

ACCOMMODATION SERVICES

Information Handbook 2008

ACCOMMODATION SERVICES

INFORMATION HANDBOOK 2008

© Accommodation Services
University of Tasmania
HOBART

Private Bag 94, Hobart Tasmania 7001, Australia
Phone +61 3 6226 6400 – Fax +61 3 6226 6405

LAUNCESTON

Locked Bag 1367, Launceston Tasmania 7250, Australia
Phone +61 3 6324 3917 – Fax +61 3 6324 3915

TABLE OF CONTENTS

[Introduction](#)...iv

[Welcome from the Director](#)...v

[Contact Us](#)...vi

- Office hours
- After Hours

[Other Useful Contacts](#)...vii

The A to Z of Residential Life

- [Absences from Residence](#)...1
- [Academic Support](#)...1
 - Student Development Program
 - Tutors & the Tutorial Program
 - Short Courses
 - Activities & Trips
 - Other Support
 - Academic Integrity
- [Administration](#)...2
 - Office
 - Office Hours
 - After Hours
 - Bulk E-mails
- [Advance Fees](#)...3
 - Purpose
 - Make-Up
 - Refunds
- [Alcohol Consumption](#) 4
 - UTAS Policy
 - Alcohol in Residences
 - Prohibitions
 - Organised Events
 - Always Look After Your Friends
- [Applying for Residence](#) 7
 - New Applicants
 - Applying On-Line
 - Provisional Offer of Place
 - Extensions
 - On-Line Acceptances – Provisional Offers
 - Confirming Acceptance
 - Later Round Offers
 - Returning Residents
 - On-Line Portal
 - Offers & Acceptances
- [Appropriate Behaviour](#)...9
 - Expected Behaviour
 - Maintaining Standards of behaviour

- UTAS Disciplinary Process
- [Barbecues](#) 11
- [Bicycles](#) 11
- [Bus Services](#)...11
- [Candles & Other Flames](#)...12
- [Car Parking](#) 12
 - Carparks
 - Parking Permits
 - Visitor Parking
 - Parking for Residents with a Disability
 - UTAS Parking By-Laws
- [Catering & Dining Rooms](#)...13
 - Dining Rooms & Meal Times
 - Meal Manager Charging System – Hobart
 - Clarence House – Launceston
 - Occasional Meals
 - Guests at Meals
 - Formal Dinners
- [Checking In](#)...16
 - What you Need to Bring
 - Arriving at Accommodation Services
 - Room Inventory - Arrival
- [Checking Out](#)...17
 - Room Inventory – Departure
 - Return of Security Deposit
- [Cleaning](#)...18
- [Common Recreation Areas](#) 19
- [Complaints Procedure](#)...19
- [Computers](#)...20
 - In-Room Internet Access
 - Logging On
 - Internet Charges
 - Computer Labs
- [Cooking](#)...21
- [Dining Rooms](#)...22
- [Disciplinary Procedures](#)...22
- [Doctors](#)...22
- [Emergencies](#)...22
- [Environmental Care](#)...23
- [Evacuations](#)...23
- [Facilities](#)...24
- [Financial Obligations](#)...24
- [Fire Equipment](#)...24
- [First Aid](#)...25
- [Furniture & Furnishings](#)...25

- [Harassment & Discrimination](#)...25
- [Heating & Electricity Costs](#)...26
- [Illness](#)...26
- [Insurance](#)...27
- [Keys & Keycards](#)...27
- [Kitchens, Kitchenettes and Pantries](#)...27
- [Late Entry to Residences](#)...28
- [Laundries](#)...28
- [Lockouts](#)...28
- [Mail](#)...29
 - Residential Postal Addresses
- [Maintenance](#)...30
- [Meals](#)...31
- [Medical Assistance](#)...31
- [Newsletters](#)...31
- [Notices](#)...31
- [Noise & Quiet Hours](#)...31
- [On-Line Portal](#) 32
- [Orientation](#)...32
- [Overnight Guests](#)...33
- [Parties](#)...33
- [Pastoral Care](#)...33
- [Paying Fees and Charges](#)...34
- [Pets](#)...35
- [Prohibited Goods](#)...35
- [Re-Application Procedures](#)...35
- [Recycling](#)...35
- [Residential Support Team](#)...36
- [Residency Agreement](#)...36
 - A Legally Binding Contract
 - Fees & Charges
 - Making Changes
 - Terminating the Agreement
- [Rights & Responsibilities](#)...39
- [Room Access](#)...39
- [Room Allocation](#)...40
- [Room Inventory](#)...40
- [Rubbish](#)...40
- [Security](#)...40
 - Room Security
 - University Security
 - General Security
- [Smoking](#)...41
- [Sports Facilities](#)...41
- [Student Club Committees](#)...42
- [Student Services - UTAS](#)...42
- [Telephones](#)...42
- [Visitors](#)...43
- [Web Site](#)...43

INTRODUCTION

This Handbook is compulsory reading for all residents. Together with your Residency Agreement, the Handbook sets out the rules and your rights and responsibilities for your stay with Accommodation Services. You should be familiar with the information in both of these documents.

You should also use this Handbook to help you to settle into residential life and make the most of the ever-present opportunities. It provides a resource for access to information on many of the services and activities provided by Accommodation Services and the wider UTAS community.

Accommodation Services offers a wide range of accommodation options in the south, in Hobart, and in the north, in Launceston and Beauty Point. Not all information provided in this Handbook will apply to all residences. Where there are differences between residences or between sites these are clearly indicated.

We trust your stay with Accommodation Services will be a happy and fulfilling experience that enhances your life as a student. Please feel free to discuss any problems or queries you might have with any Accommodation Services staff member.

[\[Return to Contents Page\]](#)

WELCOME FROM THE DIRECTOR

For those of you who are coming to residence for the first time, welcome to your new home. To those of you who are returning - welcome back. I extend a special welcome to students of the Australian Maritime College who join us in 2008. They bring a new level of diversity of life experience to the Accommodation Services community.

Accommodation Services seeks to ensure that, as well as living comfortably, you enjoy and benefit fully from your time with us. This applies no matter in which course you are enrolled or the length of your stay with us. I hope that you will all find being a member of our residential community personally satisfying, rewarding and memorable.

Accommodation Services provides an environment that gives academic, pastoral and personal support; social, cultural and sporting enrichment and a real sense of community life and service. We operate with an ethos of consultation, responsibility and mutual trust. You will gain most from your experience by fully participating in and exploring the many aspects of residential life and by taking every opportunity offered to develop and grow as a person...

For our residential community to operate effectively and harmoniously, all our members need to work together. Many leadership responsibilities are delegated to staff and residents alike. As Director, I am interested to hear the perspectives of all residents, so I can make the best possible decisions and take into consideration all points of view.

Staff members of Accommodation Services are professional, caring and approachable people, promoting and fostering a positive attitude to our community life. If you have a concern, a problem or an idea, please do not hesitate to share it with a staff member.

I wish you well in all your pursuits at the University of Tasmania and in your life at Accommodation Services. I hope you achieve your dreams and ultimately leave both institutions a finer person with new insights and expectations about yourself and fond memories of your stay.

Jacinta Young
Director, Accommodation Services

[\[Return to Contents Page\]](#)

HOW TO CONTACT US

Hobart Campus - Christ College, John Fisher College, University Apartments and Mount Nelson Villas.

Location: Accommodation Services, Top of College Road, Sandy Bay
Postal Address: Private Bag 94, Hobart Tasmania 7001 Australia
Telephone: Within Australia: 03 6226 6400
International: 61 3 6226 6400
Facsimile: Within Australia: 03 6226 6405
International: 61 3 6226 6405
Email: enquiries@accommodation.utas.edu.au

Launceston and Beauty Point Campuses - Leprena, Kerslake Hall, Clarence House, Investigator Hall and Endeavour Hall

Location: Level 2, Student Association Building, Queen Elizabeth Walk,
Nenwham
Postal Address: Locked Bag 1367, Launceston Tasmania 7250 Australia
Telephone: Within Australia: 03 6324 3917
International: 61 3 6324 3917
Facsimile: Within Australia: 03 6324 3915
International: 61 3 6324 3915
Email: enquiries@accommodation.utas.edu.au

Office Hours

Administration Offices in Hobart and Launceston are open Monday to Thursday from 8.30am to 5.30pm and 8.30am – 5.00 pm Friday. Both offices are closed on weekends, public holidays and during the University Christmas and Easter breaks. Outside office hours contact the Residential Support Team.

After Hours - Residential Support Team

Hobart Campus

Christ College, John Fisher College, University Apartments

Internal phone: x 6400 Mobile:0417 013 774

Mount Nelson Villas

Internal phone: x 6095 Mobile:0417 132 743

Launceston Campus

Leprena & Kerslake

Mobile:0417 314 724

Investigator Hall:

Mobile:0417 318 091

Clarence House:

Mobile:0400 225 240

Beauty Point

Endeavour Hall:

Mobile:0437 564 939

[\[Return to Contents Page\]](#)

OTHER USEFUL CONTACTS

UTAS ON-CAMPUS SERVICES

All Hours

University Security/Emergency	Hobart	6226 7600
	Launceston	6324 3336

Emergency phones are located at clearly marked Help Points throughout the Sandy Bay and Newnham campuses. The phones are linked directly to UTAS Security.

UTAS Office Hours (9.00am-5.00pm Monday-Friday)

Student Services	Hobart	6226 7596
	Launceston	6324 3787

International Student Office	Hobart	6226 2706
	Launceston	6324 3503

English Language Centre	Hobart	6226 1781
--------------------------------	--------	-----------

(All enquiries should be directed through the Hobart Office).

University Doctor Service	Hobart	6226 2102
----------------------------------	--------	-----------

EXTERNAL SERVICES

Alcohol & Drug Information Service (Freecall) 1800 811 994

Disability Services 1300 799 530

Gambling Helpline Tasmania (Freecall) 1800 000 973

Police / Fire / Ambulance 000

Interpreter Service 131 450
(Free Service offered by the Department of Immigration & Citizenship)

Launceston General Hospital 6348 7111

Life Line Telephone Counselling 24hrs 131 114

Mental Health Helpline (Freecall) 1800 332 388

Poison Information Centre 131 126

Pregnancy Counselling & Support Services 6224 2290

Royal Hobart Hospital 6222 8308

Sexual Assault Support Service	Hobart:	6231 1811 (24hrs)
	Launceston	6334 2740
		0409 800 394 (24hrs)

Sexual Health Services (Freecall) 1800 675 859

[\[Return to Contents Page\]](#)

A

ABSENCES FROM RESIDENCE

If you become ill, or are planning to be away from your residence because of the requirements of your course (for example field trips or work placements, it is your responsibility to inform Accommodation Services' administration. This way we know you are safe and where to contact you in the event of any emergencies.

