



Swinburne Student Residences Handbook 2024



Updated 20 September 2023

Welcome to life at the Swinburne Student Residences

Swinburne Student Residences is home to over 600 Swinburne Students who come from country Victoria, interstate and overseas. You are all accommodated in a range of facilities such as the Swinburne Place Apartments, Residential College, and Apartments on Wakefield, Park and William Streets.

If you are in your first year of study, I would like to welcome you on behalf of the University to not only our residential community, but also to Swinburne. A warm welcome also to our returning residents. I trust this year will be an even better one for you, with the opportunity to meet our new residents in 2024.

If this is your first experience living away from your family and friends, starting your first year at any university and moving into the Residences can be a daunting experience. You are not alone and many have had similar experiences to how you are feeling now. Swinburne Student Residences has been set up to provide you with both personal and academic support. We have a team of professional staff in the Administration and Operations areas to assist you as you settle into your room and apartment. We also have a Residential Advisor Team comprised of senior students who are here to support you during your time at the Residences. If you are feeling homesick, have questions about the Residences or just need someone to talk to during this transition period, just speak to one of them or the Resident Advisor on your floor or in your apartment block.

This handbook aims to provide you with a reference to the policies, procedures, administration and facilities of Swinburne Student Residences. It forms part of the terms and conditions of the licence agreement along with the Code of Conduct and Schedule of Fees. I hope this handbook can help answer some of the questions you may have about living in the residential community and how to access some of our facilities.

In 2024, we will be organizing a wide range of academic support programs, social and sporting events and programs such as environmental, cultural and community engagement. I encourage you to actively participate in residential life, take the opportunity to meet other like-minded students from diverse backgrounds, be considerate and respectful towards each other.

I trust your stay will be a pleasant and positive experience and best wishes for the year ahead.

Rowan Tan
Associate Director
Student Housing and Finance



EMERGENCY CONTACTS

In the event of an emergency please contact

Your Location	Telephone Number
Swinburne Place	0402 000 938 (Duty RA) (After hours)
Residential College	0414 677 427 (Duty RA) (After hours)
Wakefield, William and Park St	0414 677 427 (Duty RA) (After hours)
Anywhere on campus	9214 3333 (Swinburne Security) (24 hours)
Emergency Services (Fire Brigade/Ambulance/Police)	000 (24 hours)

Please provide:

- Your name
- Location of incident
- Describe the emergency
- Your mobile phone number if you have one with you

EMERGENCY TELEPHONES

There are Emergency telephones located on each floor of buildings or at entrances to apartment buildings. You can use these emergency telephones to contact the Duty Resident Advisor (Duty RA), Security or Emergency Services.

Assault reporting and help

Services and resources are available at Swinburne to help you handle a traumatic experience if you, or someone you know, has been assaulted.

If you experience, see or hear about behaviour that may be inappropriate, concerning or threatening you can [report the incident to Safer Community](#) or email safercommunity@swinburne.edu.au.

UNIVERSITY SERVICES CONTACT DETAILS

Swinburne Security	03 9214 3333
Swinburne Health Services and Counselling	03 9214 8483
AccessAbility Services	03 9214 5234
Multi-faith Chaplaincy	03 9214 8489
Career Counselling	03 9214 5360
Housing and Finance Advice	03 9214 8882
Swinburne Student Life	03 9214 5445
StudentHQ	1300 368 777

OTHER KEY SERVICES

Lifeline Australia <i>Crisis Support and Suicide Prevention</i> <i>24hrs</i>	13 11 14
Box Hill Hospital <i>8 Arnold St, Box Hill</i>	1300 342 255
Access Health and Community <i>378 Burwood Road</i> <i>8.30am – 6.00pm, Mon – Fri</i>	03 9810 3000
Camberwell Junction Medical Clinic <i>6-8 Prospect Hill Road</i> <i>8.00am – 8.00pm, 7 Days</i>	03 9882 8184
headspace Hawthorn <i>Hawthorn Town Hall Lvl 1, 360 Burwood Road</i> <i>9.30am – 6.00pm, Mon – Fri</i>	03 9006 6500

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SWINBURNE STUDENT RESIDENCES STAFF

Associate Director, Student Residential Services

The Associate Director, Rowan Tan, has overall responsibility for the management of the Swinburne Student Residences. This includes managing the services, facilities and well-being of residents.

The Associate Director is supported by the Senior Operations Coordinator, the Residential Life Coordinator and the Business and Administration Coordinator.

Operations Team

The Senior Operations Coordinator, Suzie Roach, along with the Operations Officer are responsible for the day-to-day operations of the Residences including maintenance of all the facilities, furniture and equipment, and the co-ordination of cleaning, apartment inspections and refurbishments. The Senior Operations Coordinator also deputises in the absence of the Associate Director.

Residential Life Team

The Residential Life Coordinator Peggy Fennell is responsible for the provision of support services to our residents, which includes student health, well-being and referrals, academic support, community engagement and environmental programs, dealing with conduct issues and other concerns that may arise in the Residences. The RLC also manages the Resident Advisor team to provide academic and personal support residents, and together as a team, organize a range of events that give all residents the opportunity to be involved in the residential community.

