Welcome to UNSW Colleges

This handbook contains important information about Fig Tree Hall. It should be read in conjunction with your Licence Agreement for a full understanding of our expectations and your residency obligations.

Please contact your Dean of College or the UNSW Student Accommodation office if you have any queries.

UNSW Colleges Organisational Chart
Resident Obligations

- As a resident of Fig Tree Hall you agree to: comply with the terms and conditions of your Licence Agreement, including the Rules of Occupation (Annexure A)
- comply with all UNSW policies and procedures including the UNSW Student Code Policy https://www.gs.unsw.edu.au/policy/documents/studentcodepolicy.pdf
- comply with the Alcohol Policy detailed in this Handbook
- be responsible for your own behaviour and that of your guests
- ensure that there is no excessive noise or other disruption (especially between 11pm and 8 am)
- always restore common areas to a clean state after use
- ensure that your activity does not conflict with the right of all residents to have access to clean, safe and hygienic common areas and facilities, and to enjoy their living environment
- not store or consume alcohol in the Hall at any time
- treat other residents, staff and visitors with respect at all times
- comply with the smoke free policy across the campus, including the Colleges
- respond immediately to all fire alarms and to directions to evacuate the buildings
- be the single occupant of your room
- comply with the directions of administration and resident staff
- not allow any unauthorised person to use the accommodation services assigned to you
- not bring the reputation of the University or the Colleges into disrepute as a result of your actions or activities comply with the gender segregation guidelines

As a consequence you have an obligation:

- to notify the Duty Tutor, other Resident Fellows/staff or UNSW Colleges security staff as required about any undue noise or other disturbance, especially after 11pm
- with sufficient notice, to seek permission from the Dean for a guest to share your room overnight
1. Communication

1.1 UNSW Student Accommodation Office Details

Office Hours: Monday – Friday 8:30AM – 4:30PM
Office Location: Lower Ground Floor, UNSW Gate 5, High St, Kensington, NSW, 2052.
Telephone: +61 (2) 9385 4346
Fax: +61 (2) 9385 4557
Email: unswrc@unsw.edu.au

1.2 UNSW Student Accommodation Portal

Residents of UNSW Colleges can access the UNSW Student Accommodation Portal to view or pay accounts, report maintenance issues and check their room inventory. The Portal can be accessed via the Student Accommodation website by logging on with your active University email address and password.

1.3 Keeping Updated

You are responsible for ensuring that your contact details are kept up to date on the UNSW Student Accommodation database. All official notices and notifications will be sent to your z-email address allocated by UNSW. It is your responsibility to ensure you regularly check this email address and ensure mail can be received at this address.

You must ensure the office has your UNSW email address (z1234567@student.unsw.edu.au) on file for inclusion on the Fig Tree Hall explode-email lists. Please note: this is the official form of communication from the Dean and the Student Accommodation Office and you must check your email daily to receive or send emails. You may redirect your UNSW email to your personal email address if more convenient for your own use – the following link provides more information on how to do so:
https://www.it.unsw.edu.au/students/zmail/redirect_external.html

1.4 Mail

Incoming mail should be addressed to:

[Your name]
Fig Tree Hall
Gate 5, High St
University of New South Wales
Sydney NSW 2052
AUSTRALIA

Any deliveries should be directed to:

[Your name]
Fig Tree Hall
UNSW Student Accommodation Office
Gate 5 High St
University of New South Wales
Kensington NSW 2052
Incoming Mail
Incoming mail is sorted by the office and placed in mailboxes located in the Hall. Residents are advised to check and clear their mail boxes regularly. Mail not collected within 14 days will be returned to sender (if available). Residents receiving packages or registered mail will be notified via email to collect it from the main office. When you leave Fig Tree Hall, you must re-direct all mail to your new address.

Outgoing Mail
UNSW Post Office is behind the Library, located at F22 on the UNSW Map.

2. Use of Common Areas

Each resident is responsible for maintaining the cleanliness of the common environment of Fig Tree Hall. You must always restore common areas to a clean state after use and ensure that your activity does not conflict with the right of all residents to have access to clean, safe and hygienic Common Areas and facilities. The Common Areas are cleaned every week day by cleaning staff.

