



UNIVERSITY
HOUSE

AT THE AUSTRALIAN NATIONAL UNIVERSITY

**2012 HANDBOOK
FOR
RESIDENT POSTGRADUATES**



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INTRODUCTION

This Handbook has been designed to provide students with information both useful to their settling in, and necessary to an understanding of their rights and responsibilities while residents of University House. As the contents of the House Handbook forms part of the 'Room Agreement' (see section 3.1 of the Agreement), it is advisable to read it carefully. If you are

uncertain about any aspects of information included in the Handbook, please contact the Operations Manager or Master of University House for clarification.

WELCOME FROM THE MASTER

It is my very great pleasure to welcome you to the University House community. We have approximately 60 students here from many different countries who form a thriving and supportive community of scholars pursuing PhD qualifications.

Graduate House is also part of the University House community. Graduate House has a further 150 postgraduate coursework and research students so that together we are a group of more than 200 students with the common goal of postgraduate study at the Australian National University.

We hope that you will regard University House as your home and that the people who live and work here, along with those at Graduate House, as your friends and family while you are with us. We also hope, of course, that when you leave here you will remain a part of the alumni network of this House which has been in the Australian National University for over 50 years.

While University House is principally your place of residence, I do hope it will also be an environment in which you can find social, physical and emotional support. The House provides an environment where each of its residents can live and work without disturbing or being disturbed by those with whom they live and where they can enjoy the benefits of a fulfilling social life.

In this Handbook you will find a description of the facilities in your room and the facilities of University House available for your use. The Handbook also provides information on what you can expect at University House and what we and fellow residents expect of you. Living and working in a small, closely-knit community means that all of us have to respect the rights of others to privacy, quiet, and the equal enjoyment of the facilities we offer.

I hope your stay is an enjoyable one and that you will look back on your experience with us as a very happy and memorable period in your life. I wish you every success in your studies and I am delighted that you have chosen to be a member of University House during your time at the University.

UPDATES TO THIS DOCUMENT

This document may be updated from time to time. Generally draft updates will be circulated in advance for comment and will be the result of consultation between the Master, General Manager, Rooms Division Manager, and Student Resident Fellow. Following consultation, the updated document will be distributed to all Student Residents and will become effective 28 days after receipt. University House places an emphasis on consultation with residents and being responsive to resident needs and concerns. In the event that a change does not suit a resident, even after the consultation period, that Resident may vacate his/her room at any time during the 28 day period and no penalty will be imposed, notwithstanding that he/she did not give the notice normally required before departure.

UNIVERSITY HOUSE

The Australian National University was founded in 1946 as a research-intensive university with a commitment to postgraduate research, as a means for advancing knowledge and for preparing the next generation of leaders. In 1960 it took in undergraduate students for the first time; its undergraduate program benefits directly from the University's international recognition as Australia's pre-eminent research university.

The House has long enjoyed a reputation for providing a quiet and undisturbed environment in which postgraduate students can work and live. Its central location and collegial atmosphere is ideal for postgraduate students looking for a mature, friendly and supportive residence. The House is within easy walking distance of the Faculties, Research Schools, Centres, libraries, sporting and other ANU facilities. It is also within walking distance of the city centre.



University House provides single, and limited double, self-catered accommodation for full time PhD students, in wings separate from its Hotel rooms. Accommodation may also be available for visiting PhD students from other universities who have the opportunity to spend time at the ANU for the purpose of thesis research or fieldwork. The residents represent a truly international community, with students from many countries studying in a wide variety of academic disciplines.

Postgraduate Residents of University House are entitled and encouraged to participate in almost all academic activities arranged by the House as part of their residency. We do hope you will take advantage of those activities and of all the amenities the House has to offer you.

LIVING IN CANBERRA

For those of you unfamiliar with Australia and/or the Australian capital, Canberra is a very clean and quiet city surrounded by bushland and parks. Canberra is a 4-hour drive from Sydney; it is 8 hours from Melbourne and about 2 hours from the coast.

The population of the City is about 300,000, although it feels much smaller. It is the centre of federal government in Australia, and houses the National Parliament, the National Library of Australia, the Australian National Museum, the High Court of Australia, and many other monuments and buildings of national and cultural importance. Many of these are set around Lake Burley Griffin, which is the geographical centre of Canberra.



Canberra is a decentralized city and many people have their own home and garden in the suburbs. The centre of the city – known as Civic – is approximately a 20-minute walk from University House. In Civic you'll find cinemas, shopping facilities, nightclubs, restaurants and a great deal more. However, most residents find the facilities at ANU such that they need to visit Civic only occasionally; there are restaurants, cafes, bars, libraries, sporting and medical facilities all on campus.

Canberra is warm and dry in summer, going down to about 15 °C (60 °F) at night and up to about 32 °C (90 °F) – sometimes hotter – during the day. Winter is cold and dry, often freezing at night, and about 10 °C (50 °F) during the day.



Canberra's public transport system (buses only) meets the needs of most residents. The airport is 15 minutes by car from the ANU and taxis cost approximately \$15. Canberra is a great place for riding a bicycle; Australian law requires cyclists to wear helmets.

Canberra enjoys a wide range of cultures and has the culinary requirements to satisfy them all; you'll find the ingredients for most international cuisines within easy reach.

STAFF OF UNIVERSITY HOUSE

Master

The Master has overall responsibility for all aspects of the governance of the House. With advice and assistance from the Board of Fellows, the Master is responsible for House policy. To make an appointment with the Master, please call ext. 55269.

Operations Manager

The Operations Manager is responsible for the overall day-to-day running of the House, which includes assisting the Master with the formulation and implementation of House policies. To make an appointment with the Operations Manager, please call ext. 55277.

