



MOHAMED BIN ZAYED
UNIVERSITY OF
ARTIFICIAL INTELLIGENCE

Mohamed bin Zayed University
of Artificial Intelligence

Housing Manual

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Welcome

Welcome to MBZUAI Residences; to maximize the experience for everybody we need you to be aware that the residences are a community within which everybody must accept a shared responsibility.

The rules and guidelines outlined in this manual are for the convenience, safety, harmony, and welfare of all residents of the MBZUAI Residences. It is to preserve the property of the University, enhance the living conditions, and ensure a fair distribution of services to all residents.

The following information is covered within the manual:

- Information you need to know before joining MBZUAI
- What to do on arrival
- Essential information about living at the University accommodation
- What to expect from the services provided by the Campus Life and Facilities team

As a student, you will be required to read this information carefully. When you accept accommodation with MBZUAI, you automatically accept the rules and guidelines outlined herein. If you have any further queries, please contact the Campus Life team. We aim to make the process of moving into your accommodation and adjusting to your new environment as straightforward as possible.

Moving in

Campus Life team

The Educational Affairs department provides students with everything they need to settle in the University. The Campus Life team will assist students in getting started at University through a welcoming orientation and introduction to their accommodation, obtaining health insurance and Emirates Identification cards. Students wishing to apply for of housing allowance instead of on campus accommodation must meet the criteria in Appendix A – Housing Allowance.

Your campus accommodation and room

On arrival you will be given an inventory form. You must complete this within 48 hours of your arrival and return it to the Facilities Management Coordinator in the General Services Department. The form will be checked and used by the Operations and Facilities team at the end of your occupancy to assess any damage. If you do not return your inventory form then the contents are considered complete and the accommodation, including all decoration, are in good condition.

A refundable housing deposit of AED 2,000 will be required from each new student in MBZUAI at the beginning of their academic studies, and this will be deducted from your first stipend payment. The deposit amount is refundable upon evacuating the accommodation in an acceptable condition. Deductions will be made in cases where the accommodation is damaged or needs extensive cleaning.

Student ID card collection

You can collect your student identification (ID) card when you first arrive at the student accommodation, or from the Educational Affairs office at MBZUAI. This card will allow you to access University facilities and buildings. If you have informed us that you are arriving late at night, necessary arrangements will be made and communicated to you.

Your student ID card is also your access card to your MBZUAI accommodation. It is your sole responsibility and must not be given to anybody.

If you lose your student ID card, you should report it immediately to the Educational Affairs office and/or the security guard in charge.

You are required to submit a Student ID Replacement request through the student portal. You will be charged for the cost of replacing any lost student ID cards – this may also include an administration cost.

For any emergency, please call the security control room on 02 811 3100 (ext. 3100). Depending on the nature of the emergency, security may call the relevant authorities (police, ambulance, and/or fire and rescue civil defence).

Your residence

MBZUAI Apartments

The residences at MBZUAI 1A and 1B buildings are organized into multiple blocks, with varying floor configurations. Specifically, 1A comprises four blocks, each with three floors of apartments, while 1B features housing blocks with four floors each. These blocks are segregated into Male and Female sections.

Each apartment includes a bedroom (some with more than one), kitchen, bathroom with shower, toilet, and sink, living/dining area, and a study space. Additionally, all apartments feature private balconies.

Bedrooms are furnished with a bed, built-in wardrobe, and bedside cabinet. Bathrooms are equipped with a shower, toilet, and sink. Each apartment also includes a dining table with chairs, a study desk with chair, and soft furnishings. Upon arrival you will be provided with a dorm welcome pack which will include: 1x pillow and cover, 1x duvet and cover, 1x bed sheet, 1x face cloth, 1x bath towel, 1x hand towel, 1x kettle, 1x dinner plate, 1x side plate, 1x bowl, 1x glass, 1x mug 1x cutlery set and 2 x waste bins.

Catering Arrangements

Each apartment is furnished with an electric cooker, refrigerator, and microwave; however, ovens are not included. Apartments in the 1B blocks feature shared freezers on each floor, while those in 1A blocks have small freezers integrated into their refrigerators.

There is a canteen on campus offering breakfast, lunch, and dinner for purchase. Additionally, various retail outlets, including restaurants and cafés, are situated on campus. Tap water in the Emirates is potable, however residents may choose to purchase bottled water, which can be delivered weekly to individual campus accommodations.

