

THE EDUCATION UNIVERSITY OF HONG KONG
Student Affairs Office

**Frequently Asked Questions (FAQ) Concerning
Application for Student Accommodations 2020/21**

Essential information regarding your application for student accommodation on campus can be found in the *Guidelines on Application for Student Accommodations 2020/21*. [<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>].

If you have any further questions, please check the list of Frequently Asked Questions below.

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1. **Eligibility**

1.1 Am I eligible for student accommodation in EdUHK?

All full-time students on a UGC-funded programme, including Research Postgraduate programmes (RPg), Exchange programme, Undergraduate programmes (Ug), Postgraduate Diploma in Education Programmes (PGDE), and Higher Diploma (HD) in Early Childhood Education (ECE) programme are eligible to apply for student accommodation.

1.2 Is the accommodation guaranteed to all RPg students?

All full-time UGC-funded RPg students will have guaranteed hall places but their preferences for specific halls or room types are not guaranteed.

1.3 I am a student taking a UGC-funded full-time HD(ECE) programme, am I eligible to apply for a hall place?

All full-time students on the UGC-funded HD(ECE) programme can apply student accommodation in the Second Round of Hall Application in August and the Special Round in December every year, subject to the availability of remaining hall places.

1.4 I am a student taking a full-time self-funded undergraduate programme, am I eligible to apply for a hall place?

All full-time students on self-funded undergraduate programmes can apply student accommodation in the Special Round tentatively in December every year, subject to the availability of remaining hall places.

1.5 I am a non-local student taking a self-funded full-time postgraduate programme, am I eligible to apply for a hall place?

Non-local students on self-funded postgraduate programmes are NOT eligible for applying hall places in the student halls, they can apply for the “temporary student bed places (TSBP)” managed by the Estates Office (EO) (email: tsbp1920@eduhk.hk; Tel: (852) 2948 8822).

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2. Hall Point System

2.1 What is Point System?

The Point System will be activated if available hall places are not sufficient to accommodate all applicants in that particular round of hall application. Details about Point System are available at the Hall Management Section Website (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53509>).

2.2 My hall points are low because I live in Tai Po, does it mean I have no chance to live in student accommodation?

Students will be allocated with hall places according to the number of semester with guaranteed hall residence (hall voucher), hall point and indicated preferences of hall place.

All first-year full-time students on a UGC-funded undergraduate programme will be offered guaranteed hall residency for 2 semesters, one of which to be taken up during the first-year of study.

For returning/continuing students, daily commuting time is not the sole contributor to your hall points. The Point System comprises of the following allocation criteria.

- A. Daily Commuting Time based on Home Location;
- B. Types of Living Quarters;
- C. Participation in Student Activities & Hall Activities;
- D. Current University Representation & Leadership Role in Student Organization;
- E. No prior Hall Experience; and
- F. Students' Achievements

For details, please refer to Annex I – Point System for Hall Admission 2020/21 of the Guidelines on Application for Student Accommodations 2020/21 available on the Hall Management Section Website

(<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

2.3 If I do not apply for a hall place in the first year, can I apply in the later years of my study?

You can apply for student accommodation every academic year when application is opened. All first-year full-time students on a UGC-funded undergraduate programme will be offered guaranteed hall residency for 2 semesters (hall vouchers), one of which to be taken up during the first-year of study. If you do not apply for student accommodation in the first year, one voucher will be forfeited automatically.

2.4 What if I only need accommodation for a few months as I am joining outbound exchange programme for the 1st semester?

Students are not advised to apply for student accommodation for the semester of their period of exchange programme. If you are going on an exchange for Semester 1 (returning in January), you should submit an application for Semester 2 before the specified deadline.

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3. Applying for Hall Places

When and How

3.1 How do I apply for accommodation at The Education University of Hong Kong?

To apply for student accommodation, you need to submit an online application via iHostel system for the relevant semester/year you wish to live in halls.

The tentative application periods for each residential year are available on the website of Hall Management Section (<https://www.eduhk.hk/sh>). The announcement about the application period will be posted on the Portal before each round of hall applications for student's information.

3.2 I am a new student to EdUHK, how do I start with my application?

Freshmen will be notified by the Registry of student status pre-registration or registration details. After the completion of pre-registration or registration, students will receive his/her own Student Identity Number and password for access to the iHostel System for hall application during application period. The notification of application details would be posted on intranet before each round of hall applications.