If functions are held in a common area of the House, they are responsible for ensuring it is restored to a clean and tidy condition. If additional cleaning is required by cleaning staff after a function, or at any other time, then a service charge will be levied on the responsible party to cover any additional cost.

You must not alter or damage any structure that is part of the Common Area. You must not misuse, disable or willfully damage any fire-fighting, prevention and detection equipment. You must not damage any lawn, garden, tree, shrub, plant or flower in the common areas. You must not use any part of the landscaped common areas as your own garden. Any use of the garden on the roof terrace for organised Hall activities must be approved in advance by the Dean.

You must not throw rubbish, dirt, dust or other materials in common areas that may interfere with the peaceful enjoyment of any other resident in Fig Tree Hall. In particular, you must not litter the Hall, outside the Hall or common areas with cigarette butts. UNSW is a smoke free campus and removal of cigarette butts will be undertaken at your cost.

You must not allow any unsupervised child under your control to play on Common Areas inside or outside Fig Tree Hall. You must not remove any furniture, fixture or fitting without prior written consent from UNSW. You must tell UNSW if you are going to move large objects or furniture through common areas. This allows a UNSW representative to attend the move.

Unless you have written notice of approval from UNSW, you must not keep anything within the Fig Tree Hall premises (either on a permanent or temporary basis) that affects the appearance of the Hall (including your room and any outdoor area you have access to) or the rest of the Hall.

2.1 Landscaped Grounds

The landscaped areas can be used by all residents during the times specified and approved by the appropriate Dean of College and Head of UNSW Colleges. These times may be subject to change without notice. It is expected that all residents behave in a manner that minimises disruption to residents whose rooms face onto or are near the internal landscaped areas. The landscaped areas can be used for passive recreation i.e. no games that interfere with quiet enjoyment and study. You must observe the strict maximum limits on the number of individuals allowed on the roof terrace of each College at any one time.

2.2 BBQs

A BBQ is available on the roof terraces of the Hall for use by residents in conjunction with an approved event. You are not permitted to use a BBQ or any other cooking equipment on any
private balcony in the Hall. If your use the BBQ, you are expected to remove all rubbish when you have finished cooking and leave the area in a clean and tidy state.

2.3 Communal Kitchens

There are communal kitchenettes the recreation rooms on each floor of the Hall and a full kitchen in the main common room. If you use these areas, ensure they are clean and tidy after use. Dispose of any foodstuffs that may cause odours or mess. Cooking and dining utensils are not provided by UNSW and UNSW does not accept responsibility for any personal equipment or utensils that are left out in the communal kitchen that are either lost or damaged. You must clean the area where you have cooked immediately after use. If the kitchen is left unclean or untidy the resident responsible may be liable for a cleaning fee.

2.4 Garbage Disposal

It is your responsibility to ensure that all rubbish that you have created in the Common Area is removed and put into the bins. There are Waste Rooms on each floor for re-cycling and depositing any rubbish from your room. The bins in these rooms will be emptied daily by UNSW cleaning staff.

Please ensure that when you are transporting any waste materials to the appropriate disposal bins that no liquids are tracked through the corridors. Residents who intentionally misuse the garbage facilities will be subject to penalties. Residents must not under any circumstances leave garbage outside the door to their room or in the stairwells, halls or walkways of the building or in Common Areas.

2.5 Laundry

Coin operated washers and dryers are provided in the laundries located on each floor. Clothing not collected from the laundry will be given to charity. Washing lines or clothes hangers may not be erected on balconies or balustrades. You must not hang washing, toweling, bedding, clothing or other articles on any part of the Premises (e.g. on the balcony) so that it may be seen from outside Fig Tree Hall. Please do not use the laundries late at night as the noise can disturb other residents.

If the washing machine/dryer is not working, the resident will need to contact the Student Accommodation Officer by email at unsrwc@unsw.edu.au.

Once the refund has been approved, an email will be sent to the student to collect their refund from reception.

The student will need to provide the following details:
Name, College, Room Number, Student number, washing machine number / dryer number, date of incident and amount lost. For example:
John Smith z12345678
Fig Tree Hall: Room 201
Machine Number: BSD1
Date: 2/6/14
Amount: $2.00

2.6 Vending Machines

There are vending machines located on the ground floor for use of the residents. If there is a problem with one of the vending machines please call the phone number on the machine to report the fault.
2.7 Vehicles and Parking

UNSW Colleges do not offer parking to residents, however, parking on and around campus is available. Parking on campus is managed by FM Assist. Further details including how to get a permit is available via their website http://www.facilities.unsw.edu.au/fm-assist or contact FM Assist, located on Level 2, Mathews Building.