Laundry

There is a laundry located within each of the blocks. Students are responsible for providing their own laundry detergent. The use of washing/drying machines is free of charge in all facilities.

Majlis / Common Areas

Common areas are provided on the podium level of campus. Male, female and mixed gender majlis areas are located in 1A and 1B. Common space can be found in 1B and in the Learning Center and restaurants, cafés, and the canteen.

Cleaning and Maintenance

It is the residents' responsibility to clean their own apartments.

The University provides cleaning services in common areas, building maintenance (structural, mechanical, electrical and plumbing), landscaping and plant maintenance, pest control and recycling/waste management.

Prayer rooms

There are both male and female prayer rooms located within the campus.

Parking

At the Masdar City campus, parking is permitted on campus at the North Car Parking. Parking spaces are available for faculty, staff, and students and cannot be reserved. Long time parking is prohibited.

Your residence

General housing information for all students

Smoking

MBZUAI recognizes its duty to seek to ensure that employees, students, and visitors to the University work, study, or visit in air free of tobacco smoke. Smoking is prohibited in all buildings including accommodation rooms.

Security

Security guards are located at each accommodation site and are present 24 hours per day, 7 days a week. The security guards are responsible for controlling entry and exit. Security conduct routine patrols of the premises and the Security Control Room can be contacted on 02 811 3100 (ext. 3100).

Access by staff to your residence

For all routine visits such as safety checks and planned maintenance visits, we will notify you by email at least 24 hours in advance before staff or contractors enter your residence.

In an emergency such as a flood, fire, or suspected fire, advance notice will not be provided. Where a complaint has been received regarding an issue such as noise, behavior, or issues with visitors, Security will immediately contact the resident but will not enter the room/apartment without knocking first.

Routine inspections of student rooms will be held during the academic year to ensure safety, hygiene, and sanitation levels are being maintained. You will be informed of the date and time of the inspection in advance and with at least 24 hours notice. Staff and security will knock and wait for a response from the resident before entering. If the resident is out, the check will be held in their absence and a follow-up report will be shared with them.

Bicycles

A cycle rack is provided at the Podium level of the campus building. Bicycles should not be left in any public areas including stairwells, lounges, and lobbies, or near entrance doors where they might obstruct access in the event of an emergency. You are advised to securely lock your cycle whenever it is left unattended.

Disruption to services

The University will make every effort to ensure there are no disruptions to services to your accommodation, however we cannot guarantee that all services will be available at all times. The accommodation is occupied throughout the year and some maintenance is essential to ensure continued safety and reliability of the equipment and services. There are also times when service providers will disrupt supplies to conduct their own maintenance. Residents will be notified in advance in case of a planned disruption.

IT facilities

All students are provided student email accounts, on campus printing, and scanning services. All accommodation has the facility for an internet connection. Communication from the University is usually sent by email, so it is vital to check your email inbox regularly. Students have access to support for their computing facilities via the IT Helpdesk. Enquiries should be emailed to IT: helpdesk@mbzuai.ac.ae in the first instance, or by telephone on 02-8113000 (ext. 3000).

Your residence

Mail

In the UAE, mail is not delivered to a street address. Mail is delivered to a secure local Post Office (PO) Box for collection. Your mail address will be that of the University where you will receive your internal and external mail. This service is only available to students with on campus accommodation.

External mail should be addressed to you as follows:

Your name
C/O Mohammed Bin Zayed University of Artificial Intelligence
PO Box 7909
Masdar City
Abu Dhabi, UAE

Packages or Deliveries requiring a location address should be sent to the following:

Your name
C/O Mohammed Bin Zayed University of Artificial Intelligence
Building 1B
Masdar City
Abu Dhabi, UAE

Maintenance Requests

You are requested to notify the Facilities Helpdesk immediately for any repairs, damage, or defect affecting the room or buildings. We will then arrange for the repair to be carried out. Please remember that access to the property will be required by the contractors to complete repairs.

Maintenance problems can be reported by telephone on 800 36443 or email to the Facilities Helpdesk on MBZUAI.Facilities@mbzuai.ac.ae

Once maintenance problems are reported to the helpdesk it will be taken that authorization is given for the contractor to enter the room to carry out the repairs. All contractors will be supervised by security. You must specify when reporting issues if you wish to be present when the contractor carries out the works.