Administration Team

The Business and Administration Coordinator, John Glynn, is responsible for the administrative functions of the Residences, including the reception, admissions, room management, fee payments and conferences. Two Administration Assistants, Amy Youren and Melissa Vaughan support the Administration Coordinator. They are responsible for the administration services at the office and provide the day-to-day service requirements of residents. These services include general enquiries, mail, check in/check out of residents etc.

THE RESIDENT ADVISOR TEAM

Swinburne Student Residences provide both personal and academic support to all residents. The Residential Life Coordinator manages the Resident Advisor team who provides pastoral care, organises a range of academic and community engagement programs, and social and sporting events for all residents to participate.

The primary role of the RA's is to provide support and assistance to all residents, to ensure that residents have a positive experience in the Residences. If residents have questions about the facilities or the University or if they are concerned about anything, they are encouraged to contact an RA who may be able assist them or refer them to the Residential Life Coordinator. Alternatively, residents may wish to meet with the Residential Life Coordinator in confidence, by scheduling an appointment through the Residences office.

In addition, two Duty Resident Advisors are on call each night after the office is closed. Their role is to respond to emergencies and lock outs.

Senior Resident Advisors

The SRAs are responsible for providing leadership within the Resident Advisor team. They are also expected to contribute to the well-being and development of residents by providing these students with support, guidance, and intellectual leadership, as well as fulfilling the general RA role responsibilities.

Resident Advisors

Residents Advisors are senior students on campus that are responsible for leadership, good role modeling, and support within the student population. They hold various roles within the community, including afterhours contact, event organization, student welfare, and the organization of orientation week activities.

The Role of the Resident Advisor Team

- Provide leadership, academic support and pastoral care
- Plan and organise social events, academic, cultural and community engagement programs
- Respond to noise and misconduct issues
- Ensure that residents uphold the University and Residences policies
- Encourage residents to participate in a range of social, academic and community programs
- Respond to lockouts and emergencies that occur in the Residences

SUPPORT SERVICES

Swinburne Student Residences Administration

The administrative staff are located at the Swinburne Student Residences office at 24 Wakefield St, Hawthorn (ground floor of the SPS building). The services we offer include general enquiries, check in, mail collection, vacuum cleaner loan, scheduling appointments to meet with staff, and lockout service during office hours or if you have lost your key card, etc.

Office hours are Monday to Friday 9.00am to 5.00pm. The office is closed on Public Holidays and the Christmas – New Year period.

If the office is unattended due to a staff meeting or training event, please contact University Security on 9214 3333 for assistance.

Residences contact details:

Telephone: +61 3 9214 5555
Fax: +61 3 9214 5556
Email: residences@swin.edu.au

After Hours Assistance

Two Duty Resident Advisors are on call between 5pm – 9am weeknights and 24hrs on public holidays and weekends. They can assist you with:

- Checking in between 5pm – 12am
- Lock Outs
- Noise disturbances within the Residences

Duty Resident Advisors will also respond to emergencies and urgent circumstances like fire, medical emergencies, injuries, intruders, flooding and serious maintenance issues. If you require assistance, please contact the Duty RA and provide your full name, your mobile number, room number, location of the incident and nature of the emergency. If it is a serious medical emergency, an ambulance will be called. Duty RA's are also able to contact security or Residences management where necessary.

Location of your room	Duty RA number
Swinburne Place Apartments	0402 000 938
Residential College	0414 677 427
Wakefield, William and Park St Apartments	0414 677 427

If you are not able to contact the Duty RA please contact University Security on 03 9214 3333, or our office on 03 9214 5555 for non-urgent matters during office hours.

Ambulance Cover

You are strongly encouraged to take out an Ambulance Service Victoria membership or include ambulance travel in your health cover. In the interests of health and safety, residents who suffer accident or illness while living on campus may have an ambulance called on their behalf. Any costs will be charged to the individual concerned.

You may wish to join Ambulance Service Victoria online at ambulance.vic.gov.au prior to commencing your stay at the Residences.

Building Access and Key Cards

Your student card provides access to your room and building.

Newly arriving residents are issued with a 7-day temporary access card. Once you get your student id card, you'll need to bring both cards to the Residences office to switch the access over to your student card.

To unlock your door, hold your card in front of your lock until the light flashes green, and then turn the handle.

Lockouts

All bedroom and apartment doors lock automatically when closed. To avoid lock out fees, please bring your access card with you when you leave your room and apartment.

We allow each resident three free lock outs each semester. Each subsequent lockout after hours caused at the fault of the resident will attract a \$10 fee.

If you lose your student card, please let us know as soon as possible so we can block access from this card to your room. We'll then issue you a 7-day temporary access card until you've got a new student card. New student cards can only be issued by StudentHQ.

If you are locked out of your room or have lost your student card during office hours, please see staff at the Residences office in building SPS.

If you are locked out of your room or apartment or have lost your student card after hours, please contact the Duty Resident Advisor or University Security if you are not able to contact the Duty RA.