3.3 I am a new student to EdUHK, when can I apply for on-campus accommodation?

New full-time UGC-funded students can apply for student accommodation in Round 2 in August every year. The schedule can be referred to the *Guidelines on Application for Student Accommodations 2020/21* available on the website of Hall Management Section (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

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iHostel System

3.4 How can I gain access to the iHostel System for application to hostel accommodation?

During the application period for specific types of students, you may gain access to the iHostel System from the Portal (<http://portal.eduhk.hk>) or click the URL (<https://pappl01.eduhk.hk/iHostel/>) to complete the online application.

Detailed information can be found on the *Guidelines on Application for Student Accommodations 2020/21*. You are also advised to read carefully the application guidelines and related information, e.g. Hall Point System, Demonstration of iHostel System, User Guide, payment methods, rates of hall fee, etc., available on the Hall Management Section website (<https://www.eduhk.hk/sh>) before submitting your application.

3.5 I have a problem with gaining access to the iHostel System. What shall I do?

Please try again and ensure that your SID and password are correct. You may also click the following link for single login to iHostel system: <https://pappl01.eduhk.hk/iHostel/>.

3.6 I have a problem with connecting to iHostel after logging in. What should I do?

Probably the web browser that you use bars the connection to EdUHK domains. You may need to configure your web browser to enable the connection.

To solve technical questions about connecting iHostel or EdUHK website, please capture screenshots and call our Office of the Chief Information Officer (OCIO) at (852) 2948 6601 during office hours or email to helpdesk@ocio.eduhk.hk for help.

3.7 Can I use mobile devices for online application?

Please be advised to use desktop or laptop computers for online application via iHostel System. Tablets, smartphones or other mobile devices are not recommended. Any incomplete applications or data lost due to submission via tablets, smartphones or other mobile devices, would not be handled after the result announcement.

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How do I fill in the form?

3.8 What options of contract length are there?

One-semester (either semester 1 or 2) and whole-year residency are offered for all eligible students. The whole-year residency includes accommodation over the term breaks in December.

3.9 How many choices do I have?

There are a total of 21 options for UG/PGDE/HD(ECE) applicants and 24 options for RPgs. Applicants may prioritize them all based on hall, room type and residential period. You are advised to fill in at least one. We will allocate and match accommodation as closely as possible to students' preferences according to the hall points you have and the availability of the hall places. No preferences cannot be guaranteed.

3.10 What should I do if my current address is different from that automatically transferred from the Banner and shown in Section A on the iHostel system?

You can input the current home address on the iHostel System during the application period. If your home address is different from that transferred from the Banner, you are required to upload the valid address proof(s) to the iHostel system during the application period. If no proof of new address is provided, the hall point in this section will be calculated based on the address transferred from the Banner. You are also advised to update your address recorded on the Banner as soon as possible.

3.11 I am a freshman, can I input activities participated in my secondary school in Section C?

Only activities organized by recognized student organizations and/or departments/centres/ offices of the University within a specified time frame are valid.

For details, please refer to *Annex I – Point System for Hall Admission 2020/21* of the *Guidelines on Application for Student Accommodations 2020/21* available on the Hall Management Section website (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

3.12 I am a freshman, can I input posts held in my secondary school in Section D?

Only posts of recognized student bodies of the University or University representation being taken up at the time of application are valid.

For details, please refer to *Annex I – Point System for Hall Admission 2020/21* of the *Guidelines on Application for Student Accommodations 2020/21* available on the Hall Management Section website (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

3.13 What should I do if I find some missing/incorrect records in Section D of my application?

All validated student data in Section D will be pre-uploaded to the iHostel system before the application period. For any missing/incorrect records, you are advised to contact the responsible student organizations or departments/ centres/ offices of the University for clarification and correction. Amendments and adjustment in hall points will be made upon receiving updates from the concerned unit. Any request for amendment or proof sent by the applicants themselves will not be accepted.

3.14 Can I update or cancel the application record after submission?

Applicants can modify or cancel their own application record as many times as he/she wants during the specific application period. However, only the latest submission record will be processed.

3.15 When should I submit the supporting documents for my application?

Applicants should prepare their supporting documents for Sections A (for residential addresses inconsistent with record on the Banner System of the University) and F (for additional entries inputted by applicants only) when submitting online applications. If students do not upload the required document(s), their online applications cannot be submitted successfully.