It is essential to report all maintenance problems as residents who do not report problems when they occur could be held liable for any subsequent damage that may happen as a result of neglect. Under no circumstances are residents permitted to undertake or arrange their own repairs.

Recreational facilities

MBZUAI is equipped with a multi-purpose sports facility, a sizeable male and female gym, and a swimming pool. There is also a variety of options for sports, leisure and cultural activities in the surrounding Masdar community. City Centre Masdar also offers a choice for convenience shopping, dining and leisure.



Occupational Agreement

Once a student accepts accommodation or housing allowance then this is considered as an Occupancy Agreement with the University. The terms and conditions of your agreement are extremely important and your acceptance of MBZUAI accommodation automatically constitutes an agreement to abide by all MBZUAI policies. The Housing Manual serves as a vital component of the University's policies, intricately connected with the Code of Conduct, Educational Affairs, and Registrar's Office Policy Manuals. This agreement sets out the terms and conditions of your residency. The following list is not an exhaustive list but gives you an overview of some of the main points of your occupancy agreement:

Residence rules

- Visitors are NOT permitted to stay overnight in student accommodation; visitors of the same gender are permitted between 9am and 10pm.
- You must not make excessive noise, smoke, use illegal drugs, possess prohibited items, consume alcohol, or be in an intoxicated state.
- You must not interfere with the fire detection system or firefighting equipment as per fire regulations.
- You must keep your room clean, and report all maintenance issues and damage.
- If you cause damage by accident or on purpose you will have to pay for it.
- You may not change rooms or residence without prior permission from Educational Affairs.
- Breaking the terms of this agreement or any related policies could lead to eviction from the student accommodation.

Breaches to the occupancy agreement

For breaches of agreement terms and/or University policies can implement a range of measures depending on the seriousness of the matter. These measures may include:

- Verbal warning.
- Written warning.
- Financial penalty.
- Full payment of the cost of any damage caused plus any administrative charges thereby incurred by the University.
- Removal of anything that could be a risk to the health or safety of the residents or others, or anything that has been or could be used to breach the regulations.
- Revoking the housing allowance either fully or partially.

Please refer to the Educational Affairs, Code of Conduct and Registrar's Office policy manuals for more details.

Appeal process

Any student resident seeking to appeal against any decision or sanctions issued by a Disciplinary Committee or staff member must consult with the Director of Educational Affairs. The Director will investigate the appeal, render a decision on the matter, and inform the student about further steps and recommendations.

Leaving

If you decide to leave the University accommodation, you are required to inform Educational Affairs in writing. You will then be required to go through a clearance procedure which will include an assessment

of your accommodation.

If on-campus accommodation is not required in all cases, the student must inform the Director of Educational Affairs in writing as soon as possible and/or upon arrival at the University. Any change of circumstances should be notified to the Director of Educational Affairs one (1) month prior to leaving the accommodation.

Students are required to move out of campus accommodation as soon as they complete their studies, at a date communicated by Educational Affairs.

Rooms assignment

MBZUAI will try to accommodate students' needs in terms of assigning rooms subject to availability, of a type appropriate for their needs. In the unlikely event that the University will request student(s) to move rooms, the student shall be obliged to comply with the instructions.

Termination

The University has the right to terminate a student's accommodation agreement or housing allowance and all associated privileges if:

- A. If the student is dismissed or withdrawn (temporarily or permanently) from the University.
- B. If there are severe or repeated violations of the Student Code of Conduct or any policies.
- C. If there was any misinformation, whether deliberate or inadvertent, provided during the application process.

Living in the University accommodation

Personal property

Your own possessions are your own responsibility and are not covered by any University insurance. The University does not accept responsibility and/or liability for any loss or damage to property and/or person(s).

Property inspections

To carry out routine and emergency maintenance, staff will require access to your room. You do not have to be present as they have keys. Students are given 24 hours notice for scheduled visits. Please note that this is not always possible if there is an emergency.

Damage caused by residents

Below are the most frequently asked questions about damage.

Q: Why does the University inspect and charge for damage?

A: The University inspects for damage to ensure that the property is kept in an acceptable condition. Any damage should be reported immediately. Facilities will require the details of the person(s) responsible for the damage. Once a repair has been organized, those responsible will be expected to pay the full cost of the repair.

Q: What happens if damage is discovered by the Facilities Team?

