



# Miguel Cordero Residence

## Student handbook



In recognition of Aboriginal and Torres Strait Islander people's deep spiritual connection to Country, and in continuing the university's commitment to reconciliation, it is customary to acknowledge Country as we pass through it.

We acknowledge and pay our respects to the First Peoples, the Traditional Custodians of the lands and waterways where Australian Catholic University residential accommodations are located, and we thank them for their continued custodianship.

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# Residential life



New friends. Exciting experiences. Memorable moments. University should have them all. 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.

## Residential support team

### **RESIDENTIAL MANAGEMENT AND ADMINISTRATION TEAM**

Our residential management and administration teams are responsible for the management, strategic direction and daily operations of each residence. Our administration teams are available during office hours Monday to Friday to provide service and support to all residents.

### **RESIDENTIAL ADVISOR TEAM**

Our Residential Advisor team (RAs) consists of full-time students who live in residence. They are responsible for developing and delivering the Residential Life Program. This program consists of regular in-house events that are aimed at ensuring each resident has a positive and enjoyable experience living in residence. The RAs are also on hand to assist with any urgent enquiries. If you require an RA to respond to a situation, please contact them via the duty phone (see Important Contacts on page 24).

RAs are chosen for their leadership skills, community participation, and demonstrated commitment to improving student life in ACU's Living and Learning Communities. We welcome any of our residents to apply for the role. Applicants must commit to staying on the property for at least two semesters.



## Arrival process

### CHECK-IN

You will be contacted prior to check-in to arrange a suitable arrival time, and set up your mobile phone key credentials in advance. Once you arrive, a staff member will provide you with a welcome pack containing Wi-Fi information, information about your room and cleaning, and a room condition report.

### ROOM CONDITION REPORT

Please complete the room condition report and return it to the front desk within two days of check-in. The report is in place to support you in communicating any pre-existing damage so that you are not held liable upon checkout, so please ensure you complete it thoroughly.



## Under 18s

There are special requirements and considerations for students living in residences who are under the age of 18.

Before being offered an occupancy agreement, each applicant, who will be under 18 at the start of the academic year, will be required to have an interview with one of the residential team members, either face-to-face or online. This is to ensure that the adult environment of student accommodation will be right for them. Once approved, a parent or legal guardian will be required to co-sign the Occupancy Agreement.

While a student is under the age of 18 on residence, a parent or guardian will be contacted in the event of ill health, breach of agreement, disciplinary actions, or any other concerns regarding the student. It is expected that students under the age of 18 adhere to a zero-alcohol policy.

These procedures have been put in place to ensure the safety of students under 18 years of age while living in student accommodation. All ACU student accommodation staff have completed Working with Children Checks.



# Residential life events

ACU's Living and Learning Communities (LLC) provide opportunities for personal development and connection with peers. We encourage greater academic achievement, promote health and wellbeing, and help to develop teamwork skills and provide a positive overall student experience.

Our RAs host regular events to ensure that there is never a dull moment or missed opportunity for our residents to make the most of living in residence. Our residential events focus on one or more of five focus areas:

Spiritual



Social



Academic



Health and wellbeing

Cultural and community



All LLC events are promoted via the ACU Life platform. Our residential administration teams will add you to your relevant residential group when you check in. Otherwise, you can join the group by scanning the relevant QR code upon arrival. Here is a sample residential life month below.



## Services for residents

The Miguel Cordero Residence (MCR) front desk is open from 8am to 5pm Monday to Friday. The student accommodation team will be able to assist with parcel collection, general area and transport information, account enquiries, and any questions you may have about the property.

If you require an RA to assist you with an urgent situation after hours, please contact them via the duty phone number, **+61 409 645 060**.

Residential Advisors will not respond to requests via their personal phone or social media.

Staff can be contacted during office hours on 02 9739 2676. Please ensure you have the office and duty phone numbers noted down.

Contact hours may be reduced over holiday periods – residents will be notified if any changes occur.



### MAIL

Regular mail may be collected from the mail collection point at any time. The mail is filed under the first letter of your surname.

Parcels or sensitive mail (such as letters from your bank) are held securely at the mail collection point and may be collected when the Residential Advisors (RAs) are on duty from Monday to Friday.