Swinburne Security monitors the battery charge levels in all locks and may attend your apartment or bedroom to replace the batteries when they run low or flat. This will only occur between 10am – 5pm, and where possible the attending guard will be accompanied by a member of Residences staff or a Resident Advisor.

Should the battery run completely flat and lock become unresponsive security may be called

at any hour to assist with battery replacement.

Emergency telephone

If you do not have a mobile phone, you can use the emergency phones located outside the various accommodation buildings to contact the Duty RA or Swinburne Security.

Health Services

The Swinburne Health Service is a student orientated Medical Centre, located on level 4 of The George building. Students with Medicare cards are bulk billed and international students who have Overseas Health Care Insurance will have their insurance billed directly, so there will be no out of pocket costs to see a Doctor.

Students can also see a nurse for no charge.

Visit the [website](#) to register your details and learn more about the services available:

To make an appointment please ring **9214 8483**

Services include:

- Doctor Consultations
- Nursing Services
- Adult and childhood immunizations
- Sexual Health
- Women's Health
- Pathology
- Mental Health Nurses
- Psychiatry
- Psychology
- Physiotherapy
- Flu Clinics
- Travel Health and vaccinations

Most services are by appointment only.

Hours: Monday to Friday from 9.00am to 5.00pm

University Security

Personal safety is a matter that affects everyone on campus. If you see any suspicious person in the Residences please contact the office, the Resident Advisor on duty, or Swinburne Security. Please do not let anyone into your building or apartment block unless they are visiting you. Residents on ground level apartments in particular are advised to close and lock all windows if they are not in the apartment.

If you feel unsafe on campus, Swinburne Security can escort you to/from anywhere on campus to/from the Residences. To contact Swinburne Security please call **03 9214 3333** (24 hours). The Security office is located at building 1A, at the end of Alfred St, near the Glenferrie train station.

Safer Community

Safer Community offers advice, support, intervention, and risk management for students who experience or witness inappropriate, concerning, or threatening behaviours on or off campus. This is behaviour that makes you feel threatened or unsafe; or causes you concern for someone harming themselves or someone else. Examples include bullying, stalking, threats, violence, discrimination, harassment, sexual assault and sexual harassment. You can get in touch with the team via email or the online reporting form. You can also access relevant contact details via the [Swinburne app](#) under the 'staying safe' section. Note: Safer Community is a separate service from Security.

Contact

Hours: 9am – 5pm Monday to Friday

Email: safercommunity@swin.edu.au

Report online: swin.edu.au/incident-reporting-form

Further information

Website: swin.edu.au/safercommunity

SAFETY

Electrical Appliances

For reasons of fire safety and electrical loading limitations, you are not permitted to have in your room and apartment:

- Double adaptors
- Heaters of any description (other than provided wall mounted heaters)
- Air-conditioners and large appliances such as full-size fridges and washing machines
- Electric blankets

When using electrical equipment:

- Please check the safety tag; do not use or permit use of electrical equipment if the retest date shown on the tag has passed. Do not interfere with the tag.
- Visually inspect electrical equipment /appliances prior to use to check for physical signs of wear. Signs of damage or wear may include: cuts, fraying, heavy scuffing, damage to plug, bent pins, taped leads, colored wires visible, signs of overheating such as burn marks or staining on the plug, obvious damage, defects, make-shift repairs or modifications, poor condition of the operating controls (i.e. buttons, switches, dials), or controls not labelled, missing external covers or guards.
- Users of power boards used must ensure the power board:
 - Complies with AS/NZS 3105 (Approval and Test Specification for Electrical Portable Outlet Devices).
 - Has a current overload protection and reset button.
 - Has individual switches on the power board (when the lead is longer than 1.8m).
 - Is used for temporary measures only whilst arrangements for additional socket outlets are made.
 - Is in an area which doesn't cause damage to the board or create a trip hazard.
 - Is not piggy backed (i.e. a power board or double adaptor cannot be plugged into another power board)
- Ensure mains cords are well connected and in good condition.
- Ensure extension cords are uncoiled and protected from undue wear, tear and exposure.
- On becoming aware of any defective or potentially electrical equipment to immediately remove it from service. Dispose of item unless it is repaired by a qualified electrician and passes a test and tag. If item is a Swinburne owned item, please report immediately to Swinburne Residences management. A substitute item will be provided.
- Use electrical equipment as per the equipment instructions and only for the equipment's intended purpose and ensure that electrical equipment is set up correctly and used safely.

- Use equipment only for its intended purpose.
- Unplug equipment before cleaning it.
- Turn items off when not in use. It is safer practice to do so and the impact on the environment can be reduced considerably if power consumption is reduced.
- Report any hazards, incidents and near misses to Swinburne Residences during office hours or Security 9214 3333 after hours or if unable to reach Swinburne Residences.

If you are using an electrical appliance not rated for 240 Volts, you need use an appropriate transformer. Please see the Residences office if you have any queries.

All parties must report tripped circuit breakers to Swinburne Residences 9214 5555 during office hours or Security 9214 3333 after hours.

