UNIVERSITY HOUSE & GRADUATE HOUSE

HANDBOOK
FOR
POSTGRADUATE RESIDENTS

2016
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This Handbook provides postgraduate residents with information about living at University House and Graduate House, and about their responsibilities and rights whilst resident. The contents of this Handbook form part of residents’ ‘Occupancy Agreement’, so all residents should be familiar with it. If you are uncertain about any of the information, responsibilities and rights presented in the Handbook, please contact the Operations Manager - University House or Administration Manager – Graduate House for clarification.

Welcome to the University and Graduate Houses community, comprising some 220 resident postgraduate students, the staff who work with you in both Houses, academics from across the ANU who are Fellows of University House, other Members of University House, and the external members of the Houses’ Graduate Residents Advisory Committee.

Our resident postgraduate community is a mirror of that at ANU - from some 40 nations, and across the ANU’s seven Colleges. Around 85% of our residents are PhD scholars, and 15% Masters scholars; and around 85% are international students at ANU. This diversity is one of our defining characteristics and great strengths.

Living in an on-campus residential community is a privilege that has its origins in the great European universities. The relatively high proportion of ANU students who live in halls of residence on or near campus meant that this experience is also one of ANU’s distinctive features. We hope that you will, as generations of residents before you have, come to regard University and Graduate House as your home; and those who live and work here, as your friends and ‘family’ while you are resident. It’s common that friendships made during residence last a lifetime – and ANU’s alumni network will help you stay in touch with others too.

University and Graduate Houses are more than your place of residence; they are also environments in which you can find friendship and support. The Student Leadership Team – Senior Residents, Duty Residents, and IT Assistant – work with me, and with the Operations and Administration Managers and staff, to provide you with advice and support when you need it.

In this Handbook, you will find a description of the facilities in your room, and those at each of University and Graduate Houses. The Handbook also provides information on what you can expect of University and Graduate Houses, 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 period of residence is both enjoyable and rewarding, and that you will be able to look back on your experiences as a resident as a very happy and memorable period in your life. My colleagues and I wish you every success in your studies, and in capitalising on the opportunities that being a resident of University and Graduate Houses offer you.

Professor Peter Kanowski
Master
**RESIDENT & HOUSE RESPONSIBILITIES**

In all ANU Halls of Residence, residents are expected to maintain a mature and responsible attitude to life, with informality being the general approach. This responsible attitude allows us to keep the number of rules to a minimum, but the following specific resident responsibilities are brought to your attention.

University and Graduate Houses:
- Are non-smoking;
- Do not tolerate illegal drugs or firearms;
- Do not allow any pets;
- Require noise levels to be kept to reasonable levels;
- Makes residents responsible for the behaviour of their guests; and
- will terminate an Occupancy Agreement for anti-social behaviour, such as theft, harassment, drunkenness, wilful damage, any sort of violence, interfering with fire alarms or safety equipment, disobeying the instructions of a Fire Warden, or a breach of any of the rules in this Handbook or the Occupancy Agreement.

Each resident has an obligation towards community-minded behaviour. The rules set out in this Handbook are designed to maintain a happy, safe, and harmonious living and study environment for all.

In return for meeting their responsibilities, residents can expect:
- To be treated courteously and politely by staff;
- To receive adequate prior notice before work is carried out in the Houses that may cause disturbance;
- The provision and upkeep of a safe, clean and reasonably quiet living and study environment;
- To receive a Schedule of Fees setting out their financial commitments for the year. These charges may change throughout the year, subject to the provisions below; and
- The opportunity to express concerns or ideas for the operation or improvement of the Houses.

Please note that the Houses reserve the right to enter a room where a potential emergency exists (e.g. fire alarm, concern for a resident’s welfare), to deal with noise from unattended rooms, to conduct inspections, or attend to maintenance issues while respecting the right to privacy.

**Academic Expectations**

University and Graduate Houses exist to support the academic endeavours and personal development of its residents by maintaining appropriate residential community values and assistance and guidance to individuals. Residents should be aware that the Australian National University has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Houses. More information can be found at: [https://www.comlaw.gov.au/Details/F2014L00854](https://www.comlaw.gov.au/Details/F2014L00854).

It is the responsibility of the resident to advise the Operations Manager (University House) or Administration Manager (Graduate House) if their enrolment status has changed (e.g. they will be taking a leave of absence from their studies), or that they have completed their studies/have submitted their thesis or graduating. The House will also conduct enrolment checks each semester in order to confirm the enrolment status of all residents.
UPDATES TO THIS HANDBOOK

This Handbook 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, Operations Manager, Administration Manager, Student Representatives and Senior Residents. Following consultation, the updated document will be distributed to all resident postgraduates and will become effective 28 days after receipt. University and Graduate Houses value consultation with residents and being responsive to resident needs and concerns. In the event that a change advised through this Handbook does not suit a resident, 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.

ANU POLICY FRAMEWORK

As a resident of the ACT, residents of the ANU Halls of Residence are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory.

University and Graduate Houses operate within the legislative and policy framework of the ANU. The ANU’s Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Halls and can be found on the University’s website: http://www.anu.edu.au/about/governance/legislation and https://policies.anu.edu.au/

In addition to specific ANU policies which are mentioned throughout this Handbook, we draw your attention to the following policies which are of particular importance within residential communities:

Prevention of discrimination, harassment and bullying:

Equal opportunity:

Disability:

Student complaint resolution:

Further information on relevant policies and procedures is presented in later sections of this Handbook.
UNIVERSITY & GRADUATE HOUSES

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 residents for the first time; its undergraduate programs benefit directly from the University's international recognition as Australia's pre-eminent research university.

University House is Building No. 1 on the ANU campus, opening in 1954; at the time of the ANU’s establishment, there was nowhere suitable for academics, postgraduate students and academic visitors to live. University House was also established as an environment in which academics and postgraduate from across the ANU could meet, informally as well as more formally; as a place for University’s ceremonies and events, and as a portal between the University and the wider community. There are Fellows and Members of University House associated with these roles, and University House is now also a commercial hotel, functions, café and restaurant business operated on behalf of the ANU. The 60 resident postgraduates remain central to its character.

Graduate House was originally established in 1971, adjacent to rather than on the ANU campus. In 2002, Graduate House was relocated to its present site adjacent to University House, and the Master of University House became responsible also for Graduate House.
University House provides single, and limited double, self-catered accommodation for full time PhD students and some Masters students, in wings separate from its Hotel rooms. Graduate House provides single, and limited double, self-catered accommodation for full time graduate students of the ANU. In both Houses, 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.

Both Houses have long enjoyed a reputation for providing quiet environments in which postgraduate residents can work and live. Their central location and collegial atmosphere is ideal for postgraduate residents looking for a mature, friendly and supportive residence. The Houses are 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.

**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. An important element of our role 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 students, should not normally 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 University House or Graduate House.
STAFF & GOVERNANCE OF UNIVERSITY & GRADUATE HOUSES

STAFF
Master
The Master has overall responsibility for all aspects of the governance of the Houses, and for resident student wellbeing. The Master is formally advised by a Board of Fellows and the Graduate Residents Advisory Committee.

Operations Manager – University and Graduate Houses
The Operations Manager has oversight of all operations of the Houses, including supervision of staff and business areas, and of University House resident student issues.

Administration Manager – Graduate House
The Administration Manager has responsibility for the day-to-day running of Graduate House, and for Graduate House resident student administration.

Administration Assistant – Graduate House
The Administration Assistant performs all of the day-to-day reception duties at Graduate House, and provides essential administration and support services to residents.

Maintenance Staff
Maintenance staff from University House who attend to minor maintenance at University and Graduate Houses. For more major issues, they will engage ANU or external maintenance staff. Any maintenance issues requiring attention should be reported to University House Reception (University House residents) or the Administration Assistant (Graduate House residents).

Rooms Division Manager – University House
The Rooms Division Manager has responsibility for the day-to-day running of University House hotel accommodation, including Housekeeping and University House student administration and room issues.

Events & Catering staff – University House
The Events & Catering Manager and staff have responsibility for University House’s functions, food and drink businesses, and management of the House’s 11 function rooms, Boffins Restaurant, and Fellows Café & Bar.

GOVERNANCE
Board of Fellows
The University House Board of Fellows provides advice to the Master and Vice-Chancellor about both strategic and operational issues at University and Graduate House. Membership of the Board of Fellows is listed at http://unihouse.anu.edu.au/about/board-of-fellows-history/. A student member of the Graduate Residents Advisory Committee sits as an observer on the Board.