Residents may need to collect parcels from the local post office when office hours are reduced during holiday periods.

Your address will be prefixed by your apartment number, e.g. **100/43 Australia Street, Camperdown NSW 2050**. Please ensure all mail is addressed under the name on your application, or otherwise please advise staff of any alternative name.



### MAINTENANCE

Please lodge a maintenance request via the portal if you need to report a maintenance issue either in your apartment or in the common areas. This is the same [portal](#) you used to apply and pay rent. 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 warning to resolve maintenance issues. Residents may be given notice as far as practicable.

# Services for residents



## LAUNDRY

On upper level 1 there is a laundry equipped with five washing machines and six dryers. Our machines are equipped with a tap-and-go payment system. Coins and cash cannot be used for the machines.

The laundry also has an iron and ironing board available for use.



## GYM

We have a fully equipped gym, free for our residents to use. It is located on upper level 1, next door to the laundry. It is open 7 days from 8am to 8pm, just bring your water bottle and towel for your workout. Always remember to wipe down all machinery and equipment after use.



## PARKING

There are no parking facilities on site at MCR and bringing your own vehicle isn't recommended as there is restricted street parking in the area. Limited bicycle storage is available on site.



## GOGET RENTAL CARS

MCR houses one GoGet car, which is available for residents to hire if you sign up to GoGet. GoGet offers affordable student rates, with no joining fee and an hourly rate of \$9.99 (at the time of writing).

For more information about GoGet, head to their [website](#).



## BIKE HIRE

MCR provides bicycles that are free for residents to use. Residents must provide their own helmet. Please see staff at the front desk to hire one.



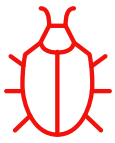
## RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins are on every lower level in closed cupboards opposite the lift. These bins are emptied daily on weekdays. For used sanitary items, please ensure that these are placed in a disposable bag before placing in the red general waste bin. When the bin overflows, please use the bins on other levels.

Be sure to make use of the yellow recycling bins as much as possible. Remember to separate your recyclables from your general rubbish. Putting recyclables in the recycling bins equals less landfill. Make sure to refer to the posters in the bin rooms on each level to understand what items to put in which bin.



# Services for residents



## PEST CONTROL

You should not create a situation in your apartment that could cause an infestation. Please ensure that:

- crumbs and food scraps are disposed of
- dirty dishes are not left out overnight
- rangehood, 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 of eradicating pests from your apartment. We conduct pest control treatments to support your efforts for a clean living environment.



## INTERNET

We may provide you with Wi-Fi access to the internet. You transfer and receive data at your own risk. You must comply with our reasonable directions concerning your use of the Wi-Fi service. You cannot resell or resupply the Wi-Fi service.

You must not use the Wi-Fi service:

- i. to break any law or to infringe another person's rights
- ii. to expose us or our third-party suppliers to liability
- iii. to transmit, publish or communicate material, which is defamatory, offensive, abusive, indecent, menacing or unwanted
- iv. in any way which damages, interferes with, or interrupts the internet services, the network on which the Wi-Fi services are supplied, or any other network.

Subject to applicable laws, we may temporarily suspend or restrict your access to the Wi-Fi service and our liability for any loss suffered by you howsoever will be limited to us supplying the service again.



# University support services

## COUNSELLING

ACU offers free and confidential counselling to ACU students who are experiencing mental health, personal, study or work-related issues.

As an ACU student, you can make an appointment with our counselling service to reduce stress and get back on track. Our counsellors are experienced and trained psychologists or social workers who deliver specialised programs in the areas of mental health, emotional wellbeing and enhancing mental resilience. And they are trained to help students to successfully complete their studies.

As an ACU student, you'll have access to 6 free counselling sessions per year. Appointments with ACU counsellors can be made by current students through the [Student Portal](#).

ACU takes a person centered, trauma informed approach to concerns of gender-based violence.

Please contact the Safeguarding and Student Safety team in accordance with ACU's Student Prevention and Response to Gender-Based Violence Procedure, if you would like to make a disclosure or complaint regarding an incident of gender-based violence that occurred at your ACU student accommodation.

