

AZERBAIJAN STATE OIL AND
INDUSTRY UNIVERSITY



ACCOMODATION POLICY





Azerbaijan State Oil and Industry University

Those charged with governance

Sustainability Committee

Accommodation Policy

October 2025

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1. POLICY STATEMENT AND PURPOSE

Azerbaijan State Oil and Industry University (hereinafter “ASOIU”) is committed to providing safe, affordable, inclusive, and sustainable residential accommodation that supports students’ academic success and wellbeing. This Accommodation Policy (hereinafter the “Policy”) establishes the institutional framework for planning, managing, and maintaining ASOIU housing facilities in line with national regulations and international best practices.

ASOIU recognizes that student housing is an essential part of academic and social development, offering a safe environment for learning, collaboration, and personal growth. High-quality and inclusive residential life enhances the ASOIU experience and strengthens community values of responsibility, diversity, and mutual respect.

The purpose of this Policy is to:

- Ensure equitable access to quality accommodation for all eligible students, regardless of gender, disability, nationality, or socio-economic background;
- Define governance responsibilities for residential facilities management and student welfare;
- Uphold safety, health, and environmental standards in all housing facilities;
- Align ASOIU’s accommodation system with the principles of inclusivity, accessibility, and sustainable campus development under SDGs 3, 10, and 11¹.

This Policy applies to all ASOIU-managed student residences, leased housing units, and affiliated residential facilities, whether located on or off the main campus.

2. KEY TERMS AND DEFINITIONS

Defining key terminology ensures clarity, consistency, and shared understanding across all ASOIU departments and partners involved in accommodation management. Clear definitions help align communication, governance, and reporting under this Policy.

- **Accommodation:** Any residential facility provided, managed, or endorsed by ASOIU for the purpose of housing students or visiting scholars;
- **Resident:** Any student, staff member, or visitor residing in ASOIU accommodation, whether short-term or long-term;
- **Accessible Room:** A unit designed or modified to meet the needs of persons with disabilities, ensuring independent and safe living;

¹ SDG 3 – Good Health & Well-being; SDG 10 – Reduced Inequalities; SDG 11 – Sustainable Cities and Communities.

- **Facility Management:** The coordinated operation and maintenance of physical spaces, utilities, and equipment in residential buildings;
- **Student Welfare Services:** Support mechanisms that promote residents' wellbeing, including health, safety, counselling, and inclusion initiatives;
- **Reasonable Accommodation:** Adjustments or modifications made to ensure persons with disabilities can access, use, and benefit from housing on an equal basis with others, with adequate institutional funding;
- **Operational Control:** ASOIU's authority over the management, safety, and maintenance of facilities, even if the property is leased or shared.

3. SCOPE AND APPLICABILITY

This section outlines the boundaries of the Policy: who it applies to, what facilities are covered, and which activities fall under its governance. It ensures that all units involved in managing, maintaining, or using ASOIU accommodation understand their obligations.

This Policy applies to:

- All ASOIU-owned and managed accommodation facilities;
- All students, staff, and visiting scholars residing in these facilities;
- Contractors and service providers responsible for facility operations, maintenance, cleaning, catering, and security;
- Any third-party residence managed under formal agreement with ASOIU.

It also applies to housing-related activities, including room allocation, financial management, resident conduct, accessibility upgrades, and complaint resolution.

All residents are expected to comply with the provisions of this Policy and associated codes of conduct, including the Holistic Ethical Policy and Equality, Diversity and Inclusion Policy².

4. GOVERNANCE AND RESPONSIBILITIES

Effective governance ensures that ASOIU's residential facilities are managed transparently, safely, and sustainably. Clear allocation of responsibilities supports accountability and continuous improvement across all units. The specific roles and responsibilities are listed below.

² Policies can be found in ASOIU website: asoiu.edu.az

RECTOR

Provides overall strategic leadership for accommodation services, approves this Policy and related financial plans, and ensures adequate budget allocations for maintenance, safety, and accessibility improvements.

VICE-RECTOR FOR GENERAL AFFAIRS

Oversees operational management of student residences and ensures compliance with national regulations and ASOIU's internal standards for health, safety, and wellbeing.

