



Managed Residence Canberra **Student Handbook**

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Welcome

New friends. Exciting experiences. Memorable moments. University should have them all. And living in student accommodation one of the best ways to get the most out of your university experience. In our accommodation, you'll get academic support, make lifelong friends, and be part of a diverse and close-knit community. You'll also have access to unique sporting, leadership, spiritual, and community engagement opportunities. Our student accommodation isn't just a place to stay – it's a living and learning community.

Services

The student accommodation team will be able to assist with student support needs, general area and transport information, account enquiries, and can answer any questions you may have about the property.

After hours, Residential Advisors (RAs) are available to respond to a situation. If you require an RA to respond to a situation please contact them via the duty phone number, 0455 077 397. Residential Advisors will not respond to requests via their personal phone or social media.

Staff can be contacted during office hours on 03 5336 5323. Please ensure you have the office and duty phone numbers noted down.

Contact hours may be reduced over holiday periods and residents will be notified before these changes occur.

Checking In to Managed Residence

ARRIVAL

Upon arrival, a staff member will provide you with a welcome pack containing your key, wi-fi information, maps of the local area and transport information, and a room condition report.

ROOM CONDITION REPORT

Please complete the room condition report and return to the student accommodation office two days of check-in. The report is where you can note any prior damage to your apartment. You may be held liable for any pre-existing damage that was not included in the report, so please ensure you complete it thoroughly.

GET SOCIAL!

Once you are settled in, check out our noticeboards and add us on Facebook (ACURes2017) to learn about upcoming events. Most of our events are free and these are a great opportunity for you to get to know the other residents. If you haven't met anyone yet, don't worry – say hi to our RAs and they'll be happy to introduce you!

Our Community

OUR GUIDELINES

All residents must agree to the following statement to live in MCR:

I agree to behave in a manner consistent with ACU's commitment to safety and inclusion where I am responsible for my safety and the safety of others. I will oppose any offensive behaviour based on race, colour or national or ethnic origin and support the University's Respect. Now. Always. campaign which commits to a zero tolerance against sexual harassment and sexual assault.

RESPECTING EACH OTHER

Managed Residences are welcoming, supportive and friendly homes away from home. Every resident living in student accommodation deserves respect from their peers.

All residents agree to behave in a manner consistent with ACU's commitment to safety and inclusion where I am responsible for my safety and the safety of others. I will oppose any offensive behaviour based on race, colour or national or ethnic origin and support the University's Respect. Now. Always. campaign which commits to a zero tolerance against sexual harassment and sexual assault.

We will not tolerate any form of bullying, harassment or discrimination against any resident of our community.

If you are subject to bullying or have witnessed this behaviour in our community, please report the incident to staff immediately.

EVENTS

Through living and learning with your peers in our residence, you will develop communication and interpersonal skills, resilience, and leadership qualities. You will be encouraged to understand the ACU Mission and to reflect on and build your values and commitments.

Our Residential Life Program brings students together from a range of backgrounds, with equally diverse aspirations and support needs. We want to ensure you make memories and friendships that last a lifetime and our dedicated staff and RAs offer a comprehensive program of academic, social, health, sport, wellbeing, spiritual, cultural and community events to make this happen.

Activities such as yoga and self-defense classes, pizza parties, academic skills sessions, day trips, movie nights, and cultural evenings are just a taste of what we offer.

Getting involved is the best way to make friends and have a great time. However, residents are free to participate in as many activities and events as they wish.

If you ever have a suggestion, don't hesitate to chat to our RAs. To keep up to date with our events, please add us on Facebook (ACURes2017) and check our noticeboards.

RESIDENTIAL ADVISOR TEAM

RAs are recruited from residents living in ACU student accommodation. Our RAs represent our diverse community in Canberra, and international and exchange students are encouraged to apply.

RAs are chosen for their leadership skills, community participation, and demonstrated commitment to improving student life at MCR. Applicants must commit to staying in the property for at least two semesters.

If you require an RA to respond to a situation, please contact them via the duty phone and not via their personal phone or social media.

Church services

ACU SIGNADOU CAMPUS

Signadou Chapel on campus holds mass every Tuesday, Wednesday, and Thursday at 12.30pm. They also pray the Rosary at 1pm on Wednesdays and hold Eucharistic Adoration at 11:30am each Thursday. The chapel is also open for private prayer and reflection every weekday.