A: When damage is discovered, written notice is given to the individual(s) concerned. The person(s) responsible for damage will be charged accordingly. Individual students are given the opportunity to appeal in writing to the Educational Affairs Office — each case is reviewed individually.

Q: How much does repair damage cost?

A: Where items must be repaired or replaced, the University charges the resident(s) only what it has been billed by the contractor. These charges may include charges for disposal, delivery and any other costs associated with remedying the damage. Charges are made at a commercial rate. Current market prices for repairs plus an administration fee will be charged. Copies of all invoices will be provided.

Q: How do I pay for damage?

A: The cost of repairing any damage will be invoiced together with an administrative fee. The student will be informed in writing of the assessed charges which shall be deducted directly from the student stipend.

Pets

No pets are allowed to be kept anywhere within the University accommodation.

Visitors

Definitions:

A visitor is defined as:

- Any person not affiliated with the University as a current student or faculty/staff member.
- A student who is not an assigned resident of the apartment being visited.

Guidelines are as follows:

A resident (host) is allowed a maximum of four (4) daytime guests of the same gender at any one time. Permitted visiting hours: 9:00am to 10:00pm every day (including weekends).

Living in the University accommodation

You are responsible for your visitors' behavior and should not leave them unaccompanied within the accommodation. Visitors are expected to behave in a responsible and considerate manner in line with University policies. Guests must sign in at security upon arrival and when leaving. Guests visiting the MBZUAI campus will be required to follow any additional entry requirements stipulated by the Masdar City complex. Non MBZUAI employees and visiting family members must be met by their host at the Reception desk in the main Foyer, in order that they may be permitted entry to the residences.

Vacation arrangements and extended absence

Your room is available to you for the duration of the academic year. During the times you will be absent, you will need to inform the University of the dates you are not on site for safety and security purposes. The Absence Register must be completed and submitted to the Security office.

Students who are off campus for a semester or more (on approved leave) will need to vacate their rooms and take their belongings with them. A new room will be assigned to them upon their return.

Students receiving a housing allowance must immediately inform the Campus Life Team if they will be on leave for a semester or more (on approved leave). The continuation of housing allowance will be assessed on a case by case basis.

End of stay arrangements

At the completion of the degree program, residents are required to vacate the accommodations upon the specified date by Educational Affairs following the commencement ceremony, and to follow the check-out procedure.

Check-out procedures

All personal possessions must be removed at the end of your occupancy. Facilities staff cannot be expected to package and label anything left in your room or other common areas after your own occupancy has ended. Left over student possessions or property will be disposed of and students may not claim for any items.

All student accommodation and common areas must be clear of personal belongings, free of debris, and clean prior to checking out. Furniture must be placed where it was located at the time of check in.

Clean your room/apartment and associated surrounding areas.

Room occupants will be held responsible for the condition of their accommodation, its furnishings, and any damages that occurred during occupancy.

Your room/apartment will be inspected by a member of the Facilities team who will check the condition of your unit against the inventory report filled out at the start of the semester. The student will sign the form to verify all information recorded, final billing assessments will be made based on any discrepancies found by the Facilities Department.

The deposit (minus any funds required for cleaning and/or damages) will be refunded after the final stipend.

Emergencies, safety and security

Emergencies

Security guards are tasked to coordinate emergency situations. Security services provide 24-hour cover on site, and you should contact them immediately in the first instance in the event of an emergency via the Security Control Room (02 811 3100).

Please remember that in the event of an emergency you should attempt to contain or alleviate the situation until a member of staff arrives, but in doing so, never put yourself in danger or risk injury to yourself or others.

Emergency evacuation if you discover a fire:

Shout “FIRE, FIRE, FIRE” and trigger the nearest fire alarm. Inform the Security Guard of the nature of the fire.

Students should attempt to extinguish the fire using the appropriate extinguisher, but only if it is safe to do so.

Leave the building by the nearest fire exit – do not delay your exit by trying to collect personal belongings.

Go immediately to the fire assembly point relevant to the site you are on. Fire Assembly plans are displayed at each site.

Wait for further instructions – Do not try to re-enter buildings until you are advised that it is safe to do so.

First aid

First aid boxes are located on each floor of the accommodation buildings. In the event of a serious injury, call the Security Control Room (02 811 3100) who will call the relevant authorities by dialing 999. For minor injuries or medical complaints, a medical clinic is available on Campus which is located in the Wave building podium and is available 24/7. The clinic is fully equipped and ready to accommodate all first aid needs.