Graduate Residents Advisory Committee
The Graduate Residents Advisory Committee is constituted under the ANU Halls of Residence Rules 2005¹ to provide advice to the Master. Its membership comprises academics from outside the Houses, the student leadership team, and resident representatives.

### Staff and Office Holder Contact Details:

<table>
<thead>
<tr>
<th>Staff member/ Office Holder</th>
<th>ANU phone</th>
<th>email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master – Peter Kanowski</td>
<td>55334</td>
<td><a href="mailto:peter.kanowski@anu.edu.au">peter.kanowski@anu.edu.au</a></td>
</tr>
<tr>
<td>Operations Manager – Tony Karrys</td>
<td>55277</td>
<td><a href="mailto:tony.karrys@anu.edu.au">tony.karrys@anu.edu.au</a></td>
</tr>
<tr>
<td>Administration Manager – Gina Denman</td>
<td>51999</td>
<td><a href="mailto:manager.graduate.house@anu.edu.au">manager.graduate.house@anu.edu.au</a></td>
</tr>
<tr>
<td>Administration Assistant – Kaori Oikawa-Ruthven</td>
<td>51999</td>
<td><a href="mailto:kaori.oikawa@anu.edu.au">kaori.oikawa@anu.edu.au</a></td>
</tr>
<tr>
<td>Rooms Division Manager – Michael Zaja</td>
<td>55259</td>
<td><a href="mailto:michael.zaja@anu.edu.au">michael.zaja@anu.edu.au</a></td>
</tr>
<tr>
<td>Events &amp; Catering Manager – Lyn North</td>
<td>55270</td>
<td><a href="mailto:lyn.north@anu.edu.au">lyn.north@anu.edu.au</a></td>
</tr>
<tr>
<td>Chair, Graduate Residents Advisory Committee – Margaret Kiley</td>
<td>52690</td>
<td><a href="mailto:margaret.kiley@anu.edu.au">margaret.kiley@anu.edu.au</a></td>
</tr>
<tr>
<td>University House Reception</td>
<td>8 or 55211</td>
<td></td>
</tr>
</tbody>
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LIVING AT UNIVERSITY & GRADUATE HOUSES

1. STUDENT LEADERSHIP, SUPPORT SERVICES and POLICIES

THE STUDENT LEADERSHIP TEAM
The Student Leadership Team comprises the Senior Residents, Duty Residents (Graduate House), and Information Technology Assistant. Resident students volunteering in these receive Residential Scholarships (usually 50% of residential tariff). Applications for Residential Scholarships are called in October each year, and appointees normally fulfil their role for 12 months from 1 February each year.

Senior Residents
The primary responsibilities of Senior Residents are the wellbeing of residents and the life of the University and Graduate House communities. There are seven Senior Residents – one for each of Garden and South Wings at University House, and one for each courtyard at Graduate House. Senior Residents work with each other, with other members of the Student Leadership Team, and with the Master and Managers, to support residents’ wellbeing and foster the life of the University and Graduate Houses community. Each new resident will be advised which Senior Resident is responsible for them, and will be welcomed by that Senior Resident.

Duty Residents – Graduate House
The primary responsibilities of Graduate House Duty Residents are to provide services to residents of Graduate House outside of Graduate House office hours. The six Duty Residents are rostered for after-hours duties as follows:
Monday-Friday: 4.00pm-11.00pm
Saturday, Sunday & Public Holidays: 9.00am-11.00pm

The Duty Residents are responsible for:
- Being on-call for the weekly after hours Duty Roster;
- Providing access to residents who are locked out of the building or their room;
- Welcoming new residents after hours;
- After hours collection of parcels, vacuum cleaners, sports or other equipment supplied by the House;
- Enabling access to resident storage and function areas;
- Acting as Fire Wardens.

Duty Residents may be contacted on their room extension (noted on the roster located in the foyer entrance), on 0416 249 463 or on ext. 60147. Upon ringing ext. 60147, you will be greeted with a message informing you that you will be connected to the Duty Resident mobile after a short pause of a few seconds. Do not hang up. If there is no answer on the Duty Resident mobile, you will automatically be transferred to ANU Security for assistance.

Residents should generally expect a response time of 5-10 minutes from the time they ring a Duty Resident for assistance. Duty Residents may not necessarily be in Graduate House during their rostered time though they will be nearby.

Residents of University House should note that the above services are provided in University House by the staff member at the reception desk.
**Information Technology Assistant**  
The IT Assistant assists with resolving residents’ IT issues and ensuring compliance with ANU IT policies. They are not permitted to repair IT hardware but can log a job through ANU ITS and will always provide feedback.

**REPRESENTATIVE COMMITTEES**

**Graduate Residents Advisory Committee**  
The Graduate Residents Advisory Committee (GRAC) provides advice to the Master about matters of interest or concern to residents, and acts as a sounding board for the interests and concerns of residents. It advises the Master on policy, management and governance of both Houses. It membership comprises academics from outside the Houses, the student leadership team, and resident representatives.

GRAC normally meets quarterly. You can access membership, minutes, the timing and agenda of meetings for GRAC through the GRAC page on the Residents’ web page.

**Graduate Common Room Committee**  
The objectives of the Graduate Common Room Committee (GCRC) are to:

1) Promote and encourage the academic, cultural, artistic, sporting, and social life of Graduate and University Houses;
2) Establish and maintain good working relations within the Houses (among Residents, Administration, Senior Residents and Duty Residents);
3) Acknowledge the diversity of Residents of the Houses, and help ensure that all Residents have the opportunity to participate in and enjoy every aspect of House life; and
4) Administer the funds of the GCRC in a manner that meets all financial, audit and other requirements of the Australian National University (‘the University’), and subject to the approval of the relevant Delegate and the Master.

The GCRC is formed from members of the Student Leadership Team and residents. You can access membership, the timing and agenda of meetings, and other GCRC news through the GCRC page on the Residents’ web page.

**HOUSE DINNER**

Each Wednesday evening from mid-January until mid-December, resident postgraduates are invited to join members and guests of the University House, academic visitors to the University and others, for the weekly House dinner. The last Wednesday of each month is a guest night for resident postgraduates, who have the opportunity to invite an academic supervisor or other guests at concessional rates. There are also other special dinners to mark a number of University and cultural events.

The room rate for resident postgraduates does not include the cost of House Dinner, to which all students are invited, but the House Dinner is offered free of charge. Dinner commences at 6.30pm sharp, and is preceded by drinks from 6pm, to which all those attending dinner are also invited free of charge.
Residents are required to register to attend House Dinner by completing the online House Dinner Invitation which is sent to each resident student’s email. Cut off time for RSVP is 10:00am Monday prior to Wednesday’s House Dinner. A personalised House Dinner card will be issued to each resident registered to attend House Dinner. The card will be collected by staff at the entrance to the Hall.

Residents inviting guests to the Guest Night or other dinners must also register their guests through the same process. In 2016, resident postgraduates are entitled to bring a member of their supervisory panel (PhD students) or program or course convenor (Masters students) to one Guest Night Dinner free of charge. Residents are also entitled to bring up to five guests to Guest Night dinners in 2016 at a concessional price of $20 per person, with a usual maximum of two such guests on any one night. Residents are welcome to invite other guests, and on other nights, at the price advised in the 2016 Tariffs and Fees Schedule.

Only residents who have registered by the deadline may attend that week’s House Dinner. There are penalties for those who register and do not attend a dinner for which they have registered. These and other expectations of those attending House Dinners are posted on the student webpages.
In any week in which House Dinner is scheduled but cannot be offered (e.g. because of competing uses of the Hall), the House may provide residents with a meal voucher for Fellows Café for that week.

**FINANCIAL DIFFICULTIES and ASSISTANCE**

In exceptional cases where a resident is experiencing difficulty in meeting their financial obligations to the House, the resident should contact the Operations Manager (for University House) or Administration Manager (for Graduate House) to arrange an alternative payment schedule.

There are also a number of sources of funds for residents who may be experiencing financial difficulties.

**University Accommodation Emergency Bursaries**

Residents who are in genuine need of financial assistance are encouraged to apply for accommodation bursaries that are available from the Residential and Campus Communities website [http://rcc.anu.edu.au/assistance.php](http://rcc.anu.edu.au/assistance.php).

**Student Welfare Advice**

Residents requiring greater financial assistance are encouraged to seek advice regarding bursaries from Residential and Campus Communities or to speak with the University’s Student Welfare Advisor ([http://parsa.anu.edu.au/services/student-welfare-advisor](http://parsa.anu.edu.au/services/student-welfare-advisor)).

