



# Accommodation Handbook

HERRING ROAD APARTMENTS



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## **WELCOME TO HERRING ROAD APARTMENTS!**

At the Macquarie University Accommodation Office, it is our goal to make your stay as enjoyable and comfortable as possible.

This Handbook forms part of your Residential Agreement with Macquarie University. It sets out your responsibilities as a resident and the processes we use to manage your accommodation.

The Handbook also outlines any essential contact numbers to be used in an emergency.

Macquarie Accommodation Office is responsible for the management of the University's accommodation for domestic and international students studying at Macquarie. We aim to provide students with quality accommodation, good facilities, and a friendly environment for students to live in.

Please take the time to read and understand this Handbook before you make any enquires to the Accommodation Office. If you have any questions, please do not hesitate to contact us.

### **MACQUARIE ACCOMMODATION OFFICE CONTACT DETAILS**

Accommodation Office  
Level 3, C7A Building, 18 Wally's Walk  
Macquarie University

**T:** +61 2 9850 7965  
**F:** +61 2 9850 6445  
**E:** [housing@mq.edu.au](mailto:housing@mq.edu.au)

## DICTIONARY OF TERMS

Term	Definition
<b>Academic Session</b>	<ul style="list-style-type: none"> <li>The University academic session.</li> </ul>
<b>Accommodation Office</b>	<ul style="list-style-type: none"> <li>The office located at C7A responsible for the administration of your stay at Herring Road</li> </ul>
<b>Apartment</b>	<ul style="list-style-type: none"> <li>The apartment in which your bedroom is located.</li> </ul>
<b>Apartment Common Areas</b>	<ul style="list-style-type: none"> <li>All areas of your Apartment that you share with other Residents, including the kitchen, bathroom, laundry, living room, dining room, entrance, hallways and court yards but not including the bedrooms.</li> </ul>
<b>Early Termination Form</b>	<ul style="list-style-type: none"> <li>The form which you are required to complete if you wish to vacate the Apartment earlier than the Termination Date, available from the Accommodation Office</li> </ul>
<b>Furnishings</b>	<ul style="list-style-type: none"> <li>The furnishings provided to you by the University (and remains the property of the University) in your room and apartment common areas.</li> </ul>
<b>Room and Your Room</b>	<ul style="list-style-type: none"> <li>The room in which your bed is located.</li> </ul>
<b>Resident</b>	<ul style="list-style-type: none"> <li>A student enrolled at Macquarie University who has signed a Residential Agreement for a Room in an Apartment.</li> </ul>
<b>Residential Agreement</b>	<ul style="list-style-type: none"> <li>The residential agreement between the University and you, the Resident, for your apartment at Herring Road.</li> </ul>
<b>University</b>	<ul style="list-style-type: none"> <li>Macquarie University.</li> </ul>
<b>Utilities</b>	<ul style="list-style-type: none"> <li>Electricity.</li> </ul>
<b>Utilities Allowance</b>	<ul style="list-style-type: none"> <li>The total allowance of AUD\$ 800.00 (including GST) per quarter during the Licence Period shared equally by all Residents of a 3-4 bedroom Apartment and \$1000.00 (including GST) per quarter for all Residents of a 6 bedroom Apartment for the supply of Utilities to the Apartment.</li> </ul>
<b>Utilities Excess Fee</b>	<ul style="list-style-type: none"> <li>The total amount exceeding the Utilities Allowance which all residents in the apartment are personally liable to pay.</li> </ul>

Terms defined in the Residential Agreement apply in this Handbook.

# **RESPONSIBILITIES OF STUDENT & ACCOMMODATION OFFICE**

## **REPONSIBILITIES**

The Accommodation Office's duties to you are:

- Ensure the apartment is clean and fit to live in at the start of the Residential Agreement.
- Provide a reasonable level of quiet enjoyment, comfort and privacy in the premises.
- Ensure the Apartment is reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- Maintain the Apartment and Furnishings in good repair.

Your duties to the Accommodation Office are to:

- Respect the privacy of other residents.
- Not disturb or interfere with the quiet enjoyment of other residents.
- Keep your Room and the common areas of the Apartment clean.
- Keep the common areas of the Apartment complex free from rubbish and personal belongings.
- Abide by the terms of the Residential Agreement, rules and regulations of the building.
- Comply with all directions given by staff of the Accommodation Office.
- Immediately lodge a maintenance request in the Online Portal for any damage or furnishings requiring repair - <http://www.students.mq.edu.au/support/accommodation/residents/>.
- Not use the Apartment and surrounding premises for illegal purposes.
- Only use the Apartment for residential purposes.

