UNSW APARTMENTS HANDBOOK

IT'S YOUR PLACE
LIVING AND STUDYING AT UNSW AUSTRALIA MIGHT JUST BE THE BEST DECISION YOU’VE EVER MADE!
welcomen

UNSW Apartments are designed for a more independent style of living for both undergraduates and postgraduates, including couples and families with children.

This handbook is designed to provide you with useful information about all of the services and facilities available to you.

Living on campus will be exciting, inspiring, and at times challenging. There’s much to look forward to in the year ahead and we encourage you to strive to achieve your full potential at UNSW.
A short skip and a jump from the University, Mulwarree Apartments are set amongst beautifully landscaped gardens in the suburb of Randwick. You’ll live like a true Sydney-sider surrounded by local shops, the racecourse and heaps more. Live like a local at Mulwarree!

Located next to Randwick Racecourse and approximately 1.5 kilometres from UNSW, Mulwarree is the perfect fit for students that are keen to live close to campus, but not right next to the lecture block!

Built in 1994, there are 37 five bedroom apartments, with an average room size of approximately 10 to 12 square metres.

FEATURES
• 185 residents.
• Self-catered.
• Shared bathroom facilities (per apartment).
• Internet included (Wi-fi).
• All utilities included.
• Laundry facilities.
• Car park.
• Safe & secure environment.

COMMUNAL AREAS
On the ground floor, there’s a large student lounge where you can relax with fellow residents, play a game of pool or sit back and watch some Foxtel. Right outside the lounge is a massive outdoor area, perfect for a picnic or game of cricket in Summer!

ROOM TYPES
Each apartment has five bedrooms and we try to keep the gender balance pretty even. Each room is furnished with a desk and chair, bed and wardrobe. You share the common areas - kitchen, living room and bathroom with your fellow residents.

There’s a sofa in the living room and the kitchen has a microwave, oven and fridge, but you’ll need to bring your own cutlery and pots and pans if you plan to do any cooking!

FEES AND DATES
Licence agreements are for a full year (52 weeks) and always start and finish mid-January.

The **weekly rates for 2018** are:

**Five bedroom apartment**
• $270.65 per person.

Single semester licence agreements are available (slightly more expensive per week) on a limited basis, but only if you’re completing your degree. Evidence of completion is required from your faculty.

*Rates are expected to change each year.*
Conveniently located right across the road from the University, High Street Apartments strike the perfect balance for students with commitments outside of study. Preference is generally given to couples and families with children. Balance study and family life at High St!

Located opposite UNSW at Gate 9, High St is the perfect fit for couples and families, saving you from long trips home after a busy day of lectures or study!

There are nine two bedroom apartments and six one bedroom apartments available, with an average room size of approximately 10 to 12 square metres.

FEATURES
• 24 residents.
• Self-catered.
• Shared bathroom facilities (per apartment).
• Internet included (Wi-fi).
• All utilities included.
• Laundry facilities.
• Car park.
• Safe & secure environment.

ROOM TYPES
There’s a mix of one and two bedroom apartments available. Each room is furnished with a desk and chair, bed, wardrobe and there’s a sofa in the living room. The kitchen has an oven and fridge, but you’ll need to bring your own cutlery and pots and pans if you plan to do any cooking!

FEES AND DATES
Licence agreements are for a full year (52 weeks) and always start and finish mid-January.

The weekly rates for 2018* are:

One bedroom apartment
• $449.65 per apartment.

Two bedroom apartment
• $633.65 per apartment.

Single semester licence agreements are available (slightly more expensive per week) on a limited basis, but only if you’re completing your degree. Evidence of completion is required from your faculty.

*Rates are expected to change each year.
Overlooking the lush and beautiful Village Green, Barker Street Apartments offers a whole range of apartment sizes and options, located right on campus. It’s independent living in a community environment. Make friends, meet people and get the most out of a flat share experience at Barker.

Located on campus, Barker is the perfect fit for just about everyone. Most apartments are five bedroom shared living, but there are options for couples and families and there are also a few wheelchair accessible rooms.

Built in 1996, there are 59 apartments of varying sizes, with an average room size of approximately 10 to 12 square metres.

**FEATURES**
- 230 residents.
- Self-catered.
- Shared bathroom facilities (per apartment).
- Internet included (Wi-fi).
- All utilities included.
- Laundry facilities.
- Safe & secure environment.

**COMMUNAL AREAS**
If you need a change of scenery, recreation and group study rooms can be found on each floor; or if you need some fresh air, take a break in the leafy internal gardens or host an Aussie BBQ with your fellow residents!

