Australian National University

# Graduate House Room Guide

# Contents

## 1. Card reader

**How to access your room:**

The rooms at Graduate House operate using Onity key and Gallagher Student ID cards and card readers. You will receive your room card when you check in, which can be used to access your room and common spaces. To access, hold your card up to the provided card reader. A green light will flash, indicating access has been granted.  Your Student ID card will provide you access to the building after it has been activated.

**Troubleshooting:**

1. **Red light is present after tapping your key card:** If you tap your key card and see. A solid red light means that your card has been declined access to the door. This could be because you are using the wrong card, or your key has expired. In such cases, you should approach the reception staff, who will be happy to check your key and provide a replacement if necessary.

2. **Red light is flashing after tapping your key card:** On the other hand, if you see a flashing red light after tapping your key card, it means that the door lock is running low on batteries. You should inform the reception at your earliest convenience or log a maintenance request from your accommodation portal so that the batteries can be replaced as soon as possible.

## 2. Room power

Use the switch next to your room door to turn on your main room light. Use the switches on various power points in your room to activate the power to those power points. Your desk lamp switch is near the window.

**Troubleshooting:**

**Power in your room switches off:** This occurs when the circuit breaker in an electrical switchboard 'trips'. This is usually due to either:

i)  A large volume of appliances or
ii) A faulty appliance that has been connected to the power sources (power points) in your room.

Unplugged the appliance and then you check the switches on the electrical switchboard, which is located in each room behind the main door.

## 3. Telephones

A telephone handset is available in each room. These handsets are designed specifically to be used with the University's PABX system and cannot be replaced with personal handsets.

Residents are provided with free calls within Graduate House, the University, to Emergency Services on 000 and Lifeline (crisis support and suicide prevention) on 131114 and international telephone numbers.

The telephone handsets provide voicemail services. There is a maximum of 20 messages able to be stored in each mailbox. Once this limit has been reached, any further callers diverted to the voice mail will not be able to leave a message. Calls to an extension will be diverted to voice mail after six rings. It is up to residents to manage their mailboxes. Residents may check their voice mail by dialling ext. 53333 and entering their password.

Residents may check their phone credit balance by dialling ext. 58000 and entering their extension number followed by #.

Room phones are not to be used for causing nuisance or annoyance to other residents, staff or students of the University, or other people. Any resident who receives nuisance or offensive phone calls should advise the Residence Manager. The abuse of a person's privacy in this way will not be tolerated and offenders may face disciplinary action.

## 4. Heating

**How to use:**

Make sure the wall-mounted heater is plugged in and set at the desired temperature.

Please log a maintenance request if your heater is not emitting heat or reaching the correct temperature.

## 5. Internet access

Your access to the Internet is provided through the University. You are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing the use of information technology resources and other applicable laws.

Please note that the ANU requires all residents wanting a connection to the Internet to have installed an up-to-date virus scanner and all current security patches for your operating system. In line with the ANU's Networks Operation Policy, residents must not install their own hubs, switches or wireless LAN access points.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to suspension from the network and action by the University under the University's IT policies and Discipline Rules.

Please see these sites for more information on relevant University IT policies:

Acceptable use of information technology:



Information technology security:



Information Technology account management and access:

# 6. Room Wi-Fi

**How to use:**

Select 'ANU-Secure' or 'ANU-Secure2' in your suggested Wi-Fi options. To log in, use your university ID and password.

**Troubleshooting:**

1.  **Connected to ANU Secure or ANU-Secure2 but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT .

2.  **Can't connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as PlayStation and Xbox can't connect to ANU-Secure or ANU-Secure using Wi-Fi as they are not programmed to be able to connect to Enterprise Wi-Fi, which is what ANU-Secure is considered as. An alternative to getting the gaming console to work is to plug the Ethernet cable into the network port under your desk or one of the network ports at the base of the Wi-Fi device supplied in your room space.

# 7. Rangehood

**How to use:**

The purpose of the range hood is to filter out odors, smoke, grease, and any other pollutants released into the air. Hence, it is highly recommended to turn on the range hood while cooking. Most range hoods in the building have switches to turn on both the light and fan.

**Troubleshooting:**

1.  **Smoke in the room:** The range hood must be used to avert large amounts of smoke that can potentially trigger the fire alarm. In case the fire alarm goes off please remove cooking food from heat, remain calm and follow evacuation procedures. Triggering the building fire alarm and will incur a cost of $820 if it is a false alarm.

2.  **Light is not working:** Sometimes the rangehood light may stop working, but this does not typically affect the range hood's functionality. If either the rangehood or lights stop working, please submit a maintenance request.

# 8. Mini oven with cooktop

**How to use:**

A power switch located in all kitchens must be turned on for stovetops to receive power. Once the power switch is on, please use stovetop knobs to activate heat in electric plates. The hotplates are controlled by the switches on the appliance. Each hot plate has different power settings.

When using the oven, the large hotplate will automatically switch off. You cannot use the large hotplate and the oven simultaneously.

**Troubleshooting:**

If the mini oven is not working, please log a maintenance job.

