



Student Residence Office

香港城市大學
City University of Hong Kong

USER GUIDE FOR SUMMER LETTING 2026

@MA ON SHAN COMPOUND

MORE INFORMATION 



WELCOME

This guide is intended for visitors who plan to stay in the Student Residence at the Ma On Shan (MOS) Compound during summer. It provides basic information about the services, facilities and tips.

LOCATION



The MOS Compound is located at:
2 Choi Sha Street
Ma On Shan, Shatin
New Territories

新界沙田馬鞍山彩沙街2號

BEFORE ARRIVAL

- Bring your own daily hygiene kits, e.g. toothbrush, toothpaste, cup, shampoo, shower gel, towels and slippers.
- Prepare some local currency.
- Prepare phone cards if necessary.

UPON ARRIVAL AT HONG KONG

- Get a phone card at convenience store if you need phone services during your trip in HK.
- Buy an Octopus card, which is a stored-value card for paying laundry and vending machines in the Student Residence. It is also accepted by almost all public transport, and at many restaurants and other places including convenience stores, supermarkets and vending machines all over HK.
- Get access to the MOS Compound by various forms of public transport. Please refer to <https://www.cityu.edu.hk/sro/AboutUs/MOS/GettingToMOS.htm>

UPON CHECK-IN / CHECK-OUT

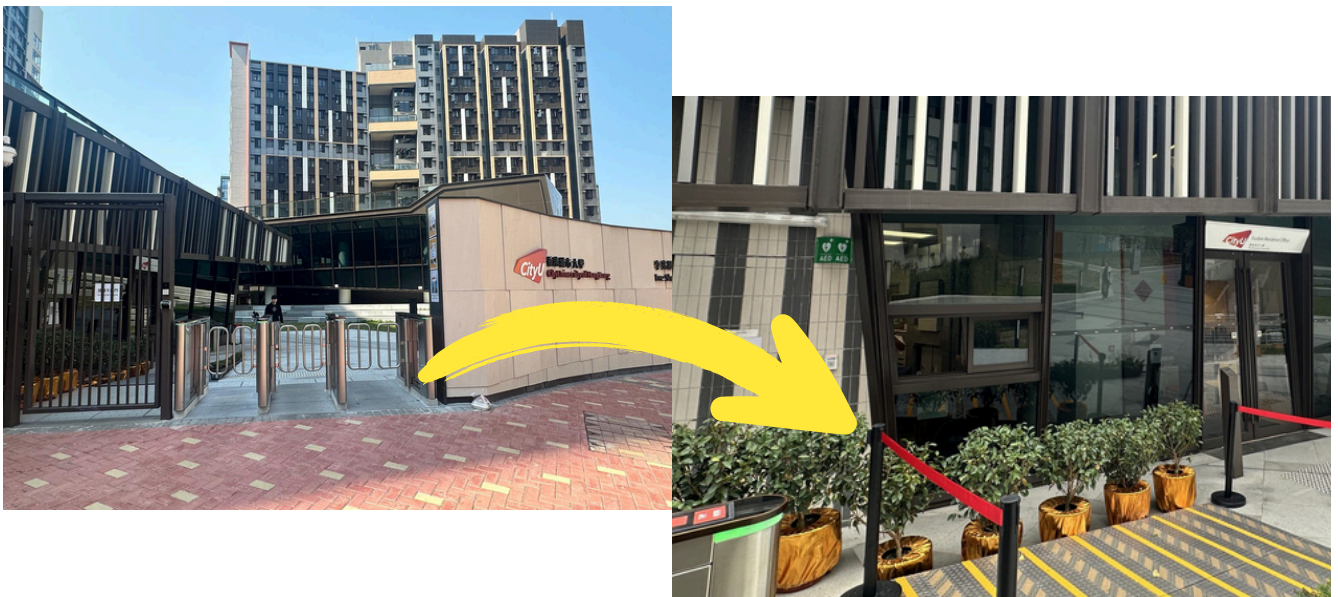
Check-in: after 15:00

Check-out: before 12:00

Please go to the **SRO 24-hour Security Office** (located next to the main entrance) for check-in and check-out procedures.

24-hour Enquiry: 3442 1000

(For medical assistance or emergency)



**Late check-out is not acceptable.
Full room rate will be charged for late check-out.**

OPENING HOURS OF STUDENT RESIDENCE OFFICE

Mondays to Fridays 09:00 - 13:00 ; 14:00 - 17:30
(Saturdays, Sundays and Public Holidays closed)

Enquiry: 3442 1200

ROOM FACILITIES



OUR ROOMS

- Only double rooms available
- Single-gender floor.
Guests of the same gender will be assigned on the same floor.
- Communal toilets & bathrooms
- Free air-conditioning
- Mattress with bedding (self-service)

Friendly Reminder:

As a green initiative, guests are reminded to bring one's own daily hygiene kits, e.g. toothbrush, toothpaste, cup, shampoo, shower gel, towels and slippers.

CLEANING

- Basic cleaning of the communal toilets and bathrooms will take place twice a day.
- Cleaning equipment can be found at the Common Rooms and G/F of the halls.

INTERNET



Free Wi-Fi Service

Available at:
Student Rooms, Common Rooms
and Multi-function Hall/Rooms

More details:

https://www.cityu.edu.hk/sro/FacilitiesProvision/network_connection.htm#03

COMMUNAL FACILITIES

Common Room

- Refrigerators
- TV
- Microwave oven
- Drinking water dispenser
- Induction cooker



Laundry Room (Self-service)

- Washers
HK\$5 per cycle at 5.5 kg
- Dryers
HK\$1 for every 4 minutes

IMPORTANT NOTES

- Opening hours of the Entrance: 24-hour
- Please switch off lights, air conditioners and any other facilities when not in use.
- Please bring your Hall Access and Room Key Cards at all times. A fee will be levied for replacement of lost or damaged card (HK\$100/card) and HK\$20 for opening door.
- Speak softly in quiet hours (23:00 - 07:00).

PROHIBITED IN STUDENT RESIDENCE



No smoking



No pets



No illegal and/or dangerous drugs



No gambling of any form



No any type of ignition giving rise to a naked flame



No alcohol consumption



Speak softly in quiet hours (23:00 – 07:00)



No luggage concierge service



No room change without prior approval



Make sure your room inventories are in good condition. Report to the security on G/F of your hall if you find any loss or damage.

SAFETY AND SECURITY

- Protection of life and property is our highest priority. Your safety is of a great concern to us. If you are prepared, your safety and well-being will be ensured.
- In case of injury or sickness, contact your organizer and security for assistance.
- If Typhoon Signal No. 8 or above is hoisted, or a **Red** or **Black** Rainstorm Warning is issued, stay indoors and lock all windows.
- Take care of accompanying children at all times.
- You should keep your Hall Access and Room Key Cards in good condition. Report to the Security Office (Student Residence) immediately if the card(s) is lost or damaged.
- Keep your valuables locked. Do not leave any valuable items unattended. Lock your door whenever you leave your room.
- No insurance cover for personal property.

FIRE

1. Remain calm.
2. Alert persons nearby by shouting "Fire".
3. Evacuate immediately.
4. Break the fire alarm glass.
5. Close doors to isolate fire and smoke.
6. Leave the building (follow EVACUATION Procedures).

USEFUL CONTACT NUMBERS

- 24-hour Security Office 3442 1000
- Ma On Shan Police Station 3661 1700
- Police / Fire Service / Ambulance 999