**ROOM TYPES**
There’s a mix of five, three and two (small & large) bedroom apartments and studio apartments available. Families would suit the two/three bedroom apartment options and couples would suit the studio.

Each room is furnished with a desk and chair, bed and wardrobe and there’s a sofa in the living room. The kitchen has an oven and fridge, but you’ll need to bring your own cutlery and pots and pans if you plan to do any cooking!

**FEES AND DATES**
Licence agreements are for a full year (52 weeks) and always start and finish mid-January.

The **weekly rates for 2018** are:
- Five bedroom $302.65 per person.
- Three bedroom $313.65 per person.
- Two bedroom small $645.65 per apartment.
- Two bedroom large $676.65 per apartment.
- Studio $435.65 per apartment.

Single semester licence agreements are available (slightly more expensive per week) on a limited basis, but only if you’re completing your degree. Evidence of completion is required from your faculty.

*Rates are expected to change each year.
Stylish, affordable and modern, the University Terraces are located on campus in the heart of UNSW. Offering an independent style of living, with bars, cafés and a supermarket right at your doorstep, you won’t need to travel far. Be part of the action with the Terraces.

Located at Gate 2, High Street, the Terraces are the perfect fit for students searching for a self-sufficient style of living with almost everything you might need minutes away!

Opened in 2013, there are 371 apartments of varying sizes, with an average room size of approximately 20 square metres.

FEATURES
- 405 residents
- Self-catered with kitchenettes.
- Modern bathrooms.
- Internet included (Wi-fi).
- All utilities included.
- Laundry facilities.
- Safe & secure environment.

COMMUNAL AREAS
Located on the first floor, there’s an IT room with computers (limited); a kitchen for group events and a large student lounge where you can sit back and watch some Foxtel.

On each floor you’ll find recreation and group study rooms and if you need to escape the indoors, relax in the lavish internal and rooftop gardens or host a BBQ with your fellow residents.

ROOM TYPES
Studios (small, medium, large) and one bedroom apartments with and without balconies are available. Each room is furnished with a bed, desk, chair and wardrobe. The kitchen has a cooktop, microwave and fridge. The one bedroom apartments and the large studios also have a sofa and coffee table.

FEES AND DATES
Licence agreements are for a full year (52 weeks) and always start and finish mid-January.

The **weekly rates for 2018** are:
- Small studio $403.80 or $408.80 with balcony, per apartment.
- Medium studio $425.80 or $430.80 with balcony, per apartment.
- Large studio $480.80 or $485.80 with balcony, per apartment.
- One bedroom $514.80 or $519.80 with balcony, per apartment.

Single semester licence agreements are available (slightly more expensive per week) on a limited basis, but only if you’re completing your degree. Evidence of completion is required from your faculty.

*Rates are expected to change each year.*
COMMUNICATION

STAFF AT THE STUDENT ACCOMMODATION OFFICE ARE AVAILABLE TO ASSIST YOU WITH ALL QUERIES, FROM CHECKING IN OR OUT TO HOW TO LOG MAINTENANCE REQUESTS. JUST CALL OR DROP BY THE OFFICE!

ACCOMMODATION OFFICE
UNSW Student Accommodation
Lower Ground Floor, Gate 5
High Street, Kensington, NSW
Australia 2052
(map reference B17)
Monday to Friday
8.30am to 4.30pm

GET IN TOUCH
T: +61 2 9385 4346
F: +61 2 9385 4557
E: accommodation@unsw.edu.au
W: accommodation.unsw.edu.au

MAIL
For incoming mail, Barker St, Mulwarree & High St Apartments each have their own letterbox located at the front of the apartment complex.

The mail rooms for University Terraces are on the ground floor of the east & west side of the building entrance. You’ll receive a key for the mailbox, just make sure you don’t lose it, otherwise we’ll need to charge you for a new one! All mailbox keys should be returned when you vacate.

Incoming mail should be addressed in the following format:

Barker Street Apartments:
Resident Name
Unit Number / 39 Barker Street
Kingsford NSW 2032
AUSTRALIA

Mulwarree Apartments:
Resident Name
Unit Number / 1 Cowper Street
Randwick NSW 2031
AUSTRALIA

High Street Apartments:
Resident Name
Unit Number / 46 High Street
Randwick NSW 2031
AUSTRALIA

University Terraces:
Resident Name
Unit Number / 17 High Street
University Terraces
Kensington NSW 2033
AUSTRALIA

For outgoing mail, the UNSW Post Office is located behind the Library (map reference F22).