Reporting accidents

All incidents causing injury or near injury should be reported as soon as possible to enable us to implement preventive measures. You should inform the security office initially via email to: MBZUAI.Security@mbzuai.ac.ae or phone 02 811 3100 (ext. 3100).

You will be asked to complete an accident report form to enable MBZUAI staff to carry out an investigation into the root cause, and you will be informed of the results and any action taken to address the issue.

Electricity supply

Care must be taken not to overload the electricity supply. Kettles, microwaves etc. can only be used in kitchens. Your own electrical appliances must be new, or Portable Appliance Testing (PAT) tested. The Operation and Facilities Department should be contacted via the helpdesk for items requiring PAT testing. In the interests of safety, we discourage the use of extension leads with multiple sockets – only leads with circuit breakers (usually of a long bar design) are acceptable. If you are an international student, you need to ensure that electrical appliances are suitable for use with 240V 50Hz A/C electrical supply.

Preventing hazards

The main hazards present in the accommodation are listed below. However, in the interests of safety, the University reserves the right to remove bicycles or other personal property left in communal areas which may be causing an obstruction or other hazard(s). If you see something in your accommodation that you think is dangerous or may cause harm, report it as soon as possible to the Facilities Helpdesk by email to: MBZUAI.Facilities@mbzuai.ac.ae.

Emergencies, safety and security

Safety and hazard prevention

Hazards	Safety measures
Fire hazards Cooking - hot surfaces Smoking Candles/gas heaters Incense burning Paraffin patio lamps Faulty electrical equipment Blocked escape routes	<ul style="list-style-type: none">• Never leave cooking unattended.• Do not heat up large amounts of oil in a normal saucepan.• Switch off the cooker at the main power switch after use.• Clean grills and ovens regularly to prevent the build-up of fat or grease.• Do not place posters on walls near cooking appliances and do not store other combustible materials over or beside cooking appliances.• All accommodation is non-smoking. Please make sure your guests are aware of the smoking restrictions when they arrive.• Candles and any other burning items such as scented joss sticks are not to be used anywhere indoors, as they create a fire hazard. Check all personal electrical items regularly and if in doubt about their safety, get them checked before use.• Always keep a clear escape route out of the building. Do not store large items in corridors and hallways – you may not be able to see them in a smoke-filled room.• Read the instructions for using the fire extinguisher fitted in your accommodation and familiarize yourself with how it should be operated.• Never interfere with the fire extinguishers provided for your safety. If used, report it immediately so that it can be replaced.
Electrical hazards Overloaded sockets Faulty appliances Electric shock	<ul style="list-style-type: none">• Take care not to overload electrical supply sockets by using multi adaptors. Wherever possible, limit each wall socket to one item.• If the use of extension leads is required, ensure that they are fitted with circuit breakers/fuses.• Ensure that appliances are fitted with fused 3 pin plugs. Where 2 pin plugs are fitted to appliances as standard, use in conjunction with a fused adaptor plug.• You must ensure that any personal electrical appliance brought in is in safe working order and it is recommended that you regularly check that appliances remain in good condition, paying particular attention to fuses and wiring insulation. If faulty, have them repaired by an electrician.• Switch off appliances when not in use and disconnect from the supply socket if you are leaving the building for any length of time beyond normal day to day work (extended weekends, annual leave, etc.).• Never attempt to carry out electrical repairs yourself. For faults with fixtures and fittings, call the Facilities Helpdesk.
Slip and trip hazards Stairs and steps Cables and electrical leads Wet or sandy floors	<ul style="list-style-type: none">• Avoid trailing cables from electrical equipment across rooms.• Keep areas around doors and stairwells clear and unobstructed.• Store personal items in your room where they will not obstruct communal areas.• Take care when carrying drinks along corridors. Use a tray or saucer to avoid drips.• Wipe up small spills immediately.• Use handrails when going up and down stairs.• DO NOT RUN. Walk at a steady pace and look where you are going, particularly if talking to a colleague, using a mobile phone, or carrying packages.

Emergencies, safety and security

Security

The MBZUAI Residences have a communal entrance before the apartment front door is reached. Your access card will give you entry to this door as well as your apartment. It is extremely important that you do not let other people enter behind you as this threatens the security of the whole building. Your apartment front door will have a lock which should always be used. Care should always be taken to keep the doors of personal rooms locked. All accommodation sites have 24-hour security guards present and safety cameras are in operation.