## DISABILITY SUPPORT

If you are a student with a diagnosed health condition, disability, mental health condition, or have significant carer responsibilities that may impact your studies, we can give you the support you need.

Our disability support team can help you access a range of learning support services, including educational adjustments, such as exam arrangements, assistive technology and course materials in alternate formats.

We'll also help you make physical access arrangements. The disability support team provides a confidential service. If you would like further information, please email your campus Access and Disability Advisor.

## CAMPUS MINISTRY

Our Lady Seat of Wisdom Chapel at our North Sydney Campus holds mass Monday through Friday.

Barron Memorial Chapel at our Strathfield Campus holds mass on Wednesday and Friday.

Mass dates and times can be found [here](#).

## ACADEMIC SKILLS UNIT

The Academic Skills Unit is a team of educational experts available on each campus to support students in their transition to university and throughout their degree. They assist in developing essential skills for academic success, including study skills, academic writing skills, academic referencing skills, math and numeracy skills, and exam preparation strategies. This support is aimed at helping students excel in their university studies. You can learn more about the unit on the [Student Portal](#).

## CAREER DEVELOPMENT AND EMPLOYABILITY SERVICES

Key services for students include [ACU CareerHub](#), an online portal for job opportunities and appointments; [ACU Career Directory](#), offering exclusive access to graduate jobs and career advice; [Application Assist](#), guiding students through building job application documents; Careers and Employability, providing career advice, workshops, and employer events; and [Student Jobs on Campus \(SJC\)](#), offering paid employment opportunities on ACU campuses while studying.

## ACU INTERNATIONAL

By enrolling at ACU, you will be joining students from approximately 100 countries. We know it's a big decision to study overseas so we don't expect you to make it alone.

Contact ACU International **+61 3 9007 0643** for all your queries about arriving, living and studying in Australia.

# Our community



## Community spirit

ACU strives to ensure that all its student accommodation residences are respectful, supportive, safe and secure. We encourage and nurture inclusive residential environments through the deployment of our Residential Life Program that is spearheaded by our Residential Advisor teams.

As a resident of ACU's student accommodation, you are expected to adhere to the values and ethos of our residential community and university. All residents are expected to behave in a way that is respectful, accepting, safe and connected. Contributing to the community spirit of our residence isn't just grounded in behaviour, but by responsiveness and enthusiasm.

We align behaviour expectations within our residences, to that expected by ACU students.

### **ACU Conduct Policy**

### **Procedures for Dealing with Alleged Breaches of Student Conduct.**



# Community spirit

## COMPULSORY INDUCTION PROGRAMS AND MEETINGS

You will be required during your tenancy to attend and complete compulsory induction briefings and meetings prior to your arrival at residence, and during your tenancy.



### Residential induction

All residents will receive an email outlining how to complete their residential induction. There are two components that students will need to complete/attend:

#### ***1. Respect.Now.Always***

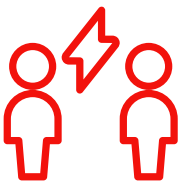
This online component will be compulsory for all residents to attend prior to arriving at residence. It will focus on ACU's Student Accommodation's zero tolerance for sexual harassment and assault.

An annual survey will be conducted within residence. The data collected from this survey will assist the university to track its management of any gender-based violence, including sexual misconduct in residence. This data helps to improve incident management and response.

#### ***2. Face-to-face inductions***

Face-to-face inductions will be delivered during O Week and on an ad hoc basis as required. We will focus on understanding the community spirit of our student residences, what to expect during your first few weeks of Semester, highlight key rules and provide additional information about the residential facilities.

Residents who fail to attend and/or complete their residential induction will receive a disciplinary breach.



### Community or disciplinary related meetings

From time to time, you will need to attend any community or disciplinary meetings. These will be arranged by LLC Management as required.

ACU's residential team will communicate with you mainly via email and ACU Life during your stay, but may also contact you by phone, text, social media or in writing delivered to your door in person. It is your responsibility to ensure Residential Management has updated contact details. Should your contact details change during your time in residence, you can update these via the housing portal.

Failure to respond to Residential Management within a reasonable time frame may result in disciplinary action.