**The Erica Schmuck Fund**

This Fund for Graduate House residents in need has been established in the name of Ms Erica Schmuck, a former resident and great contributor to the Graduate House and wider University communities. The aim of the Erica Schmuck Fund is to support residents who are experiencing financial difficulty that may be overcome by a small provision of money from the House towards rent. The maximum amount that can be contributed from the fund is $200.

Applications for assistance from the Erica Schmuck Fund are made in writing to the Administration Manager. The Administration Manager will review applications, forwarding on recommendations to the Master of the House for a final decision.

**ANU Club for Women Fund**

This Fund is supported by the ANU Club for Women, which has an association with University House dating back to its establishment. The aim of the Fund is to assist resident postgraduates of University House, including Graduate House, who may be experiencing financial hardship. The Club is particularly concerned for the wellbeing of women students, but applications are not restricted to women. The normal maximum that can be contributed from the fund is $500.

Applications for assistance from the ANU Club for Women Fund are made in writing to the Operations Manager. The Operations Manager will review applications, forwarding on recommendations to the Master of the House for a final decision.

In the cases of both Funds, contributions are not cash based. Upon approval from the Master, an electronic transfer of funds from the appropriate Fund account to the resident’s rent account will take place.
**SPECIFIC POLICY ISSUES**

**Privacy**
The Halls of Residence operate under the ANU Privacy Policy, which can be found here: [https://policies.anu.edu.au/ppl/document/ANUP_010007](https://policies.anu.edu.au/ppl/document/ANUP_010007)

**Entering your room**
As is outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the House reserves the right to have the room professionally cleaned and to pass the costs on to you.

- When you record a maintenance issue with the Reception, the act of recording this issue is taken to mean that you have granted the House permission to enter your room for the purpose of resolving the maintenance issue at a time convenient to you and the House. Maintenance will always endeavour to adhere to your requested times but this may not be possible due to workload demands.

- Where maintenance is to be done in your room, you are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

**Disclosure of information**
In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents/caregivers/family members. In cases where the Head of Residence or nominee determines that there is a serious concern for your health or wellbeing, your preferred emergency contact persons (listed on your Accommodation Application, as advised to the Hall Office, or as advised to the University) will be contacted. Prior to doing so, if possible and deemed appropriate, the Head of Residence will advise you that this is going to occur.

**Discipline**
Authorised Office-bearers for the purposes of discipline in the Hall include the Master, Operations Manager and Administration Manager.

**Action via internal procedures**
By Rule 4.1 of the *Halls of Residence Rules 2005* (‘the Rules’) the University’s Council has vested responsibility in the Head of Residence for discipline in the Hall (in the case of University and Graduate Houses, this is the Master). 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 2014* (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 finding made by the Head of Residence. The Occupancy Agreement outlines the actions which may be taken in these circumstances.
In matters which have not resulted in the exclusion of the resident, and where a resident wishes to present new information for consideration, the resident can request that the Head of Residence review their decision. The Head will review the decision, along with any additional new information which may have been presented, and make a finding. If the resident wishes to again appeal, they should direct their appeal to the Registrar (Student Life). The resident may also request the involvement of the Dean of Students at any point.

Where the finding by the Head of Residence has resulted in exclusion of the resident, the Head of Residence will immediately notify the matter to the Registrar (Student Life). The resident will have the right to make any request for review regarding exclusion from the Hall directly to the Registrar Student Life (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 Registrar (Student Life) having reviewed the matter will be final.

**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 of the *Discipline Rules 2014*, the Head of Residence, as prescribed authority for the purposes of the Discipline Rules, will assess the nature of the behaviour and may take immediate action in accordance with Rule 6 to deny access to facilities, premises or activities or to exclude the resident from attending an examination or assessment. The Head of Residence will 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 of Residence to the Appeals Committee as provided in Rule 20 of the Discipline Rules.

**Applicable university legislative instruments**

*Halls of Residence Statute 2005:*
http://about.anu.edu.au/__documents/statutes/hallsresidstatute.pdf

*Halls of Residence Rules 2005:*

*Discipline Statute 2005:*
http://about.anu.edu.au/__documents/statutes/disciplinestatute.pdf

*Discipline Rules 2014:*
2. 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. 55259 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 20 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 Rooms Division 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 Senior Resident, Room Division Manager or the Operations Manager.
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 unihouse.anu.edu.au. 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. He will in turn advise the Rooms Division Manager. 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 and Operations Manager 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 Rooms Division 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 Rooms Division 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. Residents are expected to ensure these are clean after use. Strict rules apply.

**Central Heating**
Each room in University House South Wing is centrally heated. Individual heaters are available in the Garden Wing rooms. 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 House. 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 refrigerators 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. All residents in each wing will be added to the communal recycling roster maintained by the Senior Resident of each wing.

**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.
- The House will not tolerate residents not respecting the rules of the kitchens as set out in the Handbook issued by the Senior Residents and presented upon arrival to the House.

**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 Rooms Division Manager and stored in bicycle sheds provided. 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 two 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 two 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.

**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. The weekly 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.

Payments for both accommodation and deposit are the responsibility of each resident student. Direct Debit is the preferred method to cover your accommodation costs. This can be set up upon arrival with the Rooms Division Manager. Cash, credit cards, EFTPOS, money orders and bank cheques are also acceptable methods of payment. Personal cheques are not permitted.

A refundable deposit of $500.00 must also be paid prior or upon 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 $270.00 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.

**Mail**

Incoming mail is placed by room number in the mail slots available in the South Wing and Garden Wing. Residents receiving parcels or Post Office Parcel pick up Notices, are issued with an “Item to Collect” slip which is delivered to your mailbox. Residents are responsible to collect the items from reception. It is your responsibility to make arrangements for redirection of your
Residents should arrange for their mail to be addressed as follows:

Name
Room Number, University House
1 Balmain Crescent
Australian National University
ACTON ACT 2601
AUSTRALIA

Subletting
Resident Students are not permitted to sublet their room to another student at any time without prior authorisation granted by the Rooms Division 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 and an administrative fee. Membership is not required if duration of stay is less than 28 nights.

Your Account
Accommodation charges are applied to your account daily and are recorded separately to all other charges, which are posted per usage as extras. A copy of your account is available from reception 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.

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 provided upon check in. 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 71 and the room number:
i.e. : 71 209 when the room number you are calling is 209
For room to room calls to or within the Garden Wing, dial 71 and the room number:
i.e. : 71 409 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 accommodation and student rooms at University House is 61971 i.e. Room 209 would be 61971209.

**Emergency Services (for Police, Fire or Ambulance):** Dial 0 000
**NB:** Residents can also access emergency services by installing the Emergency+ App available through the App Store or Google Play.

**Lifeline (for Crisis Support and Suicide Prevention):** Dial 0 131114

**Police (non emergency):**
- Dial: 0 13 14 44 (for Police attendance)
- Dial: 0 6256 7777 (for general enquiries)

**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 telephone/data connection and support fee allowing unlimited download capacity is included in your weekly accommodation charges 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.

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.

A Resident IT Assistant is available to assist with any IT issues. The Assistant may need to log a job with ANU IT Services depending on the issue at hand.
SECURITY PROTOCOL
Any security issues should be reported immediately to University House Reception, by dialling 8 from your room. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting Reception.

Reception will contact ANU Security as necessary.
3. LIVING AT GRADUATE HOUSE

INTRODUCTION
Single accommodation is offered for postgraduate students in 141 of the 150 student rooms. The remaining 9 student rooms are double rooms (double bed) and are for postgraduate students and their spouse/partner. A furnished Common Room is located opposite Reception with separate Music and IT Rooms located towards the front of the House off Mac Boot Walk.

Five of these single rooms are designated disabled rooms and are assigned to residents with the understanding that should a disabled applicant require a room, one of these residents will be re-located to another room.

Each resident’s single or double study bedroom at Graduate House is furnished and carpeted. Please note that you are responsible for your room and its contents.

ACCOMMODATION
Criteria for Admission
Because of the limited space available and the importance of maintaining an agreeable environment for academic work, students seeking long-term accommodation at Graduate House should be full-time postgraduate/research students of The Australian National University. As the accommodation rates at the House are lower than the private sector residential market, the student rooms are generally for those postgraduates being supported financially by scholarship income rather than by full time wages or salaries.

All applicants must be postgraduate/research students studying full-time (or part-time over multiple semesters). Letters of Offer or ECoE (Electronic Confirmation of Enrolment) for International students are not sufficient evidence of enrolment. No offers for accommodation will be made until enrolment has been confirmed.

