



Australian
National
University

Ursula Hall Laurus Wing Room Guide

Contents

1. Card reader	2
2. Room power	3
3. Heating	3
4. Room Wi-Fi	4
5. Rangehood	4
6. Fridge/freezer	5
7. Stove/cooktop	5
8. Oven	6
9. Basin/sink	7
10. Bathroom exhaust fan	8
11. Bathroom/shower	8
11. Bathroom/shower	9
12. Blinds	10
13. Pest control	10
14. Maintenance issues	11
Still experiencing problems after consulting this guide?	12
Contact us	12

1. Card reader

How to access your room:

The rooms at Laurus Wing operate using Onity key cards and card readers. You will need your key card to gain access to the building, common spaces, and your own room. To access, simply insert your card into the provided card reader. A green light will flash, indicating access has now been granted.

Troubleshooting:

- 1. Red light is present after tapping your key card:** A solid red light tapping represents 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 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. Please come and notify reception of this at your earliest convenience so the batteries can be replaced.

How to access the Main Wing Dining Hall & Common Spaces:

The Main Wing building operates using the Salto key cards and card readers. You will be provided with this access card for entry into the Main Wing Dining Hall and Common spaces. To access, simply tap your card onto the card reader. A green light will flash, indicating access has been granted.

Troubleshooting:

Red light is present after tapping your key card: A red light represents that your key card has been declined access to this door. Typically, this is an indication that your key has expired. In these instances, please use one of the four main entry stairwell update points to reactivate your access card. (Note that this will not allow you access to this area, however will reactivate your access card for use on the common space doors). If you still experience issues with access, come and see the friendly team at reception who can check your key and update/provide a replacement key if necessary.

2. Room power

How to turn on the power:

Insert your room key card into the power saving device located at the entrance to your room (this is a legacy system and in most cases you will not need to insert a card). Once inserted, the power to your room will be activated. Don't forget to take the card with you when you leave the room!

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 (powerpoints) in your room, causing the circuit breaker in an electrical switchboard to trip. These electrical switchboards are located in the entry hallway of each apartment. If you are having difficulty with maintaining power after readjusting the circuit breaker, please contact reception during office hours on 6125 6200 for further assistance.

3. Heating

There is an easy-to-use, wall mounted panel heater located in your room. This heater offers a range of settings to suit the comfort levels of our residents.

How to use:

Ensure the heater is switched on at the power point and on the appliance itself. Program/adjust the heater to your preferred setting.

Troubleshooting:

If the heater is not working after following the above-mentioned steps, please contact reception.

4. Room Wi-Fi

How to use:

Select ANU-Secure or ANU-Secure2 in your suggested Wi-Fi options. To log in, you will need to use the same log-in details as your Wattle/ISIS page:

Username: University ID (eg. 'u1234567')

Password: University password (Horus/ISIS)

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 Playstations and Xbox aren't able to connect to ANU-Secure/ANU-Secure2 using WiFi. This is because they are not programmed to be able to connect to Enterprise WiFi which is what ANU-Secure/ANU-Secure2 is considered.

5. Rangehood

How to use:

The purpose of the range hood is to filter out odours, smoke, grease, and any other pollutants released into the air. We highly recommended to turn on the range hood whilst cooking, as the use of this appliance will also assist in avoiding triggering the fire sensor.

In order to use the range hood, you are required to slide-out the silver hood. The control switch is located on the underside of the hood which will be visible once the hood has been pulled out for use.

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 in your room goes off, please remain calm and open the glass sliding door to your balcony. Do not open the main door as it can trigger the building alarm and will incur a cost of \$820 if it is a false alarm.
2. **Light is not working:** Sometimes the rangehood light might stop working, however, it does not usually affect the functionality of the range hood itself. If the range hood stops working altogether, please log a maintenance job.

6. Fridge/freezer

How to use:

Ensure your fridge is plugged in at the power point (located at the back) and that the switch is on. At the back of the fridge, you will find a temperature dial. The lower the number, the weaker the cooling power.

Troubleshooting:

The freezer has frozen over: This is typically caused by two reasons: your freezer 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, open the doors, turn off the fridge, and place a towel under the fridge to absorb melting ice.

7. Stove/cooktop

How to use:

The HOB button on the power outlet adjacent to your cooktop needs to be in the on position in order for the stove to operate. Turn the dials clockwise on the stove to the desired heat and allow for your food to cook. It is also advised that residents use the range hoods above the stove to collect steam whilst they're cooking and prevent potential hazards.

Once done, the resident has to return the dials to the off position and turn off the stove at the HOB button.

Troubleshooting:

Cooktop not heating, check that the HOB switch is turned on.



HOB power outlet



Stove controls

8. Oven

How to use:

Select the desired oven function (left hand dial), select the desired cooking time. The timer (centre dial) must be engaged or else the oven will not operate. Select the desired temperature (right hand dial) for cooking.

Once cooking is complete return all dials to neutral position.

Troubleshooting:

If the oven is not heating, ensure that the timer is activated.



Oven function

Timer

Temperature

9. Basin/sink

How to use:

All the bathrooms and the kitchen sinks have uplift mixer taps that should be turned left for hot water and right for cold water. If you ever experience a hot water shortage, please notify reception or log a maintenance job. Throughout the year, building-wide hot water maintenance is also scheduled which disrupts hot water, however, residents are notified in advance if this happens.