ONLINE RESIDENT PORTAL
View or pay your accounts, report a maintenance issue, check your room inventory or update personal details.
portal.rc.unsw.edu.au

We might need to get in touch with you occasionally, so it’s important to make sure we have your correct zMail address & phone number. You can update your phone number via the portal, but you need to contact us to update your email address.
ACCOMMODATION

EACH APARTMENT COMPLEX IS SLIGHTLY DIFFERENT, PLEASE MAKE SURE YOU READ THE BELOW THOROUGHLY. IN ADDITION, YOU SHOULD ALSO REVIEW YOUR LICENCE AGREEMENT AND RULES OF OCCUPATION.

BBQS
BBQs facilities are available at the University Terraces & Barker St for use by residents in conjunction with an approved event. It’s your responsibility to clean the BBQ, remove any rubbish and leave the area in a clean and tidy state, ready for the next resident to use.

BBQs or other cooking equipment are not permitted on any balconies.

CLEANING
You’re responsible for cleaning and maintaining your own apartment.

Regular cleaning creates a healthy environment for you to live, work and study. You should clean once a week and remember to use cleaning agents that won’t damage the kitchen, bathroom or any other surfaces (check the labels!). Charges may apply for damage and cleaning if your unit is found to be in an unsatisfactory condition during your residency.

External common areas are cleaned on a regular basis, but we ask that everyone pitches in to keep them neat, clean and free from rubbish or other material.

COMMON AREAS
There are a number of common areas you share with other residents. These areas are there for you to enjoy, but make sure you always clean up after yourself and leave the area ready for the next person. Maintaining a peaceful and hygienic environment means everyone can enjoy these spaces.

Please don’t damage any structures, gardens/trees/plants; fire-fighting prevention or detection equipment and always dispose of any litter appropriately.

If there are any children under your control, it’s your responsibility to make sure they’re supervised when playing in any common areas.

COMMUNAL KITCHEN
A communal kitchen is available for residents in the University Terraces (stocked with cutlery, crockery and cooking equipment) and can be booked for groups of up to 14. It’s available between 9am to 3pm or 4pm to 10pm Monday to Thursday and from 9am to 3pm on Fridays. Please book three business days in advance via the Student Accommodation office.

The resident that books the kitchen is responsible for ensuring that everything is left clean & tidy, all rubbish is removed and that all equipment is accounted for. If anything is missing, damaged or if the kitchen is left in a mess, there may be a fee charged.
COMMUNITY ASSISTANTS
Community Assistants are current UNSW students and live at each apartment complex (excluding High St). While they’re tasked with monitoring the building and common areas, their main role is to engage with residents; facilitate social activities and act as the first point of contact for any issues or problems that may arise.

COMPUTER LABS
There are a limited number of desktop computers available at the University Terraces. If there are any problems with the computers, please contact the Student Accommodation office.

If you need to send a fax, there are facilities at:

- Arc Reception, Blockhouse (map reference G6).
- Australia Post (map reference F22).

GARBAGE DISPOSAL
There are communal rubbish areas in each apartment complex. If your complex uses chutes, please read any instructions posted nearby, eg. don’t put cardboard boxes or large items down the chute.

Garbage bins are for small bags of wrapped household waste. When transporting your rubbish to the bins, be mindful that no liquids are tracked through the halls.

Please don’t leave any garbage outside your apartment, in the stairwells, halls or walkways of the building or loose in common areas.

GUESTS
Guests are welcome to visit, however it’s your responsibility to ensure you accompany them at all times; they behave appropriately and don’t disturb the peaceful enjoyment of other residents; and that they abide by the policies and procedures of UNSW.

You’re responsible for your guests and will be held accountable for any act, omission or misconduct by them.

You must not allow any unauthorised person to use the accommodation services assigned to you. Charges will apply if an unauthorised guest is found to have occupied your room.

HEATERS
In the interests of safety, heaters with an exposed element, small fan heaters and bar heaters are prohibited. Please only use enclosed column heaters with a maximum capacity not exceeding 1,200 watts.

INSPECTIONS
Routine inspections of your room and all common areas will take place each semester. You’ll be notified before an inspection, but if any area is found to be unsatisfactory, professional cleaning will be arranged and a fee will be charged (ranging from $88 to $250).

An inspection will also take place whenever a resident vacates their unit. The vacating resident’s room and all common areas must be clean and undamaged. If any area is found to be unsatisfactory, professional cleaning will be arranged and a fee will be charged to all residents (ranging from $88 to $250).