# Behaviour and respect



## SEXUAL MISCONDUCT

Sexual harassment and assault are never ok. All our students, staff and visitors should feel safe and respected at ACU. We have zero tolerance for sexual harassment and assault, and we expect our staff and students to behave in a manner that is respectful, inclusive and fair on every ACU campus, always.

Sexual assault is unwanted behaviour that can take many forms – touching, kissing, exposure, sexual images being taken without consent, and any form of sexual penetration. Sexual assault or harassment is never the fault or responsibility of the victim/survivor. If you feel that you have been sexually assaulted or harassed, there is support available to you.

You can find information on:

- consent
- reporting an incident
- finding support

via the ACU [Respect.Now.Always](#) website. Please also refer to ACU's [Student Sexual Misconduct Prevent and Response Policy](#) for more information.

**To report sexual assault or sexual harassment, residents can speak to an onsite Safety Support Officer or one of the Living and Learning Communities staff (Monday to Friday, 8am – 5pm) or a Residential Advisor; or contact the ACU National Security Centre on 1300 729 452.**

**ACU students can also report sexual misconduct via the ACU Student Portal or by using the [SafeZone](#) app.**

**If you require an emergency response, call Emergency Services on Triple Zero (000).**



# Behaviour and respect

## GENDER BASED VIOLENCE

Gender-based violence is defined as any form of physical or non-physical violence, harassment,

abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy. LLC does not tolerate any form of Gender based violence. Any concerns regarding Gender-based violence will be taken seriously and will be dealt with in accordance with ACU's *Prevention and Response to Gender-Based Violence Policy* and ACU's *Student Prevention and Response to Gender-Based Violence Procedure*.

## HAZING, DISCRIMINATION AND HARASSMENT

LLC focuses on providing welcoming, supportive and a friendly home away from home. Every resident deserves respect from their peers. We encourage all our residents to treat one other as equals and to be a valuable member of their residential community.

We will not tolerate any form of bullying (including cyber-bullying), harassment or discrimination against any resident of our community. This includes any activity or event that aims to humiliate, degrade or impose emotion and/or physical harm to an individual. Additionally, any verbal or written communication that offends, humiliates, or intimidates another resident will also not be tolerated.

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

## SMOKING AND VAPING

Smoking and vaping are strictly not permitted inside the building or around the perimeter of the building, including the front door, balconies, fire exits and the garage.

If residents wish to smoke, they must cross Australia Street to Camperdown Oval and place their used butts in the council bins provided. Residents are responsible for disposing of their cigarette butts thoughtfully.

## VISITORS

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

Visitors to the property must be let in 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 are responsible for any visitors you invite onto the property and are liable for the cost of any damage they may cause. If you are inviting multiple visitors, please see members of the MCR team and please refer to the 'Parties' section next.

## PARTIES AND GATHERINGS

Please chat with staff at the front desk and refer to visitor rules before organising a gathering within the 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 onto the property and are liable for the cost of repairing any damage they cause. If you are inviting multiple visitors inside, please ensure that you can 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.

We want you to enjoy the shared facilities, and bins are provided in the common area. It is the party organiser's responsibility to ensure our common place is tidy and clean after your gathering. Cleaning fees may apply if you fail to do so.





# Behaviour and respect

## 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 [Student Conduct and Discipline Policy and Procedure](#).

Student welfare is our primary concern, so if you or a friend needs help, please call the duty phone so staff can assist you.

## PRESCRIPTION MEDICATIONS AND CONTROLLED SUBSTANCES

If you are taking prescription medication that falls under the category of a controlled substance – such as medical cannabis – you must notify the National Manager, Student Accommodation. Approval is required before bringing any controlled substance onto campus.

To apply for approval, you must submit a Medical Practitioner Report completed by your GP.

Please note the following guidelines:

- Sharing or selling your medication is strictly prohibited and illegal.
- If approval is granted, the medication must be stored in its original pharmacy packaging and taken only as prescribed.

## NOISE

Please keep noise (including in your apartment) 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.



# Fees and payment information

## OCCUPANCY FEES

Occupancy fees are all-inclusive, covering electricity, water and internet.