There is limited free motorbike parking in the car park accessible via High Street, Gate 7. Residents are not permitted to store bicycles in their rooms. Residents are responsible for securing their bike to the racks in the storage room and UNSW takes no responsibility for any bikes that are lost or stolen from this or any other area in the UNSW Colleges precinct.

Caution: High Street, Kensington is targeted by car thieves. If you park in High Street please ensure that you secure your vehicle with a steering lock etc. Do not leave valuables in your car.

3. The Accommodation

3.1 Maintaining Your Room

Residents are responsible for keeping their rooms in good order. If situations arise in which you modify your room furniture or its position resulting in an increased risk of injury to any maintenance or cleaning staff accessing your room, you could be liable for a penalty. Regular room inspections will take place throughout the year and residents will be given notice in advance of the timing for these inspections.

3.2 Heating

Fan heaters, bar radiators, or any other open flame devices are prohibited in Fig Tree Hall. Bar and fan heaters will be confiscated if found. Personal air conditioning units are also not permitted. Low wattage radiators and ambient space heaters are preferred. Please contact the UNSW Student Accommodation Office for advice on which heaters are suitable to use.

3.3 Internet Usage and Network Devices

As part of the residential fees, all residents of Fig Tree Hall have access to the internet UniWide fair usage system. As such, there is no volume based charging for internet. All residents are bound by the acceptable use of ICT resources policy https://www.it.unsw.edu.au/students/policies. Both wired and wireless connections are available and require authentication to provide accountability of users actions while utilising the service.

The University provides each student with an UNSW email account. Each resident is able to access his/her account in the Hall study rooms or in their room if they have a computer connected to the University Network.

To ensure the monitoring of appropriate content, and the absence of content that could lead to harassment, bullying or the potential damaging the University’s reputation, all social networking sites, pages and groups that are affiliated with UNSW Colleges must be linked with the Hall or staff member responsible for monitoring the social media.

Residents are encouraged to consider the information they publish using social media. This might include photos and videos which you upload onto a social networking profile, a video-sharing site or send via a mobile phone. It may include the comments you post on other’s profiles or messages sent over instant messaging applications or mobile phones. Obtain other residents’ permission before posting a photo or tagging them online. You would like them to respect your wishes so do the same for them.
No inappropriate content should be published or shared by residents. Examples of inappropriate content include anything that could be constituted as cyber-bullying, harassment, discrimination, content of a sexual nature and/or against in breach of university policies and national laws. If you discover across any content on UNSW Colleges related or affiliated sites that you believe may be prohibited, please inform a Resident Staff member or the Dean of College immediately.

You must not connect or make use of any networking devices on the data ports provided (for example: networking routers, hubs, switches).

4. **Behaviour and Conduct**

All conduct within Fig Tree Hall must be consistent with the relevant policies and procedures of the University, and is also subject to the relevant Commonwealth and State laws. Residents must at all times comply with all UNSW policies and procedures including but not limited to those contained in your Licence Agreement, this Handbook and the UNSW Student Code Policy. Any serious misconduct will in the first instance be referred to the UNSW Student Integrity Unit for investigation. Any criminal or suspected criminal conduct may be referred to the Police.

4.1 **Gender Segregation**

Fig Tree Hall has an all-female floor and mixed gender floors. With the exception of Level 5, which is restricted to female access only between 11pm and 8am (excluding male family members and UNSW staff as required), residents may access all floors. Please note this regulation when you have guests in college.

4.2 **Living by Mutual Consideration and Respect**

Fig Tree Hall supports a collegiate environment that treats all residents, staff and visitors with respect. You are expected to:

- Be adequately clothed when in common areas and balconies.
- Not use language or behave in a way which might offend or embarrass others using the common areas and balconies
- Behave lawfully at all times and in accordance with all University rules, procedures and codes including the UNSW Student Code Policy
- Co-operate fully with any investigation conducted locally within the College or at the UNSW Integrity office.