INSURANCE
Your contents are not covered for theft or damage and we strongly recommend you take out insurance to cover items of value, eg. computers, cameras or jewellery. We also recommend you have suitable health insurance.

INTERNET USAGE AND NETWORKING DEVICES
Wi-fi is available in all UNSW Apartments. You’ve got access to the UniWide fair usage system. There’s no volume based charging for the internet, but you’re bound by the acceptable use of IT resources policy:

it.unsw.edu.au/students/policies

For instructions on configuring your device and accessing the network:

it.unsw.edu.au/students/uniwide

You must not connect or make use of any networking devices on the data ports provided (for example: networking routers, hubs, switches).
KEYS
Barker, High St & Mulwarree
You’ll receive keys to your room when you check-in.

University Terraces
If you’re a new student, we’ll give you a temporary access card valid for two weeks. During this time, make your way to FM Assist (Level 2, Mathews Building) and collect your UNSW Student ID card. Bring this card back to the Student Accommodation office and we’ll encode it for you. Please ensure you return your temporary access card.

LANDSCAPED GROUNDS
The landscaped areas are there to be used and enjoyed by all residents. We do ask you to remember that some residents will have apartments facing onto or near these areas - so always be mindful of any noise or disturbances that you may cause... especially during exam periods!

LAUNDRIES
Each apartment complex has a number of coin-operated washers and dryers. Always be respectful and don’t leave your clothes for long periods after the cycle has finished. By the same token, please don’t remove another residents’ washing.

Barker St
• 4 laundries located around the apartment complex.
• Open from 7am to 10pm.

• Use your external gate key to open the laundries.
• There’s a drying yard near unit 42. This is the only designated area to dry your items outside. You cannot dry any washing in the courtyards, on balconies or in common areas.
• Call the service number on the machine/s if they stop working.

Mulwarree
• The laundry is located on the same level as the car park.
• Use your stairwell door key to open the laundry. If you’re in a unit which isn’t located in a stairwell, your front door key will open the laundry.
• Call the service number on the machine/s if they stop working.

High St
• The laundry is located at the far end of the property.
• Use your stairwell door key to open the laundry. If you’re in a unit which isn’t located in a stairwell, your front door key will open the laundry.
• Call the service number on the machine/s if they stop working.

University Terraces
• The laundry is located on level 1, next to the student lounge. Irons and ironing boards are also available to use.
• Make sure you don’t open the door to the washing machine after the money has been paid. This causes the machine to freeze and maintenance will need to be called.
• Log a maintenance request through the Residents Portal if a machine stops working.

MAINTENANCE
Report any issues as soon as possible by submitting a request via the Residents Portal:
portal.rc.unsw.edu.au

Please don’t assume someone else has/will report a problem. Requests are prioritised according to their level of urgency (you can also check on the status of a request via the portal).

ONLINE RESIDENT PORTAL
View or pay your accounts, report a maintenance issue, check your room inventory or update personal details.
portal.rc.unsw.edu.au

We might need to get in touch with you occasionally, so it’s important to make sure we have your correct zMail address & phone number. You can update your phone number via the portal, but you need to contact us to update your email address.

If you have problems logging in, you might need to reset your password via the UNSW Identity Manager.

PAYMENT OF ACCOUNTS
Statements of accounts will be emailed to you or upon request your parents/guardians. An initial invoice will be sent prior to your commencement date, with each
subsequent invoice sent on the 15th of each month for payment due by the last day of the month.

The primary form of communication is via your allocated UNSW zMail account. Please make sure we have your correct email address and that you check your inbox regularly.

Regardless of who pays the fees, our agreement is with you, the resident, and as such we’ll contact you with regard to any unpaid monies.

STORAGE
Personal items, including furniture, bicycles, clotheslines and suitcases must not be stored temporarily or permanently in any common areas or on any balconies. When you finish your residency, you need to remove all your belongings.

If you intend to store any flammable materials in the building, you need to obtain written permission from the Student Accommodation office. You may store these materials without permission if they’re to be used for cleaning the premises or washing any of your clothes.

TELEPHONE CONNECTION
There’s provision for one telephone line in the common area of each apartment at Barker St, Mulwarree and High St. Simply contact a service provider (eg. Telstra) to have the connection made in your name.

It’s advisable to have STD & ISD barred on the common phone. You can purchase your own coded cards to make pre-paid long distance and international calls. All costs related to the connection are payable by you.

There’s no provision for telephone connections at the University Terraces.

VEHICLES AND PARKING
High Street, Kensington is targeted by car thieves. Never leave valuables in your car and always ensure you secure your vehicle.