## **YOUR STATUS AS A LODGER**

By signing your Residential Agreement, you acknowledge that:

- As a Resident, you have the right to use and occupy your room and a non-exclusive right to use the Apartment common areas. Your use and occupation is only for the period specified in your Residential Agreement.

## MANAGEMENT’S RIGHT TO ACCESS YOUR APARTMENT / ROOM

Purpose of Entry	Notice Required
In the event of an emergency requiring immediate attention or for urgent repairs.	<ul style="list-style-type: none"> <li>No notice given</li> </ul>
To carry out repairs or maintenance requested by you or by a resident in your Apartment.	<ul style="list-style-type: none"> <li>No notice given</li> </ul>
To install a smoke alarm or replace a smoke alarm battery.	<ul style="list-style-type: none"> <li>No notice given</li> </ul>
To inspect your Room and/or the common areas of the Apartment.	<ul style="list-style-type: none"> <li>7 days notice and otherwise as indicated on the monthly cleaning roster</li> </ul>
To carry out urgent maintenance or repairs	<ul style="list-style-type: none"> <li>No notice</li> </ul>
Additional inspections of your Room and/or the common areas of the Apartment.	<ul style="list-style-type: none"> <li>7 days</li> </ul>
To show your Room and/or Apartment to a prospective buyer, resident, valuer or mortgagee.	<ul style="list-style-type: none"> <li>7 days</li> </ul>
If the University reasonably suspects that you are sharing the occupancy of your Room or allowing the common areas of the Apartment to be used or occupied by guests whether overnight or during the day in breach of your Residential Agreement.	<ul style="list-style-type: none"> <li>No notice given</li> </ul>
To carry out non urgent maintenance or repairs as requested by the Accommodation Office.	<ul style="list-style-type: none"> <li>7 days</li> </ul>

All maintenance notices are sent to your email address registered with the Accommodation Office.

Please note that it is the responsibility of the student to ensure that your contact details, including email address and mobile number, are correct. Please notify us immediately if there are any changes to your contact details.

# ADMINISTRATION

## ROOM ALLOCATIONS

Room allocations are at the absolute discretion of the Accommodation Office. You must reside in the Room allocated to you and must not move to or occupy another room within the Apartment without the Accommodation Office's written approval.

You may be relocated to another room if available and the Accommodation Office considers it necessary. The Accommodation Office will provide you with reasonable notice if it needs to relocate you, but it is not required to provide you with a reason for the relocation. A move may be necessary for the following reasons:

- for maintenance or repairs,
- if there is a conflict between residents; or
- if the Accommodation Office determines it otherwise necessary.

You are entitled to occupy the room allocated to you by the Accommodation Office (unless you are required or need to move) for the period stated in your Residential Agreement. Occupancy of your room does not entitle you to any right of priority in future room allocations by the Accommodation Office in following academic sessions.

## ACCOMMODATION FEES

You must accept the Residential Agreement and pay the Accommodation Fees within 7 days of receiving an official offer letter from the University. Payments can be made in one of two ways for session and full-year bookings:

1. Pay the full accommodation fees within 7 days to receive an upfront payment discount on your accommodation fees.
2. Pay your accommodation fees in monthly instalments, but forfeit the discount. If you choose a monthly payment plan, the first instalment will be 1 months' rent in advance and a 4-week bond.

For short-term stay students, full payment is required within 7 days of receiving your offer letter. Please contact the Accommodation Office for further information – 02 9850 7965 or [housing@mq.edu.au](mailto:housing@mq.edu.au).

## TERMINATION OF CONTRACT

Your Residential Agreement is a legally binding agreement. Once you have signed your Residential Agreement you are legally bound to pay the Accommodation Fee due for your Room until the expiry date of the agreement.

If you need to vacate your room anytime during the Licence Period, you must submit an Early Termination Form together with any supporting documentation to the Accommodation Office with at least 21 days notice from your intended departure date. It is the University's sole discretion as to whether or not it will release you from your obligation to pay your Accommodation Fees to the Termination Date specified in your Residential Agreement. It may depend upon your reason for needing to terminate your agreement, as well as our ability to find a replacement for your room. If the University agrees to release you from your obligation to pay Accommodation Fees to the Termination Date, you may be charged a Cancellation Fee

## HOLIDAYS / ABSENCE DURING ACADEMIC SESSION

Please advise the Accommodation Office if you are planning to go on holidays during the session. This information is required so that you may be accounted for in an emergency.