For details about supporting documents, please refer to the “Annex II – Important Notes for Submission of Supporting Documents of the *Guidelines on Application for Student Accommodations 2020/21*” available on the Hall Management Section website (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

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Students with Disabilities and Additional Needs

3.16 What assistance is there for students with disabilities?

Special bed-place allocation would be arranged for successful applicants with disabilities, subject to actual needs and availability of the disabled rooms in each hall.

3.17 I am very tall, 188cm (6.2ft) tall. Am I too tall for my bed?

Please be advised to state your height and special needs in Part III in the iHostel system. “*Additional Information for Applying for Hall Residence*” during the application period. The Hall Manage Office of respective hall can make reference to this in the room assignment for proper arrangements.

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Authentication

3.18 What is Authentication?

20% of the successful applicants in each round of applications will be randomly selected for the authentication exercise. Selected applicants are required to submit a full set of documentary proof for their application, including supporting documents for Section B – Types of Living Quarters (for local students only) and Section C – Participation in Student Activities & Hall Activities (only for additional entries inputted by applicants).

Selected applicants who fail to submit the required documentary proof will lead to deduction of the hall point in the relevant section, which may result in forfeiture of the hall place allocated. Any omission or false documentary proof will lead to disqualification of application and/or disciplinary action. Details of the authentication exercise can be found from “Annex III – Important Notes for Authentication for Section B and Section C” of the *Guidelines on Application for Student Accommodations 2020/21*.

All applicants are advised to prepare all supporting documents after they accept the offer.

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Result Announcement

3.19 I have applied for accommodation, when will I receive an offer?

The schedule of application results has been set out in the *Guidelines on Application for Student Accommodations 2020/21* (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>). Successful applicants will receive an email notification for the details of the conditional hall offers. Applicants without offers will be automatically put on the waiting list and they will receive an email notification as well.

3.20 How can I check the offer results?

Successful applicants will receive an email notification about their iHostel application results with a conditional hall offer. They should log into the iHostel System to view the finalized hall points and confirm the conditional hall offer(s)

carefully by completing the procedures of offer acceptance. Any enquiries regarding conditional hall offers, please contact us by email shostel@eduhk.hk.

3.21 If I have not been offered hostel accommodation in the 1st Round of application, can I submit application again in subsequent rounds of application?

Unsuccessful applicants in the 1st Round of application will be automatically placed under the waiting list for onward allocation. They are also able to modify their online applications in iHostel System during the application period of the 2nd Round of application, only the latest application will be processed.

3.22 I didn't get my first preference for accommodation, can my allocation be changed?

Allocated hall place is non-transferable. If applicants do not follow the instructions in the offer email to accept the hall offer, they will be deemed as declining the offer and related hall places will be allocated to students on the waiting list. Their application will be cancelled automatically.

3.23 What will happen if I decline a conditional hall offer?

If applicants have clicked the option "*Decline the offer & cancel my application*" on the iHostel System, it will be deemed as declining the offer and related hall place will be allocated to students on the waiting list. The application will be cancelled automatically.

If applicants have clicked the option "*Decline the offer & put back to the waiting list*" on the iHostel System, the application will be automatically placed under the waiting list for the next round of hall place allocation, subject to the availability of hall places.

3.24 I have accepted my offer, but I do not need it anymore due to personal reasons, what should I do?

Applicants who want to withdraw the accepted hall place offer need to submit a formal request of offer withdrawal via email to the Hall Management Section (shostel@eduhk.hk).

Please note that applicants accepted their conditional offer of hall place in iHostel System would be charged for the 1st installment of hall fee automatically in the e-Billing accounts. If applicants finally decline an offer, the charge will not be normally exempted unless with justified reason(s) and documentation proof for seeking exemption from the Hall Management Section.

3.25 I have accepted my hall place offer but do not have a room number. When will I receive this?

Successful applicants will normally be notified of the room/bed assignment by the Hall Management Office of respective student hall/quarters on the check-in day.

3.26 I don't have any offer of hall place, can I raise my appeal for unsuccessful application result?

Only appeals in terms of procedural irregularities will be considered.

Unsuccessful applicants may submit an appeal request in terms of procedural irregularities via email to the Hall Management Section (shostel@eduhk.hk) within 3 working days upon receiving notification of their application results. An administration fee of HK\$50 would be charged for each appeal. No cash is accepted. Refund would be made to applicants of successful appeal.