Visiting Scholars/Fellows and Occupational Trainees who are not currently studying at the ANU are asked to submit a letter (via fax or email) to the Graduate House Administration Manager from their ANU College that confirms they are studying at a postgraduate or research level at an overseas institution. This information will assist in determining their eligibility for Graduate House.

Visiting Fellows and Occupational Trainees may obtain short-term accommodation at Graduate House for a minimum of four weeks to a maximum of six months. However, this is only possible when one of our current residents sublets their room while they are away on fieldwork. Please be aware that Graduate House gives priority to placing full-time Postgraduate and Research students of the ANU. Staff members from other universities are not eligible for accommodation at Graduate House.

Waiting List
All students hoping to live at Graduate House must be placed on the waiting list. Students who are new to the University or are currently living off-campus and are seeking accommodation at the House must complete an on-line application form. This form is available at http://www.anu.edu.au/study/accommodation. Applications are filed in the date order received with appropriate allowance for the date accommodation is actually required. Frequently Asked Questions regarding the Graduate House waiting list may be requested from Graduate House Reception.
Allocation of Rooms
All students are allocated the standard size single room (4.58 meters x 5.88 meters), with the exception of those seeking accommodation in one of the nine double rooms.

Period of Stay
Residents may stay at Graduate House while soever they are abiding by the terms and conditions set out in their Occupancy Agreement and are enrolled on a full-time basis for their program of studies/research, up to the time they complete studies/graduate or submit their thesis. Generally, residents are allowed to stay 4 weeks beyond completion of studies/graduation or thesis submission to give them time to finalise their affairs with the University. In exceptional circumstances, residents may apply to the Master to stay in residence longer, on a part-time basis or if their studies are suspended.

An Occupancy Agreement between a new resident and Graduate House will be signed for the time ranging from the date of arrival to the end of the calendar year (31 December). A new Occupancy Agreement will be signed by continuing/returning residents 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 or to the end of the year (31 December), whichever is applicable.

Exceptions to this Period of Stay are residents who are subletting their rooms on a short-term basis. The minimum period of stay is 28 days.

ACCOMMODATION FEES & OTHER PAYMENTS
As Graduate House does not accept cash, all payments must be made by EFTPOS (bank/debit card) or Credit Card. Graduate House does not accept cash, American Express, Diners Club or cheques.

Accommodation fees are set by the University every year. The room rate, which is exempt of GST (Goods & Services Tax), includes water consumption.

Residents must pay 14 nights’ accommodation charges in advance upon acceptance of an offer. The accommodation account is to be kept in credit at all times. Residents are notified if their account falls into arrears.

A Refundable Deposit must also be paid at Reception upon acceptance of an offer in accordance with the Graduate House Schedule of Fees. The purpose of the deposit is to cover any unpaid items on a resident’s account at the end of their stay and to cover any damages to their room. Upon departure, the resident’s room will be inspected and the deposit refunded, subject to any charges for damage or unpaid accounts.

All charges posted to your account as per usage must be paid directly at Reception with the exception of the Room (tariff) and associated charges (noted in the Schedule of Fees) which are processed via Direct Debit each fortnight.

Although the preferred method of payment for rent is by Direct Debit from your nominated bank account, Graduate House does accept payment by Credit Card. Please see Reception for details. Please note, however, that Graduate House is not obliged to accept any requests made to vary the payment terms of the Occupancy Agreement.
In the case of double room residents, Graduate House is prepared to accept payment for rent from either the student resident or their partner. Double room residents acknowledge that nomination of a partner’s account does not alleviate the student resident from any responsibility for paying fees and charges associated with the use of the Room.

Reception may provide residents with a Tax Statement upon request. These statements break down a resident’s account balances and indicate any outstanding amounts owing to Graduate House. Residents are expected to make regular payments on their accounts, with the House terms for payment being 30 days.

Graduate House Management encourages residents to take the opportunity to conserve energy where and when possible by, for example, turning appliances (such as the wall heater) off at the power point when they are not in use.

The cost of replacing lost or damaged items such as keys may be found in the Graduate House Schedule of Fees (please note that not all items may be listed).

**FACILITIES**

**Laundry**
Washing machines and dryers are available between the hours of 7.00am-10.00pm. Laundry usage is included in the tariff though residents should be considerate of the need for the fellow residents to make use of the washing machines. Please make the most of your wash loads in order to minimize the length of time the machines are occupied.

Whiteboards and markers are available for residents to note if they are using a machine and when they will return to collect their belongings. This being said, residents should not leave their clothes unattended, as the House takes no responsibility for clothes left in unattended machines or on clotheslines. Unclaimed laundry left in the laundry rooms or on the clotheslines will be removed and collected for the Smith Family Foundation.

Residents who hand wash their laundry are asked to ensure that all surfaces are wiped clean/dry and that wet items are kept clear of power sources. Wet surfaces will cause the power to short out in these appliances and will create an electric shock to users who are not careful of where they are placing their laundry.

**Kitchen (Common Room)**
Residents holding private functions or defrosting their freezer may use the Common Room kitchen refrigerator and freezer for temporary storage of perishable goods.

Residents who use the kitchen are responsible for maintaining its cleanliness, including sinks, floor, benches, cupboards and refrigerator/freezer. Essentially, this means removing any food that could or has deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general.

It is important to note that all food items being temporarily stored in the refrigerator and freezer in the Common Room kitchen must have a name, room number and collection date clearly written on each item. The Graduate House cleaner will regularly check on and dispose of items that do not have this information or are left beyond the noted collection date.

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

- Never leave anything cooking without supervision. With regard to this, you will find a timer switch attached to the wall above the oven/stove top. The safety mechanism timer minimizes the risk of a fire starting through misuse of the oven/stove top.
- 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 is a fire extinguisher and fire blanket provided in the Common Room kitchen. Should a fire involve fat or cooking oil, use this equipment and NOT water, as water does not extinguish these fires.
- Only use plastic containers in the microwave ovens. Never place anything metallic in the microwave ovens, 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 Graduate House. This is a Health and Safety Regulation.**

**Rubbish and Recycling**

Residents are asked to dispose regularly of their rubbish and recycling by placing them in the appropriate bins provided at the House. Residents are asked to clean and disinfect their rubbish bins regularly and to not keep waste outside of their room as these items attract insects, birds and pests such as rodents.

There is no housekeeping facility at the House that will look after residents’ personal space or belongings; residents are responsible for the upkeep of their immediate room and for common areas that they use. Should any resident be found disposing of waste/recyclable material in any area of the building or in the rubbish and recycling area and not using the appropriate bins provided, they will receive a warning and could be fined the amount required to make good the area. Residents should be aware that part of their Occupancy Agreement is dependent on responsibly caring for their environment and that Management is under no obligation to extend agreements for those who are not able to fulfil the conditions of their agreement.

**Bicycle Racks**

Bicycles may be rented (helmet and bike lock are provided free of charge) for up to one year through ANU Green as part of their sustainability program to help students get around campus.

Bicycle Racks are available at Graduate House. We strongly recommend residents purchase a sturdy locking device such as a U-lock to secure their bike; regardless of advertising, “coil” locks are routinely and quickly cut.

Graduate 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 Graduate House must be registered with Reception 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. 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, the Graduate House Residential Scholars will be assisting House management at the start of each semester by placing 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 warning 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.

**SERVICES**

**Mail**
Incoming mail is placed in your mailbox, located in the foyer of Graduate House. Residents are reminded that cash should not be sent in the mail under any circumstances.

Residents should arrange for their mail to be addressed as follows:
Name
Room Number, Graduate House
118 Garran Road
The Australian National University
Canberra ACT 2601
AUSTRALIA

**Telephones**
A telephone handset is available in each room. These handsets are designed specifically to be used with the University’s PABX system and cannot be replaced with personal handsets.

Residents are provided with free calls within Graduate House, the University, to Emergency Services on 000 and Lifeline (crisis support and suicide prevention) on 131114. All other calls made from your room are charged 10 seconds after commencement of a call. Telephone calls made to 1800 numbers are at no charge though calls to 1300 numbers are charged at normal rates.

Residents should be aware that calls are not cut-off mid phone call when the credit on their account runs out. The account will continue to go into debit until the call is complete. An account in debit will not allow a resident to make their next outgoing phone call until a payment has been made to bring the account back into credit. The only exception to this is for calls made to Emergency Services on 000 and Lifeline on 131114.

The telephone handsets provide voicemail services. There is a maximum of 20 messages able to be stored in each mailbox. Once this limit has been reached any further callers diverted to the voice mail will not be able to leave a message. Calls to an extension will be diverted to voice mail after six rings. It is up to residents to manage their mailboxes. Residents may check their voice mail by dialling ext. 53333 and entering their password.