As a resident you should also remember that you are contracted to Accommodation Services for the term agreed in your Residency Agreement. All accommodation fees must be paid for the entire contract period, including any times that you may be away.

[\[Return to Contents Page\]](#)

ACADEMIC SUPPORT

Student Development Program

Accommodation Services provides a comprehensive Student Development Program (SDP), in which all residents are encouraged to participate. This program has a number of elements covering academic support and a wide range of other more general activities.

Tutors & the Tutorial Program

Accommodation Services can offer tutorials across all UTAS courses taken by residents. Trained tutors can provide support on a one-on-one basis or to groups, depending on demand or the individual requirements of residents. The program is aimed at lifting residents' academic performance and helping you reach your academic potential. Participants in the program are monitored and regular reports on their progress and development are made to Accommodation Services.

The tutorial program is provided at no additional cost to residents and is open to other UTAS students for a fee.

Accommodation Services advertises for tutors at the start of each semester. In selecting tutors, preference is given (in order) to senior undergraduate or postgraduate residents, Fellows of residences and then the wider UTAS community. Tutors are paid the standard UTAS rate and are responsible for developing and delivering a structured academic program in their subjects. To be considered as a tutor, you must have achieved, or be achieving, results of credit or higher in your own course.

If you are interested in becoming a tutor you should discuss it with a member of the Residential Support Team at the start of the semester.

Residents can enrol in tutorials by using the Tutor Request Form available on the Accommodation Services' website. If you have any questions about the program please talk to a member of the Residential Support Team

Short Courses

The other element of the SDP is short courses that help with the study to work transition or enhance the development of general life skills. They can cover topics such as: preparing your resume, job applications and interviews, time management, conflict negotiation, leadership development, budgeting, cooking etc.

Activities & Trips

One of the most exciting aspects of living and learning in Tasmania is the ready access to outdoor activities in unspoiled natural settings. Residential Support Staff at all Accommodation Services sites arrange regular trips and events to allow you to fully experience what the State has to offer. Activities vary from bus tours of the State's attractions and visits to local scenic spots to ice skating or canoeing down the local rivers. You should feel free to make suggestions to the Residential Support Team on any activities that you would like to see happen.

Activities are always well advertised and open to all Accommodation Services' residents.

Academic Integrity

UTAS is committed to maintaining high standards of academic integrity and takes very seriously any action that might impact on its academic reputation. The University takes an extremely dim view of students who attempt to take shortcuts to try to obtain results that they might otherwise not achieve.

The University will deal with students who commit acts of plagiarism or cheating or other academic misconduct under Council Ordinance 9 – Student Discipline. A finding of proved misconduct under the Ordinance can result in failure of units and suspension or expulsion from UTAS.

Further information on the University's approach to maintaining academic integrity can be found at: [Plagiarism and Academic Integrity- University of Tasmania](#).

[\[Return to Contents Page\]](#)

ADMINISTRATION

Office

The Accommodation Services' offices in Hobart and Launceston deal with all administrative, maintenance, pastoral and financial matters relating to your life in residence.

Our friendly and helpful Customer Services Officers (CSOs) operate the front desk and will be able to assist you with all your enquiries or with any residential problems. If they cannot help immediately, they will direct you to someone who can.

The offices also handle all direct payments of fees or charges. Please remember, if you need to make payments by cash this must be done **before 4.00pm** on a working day. Other types of payments (eg, EFTPOS, credit card, cheque) may be made at any time before closing. (For further information about making payments see: [Paying Fees and Charges](#)).

Office Hours

Administration offices in Hobart and Launceston are open on Mondays to Thursdays from 8.30am to 5.30pm. and 8.30am – 5.00 pm on Fridays. Both offices are closed on weekends, public holidays and the University Christmas and Easter breaks.

After Hours

Members of the Residential Support Team provide support to residents outside office hours. They can help you with lockouts and deal with disturbances or emergency situations if they arise. Contact numbers for Team members at the different residences are given at the front of the Handbook.

Bulk E-mails

Notification of various activities, events or administrative notices are distributed through direct e-mails to all residents that might be affected. You should regularly check your e-mail to keep yourself advised of possible notifications.

[\[Return to Contents Page\]](#)

ADVANCE FEES

Purpose

Advance fees are the total amount of fees and charges you must pay up-front to secure your place at Accommodation Services. Your accommodation cannot be confirmed until Accommodation Services receives full payment of the advance fees.

Types of Advance Fees

The **Acceptance Fee** covers the administrative costs to Accommodation Services of processing and registering applications for accommodation. The Acceptance Fee is \$80 for new residents and \$50 for returning residents. New residents must pay the Acceptance Fee within 72 hours of accepting their offer of a place in residence with Accommodation Services. Returning residents must pay within 72 hours of accepting their return place in residence.

The other advance fees are to be paid by the date set out in the letter of offer with Accommodation Services. the Security Deposit \$500; and
two weeks advance rent(\$ will vary depending on the residence and payment option you choose.

The Security Deposit is held against unpaid fees or charges that remain when your Residency Agreement finishes. The balance of the Security Deposit, once any outstanding fees or charges are deducted, is refunded to non-returning residents within 30 days after the end of the Residency Agreement.

For returning residents the Security Deposit is retained over the period until the next Residency Agreement commences.

The total of the two weeks advance rent will depend on the accommodation option you have chosen and the method by which you choose to pay your fees.

Refunds

You can only withdraw from the Residency Agreement and receive a refund of the advance fees under certain circumstances (see also [Residency Agreement](#)).

The Acceptance Fee is non-refundable. Even if you choose to withdraw from acceptance of the offer of accommodation, we still will have had to do the work of processing your application and Residency Agreement.

Refunds of the advance fees (excluding the Acceptance Fee) can only be made when:

- you choose to withdraw from the Residency Agreement, prior to taking up residence. You can only withdraw on or before the due date specified by Accommodation Services in the letter of offer; **OR**
- you do not receive an offer of a place in a course at UTAS.

In both cases, you must immediately inform Accommodation Services in writing of your situation.

[\[Return to Contents Page\]](#)

ALCOHOL CONSUMPTION

UTAS Policy on Safe Consumption of Alcohol

While UTAS and Accommodation Services recognise that alcohol consumption is an established part of life in Australia, they encourage moderation and a responsible attitude towards its use and promote an awareness of the potential harm to the health of consumers.

Accommodation Services adheres to the UTAS policy on the *Safe Consumption of Alcohol*, which is aimed at:

- ensuring the responsible consumption of alcohol on University property;
- minimising alcohol related harm to individuals and property;
- ensuring the provisions of the *Liquor Licensing Act 1990* are followed;
- ensuring that all functions obtain and operate under the required liquor licenses and permits;
- preserving the reputation of the University in the community;
- promoting awareness of personal safety and security in relation to alcohol consumption; and
- providing members of the University community with adequate information about alcohol and the consequences of its inappropriate use.

The UTAS policy can be found on the University Council webpage - [Policies and Plans - University of Tasmania](#).

Accommodation Services also recognises that alcohol consumption is not necessarily a part of the culture of many of its residents. Accommodation Services encourages those residents who do choose to consume alcohol to be sensitive to the cultural beliefs and practices of other residents..

Alcohol Consumption in Residences

In addition to the UTAS policy there are specific procedures that apply directly to the consumption of alcohol at Accommodation Services. Residents can consume alcohol in the privacy of their own rooms but activities involving the consumption of alcohol in areas other than private rooms require prior approval from Accommodation Services. Any event at which there are more than 3 people and alcohol is to be consumed is considered a party and you must apply for approval for the party at least 48 hours prior to it occurring (see [Parties](#)). In shared accommodation (apartments, flats, villas) residents organising the event will need to demonstrate that all residents in the shared accommodation agree that the event proceed.

There are some differences that Accommodation Services has introduced in the management of alcohol consumption by some groups of residents attending AMC. Residents involved in industry or Department of defence (DoD) programs delivered by AMC arrive with a much greater experience of life. In recognition of this, Accommodation Services grants these residents more responsibility in the self-management of functions they may organize that involve the consumption of alcohol. Appropriate use of the existing Pacific Patrol Boat umu pit is also recognized as a culturally significant and private activity.

However, while the increased diversity of the residential make-up means that Accommodation Services gives some residents greater responsibility and treats established cultural practices with understanding, it will not exclude any residents from adhering to accepted standards of behaviour.

Accommodation Services has the right to determine where and when alcohol can be consumed in residences and also has the right to refuse approval to any event where alcohol is to be consumed.

Prohibitions

While residents are allowed to consume alcohol, there are prohibitions applying to drinking in residences, including:

- drinking contests and/or drinking games are not allowed at any time;
- any inducement and social pressure to drink to excess will not be tolerated;
- Student Clubs or other resident groups are not permitted to arrange sponsorships from companies producing or supplying alcohol (under UTAS policy only senior university managers can consider such sponsorships);
- offensive drunken behaviour (including physical or verbal abuse, harassment, damage to property and excessive noise) is unacceptable and will be dealt with by using Accommodation Services' disciplinary procedures up to and including the issuing of a Notice to Vacate (see [Maintaining Standards of Behaviour](#)).
- residents must accept responsibility for their behaviour and actions if intoxicated, including cleaning up after themselves if required;
- residents are also held responsible for the actions of any visitors or guests;
- brewing or distilling of any alcoholic drinks is not permitted; and
- broken glass can be a serious hazard - no alcohol in bottles (with the exception of wine or spirits) is permitted in the residences. Any wine or spirits in bottles is to be decanted into non-breakable containers before being consumed.

Organised Events

The rules for organised events apply to those events which are generally open to all members of a residence and usually sponsored by the Student Clubs or other resident or student groups.

You need to apply for approval of an organised event involving alcohol at least four days before the event occurs. Permits for such events can be obtained from the administration office. Permit applications must be approved by the Assistant Director, Community Relations in Hobart or the Manager, Community & Strategic Planning in Launceston.

If the event is approved there are a number of conditions that must be met in conducting the event. These include:

- of those serving alcohol at the event, a minimum number of **four** must have completed the Tasmanian Commissioner for Licensing's Responsible Serving of Alcohol Program;
- all events must comply with all legal requirements of the *Liquor Licensing Act 1990* and all relevant University policies and regulations;
- no-one involved in serving alcohol is permitted to consume alcohol during the event;
- alcohol must not be used as a draw card for the event, for example offers of free or cheap drinks;
- food must be provided; and
- low- or no alcohol drinks must be offered as an alternative.

It is a legal offence to serve minors, those under the age of 18, any alcohol on Accommodation Services' premises.