If you are a continuing resident, you must ensure all locks on your doors and windows are secure and that all electrical appliances are turned off if you should leave the Apartment during the session holiday period. Residents should keep their keys during the vacation period if they have paid for their room during this time.

You are not permitted to store any luggage or personal items in the Apartment over the session holiday period after your Residential Agreement has expired. All items and luggage left in the Apartment after your Residential Agreement has expired will be considered to be uncollected goods and disposed of in accordance with applicable laws and regulations.

## **MAIL**

### **Before Check in:**

As your permanent postal address is not available until check-in, students are advised to store their luggage at a local storage facility until their check-in date.

### **After Check out:**

Please ensure that you change your postal address as mail will not be redirected.

## **MAINTENANCE & REPAIRS**

Any repairs, cleaning or general maintenance need to be lodged at your Online Portal - <http://www.students.mq.edu.au/support/accommodation/residents/>. The username and password you were given at the time of applying can be used to access this portal. Repairs and maintenance are carried out Monday to Thursday 9am to 5pm, and Friday 9am-3pm. If you have an urgent repair (i.e. flooding, failure of electricity, gas, etc.) outside office hours, please contact your Resident Advisor who will take appropriate action to assist you.

Residents are asked not to approach the cleaning staff directly about maintenance problems in their Apartment or Room. Repairs and maintenance that need to be done as a result of wilful damage or negligence by the resident will be charged to the resident. If a contractor is refused access by the resident, or advises that no repair is necessary, the resident will be charged for a call out fee.

Once received, a property officer will attend to your request as soon as possible.

## **COMMENTS & FEEDBACK**

All complaints / comments regarding your Apartment or the behaviour of other residents etc. should be made to the Accommodation Office in person and in writing. If the complaint is of a confidential nature, you may make an appointment to see an Accommodation Officer, who will discuss the problem in private with you. Any complaints made outside of office hours should be made to your Resident Advisor, who will try to assist you or direct the problem to the Accommodation Office the following working day.

# ARRIVAL AND DEPARTURE

## ARRIVING

### Check In

You will collect your house key from your Residential Advisor (<http://www.mq.edu.au/about/campus-services-and-facilities/macquarie-university-accommodation/current-residents/residential-advisors>).

### Residential Agreement

Your Residential Agreement is a legally binding document. A copy of your Residential Agreement is emailed to you when you accept it on the online portal.

### Keys

When you receive your keys, test all the keys as soon as you enter your Apartment. If you have any trouble opening the doors, contact the Accommodation Office immediately.

### Condition Report

You will be provided with a Condition Report, accessible through the Online Portal, which lists the inventory and condition of your accommodation. You must check the inventory in the accommodation against the comments stated on the condition report, ensuring that all items are present and noting any damage to furniture, fixtures, fittings, carpets etc that is not already noted.

The condition report is available online via the Online Portal - <https://apply.accommodation.mq.edu.au/>. You must complete the online condition report within 7 days of receiving your house keys. This form will be used for inspection purposes, and when you vacate your room. If you do not complete and submit the condition report within 7 days of receiving your keys, all items on the online form will be deemed acceptable, and you will be liable for the condition of the Room and Apartment as stated in that condition report.

## DEPARTURE

When your Residential Agreement expires, you may apply to renew your Residential Agreement (provided that you are still a student at the University) or you may vacate your Room and the Apartment in accordance with your Residential Agreement. You must comply with this section for either circumstance to avoid any penalty fees.

### Reapplication Form

Towards the end of your Residential Agreement, the Accommodation Office may send you an email inviting you to reapply for your accommodation. The email will contain the details of how to reapply and the date by which you must reapply. You can also log into your Online Portal during the reapplication period - <http://www.mq.edu.au/about/campus-services-and-facilities/macquarie-university-accommodation/how-to-apply>. Select the 'Application' tab and then submit an application as a 'Returning Student'. You will have the option of extending temporarily (select 'short stay reapplication') or for another session (select 'session reapplication').

It is your responsibility to submit your reapplication form online by the required deadline. The University may or may not decide to accept your application to renew your Residential Agreement and it may do so in its absolute discretion without the need to provide you with reasons for its decision. If your application for renewal is not approved, you must vacate the Apartment by the Termination Date of your Residential Agreement.

## **Vacate Letter**

If you plan on vacating at the end of your Residential Agreement you will need to complete a Vacate Form, which will be supplied to you by the Accommodation Office. It is very important to inform the Accommodation Office of your exact date of departure.

