



# Managed Residence Canberra **Student Handbook**

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# Welcome

New friends, exciting experiences and memorable moments; university should have them all and living in student accommodation is 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 enquire 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 Res

### ARRIVAL

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

### GET SOCIAL!

Once you're settled in, check out our noticeboards and add us on Facebook (ACU Canberra Res 2019) 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 Managed Residence:

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 a welcoming, supportive, and friendly home away from home and every resident living here deserves respect.

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 won't tolerate any form of bullying, harassment or discrimination against any resident of our community. If you're subject to bullying or have witnessed this behaviour in our community, please report the incident to staff immediately.

## EVENTS

Through living and learning alongside your peers in our residence, you'll develop communication and interpersonal skills, resilience, and leadership qualities. You'll 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 RA. To keep up to date with our events, please add us on Facebook (ACU Canberra Res 2019) and check our noticeboards.

## RESIDENTIAL ADVISOR TEAM

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 Canberra Managed Res. Applicants must commit to staying in the property for at least two semesters.

# Church services

## ACU SIGNDOU 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

## MAIL

As your Managed Res property is a normal house, Australia Post delivers mail as for any other property. Make sure you give people your exact address.

## MAINTENANCE

If you need to report a maintenance issue either in your house or in the common areas, please email Howard at [howard.costello@acu.edu.au](mailto:howard.costello@acu.edu.au). Please report maintenance issues as soon as possible to ensure these 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 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 as much advance notice as possible.

# 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

All Managed Res properties have full laundry facilities, including washing machine and drier. Students are responsible for providing their own detergent.

## 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.

# Responsibilities

## 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 into the house by their host, through the front door only. 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're responsible for the behavior of any visitors you invite into your house and are liable for the cost of any damage caused.

## NOISE

Please keep noise (including inside your house) to a level that doesn't interfere with other residents' sleep or study. Noise within the residence and around the perimeter must stop by 10pm Sunday to Thursday, and by 11pm on Friday and Saturday.

## CLEANING

Residents are responsible for cleaning their house regularly. In your multi-share house, you'll 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 provided with a broom, mop, bucket and vacuum cleaner. Apart from these items, residents will need to purchase their own cleaning materials.

## INSPECTIONS

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

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

If you don't pass the first inspection, you'll be given ample opportunity to remedy any issues. If you don't pass the second inspection, professional cleaners will be contracted to clean the house at a cost to you. The cost to clean a multi-share house will be divided between the residents in the house.

## 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. Every house has their own rubbish and recycling bins.

Be sure to make use of the yellow recycling bins as much as possible and try to keep your general rubbish separate to your recyclables.

Students are responsible for determining when rubbish is collected for their property and putting their bins out on the appropriate night and bringing them back in, no later than the following night.

## PEST CONTROL

Please don't create a situation in your house that leads to a pest infestation. Please ensure:

- Crumbs and food scraps are disposed of
- Dirty dishes are not left out
- Benches and stovetops 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 don't adhere to these guidelines and this causes or exacerbates an infestation in your house, you'll be held liable for the cost to eradicate pests from your house.

## DECORATING

We want your house to feel like your home and putting your personal decorating stamp on your room is a great idea. However, to avoid damage, please:

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

If residents 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 residents cause any damage with decorations, you will be liable for repair costs, including repainting walls if necessary.

# Safety and security

## KEYS

Your key provides access to the entry door and in most houses, 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 to this rule, please notify staff.

Never let anyone inside the premises who you do not know. If someone tells you they are locked out, please inform them that you are not allowed to let them in and ask them to call the duty phone. 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 for a replacement key. This charge is non-refundable if you recover your lost key.

You're responsible for ensuring you have your key when you exit your house.

## 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**

To prevent a false fire alarm:

- Do not use candles or any type of flame
- Do not smoke inside 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 phoning 000. After contacting emergency services, please immediately contact staff by calling the duty phone number (0417 788 240) so they may assist you.

## **PARTIES**

Please chat with staff and refer to visitor rules before organising a gathering within your 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 inside the property, and are liable for the cost to repair any damage caused. If you are inviting multiple visitors, please ensure that you are 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 at least 10m away from property doorways.

## **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 use of electricity, gas and water.

The rental fee is charged fortnightly by 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 a resident does 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 Thursday prior to your next rent payment being due.

## 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 first year ACU student willing to take over your lease for the remainder of your agreement, 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 agreement and their security deposit is paid. A break-lease fee equivalent to one week's rent will apply.

## 2019 RENT SCHEDULE

Canberra Accommodation (Managed res) – Fortnightly Rent Schedule				
Rent Day		Period Covered		
		From	To	Days
<b>Monday</b>	7 January 2019	8/1/19	21/1/19	11
<b>Monday</b>	21 January 2019	22/1/19	4/2/19	14
<b>Monday</b>	4 February 2019	5/2/19	18/2/19	14
<b>Monday</b>	18 February 2019	19/2/19	4/3/19	14
<b>Monday</b>	4 March 2019	5/3/19	18/3/19	14
<b>Monday</b>	18 March 2019	19/3/19	1/4/19	14
<b>Monday</b>	1 April 2019	2/4/19	15/4/19	14
<b>Monday</b>	15 April 2019	16/4/19	29/4/19	14
<b>Monday</b>	29 April 2019	30/4/19	13/5/19	14
<b>Monday</b>	13 May 2019	14/5/19	27/5/19	14
<b>Monday</b>	27 May 2019	28/5/19	10/6/19	14
<b>Monday</b>	10 June 2019	11/6/19	24/6/19	14
<b>Monday</b>	24 June 2019	25/6/19	8/7/19	14
<b>Monday</b>	8 July 2019	9/7/19	22/7/19	14
<b>Monday</b>	22 July 2019	23/7/19	12/8/19	14
<b>Monday</b>	12 August 2019	13/8/19	26/8/19	14
<b>Monday</b>	26 August 2019	27/8/19	9/9/19	14
<b>Monday</b>	9 September 2019	10/9/19	23/9/19	14
<b>Monday</b>	23 September 2019	24/9/19	14/10/19	14
<b>Monday</b>	14 October 2019	15/10/19	28/10/19	14
<b>Monday</b>	28 October 2019	29/10/19	11/11/19	14
<b>Monday</b>	11 November 2019	12/11/19	23/11/19	14
<b>Monday</b>	25 November 2019	26/11/19	9/12/19	14
<b>Monday</b>	9 December 2019	10/12/19	12/12/19	3

**Note :** on the rare occasions when Rental Days fall on a public holiday, the rent deduction will be processed on the next business day. Students are responsible for ensuring that funds remain in the nominated account to cover that withdrawal.

# Checking out of Managed Res

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

Before you check-out, please ensure that your house is thoroughly cleaned, and all personal items, including food and rubbish are removed to avoid additional cleaning charges.

## PRE-DEPARTURE INSPECTIONS

Houses are inspected prior to departure to ensure that the final clean 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 equally among all residents in the house.

## KEY RETURN

You are required to hand your key back at your final inspection.

## ACCOMMODATION BOND

Accommodation bond 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 accommodation bond.

The remaining accommodation bond 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 with staff at the student accommodation office prior to check-out to arrange a new accommodation bond 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 residences 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 a student is under the age of 18, a parent or guardian will be contacted in the instance of 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

ACU Canberra 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