Residents may check their phone credit balance by dialling ext. 58000 and entering their extension number followed by #.
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 the Administration Assistant or Administration Manager. The abuse of a person’s privacy in this way cannot be tolerated and offenders may face disciplinary action.

Making calls from your room

**Graduate House Reception:**
Dial ext. 51999. There is a short pause before you hear the ringing.

**Graduate House after hours Duty Resident:**
Dial 0416 249 463 or ext. 60147.

**In House:**
For room-to-room calls, use 41600 as the base number.
The room number is then added to 41600 to create the extension:
i.e.: 41600 + 101 (for Room 101) = ext. 41701
or 41600 + 338 (for Room 338) = ext. 41938.

**University House Reception:**
Dial ext. 55211

**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

**Calls to ANU Halls & Colleges:**
Not all Halls and Colleges are supported by the University telephone system resulting in various prefixes needing to be dialled depending on the Hall or College you wish to contact.

**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.

**Emergency Services (for Police, Fire or Ambulance):** Dial 0 000
**NB:** Residents can also access emergency services by installing the Emergency+ App available through the App Store or Google Play.

**Lifeline (for Crisis Support and Suicide Prevention):** Dial 0 131114

**Police (non emergency):**
Dial: 0 13 14 44 (for Police attendance)
Dial: 0 6256 7777 (for general enquiries)

**Facsimile**
Faxes may be sent and received from Reception. Charges apply for fax transmissions based on the destination. Faxes received for residents are placed in their mailbox at a cost as per the Graduate House Schedule of Fees. Charges for faxes sent vary and residents are asked to see
Reception for charge details. Please ensure the sender uses your full name, in English, on incoming faxes.

**Email**
Wireless access is provided at Graduate House to all residents in addition to LAN access. Graduate House management has one main email distribution list used for the purpose of conveying information to residents. Membership of the distribution list used by Graduate House management is compulsory. Email addresses provided by residents are maintained in the University’s accommodation database for this purpose and it is recommended that residents use their ANU address as their primary contact.

**INTERNET**

**Access**
Residents wishing to connect to the wireless network may do so through the following website: [http://wireless.anu.edu.au](http://wireless.anu.edu.au); using ANU-Secure / Resnet installer v3.1.4b. Although we do not have install guides for all Operating Systems below is a list of the basic settings required.

Note that Operating Systems vary in what they name each setting:
- WPA2 - Enterprise not Personal if given a choice
- PEAP - usually called outer method, version 0 if given a choice
- MSCHAPv2 or EAP-GTC or EAP-TTLS - usually called inner method
- Outer Identity: University ID - do not use anonymous
- Inner Identity: University ID

Most areas, including gardens and common areas, have very strong signal strength including residents rooms. As a general rule, the wireless connection will not be as fast as the LAN connection provided in your room. This is true for all resident rooms at Graduate House and throughout the ANU campus.

**Support**

Resident access to the Internet is provided through the University and residents are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing use of information technology resources as well as other applicable laws.

Please note that the ANU requires all residents connecting to the Internet to have installed:
- An up-to-date virus scanner; and
- All current security patches for your operating system.

To help residents protect their machine, the University provides a free virus scanner to all staff and students as well as providing local copies of security patches for operating systems. It is also recommended that residents turn on, or install, a personal firewall blocking as much network traffic as possible. For more information on how to secure your machine and to download your free virus scanner please visit the web site [http://security.anu.edu.au](http://security.anu.edu.au).

As noted, the Resident IT Assistant is available to check resident machines and will be able to advise residents how to get it ready for connection to the network. After residents have
connected, they will need to continually monitor their computer and ensure that it is kept up to date.

Modems cannot be used in the House, as the phones operate on the ANU’s PABX system. The PABX is incompatible with modems and may damage your equipment due to its high voltage.

Residents must not extend their local network with hubs, switches or wireless LAN access points, according to the ANU’s Networks Operation Policy.

The security of resident machines is not the responsibility of the House. It is each resident’s responsibility to ensure that their virus scanner is up to date and that their computer has the latest operating system updates. Failure to do so may result in internet access being revoked by the University without notice.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to immediate sanctions and suspension from the network and action by the University under the University’s IT policies and Discipline Rules.

Please see http://itservices.anu.edu.au/overview-and-structure/governance/policies/ for more information on relevant University IT policies.

**SECURITY PROTOCOL**

Duty Residents are available between 4.00pm and 11.00pm daily (with additional daytime hours on the weekends and Public Holidays) and should only be contacted after 11.00pm for emergencies. In the case of an emergency, ANU Security Officers are available to attend to acute problems. The following is the protocol to be followed by residents and ANU Security Officers when handling requests after 11.00pm. A Security Officer should be called immediately on 6125 2249 or ext. 52249 in the following circumstances:

1. In any after-hours emergency involving the health or well-being of a resident of Graduate House, the Security Officer should be called immediately. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting a Security Officer.

2. In situations where a resident feels at risk, danger or intimidated, the Security Officer should be called.

3. In situations where there is a suspected intruder in Graduate House or an attempt to enter Graduate House illegally, the Security Officer should be called.

4. If there is a serious malfunction of any piece of equipment or facility of Graduate House, the Security Officer should be called.

5. If a resident is locked out of their room after hours (after 11.00pm), the Security Officer should be called.

6. If a resident has witnessed an act of vandalism and/or theft, the Security Officer should be called.
Security officers should not enter residents’ rooms unless invited to by the person occupying that room, or that person’s legal agent, unless the occupant is in need of immediate attention.

Security officers should not be asked to disturb a resident of Graduate House after hours unless there is a suspected emergency situation involving that person or their room and/or its facilities.

**VEHICLE PARKING AT GRADUATE HOUSE**

Pay parking is available on-campus and Resident-only designated parking is available in two locations for Graduate House. These spaces are limited, not reserved or guaranteed. Spaces are allocated on a first-come first-serve basis to enrolled students who have applied for and received a valid permit issued by the ANU Transport Office. Residents are strongly encouraged to apply as soon as possible for a permit as the Transport Office maintains a waiting list of applicants. As permits sell quickly, residents need to consider their personal arrangements if they arrive at the House with a car and are unsuccessful with their application or are placed on a waiting list for a campus parking permit.

Residents may also request a temporary parking permit for themselves or a guest from House Reception for a maximum period of 10 days. These permits may be issued more than once but only for a maximum period of 10 days each time. Temporary permits allow the permit holder to park in the Resident-only designated parking areas for Graduate House, dependent on availability.

All permits must be prominently displayed on the inner side of your car windscreen. Residents must return their parking permits to the ANU Transport Office upon departure from the University. Residents who are found lending, selling or giving their parking permit to anyone may incur a fine.


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. Along these lines, Australian law requires cyclists to wear helmets.

**Vehicle Security**

The House advises all residents with vehicles that theft in the University car parks is a reality. The University community encourages all car owners to protect themselves against theft by having a security system installed and/or 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. The onus is on vehicle owners to ensure that their cars are not easy targets.

**SCHEDULED MAINTENANCE**

**Programmed Painting Maintenance**

Graduate House conducts painting maintenance services on an annual basis for common areas and resident rooms as deemed necessary by Graduate House management. The Administration Manager will provide a schedule of rooms to be painted to residents one week in advance by mail and/or email.
**Programmed Pest Control**

Pest control services are carried out every six months over a half day period in all resident rooms and common areas. The Administration Manager will provide a schedule to residents of when rooms are to be serviced one week in advance by mail and/or email.

**Fire Blanket Inspection**

The ANU Facilities & Services and/or their contractors conduct checks on the fire blankets that are installed in all resident kitchens. This routine check is conducted on a bi-annual basis and takes no more than 5-10 minutes to complete. The Administration Manager will provide a schedule to residents of when rooms are to be serviced one week in advance by mail and/or email.

**RESIDENT ROOMS**

On arrival at Graduate House each new resident will be provided with a Room Inventory/Condition Report. Residents are asked to confirm that all of the items listed are in the room and the condition of the room (existing damage or marks, floor coverings, walls, window fixtures etc.) and that each item (table, chair, fridge etc.) provided by Graduate House matches that noted on the report. Residents will be required to return the report to Reception. If anything listed is not in your room, or you are concerned about the condition of any item, please notify Reception on ext. 51999 within one business day of your arrival as this inventory will be placed on file and used as a basis for future room inspections and when you leave.

If you do not require a room item, it is important that you notify the Administration Manager or Administration Assistant (Graduate House). They will arrange for the removal of the item from your room. Please do not remove any item from the room without permission. The removal of room items at any time is not allowed as all items in the rooms are the property of Graduate House and are not to be taken away for any reason.