Rooms Division Manager

The Rooms Division Manager has responsibility for the day-to-day running of the Office and Housekeeping of the House. To make an appointment with the Rooms Division Manager, please call ext. 55276.

Functions & Catering Manager

The Functions & Catering Manager has responsibility for the day-to-day running of the House's 11 function rooms, Boffins Restaurant, Fellows Café & Buttery and the Molley Huxley Room. To make a booking to use one of the House's function rooms please call the Functions & Catering Manager on ext. 55270.

Events Coordinator

The Events Coordinator assists the Functions & Catering Manager with event inquiries and bookings and assists the Master with administrative duties as requested.

Front Office – Reception Staff

Front Office staff perform all the day to day reception and reservations duties of a normal hotel. Reception staff provide services to our guests, including our in-house student community, from accepting and processing reservations, processing charges, and performing check-in and check-outs through to all other reception-related duties. Other services offered by the Office include mail distribution, sale of stamps and phone cards, and sending and/or receiving faxes. Other Front Office staff administer matters relating to accounts, both receivable and payable, debtors and debt processes and Human Resources.

Housekeeping Division – Room Attendants

The Housekeeping Division is responsible for the servicing of guest rooms and public areas. These duties are performed by the Room Attendants and Cleaner/House persons.

Maintenance Staff

There are three Maintenance staff members who attend to all maintenance in the House. Any matters that require attention are reported to the Front Office Reception staff who in turn will advise Maintenance staff.

Food Services Staff

University House has a large number of staff in the Cellar Bar & Café, Boffins Restaurant and Conference/Function areas. They provide high quality hospitality service for all guests and visitors of University House.

LIVING AT UNIVERSITY HOUSE

Introduction

Single accommodation is offered for research students in 58 of the 61 student rooms located on the first and second floors of the South and Garden Wings of University House. The remaining 3 student rooms in the Garden Wing are double rooms (double bed and separate study area) and are for postgraduate students and their spouse/partner. There are shared bathrooms on each floor of both wings and a kitchen on the second floor of both wings. A furnished Common Room is located on the first floor of the South Wing and the second floor of the Garden Wing.

Each resident's single or double study bedroom at University House is furnished and carpeted. Please note that you are responsible for your room and its contents. An inventory of your room's contents, noting the condition (existing damage or marks) of the contents, walls and fittings, is provided on your arrival.



On arrival please check to see that all of the items listed are in the room and that they are in sound condition, as noted on the "Room Inventory/Condition Report" provided to you on arrival. If anything listed is not in your room, or you are concerned about the condition of any item, please notify the Office on ext. 55277 within 48 hours of your arrival as this inventory will be used to check the room when you leave.

If you do not require a room item, it is important that you notify the Rooms Division Manager who will in turn advise the Operations Manager. Please do not remove any item from the room without permission. The Maintenance staff or Room Attendants will be instructed to remove the item from your room.

The removal of room items at any time is not permitted. All items in the rooms are the property of University House and are not to be taken away for camping trips or any other events.

Please also ensure that all furniture is in the room when you leave University House.

Your room will be checked on the day of your departure. Any missing or damaged items will be charged against your room deposit at a rate determined by the Operations Manager. If your room is left in an unsatisfactory state, you will be charged a minimum of \$50 as a contribution to cleaning costs.

All keys issued to you upon arrival must be surrendered at the Reception upon departure, including tags. Residents will incur a charge for loss of keys (refer to page 14 for details on charges).

Front Office Reception

All normal payments and procedures are carried out by the Reception staff under the authority of the Rooms Division Manager. The coordination of student bookings, the admission process and the maintenance of student accommodation files for those students residing at University House are the sole responsibility of the Operations Manager. Depending on circumstances, you may take up particular problems with the Master, but in most cases they can be best dealt with by discussion with the Student Representative, Room Division Manager or the Operations Manager.

A Culturally Diverse Environment

University House and Graduate House have a long history of fostering diversity, with a student body reflective of the general cultural mix on campus, and consistent with the international role of the ANU. Being composed mainly of research students from many different countries, our student body from time to time undoubtedly includes future world leaders and heads of national organisations from many countries. The friendships they form while here can be critical to future successful relationships between their countries and organisations, and Australia. We see it as an important element of our role, therefore, to maintain an environment of cultural and national diversity in which international friendships can flourish. To assist in that we adopt a guideline that any single national grouping, including domestic Australian, should not exceed 25% of the total student population of both Houses. This guideline is applied when new students or transferring students are seeking residency in either of Graduate House or University House.

Resident Student Representatives

An election is held at the beginning of each academic year to choose a Resident Student Representative from among the postgraduates living in University House, one for each student wing. Election to the position is open to all student residents of the House.

The Master and Management regard the Student Representative as the representative for the student bodies as a whole, and consult the Representative on any matters affecting the student residents. Similarly, though students will normally deal with the Rooms Division Manager, the Representative has access to the Master and the Operations Manager. Please note any resident postgraduate with a particular personal problem may arrange an appointment with the Master.

Criteria for Admission

Students seeking long term accommodation at University House should be full time doctoral candidates of the Australian National University or doctoral students visiting from other universities. On occasions, and with the approval of the Master, part time research students may be granted residency. Because the accommodation rates at the House are significantly lower than the private sector residential market, the student rooms are for those postgraduates generally being supported financially by scholarship income rather than by full time wages or salaries.

Reservations and Waiting List

Students seeking accommodation at the House must complete the Application for Residence form available on the Student Accommodation page of the University House website at <http://www.anu.edu.au/unihouse> . An email inquiry will not be accepted as an application.