# 9. Microwave - common room kitchen

**How to use:**

You can find the brand name on the microwave and search for a user manual online for a detailed overview of all the features. To operate, make sure the plug is connected to the socket and the switch is turned on.

You must only use containers that are microwave-safe to avoid any hazards. Any containers or utensils that are not microwave safe can cause sparking, painful burns, or can be a potential fire hazard. Hence, you must not put in any stainless steel containers/cutlery, containers made of or consisting of aluminium foil, or any metal-rimmed crockery.

**Troubleshooting:**

1.  **Microwave plate is not spinning/came off:** If you notice that the plate inside the microwave is not spinning, check to see if it has come off from its fitting. You can usually adjust this by yourself. However, if the problem persists, you can log a maintenance job.

2.  **Light is not working:** Sometimes the microwave light can stop working. There are two reasons for this: the light has fused or loose wiring. In either case, please submit a maintenance request.

# 10. Mini-fridge

**How to use:**

Ensure your fridge is plugged in at the power point (located at the back) and that the switch is on. Inside the fridge, you will find a temperature dial that ranges from 1-5. The lower the number, the weaker the cooling power.

**Troubleshooting:**

Two reasons typically cause this; your fridge contains too many items and the air is unable to circulate, or your temperature settings are too high (4-5). Please correct where appropriate to reduce the recurrence of this problem. To defrost the freezer, empty all items and place a towel under the fridge to absorb melting ice.

# 11. Sink tap

**How to use:**

To activate, pull down on the handle to dispel water

**Troubleshooting:**

1. **Particles in the water:** If you find particles or unclear water from the taps, please leave the tap running until the water becomes clear.

2. **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 small period of time.

# 12. Fire safety equipment

Your room is a sole occupancy fire rated compartment, and the door is classed as a fire egress door. This means it is a serious offence under the Emergencies ACT 2004 Section 96 (3) to tamper with the door closer in your room to prevent your door from closing properly.

Likewise, it is a serious offence to tamper with any other fire safety equipment within the residence, such as fire hoses, extinguishers, and fire blankets. Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the termination of your Occupancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with. The Emergencies Act 2004 can be found here or by scanning the QR code.



# 13. Bathroom facilities

Each resident room contains a bathroom with shower, sink, cupboard and toilet. It is the responsibility of each resident to ensure that they are kept clean at all times with the bathroom shower recess and screens, walls, tiles, ceiling, windowsill and basin wiped dry and free of all soap residue or mould.

# 14. Kitchen (common room) fridge/freezer

Residents holding private functions or defrosting their freezer may temporarily use the Common Room kitchen refrigerator and freezer to store perishable goods.

Residents who use the kitchen are responsible for maintaining its cleanliness, including sinks, floor, benches, cupboards and refrigerator/freezer. Essentially, this means removing any food that could or has already deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general.

It is important to note that all food items being temporarily stored in the refrigerator and freezer in the Common Room kitchen must have a name, room number and collection date clearly written on each item. The Graduate House cleaner will regularly check on and dispose of items that do not have this information or are left beyond the noted collection date.

# 15. Kitchen safety

Kitchen fires are most often caused by, leaving cooking food unattended, placing combustibles too close to the heat source, unintentionally turning on or not turning off the equipment. Residents must take every precaution when cooking to prevent fire and injury to themselves and others:

- Never leave cooking unattended, if you must leave the kitchen turn off the stove or appliance.

- Make sure you monitor cooking closely to prevent it from burning and causing smoke

- In the Common room kitchen, there is a timer switch attached to the wall above the oven/stove top. The safety mechanism timer minimises the risk of a fire starting through misuse of the oven/stove top.

- Make sure pot handles are facing inwards so they can't be bumped. Keep the kitchen area clean and clear.

- Keep tea towels and electrical leads away from the stove.

- Wear clothes with tight fitting sleeves when cooking.

- If oil or fat catches alight, turn off the heat source and use the fire blanket provided in the residential room kitchens or Common Room kitchen. Do not throw water onto a fat or oil fire because it will cause an explosion.

- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.

- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin once it cools.

- Only use plastic containers or durable glass in the microwave ovens. Never place anything metallic in the microwave ovens, as this will cause damage.

- Cover all containers being heated in the microwave as food splatters cause rapid rusting and deterioration of the microwave.

Footwear must be worn at all times in the kitchen and in all common areas of Graduate House. This is a Health and Safety Regulation.

# 16. Laundry

1. **What are the laundry opening hours?**

- The laundry is open from 7 am to 10 pm every day. Please make sure you stop using the machines by 10 pm. The Duty Resident will close down the laundry room each night at 10 pm.

- Please do not use the laundry outside these hours – this is a courtesy to other residents whose rooms are nearby and who may otherwise be disturbed.

2. **What details should I record on the machines and why?**

- Please write your name, room number, and planned collection time on the machine.

- Please write down a realistic collection time – i.e. When the machine will have finished washing/drying your clothes, NOT simply when it is convenient for you to return.

