

# **MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY**



## **STUDENTS ACCOMMODATION POLICY**

**2016**

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**LIST OF ACRONYMS**

DOSO	-	Dean of Students Office
DVC-PFA	-	Deputy Vice Chancellor Planning Finance and Administration
HESLB	-	Higher Education Students Loan Board
MIST	-	Mbeya Institute of Science and Technology
MTC	-	Mbeya Technical College
MUST	-	Mbeya University of Science and Technology
MUSTSAB	-	Mbeya University of Science and Technology Students' Accommodation Bureau
MUSTSO	-	Mbeya University of Science and Technology Students Organisation
VC	-	Vice Chancellor

## **SUMMARY**

In Tanzania, Universities suffer from dilemma of students' accommodation since a big number of students fail to get rooms in Universities' hostels. This makes it a critical priority for University Management to coordinate accommodation issues. When this University started as a college in 1986, the hostels were able to accommodate all students who got admission. However, after the transformation from MTC to MIST and later to MUST, students' admission grew rapidly and thus, creating accommodation crisis as the number could not tally with available spaces. This increase in number of students forced the University to adapt several coping strategies including increasing number of beds in rooms and construction of two new hostels. Nevertheless the challenges still persisted. In order to manage these challenges the University management came up with an idea of establishing Students Accommodation Policy. The policy provides criteria for allocating students in available hostels with limited spaces so as to minimize complaints among customers.

Generally, this policy among other things addresses issues of accessibility to accommodation, accommodation maintenance as well as security. The policy also advocates on formation of MUST Students Accommodation Bureau (MUSTSAB) which will facilitate on coordination of accommodation issues. The Bureau operates as semi-autonomous, fully owned by the University, comprising of Bureau Board and Committee with strong organization and management machinery. It will be responsible for managing maintenance/repair and cleanliness of hostel blocks for the provision of high quality services for students' better stay. The policy implementation shall be the responsibility of the University Management.

## **1.0 INTRODUCTION**

### **1.1 Historical Background**

Mbeya University of Science and Technology (MUST) is a result of two successive transformations. The first transformations involved the change of Mbeya Technical College (MTC) which was established in the 1986 to Mbeya Institute of Science and Technology (MIST) in 2005. MTC was only involved in offering four full technical certificate programmes in the field of Civil, Mechanical, and Electrical engineering as well as Architecture. The second involved transformation of MIST to Mbeya University of Science and Technology (MUST) which was established in 2012. This led to an increase of student's enrolment hence creating high demand of student's accommodation. The purpose of this document therefore is to guide general conduct of ensuring a conducive environment in providing in-campus accommodation for students. The policy also provides a wide approach foundation for the University management on how to handle and manage the University hostels for a betterment of students and the University at large.

### **1.2 Mission and Vision of the Mbeya University of Science and Technology**

#### **1.2.1 Vision**

The vision of MUST is to become the leading centre of excellence for knowledge, skills and applied education in science and technology.

#### **1.2.2 Mission**

The mission of the University is to develop academically, technologically and socially competent students, staff and other stakeholders who will be responsive to the broader needs and challenges of the society specified by:

- a. Facilitating appropriate tuition, practical training and support according to the needs of students and other customers including disadvantaged groups
- b. Encouraging staff commitment to quality education and services including research, consultancy and innovation;
- c. Fostering lifelong learning, honest and responsibility;
- d. Promoting an environment that is conducive to human development and gender equity.
- e. Promoting effective entrepreneurship and usage of appropriate technology that meet national and international needs and standards through skills and practical oriented education and training, research and consultancy.

## **2.0 FUNCTIONS OF THE MUST ACCOMMODATION POLICY**

### **2.1 Introduction:**

MUST Accommodation Policy has been developed in order to provide a conducive and reasonable accommodation environment to the bonafide students in the available University hostels. This document has set out the procedures for the allocation of students' accommodation, maintenance, security, rent and human resources. The policy shows how a limited number of accommodation spaces are allocated and how the demands are prioritized.

