

# Burton and Garran Hall Room Guide



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# Card Reader

## How to access your room and other spaces:

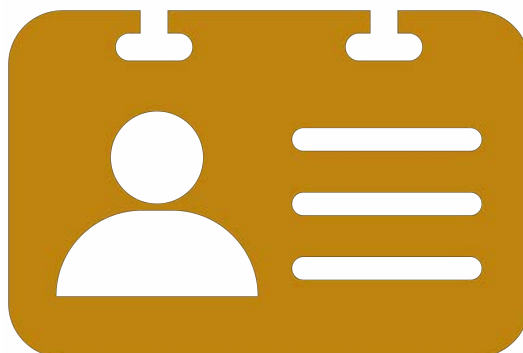
The rooms at B&G Hall operate using your own university student ID, with access provided by the front office. You will need your key card to gain access to the central building, all four blocks, the laundry block, and your own room. To access, simply tap your card on the provided card readers around the hall. A green light will flash, indicating access has now been granted.

Those with a registered bike can also use their student ID to access our bike sheds. Importantly, you are the only resident who can access your room. However, there will be occasions when staff, contractors, or cleaners will need to access your room. This will only happen when necessary (e.g. scheduled room inspections or maintenance and fire evacuations).

You may borrow a spare card from reception if you do not have your student ID, but try to collect your student ID from Student Central as soon as you can. You may also borrow spare cards if you have lost your student ID, but only for a limited number of days.

## Troubleshooting:

- 1 Red light is present after tapping your key card:** A solid red light indicates that your key card has been declined access to this door. Typically, this is the result of a wrong key card being used or that your key access has expired. In these instances, please come and see the friendly team at reception who can check your key and update/ provide a replacement key if necessary.
- 2 Red/ Green light is flashing after tapping your key card:** A red/ green light flashing light occurs when your door lock is running low on batteries. You will still be able to access your room. You will hear a click a second after your tap your key card, after that, push the handle down. Please come and notify reception of this at your earliest convenience so the batteries can be replaced.





# Room Power

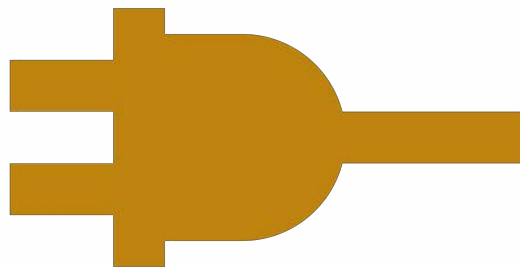
## How to use power in your room:

B&G rooms are centrally powered, and your electrical fittings, such as lights, will work as a default. Each room is fitted with electrical power points for small appliances such as the provided lamp, chargers, and fans.

## Troubleshooting:

**The power in your room switches off:** This occurs when either a) a large volume of appliances, or b) a faulty appliance has been connected to the power sources (power points) in your room. This can cause the circuit breaker in an electrical switchboard to trip. If this occurs, you can try to unplug all appliances and press the 'Reset' and/ or 'Test' button, then re-plug appliances.

If this does not restore power, please contact the reception during office hours, or call the duty number for the assistance of the on-call Duty SR. The duty number is 6184 0040.





# Window

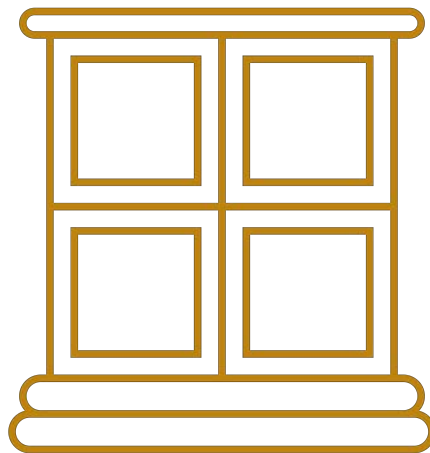
Each room is fitted with a window and a fly screen. If there is any damage to the fly screen, please note this on the inventory form in the first 48 hours after you check in (along with any other damages or issues).

## How to use:

In some rooms, the fly screen sits in front of the glass window and needs to be raised before the window can be opened outwards. In other rooms, the window sits in front of the fly screen, and can simply be raised up and locked in place, or lowered down as needed.

## Troubleshooting:

Any holes in the flyscreen, broken glass or stuck windows should immediately be reported to reception via call or email.





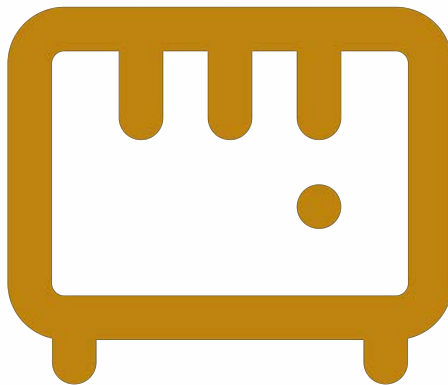
# Heater

## How to use:

Turn the dial located on the top of the heater to the desired setting. Settings range from 1 to 5, with 5 being the maximum heat.