Barker St & University Terraces
Parking is not offered to residents, however, parking on and around campus is available and is managed by FM Assist. Further details can be found on their website:
facilities.unsw.edu.au/fm-assist

Or you can visit them in person on level 2 of the Mathews Building (map reference F23).

There is limited motorbike parking (free) and bicycle racks that you can also access (free).

Parking between 7.30pm and 7.30am is free and unrestricted, as is weekend parking. However, please make sure you always check any street signage in case of changes.

Mulwarree & High St
You can obtain a parking card ($50 holding deposit), which allows you to use the car park at the apartment complex (subject to availability and there may be a waiting list).

To obtain a permit, please contact the Student Accommodation office to make an appointment.

Please bring the following documentation to the appointment:
- Student ID card.
- Vehicle registration provided by the RTA under the licensee’s name (if your vehicle’s registration is not under the licensee’s name, please ensure you bring additional documentation, such as the vehicle’s insurance under the licensee’s name).

Bicycle racks are located in the basement car park at Mulwarree. We recommend you take care securing them to avoid theft. UNSW takes no responsibility for bicycles stored on the racks. Bicycles are not permitted to be stored in apartments, stairwells or footpaths.

VENDING MACHINES
There are vending machines in the University Terraces.

Please call the phone number on the machine to report any faults.
All conduct within the apartments must be consistent with the relevant policies and procedures of UNSW and the Rules of Occupation (part of your Licence Agreement) and is subject to relevant Commonwealth and State laws. You should at all times comply with any local policies, including those in this handbook and the overarching UNSW Student Code of Conduct.

ALCOHOL
Responsible consumption of alcohol is permitted inside your apartment provided it’s within State and National laws and guidelines, UNSW conduct policy, and your Licence Agreement.
Responsible consumption means drinking in moderation within the following limits:
• Drinking must not interfere with the interests and welfare of others, damage property or bring the reputation of the apartments or UNSW into disrepute.
• Any behaviour that causes harm to individuals, property or the reputation of the apartments or UNSW is unacceptable. This includes any form of harassment and behaviour that interferes with the reasonable expectation of an environment conducive to study and to sleep.

Alcohol free zones
All common areas of the University Terraces are alcohol free zones including the meeting rooms, Wintergarden study spaces, level one student lounge, IT room, rooftop gardens, BBQ area, foyers and corridors.
All common areas of Barker St, Mulwarree and High St Apartments are alcohol free zones, including the lawn and/or balconies.

BREACHES OF BEHAVIOUR AND CONDUCT
For breaches of behaviour or conduct, depending on the severity of the situation, a number of penalties may apply, including:
• Written warning/reprimand, fine, expulsion or non re-admission to UNSW Accommodation.
• Any advance payments will be forfeited if your Licence Agreement is terminated (at the discretion of the Student Accommodation office).

DISCRIMINATION AND HARASSMENT
All students are bound by UNSW policies including:
• The Student Misconduct Policy.
• UNSW Privacy Management Plan.
• UNSW Occupational Health & Safety Policy.
• Acceptable Use of Information and Communications Technology Resources.

Any issues or incidents which are investigated by the Student Accommodation office, may be referred to a third party, such as SEADU.

What can I do if I think I’ve been harassed or experienced discrimination?
The Student Equity & Disabilities Unit (SEADU) can be contacted if you’re aware of or believe to be the subject of harassment, bullying, discrimination or vilification of any kind.

T: +61 2 9385 4734
F: +61 2 9385 6262
E: seadu@unsw.edu.au
W: studentequity.unsw.edu.au

DRUGS
There is a zero tolerance policy for illicit drug use.

If you’re found to be in possession of or distributing illicit drugs anywhere on the premises, building or common areas, your Licence Agreement will be terminated immediately and the relevant UNSW and legal authorities will be informed.

LIVING BY MUTUAL CONSIDERATION AND RESPECT
All residents, staff and visitors should be treated fairly and with respect, regardless of a person’s race; ethnic or ethno-religious origin or nationality; sex or sexual preference (including transgender); marital status; status as a carer; pregnancy or potential pregnancy; age; disability; religious; trade union or political affiliation.

As such, please always ensure you:
• Are adequately clothed when on common property and balconies.
• Don’t use language or behave in a way which might offend or embarrass others.

NOISE
From 11pm to 7am it’s quiet time and there should be no disruptions or disturbances. During study vacation and exam time, quiet hours may be imposed from 10pm.

Please be respectful of your neighbours and fellow residents and try not to disturb the peaceful enjoyment of others.