4.3 **Serious misconduct to be referred to Director of Integrity, UNSW**

Any serious or complex complaint or incident will be referred to the Director of Integrity. The [UNSW Student Misconduct Procedure](#) will guide the investigation process. It is the responsibility of the person receiving an allegation concerning a serious matter to refer it to the Director of Integrity. Advice on what may constitute a complaint of a serious nature can be sought from the Student Integrity Unit. Upon receipt of a serious matter the Director of Integrity may refer the matter to be investigated as serious misconduct (see section 6) or refer the matter to an external body (e.g. the Police).

A matter is considered serious where:

a) There is reason to believe that there is a significant risk to the University and its staff or students;

b) A serious criminal offence may have been committed;

c) There are a number of allegations of a similar nature received against a respondent; or

d) The possible penalty for the conduct, if proven, is suspension or exclusion.
Examples of serious misconduct include sexual harassment, sexual misconduct, assaults, bullying, harassment and vilification. Further explanation of these terms is set out below.

**Harassment**

Harassment is behaviour that:

- Another person does not want and does not return,
- Offends, humiliate or intimidates the other person/s and that, in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate them, and
- Targets them for less favourable treatment because of their (or their friends’ or relatives’) sex, race, disability, sexuality or gender preference, age, pregnancy, etc.
- Harassment may occur even when there was no intention of causing offence.

Sexual harassment can include such behaviour as physical contact (patting, touching), 'leering', repeatedly asking for dates (especially after prior refusal) and asking for sexual favours. However, it may also include sexually related behaviour that makes the college or study environment uncomfortable such as displays of sexual or sexist materials, emails or pictures, sexist or sexual jokes or comments that stereotype people on the basis of their sex or sexual preference.

Other common types of harassment are racial or homosexual harassment, which typically include such behaviour as: verbal racist or homophobic comments, derogatory name calling, offensive labelling of all people who belong to the same group, offensive graffiti or written comments, distributing offensive material, making threats against particular people or groups because of their race, colour or sexuality.

**Vilification** is generally any act that happens publicly as opposed to privately, and that could incite (encourage, urge or stir up) others to hate, have serious contempt for, or have severe ridicule of you or a group of people, because of race, colour, nationality, descent, ethnic, ethno-religious or national origin, homosexuality (lesbian or gay), HIV or AIDS status or transgender or intersex status. This includes vilification because you are thought to be lesbian, gay, intersex or transgender, or to have HIV or AIDS.

**Bullying** is actual hurtful behaviour directed by more powerful individuals or groups against those who are less powerful. It is not the same thing as fighting or quarrelling between people of about the same strength. This behavior often provides the bully or bullies with a sense of enjoyment and is typically repeated. Such conduct may be perceived as oppressive and is never justified.

**Victimisation** includes any unfavourable treatment of a person as a consequence of their involvement in a grievance under these Procedures. Unfavourable treatment could include such things as adverse changes to the living or study environment, denial of access to resources, learning or research opportunities or ostracism.

### 4.4 Complaint to the Police

If you believe you are the victim of a crime you may prefer to directly inform the Police.

### 4.5 Less serious matters to be handled locally

Each College has an internal procedure that should be followed for less serious complaints and matters. Less serious matters includes infringements of the Alcohol Policy, noise, laundry, cleaning or common area infringements. The purpose of these procedures is to provide a clear and transparent process that is:

- Fair to all parties involved
- Consistent and timely
• Ensures procedural fairness
• To the extent possible or necessary, confidential
• Prevent victimisation of any parties involved with the complaint.

The Dean of College may:

• Refer a minor breach to a College Disciplinary Committee
• Examine the evidence and interview interested parties
• Impose a range of penalties, including written warning/ reprimand, community service, fine, ‘show cause’ notification, suspension, expulsion or non-re-admission to Fig Tree Hall. (Any advance payments will be forfeited if a resident is expelled from Fig Tree Hall at the discretion of the administration of the House.)
• Particularly in the case of suspension or expulsion, seek appropriate advice on the matter
• Require the immediate exclusion of a resident from Fig Tree Hall, during which time appropriate advice may be sought

Appeals
You may at any time within 20 days of being notified of the decision, appeal in writing to the Director of UNSW Residential Colleges.

The Director (or her nominee) will:

• Review the evidence and if appropriate, consider any new material or conduct interviews;
• Decide whether to accept or reject your appeal (giving reasons)
• Refer the matter back to the decision maker (or if necessary another decision maker) for further or fresh consideration
• Following deliberations, inform you and other parties involved of their decision.

