

THE CHINESE UNIVERSITY OF HONG KONG
STAFF QUARTERING UNIT

USEFUL INFORMATION ON LIVING IN UNIVERSITY STAFF QUARTERS (USQ)

The information provided below is intended to give USQ residents and their families who are new to the campus or Hong Kong some ideas of how to obtain certain basic necessities and how some activities are organized. It does not purport to cover everything that goes on, but should be helpful to those who are settling in for the first time.

1. Transportation

- (a) The University Transport Office operates shuttle bus and shuttle light bus service on campus. The shuttle bus service is free of charge whereas the shuttle light bus service costs HK\$5.00 per trip. Please contact the Transport Office (Ext.37990) for enquiry or purchase of bus coupons. For more information, please visit http://www.cuhk.edu.hk/transport_office/index.html.
- (b) For trips to Kowloon you can either take the train (running about every 5 minutes - timetable can be obtained from the station) at the University Station or buses number 72, 72A, 73A and 74A or the minibuses number 28K and 28S at Tai Po Road.
- (c) If you wish to keep a car or a motor bicycle on the campus, you must apply for a parking label. The regulations for motor vehicles are issued separately. Please ask the Security Office (Ext. 38639) for further information.
- (d) Taxi can be called for pick-up at a service charge. There are two major types of taxi, differentiated by red and green colour. Red-coloured taxi covers all areas in Hong Kong while green-coloured taxi, a little cheaper, runs in restricted areas of Shatin District and New Territories.

For taxi call, please dial 2697 4333 (green/red-coloured taxi) or 2657 2267 (green-coloured taxi).

2. Repairs

For repair of University equipment or fixture, you may call Ext. 36666, the Estates Management Office (EMO) or make use of the maintenance requisition form, which can be downloaded from <http://www.cuhk.edu.hk/emo/v2/eng/doc/doc.html>.

3. Emergency

For any kind of emergency, please contact the Security Office (Ext. 37999).

4. Telephone

Request for connection of telephone lines should be made to PCCW directly on 1000. When vacating a flat, a resident should inform the PCCW of his/her cessation of using the telephone services and notify the bank to stop auto-pay arrangement, if any, for telephone bills.

Please contact the EMO (Ext. 36666) in case you need further assistance.

5. Broadband Services

You may contact the PCCW (Tel. No. 1000), the Cable TV Co. (Tel. No. 1832 888) or any other internet service providers for enquiry about broadband services. If your internet service providers are installing the services during non-office hours, you are advised to contact us (Ext. 31876) to make an appointment in advance.

6. Utility Services

Water and electricity supply on campus are maintained and operated by the EMO. Please contact the EMO (Ext. 36666) in case you encounter problems concerning these utilities.

The gas for cooking is supplied by DSG Energy Limited (Tel. No. 2435 8388), you may also call the EMO (Ext.36666) in case you need further assistance.

7. Supermarket

There is a small supermarket run by Fusion Supermarket (Tel. No. 2603 5432) located on the LG/F of the John Fulton Centre. It is open from 8:30 a.m. to 10:00 p.m. on weekdays and 8:30 a.m. to 9:00 p.m. on Saturdays, Sundays and public holidays selling a variety of food, vegetables, etc.

8. University Health Service

Eligible staff members and their immediate families can make use of this service (doctor and dentist). The consultation hours are 8:45 a.m. - 1:00 p.m. and 2:00 p.m. - 5:30 p.m. from Monday to Thursday, 8:45 a.m. - 1:00 p.m. and 2:00 p.m. - 5:45 p.m. on Friday. For enquiry, please contact the University Health Service on Ext. 36422.

Should an emergency arise outside these hours, staff members should seek prompt treatment at the Accident and Emergency Department of the Prince of Wales Hospital in Shatin or any Regional Hospital. For ambulance call 2734 3400, 2735 3355 or 999.