## **Mail**

You can organise to have your mail redirected by Australia Post for a fee (\$7/month @ Shop UC7 Macquarie Centre (02) 9887 3593). All mail delivered to your Apartment will be returned to the sender after your departure. Please note, the University will not redirect your mail.

## **Telephone / Internet Connection**

Remember to finalise your telephone / internet accounts with your provider.

## **Library / Rental Items**

Arrange for the return of any rented electrical equipment, furniture, DVDs or library books.

## **Keys**

Return your keys to the Accommodation Office (C10A) by **11am** on your day of departure. If you are leaving outside of office hours, please leave your keys with your Resident Advisor. Students who return their keys after 11am will be charged and must pay an additional night's fee calculated pro rata from the weekly Accommodation Fees for that Room.

Please **do not** leave your keys with anyone else (e.g. friend, housemate). The keys are your responsibility until they are returned to the Accommodation Office or the RAs. If you do not return your keys by the required date, a full lock change at that Apartment may be required and, if that occurs, you will be charged for the cost of replacing all of the keys to the Apartment.

## **Inspection**

An inspection will be conducted by the Accommodation Office on the first business day after your departure date. We expect you to leave your room clean and tidy. All your personal property **MUST** be removed from the Apartment. Any items left in your room will be dealt with in accordance with applicable laws and regulations. It is expected that the following areas will be cleaned satisfactorily:

<b>Exit Cleaning Standard</b>	
<b>Individual Bedrooms</b>	
Floors	<ul style="list-style-type: none"><li>• Vacuum your bedroom thoroughly, including under the bed.</li></ul>
Rubbish	<ul style="list-style-type: none"><li>• Dispose of all rubbish and recycle all recyclable material.</li></ul>
Personal Effects	<ul style="list-style-type: none"><li>• Remove all your personal articles from the entire Apartment.</li></ul>
Bed Linen	<ul style="list-style-type: none"><li>• Remove all bed linen, except for the mattress protector, from your bed.</li></ul>
Furniture	<ul style="list-style-type: none"><li>• Leave all furniture in its original place.</li></ul>

Common Areas	
• Floors	• Vacuum all floors thoroughly.
• Walls	• Clean off any scuff or hand marks or stains from the walls.
• Kitchen	• Clean and wipe all tiled areas, hard surfaces, sinks and basins.
• Cooking Areas	• Thoroughly clean the stove, hotplates, griller and the oven (inside and out).
• Microwave	• Clean the microwave inside, wash turning plate and wipe clean the outside.
• Fridge	• Remove all foodstuffs from the fridge and freezer. Wipe over the outside of the fridge to remove any marks and thoroughly clean the inside, including the freezer.
• Kitchen Cupboard	• Remove all food from the kitchen cupboards. Wipe clean the inside and outside of the cupboards and drawers.
• Bathroom	• Clean and wipe all tiled surfaces (walls and floor), clean glass surfaces (mirrors and shower screens), empty all personal effects from drawers and cupboards.
• Laundry	• Ensure that the washing machine and dryer are empty, the dryer filter is clean and outside surfaces wiped clean.
• Outside	• Outdoor areas should be left tidy and free of all rubbish.

Common areas are the responsibility of all residents in the Apartment. It is your responsibility as a household to organise your tasks. Please do not neglect any of the areas mentioned and please be considerate of all residents in your Apartment. If you are the first to leave, do not leave all the work to the last person.

Any personal items left behind will be considered uncollected goods and will be disposed of in accordance with applicable laws and regulations.

# **RULES & WHAT HAPPENS IF YOU BREAK THEM**

## **RULES**

### **NO Smoking**

In line with University policy, as well as health and safety regulations, smoking inside your room, apartment, on the balcony, or within the building complex is prohibited.

### **NO Guests**

You must not share your room, or allow any part of the common areas of the Apartment, to be used by guests to *stay overnight (past 11pm)*, or to reside in the Apartment at any time, without written permission from the Accommodation Office. Guests during the day are allowed, however you must not leave your guest(s) alone in the apartment at anytime and you are responsible for the actions of your guest(s) and ensuring that the guest(s) follows the rules of the apartment during that time. No guests are allowed after 11pm and before 7am. A penalty fee, or further disciplinary action may apply.

### **NO Subletting**

Under no circumstances may you rent out your assigned room, or any other part of your Apartment, to someone else.

### **NO Alterations**

You must not make any alterations to your Room or the Apartment. This includes, but is not limited to, the following:

- painting walls
- curtains or blinds
- door locks and handles
- light fittings
- smoke alarms / fire fighting equipment.