The House is to be maintained at an appropriate level of cleanliness, including common areas and the rooms of residents. This is required for a number of reasons, including health issues, fire safety and to assist all residents and staff in the general enjoyment of the facilities provided.

Residents are responsible for ensuring that their rooms and shared common areas (such as kitchens) are left in an appropriate condition at all times. The House is responsible for routine cleaning of all common areas of the House.

Residents are provided with a Schedule of Cleaning and are responsible for keeping their rooms clean and tidy. Room inspections will be carried out periodically (every 6 months) to ensure the condition and cleanliness of the room is maintained, fair wear and tear excepted. The Administration Manager will provide a schedule of inspections one week in advance by mail and/or email. Residents who receive a notice requiring them to again clean their room (or specific areas of the room) after an inspection but fail to do so to a standard reasonably expected of Graduate House within the timeframe specified in the notice, will be responsible for the payment of any fees and charges incurred by the House for having the room cleaned by a third party.

The Room Inventory provided to all residents on arrival at the House and returned for placement on file will be used as a basis for room inspections.

In case of spillages and/or broken glass (window) please contact the Accommodation Manager or Administration Assistant or the Administration Manager as soon as possible.
Graduate House provides cleaning products for use within resident rooms. These are colour coded and labelled for easy use and supplied to all residents at a minimal cost.

Vacuum cleaners are available at Reception and after hours with the assistance of a Duty Resident. Residents will need to provide their Student ID card in order to checkout a vacuum cleaner.

**Fridges & Cook top/Oven (Graduate House)**
A small fridge and cook top/oven is located in each resident room. It is the responsibility of each resident to ensure that they are kept clean at all times along with kitchen sinks and workbenches which must be wiped clean and dry after each use. Freezers must be defrosted on a regular basis in accordance with the Schedule of Cleaning.

**Bathroom Facilities**
Each resident room contains a bathroom with shower, sink, cupboard and toilet. It is the responsibility of each resident to ensure that they are kept clean at all times with the bathroom shower recess and screens, walls, tiles, ceiling, windowsill and basin wiped dry and free of all soap residue or mould.

**Changing Rooms**
For billing and emergency evacuation purposes, residents cannot change rooms without permission of the Administration Manager.

**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 Graduate House property is not permitted. Sticky adhesive materials are also not to be used. Blue Tac unfortunately is not permitted as it leaves an oily residue and peels the paintwork. Only UHU Yellow Tac or White Tac should be used to affix posters, notices, and photographs and is available for purchase at stationery stores and post offices. Special hooks are provided at Reception free of charge for residents wishing to hang items in their rooms.

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 Reception staff at the earliest opportunity.

**Electrical Items**
The Australian National University requires all ‘high risk’ electrical appliances in House, including those owned by residents, to be tested for safety and tagged. Where appliances do not meet safety requirements they must be removed from the House.

All electrical appliances in Australia are 240 volts. The House may arrange to have your appliances tested. You must make your appliances available for this purpose. Personal computers and some other electronic items are not included in the testing regime.

Residents are provided with heaters in their rooms. Residents are not permitted to use bar heaters in their rooms due to the extreme fire hazard they pose. If necessary, residents may use fan heaters which have built-in devices that prevent the heater from overheating.
For reasons of fire safety and electrical loading limitations you are not permitted to have in your room:

- Air-conditioning units
- Washing machines or dryers (these are provided for residents in the House laundry rooms)
- Electric blankets
- Irons (these are provided for residents in the House laundry rooms)
- Camping style cookers with gas cylinders

When using electrical equipment:

- Check the safety tag; ensure that the next test/retest date recorded has not been passed.
- Make sure main cords are well-connected and in good condition.
- Make sure extension cords are uncoiled and protected from undue wear, tear and exposure.
- Use equipment only for its intended purpose.
- Ensure electrical equipment is in good condition.
- Use power-boards only with overload protection; double adaptors may not be used.
- Do not position equipment where it will pose a hazard.
- Unplug equipment before cleaning it.
- Turn items OFF when not required. It is a safer practice to do so and the impact on the environment can be reduced considerably if power consumption is cut.

**Urgent Access to a Resident’s Room without notice**

Various emergencies may arise such as fire, flooding etc. where access to a resident’s room by a staff member will be required without notification. On entering a resident’s room, in the absence of the resident, the staff member accessing the room will leave a card noting the date, time, person/s and reason why the room was entered.

**OTHER**

**Keys**

Upon taking up residency at Graduate House, residents are issued with the following keys (two of each in the case of double rooms):

1 x mailbox key, 1 x room key, 1 x sliding door key (for ground level rooms) and 1 x temporary access swipe card (where necessary).

Due to fire safety hazards we are unfortunately unable to provide keys to the deadbolts locks on the sliding doors on the ground floor. However, these deadbolts can be easily locked and unlocked manually from the inside.

Residents must return their keys when vacating at the expiry of the residential period. Temporary access swipe cards must be returned when Student ID cards become activated for access to Graduate House (shortly after arrival) or upon departure (for partners in double rooms).
WELLBEING and HEALTH CARE MATTERS
The Halls of Residence recognise the need to promote individual and communal good health, hygiene and general well-being in their respective communities.

The ANU Counselling Centre and Health Services, located near the Sports Centre on North Road, provide 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 Health Services for a normal consultation is charged at minimal rate for students of the ANU. Please call the Health Centre for enquiries on ext. 53598 or visit http://health.anu.edu.au/.

Severe Psychological Distress
Where a resident seems to be showing signs of significant psychological distress (such as self-harming behaviour, symptoms of a psychotic episode or suicidal ideation), a staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or well-being of a resident, the Master of the House may contact the emergency contact person(s) nominated by a resident in the contact details of their Accommodation Portal account.

Long-term or serious Illness/Disability
In addition to communicable diseases, which may have a direct impact on the operation of the House, residents occasionally suffer from long-term or serious illnesses or disabilities. Where a resident suffers from a long-term or serious illness or disability that imposes a significant burden upon the House, and it is unreasonable for the House to continue to make further adjustments for this illness or disability, the House reserves the right to terminate a resident’s Occupancy Agreement.

Before considering whether to terminate an Occupancy Agreement, the House will:

- Advise the resident of the impact that their illness has upon the operation of the House and the other residents, and notify the resident of the Master’s intention to discuss the resident’s condition with other areas of the University, including Disability Services Unit, the University Health Service, the University Counselling Service, and their academic area; and
- Hold discussions with the above areas to examine alternative methods and reasonable adjustments that will enable the House to assist in the management of the illness or disability.

See also the Disclosure of Information by Students with a Disability or Illness Policy: https://policies.anu.edu.au/ppl/document/ANUP_001226.

If the above discussions/resultant actions do not produce a reasonable and appropriate management process, the Master may exercise their discretion to terminate the Occupancy Agreement.
COMMUNICABLE & NOTIFIABLE DISEASES,  
& MEDICAL EMERGENCIES

Communicable Disease  
In the case of contracting an infectious disease such as measles, a resident should, if possible, leave the House for the infectious period. If this is not possible, the resident is to cooperate with the House to ensure in-house isolation by:

- Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the House;
- Excluding himself/herself from any House activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing in common areas, etc.

The House will provide assistance with the provision of meals and other personal needs, within the capacity of the House. The Master of the House or Operations Manager will advise the resident of the statutory or recommended period of isolation.

If there is a breakout of an infectious disease involving a significant number of residents, the Master will seek medical advice from University Health Service about how best to contain it.

Notifiable Disease  
Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to the Master of the House. Where the Master reasonably believes the resident has a notifiable disease, the Master will refer the resident to the University's Health Service or the resident's own GP for a medical assessment of whether the resident has a notifiable disease.

If the resident does have a notifiable disease the Health Service or GP is required to report the disease in accordance with the Public Health Act 1997. They (or the Chief Health Officer of the ACT) may direct the University (and the House) on how any public health aspect of the disease is to be managed within the University or House, where applicable.

If a resident fails to attend a GP examination on request of the Master of the House, they may be excluded from the House until such time as they obtain medical advice demonstrating that they do not pose a disease risk to other residents.

If a resident who does attend a GP examination is required to leave the House because they have a communicable disease, their return to the House is dependent on them obtaining medical advice demonstrating that they are fit to return to House and present minimal or no risk to fellow residents.

Where a resident is required to leave House because they have a communicable disease, the House will provide reasonable assistance to enable the resident to locate suitable alternative accommodation. Financial hardship for relocation will be assessed on a case-by-case basis.