Any individual who has experienced electrical contact, regardless of severity, must seek medical attention as soon as possible after the incident for the completion of an electrocardiogram (ECG). Please report electrical contact to Security immediately so urgent medical care can be sought.

Electrical Testing and Tagging Policy

All personal electrical goods must be tested and tagged to ensure it is safe for use.

Swinburne engages a contractor to test and tag all electrical equipment in the Residences every year. Residents will be given reasonable prior notice to have all personal electrical equipment tested and tagged in accordance with Swinburne's "Testing and tagging of electrical equipment policy". Residents who arrive after the March test date will have their devices tested in August. When test and tag occurs, residents must leave all electrical items in visible locations so the technicians can find and test their items.

Residents are not permitted to use privately owned electrical equipment that has not been tested and tagged, or which has been inspected and tested, but has failed test and tag. Items failing test and tag, once unplugged are to have cords cut and item disposed of, unless it is reviewed for fix by a qualified electrician who is able to repair the item and following this the item is tested and tagged with a pass prior to reuse.

Electrical goods that are still within their 1-year warranty can be used until March each year. Other devices cannot be used until they have been tested and tagged.

Fire Safety

Fire Safety Equipment

Fire hoses, fire extinguishers and fire blankets are in place to protect people and property. Please do not touch the equipment unless in an emergency situation.

Please report any use or abuse of the equipment to the Residences office.

Residents found to have tampered with fire safety equipment will be subject to disciplinary

action and possible tenancy termination and will be liable for the cost of repair/replacement of equipment and attendance of the fire brigade (if applicable).

Automatic Door Closers

It is a serious offence if students remove or tamper with the door closer attached to their bedroom or apartment doors. If a student tampers with the door closer the charge for maintenance/reparation work will be passed on to the resident concerned.

Smoke and Heat Detectors

The fire alarms installed in the Swinburne Student Residences are sensitive as they are designed to save lives. Sometimes the fire safety system will detect things other than flame or smoke, such as dust, fumes, steam, hairdryers, heat generated by equipment, hairspray, and other aerosols such as tanning spray.

The alarms are usually triggered by cooking practices that produce excessive smoke. These can include using a dirty oven or frypan, burning food, allowing oil to smoke, and cooking fatty foods on extreme heat. When cooking it is necessary to use all measures to ensure the alarms are not triggered, for example, range hoods must be on, fire safety doors closed, and windows should be open.

It is the responsibility of each resident to ensure they do not contribute to false fire alarms through negligent behaviour by not taking sufficient care when cooking. Any resident who triggers an alarm may be required to contribute ALL or part of the cost of the fire brigade's attendance fees.

Candles, Incense and Sparklers

Naked flames of any kind including candles, incense, oil burners and sparklers are not permitted in any areas of the Residences. Residents found to have breached this rule will be subject to disciplinary action.

Smoking

Swinburne University is a smoke free campus, and this includes all areas of the Residences. Smoking and vaping of any substance, including shisha, pipes, cigarettes etc. is strictly prohibited on the University Campus. Residents found to have breached this University regulation in the Student Residences will be subject to disciplinary action.

Fire Evacuation Procedure

The following procedures must be followed in the event of a fire

Residential College and Swinburne Place Apartments

- Notify University Security if you are not able to contact the Duty RA
- Notify any nearby residents and guests/visitors
- Assist persons in immediate danger if it is safe to do so

- Restrict the danger area to prevent the spread of fire, i.e. Close doors
- On the alarm tone, evacuate the building via your nearest emergency exit
- Walk do not run
- Follow any instructions given by Wardens or Security Officers
- Assemble at the primary evacuation point
- Do not re-enter the building until emergency personnel indicate it is safe to do so

Apartments on Wakefield, Park and William Streets

- Notify University Security if you are not able to contact the Duty RA
- Notify any nearby residents and guests/visitors
- Assist persons in immediate danger if it is safe to do so
- Restrict the danger area to prevent the spread of fire, i.e. Close doors
- Evacuate the building via your nearest emergency exit
- Walk do not run
- Follow any instructions given by Wardens or Security Officers
- Assemble at the primary evacuation point
- Do not re-enter the building until emergency personnel indicate it is safe to do so

Personal Safety and Safety of Belongings

Your personal safety is of importance to the University and as such, we have placed security cameras in certain areas of the premises and installed self-locking doors and key card access entrances to minimize risk.

While all these measures are in place, it is also important that you remain vigilant and contact University Security or the Duty RA if you notice any suspicious persons, or if you are at all concerned about your personal safety.

Please do not leave your personal items unattended, and always make sure your apartment and room door are closed when you leave.

FACILITIES

There are a number of recreational facilities available for residents to use located in different common areas such as the College and level 3 of the SPS and SPW buildings. These include barbecue facilities, pool and table tennis tables, study/meeting rooms, drink machines and televisions.

While these facilities are available to all residents, we ask that you respect their use by disposing of waste and rubbish into appropriate bins, cleaning barbecue facilities after use, and ensuring that the noise level is kept to a minimum.

Please ensure that you are with your guests at all times when they are with you and using the Residences' facilities and equipment.