### **NO Parties**

**(without consent)** You must not have a party in your Apartment or Room without the consent of the Resident Advisor to hold a party. All parties must end by 10pm, without exception.

### **NO Pets**

You are not permitted to keep or to entertain pets of any kind (including fish) in the Apartment.

### **NO Posters / Wall Hangings**

You must not affix to the wall, glass or any other surface in your Room or the Apartment common areas the following:

- any screws, nails or hooks
- any type of tape, glue or 'blu-tack' product

Offenders will be liable for the costs of repair.

### **NO Shopping Trolleys / Carts**

You must not bring a shopping trolley or shopping cart back to your Apartment or to the Property and leave it in the common areas. It is *against the law* to steal shopping trolleys

or carts and you may be issued with a fine by authorities in excess of AUD\$300.00. The University may report known offenders to the authorities.

### **NO Excessive Noise**

You must not disturb other Residents by making excessive noise in your Room and in the common areas of the Apartment or indulge in behaviour or promote behaviour which is likely to cause annoyance to other residents. All excessive noise and loud music in Apartments must end no later than 10.00pm (earlier in examination periods).

### **DO NOT Copy Keys**

You are not permitted to cut keys to your Apartment.

### **DO NOT Unplug Smoke Alarms**

If a smoke alarm starts to regularly emit a beeping sound, and it is not reacting to smoke or steam, it means that the batteries are low. You must not disconnect the batteries. Contact the Accommodation Office immediately and we will change the battery for you. In the event of a fire, a smoke alarm can save your life. Please report all malfunctioning smoke alarms to the Accommodation Office. If you disconnect a smoke alarm, the University may charge you a penalty fee of \$500.

### **NO Damage or Theft**

You must not cause damage to your Room or Apartment or throw objects from a balcony or window. You must report damage and theft to the Accommodation Office (or RAs after office hours) as soon as the offence occurs.

### **NO Illegal behaviour, Illicit Substances or supply of Alcohol to minors**

You must not consume nor supply illicit substances in your Room, in the Apartment or at the Property. You must not supply alcohol to persons under the age of 18 years of age. You must not behave in a manner which is threatening, improper or illegal.

### **COMPLY with this Handbook and the residential agreement**

You must comply with the Residential Agreement, including this Handbook and any directions given to you by Accommodation Office staff.

### **NO interference with the fire exits, fire equipment or blocking common areas**

You must not obstruct the fire exits or interfere with or use fire equipment other than for the purpose of dealing with an emergency.

## **CONSEQUENCES**

If you breach any of these rules above, you breach this Residential Agreement. The University may elect to terminate this agreement and require you to move out of your Room.

You may be fined or required to pay for damage to the Apartment or a replacement cost for damage to property or for cleaning costs. The University may also decide not to renew your Residential Agreement at the relevant time.

If your behaviour is such that in the opinion of the University, it threatens the safety and welfare of other residents or members of the University, or if you are convicted of a criminal offence, the University may terminate this Agreement effective immediately and require you to vacate the Room immediately.

# EMERGENCY & SAFETY PROCEDURE

## EMERGENCY PROCEDURE

### 1. Identify which Emergency Services you require:

- Police
- Fire Brigade
- Ambulance
- Bush Fire Brigade

### 2. Dial one of the following numbers:

- Dial – 000 (All phones) or
- Dial – 112 (Mobile) or
- Text – 106 (Hearing or speech impediment)

### 3. The telephone operator will ask you the following questions:

- What emergency service is required?
- What is your State? *New South Wales.*
- What is your address and the nearest cross street? *Unit no. /142 Herring Road Apartments, North Ryde. Nearest cross street: Waterloo Road.*
- What is the emergency?

Be ready and answer all of the operator's questions as clearly as possible.

*For Example:* If there is an intruder, dial 000 immediately and ask for the Police. Tell the operator there is an intruder and give them your exact address.

### 4. Notify the Accommodation Office

Important: If any emergencies occur please contact the relevant emergency service at FIRST instance and THEN immediately notify the Accommodation Office (during business hours) or your Resident Advisor (outside business hours).

Accommodation Services Office: +61 2 9850 7965

Herring Road Apartments RA: +61 408 194 051

## FIRE EVACUATION PROCEDURE

If the alarm indicates a fire all residents should do the following:

1. Leave the Apartment. Do not stop to collect personal items.
2. Evacuate into rear car park.
3. Call the Fire Brigade on 000 IMMEDIATELY.
4. Account for all residents of your Apartment.
5. Inform the Accommodation Office (during office hours) or your Residential Advisor (after office hours). See above numbers.