Full details of procedures, including the granting of licenses where necessary are available from Accommodation Services' offices.

All residents organizing any events involved in the consumption of alcohol have the responsibility to make themselves aware of these procedures and ensure that they are followed. If you have any questions please talk to a member of the Residential Support Team.

Always Look After Your Friends

If you do choose to drink, remember to always look out for your friends, as they should look out for you.

Follow a few rules. Consume low alcohol drinks. Try to alternate drinks, drink a soft drink or water between every alcoholic drink you have. Make sure you eat when drinking. Know your own limits. If away from the residence always use a designated driver if traveling by car. By preference go and return by taxi.

If someone seems to have had too much to drink encourage them to stop or change to soft drinks or water. Never leave anyone alone who has obviously over indulged. Make sure they are lying down in a comfortable and safe place and regularly check on them.

It is an unfortunate aspect of drinking alcohol that it can result in overly aggressive or other anti-social behaviour. If this occurs never respond in a like manner. Do your

best to defuse the situation or simply walk away. If it does occur in residence inform the duty member of the Residential Support Team.

[\[Return to Contents Page\]](#)

APPLYING FOR RESIDENCE

All applications and acceptance of offers for residence at Accommodation Services are now made on-line. This makes the process simpler, more efficient and allows applicants to check the progress of their application whenever they wish. There are some differences in on-line applications and acceptances between those for new residents and residents returning to Accommodation Services. These are explained below.

If at any stage you have any enquiries about your application or acceptance of an offer, please contact the appropriate Accommodation Services' office in Hobart or Launceston.

New Applicants

Applying On-Line

Accommodation Services calls for applications for the following year in Semester 2 of the current year. New applicants are invited to lodge an application on-line through the Accommodation Services website at: <http://www.utas.edu.au/accommodation/application/index.htm>. In the call for applications Accommodation Services will specify a date from which applications will be accepted.

Prior to completing the on-line application form you should make yourself familiar with the accommodation options and their costs and select those which fit your requirements and your budget.

In the application you will be asked to list your preferences for accommodation, contact details and educational history. It is very important that you provide an e-mail address as all correspondence from Accommodation Services will be sent to you electronically.

When you lodge your on-line application you will be given an application number and password. Please keep these safe as you will need them to complete the on-line acceptance of any offer of a place from Accommodation Services.

Provisional Offer of a Place

Offers of accommodation are made in the order that applications are received. There are limited places available at Accommodation Services and so the earlier you lodge your application the more likely it is that you will be made an offer.

Subject to the availability of accommodation, Accommodation Services first makes Provisional Offers of Places. These offers are sent by e-mail a short time after applications are received, but generally before the end of Semester 2. The initial offer is provisional because potential residents may not yet be enrolled or been offered a place in a UTAS course.

The Provisional Offer will specify the type of accommodation you are being offered and also a date by which you must accept the offer. Accommodation Services makes every effort to match your accommodation with the preferences you listed in your application.

Extensions

If, for any reason, you cannot accept the offer of accommodation by the date specified in the e-mail you should contact Accommodation Services and seek an extension in time.

If, by the due date, we do not receive your acceptance or you do not seek an extension Accommodation Services will assume that you do not require accommodation. If you then later choose to re-apply for a place, Accommodation Services will treat this as a new application and you will be placed at the end of the list of current applicants.

On-Line Acceptances – Provisional Offers

Unless you have contacted Accommodation Services for an extension you must make your on-line acceptance by the date specified in your Provisional Offer. Acceptances are made on the web through the link provided to you in your letter of offer. When you have accessed the page you will be prompted to login by keying in your application number and the password you were given when first applying.

Logging in will give access to all the forms you will require to accept your provisional offer. You will also find detailed instructions on which forms you need to complete and return. By returning the forms you are stating your intention to enter a binding contract with Accommodation Services for accommodation. You should print and keep copies for your records. Prior to completing and submitting your acceptance form you **must** download and read the Residency Agreement. This document sets out the terms and conditions of your stay with Accommodation Services.

If you are under 18 years old you must have a parent or guardian sign and send to Accommodation Services (by fax or post) the Guarantee by Sponsor. In Australia minors (those under the age of 18) are unable by law to sign and enter legal agreements. The Guarantee is an agreement by whoever signs to pay your fees and charges at Accommodation Services.

Within 72 hours of completing your online acceptance Accommodation Services must receive your non-refundable \$80 Acceptance Fee. This can be paid on-line at the time of acceptance or directly to Accommodation Services. When Accommodation Services receives the Acceptance Fee it will hold your accommodation to a set date. To confirm your accommodation you will have to pay additional fees.

Confirming your Place

The Provisional Offer will also provide a date by which you confirm your place at Accommodation Services. By this time you will have confirmed your place in a course at UTAS. To confirm your place with Accommodation Services you must pay the Security Deposit (\$500) and two weeks rent in advance (the amount varies dependent on your accommodation choice - see Advance Fees).

Returning Residents

On-Line Portal

On arriving at Accommodation Services, all residents will be given a pin number that, together with your UTAS Student ID number, will give access to the Accommodation Services internet portal (at: <http://starnet2.its.utas.edu.au/Starportal>). The portal allows residents to lodge maintenance requests, access and complete their room inventory and make payments. It also allows residents to lodge applications for accommodation in the following year.

In Semester 2 residents will be invited, via e-mail, to lodge an on-line reapplication for accommodation in the following year. At the same time you will be given the date by which the reapplications are due. If you do not lodge your reapplication by this date you will then be treated as a new applicant and be placed on the list for accommodation with all other new applicants. When lodging your reapplication you will also be asked for your preference in rooms for the following year. Where possible, Accommodation Services will match you with your preferred room.

Offers and Acceptances

Returning residents (or those that lodge reapplications by the due date) are given precedence in the allocation of rooms and will be sent an e-mail with an offer of a place before the end of Semester 2. To accept the offer you must complete and return the on-line acceptance form by the due date on the offer. You must also pay the \$50 Acceptance Fee within 72 hours of lodging your acceptance.

If you do accept an offer of a place, Accommodation Services will retain your \$500 Security Deposit (or the balance of it) against your Advance Fees for the following year. To confirm your place you must pay the balance of your Security Deposit (if any) and two weeks rent in advance by the due date given in your letter of offer.

[\[Return to Contents Page\]](#)

APPROPRIATE BEHAVIOUR

Expected Behaviour

Accommodation Services considers that all of its residents are responsible adults and will treat you as such. In return, you are expected to behave in an appropriate manner, that is, to act responsibly, considerately and respect the rights of other residents.

While the residential community experience is one that embraces social, personal, cultural, recreational and sporting development, you should always remember that your primary purpose in living in a residence is to pursue and successfully complete a course of study. All members of the community must recognise their rights, and those of others, to a peaceful, and quiet living environment that is conducive to achieving this.

In general, all residents are expected to act in a manner that recognises the rights of others by taking responsibility for their own actions and meeting the generally accepted standards of behaviour for the residence. These standards of behaviour will be set by Accommodation Services' rules and procedures but, equally importantly, by the expectations of your fellow residents.

Both UTAS and Accommodation Services have clear policies and/or procedures to manage issues that deal with aspects of behaviour, including:

- harassment and discrimination
- noise, and the standards that are expected;
- alcohol, and its consumption;
- guests and other visitors;
- smoking;
- parking;
- expected standards of the cleanliness and hygiene of premises; and
- the rights and responsibilities of residents and AS, the University and their staff.

Maintaining Standards of Behaviour

Your Residency Agreement covers the rules that govern residential life. Additionally all residents agree to abide by University policies ordinances and by-laws, any Accommodation Services' procedures, rules and regulations and State and Federal laws. Residents also must comply with all reasonable direction from a member of the Residential Support Team or other Accommodation Services' staff member in order to ensure the:

- safety of any person;
- preservation of any property; and
- cessation of any activity disturbing any other resident's peaceful enjoyment of the residence and its environment.

If residents do not live up to their obligations to behave in a responsible and considerate manner they will be considered to have breached the expected standards of behaviour and will be dealt with accordingly.

Accommodation Services has introduced a formal procedure to deal with minor breaches of behaviour and acts of misconduct. It involves a process of:

- recording any instance of misconduct by a resident;
- counselling by a senior staff member;
- recording a formal warning;
- imposing probation; and
- in the last instance, issuing a Notice to Vacate the residence.

You should be aware that if you do establish a record of repeated misconduct this could result in your application for re-admission in future years not being accepted. However, some breaches of behaviour are considered to be so serious that they will not be tolerated and will result in residents being required to vacate the residence (see Residency Agreement: **Terms & Conditions of Residence, Clauses 14.1 and 14.2**).

UTAS Disciplinary Process

Accommodation Services can also refer acts of serious and/or consistent misconduct for action under UTAS Ordinance 9 – Student Discipline to be dealt with through the formal university processes. A finding of misconduct under Ordinance 9 can result in suspension or expulsion from the University. Details of the University disciplinary process can be found at: [Academic and Information Services, Academic Administration - University of Tasmania.](#)

[\[Return to Contents Page\]](#)

B

BARBECUES

A number of Barbecues are available for residents' use. All barbecues must be cleaned after each use and left in a suitable condition for use by other residents.

In Hobart portable gas barbecues are available for loan from Accommodation Services. Please ask a member of the Residential Support Team if you wish to use one.

Residents should be aware of the dangers of bush fires – for safety no barbecues should be used on a declared day of Total Fire Ban.

[\[Return to Contents Page\]](#)

BICYCLES

Under no circumstances are bicycles to be stored inside the living or common areas of the residences. Please store them in the locked bike sheds or the other areas provided for that purpose. Ensure that bike sheds are locked when you leave. Accommodation Services cannot accept any responsibility in case of theft.

[\[Return to Contents Page\]](#)

BUS SERVICES

Accommodation Services operates a free shuttle bus service in both Hobart and Launceston. In Hobart the bus operates a regular schedule between the residences (including the Mount Nelson Villas), the University campus, Sandy Bay shops, Medical School (Hospital), Conservatorium of Music and the School of Arts (all located in the Hobart city centre).

In Launceston, a regular bus service operates from Clarence House to the main University campus via Inveresk.

Timetables for both services are available on request from Accommodation Services' offices in Hobart and Launceston.

A bus service runs several times a day between Beauty Point and Launceston. Costs are around \$10 (adult) each way.

There are extensive public bus systems in both Hobart and Launceston operated by the State Government's *Metro*. Information on timetables and routes are available through the web at: www.metrotas.com.au or the *Metro Shops* in Hobart and Launceston.