### **2.2 The Objectives of Policy:**

- a. To establish criteria for allocation of rooms on individual basis.
- b. To reduce expensive system and cost inefficient of repair and maintenance of hostel blocks.
- c. To set out prompt mechanism of minimizing bureaucracy for procuring repairing materials for hostel blocks once reported.
- d. To manage proper utilization of accommodation facilities including security of student's properties.
- e. To assist in identification of suitable accommodation places in the private market for students to rent.
- f. To advice and encourage students to look for accommodation in the private market.
- g. To establish initiatives for increasing accommodation opportunities at MUST.
- h. To set mechanisms of controlling and managing funds accruing from accommodation fees paid for such services.
- i. To manage both the students and other accommodation hostels
- j. To ensure that accommodation applications are treated fairly and to prioritize applications where necessary.

### **These objectives will be achieved by:**

- a. Giving priority to students as indicated in this policy before processing applications according to order of application received and priority set.
- b. Working with enrolment and admissions plan to predict the likely demand each year.
- c. Providing additional information and advice relating to accommodation options in MUST including; an annual Accommodation fair on campus, allowing landlords to advertise via notice boards and producing supporting documents to be given to students.

## **2.3 Accommodation Policy Issues**

The responsible organ will need to address the following issues for smooth running process.

- a. Accessibility of Accommodation
- b. Accommodation Allocation
- c. In-campus Accommodation
- d. Off-campus Accommodation
- e. Accommodation Facilities and Maintenance
- f. Accommodation Security

### **2.3.1 Accessibility of Accommodation**

MUST has been growing in different aspects since it embarked on the Institutional Transformation Programme in 2012. Among them are students' accommodation services. Such a need has also been increasing in line with the Institutional Transformation Programme and strategic plans. The expansion in number of students enrolled has exerted considerable stress on the already constrained accommodation supply. However, as accommodation facilities are limited, the University neither guarantees accommodation to any student nor obliged to prove the same to students. For that reason, students are strongly encouraged to look for private accommodation in case an effort to secure accommodation in-campus fails.

With this expansion, MUST will constantly work hard to improve the available infrastructure to match the student increase in-terms of hostel and number of student rooms as well as furnishing them with the necessary facilities like mattresses, chairs, tables and internet service as funds are available. Regarding maintenance and sustainability of the hostel blocks infrastructure, there is a need for MUST to provide adequate and timely management and maintenance.

Given its core task of ensuring quality education, and the challenges presented to the University by the insufficient funds for maintaining the hostel blocks, the University has found it necessary to establish an instrument that will carry some of its subsidiary responsibilities including rehabilitating hostel blocks and facilitating provision of accommodation to students in line with students accommodation bureau to be known as Mbeya University of Science and Technology Students Accommodation Bureau (MUSTSAB). This body shall be a Semi – autonomous entity within the University's administrative structure.

The main task of the bureau will be to manage provision of the available accommodation facilities, source out and secure accommodation premises from landlords to be used as student hostels whose rooms are then sublet to needy students. However, MUST do not have a mandated responsibility of providing accommodation for all of its students, therefore:

- a. The Mbeya University of Science and Technology is not fully responsible for providing accommodation services to all students. However, the University through MUSTSAB shall provide accommodation services to Government sponsored Ordinary Diploma students whenever necessary.
- b. There shall be a University Bureau which shall be a semi-autonomous entity responsible for the provision of accommodation services to students.
- c. There shall be an Accommodation Committee responsible for scrutinizing and allocating student accommodation services in campus.
- d. Those who will invest in provision of accommodation services to students shall be responsible for management of their accommodation services.
- e. Both Students By-Laws and Accommodation Agreement shall be used in the management of private and MUST accommodation facilities.
- f. The University will revise its accommodation rent rates from time to time so as to reflect hostel maintenance costs as approved by the University Council.

### **2.3.2 Accommodation Allocation**

The procedures for the allocation of student accommodation spaces available will be fair and transparent to students. Criteria for allocating accommodation spaces and how the demands are prioritised are shown below in section 2.3.2(b).

#### **a. Student Eligibility for Securing In-campus Accommodation Services**

Only MUST prospective students of full time courses will be eligible to apply for accommodation for the academic year in which their course commences. This applies to both Ordinary Diploma and Undergraduate first years who have not previously been enrolled on a course of study at MUST.