**REMEMBER TO ALWAYS REMOVE YOURSELF FROM DANGER FIRST**

## **FIRE SAFETY**

- Fire extinguishers and blankets are located in each Apartment. Residents should read the instructions found on the containers prior to use. Residents should only engage a fire if they can safely do so.
- A number of doors are fitted with door closers, to ensure they shut after use. Under no circumstances should these doors be wedged open or the door closers tampered with.
- Do not tamper with firefighting equipment. Firefighting equipment should not be used unless there is a fire.
- All residents are required to notify the Accommodation Office immediately if they suspect any fire safety equipment being improperly used.
- Kitchen Fire: In a kitchen fire, use the fire safety blanket/ fire extinguisher located in your kitchen. Do not pour water on the fire or try to pick up the burning item.
- Always report fires to the Accommodation Office.
- Please notify the office immediately if the fire blanket or extinguisher is used so that the Accommodation Office can organize replacement.

## **FIRST AID**

The Resident Advisors have a first-aid kit to attend to initial requests for assistance. Incidents involving the need for first aid should also be reported to the Accommodation Office.

## **OTHER IMPORTANT NUMBERS**

Campus Security	02 9850 7112 (general enquiries)
	02 9850 9999 (emergencies)
24/7 Student Info Hotline	1800 2273 67
Eastwood Police	02 9858 9299
Ryde Hospital	02 9858 7888
Taxis Combined	133 300
Transport Info Line	131 500
National Home Doctor Service	137 425

# LIVING GUIDE

## APARTMENT OVERVIEW

### Resident Advisors

Your Resident Advisor is a student at the University who lives with you in the Apartment complex and is available to assist in addressing community matters as well as assisting with relationships between flatmates. The Resident Advisors are generally sensitive to the difficulties that can be experienced by students. Please note that if you have any personal difficulties or issues including your accommodation, you can bring them to the attention of your Resident Advisor.

The Resident Advisor will treat you with respect and fairness and in confidence.

### **Resident Advisors:**

Herring Road Apartments +61 408 194 051

### House Meetings

All residents are required to attend a compulsory “House Talk” held by their Resident Advisor. These meetings are carried out shortly after the residents arrive and will cover important information about your stay.

It is essential that all residents attend a house meeting. As a resident, you can also ask your Resident Advisor to organise a House Meeting during the year if you think there are issues that need to be discussed as a group. These additional house meetings are also compulsory.

### Keys

If you lose your keys a full lock change will be required and you will be responsible for the cost and the cost of replacement keys for all the rooms in your Apartment.

If you become locked out of your Apartment you can contact the Accommodation Office during normal office hours or your Resident Advisor after office hours.

### Meals

All units are self-catered and include a fully furnished kitchen.

### Monthly Inspections

It is the responsibility of all residents to keep the Apartment common areas and individual bedrooms clean and tidy at all times. Inspections are carried out once a month by the Accommodation Office to ensure that the condition of your apartment is up to standard. If, during inspections, the apartment is found to be in an unreasonable condition, a penalty fee will apply to all residents of that Apartment in equal amounts to cover the cost of cleaning the offending areas.

The following areas need to be clean and in reasonable condition at all times:

- Entrance (tidy and free of shoes)
- Dining / Lounge (personal items are not to be left out in common areas)
- Kitchen (all tiled areas, hard surfaces, sinks and basins wiped clean)
- Cooking Areas (stove, hotplates, griller and oven clean inside and out)
- Microwave (clean inside and out including the turning)
- Fridge (clean inside and out with no out of date or uncovered food)
- Freezer (clean and free of frost build-up)
- Kitchen Cupboards (clean and tidy)
- Bathroom (clean and tidy, personal items to be labelled)
- Laundry (clean with all hard surfaces wiped down)
- Floors (vacuumed / mopped thoroughly)

- Walls (clean and free of scuff marks, hand prints or stains)
- Outside (tidy and free of all rubbish)

All residents must empty the kitchen bin and their own bedroom bins regularly. Rubbish must be bagged up and disposed of in the skip bin, which goes to an alternative waste technology (AWT) facility that separates the waste. No rubbish must be left in the common areas. Offenders may be fined by the University.

You must wash all of your own pans, utensils and crockery, and dry and store them immediately after each meal, so that surfaces and sinks are left clear for other residents.

*Ventilation of wet areas:* all residents must ensure the ventilation of 'wet' areas such as kitchens, bathrooms and laundries. This includes opening of windows after showers, use of the extractor fans and opening windows during use.

