

Life in SG

students lost when they first arrived at airport

Q: How can I get to NTU Hall of Residence 15 from the airport?

A: You can choose from a variety of modes of transport to travel from the airport to NTU Hall of Residence 15, and around Singapore.

Taxi/Hired Car: Hire a car to NTU Hall of Residence 15, 36 Nanyang Crescent, Singapore 637635. The entire journey should take approximately 30+ minutes. There are counters at the Arrival hall of Changi Airport to assist you with booking a ride. Alternatively, you may choose from a variety of hired car apps to call yourself a car. Feel free to chat with the drivers during your ride, they are usually quite friendly and wouldn't bite. (;P)

Public Transport (Step-by-Step Guide):

1. From Changi Airport, you can take Singapore's subway or MRT (Mass Rapid Transit) into the city and to NTU. From station CG2 Changi Airport, board the MRT to interchange station EW4/CG Tanah Merah.
2. At Tanah Merah, hop over to the train headed in the direction of EW33 Tuas Link or "To city". This train/line is the East West line or Green line of Singapore MRT network. We hope you find opportunities to explore the rest of Singapore along this line and the other lines during your time here in Singapore.
3. At EW27 Boon Lay, exit the train and travel to the bus interchange located in the shopping mall Jurong Point.
4. At the bus interchange, you may queue up for bus route 199. This route will take you directly to Hall of Residence 15, NTU.

You may refer the the FAQ "Public transportation in Singapore" for more information as to how to take public transport in Singapore as it may differ from your home country.

Q: Which mobile provider should I choose during my stay in Singapore?

A: There are multiple mobile providers in Singapore, the three main providers are Singtel, Starhub and M1 (Links provided).

Singtel: <https://www.singtel.com>

Starhub: <https://www.starhub.com>

M1: <https://www.m1.com.sg>

You may refer to the links for more detailed information regarding mobile plans and choose according to your estimated data usage and call minutes each month.

Q: Public transportation in Singapore.

A: It is extremely easy to travel around Singapore using public transport options such as the MRT and busses. To ride these transport vehicles you must obtain at least one card with ezlink option. One of which could be your matriculation card as NTU matriculation cards come with ezlink access and could be topped up at any MRT station's ticketing machine using cash or bank cards. Please refer to ticketing machines for specific guidelines.

Note: the busses in Singapore do not stop at every single bus stop. You must indicate your interest in boarding or alighting the bus.

Boarding: when you see the route you wish to take, indicate your interest to board to the driver by extending your arm towards the road.

Alighting: there are "Stop" buttons located in each bus, usually on poles or on the window next to the seats. As your stop approaches, press the button to indicate your intention to alight.

Q: Interesting Singlish to Learn:

A: this one can haha wait ar I go find online

<https://www.straitstimes.com/singapore/learn-the-food-lingo-how-to-order-and-get-what-you-want-in-singapore>

<https://www.capitaland.com/international/en/about-capitaland/newsroom/inside/2019/aug/must-know-singlish-words.html#menu-lang-main>

Life in Hall XV/NTU

Q: I was issued an Aircon Card when checking into the hall, how can I top it up/use it?

A: Aircon cards are directly linked to your name so if lost/tampered with it will be traceable to you and you will be held liable for replacement/consequences.

The aircon cards may be topped up at the top-up kiosks located around the lobby outside of Canteen 14 using a NETs Cash Card. There are also others located around the different halls of NTU, however those in the closest vicinity to Hall XV are located at:

1. Outside Canteen 14
2. Outside Hall XV Seminar Room
3. Tamarind Canteen

(insert photos if possible)

Q: I don't have a Singapore bank account. How can I top up my aircon card?

A: To top up your air-con card, you will have to use a Singaporean cash card or an ezlink card to top up at the kiosk. You may refer to the kiosk for a more detailed guide on how to top up your aircon card.

Q: It's very common for there to be insects around the hall during rainy weather.

What should I do when this happens?

A: These insects are quite common in Singapore's tropical climate. Most of them are harmless and are attracted to light sources. If they do end up in your room, you can simply switch off the lights in your room and direct them to the nearest light sources outside to get them out of the room.

Only call the pest control or the hall office for assistance if there is an infestation of sorts in your room. For example, when there is an infestation of termites.

Q: Where can I eat around Hall XV and NTU?

A: For residents of Hall XV, the closest on campus canteens are Canteen 14 and the Tamarind Canteen. There are also various canteens located near halls as well as at the main academic buildings.

You may refer to the campus map for more information: (<https://maps.ntu.edu.sg/>)

Q: Where are the nearest supermarkets?

A: There are only two supermarkets on campus Prime and Giant. Prime is located in Northspine Plaza and Giant is located beside Canteen 2 and 7-11. Please note that NTU is a plastic-free campus, thus there will be a surcharge of \$0.20 per plastic bag.

Q: What are some helpful apps?