To respect the privacy of College residents, non-College residents are not permitted to go to the upper floors of the Residential College without the expressed invitation of residents living on those floors.

Laundry Facilities

The laundry facilities are free for all residents. They are located on the ground floor of the College, level 3 of the Swinburne Place Apartment buildings (SPW and SPS), and inside all Park, Wakefield and William St apartments.

Non-residents are not permitted to use these facilities.

Bicycle Storage

Residents can store bikes in various locations around Swinburne Residences;

- Between the Swinburne College and the TD Building
- Between the SPS and SPW buildings towards the railway tracks
- Between the TC and TB Buildings
- Next to the GS building there is a large bike locking area with bike tools available.
- There is an enclosed bike locking facility in the car park next to the Residential College (21 Wakefield Street); however access to this is subject to the car park opening hours.

SERVICES

Internet Access

The Swinburne University of Technology provides free wireless internet access to all students and staff on campus through the eduroam service. Information on this service and the usage guidelines is available through the [ITS website](#).

Residents can also access the internet through our third-party service provider, Superloop Broadband.

Superloop provides access via pre-paid plans on a monthly basis. Please note that Swinburne is contracted with one provider, for this reason you are not permitted to purchase access to the internet through other providers, and residents are not permitted to install the connections to do so.

All support inquiries should be directed to the Superloop online chat support service through the Superloop Portal, or by calling 1300 739 822. The helpline is available 24 hours a day

Mail

Mail is delivered to the Residences office once per business day.

All mail items are either held at the office or placed in the parcel lockers in building SPS. You will receive an email or sms if you have mail to collect.

When collecting any mail items at the office reception please provide photo ID. A signature may also be required upon collection.

Your mail should be addressed to:

(Your Name)
Swinburne Student Residences
24 Wakefield St
Hawthorn, VIC, 3122

Any mail sent to an unknown person or departed resident will be returned to sender.

Maintenance

If you have a maintenance issue in your room or apartment (e.g. light not working, leaking tap, missing chair etc.), please report the problem by logging into the [Swinburne Residences Portal](#) and clicking on the maintenance tab.

Please provide as much detail as possible about the issue and its location.

We encourage you to report maintenance issues as soon as possible so that they can be actioned by our contractors.

Please note by making a maintenance request the resident gives consent to have an approved maintenance contractor or University employee to enter their room or apartment to review the request and/or carry out repairs.

Notice Boards

Notice boards are located at each of the main entry doors to the apartment buildings and in the Dining Hall, Reception foyer and on each level of the Residential College near the lift.

All notices must be authorised by the Residential Life Coordinator before being displayed on the notice boards. It is important you check these notice boards regularly for messages or memos from the Residences.

Official Communication

Swinburne Student Residences may communicate with you in a variety of ways to keep you informed of upcoming events, urgent matters or other activities.

Official communication from the Residences will be in writing and sent to you as an email to your **nominated email account**. It is important that you check your email account regularly; notification will include invoices, notices of room inspection, offers for accommodation, or meeting requests with staff.

Pest Control

In any type of accommodation, pests such as mice, ants, spiders and other insects can become a problem on occasion. All reasonable pest control measures are taken by the University to prevent the presence of pests.

Residents can minimise the presence of pests by ensuring that all food items are stored properly in a fridge or cupboards, and any food scraps are disposed of immediately. Please avoid leaving rubbish bags lying on the floor and always wipe benches and stoves after food preparation and cooking.

If you are found to have contributed to a pest problem in your room and/or apartment, the treatment cost will be passed on to you.

Waste Management

Waste management contractors are employed to remove rubbish on a regular basis. Please ensure that rubbish is placed inside the bins or garbage chutes provided. Please do not overfill the bins – use another bin if necessary. If all bins are full, please update reception immediately.

Bin locations

William Street apartments: Bins outside apartments on William Street

Wakefield Street Apartments: 9 Wakefield St Bin Room

Park Street Park Street Apartments: 12 and 18 Park St Bin Rooms

Alfred Street Apartments: In the fenced area opposite the train line at the south end of the building

Swinburne Place Apartments: Recycle Bins located near lifts on each floor, garbage chute located near lift on each level.

Waste bins

Red Recycling Bins – Recycle bottles and cans

Green Bins – Rubbish, general waste and cardboard material

Garbage chute (SPS/SPW residents only)

When using the garbage chute located next to the lift, please make sure garbage is tied up in a garbage bag first. If the chute is blocked please notify Residences staff immediately.

Do not dispose of large items such as bedding or doonas in the chute. Residents doing so will be charged for repairs if the chute becomes blocked as a result.

If any Swinburne bedding is disposed of, the responsible resident will be charged for the bedding.

LIVING IN YOUR ROOM AND APARTMENT

Access to Rooms and Apartments

A resident's bedroom is considered to be their own private space and as such no other resident should enter another resident's room uninvited.

Please make sure that your bedroom door is locked when you are not present. The Residences is not responsible for any theft, destruction or loss of personal property that is brought into the Residences by a resident or their guests.

Student Residences staff members reserve the right to enter a resident's bedroom or apartment in the event of an emergency, to undertake urgent repairs, or in other special circumstances even if the resident is not in attendance.

