



Australian
National
University

Burton & Garran Hall Room Guide

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1. Card reader

How to access your room and other spaces:

The rooms at B&G Hall operate using your access key card provided to you during your check-in, 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 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.

Your card needs to be updated every 7 days. You can update your card by tapping on the update points at both entrances of each block and near the reception in the central block. Failure to do so will result in no access to your room and other common areas.



Your room door lock is set on free access. This means that by default the door does not get locked. To lock the door, please tap your key card. When it locks the door, first, it blinks green and ends with red.

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 request a replacement key card from reception if you lose your key card. There will be a fee for a lost key card and the charge will be applied to your B&G account as per the [ANU Residential Schedule of Fees 2024](#).

1. Card reader

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 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 you 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.

2. 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.

If you wish to use your appliances in the room for safety concerns, you must:

1. Only use Australian-made appliances.
2. Only use the appliances that meet Australian standards for safety.
3. Only use appliances that are in good working order.

Please see [Residential Handbook 2.4](#) for further information regarding your responsibilities for personal electrical items brought into your rooms.

Troubleshooting:

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 reception during office hours, or call the duty number for the assistance of the on-call Duty Senior Resident. The duty number is 6184 0040.

3. 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 7 days after you check in (along with any other damage 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.

4. 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 25 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.

5. Room sink/tap

How to use:

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

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 it, simply turn on your tap for a minute or two. This will reset the seal.

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.

6. Room Wi-Fi

How to use:

Select ANU-Secure or ANU-Secure2 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 ANU-Secure but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact [ANU IT](#).
- 2. Cannot connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as PlayStation and Xbox are not able to connect to ANU-Secure/ANU-Secure2 using Wi-Fi. This is because they are not programmed to be able to connect to Enterprise Wi-Fi which is what ANU-Secure/ANU-Secure2 is considered.
- 3. Issues:**
 - Too many devices are connected to Wi-Fi. Turn off or disconnect them from the Wi-Fi.
 - Bluetooth and Hotspot interference may cause the issue in your connection. Make sure they are turned off.

If this does not fix the issue, log a ticket with [IT service desk](#).

7. Pest control

Pest control occurs monthly in the common areas of the building. If you notice pest issues in your room, please notify the front desk staff, and we will organize a Spotless maintenance request to address and inspect and rectify.

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:

- 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.
- Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight and preferably do a surface clean on a daily basis.
- Dispose of your garbage, specifically organic waste, promptly.
- 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.

8. Urgent maintenance issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to 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 email to the [reception](#).

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 outages (that do not reset using the above instructions), bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

- Does this issue pose a safety or a security risk?
- Is this issue causing significant disruption?
- 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.

If this occurs after hours, contact your Duty Senior Resident immediately.

8. Urgent maintenance issues

Here is the tentative time frame to get the job attended to by Spotless.

1. **High Priority:** Attend within 1 hour and complete within 24 hours.
2. **Medium Priority:** Attend within 2 hours and complete within 48 hours.
3. **Low Priority:** Attend and complete within 10 working days.

Sometimes, a job may not be a priority. For example a light out in your room. But if you have a condition that is impacted by this situation (like low visibility) and it causes safety or security risk, then it can be logged as a high priority. Please explain this to the front staff or your Duty Senior Resident so they can understand your situation and log the job as a high priority.

9. Hot water

Normal hot water temperature at Burton & Garran is 45 degree (celsius).

This may get impacted if many showers are being used at the same time. This may also impact the pressure of the shower. So, please consider this before logging the maintenance job for showers.

10. Rangehood usage - master chef kitchen

It is important that you turn on the range hood when cooking in the master chef kitchen. This helps to reduce other maintenance issues in the kitchen, including breakdowns in the fridge/freezers and sometimes triggering smoke detectors leading to fire alarms.

You must press the timer to start the rangehood in order to use the cooktop. The cooktop will not work unless the timer has been pressed. The timer is set to run for 30 minutes. You can turn off the rangehood before the 30 minutes is up or re-press the button if the cooking time exceeds 30 minutes.

Still experiencing problems after consulting this guide?

Contact our reception at 6124 0000.

Contact us

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