*Bicycles:* residents must not store their bicycles in the Apartment common areas or in the hallways or stairwells as these are fire escape routes and obstacles left in these areas may hinder escape in the event of an emergency. Bicycles left in hazardous positions will be removed by the University, Fire Brigade, or Body Corporation at the Resident's own cost. The University will not accept responsibility for any damage, loss or theft, and repeat offenders may be fined and/or their Residential Agreement terminated.

Residents MUST maintain their accommodation in a clean and presentable condition.

### **Parking**

Please note that all residents park entirely at their own risk and the University does not accept responsibility for any damage, loss or theft.

All residents must apply for a parking permit directly from the University at their own cost and must use the resident parking bays within the University. Parking permits can be obtained from the Cashier's Office on campus.

### **Entertainment**

A selection of board games are available for loan from your Resident Advisor apartment. Games include Monopoly, Trivial Pursuit, Cluedo, Uno and more. The games are free to borrow, however the sign-out sheet must be completed. Games may be borrowed for a maximum of 72 hours (3 days) in order to ensure all residents have a chance to use them. The games should be returned in good condition with all playing pieces and cards intact. Any breakages or loss of playing equipment should immediately be reported to your Resident Advisor and a replacement charge may apply.

## **EQUIPMENT AND FURNITURE**

*Note:* Australian electrical appliances operate with 240 volts. Exercise caution with electrical equipment.

### **Clothes Dryer**

All residents must clean the lint filter after every load to prevent overheating, damage and fires. The Fire Brigade recommends the following steps to prevent damage and fires:

- Clean the lint filters in clothes dryers after every load.
- Make sure that each load goes through a full cycle, giving the dryer an opportunity to cool down.
- Regularly dust the grill at the back of the clothes dryer to prevent dust build up and overheating.

- Do not overload power points in the laundry.
- Ensure there is proper ventilation and air space around the clothes dryer.
- Do not over fill the dryer with clothes (it will either over heat, not dry the clothes properly or stop mid cycle).

Failure to empty the lint filter will cause damage to the dryer and the residents of the Apartment will be personally responsible for the costs of repair or replacement.

### **Vacuum Cleaner**

All apartments are supplied with a vacuum cleaner. All residents must regularly empty the vacuum cleaner and its filter to avoid damaging it.

Keep the flexible hose clear, and on upright models, pay particular attention to keeping the upright channel at the back of the cleaner clear.

### **Stove, Oven & Microwave**

It is your responsibility to keep stove tops, fridges, ovens, grill pans and microwaves clean. Kitchen fires are often started by accumulated fat in the grill pans. Stove tops are often damaged by spillage when residents leave boiling water unattended. Residents will be charged for damage and replacement costs.

### **Fridge & Freezer**

All residents are responsible for cleaning and defrosting the fridge/freezer on a regular basis. Perishable items should not be left in the fridge indefinitely to prevent the build-up of offensive odours. Defrosting of the freezer must take place before the build-up of ice which stops the freezer door from shutting, or blocks the ventilation system of the refrigerator.

Failure to defrost regularly causes the door seals and vents to break and the motor to overheat. Repair and replacement costs will be charged to all residents. Some fridges have a fast freeze facility and you should ensure that this is not left on for long periods.

### **Irons & Ironing Boards**

The ironing should only be done on an ironing board. Iron burns to desks, carpets and benches will result in substantial cost to the resident in order to replace the damaged desk, carpet or bench.

### **Wall & Floor Heaters**

All residents should not leave heaters running for extended periods of time or leave them operating unattended. Offenders will be subject to disciplinary action/charges.

### **Light Globes**

If you require a light bulb in your apartment or bedroom to be fixed, please submit a maintenance request at the Online Portal - <http://www.students.mq.edu.au/support/accommodation/residents/>. Residents are not to replace light bulbs themselves.

### **Furniture**

You must not remove from your room or the Apartment any furniture, fittings, appliances or any other items provided to you by the University. You must also not introduce any furniture in your room or Apartment common areas without written consent of the Accommodation Office (e.g. beds, wardrobes, mattresses, mirrors, desks, etc).

## **UTILITIES AND PHONE**

### **Utilities – Electricity**

All residents must observe a Utilities Allowance of AUD \$800.00 per quarter for 3-4

bedroom Apartments and \$1000.00 per quarter for 6 bedroom Apartments and pay any excess to Macquarie University.

Electricity failure: if you have a power failure, please call your Resident Advisor immediately - <http://www.mq.edu.au/about/campus-services-and-facilities/macquarie-university-accommodation/current-residents/residential-advisors>.