Rooms shall be allocated to eligible students at the beginning of every semester. Applicants shall indicate their desire by filling in the agreement/contract forms which lasts for an academic year. The University Council shall set the overall policy and guidelines for providing accommodation services in the University from time to time.

#### **b. Criteria for Allocating Accommodation to Students**

Due to limited accommodation spaces available, the following criteria shall be used in allocating rooms to students in the given order of priority after a student applying to MUSTSAB.

- i. Students with special needs (students on medical grounds and physical disabilities);
- ii. Foreign students;
- iii. Ordinary Diploma Full Time Government Sponsored Students;
- iv. Female first year students;
- v. Female continuing students;

- vi. Male first year Ordinary Diploma Full Time Private Sponsored students, currently residing away from Mbeya City;
- vii. Male first year undergraduate students who are beneficiary of HESLB and residing away from Mbeya City;
- viii. Other male first year undergraduate students, currently residing away from Mbeya City;
- ix. MUSTSO leaders of priority ministries which are; Ministry of Health and Environment, Food and Accommodation, Security and Defence, Loans and Grants, and Education & Academics.
- x. Finalist male undergraduate students, currently residing away from Mbeya City;
- xi. Continuing male undergraduate students.

The University shall not guarantee accommodation to all mentioned categories if the number of eligible students is over and above the available accommodation capacity. **Mode of application for accommodation should be determined by MUSTSAB.**

### **2.3.3 In campus Accommodation**

- a. **Conditions for Students Acquiring In-campus Accommodation**
  - i. Payment for the accommodation facilities shall be only after the allocation has been confirmed;
  - ii. Any student who does not pay his/her accommodation fee within official registration period in the beginning of each semester/academic year, the room shall be allocated to another student based on the stated priority;
  - iii. Residents shall be required to abide to the respective sections of Students' By-Laws governing In-campus residence;
  - iv. At the end of every semester, student tenants shall vacate rooms with all their private belongings and handover all University properties to the Warden/Janitor of the respective hostel block;
  - v. Off – Campus students shall not be allowed to stay in the University hostels and a person who shall be identified will be considered to have breached the Students' By-Laws;
  - vi. The University shall not provide accommodation for couples or families, and thus, students are not allowed to live with spouses or children in hostel blocks;
  - vii. A tenant student who withdraws from accommodation shall not be refunded the payable accommodation rent;
  - viii. Cooking in the hostel blocks is strictly forbidden.
  - ix. No student tenant accommodated in the hostel blocks is allowed duplicating hostel room keys.

- x. Illegal exchange and sublet of rooms shall not be allowed.
- xi. It is the University's policy that students shall legally share a room, but there is no provision for married students and nursing mothers (Ref. (f) above).

**b. Lease Period and Accommodation Rent**

Eligible student for in-campus accommodation shall be allocated accommodation room at the beginning of each semester on arrival; they shall be required to **SIGN** an Accommodation Contract, which lasts for one academic year. Thus, those meeting the accommodation criteria will have to re-apply.

**c. Accommodation Rent**

- i. Local and Foreign students shall be accommodated in the hostel blocks at different rates as shall be approved by MUST Council from time to time.
- ii. MUSTSAB shall set affordable or reasonable rents in each academic year as shall be reviewed and approved by the governing body from time to time, and the rent shall be paid in full at the beginning of each semester/academic year.
- iii. Money collected from resident students, the University and other sources for purpose of accommodation payment shall be deposited in MUST Account.
- iv. A student who withdraws from accommodation after the room allocation announced publicly he shall not be eligible for a refund.

**d. Student's Obligations**

The tenant student shall;

- i. Pay the accommodation fee as approved by the University authority.
- ii. Report any accommodation discrepancy to the University authority within 3 days of the start of the period of residence.
- iii. Keep the accommodation, the contents and (jointly with other students) the common parts in a clean and tidy condition.
- iv. Remove all personal belongings and return all keys to the warden/janitor of the respective hostel block during short and long vacations.
- v. Allow the University authority to enter in the accommodation rooms for the purpose of viewing, inspecting, maintaining or repairing.
- vi. Comply with the University's Rules and Regulations as set out by the University authority as well as the method and timetable for the payment of the accommodation fee, as amended from time to time.
- vii. Report to the University authority any damage or any repair or failure of the services as soon as becoming aware of it.
- viii. Pay to the University all costs reasonably incurred in enforcing the student's obligations or arising from a breach of contract.