There are three payment options provided to you for your on-going occupancy payments with us:

### A. Direct debit with an Australian bank account.

You will need to fill out the direct debit request form in our license agreement to authorise us to automatically debit your nominated Australian bank account every fortnight on our rent run schedule date.

### B. Manual payments using credit card via our portal.

You can pay your occupancy fees through our portal using your credit card every fortnight on our rent run schedule date.

### C. Upfront lump sum payment.

If you wish to pay your occupancy fees upfront, please email us on [studentaccommodation.nsw@acu.edu.au](mailto:studentaccommodation.nsw@acu.edu.au) to arrange.

We will need you to choose your payment option in your acceptance letter.

The occupancy fee is charged fortnightly. Our payment schedule operates in advance, in accordance with occupancy fee schedule (page 14).

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 front desk by the Monday of the week the rent is due.

## SYDNEY ACCOMMODATION – FORTNIGHTLY OCCUPANCY FEE SCHEDULE 2026

		PERIOD COVERED		
RENT DAY		FROM	TO	DAYS
Thursday	8 January 2026	13/01/26	27/01/26	14
Thursday	22 January 2026	27/01/26	10/02/26	14
Thursday	5 February 2026	10/02/26	24/02/26	14
Thursday	19 February 2026	24/02/26	10/03/26	14
Thursday	5 March 2026	10/03/26	24/03/26	14
Thursday	19 March 2026	24/03/26	07/04/26	14
Thursday	2 April 2026	07/04/26	21/04/26	14
Thursday	16 April 2026	21/04/26	05/05/26	14
Thursday	30 April 2026	05/05/26	19/05/26	14
Thursday	14 May 2026	19/05/26	02/06/26	14
Thursday	28 May 2026	02/06/26	16/06/26	14
Thursday	11 June 2026	16/06/26	30/06/26	14
Thursday	25 June 2026	30/06/26	14/07/26	14
Thursday	9 July 2026	14/07/26	28/07/26	14
Thursday	23 July 2026	28/07/26	11/08/26	14
Thursday	6 August 2026	11/08/26	25/08/26	14
Thursday	20 August 2026	25/08/26	08/09/26	14
Thursday	3 September 2026	08/09/26	22/09/26	14
Thursday	17 September 2026	22/09/26	06/10/26	14
Thursday	1 October 2026	06/10/26	20/10/26	14
Thursday	15 October 2026	20/10/26	03/11/26	14
Thursday	29 October 2026	03/11/26	17/11/26	14
Thursday	12 November 2026	17/11/26	01/12/26	14
Thursday	26 November 2026	01/12/26	15/12/26	14
Thursday	10 December 2026	15/12/26	29/12/26	14
Thursday	24 December 2026	29/12/26	12/01/27	14
Thursday	7 January 2027	12/01/27	26/01/27	14

# Your room



## CLEANING

Residents are responsible for cleaning their apartment regularly. Please be aware that mops, buckets and other cleaning products are the responsibility of the residents and are not provided free of charge. If you are in a multi-share apartment, you will be responsible for cleaning your individual room, as well as working with the other residents in your apartment to ensure that common areas are kept clean and tidy.

If residents living in multi-share apartments are having trouble negotiating cleaning with their housemates, our team can assist in developing a cleaning roster.

## VACUUM HIRE

Vacuum cleaners are available for complimentary use at the reception desk during regular office hours. We kindly request residents to sign the vacuum register when you borrow and return the vacuum. Vacuum bag is emptied by the accommodation staff regularly.

## INSPECTIONS

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

Through these inspections we can 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

Pets are not permitted in your room, common areas or anywhere within your ACU residence precinct. This includes pets belonging to visitors.

Only registered assistance animals with prior written approval from ACU Student Accommodation are allowed.





# Your room

## ASSISTANCE ANIMAL

An *assistance animal* is defined under the *Disability Discrimination Act 1992 (Cth)* as one that is:

- accredited under relevant state/territory laws or by a recognised training organisation
- specifically trained to assist with a disability and meets public hygiene and behaviour standards.

