controller, and students will be informed in advance of any scheduled work in their rooms to ensure privacy and safety.

## *Incident Reports*

To ensure a safe and respectful living environment, it is essential that students report any incidents promptly. Students are encouraged to submit incident reports using the designated online form available through this link: <https://sa.aud.edu/housing/forms.aspx>. This allows students to provide detailed information about the incident, ensuring that the Housing Office can take appropriate action.

Upon submission of an incident report, the Housing Office will review the information and escalate the matter to the relevant department or authority as needed. Depending on the nature and severity of the incident, follow-up actions may include investigations, meetings with involved parties, or other measures to resolve the issue.

Please note that all incident reports are treated with confidentiality to the extent possible, and the Housing Office will communicate the outcomes of any investigations or actions taken to the reporting student.

## *End-of-Spring Semester Move-Out and Storage Policy*

At the end of the Spring semester, all resident students must vacate their rooms and remove their personal belongings unless they are enrolled in Summer courses, in which case they must vacate at the end of the Summer term. AUD provides a limited storage area for students' belongings, subject to the following conditions:

1. Eligibility for Storage:
  - Storage is available only to residents who are returning to the residence halls for the next academic year and have paid the housing reservation for the upcoming term.
  - Students who have not paid for the upcoming term are not permitted to store their belongings.
  - Priority for storage is given to international students, and availability is on a first-come, first-served basis.
2. Storage Guidelines:
  - Stored items must be properly boxed and clearly labeled with the student's name and ID number.
  - The university does not insure stored items and assumes no liability for loss or damage.
3. Security Deposit Policy:
  - Items left in storage must be collected within one month of the start of the new term. Unclaimed items after this period will be donated, and the security deposit will be forfeited.

For additional details, please refer to the Housing Agreement.

## *External Storage Options*

Given the limited storage space at AUD Housing, students are encouraged to consider external storage facilities. Below are some suggested options for your convenience:

1. Box It
  - Contact: 800-BOXIT (26948)
  - Website: <https://www.boxitstorage.com/uae/>
2. The Box
  - Contact: 800-THEBOX (843269)
  - Website: <https://theboxme.com/contact>
3. Easy Truck
  - Contact: +971 56 433 4959
  - Website: / <https://easytruck.ae/>
4. Eazy Moving & Storage LLC
  - Contact: +971 52 612 9215/800 – EAZY / 05 298 85987
  - Website: <https://eazy.ae/>

**AUD does not endorse any of the companies listed above. These are merely recommendations, and it is at the student's sole discretion to decide whether to store their belongings with any of them."**

## ***Deliveries***

Residents are responsible for collecting personal delivery items from the security gate. Any items left unattended are the sole responsibility of the resident. Perishable food items not collected within 24 hours of delivery will be discarded. AUD Housing assumes no responsibility for the loss or damage of any delivery items.

## ***Move-Out Responsibilities***

As you prepare for Move-Out, please review the following important guidelines. Failure to clean your room, remove all personal belongings, and dispose of trash appropriately will result in a removal cleaning charge of 500 AED. Your room should be left in the same condition as when you moved in.

### **Checklist for Move-Out:**

- Remove all personal items from your room.
- Any belongings left behind will be considered abandoned and disposed of. AUD is not responsible for items left on the premises.
- Take all trash to the designated disposal area.
- Failure to remove all trash and unwanted items will result in a 500 AED removal cleaning charge.
- Empty and clean all drawers, wardrobes, shelving units, closets, and other storage areas.
- Return furniture to its original setup as it was when you moved in.
- Remove any locks you may have used and take your belongings with you.
- Close and lock your room door before leaving.
- Return all keys directly to your Housing Controller.
- Complete the checkout form in person. Do not leave keys in the room or hand them to a friend for return.

## **RULES AND REGULATIONS**

### ***Eligibility***

All students are eligible to reside in AUD housing except for the following:

- Students who have been dismissed from housing.
- Students not enrolled in classes.
- Students not enrolled full-time.
- Students with outstanding financial obligations on their account.

