AIU AMERICAN INTERNATIONAL UNIVERSITY

APARTMENT HANDBOOK

2025-2026

HOUSING INFORMATION

Policy, Important contact details, maintenance, inventory, transportation, etc.

Updated 07 Jul 2025

US

August 2020

WELCOME TO KUWAIT & ABS AND AIU

Dear New Employee,

We would like to take this opportunity to welcome you to Kuwait and to ABS and AIU staff accommodations. We strive to make your transition to Kuwait as seamless as possible. The following handbook will provide you with some basic information prior to Faculty/Employee Orientation.

Setting up a home in Kuwait is quite easy. Practically everything that you may need for the home is available and shopping is quite convenient. English is spoken in all the larger shops and communicating is not a problem.

Welcome aboard!

The address of our Apartments are:

Sabah Al-Salem	**Hawally**
Block 2 Street 217 / 218 Building 324	Block 1 Street Ibn Rushd Building 33

The school addresses are:

American Baccalaureate School	**American International University**
Abraq Khaitan Block 6, Ibn Zuhair Street Tel: +965 2479-1791	Block 3, Saad Al Abdullah Area/Naseem Jahra Tel: +965 2226-2500

ABS AND AIU HOUSING POLICIES

Apartment Furnishings & Inventory List

Your apartment is fully furnished and equipped with all major appliances, cooking essentials and linens. Any additional items you wish to have for your home, such as curtains, additional kitchen items, and other apartment extras can be purchased at IKEA (located in the Avenues mall), Safat Al Ghanim, or Centrepoint.

You will be provided with 2 copies of the inventory list for your apartment on arrival. The inventory list is the listing of all the items provided to you in your apartment. Use this list to note any marks or discrepancies between the list and the actual items provided. Retain 1 copy for your record to avoid any inconvenience when you check out. Please remember, all items in your apartment are your responsibility.

The Apartment keys endorsed to you are also part of your inventory. Please surrender these upon check out. Cost for additional keys requested or replacement of a lost key will be at your expense. Tenants may NOT change the lock on their apartment unit for any reason. Doing so will result in a 30-day eviction notice.

Care and Maintenance of ABS AND AIU Housing

ABS and AIU Staff Housing is to be treated with respect. Care is to be taken when hanging pictures etc. to the walls to ensure that the walls are not damaged when the items are removed. Only the recommended picture hooks for concrete walls are to be used, which can be purchased from the Accounts office. When checking out of your apartment you are to make good any repairs to walls or you will be billed for the cost of repainting your apartment, the current cost of which is KD200. Staff that are vacating the ABS and AIU housing will have a pre-check out inspection a minimum of 14 days prior to their requested check out date. During this inspection the staff member will be made aware of any repairs that they are liable for.

Occupancy and Apartment Hygiene Requirements:

ABS and AIU accommodations are single-occupancy only. Staff members may not invite a roommate, boyfriend, girlfriend, fiancé, driver, maid, etc. to live with them in housing whether for a sublet fee, or without charge. Should an employee desire a lawful spouse to join them in employee housing, a written request must be submitted to the HR office at least 30 days prior to the desired move-in date. Should an ABS or AIU staff member living in staff accommodations violate this policy, they are subject to loss of housing privileges and any recourse to a housing allowance.

All apartments are 1-bedroom and assigned to an individual teacher or couple. Your housing unit is handed over to you on arrival cleaned and ready for you to move in to, this same standard is expected on check-out, particular areas are listed below:

- Kitchen and bathroom thoroughly cleaned and odor free.
- Floors swept and mopped thoroughly.
- All bedding and towels laundered and folded neatly.
- All dishes and utensils must be cleaned and put away neatly in the cabinets.
- The interior and exterior of the washer and dryer must cleaned.
- The stove and microwave are to be clean and free from food residue and grease.
- The refrigerator is to be clean inside and out and be odor free.
- All bins are to be emptied and refuge removed from the apartment.
- A new, replacement show curtain is to be purchased and left in the apartment, this is not to have been used and is to be in the original packaging.

ABS and AIU Apartment Cleaning /Hygiene Policy. ABS and AIU housing is expected to be found in a clean and presentable condition at the following times:

- At the time of your check-out.
- During the quarterly inspections.
- During the June inspection prior to summer vacation.