To request approval for an assistance animal, you must:

1. provide at least 14 days' notice
2. liaise with the Student Accommodation team
3. submit a Medical Practitioner Form
4. provide evidence of registration with the relevant state-based authority for approval by the National Manager, Student Accommodation.

You are responsible for your assistance animal at all times.

## ROOM MOVES/REQUESTS

Room number allocations are subject to change depending on availability at the time of your arrival.

Changing rooms during your occupancy agreement will incur a room move fee of \$75. Speak with one of the office team about possible room types and availability.

Speak with one of the office team members if you have any special requests. All requests will be based on availability. Allocations for single gendered apartments are also dependent on availability.

## 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



## MOBILE PHONE KEYS AND KEYS

Your mobile phone key grants your entry to several important areas within the residence, including the main entry door, internal security doors, and the door to your individual studio apartment or multi-share apartment, along with your personal room. Should you own a bicycle, we can grant you access to the garage through your key.

For multi-share apartments, the individual rooms are designed to automatically lock. However, you have the flexibility to configure your unique mobile phone key to leave your room unlocked according to your personal preference. You can speak to our front desk staff for key configuration.

In the interest of security, please keep in mind that your keys and mobile phone device are intended solely for use by registered residents and should never be lent to guests or visitors. If someone unfamiliar requests entry, kindly refrain from allowing them access. Instead, you may suggest that they contact the duty phone number for assistance. If, at any point, you feel unsafe or require immediate assistance, do not hesitate to call the duty phone for support.



## 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 an oil column heater. If you are found to have a fan or element heater in your room, it will be removed at your own cost. Oil column heaters can be hired from the front desk for the colder months. Limited supply available.



## LOST KEYS AND LOCKOUTS

If you lose your key, you will be required to pay \$20 for a 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.

If you are locked out after normal office hours of 8am – 5pm, including weekends and public holidays when the front desk is not attended, you will need to call the RA duty phone number to receive instruction on how to access the lock box for a temporary key. You will be charged a \$50 administration fee. From time to time, office hours may vary.



## ELECTRIC BIKES AND SCOOTERS

For safety and compliance reasons, electric bikes and scooters are not permitted to be stored or charged inside any student accommodation buildings or rooms. We currently do not have designated charging facilities for these devices within our student accommodation properties. If you own an electric bike or scooter, please plan to store and charge it externally in a safe and appropriate location.

This policy helps ensure the safety of all residents and the protection of our facilities.

# Safety and security



## FIRE SAFETY

Residents must always vacate the premises in case of a fire alarm. Not doing so puts yourself and others at risk and will lead to disciplinary action. Please familiarise yourself with the emergency evacuation diagrams posted on your level and follow instructions from staff.

To prevent a false fire alarm:

- do not use candles, incense, or any type of flame
- do not smoke on the property
- always cook with the rangehood fan on
- pay attention while cooking to prevent smoke
- do not spray any aerosol cans directly under the smoke detector
- utilise the false fire alarm button if you do not have a real fire in your apartment.

If the alarm goes off in your apartment and there is not a fire, please:

- press the false fire alarm button
- turn on the rangehood fan and ceiling fan
- open any windows and fan the smoke away from the alarm
- do not open your apartment front door because if the smoke reaches the hallways the fire alarm will go off immediately.

If the alarm goes off in your apartment again, please repeat the steps above and try to clear the smoke. If you are unable to clear the smoke, the fire brigade is automatically called.

If the fire brigade is called due to a situation you have created in the property, you will be charged for the cost of the fire brigade. This cost is forwarded to MCR by Fire and Rescue NSW, and at the time of writing, the cost incurred is \$1,700 (ex GST), plus administration fees. This charge is then forwarded to the resident or guest who will be responsible for the incident for payment in the accommodation portal.

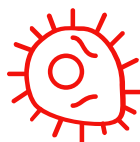
Please familiarise yourself with instructions on using fire extinguishers and fire blankets. It is illegal to tamper with fire equipment, which includes covering or sealing smoke alarms and removing fire blankets or fire extinguishers, except in the case of a fire. Perpetrators will face disciplinary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

Please note that the fire stairs are strictly for use in a fire alarm or emergency. At all other times, please use the internal stairs or the lift.