Administrative matters

MAINTENANCE

Please lodge a maintenance request via the portal if you need to report a maintenance issue either in your house or in a common area. Please report maintenance issues as soon as possible to ensure they are resolved in a timely manner.

If a resident has caused damage requiring maintenance, the resident will be required to pay for the cost of repair and/or replacement of the damaged items.

If a maintenance request has been lodged by a resident or noted during inspections, Management reserves the right to enter the premises without prior warning to resolve maintenance issues. Residents will be given advance notice as far as practicable.

Facilities

COMMON AREAS

The common areas of your house are there for you to share and enjoy with your housemates. These areas include the kitchen, lounge and dining rooms, bathrooms, and gardens. It is advisable that you keep these areas clean and free from personal items for best use by all in the house.

These areas are fully furnished and the kitchen is equipped with a fridge, microwave, oven, cookware, crockery, and cutlery. Any specialty cooking equipment needs to be supplied by the resident.

LAUNDRY

The managed residential houses contain a free in-house laundry. An iron and ironing board is also provided.

Getting Around

THE LOCAL AREA

Canberra is a fantastic location for students to pursue their tertiary studies with all the conveniences you would expect of Australia's capital city. Our residences are just a short bus ride away from Canberra city centre, which is where you'll find cinemas, cafes, large department stores, a range of boutiques, and local eateries with plenty of international options. The city's well-planned bike paths make cycling a great way to get around. Picturesque Lake Burley Griffin is at the heart of Canberra and is the ideal place to walk, run, or cycle in beautiful surrounds.

PUBLIC TRANSPORT

Click [here](#) for local bus route information.

As we try to group students together by course and year level, you are often able to carpool with others going to campus. Additionally, most of our houses are within walking distance of our campus.

Responsibilities

ACU student accommodation is a tight-knit community, and it is important that all students in residences are respectful of each other, as well as our staff and our neighbours. We have rules in place to ensure that each member of our community feels comfortable and happy in their home.

VISITORS

Visitors are permitted until 10pm Sunday to Thursday, and until 11pm Friday and Saturday. Visitors are not permitted to stay overnight in the premises.

Visitors to the property must be let in to the house by their host. Visitors are not to be left in common areas unaccompanied by their host.

Visitors must observe property rules and may be asked to leave if they fail to do so. You are responsible for any visitors you invite into the property, and are liable for the cost of any damage caused. If you are inviting multiple visitors, please ensure that you are able to be with your group at all times.

NOISE

Please keep noise to a level that does not interfere with the other residents' sleep or study. Noise within the residence and around the perimeter of the residence must cease by 10pm Sunday to Thursday, and by 11pm Friday and Saturday.

CLEANING

Residents are responsible for cleaning their house regularly. If you are in a multi-share house, you will be responsible for cleaning your individual room, as well as working with the other residents in your house to ensure that common areas are kept clean and tidy.

Residents are able to access a vacuum, broom, mop and bucket from the laundry in their house. Apart from these items, you will need to purchase your own cleaning materials for your house.

INSPECTIONS

Cleanliness and safety inspections are conducted quarterly. You will be given advance notice of when inspections will occur.

Through these inspections we are able to address cleanliness issues or health and safety risks, note any damage to the property, and log outstanding maintenance items.

If you do not pass the first inspection, you will be given ample opportunity to remedy the issues noted during inspection. If you do not pass the second inspection, external cleaners will be contracted to clean the apartment, at a cost to you. The cost to clean a multi-share apartment will be divided between the residents in the apartment.

PETS

No pets may be kept or brought into the residence. If you have a support animal, please contact the student accommodation team to discuss.

RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins are located behind or beside your house.

Be sure to make use of the yellow recycling bins as much as possible. Remember to separate your recyclables from your general rubbish.

PEST CONTROL

Please ensure that you do not create a situation in your apartment conducive to an infestation. Please ensure that:

- Crumbs and food scraps are disposed of
- Dirty dishes are not left out
- Benches and stove tops are regularly wiped down
- Food is sealed or covered properly
- Cupboards are wiped clean as necessary
- Rubbish is emptied in a timely manner
- Kitchen floors are mopped regularly.

If you do not adhere to these guidelines and this causes or exacerbates an infestation in your apartment, you will be held liable for the cost to eradicate pests from your apartment.