### ***Room Inspection***

AUD reserves the right for its designees to enter and inspect rooms in the interests of the health, safety, and proper conduct of the residents or to maintain or repair the premises. Entry may be made at any time, whether or not the resident is present, and without prior notice to the resident if there are reasonable grounds to believe that any substance, material, or item is being kept or used on the premises in any manner that is prohibited by the rules/regulations of AUD.

AUD reserves the right to take photos/videos of the room and any personal belongings if it is found that a student may be in violation of the housing rules.

AUD reserves the right and at their own discretion to forcibly enter a student's room when it is believed that the student may be in imminent danger to himself/herself or others and that the key is left in the door from inside.

The student will be charged for any of the damage and/or lock replacements.

## ***Moving to a Shared Room***

Residents occupying an entire room on their own will have the option to either move to a shared room or pay the single occupancy rate. Those who choose not to relocate will be charged the single occupancy fee.

## ***Conduct Integrity***

All AUD students are expected to abide by AUD's Code of Student Conduct. Behaviors that are unacceptable according to UAE culture, religion, law and society are not permitted on campus or at any AUD function whether on- or off-campus. Such behaviors include but are not limited to the following: public displays of affection; kissing; hugging; touching; or sexual harassment which may include sexual jokes, written or verbal references to sexual conduct; gossip regarding one's sex life; comments on individuals' bodies; or suggestive or insulting comments.

For further clarification of what constitutes a violation of AUD's *Code of Student Conduct*, please contact the Dean of Student Affairs. It is the students' responsibility to seek clarification.

***For more specific rules and regulations, students should consult the AUD Conduct Code section in the Student Handbook.***

## ***Visitors***

***Residents are responsible and liable for the conduct of their guests.*** A guest violating any housing rules and regulations impacts the resident's standing. The resident will receive violation points for any violation committed by their guest(s). Overnight guests are not allowed. This includes visitors from outside AUD Housing as well as other on-campus residents.

The only visitors allowed in the housing premises are those of the same gender as the resident. Visiting hours are strictly enforced and are daily from 11:00 AM to 11:00 PM.

Any student dismissed from the residence halls or AUD for conduct reasons is not permitted to visit the residence halls at any time under any circumstances. Non-resident students or visitors must be met, escorted, and signed in to the building by a resident. The resident assumes full responsibility for the actions of their guest. Visitors who arrive at the door without a host should call the visiting resident to arrange to meet and sign in at the Housing Security Office. Non-resident guest policies apply to all family members (relatives), including parents or legal guardians.

## ***Pets***

Pets of any kind are not allowed in student housing. Students found having any animal or pet in the halls will be given disciplinary points as per the halls point system (p. 15).

## ***Curfew and Overnight Absences***

Student housing residents must be in their accommodation by midnight every night unless a parent/guardian of the student has extended the curfew limit on the online *Curfew Form* or has provided the Housing Coordinator a letter of permission.

Violation points that are assigned due to curfew violations can be cancelled if the student provides a written and signed curfew extension letter from his or her parents within 48 hours after receiving the points. This may occur up to five times per semester. Parents may be asked to review the curfew timing and submit a *curfew extension letter* in order to prevent further violations that may lead to dismissal. Once a permanent dismissal decision has been reached, curfew extension letters will no longer be accepted.

Graduate students and students who are over 24 are exempt from the curfew policy. The only exception is those who have a restricted curfew requested by their parents/guardians.

It is the student's responsibility to provide a contact number and address if they plan to spend the entire night outside university housing. Sign-out books are available for this purpose.

## *Respect for Others*

Residents shall respect their neighbors, roommates, and the community by keeping noise to a minimum. All complaints will be acted on immediately. Loud talking and shouting will not be tolerated: TV and stereo volume should be kept low, especially after 11:00 p.m.

## *Respect for Property*

- No locks may be added or changed;
- Entrances, hallways, walks and lawns may not be obstructed or used for purposes other than those for which they are intended;
- All trash must be placed in dumpsters/bins;
- The Housing Coordinator must be notified in writing within seven days of any item that has been damaged in the residence halls;
- Residents are responsible for the care of AUD-owned furniture. Furniture should never be taken outside. Residents will be held responsible for the cost of missing, or damaged furniture; and,
- Residents may not bring additional furniture to the room.