If a room is available an applicant may be admitted immediately. If no room is available, applications are filed in the date order received with appropriate allowance for the dates actually required. Once a room becomes available, it is offered to the next student on the waiting list and an interview will be arranged with the Operations Manager to confirm the offer and discuss any issues prior to admission to the House. If a room is not required any longer, their name is removed from the list.

Period of Stay

Students may stay at University House as resident postgraduates whilesoever they are enrolled for their program of research, up to the time they submit their thesis. Generally, residents are allowed to stay 4 to 6 weeks beyond thesis submission to give them time to finalise their affairs with the University. In exceptional circumstances, students may apply to the Master to stay in residence longer.

A Room Agreement between the student and University House will be signed for the time ranging from the date of arrival to the end of the calendar year. A new contract will be signed prior to the expiration of the previous one in force and will cover the period from 1 January of the following year for the period of stay required (in such case where a PhD resident has submitted their thesis) or to the end of the year, whichever is applicable, and so forth.

The minimum period of stay is 28 days. In some circumstances a shorter period will be approved and is a decision made by the Operations Manager, depending on room availability and the status of the existing waitlist.

Please note, it is the responsibility of the student to advise the Operations Manager that they have submitted their thesis or if their enrolment status has changed.

Servicing Rooms

All bed linen as well as a bedspread, one blanket, a mattress protector, towels and one pillow are provided by the House. The student rooms are serviced (vacuumed) once a fortnight. Students are asked to keep their rooms tidy to allow easy servicing by the Room Attendants. Any room found to be in a state whereby access is difficult will not be serviced and the student will be asked to tidy up the room. Clean linen will be provided to each student on a weekly basis by request; an electronic request form is sent out to all residents on a weekly basis. It is the residents' responsibility to change their own bed. Soiled linen is to be placed in the baskets made available on both floors of the Garden and South Wings. Please do not place clean linen in the soiled linen baskets. Since that adds to the costs for University House a charge will be levied on students who do that.

Allocation of Rooms.

Choice of a specific room is not available with all students allocated the standard size single room, based on the room offered being that just vacated by a previous resident, with the exception of the three double rooms in the Garden Wing. The names of all students are placed on a waitlist in arrival date order to determine allocation of a larger room once one becomes available. The Operations Manager will offer the large room to the next student on the waitlist, in writing. The student has the option to decline the offer, however, their name remains on the top of the list for another offer in the future. If the same student declines a second offer, their name will drop to the bottom of the waitlist.

A request to move from the allocated room, after check-in, to another for any reason other than that pertaining to a maintenance issue will attract a \$30.00 cleaning fee.

Bathrooms

There are two toilet and shower blocks, which are shared by both male and female residents, on each floor of the South Wing and one on each floor of the Garden Wing.

Central Heating

Each room in University House is centrally heated. The heating is operational from April, when it starts to get cold, until the weather gets warmer, usually during November. The radiators in those rooms that have them can be adjusted (or turned off) by the occupant. Owing to fire regulations, and to protect against power overloads, residents are NOT permitted to use any other type of heater, unless provided by the Operations Manager. Infringement of this rule may result in disciplinary action.

Fridges

A small fridge is located in each student room. It is the responsibility of each resident to ensure that it is kept clean at all times. Upon departure, all perishable items must be removed and the fridge to be cleaned.

Laundry

Washing machines and dryers are available in each of the bathrooms in the Garden Wing. A washing machine is available in each of the large bathrooms of the South Wing. Washing machines and dryers are also available in the guest laundry adjacent to the large car park in the South Wing. Residents must purchase and supply their own washing powders and detergents.

Residents should not leave their clothes unattended as the House takes no responsibility for unattended machines.

Kitchen (South & Garden Wing)

The kitchen is a popular meeting place, ideal for catching up with other resident students of the House. It also offers the opportunity to develop your culinary skills by sharing cooking tips and new recipes. A storage cupboard is provided for each resident, as well as a refrigerator and freezers, which are shared. University House supplies most eating and cooking utensils.



Resident students are responsible for maintaining a clean kitchen, cupboards and refrigerators. Essentially, this means removing any food that has deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general. Every student is responsible for cleaning their individual storage unit prior to departure and removing all goods. Regular inspections are conducted by the Rooms Division Manager and Executive Housekeeper.

University House strongly encourages its residents to be environmentally committed, and supports any realistic environmental initiative proposed by the residents.

Residents are responsible for their own recycling with the House providing receptacles for resident students to use.

Kitchen Safety

Residents must take every precaution when cooking to prevent injury to themselves and others:

- Never leave anything cooking without supervision.
- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.
- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin.
- There are fire extinguishers and fire blankets provided in each kitchen. Should a fire involve fat or cooking oil, use this equipment because water does not extinguish these fires.
- Only use plastic containers in the microwave ovens. Never place anything metallic in the microwave ovens, including metal rimmed plates, as this will cause damage.
- Cover all containers being heated in the microwave as food splatters cause rapid rusting and deterioration of the microwave.

It is absolutely essential that footwear be worn at all times in the Kitchen, and in all areas of University House. This is a Health and Safety Regulation.

Bicycle Enclosures

Bicycle Enclosures are available and we strongly recommend residents purchase a sturdy locking device such as a U-lock to secure their bike in these enclosures; regardless of advertising, “coil” locks are routinely and quickly cut. The Fire door key permits access to the bicycle enclosure in the main car park for residents of the South Wing while residents of the Garden Wing have access to the enclosure beside the cellar Café entrance at the rear of the building.

University House provides a bicycle registration service to ensure there is plenty of space available for residents’ bicycles and to help protect bicycles against theft. All bicycles stored at University House must be registered with the Operations Manager and stored in bicycle sheds. As a matter of courtesy and safety, please do not park your bicycles in stairwells or block access along pathways as they can pose a serious hazard and such any bicycles found locked to poles, down pipes, stairwell railing or without registration stickers will have their locks cut by our maintenance staff.