DEPARTMENT OF STUDENT AFFAIRS (*Accommodation Unit*)

Acts as the central coordinating body for housing allocation, resident support, and day-to-day facility operations. It maintains the Accommodation Register, manages resident records, ensures fair allocation, and supervises maintenance and cleaning contracts.

FACILITIES AND MAINTENANCE OFFICE

Responsible for technical and infrastructure aspects of accommodation management, including building safety inspections, repairs, waste management, and energy efficiency initiatives.

SUSTAINABILITY COMMITTEE

Provides oversight of environmental performance and accessibility standards in residential operations, ensuring alignment with ASOIU's Climate Action Plan and SDG targets³.

RESIDENTS AND STUDENT REPRESENTATIVES

Expected to comply with residence rules, report safety or maintenance concerns promptly, and contribute to a respectful and inclusive living environment.

EXTERNAL SERVICE PROVIDERS

Contractors involved in security, catering, cleaning, or maintenance must adhere to ASOIU's ethical, health, and safety standards. Compliance is verified through annual reviews and performance audits, in alignment with the Stakeholder Engagement Policy and the Anti-Corruption Policy³.

³ Policies can be found in ASOIU website: asoiu.edu.az

5. COMMITMENTS AND OBJECTIVES

ASOIU's accommodation system is guided by a holistic approach that combines inclusivity, affordability, safety, environmental stewardship, and student wellbeing. The following institutional commitments translate these principles into actions:

ACCESSABILITY AND INCLUSIVE ACCOMMODATION

ASOIU ensures that all residential facilities are accessible to students and staff with disabilities through the principles of universal design and reasonable accommodation. Dedicated rooms, elevators, ramps, and adapted bathrooms are provided or upgraded progressively.

Requests for reasonable accommodation are managed by the Office of Disability Services and the Human Resources Department, with institutional funding allocated annually to meet accessibility needs. Religious accommodation requests, including designated areas for prayer and observance, are respected and processed through the Department of Student Affairs.

AFFORDABILITY AND SOCIAL SUPPORT

ASOIU is committed to maintaining accommodation that is financially accessible to students from all backgrounds. The university provides secure and sensibly priced housing options and facilitates additional social support such as meal plans, transport assistance, and legal aid for low-income or vulnerable students.

Fees are reviewed annually to ensure affordability and sustainability.

SAFETY, SECURITY AND HEALTH STANDARDS

All residential buildings under ASOIU's operational control are managed with strict adherence to national and international safety codes. This includes 24/7 security, electronic access systems, fire protection, sanitation controls, pest prevention, and emergency response procedures.

The Department of Student Affairs and Facilities Office jointly conduct annual safety audits. Quiet hours, hygiene standards, and maintenance protocols are clearly communicated to residents.

SUSTAINABILITY AND ENVIRONMENTAL PERFORMANCE

ASOIU integrates sustainability into residential management through efficient energy use, water conservation, and waste reduction. All facilities are operated in line with the Climate

Action Plan and Sustainable Procurement Policy⁴. Upgrades to lighting, heating, and water systems prioritize energy efficiency and reduce environmental impact. Awareness programs encourage residents to adopt sustainable behaviours and contribute to ASOIU's overall environmental goals.

PSYCHOLOGICAL AND COMMUNITY WELLBEING

Recognizing that wellbeing is integral to academic performance, ASOIU provides psychological support services and community engagement programs within residences. Counselling, mentorship, and peer-support activities are facilitated by the Department of Student Affairs.

The Policy promotes respect, inclusion, and diversity within residential communities, contributing to a positive living-learning environment.

CONTINUOUS FACILITY IMPROVEMENT

ASOIU commits to reviewing and improving accommodation services through regular feedback, benchmarking, and alignment with international best practice.

The Sustainability Committee, together with the Department of Student Affairs, evaluates satisfaction surveys and performance metrics to ensure that residential life remains safe, inclusive, and supportive of students' academic success.

6. RESIDENTIAL FACILITIES MANAGEMENT AND STUDENT WELFARE

ASOIU ensures that its residential facilities are managed efficiently, transparently, and with a strong focus on student welfare and safety. This section defines the operational systems through which accommodation services are delivered, maintained, and continuously improved:

HOUSING ALLOCATION AND ADMISSIONS

Accommodation allocation is coordinated by the Department of Student Affairs through transparent and equitable procedures. The process prioritizes:

- First-year and international students;
- Students from remote regions;
- Students with disabilities or other special social needs.

