

Singapore Institute of Management Pte Ltd (SIM)
SIM GE Campus – Halls of Residence
Frequently Asked Questions (FAQ)

Rooms Requests & Confirmation

I am a part-time SIM student. Can I place a room request?

Yes. Currently the hostel is open to both full-time and part-time students.

Can I send a room request via email?

We are unable to accept room requests via email. Please submit all room requests to the online room requisition system at www.sim.edu.sg/gecampus.html

I have just applied to study at SIM, but I have not been offered a place yet. Can I place a room request?

No. Only applicants who have been offered a place to study in SIM will be able to place a room request in the online room requisition system.

My Student's Pass has not been approved, but I have been offered a place to study in SIM. Can I place a room request?

Yes you can.

Will I receive a confirmation email once my room request is confirmed?

An email will be sent to you once your room request is confirmed.

When will I receive the invoice for the deposit payment once my room request has been confirmed?

The invoice will be sent to you after you check-in and have signed the accommodation contract. This will take approximately 2 weeks. The invoice will include the following payment:

- a. one month deposit equivalent to 1 month's rent
- b. 3 months room rental (pro rated amount)
- c. A non-refundable administrative fee of \$85.60 (inclusive of 7% GST)

Payment is by cash, bank draft, credit card, NETS or local cheque only. Please issue the local cheque or bank draft payable to 'Singapore Institute of Management Pte Ltd'. Payment can be made at the cashiers located at SIM HQ Level 2. Please remember to bring along the invoice when making payment.

My room request has already been confirmed. Can I change my room type?

Yes, you are allowed to change your room type after the confirmation. However only 1 change request is allowed and it will be subjected to room availability. Any further changes will not be entertained.

I have already paid my room deposit and checked-in. However I would like to change my room type. Is that allowed?

We will review each request on a case- by- case basis. Approval is subject to room availability and other administrative factors.

When is the deadline for placing a room request?

Please place a room request at least 1 month before the start of your course.

Hostel Facilities**Are there any attached bathrooms in the hostel rooms?**

No, all bathroom facilities are shared. Each level will have approximately 5 bathroom & 5 shower cubicles for the residents' use. Each level will have approximately 24 residents (depending on accommodation block configuration).

What kinds of furniture are provided in the hostel room?

Each resident will have a set of wardrobe, study table with lamp, study chair and a mattress (with divan).

Is there a kitchen in the hostel?

Each level will have a small pantry area, where residents can heat their food by using the microwave oven provided.

Can I cook in my room?

Cooking or any form of heating in the room is strictly prohibited.

Are there any laundry facilities in the hostel?

Each level will have its own laundry area. Each laundry area will have a set of coin-operated washing machines & dryers for the residents' use. The washing machine costs \$2 for a 60 min washing cycle. The dryer costs \$1 for a 30 minute drying cycle.

Are bedsheets and pillows provided?

No, residents are required to bring their own bedsheet and pillows. Alternatively these items can be purchased at the hostel mini-mart.

Do I have to pay to use the facilities?

No, the facilities are free of charge for the residents. However a nominal charge will be applicable for the pool table and games machine. There will also be a refundable booking fee for the usage of the BBQ pits.

I am new in Singapore and my parents would like to stay with me until I settle in. Can they stay in the hostel?

We have 4 studio apartments which are available for booking. The daily rate is \$150 (exclusive of GST) per day and the maximum stay is 1 week. If you wish to make a booking, please send your booking through the following website: www.sim.edu.sg/gecampus.html. Only one apartment per family is allowed and bookings are subject to availability.

Hostel Rules & Regulations**Am I allowed to smoke in the hostel and its surrounding premises?**

Smoking is strictly not allowed in the hostel or its surrounding premises. Offenders will face disciplinary action if caught.

Am I allowed to bring my own furniture when I check-in?

All our hostel rooms are already fully furnished. Hence we will not allow any additional furniture into the room.

Can I bring a television set or a mini-fridge when I check into my room?

We will only allow one additional electrical appliance, excluding your laptop/notebook. Please declare all additional electrical appliances when you check-in. SIM and the hostel management reserves the right to remove all unauthorized items from the rooms.

Can I change my room after I have checked-in?

The resident can request for a change of room (to the same room type). All room change requests will be reviewed and approved by SIM and the hostel management.

However residents will not be allowed to change their rooms to a different room type, until their current accommodation contract is completed.

When can I renew my current accommodation contract?

Please approach the hostel management office 1 month before your current contract expires. Renewal will be subject to approval from SIM and the hostel management.

Is there a curfew?

There are no curfews imposed in SIM Halls of Residence.

Am I allowed to bring visitors in?

All visitors must register at the security post and must be accompanied by the resident at all times. Visitors are not allowed to visit the hostel rooms. All visitors must leave the hostel premises by 10pm.

Check-in Procedures & Payment Matters**My Student's Pass has not been approved, but I have already paid my room deposit. Can I check-in?**

No. We will not allow any check-in if the Student's Pass has not been approved. Students will have to make alternative accommodation arrangements while waiting for their Student's Pass to be approved.

My student's pass application has been rejected and I'm not able to take up the offer at SIM, but I have already paid for the deposit. Can I get a refund?

Yes. Please provide us with a copy of the Rejection Letter from ICA as documentary proof.

What do I have to bring when I check-in?

Please present the following documents when you check-in:

- a. a copy of your Student's Pass or IPA Approval Letter
- b. copy of your passport

When can I receive the invoice for the first payment?

The invoice will be issued to you within 14 days of your check-in.

How much do I have to pay for the first payment?

You will be invoiced for the one month deposit equivalent to 1 month's rent, plus first 3 months of your stay and a non-refundable administrative fee of \$85.60 (inclusive of 7% GST). Subsequent payments will also be based on a quarterly basis.

Where should I make my room rental payments?

Please make the payments at either Management House (MH) or SIM Headquarters. Mode of payment is cash, bank draft or local cheque only. Please make the local cheque or bank draft payable to 'Singapore Institute of Management Pte Ltd'.

I have already paid my room deposit but I have decided to withdraw my room booking. Can I get a refund?

No. You will not be eligible for a refund if you have already paid the deposit but wish to withdraw your room booking.

Other Matters

How far away is SIM Halls of Residence from SIM HQ and SIM Management House?

SIM Halls of Residence is approximately 6-7 bus stops away from SIM HQ and SIM Management House. The journey will take about 15 minutes.

I am interested in viewing the hostel rooms at SIM Halls of Residence. Can I make an appointment to see them?

We have a guided SIM GE Campus tour every Thursday at 3pm. If you are interested to view the SIM GE Campus and its Halls of Residence, please register at the Recruitment Centre at SIM HQ Level 2.

Do I have to pay for the hostel room during the school holidays, even if I'm not in Singapore?

Yes. As long as your contract is still valid and active, you are required to pay the room rental.

Does the monthly rent include utility and internet charges?

Yes, the utility and internet charges are included in the monthly rent.

Can I choose my room mate or the location of my room/bed?

Room allocation is managed by the hostel management office. We are unable to accommodate to any special requests. You may wish to appeal to the hostel management office when you check-in. However all appeals will be subjected to the approval of SIM and the hostel management.