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4. Hall Fees and Payment

4.1 What are the accommodation fees?

Hall fees consist of Lodging Charge and Hall Life Education Fee. Hall fees will be subjected to annual review due to inflation adjustment and other related factors.

Please note that all hall fee payments made are non-refundable. No cash is accepted in any Hall Management Offices and Student Affairs Office.

4.2 Do I have to settle hall fees by a one-off payment?

Hall fees are normally settled in installments. The 1st installment of hall fees should be paid by the deadline specified to confirm acceptance of the conditional hall offer, and subsequent installments of hall fees will be settled through students' e-Billing account by specified payment due date(s). For details, please refer to the "**Annex IV** – Hall Fees for 2019/20 and Payment Schedule for UGC-funded Students by Installment of the *Guidelines on Application for Student Accommodations 2020/21*" available on the Hall Management Section Website (<https://www.eduhk.hk/sh/>).

Please note that all hall fee payments made are non-refundable. No cash is accepted in any Hall Management Offices and Student Affairs Office.

4.3 How can I settle the 1st installment and remaining hall fees?

We accept hall fee payment through local transaction in JETCO member banks/HSBC/Hang Seng Bank. Please refer to "Payment Method", which is available at the page of Hall Admission of the Hall Management Section Website (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>) for details.

All hall fee payments made are non-refundable and non-transferable regardless of any reasons.

4.4 What will happen if I forget to settle the 1st installment before the deadline?

If successful applicant fails to settle the 1st installment by the deadline, the hall place will be forfeited and related hall place would be allocated to other applicants on the waiting list.

4.5 Can I request for refund of paid hall fees if I reject the offer before the mass check-in date?

All hall fee payments made are non-refundable.

4.6 I have no intention to join any Hall Life Education activities; can I request a refund of Hall Life Education fee paid?

Hall fees consist of Lodging Charge and Hall Life Education Fee. The Hall Life Education Fee is compulsory that all student-residents are required to pay.

4.7 Can I request for refund of paid hall fee if I withdraw from the student hall before the mass check-out period?

Early withdrawal from halls/quarters will normally not be accepted. Students with strong justifications may approach the Hall Management Office of respective hall to apply for early withdrawal which will be considered by the Warden on a case-by-case basis. Students who have been approved to early withdraw should settle all the outstanding hall fees before check-out.

4.8 Is there any hostel subsidy for students with financial difficulty?

Local UGC-funded students with financial difficulties can apply for hall bursaries. Please contact the enquiry hotline of Student Affairs Office at (852) 2948 6720 for details.

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5. Checking in Student Halls

5.1 My course starts early, can I arrive a few days earlier?

Due to limited available hall places for early check-in, applications are handled with priority given to non-local students and those who have early programme commencement. Applications for early check-in must be made during the 1st round of hall application on the iHostel system and late request will not be processed.

Successful applicants will receive results via a separate email notification with information about the amount of early check-in fee to be settled. We do not guarantee that successful applicants would be arranged to their own assigned rooms in the coming semester during early check-in period. Upon approval of early check-in, the early check-in fee will be charged on a daily rate basis for the period of stay before mass check-in date.

5.2 When do I apply for early check-in if I have such need?

Early check-in only applicable to non-local students, inbound exchange students and RPg students.

Applications for early check-in must be made on the iHostel System during the 1st round of application period and late application will not be processed. Amendment to early check-in arrangement or late check-in request should be submitted with justifications to the Hall Management Section via email (shostel@eduhk.hk) for approval at least 3 days before check-in periods on a case-by-case basis.

5.3 How much do I have pay for extra nights if I arrive a few days earlier?

The early check-in fee will be charged on a daily rate basis for the period of stay before the mass check-in date. For details please refer to the “**Annex IV – Daily Rates for Early Check-in** of the *Guidelines on Application for Student Accommodations 2020/21*” available on the Hall Management Section Website (<https://www.eduhk.hk/sh/>).

Please note that students may not be able to stay at their assigned room during their early check-in period, the Hall Management Office of respective student hall/quarters will arrange the same room type as assigned for students before the residential year.

5.4 Due to change of flight schedule, I will arrive in evening in Saturday evening. Can I still check in during non-office hour?

Non-office hour check-in will be entertained only for non-local students who have transportation schedule constraint. Prior approval of non-office hour check-in should be sought from the Hall Management Section of Student Affairs Office via email (shostel@eduhk.hk).