If a resident is making too much noise late at night or early in the morning, in the first instance, you can try knocking on their door and politely asking them to keep it down. You’ll probably find they weren’t aware of how loud they were!

If the noise persists, you can call Security on 9385 6666 and they will address the matter.

You should also notify the Student Accommodation office in writing as soon as possible. Make sure you include the following information:

• Date and time/s.
• Unit the noise was coming from and name/s of the people involved.
• Type of noise.
• What action you took.

SMOKING
UNSW is a smoke-free campus and as such smoking is not allowed on any part of the premises, the building or common property.

At no time can you cover, tamper, interfere or obstruct smoke detectors in your room or on the premises.
SECURITY

ALWAYS CARRY YOUR ACCESS CARD OR KEY WITH YOU AT ALL TIMES, LOCK YOUR DOORS AND WINDOWS WHEN YOU LEAVE AND BE MINDFUL OF LETTING STRANGERS INTO YOUR APARTMENT COMPLEX.

ACCESSING YOUR ROOM
We respect your privacy and will always make every effort to give you forewarning if entry to your room is required for maintenance, cleaning or some other matter. Staff hold a master key for use in case of emergencies.

You’re responsible for securing your own room and possessions, and must organise any insurance in that regard. The Student Accommodation office is not responsible for lost, stolen or damaged property.

LOCKOUTS
When you check-in to your apartment, you’ll be issued with a key or security access card. It’s your responsibility to carry your key with you at all times and to keep it secure. If you lose your key, you’re jeopardising the safety and security of not only yourself, but others who live in your apartment complex.

If you lose or misplace your key, you must report this immediately to the Student Accommodation office and a fee will be charged.

If you accidentally lock yourself out during office hours, you can borrow a spare key from the Student Accommodation office for a limited period of time to access your apartment and retrieve your key (if it’s locked inside).

If you’re locked out of office hours, contact Security on 9385 6666, however a fee will be charged.

When an ID card or room swipe card is lost or damaged, the replacement charge will be $25 (inc. GST).

These charges are payable immediately.

PERIMETER SECURITY
There’s an intercom system that guests may use to contact residents in their apartments who can then let them into the building.

If there are any breaches to perimeter security, for example, letting in a stranger or unaccompanied guest, leaving a door ajar or propped open or giving your access card/key to someone, disciplinary action will apply.

Allowing strangers into the secured residential area poses a significant risk to those who reside in the building, so it’s advisable to not give access to anyone who may be waiting outside the building.
EMERGENCIES

FOR LIFE THREATENING EMERGENCIES, ALWAYS CALL 000 (FIRE/AMBULANCE/ POLICE) IN THE FIRST INSTANCE. YOU SHOULD ALSO MAKE SURE YOU PROVIDE OUR OFFICE WITH AN EMERGENCY CONTACT NAME AND DETAILS.

EMERGENCY SERVICES
- Ambulance/fire brigade/police
  T: 000 (NOT 911)
- UNSW Security
  24 hours
  T: +61 2 9385 6666
- Student Accommodation office
  Monday to Friday
  8.30am to 4.30pm
  T: +61 2 9385 4346

Report all accidents and incidents to Security. Seek their assistance in emergencies if time permits.

FIRES
All apartments are fitted with fire alarms and it’s against the law to tamper with or cover an alarm. During fire drills, everyone must vacate the building. Penalties will apply to anyone who fails to vacate. In the event of a fire, the safety of all residents depends on people behaving responsibly and with care.

What happens if there’s a fire?
- Report the incident immediately to the Student Accommodation office during office hours and to Security outside of office hours.
- Raise the alarm and evacuate the building. Follow instructions as per evacuation procedures located behind the front door of your apartment.
- Fire extinguishers, blankets and hoses are available to assist in situations where a small fire can be put out without risk.
- Don’t take risks trying to put out a fire that may be out of control.
- Egress routes for evacuation are posted in your apartment. Please evacuate promptly.

False alarms
You’re responsible and liable to pay for the cost of any false fire alarm attendances triggered by you or your guests.

If an alarm does go off, the fire brigade will respond and if it’s found to be your fault, you could be charged up to $1,500 (subject to change). Please note, fire alarms in the University Terraces are very sensitive!

HAZARDOUS SITUATIONS
UNSW has a hazard and incident reporting and investigation procedure, 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 via myUNSW. Upon submission, FM Assist will then take appropriate action.
USEFUL NUMBERS

FROM HEALTH SERVICES TO STUDENT DEVELOPMENT, STUDY ASSISTANCE, COUNSELLING SUPPORT AND MUCH MORE, THERE’S A RANGE OF GREAT SERVICES ON AND OFF CAMPUS FOR STUDENTS. YOU’RE NOT ALONE AT UNSW.