Swinburne Security monitors the battery charge level in all locks on campus, and may attend your room to change the batteries before they run flat. Entry for this purpose will only occur between 10am – 5pm, and where possible the guard will be accompanied by a Resident Advisor or a residences staff member.

Should the battery run completely flat and lock become unresponsive security may be called at any hour to assist with battery replacement.

Where possible we will provide reasonable notice in advance of routine inspections or non-emergency room access. If a staff member or contractor needs to enter your bedroom or apartment, they must carry identification. If they are not able to produce any form of identification, you may refuse them entry and then report the matter to the Residences office on 9214 5555.

Alcohol Consumption

Please refer to the Code of Conduct, clause 3.1 for information about the rules concerning alcohol consumption in your room/apartment and other areas of the Residences.

Balconies and Courtyards

Many apartments have access to a balcony or courtyard. The cleaning of these areas is the responsibility of the residents in the apartment they are attached to.

The display of laundry and clothing on the balconies or in the courtyards is not permitted. Any fines imposed by the local council will be passed on to the responsible residents. BBQs and personal furniture are not permitted on balconies.

Glass bottles, cans or other objects that may cause injury to others if they fall must not be left on the balconies at any time.

Cleanliness and Cleaning Inspections

Cleaning Standards

All residents are required to keep their bedroom and/or apartment clean, hygienic and free from rubbish.

In an apartment, the cleanliness of the shared spaces is the responsibility of all occupants. The common areas (bathrooms, toilets, laundries, kitchens and lounge/dining areas) must be clean, mopped and vacuumed.

The washing machine, clothes dryer and gas heater (Wakefield & Park Streets) all have filters that must be cleaned regularly.

The range hood filter above the cooktop should be taken out and washed regularly.

Inspections

The Residences carries out monthly inspections of all apartment common spaces, and bedroom inspections for the college and all apartments are conducted once per year. We aim to provide one weeks' notice before any scheduled inspection.

Residents that repeatedly fail cleaning inspections will be required to meet with management and may have their licence agreement revoked, or their future applications for accommodation at the Residences declined.

The Residences will hire professional cleaners to clean an apartment or bedroom if the areas do not meet the Residences' required standards upon re-inspection. The cost to clean an apartment will be passed on to ALL residents in the apartment unless individual responsibility is claimed.

Condition Reports

All residents are required to inspect and verify the condition of their room and apartment's furnishings and fixtures upon arrival. Please report any deficiencies in the Residences portal. An inspection form will be made available to you in the Portal 1-2 business days after your check in.

On departure, the resident's room and apartment will be inspected and any damage/loss etc., except for "fair wear and tear", will be noted and charged directly to the resident.

Please note that if the condition report is not returned or completed accurately you may be charged for damage you did not cause. We encourage you to review items thoroughly within the timeline given.

Conflict Resolution and Roommates

Some residents choose to live in an apartment with friends, whereas others are placed in an apartment with students whom they do not know. While sharing an apartment with others can be a great experience, conflicts can arise from time to time.

If conflict arises between roommates or other residents it is recommended that residents first try to resolve the conflict themselves. Residents may choose to seek the advice of a Resident Advisor at this stage. If a Resident Advisor is not available, they can seek advice from the Residential Life Coordinator or Assistant.

If the conflict is not resolved, residents are encouraged to make a written formal complaint to the Residential Life Coordinator to try to resolve the matter by mediation or formally if appropriate

If at any stage you are concerned for your safety as a result of the behaviour of another resident, guest or visitor, please speak directly to the Residential Life Coordinator, or contact security if the matter is urgent.

Here are some tips for shared living that will help to either prevent conflict or assist in resolving them if they arise:

Communication and Respect

Communication and respect are the key to successful shared living. Having respect for roommates and other residents, their privacy, space and belongings will help avoid conflicts.

In a diverse community like Swinburne, you may be sharing an apartment with students of different cultures, values, belief systems and dietary requirements. Differences like these can be interesting and educational, so you are encouraged to speak about them and find a happy medium for any issues that arise.

Shared Costs

Decide if you want to share the costs for necessities such as cleaning products and toilet paper, with each roommate buying their own food for meals.

Cleaning Roster

A roster system is probably the best way of sharing the cleaning and keeping the apartment in a good state. It should include all necessary jobs such as taking out the rubbish and cleaning the toilet. It is a good idea to work out how often different jobs should be done.

Each resident should be responsible for their own dishes, laundry and bedroom cleanliness.

Personal Belongings and Decorations

Most personal belongings will be kept in individual bedrooms, however some items are better suited for shared spaces. When placing an item in a shared space please consider your roommates and ask yourself if it could be reasonably expected to be an inconvenience to others.

Visiting Family and Friends

Residents in apartments may have visitors from time to time. It is important to discuss this with fellow roommates and residents. The host of each guest or visitor is responsible for their behaviour. Please refer to the Guests and Visitors section for further information.