5.5 Can I check in after the mass check-in period?

Applications for late check-in request should be submitted with justifications to the Hall Management Section via email (shostel@eduhk.hk) for approval before mass check-in period on a case-by-case basis.

5.6 When and where can I collect my key?

Successful applicants will normally be given the room key by the Hall Management Office of respective student hall/quarters on the check-in day.

5.7 What should I bring when I move in?

If you are a new resident, you may refer to the [Checklist for Hall Accommodation](#) to prepare the essential items to bring with you on the check-in day.

5.8 What can't I bring to EdUHK halls?

Some items are banned, including but not limited to drugs, cigarettes, alcoholic beverages, pets and mini fridges. If you're not sure if you can bring it, please read the

[Residential Regulations](#) carefully and check with Hall Management Office of your hall first.

5.9 How do I report defects or maintenance issues with my hall room?

All defects should be reported to Hall Management Office of respective halls.

If it is extremely urgent or an emergency, then you should contact your hall reception/security guard on duty.

5.10 How can I get more information about different halls?

Please visit the Hall Management Section Website at <https://www.eduhk.hk/sh>.

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6. Room Assignment and Transfer

6.1 I've been assigned to a triple bedroom in JCSQ, can I change to a single or twin bedroom?

Successful applicants cannot request for specific flat/ room/ bed in the chosen room type. Please note that in general, bed places/room type are not changeable unless the needs is provable and apparent.

6.2 I don't get on with my roommate, can I apply for hall/room transfer?

Individual application for room/hall transfer is not accepted. Student-residents have to swap their hall places with others, instead of transferring to a vacant bed place normally. Application for hall/room swapping with a current student-resident must be made to respective Hall Management Offices (HMO) by submission of a duly completed application form at least 5 working days after the mass check-in period of the semester.

Please note that consent from all current and prospective roommates must be sought. Applicant(s) may be invited for interview by Wardens or Senior Tutors, as appropriate. The decision made by Warden(s) is final.

6.3 What if I am too tall for my bed?

In certain circumstances the standard size of bed provided in your room might not be adequate for your needs. In this case we will work to change your bed place for a more suitably sized one as soon as we can. Please note that in general, bed places/room types are not changeable unless the needs is provable and apparent.

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7. Checking out Student Halls

7.1 What can I do if I want to apply early withdrawal?

Early withdrawal applications are normally not be accepted. However, if needed, students may apply for early withdrawal provided with justifications and documentary proof, if any. The application form is available at the Hall Management Office of respective hall and the application is subject to Warden's approval.

All hall fee payment made are non-refundable and non-transferable despite any reasons. The students are also required to pay all outstanding hall fee before checking out from the student hall.

7.2 What can I do if I cannot check out during the specific check-out period?

Student should check-out from hall on or before the last day of the mass check-out period. Request for extension of residence will not be entertained.

7.3 Can I leave my unwanted personal property in the room after check-out?

Student should vacate from the room and remove all personal property therein by the check-out date. Any personal property found after the termination of residency will be disposed of or confiscated. The University will not be liable for any loss of or damage to such property.

7.4 Can I stay in Halls over the summer?

Students should check out from hall on or before the last day of the mass check-out period of Semester 2. Request for extension of residence will not be entertained.

For details of mass check-out schedules for the 1st and 2nd Semester Residence, please refer to the paragraph 10 "Check-out Arrangements of the *Guidelines on Application for Student Accommodations 2020/21*" available on the Hall Management Section Website (<https://www.eduhk.hk/sh/>).

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8. Enquiries and Assistance

8.1 Who do I go to if I have a question?

Information on application procedures and Hall Point System can be found on *Guidelines on Application for Student Accommodations 2020/21* (<https://www.eduhk.hk/sh/view.php?m=51858&secid=53505>).

If you have a question regarding the technical problems is using iHostel, please contact our Office of the Chief Information Officer (OCIO) at (852) 2948 6601 during office hours or email to helpdesk@ocio.eduhk.hk for help.

If you have a question relating to check-in or -out of the assigned hall/quarters and/or faults in the assigned room, please contact Hall Management Office of each hall.

If you have a question related to application procedures and payment of your accommodation fees, please contact Hall Management Section at (852) 2948 6868 during office hours or email to shostel@eduhk.hk for help.

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