9. The Bank

Hang Seng Bank Ltd. runs a branch on 1/F of John Fulton Centre. It is open from 9:00 a.m. to 5:00 p.m. from Monday to Friday. For enquiry, please call 2998 6262. Hang Seng Bank Ltd. also provides an ATM which is located on G/F of John Fulton Centre.

The Bank of East Asia (BEA) has a branch on 1/F of Pommerenke Student Centre. It is open from 9:00 a.m. to 5:00 p.m. from Monday to Friday. For enquiry, please call 3609 3790. An ATM provided by BEA is located on G/F of Benjamin Franklin Centre.

10. Bookshop

There is a bookshop run by The Commercial Press (Tel. No. 2603 6308) on 1/F of Yasumoto International Academic Park. Its opening hours are from 10:00 a.m. to 8:00 p.m. on weekdays and 10:00 a.m. to 5:00 p.m. on Saturdays. It is closed on Sundays and public holidays.

11. Barber Shop and Beauty Parlour

There is a barber shop on the G/F of John Fulton Centre (Tel. No. 2994 4884). It opens from 10:00 a.m. to 8:00 p.m. on weekdays and Saturdays, and is closed on Sundays and public holidays.

12. Swimming Pool

This is situated on the LG/F of Benjamin Franklin Centre and is normally open from May to late November. The opening hours vary depending on the season but they will be announced in the University Newsletter. There is an admission charge for staff and spouse, with higher charges for guests. Staff's family members can apply for admission cards from the Office of Student Affairs. Admission tickets for guest are sold at the entrance of the Swimming Pool. Enquiries may be directed to Ext. 36764.

13. Tennis Courts

There are several tennis courts on campus. For enquiry and booking, please contact the Physical Education Unit, Ext. 36097. In each college there are also tennis courts and other sporting facilities. Details of these can be obtained from the College Offices.

14. Canteens

There are canteens in each College, Benjamin Franklin Centre, Li Wai Chun Building and the Basic Medical Sciences Building. Food provided and opening times vary. Please refer to the telephone directory for their telephone numbers.

15. Postal Services

There is no post office on campus. Letters duly stamped may be posted via the University Mail Room on the G/F of the John Fulton Centre, but you have to take heavy personal parcels to the local post offices. For enquiry and further information about the local postal services, you may call the Hongkong Post Counter Services Customer Care Hotline at 2525 5856.

16. Receiving Mail

Mail with address of your quarters will be delivered to the letter box located at the entrance lobby of the residential building. However, for heavy postal package, you may have to collect it from the University Mail Room or other local post offices.

The mailing address of your flat is:

Flat _____, University Residence No. _____, The Chinese University of Hong Kong, Shatin, New Territories, HONG KONG.

You should register a change of address with Hongkong Post and inform your correspondents accordingly.

17. University Staff Common Room Restaurant and College Staff Clubs

The University Staff Common Room Restaurant is located in G/F, Pentecostal Mission Hall Complex High Block. Membership is open to Terms of Service (A) and (B) staff members of the University. Please contact the University Staff Common Room Club Office (Ext. 39386) for enquiry.

Staff assigned to Colleges will also find a Staff Club in each College with its own dining facilities which can be used by members. For details please contact the Secretary of the Association concerned.

18. Religious Services

Information on these can be obtained from Chung Chi College (Ext. 34144) in the case of Christian Services and United College, Adam Schall Residence (Tel. No. 2603 5641) in the case of Roman Catholic Services.

19. Insurance of Personal Effects

The University does not insure on your behalf nor will it be held responsible for any loss or damage. Information concerning "Household Comprehensive Insurance" can be obtained from Hang Seng Bank on-campus.

20. Newspaper Delivery

A newspaper agent, Messrs. Lee Hung Kee, comes to the campus daily from Shatin. Its telephone number is 2634 6348 / 9387 2742.

If you have any questions about USQ in general, you may contact Staff Quartering Unit on Ext. 31876 or 38797.

Staff Quartering Unit

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