- ix. Not alter, add or do anything which may cause damage to the electrical installation or equipment in the residence or which may be a fire risk or in any other way put at risk the health and safety or security of others or the University's or other people's property or breach the terms and conditions of the University's accommodation.
- x. Not allowed to put anything harmful, or which is likely to cause blockage, in any pipes or drains.
- xi. Not remove from, affix to, change, damage or attempt to repair the structure or decorative finish of the accommodation, the common parts, the residence or the contents
- xii. Not bring additional furniture into the residence
- xiii. Not use the accommodation for any other purpose other than study and bedroom
- xiv. Not share the accommodation with unauthorized person or sub-let it or transfer occupancy to any person.
- xv. Not cause any nuisance, offence, disruption, harassment or persistent disturbance to others.
- xvi. Not bring into the room, and/or use, produce and/or supply within the residence any drugs and/or such other substances whose use, possession, supply and/or production is unlawful under the misuse of drugs Act.
- xvii. Not cause any obstruction of the common parts.

**e. University Authority Obligations**

- i. To provide accommodation services to students as deemed necessary.
- ii. Managing and facilitating repair and maintenance of accommodation facilities.
- iii. To disclose personal information obtained from the student where there is serious risk of harm to the students, others or the University's property.
- iv. To ensure student's accommodation security and availability of necessary services such as water, electricity, etc.
- v. Attend sick students accordingly as stipulated in the health policy.
- vi. Reinforce the accommodation rules and regulations as set aside.
- vii. To adhere and follow the accommodation policy for avoiding biasness.
- viii. Handling and duplicating room keys.

**2.3.4 Off – Campus Accommodation**

- a. Students who do not secure in-campus accommodation shall stay off-campus.
- b. Off-Campus accommodation contracts shall be between a student and the respective hostel owner.

- c. However, the Dean of Students office may assist in making available a list of private accommodation possibilities for students who find it difficult to establish places for rent; provided that this shall not exempt the obligation of tenant (student) to enter agreement between him/her and respective landlord.
- d. As now, the University is not in position to guarantee accommodation services to evening class and postgraduate studies students. Students are strongly advised to arrange for their own accommodation before they report to the University.
- e. An off-campus student voluntarily can record his accommodation particulars to the office of Dean of Students for assistance if may required from the University.

### **2.3.5 Accommodation Facilities Maintenance**

Repair of hostel blocks shall be done during long vacation of each academic year. Maintenance of accommodation facilities will be guaranteed by:

- a. MUSTSAB Maintenance Officer to ensure that reported maintenance cases are urgently attended to and works are done properly and timely.
- b. The MUSTSAB Manager in collaboration with the Estate Manager to prepare long and short term maintenance plans.
- c. Major maintenance of hostel blocks to be done within the specific time of the long vacation upon availability of development funds.

### **2.3.6 Accommodation Security**

#### **a. Proper use of communal properties and services**

All students are required to act responsively towards communal properties.

- i. Security for communal properties such as washing places, toilets, and public utilities, shall be taken care by all hostel occupants.
- ii. If any public property is damaged and no one is held responsible, then its repair/replacement or compensation costs shall be met by all students in that particular room/hostel. This shall be effected by charging the replacement cost to the student(s) concerned.
- iii. The status of properties in each of rented room shall be established by MUSTSAB at the beginning of each academic semester as well as at the end of respective semester.
- iv. Individual tenant shall compensate to the University, the cost of repair of the building or part of the University property/part of it, that has been damaged by him/her or while under his/her care.

#### **b. Reporting of Violation of Accommodation Agreement**

Every student securing accommodation on campus shall report any violation of accommodation agreement including subletting, illegal exchange of rooms, cooking in the rooms, and possession of unauthorized appliances such as any kind of

cookers, fridges, etc., and accommodating unauthorized people including off-campus students to wardens/Bureau Manager or Dean of Students.