Decorations and Alterations

Residents are allowed to decorate their bedroom and apartment within reasonable expectations. Please do not:

- Make any permanent alteration to your bedroom/apartment or to any part of it
- Write on, or allow to be placed on any part of their bedroom/apartment anything that will, or may likely cause damage to the bedroom/apartment

Only Blu-tac or a similar easily removable adhesive may be used to mount decorations on any surface. Any damages due to decoration or alteration will be charged to the responsible resident.

Hooks and mirrors are not permitted to be attached to any surface.

Under no circumstances is anything to be affixed to, ceilings, fire doors, or on or near smoke detectors and sprinkler systems, as this is an occupational health and safety violation. This includes all fire doors, ceilings, smoke detectors and fire safety systems in Residences buildings.

Decorations are not to be put up in building commons areas without Swinburne Residences Management Approval. Building common areas include but are not exclusive to: balconies, meeting rooms, common rooms, corridors.

On the occasion that approval is granted, items must be attached with removable fixings. The repair costs for any damage caused by adding or removing decorations will be costed to the responsible resident.

Furniture

Swinburne provides furniture to help ensure no damage is made to the room or apartment while shifting additional furniture in and attempting to store Swinburne furniture, and that all furniture is kept neat and complies with Occupational Health and Safety (OHS) requirements.

Please ensure the provided furniture remains in a position that does not obstruct easy access to doorways, as this is an OHS hazard.

Residents are responsible for ensuring that any provided furniture is returned to its original position at the conclusion of their stay. Please do not leave furniture in other rooms or apartments. Any costs associated with furniture that is damaged or missing from a resident's

room or apartment will be charged to the responsible resident.

Residents are only permitted to bring their own personal furniture, providing they meet the following guidelines.

Accepted items:

Bedroom*

Small bedside table
Small fridge
Small book shelf
Small chest of drawers
Study chair

Shared living areas

TV and entertainment unit (no trip hazards from electrical cord, access/egress issues, or any other OHS hazard)

* Bedrooms may only have a study chair plus a maximum of two additional furniture items with a maximum size of 500mm deep x 600mm wide x 2000mm high

The two additional items must fit into your room without blocking entry and exit, and cannot be placed in front of the heater. This may mean that the second item is a height that can fit under your desk.

If you wish to bring other types of furniture not listed above you need to seek approval from management.

Residents are only permitted to bring in their own bedframe/mattress if medical documentation is provided to management, and it does not obstruct any access to the bedroom or apartment.

Not accepted items:

Bedroom

Any personal furniture items which exceed the maximum size listed above
More than two personal items of furniture

Shared living areas

BBQ equipment
Couches / lounge suites / armchairs
Indoor sporting equipment
Bookshelves

In general, your personal furniture must not:

- cause access or egress issues
- cause electrical, fire, trip or other hazards
- be stored in common areas (with the exception of TVs/entertainment units agreed upon by all residents of the apartment)

Electrical Appliances

You are permitted to have electrical appliances such as lamps, fans, small refrigerators etc., however they must be tested and tagged each year. The testing and tagging service is provided at the beginning and middle of each year by Swinburne and is of no cost to students.

Guests and Visitors

Residents are welcome to have guests and visitors, however visitors who stay overnight (defined as a guest) cannot do so for more than one night a week, and residents cannot have more than one guest stay overnight per week. The other occupants of the apartment (where applicable) and the Residences office should be informed of any guests in advance.

Guests must be accommodated in the host resident's room, and not in any shared room or common area.

Guests must be authorised by the Residences. Any unregistered guests may be asked to leave and the host resident's future guest rights cancelled by the Associate Director.

Guests are not permitted during the week prior to class at the start of each semester (O-Week), or during the exam periods.

Long-term guests are not permitted under any circumstances.

Heaters

Residents are not permitted to use any other form of heating other than the heaters provided in the bedroom and apartment by the Residences.

Please remember to turn off the heaters when no one is home and never leave flammable items (clothes, paper, etc.) too close to the heater as this could cause a fire.

Mattress Protectors

All mattresses must be covered by the supplied mattress protector. Students removing mattress protectors will be charged for any soiling or necessary replacement of the mattress. If you do not have one when you arrive please let a staff member at the office know.

Noise and Quiet Times

The Residences is primarily intended as a place for study, sleep and quiet relaxation. Residents are expected to keep the level of noise in and around the Residences to a level that fits this purpose.

Please be aware that noise can travel quite some distance, especially at night, causing distraction and disturbance to other residents and neighbours.

Noise curfews apply at the following times:

Non-Examination Periods

Sunday – Thursday 11pm – 9am

Friday – Saturday 12am – 9am

Swotvac and Examination Weeks

Monday – Sunday 8pm – 9am

Parties are not permitted during the primary exam periods (June and November). Residents who wish to celebrate the completion of their exams or assignments are asked to do so off-campus and to return to the Residences as quietly as possible out of consideration to those residents who may still be studying.

Private Functions

Private social functions involving alcohol are not permitted in the Residences. Residents are encouraged to hold private parties off campus to avoid disruptions in the apartment buildings. If you intend to hold a social function which could reasonably be expected to cause a disruption or inconvenience to other residents you must discuss this with the Residential Life Coordinator beforehand.