ON CAMPUS

• ARC Student Advocates
  T: +61 2 9385 7700
  E: reception@arc.unsw.edu.au

• Careers & Employment
  T: +61 2 9385 5429
  E: careers@unsw.edu.au

• Dental Surgery
  T: +61 2 9313 6228

• Educational Support Team
  T: +61 2 9385 9365
  E: advisors@unsw.edu.au

• Fitness & Aquatic Centre
  T: +61 2 9385 4881
  E: membership.unsw@ymcansw.org.au

• Health Service
  T: +61 2 9385 5425
  E: unihealth@unsw.edu.au

• Hear to Hear (during semester only)
  Arc’s after-hours student helpline
  T: +61 2 9385 4832
  W: heretohear.arc.unsw.edu.au

• Learning Centre
  T: +61 2 9385 2060
  E: learningcentre@unsw.edu.au

• Pharmacy@UNSW
  T: +61 2 9663 0883

• Religious Centre
  W: student.unsw.edu.au/religion

• Security (emergency)
  T: +61 2 9385 6666

• Security (non-emergency)
  T: +61 2 9385 6000
  E: security.services@unsw.edu.au

• Student Accommodation office
  T: +61 2 9385 4346
  E: accommodation@unsw.edu.au

• Student Central
  T: +61 2 9385 8500
  E: studentcentral@unsw.edu.au

• Student Counselling (CAPS)
  T: +61 2 9385 5418
  E: counselling@unsw.edu.au

• Student Development
  T: +61 2 9385 9365
  E: studentdevelopment@unsw.edu.au

• Student Development International (SDI)
  T: +61 2 9385 5333
  E: international.student@unsw.edu.au

• Student Equity & Disabilities Unit (SEADU)
  T: +61 2 9385 4734
  E: seadu@unsw.edu.au

• Switch
  T: +61 2 9385 1000
OFF CAMPUS

• Avoca Street Medical Centre
  T: +61 2 9399 3335
  T: 1300 729 749 (after hours)
  W: avocastreet.com

• Beyond Blue (24/7)
  T: 1300 224 636
  W: beyondblue.org.au

• Kensington Pharmacy
  T: +61 2 9663 1881

• Lifeline (24/7)
  T: 13 11 44

• National Home Doctor Service
  T: 13 74 25
  W: homedoctor.com.au

• Prince of Wales Hospital
  T: +61 2 9382 2222

• Randwick Dental Clinic
  T: +61 2 9314 5226
  W: nothingbutthetooth.com.au

• Fairwork Ombudsman
  T: 13 13 94
  W: fairwork.gov.au

• Legal Aid NSW
  T: 1300 888 529
  W: legalaid.nsw.gov.au

• Study in Australia
  W: studyinaustralia.gov.au

• Mental Health Line (24/7)
  T: 1800 011 511

• Kids Help Line (24/7)
  Students up to 25 years
  T: 1800 55 1800

• Suicide Call Back Services (24/7)
  T: 1300 659 467
  W: suicidecallbackservice.org.au
MY NUMBERS
Use this space to add any additional numbers you think are handy...
ROOM INSPECTIONS AND MAINTENANCE

ROOM INSPECTIONS
After you check in, you’ll need to complete a room inspection.

It’s really important you do this so you can record the condition of the room and make sure everything is okay. It also ensures you won’t be charged for any damages if they were present prior to your arrival.

MAINTENANCE REQUEST
Please report any issues as soon as possible by submitting a request via the Residents Portal:

portal.rc.unsw.edu.au

Please don’t assume someone else has/will report a problem.

Requests are prioritised according to their level of urgency (you can also check on the status of a request via the portal).

ONLINE RESIDENT PORTAL
If you have problems logging in, you might need to reset your password via the UNSW Identity Manager.
**HOW TO COMPLETE YOUR ROOM INSPECTION**

1. Use your zID and zPass to log in to the Residents Portal: portal.rc.unsw.edu.au

2. Click **Inventory** on the top navigation bar.

   ![Inventory Navigation](image)

3. The **Inventory Module** will display any inspections you need to complete.

   **Inspections**
   ![Inspection Table](image)

   **Shared Inspections**
   ![Shared Inspection Table](image)

4. Click on the area that you want to complete (a) and then click **Review** (b).

5. If you disagree with an item, enter text in the **Review Comment** box. If you agree the current condition is acceptable, tick **Agree**.