DECORATING

It is a great idea to decorate your apartment to make it feel like your home. However, to avoid damage:

- Do not use nails, pins, or screws
- Do not use adhesives
- Do not apply stickers to the ceiling, walls or furniture.

If you use blu tack to affix posters or materials to the wall, it must be totally removed and the wall must be sugar soaped to remove any marks prior to check out.

If you cause any damage while decorating your apartment, you will be liable for the cost of repair, including repainting the wall if necessary.

Safety and Security

KEYS

Your key provides access to the entry door, as well as the door to your individual room.

Keys must only be used by residents, and must never be lent to a guest or visitor. If you require an exception, please notify staff.

Never let anyone in to the premises who you do not know. If someone tells you they are locked out, tell them you are not allowed to let them in and ask them to call the duty phone number. If you are concerned for your safety, please call the duty phone.

LOST KEYS AND LOCKOUTS

If you lose your key, you will be required to pay \$20 per key for replacement. This charge is non-refundable if you recover your lost key.

You are responsible for ensuring that you have your key on you when exiting your apartment. If you lock yourself out of your apartment when the front desk is attended, staff will be able to let you into your apartment free of charge.

HEATERS

Fan and element heaters are not to be used in the residence as they pose a high fire risk. If you wish to have a heater inside your room, please purchase a safer oil column heater. If you are found to have a fan or element heater in your room, it will be removed.

FIRE SAFETY

Residents must always vacate the premises in the case of a fire alarm. Not to do so puts yourself and others at risk, and will lead to disciplinary action.

To prevent a false fire alarm:

- Do not use candles or any type of flame
- Do not smoke in the property
- Always cook with the range hood fan on
- Pay attention while cooking to prevent smoke
- Do not spray any aerosol cans directly under the smoke detector.

Please familiarise yourself with instructions on using fire extinguishers and fire blankets. It is illegal to tamper with fire equipment, which includes covering or sealing smoke alarms, and removing fire blankets or fire extinguishers, except in the case of a fire. Perpetrators will face disciplinary action.

EMERGENCIES

In the case of an emergency, please contact emergency services by calling 000. After contacting emergency services, please immediately contact staff by calling the duty phone number (0455 077 397) so they may assist you.

PARTIES

Please chat with staff and refer to visitor rules before organising a gathering within a Managed Residence.

Visitors must observe property rules and may be asked to leave if they fail to do so. You are responsible for any visitors you invite into the property, and are liable for the cost to repair any

damage caused. If you are inviting multiple visitors, please ensure that you are able to be with your group at all times.

If a staff member is called to ask your visitors to leave after 10pm Sunday to Thursday, or after 11pm Friday and Saturday, you may be charged a callout fee of \$120.

SMOKING

Smoking is strictly prohibited inside the residence, or around the perimeter of the residence. If you wish to smoke, you will need to move to a safe location away from property doorways and windows.

DRUGS AND ALCOHOL

Moderate alcohol consumption is acceptable in the residence. Excessive consumption of alcohol will not be tolerated, and alcohol-fueled misconduct will lead to disciplinary action.

The use and possession of illegal drugs is prohibited. If a resident is found to be in possession of an illegal substance, police will be called immediately. The resident involved will face disciplinary action under Statute 10.

Student welfare is our primary concern, so if you or your friends are in need of help, please call the duty phone so staff may assist you.

My Account

RENTAL FEES

Rental fees are all-inclusive, covering electricity, water, and internet access. Residents can purchase data add-ons and data packs through our internet provider, Big Air.

The rental fee is charged by fortnightly direct debit only. Our payment schedule operates two weeks in advance. For international students, we are able to take credit card payments until you open an Australian bank account. If you do not wish to pay via direct debit, rent for the duration of the contract may be paid in advance.

If a direct debit payment is declined, residents may pay via the online portal. If payment is not reconciled by 5pm the following Monday, you will incur a late payment fee of \$30.

If you need an extension on your payment, please speak to the team at the student accommodation office by the Monday of the week rent is due.