As space is limited and it is sometimes difficult for residents to find a place for their bicycle in the sheds House management at the start of each semester will place red warning tags on bicycles that appear to be abandoned or do not have a registration sticker on them.

Residents will have four weeks from a date specified by House management to register their bicycles if they have not already done so or if they receive a red tag on their bicycle. Bicycles not registered after that four week period will be considered abandoned and/or unwanted and in accordance with the Uncollected Goods Act (ACT) 1996 will be removed from the premises and disposed of by our maintenance staff on a date specified by House management.

House Dinner

University House runs a semi-formal dinner each Wednesday evening at 6.00pm for 6.30pm, for members of the House, academic visitors to the University and for long-term residents. Often there is a lecture or other key event associated with the dinner. There are also special Wednesday evening dinners for the University’s postgraduates, to mark graduation in July and December and celebrate Christmas.

The room rate for resident postgraduates does not include the cost of House Dinner, to which all students are invited, but is offered free of charge.

The House will cater for vegetarians, vegans and other special diets at House Dinners. On moving into the House, resident students requiring special meals are asked to notify the Operations Manager who will in turn notify the Functions Manager and Chef. If notice is not given, the House cannot guarantee that special meals will be available on the night.

Residents are required to register to attend House Dinner by completing the on line House Dinner Invitation which is sent to each resident student’s email. Cut off time for RSVP is the Monday prior to Wednesday’s House Dinner and by 12.00 noon. A personalised House Dinner card will

be issued to each resident registered to attend House Dinner. The card will be collect by wait staff at the beginning of dinner.

Residents not attending House Dinner, without notice, after having registered to attend will be warned and a third warning will result in that resident's House Dinner privileges being revoked for the remainder of the semester. Residents attending House Dinner without registering will not be permitted to stay for House Dinner.



During the Christmas and New Year period when House Dinner is not available, the House will provide one breakfast voucher in lieu of each week up until normal House Dinners resume. This voucher entitles each student to enjoy a fully cooked breakfast.

Accommodation Fees and Other Payments

Accommodation fees are set by the University every year. The room rate which is exempt of GST (Goods & Services Tax), includes the cost of electricity and water consumption (excluding the usage of coin operated washing machines and dryers), the vacuuming of your room and public corridors in the student wings, and parking if applicable. House Dinner is not included in the daily tariff but is provided free of charge to all Resident Students of the House.

All Student Residents must become members of the House at the current student rate. Besides permitting residence of the House, membership allows discounts in the Fellows Café/Bar and Boffins. A membership form is given to each new Resident Student upon arrival.

The completed form should be submitted to the Membership Office for the issuance of a Membership card. The card needs to be presented to obtain a discount.

Student Residents must pay 28 nights' accommodation charges in advance upon arrival. The accommodation account is to be kept in credit at all times. Students are notified by email if their account falls into arrears. The House reserves the right to charge the going casual commercial room rate if payment is not received within 48 hours of notice being given and until the account is placed in credit again.

A refundable deposit of \$500.00 must also be paid prior to your arrival at University House. This deposit is kept on a separate account with all other Student Resident deposits paid. The purpose of the deposit is to cover any unpaid items on a student's account at the end of their stay and to cover any damages to their room. If at the time of permanent departure from the House everything is in order, the deposit is refunded to the student by the same method of payment as it was originally received. A registration fee of \$230.00 for new resident students accepted into the House is also applicable prior to your arrival.

Should a resident lose their Fire Door Key the resident will be responsible for part of the cost of replacing the door locks and Fire Door keys in the student wing. In this case the deposit of \$500.00 will not be refunded to the resident student upon check out unless the key has been returned.

The cost of replacing the room key is \$15.00 and a charge of \$5.00 applies if the key tag is not returned with the keys.

Subletting

Resident Students are not permitted to sublet their room to another student at any time without prior authorisation granted by the Operations Manager following the submission of the relevant application form. Those students who have been granted permission to stay at University House on a sublet contract for less than four weeks must pay their account in full for the duration of their proposed stay in advance plus the \$500.00 refundable deposit. Membership is not required if duration of stay is less than 28 nights.

Payments for both accommodation and deposit are the responsibility of each resident student. Cash, credit cards, EFTPOS, money orders and bank cheques are the only available methods of payment. Personal cheques are not permitted.

Mail

Incoming mail is placed alphabetically in the mail slots available in the South Wing and by room number in the Garden Wing. Residents should note that parcels and letters marked "Personal and Confidential" are delivered to the room but it is always advisable to contact reception as items may be kept there for collection by the Resident students themselves. Residents are reminded that cash should not be sent in the mail under any circumstances.

It is your responsibility to make arrangements for redirection of your mail when you leave. The House will redirect mail for up to a period of one month at a cost comparable to Australia Post.

Your Account

Accommodation charges are applied to your account each day and are recorded separately to all other charges, which are posted per usage as extras. A copy of your account is available from the Rooms Division Manager or front office staff at any time.

Telephones

A telephone handset is available in each room, which provides each resident with free calls within the University. All other calls made from your room are charged at a rate discounted below Hotel rates. Phone cards are available at reception for purchase.

Currently, the charge for an external local call is 20 cents if made from your room. Charges for other calls are dependent on duration and destination of the call.

Voicemail is available on all resident phones with set-up instructions available from the Operations Manager. A flashing light on your phone indicates when a message has been left.

Room phones are not to be used for lobbying or for otherwise annoying other residents, staff or students of the University or other people. Any resident who receives nuisance or offensive phone calls should advise Office staff. The abuse of a person's privacy in this way cannot be tolerated and offenders may face disciplinary action.