## EMERGENCIES

In the case of an emergency, please contact emergency services by calling triple zero – 000. After contacting emergency services, please immediately contact staff by calling the duty phone number (0409 645 060) so they may assist you.



## COVID-19

ACU's Living and Learning Communities will continue to provide support to residents and assist those required to isolate should one of its residents generate a positive test result.

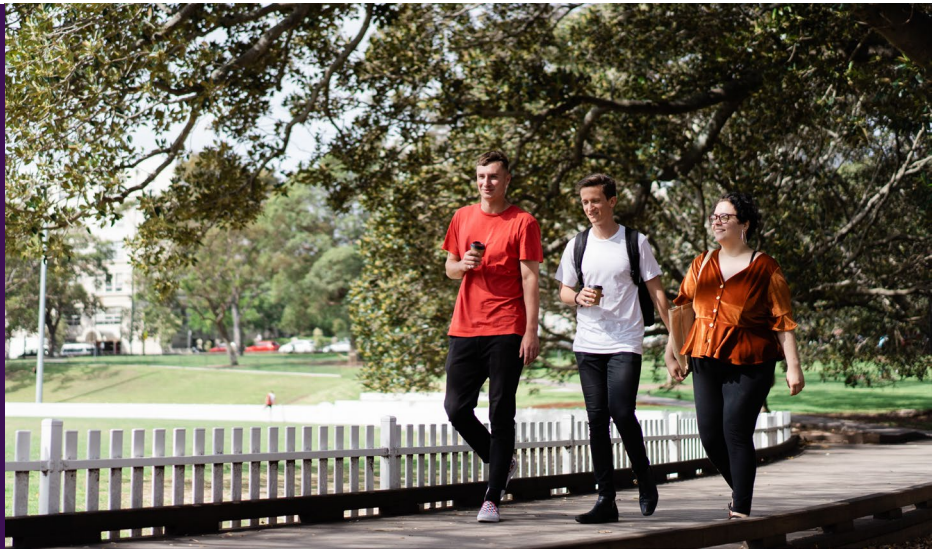
ACU Student Accommodation has, and will continue to implement the following health guidelines to minimise risk of COVID-19 transmission:

- social distancing
- educational signage that focuses on hygiene measures and guidelines.

Residents are encouraged to refer to all communications regarding COVID-19 restrictions and guidelines which will be provided via email by the management team.



# Getting around



## THE LOCAL AREA

Camperdown is a thriving student hub in the heart of Sydney's trendy inner west. MCR is located across the road from Camperdown Oval and an outdoor gym, and there are several cafes within a two-minute walk.

King Street in Newtown is a 12 to 15-minute walk up Australia Street. It's lined with cafes and restaurants, bars, retailers, grocers, theatres, and a cinema.

Annandale, a 10-minute walk from MCR, has bustling cafes and an independent grocer.

Broadway Shopping Centre, a five-minute bus trip from Parramatta Road, has several supermarkets, clothing stores, a cinema, and a newly refurbished food court.

## PUBLIC TRANSPORT

MCR is close to a range of public transport options.

Newtown train station is a 12 to 15-minute walk from MCR. Here you'll find direct trains to Central and Strathfield stations and it easily connects you to the Sydney train network.

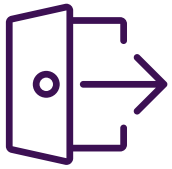
On Parramatta Road, a four to seven-minute walk from MCR (depending on which bus stop you are walking to), has buses running along it every few minutes into the city. The bus takes around 10 minutes to get to Central train station.

## TRAVELLING TO ACU CAMPUSES

To travel to ACU North Sydney, you can catch a bus from Parramatta Road and alight at Central to catch a train directly to North Sydney. You can also walk to Newtown station, catch a train to Redfern or Central station, and change trains to a North Sydney service. The campus is a five-minute walk from North Sydney train station.

To travel to ACU Strathfield, you can catch the 483 bus directly to the campus from Parramatta Road. You can also walk to Newtown train station and catch a train to Strathfield station. ACU Strathfield operates several shuttle services from the station to the campus.

The wait time is usually less than five minutes during semester. The shuttle takes around 10 minutes to get from the station to the campus. The campus is a 20-minute walk from Strathfield train station.