#### **2.4 The Policy expectation**

- a. The University shall put in place measures to ensure adequate and availability of accommodation facilities to all eligible students especially to those with special needs like those with disabilities, foreign students, etc.
- b. The University shall collaborate with the relevant organs to establish an appropriate legal framework to guide policy implementation in the University.
- c. The University shall ensure that securities in the students' residential places are taken into consideration at a maximum level.

### **3.0 MUST STUDENTS' ACCOMMODATION BUREAU (MUSTSAB)**

#### **3.1 Introduction**

The University management shall form a bureau which will be working to the issues relating to students' accommodation within the University. The bureau shall take proper measures to increased number of students accommodated by the University, managing maintenance/repair & cleanliness of hostel blocks, The Student Accommodation Bureau shall be managed in form of semi-autonomous unit that is fully owned by the University.

#### **3.2 Main Objective of MUSTSAB**

Mbeya University of Science and Technology Students Accommodation Bureau objective is to provide a high quality accommodation services to the students for better living and thus, high academic achievement.

#### **3.3 Functions of MUSTSAB**

The following are the functions of the MUSTSAB:

- a. To assist the University in implementing Students Accommodation Policy
- b. To develop and manage student accommodation facilities, opportunities and related issues
- c. To manage and facilitate the repair and maintenance of student accommodation facilities once reported or identified.
- d. To formulate and administer Accommodation Agreement between MUSTSAB and students
- e. Formulate and enforce mechanisms to ensure that prospective student fills in a form to apply for hostel accommodation and pays rent in advance of allocation of a room
- f. To deal with student's accommodation issues, manage the student's hostel and other applicable property earmarked to cater for student accommodation.
- g. To develop and use approved criteria to allocate MUST hostel rooms to students in a fair, consistent and transparent manner.
- h. To facilitate formation and activities of the room allocation committee that presides over allocation of room to students.
- i. To facilitate collection of rent from students allocated rooms on campus as per agreement and guidelines approved from time to time
- j. To formulate and enforce measures to be taken against students who default on rent payments.
- k. Manage finances for MUSTSAB.

### **3.4 Organization and Management**

MUSTSAB as a semi – independent unit, shall comprise the following;

- a. Bureau Board;
- b. Bureau Committee;
- c. Bureau Manager;
- d. Maintenance Officer (from Estates Department),
- e. Cashier (from office of the Chief Accountant),
- f. Wardens,
- g. Janitors, and
- h. Office Management Secretary.

#### **3.4.1 The MUSTSAB Board**

There shall be a chairperson of the MUSTSAB Board to be appointed by VC.

The Board shall constitute of the following members:

- i. The Chairperson – appointed by VC;
- ii. The Chief Accountant of the University;
- iii. The Dean of Students;
- iv. The Chief Planning Officer;
- v. Two MUSTSO representatives, one of whom must be a female;
- vi. The MUSTSO Minister responsible for accommodation;
- vii. Admission Officer of the University;
- viii. Estates Manager; and
- ix. MUSTSAB Manager who shall be the Secretary of the Board.

#### **a. Duties and Responsibilities**

- i. To formulate policies and strategies that guide managerial decision of the MUSTSAB;
- ii. To receive, review and endorse decisions made by the Bureau Committee;
- iii. To approve the budget of the MUSTSAB.

#### **b. Meetings of the MUSTSAB Board**

The MUSTSAB Board shall meet at least once every three months on dates to be specified in the almanac.

Matters arising from the meeting of the MUSTSAB Board shall be regularly reported to Students Affairs and Disciplinary Sub Committee and subsequently to Students Affairs Committee through management.

#### **3.4.2 Accommodation Committee**

This Committee is composed of a small but function oriented team which shall meet once in every month to review and plan bureau budgets and other issues.

a. **Composition**

- i. Dean of Students - Chairperson
- ii. MUSTSAB Manager - Secretary
- iii. Maintenance Officer (Representative from Estates Department)
- iv. Treasurer (Representative from office of the Chief Accountant)
- v. The MUSTSO Minister Responsible for Accommodation.

b. **Duties and Responsibilities**

- i. To formulate guidelines, strategies and action plans that implement the Bureau
- ii. To prepare Bureau budgets.
- iii. To plan and organize on all issues concerning the management of day to day activities of the Bureau
- iv. To present advise to the MUSTSAB Board on issues concerning students' accommodation
- v. To consider and allocate accommodation to applied eligible students and submit the list of names to the bureau board for scrutiny and further decision for approval.