[\[Return to Contents Page\]](#)

C

CANDLES AND OTHER FLAMES

In the residences any type of open flame is an unacceptable fire hazard. For this reason, all candles, oil burners, incense holders or other devices with an open flame are completely banned in residents' rooms and in common rooms.

Residents should also note that such devices are also capable of triggering the room fire alarms. Once the alarm is activated the Tasmanian Fire Service (TFS) is automatically called to attend. Residents should note that, by law, the TFS is required to attend every alarm, even when it is known to be false. If there is a false alarm, and the TFS attends, you could be liable to meet the associated costs - currently these are over \$250.

[\[Return to Contents Page\]](#)

CAR PARKING

Carparks

Limited parking is available on the main Hobart and Launceston campuses. Parking areas are indicated by signs and roads are marked with coloured dots to indicate the type of parking permitted. Blue – voucher parking (vouchers are dispensed by machines in each parking area); Yellow – free parking; White – staff parking; and Green – student resident parking.

Parking in other than appropriately marked parking areas is not permitted. All parking signs must be obeyed and marked access areas kept clear at all times.

Parking Permits

Permits are required for cars parked on Accommodation Services' premises. If you require a permit, you need to apply at the Accommodation Services office on your arrival.

There are only a limited number of parking places available at the Hobart site. Permits are distributed on a first come first served basis (residents with a disability excepted - see below). At the residences on the Sandy Bay Campus, all permits are numbered, as are all parking bays. Parking is only permitted in the parking bay that carries the same number as the permit. If you are successful in your application for a parking permit, you will receive it when checking in to Accommodation Services.

For Hobart residents, in the event that someone has parked in your allocated parking spot please park your vehicle in the overflow car park above the squash courts. Report the details of the offending vehicle (and permit number if possible) to the Accommodation Services' office. Security will be called to issue an infringement against the incorrectly parked vehicle. Please do not park in someone else's space, as you will also be given an infringement notice when security arrives.

Parking places on the Launceston campus and permits are not numbered. Resident permit-holders are allowed to park in any Green marked place adjacent to the residences.

Permits must be clearly displayed on the windscreen of all cars when parked at the residences. Failure to display the permit will result in the issuing of an infringement notice by UTAS security.

Visitor Parking

All visitors are required to display a temporary permit if parking on Accommodation Services' premises. These are obtainable from the administration offices during normal working hours. If residents are expecting guests staying at the residence it is advisable that they apply for a temporary parking permit at least 24 hours before the guest is due to arrive. Any visitor or guest's car parked without a permit is also likely to receive an infringement notice.

Parking for Residents with a Disability

Preference for parking permits will be given to residents with a disability. You should indicate any special needs you might have when first applying for your permit.

UTAS Parking By-Laws

Parking at Accommodation Services is governed by UTAS By-Laws. Breaches of the By-Laws will result in the issuing of a parking infringement notice and an associated fine.

While infringement notices are issued by UTAS Security, the fines are administered and collected by either the Hobart or Launceston City Councils. If you have any questions regarding an infringement notice or fine you should take up the matter with these organisations and not Accommodation Services.

More details of the rules and conditions for parking can be found in the Residency Agreement, **Terms & Conditions of Residency, Section 15.**

[\[Return to Contents Page\]](#)

CATERING & DINING ROOMS

Dining Rooms & Meal Times

The Dining Rooms are an important feature of residential living. Each has a deservedly good reputation for the quality of the meals it serves and can cater for a wide range of dietary needs on request. Vegetarian food choices are standard at meal times.

In Hobart, the dining room provides three meals a day, seven days a week. Meal times are widely advertised during the academic year and are flexible enough to fit residents' busy schedules and study commitments. Meal timetables are available from the administration office. Late dinners and cut lunches can be provided on arrangement with catering staff

For Hobart residents staying on over the summer break, meal times are slightly later. Again timetables are available from the office.

In Launceston, Clarence House serves evening meals four days a week (Monday to Thursday).

On the Newnham Campus, the AMC Dining Hall serves meals for fully and partially catered residents of Investigator Hall. There is also an attached bar and games area available to residents.

Endeavour Hall at Beauty Point also has a fully equipped dining hall for residents' meals. Meal times are also widely advertised and timetables are also available from the administration office. Late dinners, early breakfasts and cut lunches can also be arranged with catering staff..

For Occupational Health & Safety reasons, students are not permitted in any dining hall without shoes and the appropriate clothing. Tops with sleeves must be worn – singlets are not allowed.

Meal Manager Charging System - Hobart

For fully catered residents the costs of meals are included in the residential fees. Meals at John Fisher and Christ Colleges are accessed and recorded through the automated Meal Manager ticketing system. The Meal Manager retains an account for each fully-catered resident that records a total of 3 meals a day. The account is reset to three meals at the start of each day.

You claim your meals by swiping their student ID card and entering your PIN number in the Meal Manager module in the dining room. The PIN number you use is the same as that for your UTAS photocopying account. Meal Manager will then dispense a receipt which must be handed to a catering staff member before taking your meal.

Each receipt issued reduces the Meal Manager account by 1 meal. Any residual meals left in your Meal Manager account at the end of the fortnight cannot be carried over to the next fortnight. The account is replenished at the end of each fortnight and another 42 meals credited.

Please note that if the Meal Manager account is depleted before the end of a fortnight, you will then have to pay for each meal you eat, until the account is replenished at the start of the next fortnight.

If you require a cut lunch or late dinner you will also need to provide a receipt to staff when ordering your meal.

Launceston & Beauty Point

Clarence House residents are offered partially catered accommodation with evening meals provided four evenings a week (Monday to Thursday). Costs of meals are also included in the fees. The Meal Manager system is not in operation at Clarence House. Meal times are between 5.30-7.00 pm but arrangements can be made to provide late dinners to fit in with your class and study requirements.

Residents of Investigator Hall have the choice of purchasing packages of 5, 10 or 21 meals/week with the costs being included in their Residential Fees. Meals also operate on a similar automatic to Hobart with residents swiping their cards and obtaining a ticket which then is handed to catering staff prior to serving the meal.

Casual meals and cafeteria meals and snacks can also be purchased from the Dining Hall (see below).

Endeavour Hall at Beauty Point is also equipped with dining facilities. Residents have the option of purchasing the same range of meal packages (5, 10 or 21 meals/week).

Occasional Meals

In Hobart, self-catered residents are invited to take meals at the dining room but you have to pre-purchase these by paying for a receipt from the office. This receipt is then handed to catering staff when you collect your meal. Alternatively you can pay at the dining room. You must pay the exact amount as catering staff have no capacity to provide change.

In Launceston, self- or partially catered residents are invited to take meals in the Dining Hall. Lunch and evening meals can be paid for in the Dining Hall but breakfasts have to be pre-purchased (on the day before at latest) from the administration office. Cafeteria meals and snacks can be purchased during Dining Hall opening hours.

Guests at Meals

You are welcome to invite guests to meals at the dining rooms. If you do invite guests, you are responsible for ensuring their meal is paid for. In Hobart, payment can be by Meal Manager, pre-purchase at the administration office or by paying the exact amount in the dining room. If self-catered residents bring guests along to a meal you will have to pay the appropriate amount for the number of guests attending. In Launceston, residents can pay for guests for lunch or evening meals in the Dining Hall. Breakfasts for guests have to be pre-purchased at the administration office.

At Clarence House dinners for guests must be pre-paid from the administration office. Pre-paid meals should be booked 24 hours ahead so that the office can inform the caterers of the numbers attending that meal.

Please check with the administration office for the current prices for guests' meals.

Formal Dinners

Formal dinners are social occasions where the groups from residence and, on occasion, their guests have the opportunity to share an evening meal. The dinners often involve invited speakers, musical or other performances, or a chance for residents to celebrate achievements or discuss issues that concern them as residents. Formal dinners are held regularly during the academic year, with the number varying depending on location. All residents are advised of program and details for formal dinners.

On the Hobart Campus formal dinners are usually held on a Wednesday every fortnight. At the dinners, you are required to observe more formal standards of dress which, for males, includes a business shirt and tie. Academic gowns may also be worn to formal dinners. However, they are not compulsory and are a matter of individual preference.

For self-catering residents who wish to join the College communities at formal dinners, meal packages are available for purchase from the office. These packages are for one or two semesters and you should enquire at the office for prices. Please note that it is essential that holders of packages must advise of their attendance at particular dinners by 2.00pm on the Tuesday before the dinner is to be held. This is done by signing the formal dinner book, which is available in the administration office.

In Launceston Accommodation Services organises dinners for the individual residences in first semester and hosts the Ball in second semester.

[\[Return to Contents Page\]](#)

CHECKING IN

What you Should Consider Bringing

All rooms are provided with a mattress and mattress protectors. Unless residents are on a fully serviced accommodation package they need to provide all other domestic items.

If you choose, you can purchase linen packs from Accommodation Services, otherwise you will need to supply your own bed linen, towel and face-washer. Linen packs must be ordered when accepting your offer of accommodation prior to arriving at Accommodation Services.

Accommodation Services does not supply toiletries or kitchen linen or consumables. While all kitchens and kitchenettes have stoves, microwaves, fridges and lockable pantries, you have to provide your own kitchen utensils, crockery and cutlery.

Useful household items to bring with you include (if not purchasing a linen pack):

- pillow and bed linen;
- towels and bathroom needs;
- basic kitchen equipment – including microwave containers;
- specialist cooking implements (if needed);
- crockery and cutlery;
- laundry powder and a few cleaning products; and
- coat hangers

You will also have to provide your own computer, stereo or TV if you want to use them in your own room. Most other types of electrical equipment (for example, kettles, toasters, microwaves, heaters) are not permitted in residents' bedrooms. Such equipment is a safety risk and also can cause overloading and breakdown of the residences electrical system.

If in doubt about what you can bring you should check with the Office prior to arrival.

Arriving at Accommodation Services

You are usually expected to arrive on the day prior to the start of semester. This is usually a Sunday and the date will be specified in your Residency Agreement. You can arrive earlier by making special arrangements with Accommodation Services, as early arrivals might have to be put in a temporary room until their permanent room become available. If you do arrive early, you will be required to pay additional fees for every day in residence prior to the official start date specified in your Residency Agreement.

Accommodation Services will make no adjustments for either late arrivals or early departures. Fees must be paid for the full period of residence specified in your Residency Agreement.

You must report to the administration office when first arriving at Accommodation Services and it is preferable that you arrive during normal week day office hours (see: [Office Hours](#)). In Hobart the office does operate on the Sunday preceding the start of both Semester 1&2. In Launceston, residents arriving on the Sunday need to contact a member of the Residential Support Team (see: [After Hours Contacts](#)). In any case, residents **must** inform Accommodation Services, either by phone or e-mail, if they will be arriving outside normal operating hours and arrangements can be made for them to be met by after-hours staff.