## Departing from residence

Residents are responsible for noting the end date of their contract and preparing for check-out. Please advise the team at the front desk of your check-out time and date, particularly if it is prior to the end of your contract end date. You are required to vacate your apartment prior to 10am on the contract end date.

### EARLY DEPARTURE

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

If you can 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 apply 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 to the value of one week's rent as per your occupancy agreement applies. The break-lease fee is deducted from the security deposit, and any overpaid fee is refundable. For further information, please ask a member of the MCR team for the break lease information sheet.

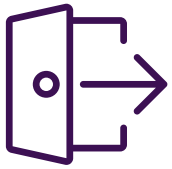
### KEY RETURN

Once you have cleaned and removed all personal items from your apartment, you can drop your key into the key return box in the foyer (if you've been issued one). If you fail to return your key, you will receive a \$20 lost key charge. For mobile phone key users, simply confirm your final departure date and delete the mobile key app.

### CLEANING

All residents are required to pay a standard \$90 annual service fee via the portal prior to checking in to MCR. 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 the 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.

If you would like to arrange for a professional departure cleaning, please speak to the team at the front desk for pricing.



# Departing from residence

## DEPARTURE INSPECTIONS

Studio apartments are inspected after departure. You will be held liable for any damage not raised in your room condition report on check-in. If the room is not thoroughly cleaned, professional cleaners will be contracted to clean the apartment at a cost to you.

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

## SECURITY DEPOSIT

Security deposit refunds are initiated after a departure inspection. If professional cleaning is deemed necessary or any damage necessitates repair or replacement, residents will be held responsible for these costs. Such charges, along with any outstanding account fees, will be deducted from your security deposit.

The balance of the security deposit will be returned to the original account from which it was initially deducted within 30 days of your departure. In case the original account has been closed, kindly reach out to our front desk team before checking out. They will assist you in arranging a new security deposit refund form and a statutory declaration to confirm the closure of the initial account.

ACU may deduct an amount from the security deposit for:

- the cost of repairs or maintenance in your room or facility due to damage caused by you
- if you do not return your room key when you check out
- any occupancy fee or other amounts owing under your occupancy agreement that are outstanding at the time of check out.



# Important contacts

## MIGUEL CORDERO RESIDENCE – IMPORTANT CONTACT DETAILS

CONTACT	PHONE/EMAIL
Emergency Services (Fire, Ambulance and Police)	000, 112
MCR front desk	(02) 9739 2676 or 0409 645 060 <a href="mailto:studentaccommodation.nsw@acu.edu.au">studentaccommodation.nsw@acu.edu.au</a>
Residential Advisors	0409 645 060 (when on duty)
ACU counsellors	<a href="mailto:Counselling.NorthSydney@acu.edu.au">Counselling.NorthSydney@acu.edu.au</a> <a href="mailto:Counselling.Strathfield@acu.edu.au">Counselling.Strathfield@acu.edu.au</a>
Campus Ministry	North Sydney: (02) 9739 2157 Strathfield: (02) 9701 4592 <a href="mailto:campusministry@acu.edu.au">campusministry@acu.edu.au</a>
International Advisor	(02) 9739 2437 <a href="mailto:intadviser.nsw@acu.edu.au">intadviser.nsw@acu.edu.au</a>
Newtown Medical Practice (mix billing)	(02) 9516 2944
Broadway Medical Practice (bulk billing)	(02) 8245 1500
RPA Hospital	(02) 9516 6111
Safety Support Network	<a href="#">Contact your Safety Support Officers</a>



### LGBTIQ+ SUPPORT

The Ally Network at ACU is a visible network of staff who support the university's pastoral commitment to providing a safe, inclusive, and respectful environment for students and staff who identify as lesbian, gay, bisexual, transgender, intersex or queer, or as having any other sexuality or gender diverse identity (LGBTIQ+). If you need support or would like information about external support services for yourself or LGBTIQ+ people, contact [allynetwork@acu.edu.au](mailto:allynetwork@acu.edu.au)

## STAY UP TO DATE



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Student Living (Miguel Cordero Residence, Sydney)