Following the conclusion of the appeal there are no further internal or University avenues of appeal. You may however, wish to contact external bodies such as:

• * Independent Commission against Corruption
• * NSW Ombudsman
• * NSW Police

4.6 Noise

You must not make any noise at any time within your room or in the common areas that is likely to disturb the peaceful enjoyment of another resident of the Hall, anyone using the common areas of the Hall or the neighboring properties. There is to be no excessive noise or disruption between 11pm and 8am. Disturbances will be attended to by a UNSW staff member and/or UNSW Security. A 24 hour noise curfew will be in place in certain areas of the Hall as deemed necessary and appropriate by the Dean of College during STUVC and exam times.

You are encouraged to contact Resident Staff about any undue noise or other disturbance, especially if it is between 11pm and 8am so they can attend to it. Noise and disturbances from outside the Hall and UNSW Colleges will be attended to by UNSW Security.
4.7 Smoking

UNSW is a smoke-free campus and as such, smoking or use of vaporisers is not allowed in any part of Fig Tree Hall – this includes rooms, balconies, the roof terrace, other indoor and outdoor common areas, the front steps and adjoining road ways and the grounds of the Hall.

You must never cover smoke detectors in rooms or tamper with smoke detectors, interfere with or obstruct any smoke alarm or any other fire protection equipment within your room, or any of the common areas in Fig Tree Hall or anywhere on UNSW campus.

4.8 Drugs

If you are found to be in possession of or manufacturing, selling or distributing illicit drugs in Fig Tree Hall or any UNSW College your License agreement will be terminated and the relevant UNSW and legal authorities will be informed.

4.9 Alcohol Policy

All members of Fig Tree Hall have a responsibility for ensuring that residents are aware of their obligation to be considerate, to live in harmony with one another and to meet their responsibilities under this Alcohol Policy.

Fig Tree Hall is an alcohol free zone, meaning that alcohol cannot be stored or consumed in the Hall at any time. This includes the student rooms, roof terraces, balconies off rooms and common areas and all corridors, foyers, lifts, study rooms and shared spaces. Penalties will apply to residents breaching this condition.

Appropriate penalties will apply to any resident who breaches any regulation of the Hall while under the influence of alcohol that has been consumed off the premises. Residents who repeatedly cause disturbances while under the influence of alcohol will be removed from the Hall.

4.10 Visitors to the Colleges

a. Visitors, including ex-residents are subject to the Policy.

b. Residents are responsible for ensuring that visitors comply with the Policy.

c. Residents who fail to ensure their guests adhere to the policy will be subject to penalties.

4.11 Licensed Events

a. All events involving the supply and/or service of alcohol that Fig Tree Hall residents attend within the UNSW Colleges complex are to be licensed in accordance with the liquor licensing laws.

b. Caterer for UNSW Colleges holds a liquor licence for the purposes of complying with the law in regard to the management of UNSW College functions involving the service of alcohol.

c. Requests for licensed events must be prepared and submitted using the Management of (Licensed) Events Form and in a timely way that allows for the final approval to be given no later than 3 weeks prior to the event.

d. Management will provide organisers with a copy of the approved ‘Management of Events Form’, the receipt of which is the final authority for the organisers to proceed with the event.

The Management of Events Form must contain the following information:
• Approval by the Dean of College
• Designated Function Officer who is responsible for the conduct of the event and who liaises with the Resident Staff on Duty and/or security if necessary.
• Details of notice to Security and/or confirmation of security employed.
• Names of at least 2 responsible members of Fig Tree Hall who will be present at the event and will not drink alcohol and are able to assist in supervision.
• Start and finishing times which must be advertised and adhered to.
• Arrangements for the closing of the event.
• Arrangements for adequate amounts and variety of food and non-alcoholic drink (including water).
• Arrangements for cleaning-up immediately at the conclusion of the event.
• BYO Inter-College events are not permitted.