   **Inventory Type** | **Description** | **Current Condition** | **Review Comments** | **Reviewed by** | **Agree**
   --- | --- | --- | --- | --- | ---
   Bed | BED - Single Bed Mattress | Good | Mattress has a stain. |  | 
   Bed Frame | BED - Single Bed Frame | Good |  |  | ✔️
6. Click **Save & Continue** at the bottom of the page.

7. Complete all areas listed. If you have added a comment to an item, the **Status** will display as **Not Accepted (a)**. All other areas should have a **Status** of **Accepted (b)**.

### Inspections

<table>
<thead>
<tr>
<th>Inspection Title</th>
<th>Room Space</th>
<th>Location</th>
<th>Date Modified</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/02/2014 - Inspection Run for 4 Room Spaces</td>
<td>117 - Bedroom A</td>
<td>University Terraces</td>
<td>2/3/2014</td>
<td>Not Accepted</td>
</tr>
</tbody>
</table>

**Review**

### Shared Inspections

<table>
<thead>
<tr>
<th>Inspection Title</th>
<th>Room Space</th>
<th>Location</th>
<th>Date Modified</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/02/2014 - Inspection Run for 4 Room Spaces</td>
<td>117 - Bathroom</td>
<td>University Terraces</td>
<td>2/3/2014</td>
<td>Accepted</td>
</tr>
<tr>
<td>3/02/2014 - Inspection Run for 4 Room Spaces</td>
<td>117 - Lounge</td>
<td>University Terraces</td>
<td>2/3/2014</td>
<td>Accepted</td>
</tr>
<tr>
<td>3/02/2014 - Inspection Run for 4 Room Spaces</td>
<td>117 - Kitchen</td>
<td>University Terraces</td>
<td>2/3/2014</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

**Review**

8. To complete the condition report, you'll need to click **Save & Continue**.

**HOW TO LOG A MAINTENANCE REQUEST**

1. Use your zID and zPass to log in to the Residents Portal: [portal.rc.unsw.edu.au](http://portal.rc.unsw.edu.au)

2. Click **Maintenance** on the top navigation bar.
3. Click on the area that you want to report the issue in:

- **My Room**: This is usually your bedroom.
- **My Apartment**: If you live in a shared apartment this will be the common areas of your apartment, eg. living room, kitchen etc.
- **Public Areas**: Shared spaces for the whole accommodation, eg. BBQ area.

4. Click **New Job**.

5. If the space is not your room, you'll need to select the particular room from your list that will be displayed:

<table>
<thead>
<tr>
<th>Room Space</th>
<th>Room Space</th>
<th>Room Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>449 - Bathroom</td>
<td>UTER 449 Bathroom</td>
<td>Bathroom</td>
</tr>
<tr>
<td>449 - Kitchen</td>
<td>UTER 449 Kitchen</td>
<td>Kitchen</td>
</tr>
<tr>
<td>449 - Lounge</td>
<td>UTER 449 Lounge</td>
<td>Lounge</td>
</tr>
</tbody>
</table>

Click **Continue** once you have selected the room.

6. Select the **Category** (this is the type of work required).

7. Select the **Item** (this is based on the Category).
8. Lastly, add a short description of the problem in the **Description** section.

9. Click **Save & Continue** to send the maintenance request.

10. You’ll receive an email that will provide you with a Job ID. Please make note of this as you will need to reference this number to follow up the progress of the work.

---

**CHECKING ON THE STATUS OF MAINTENANCE WORK**

1. Log in to the Residents Portal: portal.rc.unsw.edu.au

2. Click on the **Maintenance** link in the top navigation bar.

3. Select the area that the maintenance issue is in, eg. My Apartment.

4. From here you can see the progress of the work.

---

**My Apartment**

(Step 1 of 2)

"My Apartment" allows you to log maintenance jobs about your apartments shared spaces, ie. everything outside your bedroom.

<table>
<thead>
<tr>
<th>Date Reported</th>
<th>Item</th>
<th>RoomSpaceMaintenanceID</th>
<th>Description</th>
<th>Room Type</th>
<th>Room</th>
<th>Room Space</th>
<th>RoomSpace_Desc_Web</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/04/2014</td>
<td>Bathroom Basin</td>
<td>8390</td>
<td>There is a crack in the basin</td>
<td>Kitchen</td>
<td>UTER</td>
<td>449 - Kitchen</td>
<td></td>
<td>Open</td>
</tr>
</tbody>
</table>
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T: +61 2 9385 4346  F: +61 2 9385 4557
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W: accommodation.unsw.edu.au

CRICOS Provider Code: 00098G