⁴ Policies can be found in ASOIU website: asoiu.edu.az

Applications are processed through a centralized online platform to ensure accessibility and fairness. Renewal and transfer requests are evaluated based on compliance with residence rules, payment records, and availability.

FACILITY MAINTAINANCE AND SAFETY SYSTEMS

The Facilities and Maintenance Office guarantees safe and functional living spaces through:

- Scheduled inspections and preventive maintenance;
- Rapid response systems for urgent repairs;
- 24/7 security and controlled electronic access;
- Compliance with fire, sanitation, and emergency standards.

Maintenance requests may be submitted online or by phone to the facility hotline. Annual safety drills and audits are coordinated jointly by the Facilities Office and the Sustainability Committee.

STUDENT WELFARE AND SUPPORT SERVICES

ASOIU promotes holistic wellbeing within residential life by offering:

- Psychological counselling and wellbeing programs;
- Mentorship and peer-support initiatives;
- Cultural and recreational activities promoting inclusion and respect.

Welfare officers provide confidential guidance to residents facing social, academic, or personal difficulties. Regular satisfaction surveys help identify areas for improvement.

COMMUNICATION, FEEDBACK AND COMPLAINTS

ASOIU encourages open dialogue and responsive administration. Residents may:

- Submit feedback and suggestions through the online portal;
- Report maintenance or safety issues directly to the Department of Student Affairs;
- File formal complaints related to discrimination, harassment, or ethical concerns through the Equality, Diversity and Inclusion Office or the Holistic Ethical Policy mechanisms.

All complaints are:

- Acknowledged promptly;
- Investigated impartially;

- Resolved transparently within defined timelines.

FUNDING AND RESOURCE MANAGEMENT

Accommodation operations are financed through residence fees and institutional support approved by the Rectorate. Annual budgets include allocations for:

- Facility maintenance and accessibility upgrades;
- Student welfare programs and counselling services;
- Safety and sustainability initiatives.

The Department of Student Affairs and the Facilities Office jointly prepare annual financial and resource plans reviewed by the Vice-Rector for General Affairs and the Sustainability Committee to ensure efficiency, accountability, and quality of service.

7. MONITORING, REPORTING AND REVIEW

Monitoring and reporting provide assurance that accommodation services remain safe, inclusive, and effectively managed. This section defines a proportionate oversight cycle appropriate to an operational, safety-sensitive service while avoiding unnecessary bureaucracy:

MONITORING RESPONSIBILITIES

ASOIU applies shared, continuous monitoring across service delivery, facilities, and sustainability functions. Responsibilities are coordinated to prevent gaps and duplication, with confidentiality maintained under the Holistic Ethical Policy⁵:

- **Department of Student Affairs** (*Accommodation Unit*): resident feedback, incident logs, quarterly pulse surveys.
- **Facilities and Maintenance Office**: monthly inspections; work-order and response-time tracking; verification of safety and sanitation standards.
- **Sustainability Committee**: oversight of accessibility upgrades, environmental performance, and progress on funding for reasonable accommodation.

KEY PERFORMANCE INDICATORS (KPIs)

KPIs are concise, measurable signals that evidence service quality and inclusion. Targets are baselined annually by the Vice-Rector for General Affairs and used for management decisions and resource allocation:

- **Maintenance response time** (median hours to resolve priority tickets, monthly);

⁵ Policies can be found in ASOIU website: asoiu.edu.az

- **Resident satisfaction** (annual residence score and year-on-year change);
- **Accessibility upgrades delivered** (adapted rooms/facilities and % of budget utilized, annual);
- **Safety compliance** (incident rate, audit outcomes, drill completion, quarterly).

REPORTING LINES AND TRANSPARENCY

Reporting is tiered and time-bound to support timely decisions and public accountability.

- **Quarterly internal update:** Student Affairs and Facilities to Vice-Rector for General Affairs (KPIs, risks, actions);
- **Annual summary to the Rectorate:** consolidated by the Sustainability Committee (results, major risks, accessibility funding progress);
- **Public summary:** non-confidential highlights on the ASOIU website.

CORRECTIVE ACTIONS AND ESCALATION

Where indicators fall below target or material risks emerge, the responsible unit prepares a time-bound Corrective Action Plan (owner, measures, deadline). Significant safety, equity, or financial issues are escalated to the Rectorate, implementation is tracked in the next cycle until closure.