On reporting to the office, you will be provided with all necessary keys, an Accommodation Services' Welcome Pack, parking permits (if requested, and subject to availability in Hobart) and a linen pack (if ordered).

Charges to be Paid on Arrival

If you have ordered a linen pack and not paid for it as part of your advance fees you will be charged \$175 on your arrival.

Residents choosing the option of in-room telephone and internet access will also be charged \$20 telephone credit fee and \$20 data reset charge for internet access. The data reset charge pre-purchases 1.5gigabytes of internet downloads over 28 days. The data reset charge must be paid every 28 days during your stay. Residents who are heavy users of the internet may also choose the option of paying an excess data account at a cost of 2^c/mB. The excess data account must be paid in advance and also is renewable every 28 days.

Room Inventory - Arrival

On arrival you will have access to the on-line room inventory. The inventory is a report on the condition of your room and its contents as they were before you moved in. If you do not agree with any of the comments on the inventory, note on it those items with which you disagree. You must complete the inventory within three working days of your arrival. If it is not completed we will assume you agree with everything on it.

[\[Return to Contents Page\]](#)

CHECKING OUT

The usual day for departure is the Saturday following the end of the exam period and the date will be specified in your Residency Agreement. Some residents might choose to leave earlier, but you must be aware of the requirement to pay all fees to the finish date specified in the Agreement.

Even if leaving early, there is a standard procedure that must be followed when you are checking out. If you do not follow this procedure it may result in you accruing additional fees and charges.

On departure you should return all keys and cards and your parking permit (if applicable) to the administration office. Failure to do so could also attract additional charges as specified in the Residency Agreement.

You are also required to settle any outstanding charges and fees before you leave. Any unpaid fees or charges will be deducted from your Security Bond. If the amount owing exceeds the amount of the Security Bond, Accommodation Services will pursue collection of the debt separately.

You should also note that Accommodation Services will not enter into a new Residency Agreement with you if you have any outstanding debts.

Room Inventory – Departure

A room inventory is completed just prior to, or shortly after, departure. You may choose to be present when an Accommodation Services' staff member conducts the inventory, but this will require that you book a time with the office at least 24 hours before the inventory is scheduled to be completed. The normal practice is for a staff member to conduct the inventory after residents have departed.

If there is any damage or additional cleaning required this will be charged to your account. Rates of charges are included in your Residency Agreement (see Residency Agreement: **Schedule 1**).

Return of Security Deposit

Once all fees and charges are met, and you will not be returning to Accommodation Services in the future, the balance of the Security Deposit will be refunded within 30 days. If you are returning, the balance will be retained as part payment of the advance fees for the next academic year (see [Advance Fees](#)).

[\[Return to Contents Page\]](#)

CLEANING

You are expected to keep your own room clean and tidy. Any mess or spills must be cleaned up immediately and any damage should be reported directly to the administration office. Rubbish bins should be emptied regularly with all garbage put in the wheelie bins provided. Recycling is strongly encouraged.

In Hobart, vacuum cleaners are available for loan from the Office. As demand is high, vacuum cleaners need to be booked before use and returned promptly. In Launceston vacuum cleaners are kept in the different residences.

At Christ and John Fisher Colleges, Kerslake Hall, Clarence House and Investigator and Endeavour Halls, cleaners are employed to clean all common areas (kitchens, pantries, bathrooms hallways etc.). However, it is the residents' responsibility to ensure the kitchens and pantries are kept tidy and are clear of dirty dishes and utensils. You are expected to provide your own cleaning products and must not use any from the cleaners' storeroom. Exceptions are those residents of Endeavour and Investigator Halls who are on fully serviced contracts – their rooms will be cleaned and linen changed weekly.

For Christ College residents the Student Club Committee organises a roster for cleaning the Junior Common Room on weekends throughout the academic year.

Residents in self catered shared accommodation (Leprena, Mount Nelson Villas, University Apartments and parts of Christ College) are responsible for all their own cleaning.

Residents in these residences are expected to develop a cleaning roster to ensure cleaning of communal areas is properly (and fairly) shared. Common areas include kitchens, lounge rooms, dining areas and bathrooms. Residents at these locations are responsible for the purchase of cleaning products and other supplies.

Accommodation Services' staff conduct routine inspections of communal areas to check that adequate levels of cleanliness and hygiene are being met. Failure to satisfactorily meet these levels will result in Accommodation Services engaging professionals to undertake the cleaning. If this is necessary, costs (starting at \$45) for cleaning will be charged directly to the residents sharing that accommodation.

If you are going to be absent from the residence for a period of time, please ensure that you have arranged for other residents to take over your rostered cleaning duty.

[\[Return to Contents Page\]](#)

COMMON RECREATION AREAS

All residents have access to the common areas and facilities in their residence.

Christ College and John Fisher College residents have access to Senior and Junior Common rooms and Butteries. These areas may contain a TV/video/DVD with Austar, pool table and table tennis table. The University Apartments common lounge room areas contain TV/DVD with Austar. Mount Nelson Villa common areas contain a TV/DVD.

Leprena and Kerslake Hall residents have access to communal rooms containing an eight-ball table, table tennis table and TV/Video/DVD with Austar. Clarence House residents have access to communal rooms containing eight ball and tennis tables and TV/Video/DVD. Investigator Hall residents also have access to common rooms with TV/DVD and a bar and games room attached to the Dining Hall. Endeavour Hall also has a common room with TV/DVD.

[\[Return to Contents Page\]](#)

COMPLAINTS PROCEDURE

While Accommodation Services works hard to promote an environment for living and learning and provides the services and facilities to support this, sometimes minor problems can arise. These can be from dissatisfaction with Accommodations Services or with the behaviour or actions of other residents.

Accommodation Services encourages all you to try to resolve any complaints you might have informally, either by yourself or with the assistance of members of the Residential Support Team. If this proves impractical or impossible to achieve, Accommodation Services has established a formal residents' complaints resolution procedure to deal with such situations.

This procedure involves you lodging a formal written complaint with the administration office. This is done by using a Complaints Form, copies of which are available from the administration office, or by e-mail. Lodging a complaint will start a process where the Senior Accommodation Services' staff member who is responsible for the area of complaint will work with you to resolve your complaint.

For more details of the complaints procedure and how to use it you should talk to a member of the Residential Support Team or other Accommodation Services' staff member.

The complaints procedure is **not** meant to be used to deal with emergency situations, those that might involve illegal activities or serious breaches of behaviour involving harassment and discrimination. These should be reported immediately to

Accommodation Services' staff and will be dealt with through the proper mechanisms, including those outside Accommodation Services or UTAS if appropriate.

The complaints procedure will is **not** to be used for complaints that are:

- trivial and/or vexatious;
- submitted anonymously; or
- submitted on behalf of another resident.

Routine maintenance matters are dealt with through a separate process within Accommodation Services where residents complete and submit a Maintenance Request Form (see [Maintenance](#)).

Matters which concern academic progress, or which are the responsibility of other administrative areas in the University, are resolved by dealing directly with the responsible area or, if this is unsuccessful, through the UTAS complaints process. Details of the complaints process are available at: http://acserv.admin.utas.edu.au/complaints_info.html.

If you are unsure of who is responsible for a particular matter you should seek advice from a member of the Residential Support Team.

[\[Return to Contents Page\]](#)

COMPUTERS

In-Room Internet Access

All bedrooms in Accommodation Services' residences are equipped with internet access but residents must supply their own computers. Access to the internet is through the IP phone that is provided in every room (except Clarence House). A network cable is used to connect your computer's network card to the 'PC Port' located at the back of the phone. You can provide your own network cable but they are available from the office for a moderate charge. At Clarence House internet contact is directly through a wall data socket. Blocks 8, 9 and 10 at Investigator Hall have wireless internet access.

Internet connection is through the UTAS network and offers data transfer speeds of up to 1.5MB/sec depending on load. This connection also provides access to the UTAS intranet, which includes on-line services such as webmail. The UTAS system also operates as the Internet Service Provider (ISP) for residents. For security reasons residents are not permitted to use external ISPs.

Accommodation Services' computer networks are supported by UTAS Information Technology and Resources (ITR). If you do experience difficulties with your network connections you should contact the administration office or the UTAS IT Helpdesk on telephone extension: 1818 during business hours.

Logging On

When checking in to the residence the office will provide you with:

- an Accommodation Services User Name and Password (note: these are different from your normal UTAS provided username and password); and
- the Network Installation Guide.

The Installation Guide provides step-by-step instructions for connecting your computer to the UTAS network for the first time. The Accommodation Services User Name and Password must be used every time you log onto your in-room internet connection.

Internet Charges

There are charges if you choose internet access. You will have to pay a \$20 charge for the 1.5gB data reset account on your arrival at Accommodation Services. You may also choose to pay an additional charge of 2^c/mB to create an excess data account. Both the reset and excess accounts are current for 28 days and you must recharge your accounts at the end of each 28 day period. Unused data downloads cannot be transferred at the end of the 28 day period and data accounts must be maintained in credit to allow continuing internet access.

If you exhaust the 1.5gB data allowance before the end of the 28 days you will have to pay for an excess data account to maintain your access to the internet. The system will automatically cut off your internet access if your data account does fall into debit. To restore access you must discharge all debts, and re-establish credit, by paying at the administration office.

There is no charge for access to the UTAS intranet and any downloads from this site are not charged against your data account.

Computer Labs

Computer labs are available to residents in both Hobart and Launceston. In Hobart there is a large central lab in the administration block that is equipped with two printers (one colour) and a photocopier. In Launceston, the lab at Clarence House also has a printer. At Investigator Hall the computer lab is located in the old administration office at the main entrance to the residence.

Computers in the labs are accessed by using your UTAS student User Name and Password. These are provided by the UTAS Student Centre when you first enrol at UTAS.

There is no charge for use of the labs, but you must follow the conditions of the UTAS Information Technology Facilities Use Agreement (signed when you enrol).

[\[Return to Contents Page\]](#)

COOKING

All residences have areas which can be used for the preparation of food (see [Kitchens, Kitchenettes & Pantries](#)). These are the only areas that should be used for cooking. You must not do **any** cooking in your room.

No toasters, kettles, microwaves or any other cooking equipment is to be used in any bedroom. As well as being unhygienic, any cooking is likely to set off the sensitive fire alarms in each room. If an alarm is set off and the Tasmanian Fire Brigade (TFS) is called you can be asked to pay the consequent costs (see [Candles & Other Flames](#)).