Safety of possessions

We encourage students to mark their property – you can use visible or invisible markings. We also recommend you mark all your textbooks, study notes, and storage devices whilst on campus, as they can easily get lost and would otherwise be unidentifiable.

All students are strongly advised to store computers and associated items securely during vacation periods. You are always asked to pay attention to security and to use the security measures that are provided. If you are burgled, you should contact Security immediately.

Insurance

The University will not accept responsibility for loss or damage to persons or personal items within your residences. This includes, but is not limited to, those damaged or lost due to fire, flood, or force majeure. If you wish to acquire personal insurance for your possessions while living in the residences, you must make your own arrangements. MBZUAI does not provide this type of insurance. The University has insurance for the building and its own contents against loss or damage due to fire or flood. The University does not provide insurance cover for student(s) negligence, accident, or vandalism and in the event of being responsible for such an occurrence you may be charged accordingly. No claims are permissible for students who receive the housing allowance.

Transportation

Bus services, routes and fared taxis

All taxi services in UAE use meters around the city so you will not need to negotiate fares. Drivers in Abu Dhabi speak English and there is a central national transport phone number that can be used to locate the nearest available taxi: 600 535353.



Customer service

Complaints

The University takes seriously all complaints, and aims to deal with them speedily and fairly. Most complaints will likely be concerned with relatively minor, everyday matters which can be resolved informally with the person(s) directly concerned. Complaints can be made to Campus Life, Security, Facilities, or IT.

Questions, comments or suggestions

We have attempted to make this manual as comprehensive as possible – we hope that it has helped you to understand more about living in the university accommodation and find it useful during your stay at MBZUAI. If you have any further questions or any comments to make about this handbook, please contact us.

Reporting faults helpdesk procedure

The Facilities Management Helpdesk service will be your primary contact for all faults/service requests, questions, and incidents. When you report a problem please give your name, phone number where you can be reached, your location at either office or room number, along with a brief description of the problem or request. This will enable the Facilities team to respond to and track customer service requests quickly and efficiently. It will also give you the opportunity to monitor the progress of your requests.

The Facilities Management Helpdesk is open 24/7 days a week. Requests can be made either by telephone **02 800 36443** or email **MBZUAI.Facilities@mbzuai.ac.ae**

Contact Lists

MBZUAI Campus Life Team

Campus.life@mbzuai.ac.ae

The UAE's country code is: +971. All local telephone numbers are 7 digits long. Regional phone codes must be used for landline calls within and outside of cities in the UAE.

Service phone number

Etisalat (telephone company): 181 (directory inquiry) 171 (fault reporting) 101 (general information)

MBZUAI
Po Box 7909
Abu Dhabi
United Arab Emirates
Main line: 02 811 3333
Educational Affairs office: Tel 02 811 3356

For all emergencies at MBZUAI call 02 811 3369 (3369)

Safety

In emergencies, the Security Control Room (02 811 3100) and Main reception Building 1A (02 811 3469) and Building 1B (02 811 3369) can always be contacted at all hours. They will in turn contact the relevant authorities.

Nearby hospitals

Sheikh Shakhboub Medical City 02 314 4444
Khalifa Hospital - Operator 02 819 0000

Civil Defence for off campus accommodation

Fire 997

Ambulance 998 or 999

Police 999

APPENDIX A - Housing Allowance

Students seeking eligibility for housing allowance must meet the criteria and conditions outlined below:

- New PhD students who are married will be permitted to request Housing Allowance instead of a dorm room on campus. A deadline for requests and supporting documentation will be communicated as part of the onboarding process well in advance of arrival on campus.
- The supporting documentation required is a marriage certificate (which has been translated into English when issued in another language).
- Married PhD students will not be permitted to request Housing Allowance after the communicated deadline unless their circumstances change during the period of their course.
- MBZUAI students who are married to each other will only receive one Housing Allowance per household. If Housing Allowance is granted to one student within the married couple, neither will be permitted to live in dorm accommodation.
- Periodically, additional students may be offered the opportunity to receive Housing Allowance depending on room availability. Once this is offered by the University and accepted by the student, students will not be permitted to return to dorm accommodation unless in exceptional circumstances and according to availability.
- Married UAE National students are not eligible for additional Housing Allowance.

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