- This policy is about fairness and equity – it ensures that other residents know when a machine will be free for them to use.
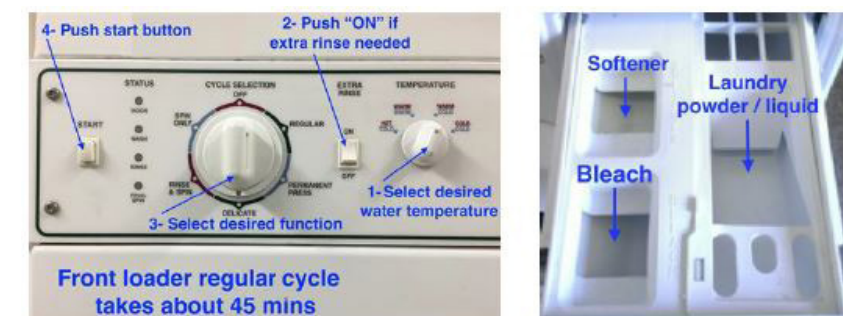
3. **Where should I put my washing liquid/powder/fabric softener/bleach?**

For top loader washing machine:



**DO NOT** put washing powder or washing liquid in the central plastic cylinder – your clothes will not come out clean and other residents will have to remove the powder residue – that area is for fabric softener only!

For front loader washing machine:

# 16. Laundry

4. **How long will my washing/drying take to finish?**

**Washing:**

- Top loader: 40 minutes approx
- Front loader: 45 minutes approx

**Dryer:**

- Drying time varies depending on what and how much you are drying.
- A full load of clothing may take around 1 hour. Heavy items like towels may take longer.

**Remove fabric lint after the dryer cycle has finished**

5. **How can I dry my clothes?**

- You can dry your clothes outside using the four communal washing lines.
- There are also electric clothes dryers in the laundry. These are for DRYING ONLY!

Please DO NOT attempt to wash your clothes in the dryers or place washing powder in them.

If you are not sure which is the washing machine and which is the dryer please ask at Reception or approach a fellow resident or your Senior/Duty Resident. Please only put CLEAN clothes in the dryer.

6. **Is it okay to wash/dry just a couple of items?**

- There may be times when you need to do a small load of washing/drying.
- Try to keep these to a minimum out of fairness to other residents and respect for the environment:
- Very small loads mean you will need to use the machines more often. This can make it difficult for other residents to access the laundry when they need to.
- Small loads (especially small washes) are worse for the environment as they require a large volume of water or electricity for a small number of items.

# 16. Laundry

7. **What should I do if another resident's laundry has finished washing/drying and I want to use the machine next?**

- If another resident's washing/drying has finished and you want to use the machine, please be **respectful** and use your **common sense** when deciding what to do.

E.g. 1 – if the resident's room is nearby, you might want to knock on their door to politely ask them to come and collect it.

E.g. 2 – if the collection time the resident has written down passed a long time ago, you may remove their clothes and place them in the basket they have left. If they did not leave a basket, please place them in one of the "unclaimed laundry" baskets provided by Graduate House.

As a courtesy, you might like to leave them a note on the machine explaining why you removed their clothes – e.g. The collection time had expired.

E.g. 3 – if the collection time only finished a couple of minutes ago, you may want to wait another 10 minutes to see if the resident comes to collect their laundry before respectfully removing as above.

8. **What should I do before leaving the laundry?**

- Please use the supplied eraser to remove your details from the machine you were using.
- If you used the dryer – please use a supplied clean paper towel to remove accumulated lint from the filter. If you used the iron – please unplug it before leaving the laundry. This is very important for fire safety.

9. **Who should I contact if I need help?**

If you are not sure on how to use the laundry or the policies that apply, please visit Reception, contact the Duty Resident on duty or your Senior Resident.

## 17. Pest control

**General:**

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

1. Keep your room always clean, especially the kitchen, 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 daily.

3. Dispose of your garbage, specifically organic waste, promptly.

4. Clear out the kitchen sink, bathroom sink, and shower drain regularly.

5. Please do not leave your garbage bag outside your door. Make sure you dispose of your trash properly in the designated area.

6. Do not feed the possums or other wildlife.

**Troubleshooting:**

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 superstores. 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, immediately escalate it to Reception so that pest control can be arranged to come in and deal with the situation.

## 18. Urgent maintenance issues

Regarding urgent maintenance issues, it is recommended that you escalate them to reception as soon as possible so that the matter can be investigated promptly. Alternatively, non-urgent maintenance issues can be logged via the accommodation portal.

Whilst 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, 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 a security risk, is causing significant disruption, and cannot wait until the next day, you must inform the reception staff immediately 02 6125 1999 or Graduate House after hours Duty Resident: 0416 249 463 or ext. 60147. After 11 pm, please report any urgent maintenance issues to ANU Security on 02 612 52249.

## Still experiencing problems after consulting this guide?

Click this link or scan the QR code to submit a maintenance request or contact reception on 02 6125 1999.

## Contact us

**Graduate House**
118 Garran Rd, Acton ACT 2601

T      (02) 6125 1999
E      graduate.house@anu.edu.au

facebook.com/ANU.Graduate.House