**3.4.3 MUSTSAB Bureau Manager**

The Bureau Manager will be appointed by the DVC-PFA among the employed Wardens and shall be answerable to the Bureau Board and to the Dean of Students for day to day activities. He will be responsible for implementing all approved matters with respect to student's accommodation issues.

**Duties and Responsibilities**

The primary task of the manager is to assist the University in implementing the student accommodation policy by developing and managing student accommodation facilities, opportunities and handle all other students accommodation related matters which include the following;

- i. Taking overall control of MUSTSAB activities;
- ii. Preparation of an action plan and budget for the Bureau;
- iii. Formation and administration of accommodation agreements;
- iv. Enforcement of mechanism for timely payment of rent by student;
- v. Proper administration and management of student hostels and associated properties including fair, transparent and consistent allocation of rooms to students;
- vi. Ensuring maintenance of safe and healthy environment of student accommodation;

- vii. Ensuring Maintenance of quality student accommodation and property in the hostels (and rooms) allocated to student;
- viii. Management of finance of MUSTSAB and renting rooms to other people when students are on long vacation;
- ix. Offers guidance and counseling services to students in halls of residence;
- x. Alert community that rooms are available during student vacations;
- xi. Performing any other act that the MUSTSAB Board directs.

#### **3.4.4 MUSTSAB Functional Officers**

These are the implementing arms of the Bureau. They are professionals in the relevant fields of operations including the Maintenance officer, Treasurer, Wardens and Janitors and their functions in the Bureau are listed below:

- a. **Maintenance Officer** (representative from Estates Department)  
The maintenance officer will be appointed by the Estate Manager among the technicians employed by the University. All maintenances of the MUST students' hostels will be done by the Estates Department under the supervision of Bureau Manager.

##### **Functions:**

- i. To prepare schedule for maintenance.
  - ii. To supervise and renovate the blocks of residence.
- b. **Bureau Treasurer** (from office of the Chief Accountant)  
The bureau treasurer will be appointed by the University Chief Accountant among the Accountants employed by the University.

##### **i. Accommodation Rent**

Accommodation funds shall be managed by treasurer from the office of the Chief Accountant and shall be deposited in the MUST Account.

##### **ii. Duties and Responsibilities of the Bureau Treasurer**

- a. Preparation of various accounting schedules as directed by supervisor.
- b. Follow up and report on outstanding amounts
- c. Preparation of monthly schedule
- d. To prepare the bureau budget
- e. Preparation of MUSTSAB account journals
- f. Any other duties as assigned by supervisors from time to time.