The following points are a guide to the standards required:

1. Kitchen and bathroom thoroughly cleaned and odor free.
2. Floors swept and mopped thoroughly.
3. All bedding and towels laundered. For apartment check-out they are to be folded neatly.
4. All dishes and utensils must be cleaned and put away neatly in the cabinets.
5. The washer and dryer must cleaned on the exterior and interior.
6. No garbage is to be left in the apartment.
7. The stove and oven are to be clean.

An applicable apartment cleaning fine will be deducted at the time of the apartment inspection if found not to be at an acceptable standard. You are expected to keep your apartment clean and presentable at all times, your apartment may well be visited by our maintenance team for routine maintenance, it is courtesy to them that they work in an acceptable environment. You will be given 2 weeks' notice of when the quarterly apartment inspections will be conducted. Prior to departing for summer vacation in June all ABS AND AIU apartments will be checked, points 1 – 7 above will apply during this inspection. The occupant of the apartment must be in attendance during this inspection. Staff whose apartments don't meet the criteria above will be fined in accordance with the table below in order to pay for apartment cleaning services.

See the Employee Handbook for the dates during which the quarterly inspection will be conducted during the 2020-2021 academic year.

INVOLUNTARY EVICTION FROM ABS AND AIU HOUSING

Any staff member who fails 2 inspections, or whose apartment is found to be in a grossly unacceptable condition during any inspection, will receive a 30-day eviction notice. You will then be paid the appropriate housing allowance and will need to find your own accommodation.

TABLE OF FINES FOR ABS AND AIU CLEANING AND/OR DAMAGE CHARGES, WHICH IS AT THE DISCRETION OF ABS AND AIU

Teacher KWD	Administrator KWD	Example
60	150	Basic cleaning of the apartment required
100	200	Heavy duty cleaning
150	250	Deep cleaning and garbage disposal
200	300	Deep cleaning and garbage disposal, replacement furniture/Items
300=/+	400=/+	Destruction and vandalism of the apartment
200=/+	300=/+	Apartment re-painting

Maintenance and Repair requests – Requests for apartment maintenance should first be directed to your building caretaker (hariss). ABS/AIU is only responsible for maintenance of our appliances. Requests for maintenance or repair of ABS/AIU appliances in your apartment should be submitted to the HR office who will then forward the request to the ABS/AIU maintenance department. Allow up to two business days for the maintenance team to make a visit to your apartment.

All occupants of staff housing are advised to pay their building hariss a monthly payment of KD5. In Kuwait, it is an expectation for all tenants to pay the hariss simply for living there. The hariss will look after things and the general cleanliness of the building/property, and the school will sometimes need to correspond with the hariss to arrange repairs or other building issues. The payments of 5KD of all of the tenants in the building make up the monthly salary of the hariss.

Transportation – Bus transportation will be provided for all ABS teaching staff living in ABS provided housing to and from school for 6 weeks only, beginning from the first official day of employment for the academic year for all teaching staff. Teachers who arrive after the first official start day of work for the year will be responsible for providing their own transport to work.

You are responsible for finding alternate transportation (e.g. taxi) if you cannot meet the scheduled time of departure for ABS provided transport.

Employees who wish to move out of ABS and AIU housing must see the HR office for the application for housing allowance. The minimum notification period must be provided by the employee in order to avoid an unnecessarily prolonged wait for the housing allowance benefit. Employees who move out mid-year will be responsible for moving and storage fees incurred by ABS or AIU.

Teachers who wish to move out of ABS/ AIU housing after completion of the school year, must notify HR in writing no later than May 15th.

Teachers who avail of the ABS/ AIU housing allowance are required to provide their new home address and contact number for the Harris, to the HR office for emergency purposes.

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picture hooks for concreate walls are to be used, which can be purchased from the Accounts office. When checking out of your apartment you are to make good any repairs to walls or you will be billed for the cost of repainting your apartment, the current cost of which is KD200/300. Staff that are vacating the ABS or AIU housing will have a pre-check out inspection a minimum of 14 days prior to their requested check out date. During this inspection the staff member will be made aware of any repairs that they are liable for.

Apartment Maintenance

Should you encounter any maintenance issues or if you are in need of pest control please contact the ABS/AIU maintenance department at 2479-1791 ext. 7777 or via email maintenance@abs.edu.kw or maintenance@aiu.edu.kw. We usually respond to non-emergent maintenance problems within 48 hours. You are responsible for apartment cleanliness and replacing light bulbs in your apartment.