Making calls from your room

All internal to the ANU and in house calls are free of charge.

Internal to ANU:

Dial 5 followed by the last 4 digits of the actual telephone number:
i.e. : 5 5211 when the telephone number is 6125 5211

In House:

For room to room calls to or within the South Wing, dial 55 and the room number:
i.e. : 55 209 when the room number you are calling is 209

For room to room calls to or within the Garden Wing, dial 51 and the room number:
i.e. : 51 409 when the room number you are calling is 409

Reception:

Dial 8. There is a short pause before you hear the ringing.

Calls Outside the ANU:

External Dial 0, to gain access

Local Dial 0 followed by the local Canberra number.

Long Distance Dial 0 followed by the area code then the number you are calling.

International Dial 0 followed by 0011 + country code + area code + number.

Calls Into University House:

The prefix for calling into University House is 6125 i.e. Room 209 would be 6125 5209

Faxes

Faxes may be sent and received from the Office on 02 6125 5252. Charges apply for fax transmissions based on duration of the transmission and destination. Faxes received for residents are placed in the mail slots. Please ensure the sender uses your full name, in English, on incoming faxes.

Internet access

LAN Internet access is available in all student rooms. A \$7.00 per week telephone/data connection and support fee allowing unlimited download capacity is charged to all resident student accounts regardless of whether the service is used or not. If access is not achieved, please advise the Rooms Division Manager who will have the matter rectified.

Wireless access is provided at University House via the ANU network and requires a Login and Password provided by your department; University House does not manage or supply Logins and Passwords to student residents for wireless access.

Most areas, including gardens and common areas, have very strong signal strength, though a small number of areas (resident rooms located within internal style corridors that are surrounded by brick/concrete/metal building materials) may have weaker signal strength that may require an antenna to improve connectivity. Please note that University House will not reimburse residents who choose to use wireless in the House and may require an antenna.

Please bear in mind that the wireless connection will not be as fast as the LAN connection provided in your room. This is true for all resident rooms at University House and throughout the ANU campus.

Student Resident Email Lists

The Student Resident Fellow maintains 3 mailing lists, which are occasionally used for sending important announcements to all the students. The lists include: uni.house@anu.edu.au (for general announcements) and uni.house-gw@anu.edu.au and uni.house-sw@anu.edu.au for announcements relevant to the Garden Wing and South Wing residents respectively. It is recommended that you subscribe to the relevant mailing lists by sending a blank message to uni.house-gw-owner@anu.edu.au or uni.house-sw-owner@anu.edu.au (after doing that, you will be added to the general mailing list as well as the mailing list for the Garden or South Wing).

After Hours UniSafe Bus Service

The University operates a free after-hours bus service from Monday to Friday during the academic year. The bus stops at Union Court, major libraries and all student residences. The current timetable and map is available from the Office.

Health Care Matters

In a student residence with communal facilities, hygiene is very important.

The ANU Counselling and Health Centre located near the Sports Centre on North Road, provides many services, including general practice medicine, physiotherapy, nursing and counselling. Most services are free to those students who have Health Care Cover. A visit to the Health

Centre for a normal consultation is charged at \$26.00 for students of the ANU. The House strongly recommends all residents invest in Ambulance cover. Please call the Health Centre for enquiries on ext 53598.

Public Transport

Bus routes and a timetable are available at Reception. The House is located on bus route 34. The bus takes about 10 minutes to travel to the city centre and 20 minutes to the Belconnen Shopping Centre. University students pay about half the full fare but a student identification card must be shown to receive the reduced rate. Bus tickets are even cheaper if pre-purchased at a newsagency.

Insurance

We highly recommend that residents take out insurance to cover their personal belongings. The insurance policy carried by University House does not cover resident's personal belongings.

University House does not take responsibility for the loss of, and/or damage to, personal property through theft or fire and/or sprinkler damage.

Security

Theft can only be avoided if each resident is vigilant about locking the door of their room, even when absent for a few minutes. It is also commonsense to ensure that your room is locked while sleeping.

Storage Facilities

University House has limited storage facilities. If you need to store some items, please seek approval from the Rooms Division or Operations Manager. Reception staff do not have the authority to accept your items for storage.

Vehicle Parking at University House

Resident Students who intend to park a motor vehicle at University House need to request a University House Permit by contacting the Rooms Division Manager. The permit needs to be prominently displayed on the inner side of your car windscreen. Please note that a University House Parking permit **does not** entitle you to park in any other parking area of the ANU. Students are advised to make contact with Parking Administration at the John Yencken building or by dialling 6125 3649 or 5 3649 to obtain a separate parking permit, if needed.

The most common area for residents to park their vehicle is in the large car park adjoining the South Wing and Moley Huxley building off Garran Road. There is also limited parking adjoining the Garden Wing and Fellows Garden, though residents are advised to confirm availability of parking spaces with the Rooms Division Manager.

Roads within the University are classified as public roads for the purpose of the ACT Motor Traffic Act and the University Parking and Traffic Statute. Traffic and parking regulations are enforced by the University's Traffic Officers and the Australian Federal Police.

Vehicle Security

The House advises all residents with vehicles that theft in university car parks is a reality. The University community encourages all car owners to protect themselves against theft by having an electronic security system installed and by using a steering wheel lock at all times when the vehicle is unattended. Residents are also encouraged to remove all articles of value from their

cars when parked. Unfortunately, the onus is on vehicle owners to ensure that their cars are not easy targets.

Programmed Painting Maintenance & Pest Control

University House conducts painting maintenance services on an annual basis for all areas and as deemed necessary by House management. The Rooms Division or Operations Manager will provide a schedule of rooms to be painted at least two weeks in advance by mail or email should a room require painting.