## *Smoking*

- Smoking is forbidden in student housing and all AUD buildings;
- Cigarette ashes and cigarette ends found on bedside desks, in bins or plastic bottles will result in smoking violation points to the student who is occupying the portion of the room that evidences the violation; and,
- Students are responsible for their portions within the room. If your roommate uses your space to smoke and ashes or cigarette ends are found in your space, then you will get violation points. You are advised to report anyone smoking indoors to the Housing Coordinator.

## *Substance Abuse*

- Drugs and narcotics are illegal and are not permitted anywhere in the UAE, including AUD. Should the Administration become aware of any student involved with or using drugs, his or her name will be reported to the Dubai Police; and he or she will be dismissed automatically from AUD; without eligibility of any refund.
- Alcoholic beverages are not allowed on the AUD campus. Housing residents found in possession of alcohol or with empty alcohol containers will be automatically dismissed from AUD Housing; without eligibility of any refund.
- Students are responsible for the content of all luggage, bags, purses, and parcels they bring or try to bring into AUD Housing. Claimed ignorance of contents is not a valid excuse; and,
- AUD notifies parents and/or guardians of students who, under the age of 21, violate its institutional policies on the use of alcohol and drugs.

## *Dress Code*

The American University in Dubai, in accordance with the laws of the UAE, adheres to specific guidelines regarding appropriate attire. As a result, students are expected to respect themselves and others by dressing properly while on campus. Inappropriate attire will not be tolerated, and violations are subject to disciplinary action.

Inappropriate attire is defined as, but not limited to:

- Tight or revealing clothing;
- Short shorts and miniskirts;
- Low-cut tops or dresses;
- Sagging jeans or jeans with excessive holes;
- T-shirts with inappropriate logos or language; and,
- Midriff-baring, open-back or halter tops.

## Access to the Internet

Wireless Internet access is provided in each room and in the common areas. Students are required to conform to all usage policies as defined by AUD and the Service Provider. Misuse and/or abuse will result in disconnection and possible disciplinary action.

1. All computers must conform to AUD's policy for student-owned computers. AUD requires that each computer have the following installed and operated at industry-recommended levels:
  - Endpoint Detection and Response (EDR) and Anti-virus software, including a valid update subscription;
  - Latest Operating System security patches and critical updates; and,
  - Personal Firewall.
2. Copying and illegal distribution of copyrighted songs and movies is not permitted, nor is the operation of peer-to-peer software that supports these activities. Examples of peer-to-peer software include, but are not limited to BitTorrent, Limewire, Ares and AresWareZ, Kazaa, Azureus, DC++ and Morpheus.
3. AUD's housing network is designed as a CLIENT network, and as such, the use of servers is not allowed. Server services, such as but not limited to, Web or IIS; FTP; Shoutcast; WAREZ; Chat; Gaming servers; Mail servers including POP-2 and 3 and IMAP; ICQ web servers and MIRC chat servers, including file servers, are not permitted.

**Systems Monitoring:** AUD reserves the right to monitor computer and network system activities at any time, including the right to physically inspect computers. Only Information Technology Services staff members have authorization to engage in systems monitoring.

4. **Privacy:** All individuals are required to respect the privacy of other users, including the security of files, confidentiality of data, and the ownership of personal work. Nonetheless, in order to enforce the policies of AUD, designated Information Technology Services staff are permitted to monitor activity on local computer systems.
5. **Internet Services and Content Filtering:** Student access to the Internet conforms to the laws of the United Arab Emirates, including the monitoring and filtering of Internet content. Any attempt to circumvent or disable Internet access controls set by the university or the government of the UAE is a violation of university policy and will result in disciplinary action.

***Students are advised that they are responsible for protecting their own computer resources. AUD recommends that students install and use a personal firewall.***

## Appeal Process

Any student wishing to appeal an action taken by the Housing Coordinator as a consequence of violating AUD Housing Rules and Regulations should first meet with the Dean of Student Affairs. The Dean of Student Affairs will investigate the situation, make a ruling on the action, and advise the student about subsequent procedures, including the filing of a formal grievance.