Wi-Fi Is not provided in Teacher/ Staff Accommodations

Wi-Fi is not provided in our teacher or staff accommodations.

Wi-Fi in Kuwait is affordable and easily purchased at the three main mobile phone carriers: Zain (www.kw.zain.com), Ooredoo (www.ooredoo.com.kw) and STC (www.stc.com.kw). It is a requirement for all new, overseas hires to purchase a Wi-Fi package upon arrival prior to exiting the airport.

Additionally, you may use the internet facilities in school between 9:30 a.m. and 9:00 p.m., daily.

Vacating Staff Housing

Housing tenants are eligible to live in other accommodations should they so desire and will be provided with a housing allowance of 250 KD per month. Kindly note that there is a notice period that you would be required to give the HR department in order for ABS/AIU to provide enough advance notice to the Building management company should you wish to vacate your apartment. Review the vacating application form thoroughly before planning a move out of employee housing to ensure that you would receive the housing allowance at the earliest possible payroll period after your move.

English TV Channels

Your satellite receive is a free-to-air receiver. Popular English channels that you can receive on your decoder include: MBC4, MBC2, MBC Action, BBC World, and CNN International. Popular US Cable network programs can be received by subscribing to the ShowTime/Orbit satellite TV service.

Pets

We recognize that having a pet can be an important part of building a home while you are in Kuwait. We also have a responsibility to maintain clean, quiet and undamaged housing for all our residents. Therefore this policy allows only small, indoor pets. Pets can attract insects here so it is very important that the apartment be kept clean, and free of odors at all time. For the same reason pet food must be stored appropriately. The pet owner is responsible for any apartment or furniture damage caused by the

pet. Please take care of your apartment as this will enable us to continue offering the opportunity to have a small pet in our housing.

Neighbor Disturbance

Residing in school-provided housing is a privilege and not a right. We therefore expect all staff in our buildings to respect those around them. You must show consideration for the peace and privacy of your neighbors by refraining from being loud and inconsiderate. You are responsible for your own behavior and that of any visitors to your home.

The below points are clear cases of the violation of this policy:

1. Loud music
2. Hosting noisy parties and gatherings
3. Gatherings where alcohol consumption is evident
4. Drilling on walls causing noise
5. Dropping and/or moving of heavy objects on the floor
6. Slamming doors loudly
7. Any other loud or disrespectful behavior

All occupants of staff housing must be mindful of making noise, especially late at night or in the early mornings when neighbors are most likely sleeping.

If a complaint is issued against you in this regard, we will conduct an investigation. If it is determined that you have violated the housing policy, immediate eviction will be given with a maximum of 30 days' notice.

OPERATIONAL TIPS

How to light the oven

If you have a gas oven, make sure your gas bottle is full and regulator valve is turned on at the time of cooking. Please check if your stove has a built in igniter, if you do, turn on your oven or top burner and press the igniter button. If you do not have an igniter please use the manual igniter.

How to turn on your hot water

Please locate a switch similar to your light switch at the kitchen. The water heater switch has a small red indicator that will light up when switched on. Leave it turned on all the time if you want hot water available all the time.

Electrical power tripping

You may sometimes experience power failure in your apartment, the whole building or even the whole area. This is an ordinary occurrence in Kuwait. So please locate your breaker boxes in your apartment. It is normally located behind the entrance door or in the living room. Should power fail occur please check in your breaker box and look for the main switch. Turn the main GFI switch clockwise to regain the power. If the power doesn't not come back on please contact the maintenance team.

Power supply

International electrical adapter plugs allow travel appliances to fit into foreign electric outlets. They do NOT convert electricity!!!

Kuwait's electricity supply provides 220-240 volts on a 50 Hertz cycle (220 V / 50 Hz). Plugging in an appliance that operates at 110-120 volts (120 V) – which is the American standard – will *FRY* your equipment. Also, plugging in a clock (or another device with a timer) that operates on a 60 Hz cycle – which is the American standard – will cause that device to run slow, .i.e. your clock won't keep good time.

Most appliances list their electricity requirements on the back of the devise or on the external power supply (as for a laptop computer).

Safe to use in Kuwait: 220 V / 50 Hz –or– 110-220 V / 50-60 Hz

Do NOT use in Kuwait (without a properly rated transformer): 110 V / 60 Hz

If you are to use a heater in the apartment plug directly into the power socket. Do NOT use an extension lead as it will may melt and could cause a fire.