2017 RENT SCHEDULE

Managed Residence – Fortnightly Rent Schedule				
		Period Covered		
Rent Day		From	To	Days
Thursday	12/29/16	1/1/17	1/15/17	15
Thursday	1/12/17	1/16/17	1/29/17	14
Thursday	1/26/17	1/30/17	2/12/17	14
Thursday	2/9/17	2/13/17	2/26/17	14
Thursday	2/23/17	2/27/17	3/12/17	14
Thursday	3/9/17	3/13/17	3/26/17	14
Thursday	3/23/17	3/27/17	4/9/17	14
Thursday	4/6/17	4/10/17	4/23/17	14
Thursday	4/20/17	4/24/17	5/7/17	14
Thursday	5/4/17	5/8/17	5/21/17	14
Thursday	5/18/17	5/22/17	6/4/17	14
Thursday	6/1/17	6/5/17	6/18/17	14
Thursday	6/15/17	6/17/17	7/2/17	14
Thursday	6/29/17	7/3/17	7/16/17	14
Thursday	7/13/17	7/17/17	7/30/17	14
Thursday	7/27/17	7/31/17	8/13/17	14
Thursday	8/10/17	8/14/17	8/27/17	14
Thursday	8/24/17	8/28/17	9/10/17	14
Thursday	9/7/17	9/11/17	9/24/17	14
Thursday	9/21/17	9/25/17	10/8/17	14
Thursday	10/5/17	10/9/17	10/22/17	14
Thursday	10/19/17	10/23/17	11/5/17	14
Thursday	11/2/17	11/6/17	11/19/17	14
Thursday	11/16/17	11/20/17	12/3/17	14
Thursday	11/30/17	12/4/17	12/17/17	14
Thursday	12/14/17	11/18/16	12/31/16	15

RENTAL AGREEMENT

Please keep in mind that our rental agreements are legally binding contracts. You are bound by the terms stated on the reference schedule once your rental agreement is signed and executed. If you leave or are evicted from the property for whatever reason, you are still obliged to continue to pay rent for the remainder of your rental agreement.

If you are able to find another student willing to take over your lease for the remainder of your contract, you may be released from your obligations under the reference schedule. The prospective resident will need to submit an application online, and the break-lease will only be confirmed once the student has signed their new lease and their security deposit is paid. A break-lease fee of \$150 applies.

Checking Out

Residents are responsible for noting the end date of their contract and preparing for check-out. Please advise the student accommodation team of your check-out time and date, particularly if it is prior to the end of your contract end date.

CLEANING

All residents are required to pay a standard \$90 cleaning fee via the portal prior to checking in to Managed Residence. This fee is required to cover items that need regular cleaning, such as steam cleaning carpets and mattresses. This fee is not intended to cover a final clean of your room when checking out of the property. Before you check out, please ensure that your apartment is thoroughly cleaned, and all personal items and rubbish are removed to avoid additional cleaning charges.

PRE-DEPARTURE INSPECTIONS

Houses are inspected prior to departure to ensure that the final clean of the house is a responsibility shared between all residents in the house. If issues raised in the pre-departure inspection are not remedied prior to check-out, professional cleaners will be contracted to clean the house. The cost of cleaning common areas will be divided among all residents in the house.

KEY RETURN

You will hand your key back to the staff member after a successful inspection.

SECURITY DEPOSIT

Security deposit refunds are processed following a departure inspection. Residents will be held liable for the cost of professional cleaning if required, as well as the cost to repair damages or replace damaged goods. These charges, as well as any outstanding fees on your account, will be deducted from your security deposit.

The remaining security deposit will be returned to the account from which it was first deducted within 30 days of check out. If this account has closed, please speak to staff at the front desk prior to check out to arrange a new security deposit refund form and a statutory declaration to verify the closure of the initial account.

Under 18s

There are special requirements and considerations for students living in residents who are under the age of 18. It is expected that students under the age of 18 adhere to a zero alcohol policy. It is understood that while the student is under the age of 18, a parent or guardian will be contacted in instance such as ill health, breach of agreement, disciplinary actions, or any other concerns regarding the student.

These procedures have been put in place to ensure the safety of students under 18 years of age while living in student accommodation.

Important Contacts

Camillus Residence – Important Contact Details	
Contact	Phone/Email
Emergency services (Fire, Ambulance & Police)	000, 112
Student accommodation office	03 5336 5323 or 03 5336 5321 studentaccommodation.act@acu.edu.au
Residential Advisors	0455 077 397 (when on duty) RA.Canberra@acu.edu.au
Big Air	1300 739 822
ACU Counsellors	Counselling.Canberra@acu.edu.au
Campus Ministry	Greg Jeffery 6209 1150 Greg.jeffery@acu.edu.au
Dickson Health Centre	6248 6677
Dickson Dentist TLC	6247 0500