The student then has the right to formally appeal decisions to the President. The President may overturn decisions of the Housing Coordinator and/or the Dean of Student Affairs. All decisions of the President are final.

## Maintenance of Student Housing

To ensure the upkeep of Student Housing, a **refundable security deposit** of AED1,000 is required along with the initial student housing fee payment. The full amount of the security deposit will be refunded upon the return of the housing keys, provided no damage has occurred. Deductions will be made for any repairs, replacement costs, or additional cleaning if needed.

Should damage occur to furniture in a room or to the room itself and no one admits responsibility, the students occupying that room will equally share the repair costs. In common areas where it is impossible to determine the responsible party, all residents will equally share the cost of damage.

***All rooms must be vacated in the same condition as when they were originally occupied.***



## Violation of Housing Rules and Regulations

The AUD Code of Student Conduct (as outlined in the AUD Student Handbook) is applicable to all AUD students, regardless of their choice to live on or off campus. In addition, AUD has established specific guidelines and community expectations for standards of behavior that must be followed when living on campus. These guidelines are outlined below, and it is the responsibility of the students to acquaint themselves with these rules, to avoid violation points, and subsequent disciplinary action, which may result in dismissal from student housing, as well as the university, in some cases.

Students that violate the rules in a way that threatens the health and safety of the other students may be subject to immediate dismissal, as considered by the Dean of Student Affairs.

## Disciplinary Measures

Students will be given violation points for each infraction of the student housing rules. The point value for each violation will be determined by the Administration. The maximum number of points for any one violation is 10.

**Should a student receive a total of 10 points, he or she will be dismissed from Student Housing and possibly from AUD depending on the offence.** A parental notification letter accompanies all housing dismissals.

Assigned violation points are carried for three semesters (Summer I and Summer II count as one semester).

*Example:* Student A is assigned five points during Spring 2022 and four-points during Summer II 2022. The points that student A acquired in Spring 2022 will be deleted by the beginning of Spring 2023. Points acquired in Summer II 2022 will return to zero in Summer II 2023. A's points do not return to 0 until the beginning of Spring 2023.

## Explanation of Violation Points

VIOLATIONS	POINTS
<b>Visitors</b>	
Opposite gender visitor	10 (Dismissal)
Same-gender visitor after 11:00 p.m.	3
Animal visitor	7
Overnight guest	10 (Dismissal)
<b>Curfew/Overnight</b>	
After curfew violation without written parental consent	4
Overnight, no parental consent	5
Loitering on campus after midnight	5
Forging and/or falsifying documents/signatures	5
<b>Respect for others</b>	
Smoking in the Housing *	5
Consumption or possession of alcohol in Housing	10 (Automatic Dismissal)
Disturbances and disruptions due to alleged alcohol or drug consumption	5 (2 <sup>nd</sup> offense: Dismissal)
Putting other residents at risk or in an unsafe situation	9
Unnecessary noise and undue disturbances	3
Disrespect to AUD staff	5
Not cleaning up after using kitchen or having a messy/dirty room	3
Violence and altercations	5-10
Theft	10 (Dismissal)
Gambling	10 (Dismissal)



<b>Respect for Property</b>	
Altering of locks/Duplicating keys	5
Obstruction of hallways and use of items for unintended purposes	2
Violation of recreational facility rules	2-10**
Breaking locks	6
Theft	10 (Dismissal)
Vandalism	5-10**
Having prohibited items inside the room – candles, incense burners, bakhoor and bakhoor burners, microwaves, toasters and other cooking appliances	5
Leaving food unattended. (For safety and security purposes, students are required to remain in the kitchen at all times while cooking. Leaving a pan or pot unattended on the stove or in the oven can pose a significant fire hazard and endanger everyone in the building.)	9

Any other violation, which is detrimental to the reputation of AUD or the student, will result in the student receiving between 1 - 10 points.