Air conditioning

The central air conditioning switch is usually in the living room and may have a dial. As these are all different, ask your Caretaker "Harris" if you need assistance. Again these are left switched on all of the time (there is no charge to you for electricity). In the winter many of these switch to central heating – depending on the apartments (once the central switch on the roof top has been turned on by the Harris). If Central Heating is not available, most people use electric oil radiator heaters.

Drinking water filter

The water that comes from the filter tap on the wall is basically drinkable, though many people prefer bottled water – which is cheap. The filter should be checked regularly to see if it needs to be replaced (unscrew the wing nuts at the top, turn the top and lift out the filter, it should be white or cream). If it looks dirty you can buy replacements at the Sultan Center or Co-op Supermarkets (they will cost about 1 KD).

Living in Kuwait: Culture and Everyday Life

Kuwait has the fifth largest oil reserves in the world. The export of oil and petroleum products has made it the eleventh richest country in per capita terms.

Its booming economy has made it a popular destination for migrant workers and expatriates. Currently, Kuwaitis only make up just over one third of the people living in Kuwait. Living in Kuwait, you'll join a large, professional Western community.

Living in Kuwait, you are basically surrounded by desert. The average annual rainfall is about 125 mm. During the summer months, temperatures can climb up to 50° C in the shade. Nevertheless, extensive use of air-conditioning makes western life in Kuwait possible. However, do not forget to pack some winter coats for your life in Kuwait, too. Temperatures can be as low as 0° C in winter.

The majority of Kuwaitis are Sunni Muslims. Islam remains an important part of everyday culture and influences most aspects of social and personal life in Kuwait. *Inshallah* – if God wills it – is a phrase you will hear most frequently during daily life in Kuwait. Alcohol, pork and pornography are illegal.

Expats starting their life in Kuwait are recommended to familiarize themselves with the most important Islamic traditions. Learning some basic common phrases in Arabic also makes living in Kuwait much easier.

Here are a few examples to get you by:

Hi	>	Salam
Goodbye	>	Ma'a salama
Good morning	>	Sabah el kheer
Good evening	>	Masaa el kheer
Thank you	>	Shokran
Welcome	>	Marhaban
I'm from America	>	Ana men Amreeki

This is just a little bit of information about Kuwait but if you are interested in more we have provided you with a Kuwait Pocket Guide for your use.

LOCAL AREA INFORMATION

Grocery Shopping

Western grocery items can be purchased at any Sultan Center supermarket (the Salmiya and Hawalli branches offer the widest selection of US items), Carrefour (located in the Avenues Mall), and LuLu Hyper Market (located at the junction of the 4th Ring Road and the 55). Any taxi driver will know these locations. Each neighborhood also has a Co-Operative Supermarket which is subsidized by the government. The pricing is significantly cheaper but variety of US brands can be limited.

Water

Kuwait's water supply consists of distilled sea-water and is 'soft'. Water filters, which require regular cleaning or changing, are standard fittings in most homes, though the water is clean when it leaves the pumping stations, impurities are sometimes picked up in the distribution pipes. Water filters are commonly used to remove these impurities, which then makes the water perfectly safe for drinking and does not need to be boiled. For the overcautious, mineral drinking water is commonly available in 1.5 litre plastic bottles at a cost of 150fils or so a bottle.

Local Bank Account

You will be assisted in opening a bank account with the National Bank of Kuwait (www.nbk.com) for deposit of your monthly salary from ABS or AIU. You will easily be able to wire transfer funds online between your Kuwait and home country bank accounts. Transfers usually take 2 business days.

Exchanging Money for Kuwaiti Dinars

You can easily change currency at either a local bank or at various exchange companies across Kuwait. Exchange agencies always offer more competitive rates than are offered by banks. The most popular exchange agency is Al Muzaini exchange. A taxi can easily take you to the nearest exchange agencies.

Gym Memberships

Kuwait has a multitude of private gyms. Most major hotels have amazing gym/aquatic areas that offer membership.

Home Delivery Restaurants

Almost every restaurant in Kuwait delivers. If you have web access two great places from which to order are: **Carriage** https://www.trycarriage.com/ and **Talabat**: www.talabat.com . Simply enter in your neighborhood and use the drop down menu to make your selection. Included are several restaurant delivery numbers:

KFC	1-888-666
Hardees	1-888-333
Pizza Hut	2246-5050
Burger King	1-844-466
Taco Time	1-846-846
Shrimpy's (seafood)	1-802-662

TRANSPORTATION

Complimentary School Transport

You will be provided with ABS or AIU courtesy transportation as scheduled below.