[\[Return to Contents Page\]](#)

D

DINING ROOMS (see [Catering & Dining Rooms](#))

DISCIPLINARY PROCEDURES (see [Appropriate Behaviour](#))

DOCTORS

In Hobart there is a medical practice located in the TUU Building on Churchill Avenue which is open to all students and staff. The practice is open from 9.00 am to 5.00pm weekdays but appointments can be arranged out-of-hours. The practice is open to all UTAS students - local and international.

Appointments can be made by calling: 6226 2102 (if calling from outside UTAS) or calling extension: 2102 from within the University.

The practice bulk bills health care card holders. Other domestic students are charged a fee of \$42.10 for a standard appointment, approximately 75% of which can be claimed back through Medicare or private health care providers (please check with your fund). International students will be able to claim a refund through their health insurance provider.

There is no on-campus medical service in Launceston but services can be provided by local practices. One of these is the Northern Suburbs Medical Service in Mowbray (for details see: www.nsms.com.au). Appointments can be made by calling: 6336 0555. Full payment is required at the time of the appointment as the practice does not bulk bill. Again refunds can be claimed through Medicare or through your private health care provider.

Emergency and after hours medical services are available from the Royal Hobart Hospital or the Launceston General Hospital. Contact details are under Useful Numbers at the front of the Handbook.

[\[Return to Contents Page\]](#)

E

EMERGENCIES

An emergency is a situation that is either life-threatening or that could result in (or has resulted in) serious injury to people or extensive damage to property. Examples of emergencies include: fires; life-threatening or intensive medical conditions; electrical problems causing immediate danger or flooding.

In case of an emergency you should immediately contact the administration office or, if after hours, the duty member of the Residential Support Team (see: [Contacts - After Hours](#)). If they cannot be contacted you should contact University Security in Hobart extension **7600** (internal call) or 6226 7600 if using a mobile or external phone and in Launceston extension 3336 or 6324 **3336** if using a mobile or external phone.

When speaking to the person you contact you should clearly state the nature of the emergency, where it is occurring and how many people might be involved or threatened.

Accommodation Services has in place a series of Critical Incident Management Protocols (CIMP) to assist staff in general, and the Residential Support Team in particular, with the appropriate management of emergencies and serious events. When alerted to the emergency, Accommodation Services' staff will assess the situation and, as required, invoke the appropriate CIMP.

[\[Return to Contents Page\]](#)

ENVIRONMENTAL CARE

Accommodation Services seeks to sustain and improve the natural environment of its residences and through this, that of the University and the wider community. Good environmental stewardship is part of the management of all Accommodation Services' buildings and grounds and of its routine practices.

In line with UTAS environmental management principles, Accommodation Services has developed and put in place environmental procedures to address these concerns. The objectives of these procedures are to:

- make all members of the Accommodation Services' community aware of the effects of themselves and others on the environment by enunciating annual environmental objectives;
- adopt, wherever practicable, systems and processes which reduce or eliminate:
 - harmful environmental discharges; or
 - the excessive consumption of energy and other resources;
- adopt and implement landscape management and development processes and practices that preserve and enhance the natural fauna and flora of the local environment;
- utilise sound environmental principles for all current and future building initiatives;
- monitor and evaluate the environmental impact of Accommodation Services' activities;
- develop and take appropriate steps to meet Accommodation Services' environmental targets;
- appoint volunteer Resident Environmental Officer/s at each residence, in order to facilitate, in consultation with Accommodation Services' staff, the promotion and execution of environmentally friendly practices and initiatives;
- adopt and implement a realistic system of recycling of waste materials such as: bottles, cans, paper, and plastic; and
- work towards the recycling/composting of Accommodation Services' kitchen wastes together with the replacement with compostable materials of all plastic utensils, crockery and cutlery.

If you wish to become involved as a volunteer Student Environmental Officer please discuss it with a member of the Residential Support Team or contact the Assistant Director, Community Relations in Hobart or the Manager, Community & Strategic Planning in Launceston. Either can be contacted through the office.

[\[Return to Contents Page\]](#)

EVACUATIONS

Accommodation Services has clearly defined evacuation procedures and evacuation points. The evacuation procedures and accompanying evacuation points are printed on wall charts and posted in prominent positions throughout each residence.

Residents should take time to read this important information and take note of the evacuation point for their residence.

Accommodation Services' staff will conduct practice evacuations during the year to familiarise residents with evacuation procedures.

The most likely reason for an evacuation will be fire. In this case you will be alerted by the sounding of the fire alarm, otherwise you will be instructed to evacuate by emergency officers. If required to evacuate the building you should:

- if there is time, put on appropriate clothing (ie dress warmly at night);
- move calmly and quietly from the building;
- gather at the designated evacuation point; and
- follow the instructions of any warden (identified by white, yellow or red safety hats) or other emergency personnel present.

Do not return to your room until instructed by the site warden that it is safe to do so.

[\[Return to Contents Page\]](#)

F

FACILITIES

Hobart residents have access to facilities such as music rooms, a dark room, devotional spaces that are suitable for all denominations, a gym, squash courts and a small sports/recreational oval. For access to these areas please see the administration office.

In Launceston residents have access to facilities provided by the University, the Australian Maritime College and other providers. Please see the Residential Support Team for details of access to these facilities and to take advantage of special cut rate offers.

[\[Return to Contents Page\]](#)

FINANCIAL OBLIGATIONS (see [Advance Fees](#), [Paying Fees and Charges](#), [Residency Agreement](#))

FIRE EQUIPMENT

Accommodation Services has installed fire protection and fire fighting equipment throughout the residences. You must not willfully or recklessly interfere or tamper with any of this equipment.

Misuse of this equipment can result in termination of your Residency Agreement and you being issued with a Notice to Vacate. In addition, you will also be liable for all costs incurred from damage and for any charges from the Tasmanian Fire Service.

You must make yourself aware of the location of fire alarms/detectors and avoid interference with them by hanging decorations or covering detectors. Fire exits and hallways must be kept clear of furniture and rubbish at all times. Fire exit and security doors are not to be deliberately left open under any circumstances (see Residency Agreement: **Part 2, Schedule 2, Clause 3**).

FIRST AID

First Aid kits are located in the administration offices and assistance can be provided from a Residential Support Team member. A number of staff members are trained and have Level 2 Certificates in First Aid.

In the event of an **emergency** please contact the administration office, or a member of the Residential Support Team.

FURNITURE AND FURNISHINGS

Furniture, furnishings and fittings are provided in each room and all items are coded specifically to the room they are in and must not be removed from that room. If furniture which is coded to your room or apartment is missing or damaged at the end of your lease agreement you will be charged for the replacement or repair of missing or damaged items.

You are also responsible for any damage to furniture and fittings caused by yourself or any of your guests or visitors. In shared accommodation if it cannot be determined who is responsible for loss or damage the charge will be split between all residents of that accommodation.

The charges for the replacement or repair of furniture and fittings can be found in **Schedule 1** of your Residency Agreement.

[\[Return to Contents Page\]](#)

H

HARASSMENT & DISCRIMINATION

Harassment and discrimination are actions taken against a particular person or group because of their particular characteristics, beliefs or relationships. There is a range of Australian and Tasmanian legislation that makes such actions illegal and punishable under the law. Accommodation Services treats harassment and/or discrimination within residence as a very serious offence. Any such behaviour will not be tolerated and will be dealt with quickly and severely. It could result in the issuing of a Notice to Vacate the residence (see Residency Agreement, **Terms & Conditions of Residence, Clause 14.1**).

Harassment can cover a wide range of actions against a person. It can include intrusive or inappropriate questions or comments about a person's private life; unwanted written, telephone or electronic messages (including Email and SMS); promises or threats relating to a person's status in the residences or as a student and physical violence or the threat of physical violence. Harassment may occur as a single incident or a series of incidents and may be perpetrated by one person or a group.

Sexual harassment includes a wide range of behaviour of a sexual nature which causes distress to another person, such as unwelcome sexual advances, unwelcome requests for sexual favours and unwelcome conduct of a sexual nature.

Harassment, sexual harassment and discrimination create an unfair and divisive residential environment and can have many negative impacts on the individual including:

- low morale;
- poor study or work performance.
- sickness and anxiety.
- course/subject withdrawal and resignations.

If at any time you believe you have been subjected to harassment or discrimination please raise the matter with a member of the Residential Support Team. The University also has a number of Harassment Contact Officers who are also able to provide confidential advice. Details are available on: [Human Resources - University of Tasmania](#)

[\[Return to Contents Page\]](#)

HEATING AND ELECTRICITY COSTS

Accommodation Services provides and maintains all utilities (electricity, heating, water and gas where available) to residences. These services are provided as part of the Residency Agreement and no additional charges are made for their use.

However, all residents are asked to consciously assist in conserving electricity by not using multiple electrical devices at the same time. This can overload the system and can lead to severe disruptions in the electricity supply.

All rooms are supplied with adequate heaters. Additional heaters must not be used as they also overload the electricity supply and may result in blown fuses and loss of electricity to the residence. They also pose an unacceptable fire risk.

You are also asked to help with conserving electricity by turning off heaters, lights and other electrical equipment when leaving your room. During winter months you should keep doors and windows closed. All lights, with the exception of security lights, should be turned off when not being used.

[\[Return to Contents Page\]](#)

I

ILLNESS

As part of your Residency Agreement, (see **Terms & Conditions of Residence, Clause 11.2**) you are required to provide all relevant medical information to assist Accommodation Services to look after you during your stay. This information is kept in strict confidence and is only acted upon if and when required.

If you do fall ill or require hospitalisation during your stay, you must notify a member of the Residential Support Team as soon as possible. This information will also be treated in the strictest confidence. Even if you only feel unwell, you should let Accommodation Services know in case you need medical attention at a later stage. If your illness affects your attendance at an examination or lectures or completion of an assignment, you should discuss this with the Residential Support Team. They may be able to assist you with seeking support from your School or Faculty.

Accommodation Services reserves the right to obtain medical assistance on your behalf, send you home or to a hospital (at your expense) and, where appropriate, notify a parent or guardian regarding any illness. If you contract a highly contagious illness such as chicken pox, glandular fever, whooping cough etc, you must notify an Accommodation Services' staff member immediately (see Residency Agreement **Schedule 2, Clause 1.3**).

[\[Return to Contents Page\]](#)

INSURANCE – PERSONAL PROPERTY

The University does not accept responsibility for any loss or damage to your personal property while in residence. You are advised to check whether any household insurance policy held by your parents or guardians does cover your personal belongings. If not, you are advised to take out a private all-risk insurance policy for any possessions you keep in your room.

[\[Return to Contents Page\]](#)

K

KEYS & KEYCARDS

On arrival at Accommodation Services you will be provided with the appropriate key(s) or keycard(s) to allow entrance to residences and your room. You are responsible for keeping these safe.