Pest control services are carried out monthly throughout all areas and the external perimeter of the building. The Rooms Division Manager or Operations Manager will provide a schedule to residents of when rooms are to be serviced at least two weeks in advance by mail or email.

RESIDENCY REGULATIONS

It is essential that residents be aware of the rules, regulations and conditions that govern the agreement that is entered into by you when accepting residency at University House. This handbook contains much of that information. For further assistance, please ask the Rooms Division Manager, Operations Manager or the staff on duty.

If you are 18 and over, the House makes a contract with you, not your parents or guardians. All financial transactions and correspondence will be conducted with you only.

University House Alcohol Policy

The House encourages a responsible attitude towards the use of alcohol. This policy is intended to allow residents and guests at the House to live and socialise happily in-house, respecting the rights of other residents. The objective of this policy is to enable those residents (and guests) who so wish, the opportunity of enjoying alcohol responsibly and in moderation, while respecting those residents who choose not to have alcohol as part of their lifestyle. Each resident (and guest) has a duty of care that extends to his or her fellow House residents and guests in all situations including events and functions where alcohol is made available. There is an expectation that when residents and guests consume alcohol, they do so sensibly and with consideration for others.

This Policy incorporates the Orders, if any, to be made by the Master under the Liquor (*University House*) Statute.

<p>It is illegal for those under 18 years of age to purchase or consume alcohol in University House and its gardens.</p>

Liquor purchased outside the House may be consumed in a resident's room or with a meal in the Kitchen or Barbeque Area. Those areas must be clear of alcohol by 10.30 pm in order to minimise disturbance to residents in nearby rooms.

Behaviour

Successful living at University House is dependent upon all residents showing respect, common sense and consideration for others.

Every resident has the right to a safe, quiet and harassment free-living environment. It is expected that residents and staff will display reasonable and respectful behaviour to others at all times. Abusive behaviour includes physical, aggressive, psychological, sexual and racial harassment, intimidation or bullying of any kind and will not be tolerated. Under the University's *Policy for Discrimination and Harassment Grievance Resolution*, residents are encouraged to come forward with a complaint in the knowledge that a *responsible officer* will take prompt and effective action to resolve it. The *responsible officers* at University House are the Master of the House and the Operations Manager. Grievances are treated seriously, expeditiously and sensitively, with due regard to procedural fairness, confidentiality and the potential for victimisation.

University-wide *Student Contacts* can assist you to understand how the grievance process works and will provide specific advice on what principles are involved, what outcomes are possible, what options may be available, and what to do if you wish to pursue a grievance.

Students may also contact the staff of the University's Equity and Diversity Unit for any information or assistance regarding a problem or complaint relating to discrimination or harassment issues on 6125 3352 or 5 3352. Web address: <http://www.anu.edu.au/equity/>

All residents are expected to keep noise levels to a minimum at all times. Those creating any disturbance at any time in any way will be cautioned. If repeated in any way, management of the House reserve the right to ask them to vacate and leave the premises.

Changing Rooms

For billing and emergency evacuation reasons residents cannot change rooms without permission of the Rooms Division Manager or the Operations Manager. Any change of room for reasons other than those resulting from a specific problem (maintenance fault etc) with the room will attract a \$30.00 cleaning/service fee.

Cleaning

Residents are responsible for keeping their rooms clean and tidy. Inspections will be carried out periodically to ensure the condition and cleanliness of the room is maintained, fair wear and tear excepted. In the event of spillages and broken glass please contact the Reception Staff or the Rooms Division Manager as soon as possible. Residents need to clean their fridge at least once per month.

Vacuum cleaners are available on each floor. Residents should ensure that the vacuum cleaner bag is emptied after use.

Decorating Your Room

Many residents like to personalise their room. Please note that the use of staples, pins, hooks or nails etc on the walls or furniture of University House property is not permitted. Sticky adhesive materials are also not to be used. Blue Tac unfortunately is also not permitted as it leaves an oily residue and peels the paintwork. Only UHU Yellow Tac should be used to affix posters, notices, and photographs and is available for purchase at stationery stores and post offices.

Residents should be aware that they may be charged for any damage over and above reasonable wear and tear. Please ensure all damage is reported to the Office Staff at the earliest opportunity.

Disciplinary Matters

Discipline matters that might arise in the Hall may be of two kinds: those that invoke the misconduct provisions under the University's Discipline Rules and those that are of a more minor nature and affect the living environment within the Hall. Behaviour requiring disciplinary action (including breach of a term or condition of the Room Agreement, or a breach of a [Statute](#), [Rule](#), [Order](#), policy or procedure of the University) will be dealt with by the Head under one of two processes, depending on the nature of the behaviour:

1. Action under the Discipline Rules

If behaviour of a resident who is also a student of the University is of a level sufficient to constitute misconduct within the meaning of Rule 3.1 of the [Discipline Rules](#), the Head, as prescribed authority for the purposes of the Discipline Rules, will assess the nature of the

behaviour, may take immediate action in accordance with Rule 6, if necessary hold an inquiry and make a finding in accordance with the procedures set out in the Discipline Rules. If the resident wishes, the resident can appeal the decision of the Head to the Appeals Committee as provided in Rule 19.1 of the Discipline Rules.

2. Action via internal procedures

By Rule 4.1 of the [Halls of Residence Rules](#) ('the Rules') the University's Council has vested responsibility in the Head of a Hall for the good management and leadership of the Hall, for discipline in the Hall and for the well being of its residents. This is subject only to the direction of the Vice-Chancellor or his or her nominee.