Emergency Medical Procedures/Transport to Hospital  
The non-emergency transport to hospital is a private matter. Where appropriate, the House will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, the House will recommend that a friend, in addition to the driver, also travel with the person seeking medical care. The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel.
If staff/Residential Scholars accompany a resident to a hospital there is no requirement for them to remain after medical care has commenced.

**Informing Emergency Contact Person(s)**

By nominating an emergency contact person(s) in the Accommodation Portal (Graduate House) or on the Room Agreement (University House) residents consent to their respective House contacting these persons in cases where the University, Master of the House or Director of Residential and Campus Communities or nominee determines that there is a serious or reasonable concern for the health or wellbeing of the resident or others.

Residents are responsible for advising Graduate House via the Accommodation Portal and University House via the Rooms Division Manager of any changes to the names or details of their nominated emergency contacts. The University is not accountable or liable if they are unable to contact an emergency contact because a resident has failed to change or revise their details.

**Insurance**

We highly recommend that residents take out insurance to cover their personal belongings and ambulance travel. The insurance policy carried by both Graduate House and University House does not cover residents’ personal belongings nor does it cover ambulance travel for residents in the event of an emergency.

Graduate House and University House do not take responsibility for the loss of, and/or damage to, personal property through theft or fire and/or sprinkler damage. It is important to remember that theft can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes (main, screen and sliding doors – on the ground floor – all have locks or deadbolts fitted). It is also common sense to ensure that your room door is closed and locked while sleeping.

**TRANSPORT AND SAFETY**

**Public Transport**

Bus routes and timetables are available at [http://www.action.act.gov.au/timetables_and_maps](http://www.action.act.gov.au/timetables_and_maps). Graduate House and University House are located on a bus route. 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.

**On Campus On Demand Night Bus**

The University operates a free after-hours bus service from Monday to Friday during the academic year. For more information, please visit [https://services.anu.edu.au/campus-environment/safety-security/on-campus-on-demand-night-bus](https://services.anu.edu.au/campus-environment/safety-security/on-campus-on-demand-night-bus).

**Security**

The House will maintain an appropriate regime, in conjunction with ANU Security, to assist in providing all residents with an environment that is safe and secure. The Master of the House will ensure that staff and resident scholars are trained to respond appropriately to security issues, including when issues should be referred to ANU Security or the Police.
Personal safety is an issue affecting everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. For more information and advice, please visit https://services.anu.edu.au/campus-environment/safety-security.

Theft from rooms can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes. Doors in Graduate House are designed to lock when they close but it is always best to ensure security doors close behind you when entering/exiting the building by physically closing these doors rather than letting them close on their own.

All doors into Graduate House have security alarms, with some being silent, which are all directly connected to the ANU security area. Other doors have alarms that go off after a door has been left open for more than 1 minute. These alarms are very loud. Careless or persistent sounding of the alarm by a resident will be treated as an offence with any resident responsible possibly having their Occupancy Agreement terminated.

Doors at University House are not alarmed and residents are requested to close doors behind them and maintain a sense of security around the House.

The ANU emergency security number is ext. 52249. Security in both Graduate House and University House is reliant on all residents observing security regulations. These regulations are:

- All lost keys or swipe cards must be reported immediately to Reception;
- All access doors in Graduate House are fitted with alarms and are not to be propped open at any time for any purpose;
- No one may be given access to Graduate House unless they are a resident of Graduate House or in the company of a resident, or a resident of University House accessing the Common Room. Residents must vouch for any visitors they bring to Graduate House and the actions of that visitor at all times.

If a resident sees a person acting suspiciously at Graduate House or in the immediate vicinity, including the car park, they should report it to the Administration Manager, Administration Assistant, or a Senior or Duty Resident and ANU Security. Residents at University House are to report any suspicious activity or persons to reception which is open 24 hours.
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 or Graduate House. This handbook contains much of that information. For further assistance, please ask the Administration Manager.

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

ALCOHOL & DRUGS

Alcohol Policy
The Houses encourage a responsible attitude towards the use of alcohol as outlined in the ANU Liquor Statute 2015 (https://www.comlaw.gov.au/Details/F2015L00498). This policy is intended to allow residents and guests at either 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.

The Graduate Common Room Committee and other groups wishing to serve alcohol at Graduate House during a function must fill in and return to Facilities & Services "Application to hold a function on the ANU Campus" form which can be found at: http://facilities.anu.edu.au/index.php?pid=360.

The ANU Liquor Statute 2015 prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises.

Within the University, the sale, supply, consumption and advertising of liquor is regulated by the ANU Liquor Statute 2015. Residents should be aware that:

- Liquor may only be sold or supplied at the House to a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume liquor in either House.
- If there are reasonable grounds for believing that a resident or guest is intoxicated, liquor must not be sold or served to that resident or guest. Reasonable grounds for believing (regardless of the actual belief of the bar assistant) that an individual is intoxicated are if the person’s speech, balance, coordination or behaviour is seriously affected by the consumption of liquor.
- Liquor purchased outside either House may be consumed in a resident's room or with a meal in the Kitchen/Common Room, Brindabella Room or Barbeque Area. It cannot be consumed in any of the University House Function or common room areas without prior approval.
sought by the Operations Manager. The areas listed previously must be clear of alcohol by 12 midnight in order to minimise disturbance to residents in nearby rooms. Liquor must not be consumed in any public area of the House between 12 midnight and 12 Midday, unless the Administration Manager gives prior written approval.

- Functions and events where liquor is consumed must not be advertised without the written approval of the Administration Manager (where the advertising occurs within House premises) and the Director, Facilities and Services (where the advertising occurs in other parts of the University), and must not promote or encourage consumption of liquor as the primary purpose of a function or an event.
- Non-alcoholic drinks must be available at all functions and events where liquor is served.
- No resident may use a home brewing kit or make any form of alcoholic beverage on House property.

Binge and excessive alcohol consumption is not allowed in an ANU Hall of Residence. Examples include consumption of slabs or casks of wine, and hard spirits.

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

**Alcohol and Other Substance Abuse**
Residents are required to be aware of, and abide by, the legislation regulating liquor on the University’s campus.

The Halls of Residence do not tolerate the possession or consumption of illegal drugs within the House, its grounds, or the grounds of the University. A Resident who breaches this policy may have his/her Occupancy Agreement terminated immediately. Whether the Occupancy Agreement is terminated is at the discretion of the Master of the House, acting reasonably in the circumstances.

Residents who have a recognised problem with the consumption of alcohol will be encouraged by House management to seek professional counselling and advice. The House will be responsive to the needs of residents with substance related problems through appropriate support and referral mechanisms. The House will treat such residents with empathy and support, however inappropriate behaviour caused by the over-consumption of alcohol or any other drug in the House will be dealt with in accordance with the disciplinary provisions contained in the Occupancy Agreement and the House Handbook.

Should any resident self-refer, seeking assistance to overcome addiction to an illegal substance or if a resident is having problems with dependence to prescribed drugs (sleeping tablets etc.), the House will take all reasonable action within the law to provide support during this process.

**RESIDENTS**

**Vandalism**
Residents and staff at University and Graduate Houses 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, Graduate House and University rules and statues and ACT law.
Behaviour
Successful living at University House and Graduate House is dependent upon all residents showing respect, common sense and consideration for others. 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, the House reserves the right to ask them to vacate and leave the premises.

FIRE SAFETY
Drills
Residents are required to practice emergency evacuation procedures of the House at fire drills, held twice yearly. An Emergency Evacuation/Inventory plaque is displayed on the back of the room door reminding residents that they should:

- Leave their rooms immediately if there is a fire;
- Knock on their neighbours doors as they leave;
- Use the nearest exit to evacuate the building – avoiding the lift;
- Gather on the lawn on the University House side of the building; and
- Follow the instructions given to them by fire wardens (those wearing red safety helmets).

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.

The fire safety design of Graduate House is such that does not allow for false alarms. Screen doors in resident rooms are designed to prevent the spread of smoke and must remain closed at all times. Should a fire alarm sound in Graduate House, it is either a fire drill or a real fire. A fine of $50.00 will be imposed by the House on residents that choose not to evacuate their room or the building after being instructed to do so.

It is a criminal offence to interfere with any of the fire equipment in the House. This includes the smoke detector and fire blanket 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 bedrooms is prohibited.

Smoking
The Australian National University maintains a smoke-free environment. In accordance with the University’s policy regarding smoking which can be found at https://services.anu.edu.au/human-resources/health-wellbeing/smoke-free-campus
Residents and guests are not permitted to smoke on the grounds of the ANU unless using a Designated Outdoor Smoking Area, few of which are located around the ANU.