If you lose a key or keycard you must report this to administration immediately. If a key or keycard is permanently lost you will be charged to meet the costs of re-keying the lock and/or replacing the key/card which will be added to your account (\$50 for duo prox cards and \$20 for all other keys or cards). The charge is non-refundable and will not be returned even if the key or keycard is found after a new one has been issued.

Keys are not exchangeable and under no circumstances should you give any of your keys to someone who is not a resident of Accommodation Services.

[\[Return to Contents Page\]](#)

KITCHENS, KITCHENETTES AND PANTRIES

All residences have food preparation areas. Leprena, Kerslake Hall, Investigator and Endeavour Halls, Mount Nelson Villas, the University Apartments and Christ College have fully operational kitchens for the use of self-catered residents. Christ and John Fisher Colleges, Investigator Hall and Clarence House also have kitchenettes which all residents can use for the preparation of snacks and light meals. Each kitchenette is equipped with toasters and microwave ovens for the preparation of light snacks only. Preparation of meals is to be undertaken in the self-catered kitchens. Residents may not install additional cooking equipment in the kitchenettes.

All self-catered residents must supply their own crockery, cutlery, cooking utensils and cooking equipment and are responsible for their own washing up and for clearing away used containers and rubbish. If cleaners do find any dirty dishes or utensils in the kitchens they will confiscate them and it will be your responsibility to retrieve

them. If dishes are not collected within a reasonable period (one week) they will be thrown away.

Each of the self-catered residents at the University Apartments, Christ College, Leprena, Kerlake Hall and Clarence House has a lockable cupboard/locker to store their food items. Where refrigerators are provided, clearly labelled food may be stored in them with your name and the date. Under no circumstances should you use kitchen utensils or food belonging to others. CCTVs are being installed in all kitchens for the safety and security of residents and their belongings.

In the interest of health and hygiene, meals should be consumed in the kitchens or dining halls. Kitchen sinks should not be used for cleaning teeth and/or washing of people or clothing.

[\[Return to Contents Page\]](#)

L

LATE ENTRY TO RESIDENCE

Resident's returning to residences late at night must observe all requirements of the quiet hours procedures (see **Quiet Hours**).

[\[Return to Contents Page\]](#)

LAUNDRIES

All residences have laundries provided with washers and driers but you have to supply your own cleaning products. These laundries are only for use by residents.

Laundries should not be used outside the hours posted in laundry rooms or during Quiet Hours. Before operating any machines, you must ensure that where applicable, the laundry door is closed as this limits noise and assists the exhaust fan system to operate more efficiently.

Please make sure that you follow the directions on each machine to prevent damage to your clothing and the facilities. Machine malfunctions should be reported to the office immediately. While Accommodation Services regularly maintains all machine residents use these at their own risk. Accommodation Services will not be held responsible for any damage to clothing.

Clothing that is not collected from the laundry area after a two-week period may be disposed of by being given to a charity.

[\[Return to Contents Page\]](#)

LOCKOUTS

If you lock yourself out of your room during daytime office hours (see [Office Hours](#)) you should contact the administration office immediately. They will arrange for you to be issued with a new key which you can pick up from the office (if you are suitably clothed). If you have managed to lock yourself out between your room and the bathroom and are clothed in a towel we will not put you through the indignity of a trip

to the office. We will bring the new key to you if at all possible. Accommodation Services charges \$5 to respond to each lockout.

In either case you must return the old key to the office. Failure to do so will result in you being charged for a lost key (see .Residency Agreement: **Terms & Conditions of Residence, Clause 5.3**). If locked out of your room (or the residence) out of office hours please contact the duty member of the Residential Support Team (see [Contacts After Hours](#)).

[\[Return to Contents Page\]](#)

M

MAIL

With the exception of Mt Nelson Villas and Endeavour hall at Beauty Point, all incoming standard mail is delivered to the administration offices in Hobart and Launceston. Mail for the Mt Nelson Villas and Endeavour Hall is delivered directly. Any mail is placed in your mailbox for collection. In Hobart mailboxes are located in the foyer of the administration office. In Launceston they are located in the residences. You should take time to check your mailbox regularly as important communications from Accommodation Services and UTAS are often sent by mail.

Some items of mail (such as: Special Delivery, Registered Mail and parcels) are retained in the office for later collection. When the office holds mail an advisory note is placed in your mailbox.

Outgoing mail that has been appropriately stamped can be brought to the office for mailing.

Residential Postal Addresses

Postal addresses for residences are as follows:

In Hobart:

For Christ College, John Fisher College and University Apartments:

For letters:

(Your Name)
Accommodation Services
Private Bag 94
Hobart Tasmania 7001

For parcels:

(Your Name)
Accommodation Services
College Road
Sandy Bay Tasmania 7005

For Mount Nelson Villas (letters and parcels):

(Your Name)
328 Nelson Road
Mt Nelson Tasmania 7007

In **Launceston** all mail (letters and parcels) should be addressed to the administration office:

(Your Name)
Specify your residence (Leprena, Kerslake Hall, Investigator Hall or Clarence House)
Locked Bag 1367
Launceston Tasmania 7250

At **Beauty Point** mail should be addressed to:

(Your Name)
Locked Bag 1408
LAUNCESTON TAS 7250

[\[Return to Contents Page\]](#)

MAINTENANCE

Accommodation Services employs a Maintenance Officer at the Hobart, Launceston and Beauty Point sites. Their job is to make repairs and fix faults to any Accommodation Services' buildings, furniture, fittings or equipment. Residents are responsible for any repairs and maintenance of their own personal property or equipment.

You can request maintenance jobs to be done by lodging a Maintenance Job Form (MJF) through the Accommodation Services' on-line portal (see [On-Line Portal](#)). MJFs are used to log, track and set priorities for maintenance tasks. No work can be done unless you lodge an MJF.

Accommodation Services aims to deal with all maintenance requests as soon as practical within the time frames given in the table below.

Expected Timing for Maintenance

Type of Request	Time frame	Description of Request
Emergency	Immediate	Any maintenance request, which is required to protect a Resident's safety or to stop further damage to the property. Eg: serious fire, roof blows off, an essential service stops working due to malfunction eg electricity, water
Urgent	Within 24 hours	When an important service stops working eg, sewerage, heating, cooking stoves or the hot water service (this excludes electrical fuses, light globes, tubes or tap washers, door locks, broken room chairs)
Semi-Urgent	Within 48 hours	Gutters overflowing, broken windows/glass, power points, etc

Normal	Within 28 days	Replacing shelves, desks, chairs, leaking taps, squeaking doors, minor room repairs, etc
--------	----------------	--

[\[Return to Contents Page\]](#)

MEALS – see [Catering & Dining Rooms](#)

MEDICAL ASSISTANCE (see [Doctors](#), [Illness](#))

N

NEWSLETTERS

Accommodation Services produces a range of newsletters to keep residents and the wider University community informed of events and activities in our residences.

An Accommodation Services newsletter is distributed throughout UTAS to keep people informed of events and also the services we can offer to areas of the University. A slightly modified version of the newsletter is distributed to residents and staff of Accommodation Services. This contains additional information only of interest to members of the residential community.

Copies of the newsletter are distributed to residents through their mailboxes and on notice boards. From 2007 newsletters will also be available through the web site. [\[Return to Contents Page\]](#)

NOTICES

Community notice boards are set up at administration offices and in the various residences and are used to post information from administration and news of upcoming activities and events. Residents should check community notice boards every day.

[\[Return to Contents Page\]](#)

NOISE & QUIET HOURS

Accommodation Services supports all residents' rights to live in an environment free from excessive noise and disturbance. The Quiet Hours procedure regulates what is the acceptable level of noise in residences.

The general principles of Quiet Hours are:

- after 8.30pm it should be quiet enough to study; and
- after 10.30pm it should be quiet enough to sleep.

Any undue noise in residences after midnight is unacceptable.

During Swot Vac and examination periods a full-time (24 hour) Quiet Study Period will be maintained. Accommodation Services will give notice of any impending full-time Quiet Study Period.

During Quiet Hours radios, stereos, computers, conversation or other noise should not be audible outside rooms. Room doors should be shut and headphones used.

Residents who ignore these are in violation of the terms and conditions of residence and may have the offending equipment confiscated. Residents should avoid running or walking heavily along corridors, door slamming and loud conversation.

If you consider your neighbour is making too much noise you should remind them of the Quiet Hours requirements. If you believe that they do not respond to your requests to maintain Quiet Hours you should inform the duty member of the Residential Support Team or feel free to lodge a formal complaint.

[\[Return to Contents Page\]](#)

O

ON-LINE PORTAL

Much of the administrative 'paperwork' you will need to deal with at Accommodation Services is available on-line through the Accommodation Services Starportal. Applications and acceptances for accommodation are now made on-line. Maintenance requests and room inventories are also on-line and you may also make payments on your accommodation fees and charges on-line.

The portal is accessed at: <http://starnet2.its.utas.edu.au/Starportal> by using your UTAS Student ID Number and the password you are given on arrival at Accommodation Services.

PLEASE NOTE: the on-line portal is currently being installed on the Accommodation Services system. Residents will be informed by e-mail when the system is fully functional.

[\[Return to Contents Page\]](#)

ORIENTATION

Orientation is a major series of social and information activities conducted at the start of the academic year. It is largely aimed at introducing new residents to residential life and also provides an opportunity for all new and returning residents and Accommodation Services' staff to meet. A smaller version is often held at the start of semester 2.

Residential Support Team members in cooperation with senior residents have developed a structured program of events aimed at providing new (and existing residents) with important information about some of the issues that they might have to deal with as a resident. These can include:

- your rights and responsibilities as residents;
- expected standards of behaviour, including dealing with alcohol;
- what life as a resident offers – socially, academically, culturally;
- residential services and processes; and
- dealing with other issues you might face, including: living communally, harassment and discrimination, personal issues.

All residents are expected to attend these meetings.

In addition, the Residential Support Team and/or Student Club Committees organise a range of social activities each year to assist residents in making the transition to

university. The orientation program varies from year to year but you will be given more details on your arrival.

[\[Return to Contents Page\]](#)

OVERNIGHT GUESTS

Accommodation Services does not object to you having guests visit and stay at the student residences. However, it is important that Accommodation Services is aware of who is occupying the residence at any one time. You need to seek permission from a member of the Residential Support Team if you are expecting a guest to stay with you. If your guest will be arriving by car you will also have to arrange a temporary parking permit for them (see [Car Parking](#)).