If behaviour of a resident who is also a student of the University is not of a level sufficient to constitute misconduct under the Discipline Rules (i.e. the behaviour is minor and is limited to the living environment within the Hall) or the resident is not a student of the University, then the disciplinary matter will be considered and a decision made by the Head. The Head may take any action considered necessary in the circumstances, and it may include immediate termination of residency, removal from the Hall, suspension, probation, fine up to \$100.00, demand for repayment of costs incurred through damage, imposition of community service or request for apology. The Head's decision will be provided to the resident in writing.

If the resident is not willing to accept the decision of the Head, the resident may, within seven (7) days of the Head's decision, seek a review of the decision. A review must be sought in writing. A review will be conducted by an intra-Hall panel comprising a Dean, Sub-Dean and a resident of the Hall in all cases except those where the decision of the Head has resulted in the exclusion of the student from the Hall (unless the exclusion is on the basis of non-payment of rent).

The panel will consider the facts of the matter that led to disciplinary consideration and the resident penalised may present submissions to the panel. The panel can interview witnesses but cannot compel their attendance to do so. Having considered the material before it, the panel will make a written report to the Head regarding the appropriateness of the findings of the Head. This report will set out the material considered, the reasoning given and comment upon the appropriateness of the penalty that was imposed by the Head. The Head will consider the report of the panel and determine whether to uphold his/her original decision or to vary it.

Consistent with the Rules making the responsibility of the Head subject to the direction of the Vice-Chancellor or his or her nominee, in cases where a resident has sought a review of the decision of the Head, the final decision of the Head along with the written report from the panel will be provided by the Head to the Vice-Chancellor or his or her nominee as soon as practicable after any final decision is made by the Head. Having considered the decision and the report of the panel, the Vice-Chancellor or his or her nominee may direct the Head to make a different decision if the Vice-Chancellor or nominee does not consider the penalty imposed is appropriate in all the circumstances. The decision of the Vice-Chancellor or nominee will be final and will be communicated in writing to the resident.

Where the original decision or reconsidered decision of the Head has resulted in exclusion of the student, the Head will immediately notify the matter to the Vice-Chancellor or nominee. The resident will have the right to make any request for review regarding exclusion from the Hall directly to the Vice-Chancellor or his or her nominee (unless the exclusion is on the basis of non-

payment of rent in which case no internal avenue of review is available). The decision of the Vice-Chancellor or nominee having reviewed the matter will be final and will be communicated to the resident in writing.

Disciplinary findings will be taken into account when considering readmission of the resident to the House or to another Hall or College at the University.

Drugs

The consumption, use, possession or selling of drugs that are prohibited by Australian Capital Territory or Commonwealth law are not permitted.

Electrical Items

ANU regulations require all electrical items to be assessed for their safety, and they must be tagged in order to comply with this regulation. All your electrical items must be tagged – please ask the Rooms Division Manager or Operations Manager for information on this.

Fire Drills

Residents are required to practice emergency evacuation procedures at House as fire drills, held twice yearly. An Emergency Evacuation/Inventory Notice is displayed on the back of the room door. Residents should ensure they are familiar with emergency evacuation procedures: it may help save your life if you know what to do when the siren sounds.

It is a criminal offence to interfere with any of the fire equipment in the House. This includes the smoke detector in your room. Interfering with the fire equipment can result in substantial fines and legal penalties. Residents may be held liable for any cost associated with the negligent triggering of the fire alarms.

The use of candles and incense in common areas and bedrooms is prohibited.

Food

Cooking in residents' rooms, or any other area not specifically allocated for cooking, is not permitted. This means that residents are not allowed to use toasters, sandwich makers, rice cookers, microwaves etc, for cooking or reheating food in their rooms. They are, however, permitted to use an electric jug with automatic cut out for the preparation of hot beverages.

The heat and smoke generated from cooking has the potential to set off House fire alarms, which cause the needless arrival of the fire brigade. Residents are liable for any costs associated with the accidental or negligent triggering of the fire alarms.

Residents are permitted to store non-perishable foodstuffs in their room. To avoid attracting rodents, insects and other pests, please ensure that food is stored in sealed metal or plastic containers – boxes, paper or plastic bags do not deter rodents and insects effectively.

Guests

Student accommodation provided at University House is for single occupancy only, with the exception of the 3 double rooms in the Garden Wing. With respect to the single rooms, the House recognises and permits occasional overnight visitors in student rooms on the following basis:

- 1 visitor per fortnight for a maximum of 3 nights
- There are no more than 3 visitors at any one time in each of the South and Garden Wings

Students are requested to advise the Rooms Division Manager in advance of any visitor. For last minute overnight stays, the Reception desk staff must be informed prior to 5.00 pm that evening, of the visitor's name. The maximum stay of a visitor in a student room is 3 nights. Each night is charged at \$15.00. For longer visits, the House can provide double accommodation at very reasonable rates, subject to availability.

For security and OH&S reasons (emergency evacuation) House management view a breach of this policy to be very serious, any resident caught failing to advise of any overnight visitor may be asked to vacate University House.

Keys

Upon taking up residency at University House, residents are issued with the following keys:

South Wing: 1 x Fire Door key, 1 x Room Key and 1 x Pantry key

Garden Wing: 1 x Fire Door key, 1 x Room Key, 1x Fridge Key and 1 x Pantry Key

Residents must return their keys when vacating at the expiry of the residential period.

Pets

ANU Health Regulations do not allow residents to keep pets in the House.

Smoking

Smoking is prohibited in all offices, accommodation areas and rooms of University House.

Vandalism

Residents and Staff at University House are proud of their living and working environment. Should vandalism occur to the building or any of its property, offenders may be subject to University House and ANU Disciplinary Rules and ACT law.