REVIEW AND CONTINUOUS IMPROVEMENT

This Policy is reviewed biennially or earlier following major renovations, regulatory changes, or critical incidents. Reviews consider KPI trends, audit findings, resident feedback, and international sustainability requirements on accessible, adequately funded accommodation. Approved changes are reflected in training, procedures, and Appendix A to keep operational facts current.

APPENDIX A – ASOIU RESIDENTIAL FACILITIES OVERVIEW (INFORMATIONAL ANNEX)

This Appendix provides factual, non-normative information on ASOIU residential facilities. It complements the Policy by offering practical data and contextual details used for daily operations and audits. The Appendix is maintained by the Department of Student Affairs and may be updated without re-approving the Policy.

FACILITY OVERVIEW – UNIVERIUM COMPLEX

Univerium serves as ASOIU's primary student residence, offering modern accommodation that promotes safety, inclusion, and academic focus. Commissioned in 2018, it was designed and built to international standards, combining comfort with sustainable design and advanced security:

- Location: Intersection of Bakikhanov St. and Jeyhun Hajibeyli St. (near Ganjlik and 28 May Metro).
- Capacity (beds/rooms): Over 650 students.
- Building specifics: Commissioned 2018; designed by Design Lab Architects (UK); constructed by Bridge Groups of Companies.
- Access & security: Triple electronic card system (main entrance, floor/lift, room); 24/7 security.
- Management unit: Univerium Administration under ASOIU (coordination with the Department of Student Affairs).

FACILITY OVERVIEW – MIRALI QASHGAI DORMITORY

This residence expands ASOIU's capacity to accommodate students in proximity to the main campus. The dormitory is equipped for safe and comfortable student living and complies with institutional safety and welfare standards:

- Location: Mirali Qashgai Street, Baku.
- Capacity (beds/rooms): 290 rooms.
- Building specifics: 9-storey residence; fully equipped to support student welfare.
- Management unit: Univerium Administration under ASOIU (coordination with the Department of Student Affairs).

CONTACTS AND HOTLINES

These contact points provide support for operational inquiries, maintenance, security, and emergency response. Availability may differ between on-site and central services:

- Univerium reception (general inquiries): (012) 404 55 54; info@univerium.az.

ACCESSIBILITY FEATURES

ASOIU ensures that all residential facilities progressively meet universal design principles. Accessibility data are reviewed annually by the Sustainability Committee and Student Affairs to guide upgrades and funding allocations:

SAFETY AND SECURITY FEATURES

Safety management in ASOIU residences follows national regulations and international best practice, ensuring that all residents live and study in secure conditions:

- Access control: Triple electronic card system (Univerium) plus staffed reception; 24/7 security.
- Fire safety: building alarms, extinguishers, evacuation plans, and periodic drills.
- Quiet hours: Sun–Thu 23:00–08:00; Fri–Sat 01:00–08:00.
- Sanitation & pest control: scheduled cleaning; pest issues reported to reception for treatment.

RESIDENT SERVICES AND AMENITIES

ASOIU residences aim to create a supportive environment that balances academic focus with community life. Facilities and services are designed to encourage wellbeing, respect, and convenience:

- Laundry: card-operated; permit available at reception (\$10).
- Study rooms / common areas / prayer spaces: provided within Univerium; designated areas for religious observance and prayer.
- Internet: residents select providers and plans available in the building.

HOUSE RULES SNAPSHOT

The following overview summarizes key conduct expectations; full regulations are provided in the resident handbook and housing agreement:

- Cleanliness: residents maintain rooms to inspection standard; wall-to-wall carpeting not allowed; area rugs cover $\geq 80\%$ of floor to reduce noise.
- Quiet hours: Sun–Thu 23:00–08:00; Fri–Sat 01:00–08:00.
- Visitors/overnight policy: [update]
- Pets and service animals: pets not permitted; service/assistance animals approved via Office of Disability Services (students) or HR (staff).

DATA CURRENCY AND CHANGE LOG

This Appendix is operational and updated administratively to reflect current facility data. Updates do not require re-approval of the Policy.

- Data steward: Accommodation Unit.
- Last update: October 2025.

PHOTO GALLERY – UNIVERIUM