## Troubleshooting:

- 1 Heater not providing heat:** Please note that heaters will not function campus-wide during summer and early autumn (typically turned out around the 25th of April – Anzac Day). If the desired heat is not being omitted, please check to ensure that a low setting has not been selected on the dial and adjust accordingly. If the problem persists, log a maintenance job.
- 2 Heater omitting a rattling or suction noise:** This will typically occur when there is a build-up of air in the system or there are problems present with pressure. Please log a maintenance job to have this fixed.





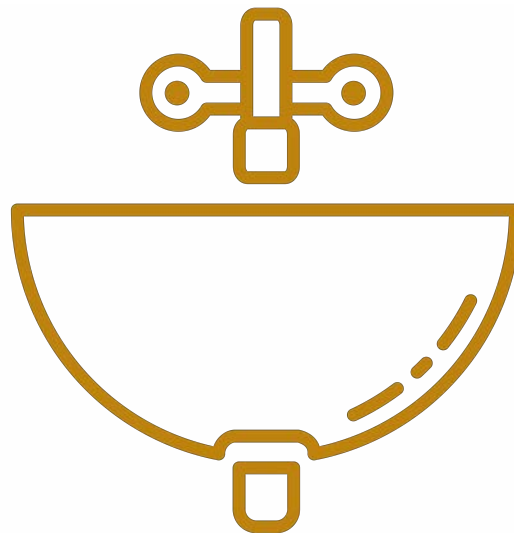
# Room Sink + Tap

## How to use:

To use the tap, turn the left-hand side knob for warm/ hot water and turn to the maximum for higher water pressure. Turn the right-hand side knob for cold water.

## Troubleshooting:

- 1 **A bad smell:** When a sink has not been used for a period of time, the seal (created by water) in the plumbing begins to diminish, allowing odours to come up through the system. To fix, simply turn on your tap for a minute or two. This will reset the seal.
- 2 **Minerals or debris:** If you find debris or minerals in your water, simply turn on your tap for a minute or two. This will clear the pipes after not being used for a period of time.





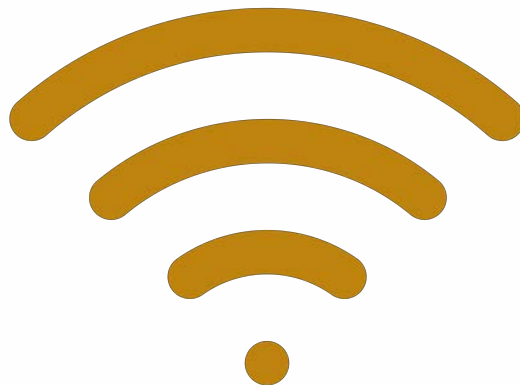
# Room Wi-Fi

## How to use:

Select ResNet in your suggested WiFi options. To log in, you will need to use the same log-in details as your Wattle/ ISIS page.

## Troubleshooting:

- 1 **Connected to ResNet but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT on: <https://servicedesk.anu.edu.au/sp>
- 2 **Cannot connect a gaming console to Wi-fi:** Unfortunately, gaming consoles such as Playstation and Xbox are not able to connect to ResNet or ANUSecure using Wi-fi. These consoles are not programmed to be able to connect to Enterprise Wi-fi, which is what ResNet is considered.







# Pest Control

While this is not a common issue, it is possible for pest infestations to occur if general room hygiene is not maintained. To avoid pest infestation, it is recommended to:

- 1 Keep your room clean at all times, especially the bin, any food storage you may have, and make sure no food crumbs are left around the room overnight.
- 2 Vacuum the room and deep clean the kitchen/ bathroom at least once every fortnight and preferably do a surface clean on a daily basis.
- 3 Dispose of your garbage, specifically organic waste, promptly.
- 4 Clear out the kitchen sink, bathroom sink, and shower drain regularly.

It is highly recommended to invest in a bug spray in case you do notice any form of pests in your room. The bug sprays, such as Mortein, Raid, First Force, etc. are easily available at any of the supermarkets.

If you have followed all the steps and are still unable to get rid of the pests in your room, please log a maintenance job. However, if you ever notice bedbugs, please immediately escalate to reception so that pest control can be arranged to come in and deal with the situation.





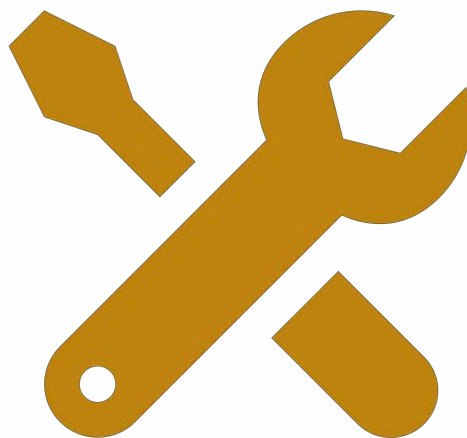
# Urgent Maintenance Issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to the reception (via call or in-person) as soon as possible so that the matter can be investigated promptly. Alternatively, non-urgent maintenance issues can be logged via the Redbacks website: [insert link].

While this is not an exhaustive list, some examples of urgent issues include flooding in the room or water seeping into the carpets, broken/ damaged water pipes, power outage (that does not reset using the above instructions), bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

- 1 Does this issue pose a safety or a security risk?
- 2 Is this issue causing significant disruption?
- 3 Can this issue wait until the next day?

If the issue does pose a safety or security risk, is causing significant disruption, and cannot wait until the next day, you must inform the reception staff immediately.





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## Contact us

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