c. **Warden**

i. **Qualification**

As stated in the University Scheme of Services

ii. **Duties and Responsibilities**

As narrated in the University Scheme of Services

d. **Janitors**

i. **Qualification**

As stated in the University Scheme of Services

ii. **Duties and Responsibilities**

As narrated in the University Scheme of Services

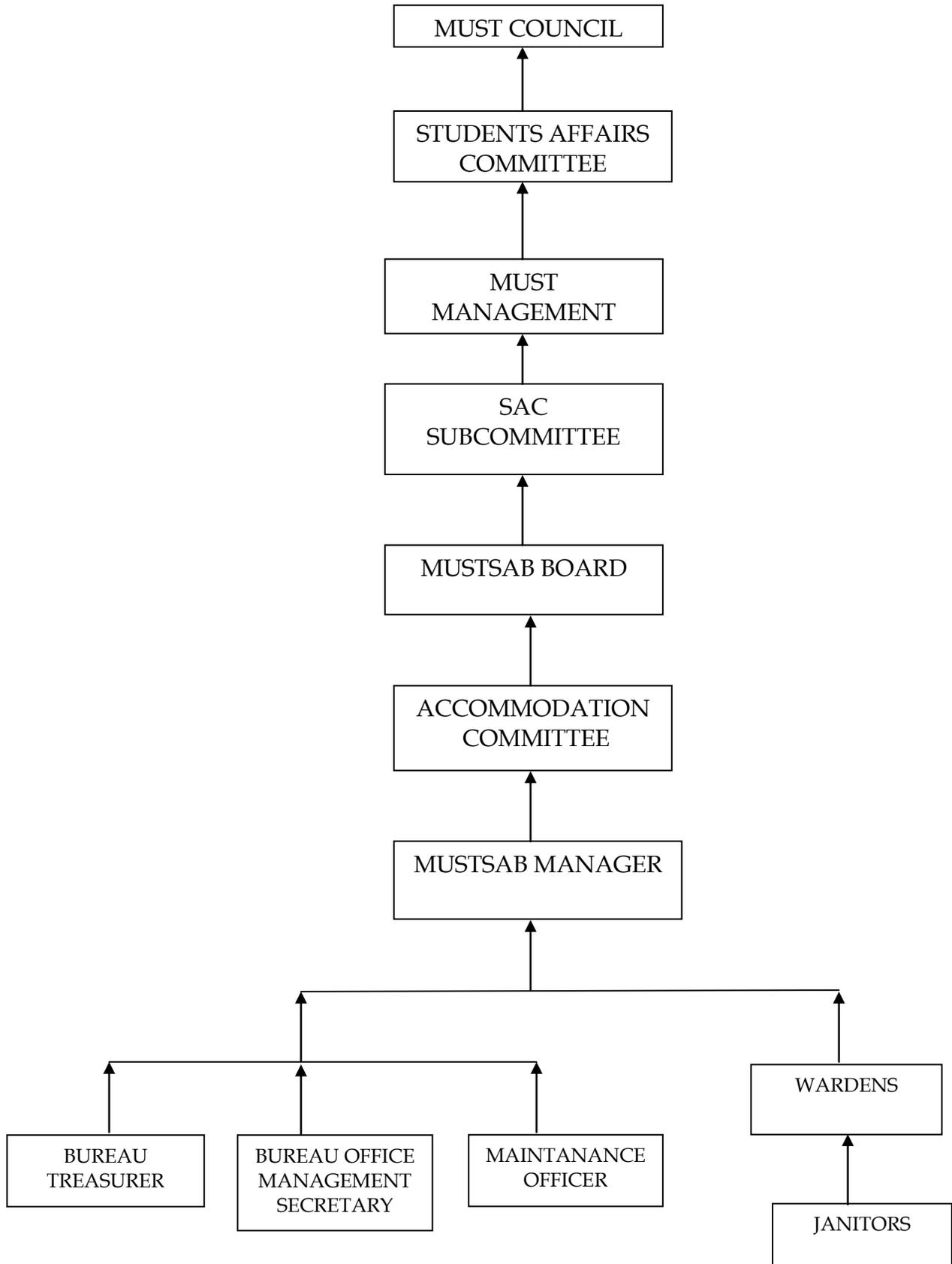
e. **Bureau Office Management Secretary**

The Bureau office Management Secretary shall be appointed by the University management among the qualified secretaries employed by the University.

**Duties and Responsibilities**

As stated in the University Scheme of Services

**Fig. 1: MUSTSAB ORGANIZATION STRUCTURE**



#### 4.0 IMPLEMENTATION, MONITORING AND EVALUATION

##### 4.1 Implementation

Implementation of the policy shall be the responsibility of the Accommodation Committee. The policy issue causes a problem, the same shall be resolved through the MUSTSAB Board and where necessary the management. There shall be a guideline on implementation of the policy.

##### 4.2 Monitoring and Evaluation

University Students Accommodation is a dynamic and rapidly changing due to the rapid increase in number of students as a result of the University expansion in both academic programmes and the campus in question. It is a policy of MUST to monitor the implementation of the accommodation policy and update it on a regular basis. This aims to make MUST ready to adapt challenges relating to accommodation demand. The MUSTSAB Board shall be responsible for Monitoring and Evaluation of the Policy implementation.

#### Approval

According to the **7<sup>th</sup>** Council meeting of Mbeya University of Science and Technology (MUST) held on **7<sup>th</sup> October, 2016** item ....., this MUST Students Accommodation Policy has been read and approved.

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Prof. Penina Mlama

**MUST COUNCIL CHAIRPERSON**

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Saumu Mruke

**COUNCIL SECRETARY**

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Date

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Date