4.12 Breaches to the Alcohol Policy

a. In the event of a breach, the Dean of College will normally consult the Head of Colleges. Breach of this Alcohol Policy will be considered a breach of the Rules of Occupation found in the License Agreement. The range of responses includes:

• A reprimand to the Hall
• A fine to be paid by the Hall for every breach
• Imposition of a probationary period
• Cancellation of a Hall function or functions
• Costs paid by the house for damage/cleaning/repairs.
• Disciplinary action against individual members of the College

b. There will be no more than one alcohol event each week in every College.

c. Those responsible for organising and managing events must ensure that this Policy and the Management Events Plan are adhered to.

d. The Resident Staff in each College are authorised to secure compliance with the requirements of this Alcohol Policy and, if necessary, discontinue any event involving the consumption of alcohol.

e. Costs of cleaning and repairs or replacement of damaged property will be borne by those who are directly responsible for the mess or damage. If these people cannot be identified the House will be charged.

All due care must be taken in the organisation of events/functions that are held off campus. If organised by/in the name of Fig Tree Hall, or any individual college, then the event is the responsibility of the organisers, and must comply with RSA requirements. A UNSW Risk Management Form must be completed for any event held off campus and approval given by the Dean.

f. The Head will report on the operation of the UNSW Colleges Alcohol Policy to the appropriate University Officer.

g. The Alcohol Policy will be revised at least annually.
5. **Guests**

Guests are welcome to visit you subject to the following:

- You must make sure your guests do not behave in any way which might disturb the peaceful enjoyment of another resident. This applies to behaviour in anywhere in Fig Tree Hall, its grounds or the surrounding UNSW Colleges.
- You must accompany your guests at all times whilst they are in Fig Tree Hall.
- You must not allow any unauthorised person to use the accommodation services assigned to you. Accommodation charges will apply if an unauthorised guest is found to have occupied a room for one night or longer.

5.1 **Overnight Guests**

Residents may, in exceptional circumstances, seek authority for a guest to share their room overnight. Such requests must be submitted with sufficient notice for approval to the Dean of College by using the Guest Request Form. The Dean of College reserves the right to withhold authority for a guest to stay. Maximum stay for an approved guest is two nights. Approved forms must be submitted to the Dean of College at least two working days in advance.

6. **Emergency Procedures**

Rehearsal of emergency fire and evacuation procedures will be carried out at the beginning of each semester. Residents must participate and vacate the building during fire drills. Penalties will apply to any resident who fails to vacate. You must report all accidents and major incidents to UNSW Security and/or a Resident Staff member or to the UNSW Student Accommodation office during office hours.

**Emergency Numbers (residents – please program into your mobile phone)**

- UNSW Residential Communities Office (Mon to Fri, 8:30am – 4:30pm): 9385 4346
- UNSW Security (24 hours): 9385 6666

6.1 **In the Event of a Fire Alarm**

The safety of all residents depends on people behaving responsibly and with care. In the event of a fire alarm sounding you are to:

- Report all fire incidents immediately to UNSW Student Accommodation office during office hours
- Outside of office hours report the fire to the Residential Staff member on duty.
- Evacuate the building.
- Go to the marshalling area which is on the Quad Lawn – E15 on the UNSW map.
- Do not take risks trying to put out a fire that may be out of control
- Fire extinguishers and hoses are available to use where a small fire can be extinguished without risk.

*Egress routes for evacuation are posted in the lift lobbies; please familiarize yourself with the routes out of the building. Please evacuate promptly should an alarm sound.

You are responsible and liable to pay for the cost of any false fire alarm attendances triggered by you or your guest. The cost for a false fire alarm levied by the Fire Brigade is currently $1760 and will be charged directly to the resident.
6.2 Personal Emergencies and Crisis

If you are feeling unwell, distressed or upset, you may seek assistance from:

- Resident Staff and the Dean of Fig Tree Hall
- CAPS - UNSW Student Counselling Unit (Level Two of the East Wing in the Quadrangle Building)
- University Health Service (Ground level of the Quadrangle Building) depending on the
  nature of the emergency

Resident Staff may refer you to CAPS or the University Health Service for professional support.

6.3 Reporting a Hazardous Situation or Accidents

The University has a Hazard and Incident reporting and investigation procedure, which is designed to identify potential hazards to health, safety and the environment and to encourage early reporting and corrective action.

The Hazard/Incident Report Form should be completed as soon as possible after the hazard has been identified or the incident has occurred. The Form is online and can be accessed by students via myUNSW and upon submission will be managed by Facilities Management who will then take the appropriate action.