ABS Bus Schedule:

Principal & VP

Date	Sabah Al-Salem / Salwa	Depart ABS
Thu, Aug 14	7:15 a.m.	3:40 p.m.
Sun, Aug 17 – Thu, Sep 04	7:30 a.m.	4:10 p.m.
Sun, Sep 07 – Thu Sep 25	6:15 a.m.	4:10 p.m.

Counselor, Dean & CC

Date	Sabah Al-Salem / Salwa	Depart ABS
Thu, Aug 17	8:15 a.m.	3:10 p.m.
Sun, Aug 18 – Thu, Sep 04	7:30 a.m.	3:40 p.m.
Sun, Sep 07 – Thu Sep 25	6:30 a.m.	3:40 p.m.

Teachers

Date	Depart Hawally	Depart Sabah Salem	Depart ABS
Thu, Aug 21	8:15 a.m.	8:15 a.m.	3:10 p.m.
Sun, Aug 24 – Thu, Sep 04	7:30 a.m.	7:30 a.m.	3:40 p.m. Sun-Wed 3:10 p.m. Thurs
Sun, Sep 07 – Thu Oct 02	6:30 a.m.	6:30 a.m.	3:40 p.m. Sun-Wed 3:10 p.m. Thurs

Taxi and Auto Leasing

We hope you are settling in well. We know it is often overwhelming when arriving in a new country and we hope to make this transition as easy for you as possible. That being said we wanted to provide some specific information on transportation in Kuwait. ***At this time, many locals and western expats are having good luck using the "Careem" ride share app*** that operates exactly like Uber and Lyft.

It is not recommended to ride local bus transportation due to the lack of hygiene and reliability of the local bus system.

Driving here is unlike anywhere else in the world! The locals are very aggressive drivers and rarely follow rules of the roads, where seatbelts or use child seats, and often drive on the shoulder or in the emergency lanes! Most of our staff chooses to take taxis as opposed to leasing/buying a car.

Taxis can be hailed from the street outside your building or ABS or AIU main reception but this is not recommended as they are often in poor condition, are known to try and increase their fares for "westerners", and often lack air conditioning/basic hygiene. We recommend that you call for taxis from reputable companies like the ones listed below.

Additionally, once you develop a relationship with a driver/company you can speak with them about a monthly rate/contract. This should cost approximately 20KD per week or 80KD for the month.

You will find that many of our teachers share taxis or rideshare with co-workers who own/lease a car. I encourage you to collaborate with your co-workers to find economical/ecofriendly/safe means of travel.

Should you wish to brave the roads, there are numerous auto leasing companies. They will all require the following documents:

- Passport Photocopy
- Visa Photocopy
- Credit Card Photocopy
- International Driving License Photocopy

Car Booking Apps: Careem, Talyaa (Download App from Google or Apple store)

Private Taxi Agencies:

Taxi Name	**Tel. No.**	**Price per trip**
Philipines Taxi	2575-5605	1.750
Al-Osta Taxi	2572-0031	2.500
Middle East Taxi	2571-2383	2.500
Burgan Taxi	2476-0033	2.000
Emirates Taxi	2474-5006	2.500
Al-Alfain Taxi	2481-0630	2.000
Al-Awal Taxi	2532-1884	2.000
Al-Malek Taxi	2262-2244	2.000

Car Rental/Leasing Agencies:

Agency Name	**Tel. No.**	**Monthly Lease Rate**
Auto Lease	2476-0627	150 KD
Budget Rental A-Car	2240-8444	178 KD
Avis	2245-3827	250 KD

USEFUL KUWAIT TELEPHONE NUMBERS

EMERGENCY

- Police 112
- Salwa 25626950
- Fire 1100/1105
- Fire Dept Ops Control 22410640
- Ambulance 112
  24722000
  24723000
- Coast Guard 25743333
  25739333
- Water 24834044
- Exchange (operator) 1101

AMBULANCE/FIRST AID/HOSPITALS

- Central 24711759
  24311769
- Emergency 24765616
  24765628
- Adnan Hospital (Mangaf) 23941455
- Ahmadi Hospital 23985153
  23985159
- Hadi Hospital (Jabriya) 25312555
- Mawasat Hospital (Salmiya) 25711533
  25711542
- Rashed Hospital (Salmiya) 25624000