A: Some helpful apps that you can download and set up before coming to Singapore and NTU are as follows:

- Grab: This is an app for various services, including but not limited to hiring private cars, ordering food delivery, and parcel delivery etc. It also provides a cashless payment option for various stores around Singapore.
- Foodpanda: This is an app for food and grocery delivery. It allows users to choose whether to buy from restaurants or stores in the area that are partnered with Foodpanda for delivery.
- Google Maps: This app is commonly used around the world for directions. You can use it to find out the exact public transport route you have to take in Singapore to get to your destination.
- NTU Go: This app provides regularly updated locations of Campus Shuttle busses driving around and off campus. You can check this app before heading to bus stop to gauge how long you may have to wait for shuttle busses.
- Telegram: Telegram is a very commonly used messaging application in Singapore, in addition to WhatsApp and WeChat, etc. You can also join our HALL XV telegram group for updates or if you have any questions about hall, hall residents are happy to answer any pressing queries there:
<https://t.me/joinchat/EAHKVFGv12s-ePtOtLtO-Q>

Q: What are the common card options for cash withdrawal at the ATMs in Singapore?

A: The following photo outlines some card options that are commonly accepted by ATM machines in Singapore for cash withdrawal.



Q: What sport facilities are available for Hall XV residents?

A: NTU has multiple sport facilities on campus. Including the sports field located at SRC (Sports and Recreation Center), the running track around campus, and the North Hill Gym. There are also multiple sport facilities around Hall XV for residents to use.

Hall 14 Gym: Hall 14 gym is located in the block across from the hall office. There are signs located around the lobby area, you may refer to them to find the exact location of the gym. You may access the gym using your key fob, please remember to activate it's gym access at the hall office.

Block 70 exercise corner: the exercise corner is located outside of Block 70, in the area below the Block 70 lounge.

Hall 15 function hall: The function hall may be booked by student groups to arrange sport practices such as badminton matches, dance practice, and other similar sports. Please contact the hall office for more information.

Note: In light of Covid-19, please abide by social distancing and social gathering rules.

Q: What do I do if I get locked out of my room?

You can seek help from the Hall Office during office hours:

Office Hours (UTC/GMT +8 hours)	
Monday - Thursday	0830 - 1745hrs
Friday	0830 - 1715hrs
Lunch (Hall Offices are Closed)	1300 - 1345hrs
Saturday & Sunday	Closed
Public Holidays	Closed

If the Hall Office is closed, seek help from your Hall Fellows during the following hours:

- Mon–Fri 6 pm to 11 pm
- Sat/Sun/PH 9 am to 11 pm

Q: After I've been gone for a few days, when I tap my key fob on the lock, it blinks red and does not open the door. Why does this happen and what can I do?

The key fobs need to be refreshed at any of the hall gates every three days. The overdue of the authorisation, or if you did not tap and hold your card to the reader until a green light is seen when you entered the gate, would be the cause of this issue.

To resolve this, you can simply go to any of the entrance gates and tap your fob on the fob reader till you see a green light, then you can try again with your door reader. If it still does not work, contact the hall office for support.

Q: Can I smoke in the Hall?

As NTU is a smoke free campus abiding by regulations set by the National Environment Agency (NEA). Smoking is mostly prohibited on campus (including the halls) except for the Designated Smoking Areas (DSA) around campus. Violations will be met with severe consequences and may even result in eviction from hall. You may refer to the following link for the location of the DSA:

[https://maps.ntu.edu.sg/m?m=dsa%20\(designated%20smoking%20area\)&fs=s](https://maps.ntu.edu.sg/m?m=dsa%20(designated%20smoking%20area)&fs=s)

Q: Where do I wash my laundry?

There are Laundry Rooms located on level 2 of each of the 4 blocks of Hall XV, equipped with washing machines and dryers. You will need to pay with new \$1 coins (the silver colour coin with a ring of gold, insert picture if possible) to use each of the machines (1 for the washing machine and 1 for the dryers). Please make sure you keep the door of the Laundry Room locked to prevent unauthorized personnel.

To conserve energy and water, wash laundry when you have enough for a full load. Remember to collect your laundry immediately after it is washed or dried to allow others to use the machines and to prevent laundry theft. Management is not responsible for lost laundry.

Q: Where do I hang dry my laundry?

You may hang your laundry on the cloth lines provided along the corridor. Do not bring your own laundry rack to the Hall. If you do, you must store it inside your room.

Please remember to collect your laundry immediately once it is dry to prevent laundry theft, and to allow others to use the cloth lines. As a precaution about theft, you should hang dry expensive garments inside your room. Hall office and management is not responsible for lost laundry.

Please note that Singapore is a tropical country, and that it may rain frequently during the day. Friendly advice: do not leave your laundry out to dry when you are not in the hall, as they may get wet from the rain.

Q: Are there printing facilities in the hall? Where?

The nearest printing services can be found in our hall's Computer Room which is located beside the seminar room, near the Hall Office. The Computer Room is open from 9:00am – 12:00am (Mon–Sat) and closed on Sunday and Public Holidays. Please note that you will need to bring along an ezlink card and your own laptop to print your documents.

Q: What are the hotlines that I should be aware of?

When you need help, here are some helpful hotlines that you can refer to.

Fault Reporting and Security Hotline (for emergency repairs, security matters, rules enforcement & pest control)	6790 4777 (24 hours)
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Center for IT Services (CITS) Helpdesk(helpdesk@ntu.edu.sg):	6790 5228
NTU Medical Center (SS3-B2-5):	6793 6828 / 6793 6974
Student Counselling Centre (SSC-05-7):	6790 4462
Police (for emergencies only):	999
Fire or emergency ambulance:	995
Non-emergency ambulance	1777