**AUD reserves the right to consider an accomplice in a violation as guilty as the perpetrator.**

\* Smoking includes all types of tobacco products including: cigars, cigarettes, electronic cigarettes, tobacco pipes, shisha, and midwakh.

\*\* To be determined jointly by the Dean of Student Affairs and the Housing Coordinator.

## *Readmission of Dismissed Students to AUD Housing*

Following a period of absence from AUD Housing, a dismissed student may appeal to the President for readmission. Such appeals will be considered only if the student has been out of the housing for a calendar year and the reason for dismissal did not entail the breaking of U.A.E. law. Offenses involving alcohol also preclude readmission to AUD Housing. Dismissals due to alcohol possession in the housing are final.

Students who have been dismissed, then re-admitted to Housing, will be on conduct probation for one year.

## *Administrative Policies*

1. The Housing Coordinator must be notified in writing of any and all items in need of repair.
2. The Housing Coordinator must be given 24 hours advance written notice if a resident on curfew wishes to spend the night outside AUD Student Housing.
3. If a resident loses a key, he or she is responsible for the cost of changing the door lock cylinder. Each time the key is lost, AED 200 will be charged for the replacement. Students should not lend their keys to anyone. Students must return their keys at the end of the term. No exceptions will be made.
4. Residents wishing to move out of the student accommodation must give written notice to the Housing Coordinator at least two weeks before their anticipated departure date. During the checkout process, all personal belongings must be removed from the residence facilities; and the resident must return keys to the Housing Division.
5. There is no guarantee that a resident will retain the same room from term to term. All possible efforts will be made to ensure that students keep the same room. Residents will be assigned rooms according to the date of receipt of all housing materials.
6. Residents may stay free of charge in their rooms between semesters provided that they have paid for the next semester. The only exception is the December break. Only residents whose homes are outside the UAE may stay in the housing during this period.
7. Students who wish to check-in or check-out outside the official dates should inform the Housing Coordinator. They will be charged AED 300 per night for a shared room, and AED 500 per night for occupying a single space. Students cannot check-in before the end of the previous semester, and they must check-out prior to the beginning of the following semester.
8. Residents should remain in the kitchen at all times while their food is being cooked. Students who cause fire incidents will be subject to housing dismissal, and financial charges. The University will estimate the cost of the damage and charges will be applied accordingly. Students are liable for the safety of community members.
9. Residents who have not paid for the next semester may not stay beyond the last day of check-out and may not leave behind any of their belongings in the room they were occupying or anywhere on the AUD campus. AUD takes no responsibility for any items stored, lost, or stolen from the premises and will not make any arrangements either to deliver belongings in Dubai, the UAE or to ship them back to the resident's country of residence.

There are occasions when the rights and responsibilities inherent in living in a collaborative, community environment lead to conflicts between residents. AUD firmly believes that students share a role in the daily operation and collaborative environment of the AUD housing. By subscribing to a set of community behavioral courtesies, each student takes responsibility for his or her own actions, thus contributing to reducing friction and conflicts.

## **Items/Furniture/Appliances to Discard**

1. When vacating the dorms, students must inform the AUD Controller of any items to be discarded.
2. Students must inform the Controller if they are donating any items to any AUD Staff and must issue a signed letter.

## COMMUNITY ETIQUETTE

The responsibility for a successful collaborative learning environment is a shared effort among the AUD Housing Coordinator, Resident Assistants, and residents. It is built on respect for the rights and responsibilities of all involved parties that comprise different nationalities, cultures, and ethnicities. These community behavioral courtesies are essential for successful community living situations:

1. Housing residents should make a concentrated effort to be friendly and helpful to one another. This involves taking the time to learn about one another;
2. Residents should show tolerance for differing cultural practices, living styles, and food preferences;
3. Flexibility and adaptability should be part of every resident's vocabulary and actions;
4. Any resident who is responsible for a violation of courtesies needs to accept responsibility for his or her own actions and institute behavioral changes;
5. Residents should also accept responsibility for informing other residents of behaviors that are infringing upon the rights of members of the community;
6. Noise should be kept to a minimally accepted level. Excessive noise should be avoided;
7. All residents should strive to practice good kitchen hygiene. This includes, but is not limited to, the following:
  - Disposing of all uneaten food and trash;
  - Washing dishes, pots, pans, glassware, and kitchen utensils;
  - Wiping off and sanitizing all cooking, eating, and food preparation surfaces; and,
  - Labeling all food items and disposing of items past expiration date.