University Resources

The resources of the University are for you; please use them. If you have a problem, irrespective of whatever it is, someone will have had it before, and the answer will be out there somewhere. Resources include the [Academic Skills and Learning Centre](#), the [Postgraduate and Research Students Association](#) (PARSA), the [Equity and Diversity Unit](#), the Dean of Students and the Dean of the Graduate School. At University House, the Rooms Division Manager and Operations Manager know what resources are available and can give you contact information.

LEAVING THE HOUSE

Departures

Residents may only be relieved of their obligations as stated in their Residential Agreement with the permission of the Operations Manager.

Postgraduate residents may leave at the end of their studies if the duration of their course is less than the Residential Agreement, provided they have given four weeks written notice to the Operations Manager. A Notice to Vacate form obtainable from reception needs to be submitted outside the four-week period. If less than four weeks written notice is given, the student will be charged rent for each day in lieu of adequate notice. At the time of departure, the room will be inspected and the deposit returned, subject to any charges for damage or unpaid accounts. All keys handed out upon arrival must be handed back to reception together with the tag and a Departure Checklist must be completed. Charges apply for lost keys or tag as noted earlier.

You must see the Operations Manager who will arrange for the refund of your room deposit. Please make sure that the furniture in your room complies with the room inventory. You will be charged for any missing furniture.

A resident having submitted their thesis for examination must advise the Master and Operations Manager, at which time the resident will be asked to complete and submit a Notice to Vacate form. On submission of thesis a resident is permitted to continue residency in University House student accommodation for a period no greater than 6 weeks. Residents seeking a short extension of stay for a special reason (ie delay of referee's review of thesis) are required to obtain permission directly from the Master.

Residents who suspend (or defer) their studies during the year will need to give written notice to the Operations Manager four weeks prior to the cessation of their studies.

Please note that residents who break their Residential Agreement will forfeit their deposit.

Expulsion from the House

Any resident whose Residential Agreement is terminated because of a finding of a breach of a House rule will forfeit their room deposit.

Short Absences

Resident postgraduates required to leave Canberra for short periods and for academic reasons, may keep their rooms for the duration of their absence. Academic reason refers to Conferences or Workshops related to the field of research the postgraduate is pursuing. It would be preferable if no less than two weeks notice could be given by handing the following items to the Rooms Division Manager:

- Notice of Intended Absence form
- A letter from the Dean or Director on departmental letterhead authorising the student's absence and noting the purpose of the absence.
- A copy of the document outlining the details of the conference the postgraduate intends to attend.

These must be submitted prior to departure otherwise room fees will continue to be charged to your account.

The House permits students to be away on Conference or Workshop related leave for up to and no longer than 20 consecutive or non consecutive days within each calendar year, and leave their belongings in their room, for the period of absence at no charge. These days or any days are not transferable to the following calendar year if not used.

For the Academic reasons listed above, if the total number of days absent is greater than 20 days, students can choose:

- to leave their belongings in their room and be charged for the additional nights after the 20 day free period; or,
- If the period of absence is between 20 days and 3 months, a sublet arrangement with another postgraduate student looking for short term accommodation may be the best possible option. This can be discussed with the Operations Manager and a completed Sublet Application Form is required for consideration and approval. It is the responsibility of the postgraduate to find and introduce the other postgraduate Sublesee.

Fieldwork

Fieldwork is considered to be a period of three (3) months or longer in which period a postgraduate is doing research related to his/her thesis in a specific location away from University House. It would be preferable if no less than three weeks notice could be given by submitting the following items to the Operations Manager:

- Notice of Intended Absence Form and
- A letter from the Dean or Director on departmental letterhead authorising the students' absence and for what purpose.

These must be submitted prior to departure

A postgraduate resident of University House is permitted to remove their belongings and not be charged for the period of absence if this period is 3 months or longer; in most cases, the same room will be allocated to the student upon his/her return to the House.

Absence from the House for any purpose other than academic and fieldwork is normally regarded as a private matter and no reduction is made to the charge for the room. Special circumstances such as serious health/family issues etc, may be raised with the Master through the Operations Manager.

FACILITIES AT UNIVERSITY HOUSE

Function Rooms

The House has a number of Function and Seminar Rooms. These are used for a variety of activities including guest lectures, symposia, seminars, performances and House Dinners. Bookings can be made by contacting the Functions Office on 55270, 55271 or 55269.



Library

The Library (situated on the ground floor between the administration area and the Torrance Room) has an extensive range of books, magazines and newspapers, for use by residents. There is also a computer with Internet access and a printer for general use.

The library is open from 7:00am to 11:00pm seven days a week.

Business Centre

The Business Centre is restricted for use by student residents and Members of University House, though conference coordinators hosting events in the House will use the photocopier on occasion.

The Business Centre is available for use from 7:00am to 11:00pm seven days, though use outside normal office hours will require residents to sign-out and in the key at the reception counter.

Use of the Business Centre and its facilities (computers, Internet, email, printing and photocopying) are free of charge.

Common Rooms

The House provides two student Common Rooms, one in the Garden Wing and one in the South Wing. Both have TV (local channels), FOXTEL service, VCR and a microwave and are accessible only to residents of that particular wing by using the fire door key. Students are asked to keep these rooms tidy and in good order.

Moley Huxley Room

The Moley Huxley Room is located at the entrance to the large car park off Garran Road. The room is available for use by student residents and provides a good space for social activities and includes a pool table and table tennis table. Please inquire with the Events Co-ordinator for room availability.

Noticeboards

With the exception of material posted by the House's administrative staff, the Operations Manager must approve all notices. Notices must only be placed on the notice boards provided on your floors. No notices are to be placed on any glass doors of the House and no commercial or

electoral material whatsoever is to be distributed in the House, apart from those associated with Resident Fellow elections.

Location of University House

University House is located on the grounds of The Australian National University at 1 Balmain Cres Acton ACT 2611, which is displayed below as