A Designated Outdoor Smoking Area (DOSA is located in the back University House parking area adjacent to the Fellows Garden. Please note that the ANU encourages persons to quit smoking and offers assistance and guidance through http://hr.anu.edu.au/smoke-free or email smokefree@anu.edu.au

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

A resident who smokes within Graduate House or University House (excluding the DOSA point), will have their Occupancy Agreement terminated.
Residents are held responsible for their guests’ behaviour, though we recognise that it can sometimes be difficult for a resident to deal with a guest who refuses to follow the Graduate House and University House no smoking rules. In such cases the resident must report the guest’s behaviour immediately to Graduate House Administration or ANU Security who will deal with the guest.

**Food**

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

Cooking in a confined space traps smells. Please be sure to allow air-flow through your room or the kitchen from time to time by opening the window.

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 and Graduate House is for single occupancy only, with the exception of the double rooms.

With respect to the Student resident rooms, children under the age of 18 years are not permitted to stay at Graduate House or University House. Management recognizes that there may be occasional overnight guests sharing the resident’s room. For reasons of safety (fire, illness etc) residents are requested to advise Reception (Graduate House & University House) in advance of any guest and to sign in their guest in the Guest Book located at Reception (Graduate House). For last minute overnight stays, the Reception desk staff must be informed prior to 4.00 pm that evening (Monday – Friday), of the guest’s name. After 4.00pm and during weekends, residents should advise the Duty Resident on duty (Graduate House). In relation to temporary parking at Graduate House, guests may use a temporary swipe card to access the building and a room key for the resident’s room they are staying in.

For Graduate House, local guests (including students of The ANU) may stay overnight while interstate guests may stay up to 2 weeks and overseas guests may stay up to 6 weeks. Residents are charged for guests as per the Graduate House Schedule of Fees. For Occupational Health & Safety and fire safety reasons, we do not recommend residents have more than 1-2 guests staying in their room. In the instance of a resident having more than one guest per stay, charges will be applied per guest. Roll away beds are also available. Linen is not provided. Residents are responsible for the return of all borrowed items. Lost items will incur a charge.

University House, due to its communal status permits local guests (including students of the ANU) to stay up to three consecutive nights. Other guests are permitted to stay for periods approved by the Rooms Division and Operations Manager and subject to the accommodation occupancy of each wing at the time of the requested stay. Roll away beds are available including linen at a cost of $15.00 per night. The cost applies regardless if a bed is requested or not.
Access to guests to Graduate House is strictly by resident invitation only. Under no circumstances are residents to allow access for a non-resident for unannounced visits. Guests are to contact residents via the intercom telephones located at the main entrance at the front of the building or in the foyer. Residents must personally collect their guests from this entrance.

Residents found allowing access to non-residents, not supervising their guests or failing to advise of any overnight guest’s stay will be asked to show cause to the Operations Manager and Master of the House as to why they should not be given notice to vacate Graduate House.

Non-residents residing in the House without resident supervision are considered to be trespassing. ANU Security will be called in to assist with those who refuse to leave the House.
LEAVING THE HOUSE

Departures
Residents of Graduate House and University House may only be relieved of their obligations as stated in their Occupancy Agreement with the agreement of the Administration Manager or the Rooms Division Manager.

Residents may vacate their room if they have submitted their thesis or they are at the end of their studies provided they submit a Termination of Occupancy Agreement form (available at Reception) to the Administration Manager or Rooms Division Manager, four weeks prior to their departure. If less than four weeks written notice is given to end the Agreement before the scheduled termination date, the resident will remain liable to pay rent until the House locates another occupant that is acceptable to occupy their room up to a maximum of four weeks.

Residents are to ensure that all furniture is in their room when they leave the House. Resident rooms will be checked on the morning of departure. If your room is left in an unsatisfactory state or there are any missing or damaged items, charges will be placed against your Refundable Deposit as per the House Schedule of Fees (NB: not all charges may be listed) or as deemed appropriate by Management.

All keys and temporary swipe cards distributed upon arrival must be returned to Reception upon departure. Charges apply for lost keys and cards. Any outstanding amounts on your account are to be settled prior to check out and at the time of returning keys to reception.

Graduate House endeavours to refund the deposit to the resident upon departure, consistent with the terms of the Occupancy Agreement.

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 within Australia only.

Should a double room couple separate during the period of their Occupancy Agreement, they will no longer be entitled to double room occupancy. In this instance, double room residents must notify Management of any change in their relationship status. The student resident may also apply to be transferred to a single room.

Expulsion from the House
Any resident whose Occupancy Agreement is terminated because of a finding of a breach of a House rule will forfeit their Refundable Deposit.

Short Absences and Subletting
Residents planning to be away from the House for more than seven days are asked to notify Reception in the event of an emergency.

Resident postgraduates required to leave the House to conduct fieldwork may keep their rooms for the duration of their absence. If the period of absence is longer than 28 nights and less than 6 months, residents can chose to leave their belongings in their room and be charged rent for the duration of their absence or to remove their belongings, sublet their room with the permission of the Administration Manager or Rooms Division Manager and not be charged rent for the duration. The terms on which this concession is available are:
• The application must be made in writing by the resident no less than four weeks before the resident departs for fieldwork. Rent may be charged in lieu of notice;
• Management is not obliged to grant this concession or to provide a proposed occupant to sublet;
• Any person proposed to sublet by the current resident must be a full-time Postgraduate or Research student at The ANU;
• In the event that a proposed person is not found for the sublet, the current resident must continue payment of rent or vacate the room with the understanding that they may be placed on the House waiting list for placement at a later stage.

The application must include:
• The proposed date the current resident wishes to vacate the room for fieldwork;
• The date the current resident will return from fieldwork; and,
• A letter from the current resident’s Supervisor, Dean or Director authorizing the resident’s absence (confirming the fieldwork status).

Absence from the House for any purpose other than fieldwork is normally regarded as a private matter. Special circumstances may be raised with the Master through the Administration Manager or Rooms Division Manager.

**Storage Facilities**
Graduate House and University House have limited storage facilities. If a resident is away on approved fieldwork, items may be stored for the duration. For prolonged absences, other alternatives will need to be arranged.
**FACILITIES AT GRADUATE HOUSE**

**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 Access and Inclusion Unit, and the Dean of Students.

**Common Room**
The House provides a resident Common Room that has a piano, table tennis table, pool table, a microwave as well as local and FOXTEL cable TV. All residents are asked to keep this room tidy and in order. Newspapers, magazines, books, games equipment and other items supplied for general use are not to be removed from the Common Room.

**Brindabella Room**
Although private parties and functions may not be held in the Common Room, this Brindabella room is available to all Graduate House and University House residents and may also be used, along with the kitchen adjoining the Common Room, for private parties and functions. A small amount of crockery and silverware are available and must be thoroughly cleaned by residents using the room after use. Bookings for this room must be made in advance by noting the date and time in the diary available at Reception.

**PC & Printer Room**
Graduate Residents have access to this room at any given time for their printing requirements. Paper is provided by the House and residents are asked to be mindful of paper wastage. Residents are also required to advise the Administration office for any toner requirements or IT issue.

**Music Room**
The Music room is available for use by residents of both Graduate House and University House between the hours of 9.00am and 10.00pm daily. Bookings for this room must be made in advance by noting the date and time in the diary available at Reception. There is an upright piano in the music room and residents are asked to close the piano after use.
Noticeboards
With the exception of material posted by the House’s administrative staff, all notices must be approved by the Administration Manager. Notices must only be placed on the notice boards provided. 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 biographies etc. associated with the Student Representative elections).
All residents of both Houses have access to a number of University House facilities.

**Library**
The Library (situated on the ground floor between the administration area and the Torrance and Common Rooms) has an extensive range of books, magazines and newspapers, for use by residents. The system is a honesty system and residents are required to record any books taken in the register available and return them once they have been read.

**Business Centre**
The Business Centre is adjacent to the Main Reception foyer and is available for use by resident students, members and guests of the House. Paper and toner are supplied by the House. Hours of access are 7.00am to 11.00pm 7 days a week.

**Function Rooms**
University 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. To book a function room, please contact the Events & Catering Office on 6125 5270 or ext. 55270.

**Fellows Bar & Café**
The Fellows Bar & Café is open for use by guests, members, staff of the ANU and Residents during the advertised operating hours.

**Boffins Restaurant**
Our a la carte restaurant is also open to all guests, members, staff of ANU. Residents are welcome to dine during operating hours. Normal restaurant prices apply.