Troubleshooting:

1. **Tap is leaking:** If you ever witness continuous water dripping from the taps despite the faucet being closed, please log a maintenance job as it may result in a potential leak.
2. **Sink plugs:** The sink plugs in the bathrooms are built into the sink itself and should not be removed. They are operated by pressing on the plug to seal/unseal the drain. If the plug becomes stuck, please log a job with maintenance.
3. **Low water pressure:** Whilst this is not a common issue, there is a possibility to experience issues with low water pressure in the sink or shower taps. This may be caused due to various reasons such as leaks, faulty faucets, or blocked pipes. You may submit a maintenance request if this happens.
4. **No hot water:** Please note that room sinks only dispense room temperature water. If you want chilled or hot water, please use the provided zip tap located in the corridor.
5. **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. This will reset the seal.
6. **Drain is blocked:** This occurs when there is a build-up of various materials being washed down the sink instead of properly disposed of. If the drain is blocked, you may notice that it will take longer than usual for the water to drain completely. To avoid blockages, ensure that you are disposing of food waste in bins and that oils and fats are not being disposed of via the sink drains. Please do not attempt to unscrew the drain and remove the blockage yourself as this can loosen the trap and result in water leaking into the carpet and adjacent rooms. In seldom cases, a blocked drain may result in flooding the room which is why you are required to log a maintenance job as soon as you notice a blockage.

10. Bathroom exhaust fan

How to use:

The bathroom exhaust fan works depending on whether the bathroom light is switched on or off. The fan operates when the light is switched on and turns off when the light is switched off. It is extremely important to ensure the fan is operating whilst using the shower to avoid mould build up in the bathroom area.

Troubleshooting:

Exhaust fan is not working: Get a small piece of tissue or toilet paper and hold it up to the vent. If it sticks to the vent when you let it go, the fan is working fine. If it does not stick to the vent, the fan is probably not working and you should submit a maintenance request to have this tested.

11. Bathroom/shower

How to use:

All the bathrooms at Laurus Wing are installed with the dual flush toilet with the two options of half and full flush.

Troubleshooting:

1. **Toilet is blocked/not flushing:** If your toilet is blocked or you notice that the flushing mechanism has stopped working, please log a maintenance job. This may occur due to various reasons such as a blockage in the plumbing system, old pipelines, or flushing non-flushable items. As a first step, please ensure that only toilet paper is being flushed down the toilet.
2. **Water leaking around the toilet bowl:** You must submit a maintenance request if you ever see water leaking around the toilet bowl. This usually occurs due to an issue with the valves or the tubes in the toilet tanks, which can be fixed by our maintenance team.

11. Bathroom/shower

Every room is provided with a shower curtain for the bathroom to ensure that the water is contained within the shower area and does not flow over to the bathroom floors to avoid any potential hazards such as slipping and damage to cabinetry. Clean up regularly with appropriate cleaning products.

Troubleshooting:

1. **Shower head is clogged:** Over time mineral deposits can build up which can cause the nozzles of the shower head to spray water in all directions or clog up completely resulting in a low water pressure. To avoid this, please ensure that the shower head is regularly cleaned.
2. **Shower head is broken/loose:** Whilst this is not a common issue, it is possible for the shower head to come off from its fitting if it is not screwed in properly or tightly. If this happens, you can try to screw it back yourself, however, if the problem persists or if the shower head is broken, please log a maintenance job.
3. **Shower head is leaking:** If you ever see water continuously trickling or dripping down from the shower head, first make sure that the faucet is closed properly. If the dripping continues there might be an issue with the shower faucet. The inner seals tend to wear down over time which might result in a potential leak, however, this can easily be fixed. Please log a maintenance job if your shower head is leaking.
4. **Shower drain is blocked:** This is a common issue and usually occurs when there is a build-up of various things over time such as hair, bathing products, dirt, etc. If the shower drain is blocked, you may notice that it will take longer than usual for the water to drain completely. Please do not attempt to unscrew the shower drain and remove the blockage yourself as this can loosen the shower trap and result in water leaking into the carpet and adjacent rooms. In seldom cases, a blocked drain may result in flooding the room which is why you are required to log a maintenance job as soon as you notice it.

12. Blinds

How to use:

The vertical blinds in the apartment are on a continuous chain loop. To lift or lower the blinds, pull the chain vertically and continue pulling to raise the blinds. Alternatively use the other side of the chain to lower them.

13. 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.

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.

14. Maintenance issues

When it comes to 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 online portal. Please follow these steps:

1. Log into [accommodation portal](#)
2. Select the maintenance tab: Enter maintenance details, including category, item and description.
3. Stay informed: Track the progress of your logged maintenance via the portal.
4. **Urgent requests:** For all urgent or emergency maintenance repairs, please contact reception on 61256200 or after hours the Duty Senior Resident on 61250566

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 outages, bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

5. Does this issue pose a safety or a security risk?
6. Is this issue causing a significant disruption?
7. Can this issue wait until the next day?

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

8. We would rather have something reported multiple times, than not at all. Even if you think someone has reported the issue, report it again.

Still experiencing problems after consulting this guide?



Click [this link](#) or scan the QR code to submit a maintenance request or contact reception on 6125 6200.



Contact us

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