7. Security and Access

7.1 Lockouts

If you lock yourself out of Hall outside of office hours (8.30am – 4.30pm), you should contact the Resident Staff member on duty to let you in. If you lock yourself out during office hours, approach the UNSW Student Accommodation front desk. If a Resident Staff member has let you in outside of hours, you need to demonstrate you have your identity/access card with you once they have admitted you to your room otherwise they are required to report your card as being lost.

When a card is misplaced, a resident may request for the temporary access card. The resident will be given two days to return and sign back the temporary card. In the even this does not occur, they are assumed lost and a replacement card will be charged to you.

Repeated lockouts or misplaced access cards will result in disciplinary action such as fines or community service.

7.2 Breaching Perimeter Security

Disciplinary action will also be imposed for residents responsible for creating breaches in the perimeter security. This includes letting in a stranger/unaccompanied guest, leaving a door ajar or propped open or giving your identity/access card to someone else.

You must keep your identity/access card on you at all times and ensure that your door is locked when you are not in your room. Complying with these basic measures is paramount for safety and security – of each resident, your belongings and for the general Fig Tree Hall community.

7.3 Lost/Stolen/ Damaged Cards

When a card is lost the security system is reprogrammed to deny access when the card is presented at any of the electronic access points in Fig Tree Hall and the Goldstein Dining Hall. This is why it is very important that all lost or misplaced cards are reported immediately.
If your card is lost or stolen contact FM Assist on 9385 5111 and the Library on 9385 2650 to void your card so it cannot be used fraudulently. If the card is lost or stolen, a replacement card will be available from FM Assist after completing a Replacement Student Card form.

Please note:

- there is a $25.00 replacement fee
- replacement cards take approximately one hour to activate after issue.

Do not give or loan your ID card to others to use. If security or residential staff identifies a misuse of a student ID card, the card will be confiscated and a report will be sent to the Dean of the College. A fine of $25 will be payable for the return of the card to the student and they may be subject to further disciplinary action.

### 7.4 Accessing Your Room

Fig Tree Hall and UNSW Colleges management strive to respect your privacy and provide you with quiet possession of your room. Staff will make every effort to give you forewarning if entry to your room is required for maintenance, repairs or some other matter. Staff hold a master access card for use in case of emergencies.

### 7.5 Storage

The shared and individual balconies of room and common areas in each college are highly visible from outside the premises and must be kept clear of unsightly rubbish and personal items. Furniture, bicycles, clotheslines and suitcases must not be stored temporarily or permanently on any balconies, the roof terraces or Common Areas in College.

You must obtain written permission from the Dean of Fig Tree Hall if you want to store any flammable materials in your room or the common areas.

### 8. Management Structure and Administration

Fig Tree Hall (“the Hall”) is a member of a group of residential colleges – Colombo House, UNSW Hall, Basser College, Goldstein College & Philip Baxter College (The Kensington Colleges) – within the UNSW Colleges unit and managed by the University of New South Wales (UNSW). The University’s codes, rules and by-laws apply to life in all UNSW Colleges.

The ethos of the UNSW Colleges requires that residents act responsibly in their participation in all aspects of residential life, and with sensitivity, tolerance, co-operation and civility towards each other. This expectation is consistent with a community that seeks to work collaboratively in the management of its affairs.

The Head of UNSW Colleges is responsible to the Vice President, Campus Life and Community Engagement, and is responsible for the following:

- Overall leadership of UNSW Colleges
- Oversight of college programs and activities
- Welfare of the residents in the UNSW Colleges
- Supervision and management of the residential team that co-ordinate the pastoral and academic programs.
- The maintenance of good order in UNSW Colleges
- Alumni relations
The Head is assisted in these responsibilities by the administrators of the Colleges, the Dean and the resident staff and by the student leadership team within each facility.

The general administration of UNSW Colleges is carried out in the UNSW Student Accommodation unit. The office for this unit is located on the lower ground floor of Goldstein College at Gate 5. Office staff are available during office hours to provide services to residents. These services include management of facilities, cleaning, college property, parcel pickups, room lock-outs and any other questions that residents may have. Outside office hours, there are Resident Fellows who are rostered each day to act as a duty tutor (including day/night weekends). The duty phone number is posted in the Hall and the residential staff member on duty should be contacted if any problems arise.