*Please note that the fridge in each kitchen is emptied every Saturday. Students should ensure they pick up all items they do not wish discarded.*

8. If students are waiting to watch a television program in the common area, the current viewer has the right to view to the end of the show in progress. The next student in waiting has the right to select the next television show and watch it until completion.

## FREQUENTLY ASKED QUESTIONS

### **I do not get along with my roommate; How can I change my room?**

Room & Roommate Change Days begin during the second week of classes. Students are allowed to change rooms on a space-available basis. All room changes must be initiated in the Housing Division. Students wishing to change their room are required to do so at the end of the semester, and not during check-in of the next semester. Students are expected to give the room keys back and remove all belongings from the current room. Storage will be available for that purpose.

### **May I stay in my room during vacations and breaks?**

A student may stay free of charge in his or her room between terms provided he or she has paid for the next term. The only exception is the December break. Only students whose homes are outside the UAE may stay in the housing during this period. Students must notify the Housing Coordinator if they wish to stay between terms and receive approval ahead of time.

### **May I have a refrigerator in my room?**

Yes, students may bring in mini refrigerators only. The allowable size should not exceed 90 cm in height. Student has to ensure that it is removed from the room upon check-out at the end of the term.

### **May I cook in my room?**

No, students are not allowed to cook in their rooms. This includes, but is not limited to, using electric pots, ovens, microwaves, hotplates and toasters. This rule has been instituted to ensure a safe and hygienic environment for all residents.

### **What should I leave at home?**

Halogen lamps, open coil units, toasters, space heaters, hot plates, microwaves, multi-plugs without surge protectors, candles, and incense burners.

### **What items should I pack and bring to school?**

Single bed sheets, pillows, pillowcases, blankets, iron and ironing board, toiletries, towels, hangers, laundry detergent and laundry basket. (Many students find that space in the rooms is limited, and two peoples' belongings will completely fill the room. Students are cautioned to pack wisely.)

### **Can I have a car on campus?**

Yes. However, cars must be parked in the AUD parking lot outside the main entrance and exit gates.

### **Can I have my computer in the housing?**

Yes. AUD does not provide computers in Housing, but all housing rooms have Wi-Fi Internet connection. Call the IT Help Desk on 04 318 3480 or send an e-mail to [ithelpdesk@aud.edu](mailto:ithelpdesk@aud.edu) if you are unable to connect to the Internet from your room.

### **Can I be dismissed from the housing?**

Conduct in AUD housing is evaluated/monitored by a point system for violations of housing rules. A student is dismissed from AUD housing when they have accumulated the number of points warranting dismissal.

### **Are meals included in the student housing fees?**

No.

## CAMPUS AND COMMUNITY TELEPHONE NUMBERS

For calls made from outside Dubai, please use the UAE country code +971 4 before dialing the numbers below.

### AUD

Emergency Hotline	318 3500
Female Residence Hall Gate	318 3520
Male Residence Hall Gate	318 3510
Housing Coordinator	318 3133
Female Housing Controller	318 3512
Male Housing Controller	318 3511
Main Entrance Gate	318 3500
Health Center ( <i>during office hours</i> )	318 3200
Dean of Student Affairs	318 3580

### Useful Telephone Numbers

Police	999
Ambulance	997
Fire	997

### Hospitals

American Hospital	336 7777
Dubai London Clinic	344 6663
Iranian Hospital	344 0250
Al Zahra Medical Center	331 5000
Al Zahra Hospital Dubai	378 6666
Welcare Hospital	282 7788
Jebel Ali Medical Center	881 4000
Mediclinic ( <i>Knowledge Village</i> )	366 1030

***The university does not endorse these businesses in any way. This list is provided as a service to students.***

# AUD

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