Room Change Requests

Residents may make an application to the Administration Coordinator to change the room or apartment initially allocated to them. Final approval for the change is at the discretion of the Associate Director, and is only provided in exceptional circumstances.

A change of premises fee of \$80 is applicable if the room change is approved, but may be waived by the Associate Director in exceptional circumstances.

Vacuum Cleaners

If you need to borrow a vacuum cleaner, you may borrow one from the SPS Residences Reception.

You may borrow vacuum cleaners from the Residences office during office hours only, and must be returned within 2 hours, or before 5pm daily.

Vacuum cleaners must be emptied prior to returning it or you may be charged a cleaning service fee.

FINANCES

Fees and Payment Options

Residents are required to pay all Residences fees and charges as set out in the Licence Agreement. Accommodation Fees (rent) are charged monthly and are to be paid in advance.

These are the preferred payment options for residents to pay Residence fees instalments:

- Online via the [Swinburne Residences Portal](#) (Credit Card or BPay)
- EFTPOS at the Residences office

Cash payments are not accepted.

Late Payment

Residents who have difficulty paying their fees are advised to email the Administration Coordinator **before the fees are due** to make alternative arrangements.

The Licence Agreement may be terminated if any Residences fees or other charges are unpaid for a period of 14 days after the due date for payment, unless prior arrangements have been made with the Administration Coordinator. In such cases you will first be issued a warning to make arrangements to pay within the next 7 days. Further delays may lead to a notice of licence agreement termination from the University.

Details of residents who have not paid their fees or any other charges may be placed on the University encumbrance list until all debts are cleared.

Security Deposit and Refunds

All residents are required to pay a security deposit of \$500 as part of their acceptance fees. This will be returned to the resident (or to a family member if requested) at the conclusion of their licence agreement, unless the resident intends to renew their licence agreement immediately after the conclusion of their old agreement.

Residents are required to settle any outstanding debts before their departure; the deposit cannot be used to cover these debts. A form needs to be filled in before this can be refunded and it takes 6 to 8 weeks after you leave to process.

Please refer to the licence agreement, clause 6.5, for information on fee refunds.

ASSISTANCE ANIMALS

Swinburne Student Residences recognises the importance of assistance animals to support residents who have accessibility needs. Residents with accessibility needs have the right to be accompanied by a trained assistance animal in areas where animals would, under the No Pet policy in the Residences, be excluded.

Recognised Assistance Animals

An assistance animal refers to a dog that is fully trained to help facilitate the participation of a person with accessibility needs in various aspects of personal and public life. Swinburne Student Residences will only recognise a dog as an assistance animal if the dog is fully trained:

- To assist a person with accessibility needs to alleviate the effect of the disability; and
- To meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

Assistance Animals are permitted to live in the Residences and to access the premises subject to the following conditions:

- The animal must remain under the effective control of the resident with accessibility needs, or another person on behalf of the person with accessibility needs, at all times (an assistance animal may be under the control of a person even if it is not under the person's direct physical control);
- The animal must not endanger the health and safety of other residents, staff, contractors, visitors or other animals;
- The animal must be free from infectious disease, hygienic and behave appropriately;
- Upon request, the resident must be able to produce evidence of appropriate accreditation or training;
- The person with the assistance animal must be a resident, and is responsible for the hygiene standards in the accommodation where the assistance animal lives or when accessing the Residences premises.
- The resident with the assistance animal will be liable for any damage caused in the apartment by the assistance animal.

We will conduct a review of the request for the resident to have an assistance animal live in the Residences. This is to ensure that the resident or prospective resident who requires an assistance animal is placed in accommodation that can suitably house the resident and their animal, having regard to the health and wellbeing of the individual and other residents in the apartment, and the nature of the available accommodation.

Evidence that an Animal is an Assistance Animal

The resident requesting to have an assistance animal living in the Residences and accessing the premises, must provide the following evidence that the dog is a recognised assistance animal:

- An accredited assistance dog ID attached to the animal's coat/harness/leash, or;
- A letter from an accredited assistance dog training organisation attesting to the animal's training, or;

- An Assistance Animal Pass issued by Public Transport Victoria (or other States).

Assistance Animals in Training

This refers to a dog that is in the process of undertaking training to become an accredited assistance animal. At the sole discretion of the University, Swinburne will consider an application for an assistance animal **in training** to live in the Residences if:

- The dog has completed the equivalent of Assistance Dogs Australia's L-plate training (2-12 months) and is currently undertaking P-plate training (12-24 months); and
- The dog is trained to meet appropriate standards of hygiene; and
- The dog is clearly identified as a dog in training (i.e. wearing an appropriate harness/tag/jacket)

Assistance animals in training must comply with the same conditions for living in the Residences that apply to fully trained assistance animals.

Emotional Support Animals

The law does not consider 'emotional support animals' (commonly referred to as companion animals or therapy animals) that provide comfort but are not trained to alleviate the effect of a disability to be assistance animals. The No Pet clause in the Residences' [Code of Conduct](#) applies to emotional support animals.