### **Phone Connection & Internet Access**

The Accommodation Office does not provide internet or phone access in your Apartment. You should make your own arrangements with local service providers.

### **Guests / Visitors**

You are personally responsible for the behaviour of any guest who attends your Room or the Apartment. You are also personally liable for any damage that your guest may cause to your room or the Apartment.

Your guest must comply with all relevant conditions set out in this handbook and adhere to any directions given by Accommodation Office staff or Security.

You must always be at home when your guests are present. You must not give them your keys or allow them free use of your premises.

## **SECURITY & LOST PROPERTY**

### **Personal Security**

Macquarie University assumes no liability for loss or damage to personal possessions of residents and/or their guests, including loss by fire, water, theft or any other cause.

Residents should exercise discretion and common sense in storing valuable belongings in their rooms and Apartment. It is recommended that valuable items are locked away and kept within your bedroom, and not left unattended.

Residents should insure their personal property either through their parent's/homeowners insurance policy, travel insurance or through some other insurance policy.

It is the responsibility of each resident to ensure that the security of the Apartment is not compromised. Do not leave your room or Apartment entrance doors open. If you live on the ground floor ensure that your windows are secured when you leave your room and the blinds closed. The University does not insure your belongings and the Apartment can only be kept safe through co-operation.

If you see a door open or unlocked, close it yourself. When reports of theft are made to the Accommodation Office it is generally proved that doors have been left open by residents.

### **Lost Property**

Residents are requested to hand in all lost property to the Accommodation Office. Unclaimed items will be disposed of after three months.

### **Insurance**

All residents are strongly urged to take out their own insurance. The University's own insurance does not cover damage to the residences or personal belongings regardless of the nature of occurrence, be it accidental, due to fire, flood, theft etc.

## **ENVIRONMENT**

Macquarie Accommodation Office has a commitment to the conservation of the environment and residents can play their part by:

- Turning off lights and non-essential electrical appliances if they are not being used.
- Not using heaters if they are not needed.

- Taking shorter showers.
- Washing clothes with cold water (not hot).
- Drying clothes naturally using the clothes line.
- Turning off the tap when brushing your teeth.
- Reporting leaking taps immediately.
- Taking part in the Community Garden located behind Unit 1; this is a herb and vegetable garden to all residents (contact RAs for more information).

## **SPECIAL SERVICES**

The Accommodation Office has designated room 1 in apartment 10 at Herring Road as being a room available to an applicant with an assistance animal (such as a dog or cat).

This does not mean that this room will always be occupied by a student with an assistance animal and it does not mean that if the University receives an application from a student with an assistance animal, that their application takes priority over any other application.

It means that if the University offers a student with an assistance animal accommodation, they will be allocated this room.

The University may need to relocate students at this time, if this room will be occupied by a resident with an assistance animal. The Accommodation Office will advise you in advance of any arrangements to accommodate an assistance animal if the allocated room is in your Apartment.

Under the terms of the Residential Agreement which you agree to, the University has the ability to relocate you to a room in a different Apartment at Herring Road or to a property close by, if the necessity arises.

The student with the assistance animal will be required to sign an undertaking in relation to their animal and their animal must meet the criteria of an “assistance animal” as set out in the *Disability Discrimination Act 1992* (Cth).

Please contact the Accommodation Office if you have any questions and for further detail in relation to assistance animals.

**This Handbook is updated from time to time.**

**You must comply with the terms of the Handbook current at the time you signed the Residential Agreement and provided to you at that time.**

**If you renew your Residential Agreement, the latest version of the Handbook applies to that agreement.**



*Macquarie University is a vibrant hub of intellectual thinkers, all working towards a brighter future for our communities and our planet.*

### **A PLACE OF INSPIRATION**

Macquarie is uniquely located in the heart of Australia's largest high-tech precinct, a thriving locale which is predicted to double in size in the next 20 years to become the fourth largest CBD in Australia.

Our campus spans 126 hectares, with open green space that gives our community the freedom to think and grow. We are home to fantastic facilities with excellent transport links to the city and suburbs, supported by an on-campus train station.

### **RENOWNED FOR EXCELLENCE**

We are ranked among the top two per cent of universities in the world, and with a 5-star QS rating, we are renowned for producing graduates that are among the most sought after professionals in the world.

### **A PROUD TRADITION OF DISCOVERY**

Our enviable research efforts are brought to life by renowned researchers whose audacious solutions to issues of global significance are benefiting the world we live in.

### **FIND OUT MORE**

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