

The Education University of Hong Kong
FAQs about On-campus Accommodation for Non-local Students

1. I am a new student to EdUHK, how could I apply for on-campus accommodation?

New students of Government-funded undergraduate programmes will be notified by Registry on pre-registration or registration details. After pre-registration or registration is completed, student will receive his/her own identity number and password for accessing to iHostel System (Portal > Stu Affairs > iHostel) for hall application during the designated application period. The guidelines and application details are available at the Hall Management Section website: https://www.eduhk.hk/sao/info/student_halls.

2. How and when do I know my hall application result?

Successful applicants will receive an email notification about their hall application result with terms of a conditional offer via their EdUHK student email accounts. They should read the details in the conditional offer carefully and follow the instructions to complete offer acceptance procedures.

Any enquiries regarding to students' conditional offer, please write to our enquiry email box: shostel@eduhk.hk.

3. How to settle the hall fees?

Students should settle the 1st installment of hall fee (for residence period during academic year) to their e-Billing account (Bill Type: 02) on or before the check-in day (if applicable). Payments can be made by logging into the EdUHK Portal for online payments (<https://portal.eduhk.hk>; e-SIS → Student Services → Student Account → Account Summary), or through any Bank of East Asia Limited branch or their ATM machines upon check-in to halls / quarters. Students are advised to keep their payment proof, as the payment record may not be updated immediately in the e-Billing account. To avoid any delays in the payment process (e.g., remittance), students are highly recommended to use online payment methods (such as Alipay or WeChat) to settle their hall fees.

4. When should I settle the remaining lodging fee?

During check-in procedure, students are required to fill in "Offer Letter and Student Hall Registration Form" which includes the payment due date for the remaining lodging fee.

5. After moved-in halls, could I apply for room transfer / hall transfer?

Transfer and/or swapping of room/hall are normally not allowed. In the event student has very special circumstances, he/she might raise request to respective Warden(s) through the Hall Management Office after the mass check-in period. Subject to Warden's approval, the student could swap his/her rooms with another student, not including transfer to a vacant bed-place. All paid hall fee is non-refundable and non-transferable.

6. Have any bedding / pillow been provided to student-residents?

No bedding / pillow is provided.

7. What is the size of the bed?

The size of bed of a triple room is 198 cm (L) x 80 cm (W); the size of bed of a double room is 188 cm (L) x 81 cm (W).