Mattresses or fold-up beds and linen are available for hire for guests. Please check with the administration office for availability and cost. While staying at a residence all guests must observe Accommodation Services' rules and procedures. You are responsible for your guest's behaviour, and are held responsible for any damage caused during their stay.

There are charges and limits connected to having an overnight guest. The charge for a guest is \$5/night and this amount will be charged to the resident's account. The resident will also have to meet any costs for meals for their guest (see [Catering & Dining Rooms](#)). No guest may stay for more than 3 nights without the express permission of the Assistant Director, Community Relations in Hobart or the Manager, Community & Strategic Planning in Launceston.

[\[Return to Contents Page\]](#)

P

PARTIES

A party is considered to be a group of more than three persons making noise at levels audible to others in their rooms and/or drinking alcohol. If you wish to hold a party or other social function you will need Accommodation Services' permission.

The rules for holding parties follow those for functions involving alcohol (see [Alcohol Consumption](#)). All social functions must apply for approval at least 48 hours **PRIOR** to the function being held. Residents holding a party are responsible for all aspects of the party including responsible serving of alcohol, noise control, behaviour of participants and post party clean up etc.

Accommodation Services reserves the right to not allow or to terminate a party at any time the residential staff considers that it is adversely affecting other residents.

[\[Return to Contents Page\]](#)

PASTORAL CARE

Pastoral care is the term used to describe the professional care, concern and actions of the Residential Support Team whose role is to develop and sustain the welfare and well-being of residents and the residential community.

It is the responsibility of all staff and residents to work together so that every member of the community experiences a sense of belonging and wellbeing. To achieve and maintain a positive and caring community, all residents are encouraged to support the pastoral care program. The aim is to respect all residents by acknowledging cultural, physical and social differences in a positive, constructive manner and to identify and support residents at risk.

This is achieved by:

- encouraging a sense of community spirit and pride;
- encouraging all residents to take responsibility for problem solving;
- encouraging practices of conciliation and of living in an environment free of harassment and discrimination;
- providing opportunities for personal growth; and
- providing counseling and other confidential assistance if and when required.

[\[Return to Contents Page\]](#)

PAYING FEES & CHARGES

Your Residency Agreement sets out the method by which you have chosen to pay your residency fees (see Residency Agreement **Part 1**). The different methods of payment are:

- one upfront payment – total residency fees for the period of the Agreement have been paid in full before taking up residence;
- two upfront payments – the residency fees for each semester are paid in full in two payments, one at the start of Semester 1, the second at the start of Semester 2;
- fortnightly direct debit – the resident has authorised Accommodation Services to take payments by directly debiting a bank account when fees become due each fortnight; and
- fortnightly payments by other means – the resident pay residency fees each fortnight when they become due by a method of payment they have determined.

As well as residency fees there are other regular charges that accrue when living in residence. The most common of these are telephone and internet charges (see: [Computers](#) and [Telephones](#)). For residents paying their fortnightly residency fees by other means and for all residents paying telephone and internet charges there are a number of options for making these payments.

Residents can pay at the Accommodation Services' office either by cash, cheque, EFTPOS or credit card. The office can only accept cash before 4.00pm each day (see: [Administration](#)).

Residents can now also pay via B-Pay – please contact the office for the Biller Code and reference number for making payments.

Finally, residents have the option of paying by credit card through the Accommodation Services' website. Full instructions can be found at: [Online Payment - University of Tasmania](#). Accommodation Services accepts Bankcard, Mastercard or Visa but there is a \$10 minimum for each payment.

[\[Return to Contents Page\]](#)

PETS

Apart from fish (in suitable aquaria), residents are not permitted to keep pets or bring any animal on to any Accommodation Services' site (see Residency Agreement, **Clause 1.1f**). You should also not feed or encourage stray or wild animals.

[\[Return to Contents Page\]](#)

PROHIBITED GOODS

No firearms, fireworks or weaponry of any sort, illegal drugs or alcohol in bottles (wine excepted see: [Alcohol Consumption – Prohibitions](#)) are permitted onto any Accommodation Services' site (see Residency Agreement **Clause 1.1i**).

[\[Return to Contents Page\]](#)

R

RE-APPLICATION PROCEDURES

Accommodation Services assess all applications from current residents who apply for re-admission to residences.

The assessment is based on whether the returning resident:

- will be a student of UTAS (or other approved institution) the following year;
- has a good financial record – fees have been paid regularly and on time and there are no outstanding debts to Accommodation Services; and
- has a good record of behaviour – any formal warnings or other disciplinary actions taken against the resident (either by Accommodation Services or the University) will be taken into account.

Each year Accommodation Services will issue an invitation to all current residents to re-apply for the following year. All residents applying for re-admission must lodge their applications by the due date specified by Accommodation Services. In offering places in residence, preference will be given to returning residents who satisfactorily meet the three criteria above.

Returning residents who lodge applications after the due date will be treated as new applicants and will lose any preference for accommodation.

Once you have been offered a place, and to secure your position, you must return the signed Residency Agreement and any required advance fees (see [Advance Fees](#)) by the date designated by Accommodation Services in the letter of offer. Failure to do so will result in the offer of accommodation being withdrawn and offered to another applicant.

[\[Return to Contents Page\]](#)

RECYCLING

Accommodation Services encourages all residents to recycle and help protect the environment. Each residence has a recycling program. The recycling program depends on your co-operation. When disposing of cardboard, papers, bottles and aluminium cans please use the recycling bins.

RESIDENTIAL SUPPORT TEAM

All Accommodation Services' sites have a Residential Support Team that is responsible for pastoral care in the residences. The Team is headed by the Assistant Director, Community Relations in Hobart and the Manager, Community & Strategic Planning in Launceston. Other members include the Residential Support Officers, who are Accommodation Services' staff, and Residential Assistants, who are Accommodation Services' residents.

The Residential Support Team carry out a range of duties and tasks which can include: induction of new residents, supervising day to day matters, providing confidential advice and counseling, managing the Student Development Program, monitoring residents' following of residential rules and regulations, participating in social, cultural and sporting activities and administering discipline (where necessary).

A member of the Residential Support Team will be on call 24 hours, 7 days a week in each of the residences. They should be the first point of contact in the case of emergencies or other serious events. A roster of Residential Support Team duty is available from the administration office in both Hobart and Launceston and is also usually displayed on residential notice boards.

[\[Return to Contents Page\]](#)

RESIDENCY AGREEMENT

On-Line Residency Agreements

From the 2008 academic year Accommodation Services is using Residency Agreements that are completed and submitted on-line (see Applying for Residence). You enter the Residency Agreement when accepting your offer of accommodation. Please note that it does require your signature for the Residency Agreement to become a legally binding document, it does so when you complete and submit your on-line acceptance of the offer of a place with Accommodation Services. The online Residency Agreement replaces the hard copy Agreement used in previous years and you should ensure that you print and keep a copy for your records.

A Legally Binding Contract

Your Residency Agreement is your contract with Accommodation Services that sets out the Terms and Conditions of your stay in residence. It is legally binding and there can be financial penalties if you break the contract. All residents over 18 years must enter the contract on their own behalf. Minors (those under 18) cannot enter the Residency Agreement and must have a sponsor (usually a parent or guardian) sign a Guarantee of Sponsor on their behalf. However, as residents, minors are still responsible for seeing that the Terms and Conditions of the Residency Agreement are met.

In completing the Residency Agreement you agree to abide by the terms and conditions of residence and all residents are responsible for being familiar with its contents. It contains details and conditions of your residency, your obligations in terms of both behaviour and meeting financial commitments and obligations Accommodation Services has to you as a resident.

All residents should be familiar with the contents of their Residency Agreement. If there is anything you don't understand in the document please ask a staff member or

someone to help explain it to you. (Also see: [Advance Fees](#), [Appropriate Behaviour](#), [Rights & Responsibilities](#)).

Fees & Charges

Your Residency Agreement specifically sets out:

- the residence you will live in;
- your accommodation type (catered, self-catered etc);
- the start and end dates of your residency;
- your fortnightly fee;
- any other charges and fees to which you might be liable;
- the schedule of payments; and
- the method of payment.

Part 1 of the Residency Agreement sets out details of your accommodation fees, how you have chosen to pay it and the schedule of required payments.

Schedule 1 of the Residency Agreement details all additional charges and the rates at which they are levied. These include charges for standard services (internet, telephone etc) and for additional services if required: cleaning, rubbish removal, repair of damage or replacement of losses and various administrative charges for variations to the Residency Agreements or bank dishonour charges.

To meet your financial obligations under the Residency Agreement you must ensure that all fees and charges are paid in the agreed manner by the payment due date.

Accommodation Services will pursue collection of any fees and charges in arrears by any methods it chooses, including the use of debt collection agencies. If it is forced to take such actions an additional fee will be levied to cover the additional costs to Accommodation Services.

Making Changes to the Residency Agreement

Sometimes your situation can change and you might wish to change one or other of these parts of the Residency Agreement. Formally, any variations will result in a breach of the original Residency Agreement and require that a new one be drawn up.

While Accommodation Services does not encourage it, residents can apply to make changes to their Residency Agreement but strict conditions apply.

In seeking a change to your Residency Agreement, you:

- must apply to the Assistant Director, Customer Service in writing setting out the reasons for the change;
- can make only one application for change during the course of your Agreement;
- pay a one-off administration fee (see Residency Agreement **Schedule 1**); and
- meet any other costs to Accommodation Services resulting from the change.

If you find that you wish to apply for a variation to your Residency Agreement you should first discuss it with an Accommodation Services' staff member so that they can give you advice on any other additional costs you might have to meet.

In some circumstances Accommodation Services might require that you be relocated within or between residences. In these cases no administrative fee will be charged

but the resident may be required to make up any differences in residential fees charged.

Terminating the Residency Agreement

If you terminate, that is end, the Residency Agreement before its due date you can be subject to financial penalties depending on the circumstances in which the Agreement is terminated.

There will be no penalties if, before taking up residence:

- you terminate the agreement because you have not been offered a place at UTAS (you must inform Accommodation Services immediately); or
- give notice of termination in writing by the due date specified by Accommodation Services.

In this case the balance of the Advance Fee will be refunded with the exception of the \$80 Acceptance Fee for new residents.

If you terminate the Residency Agreement for the following reasons, you will only be responsible for the residency fees (and any other charges) up to the date of your departure:

- you withdraw or defer from a course; or
- you transfer to a course at another higher education institution.

If you choose to terminate the Residency Agreement for any other reason, as well as paying any fees and charges due to the date of departure, residents will be subject to the following penalties (see Residency Agreement, **Terms & Conditions of Residence, Section 7.2.2**):

- if the Residency Agreement was for an Academic Year paying back fees at the rate of a single semester from the start date to your date of departure;
- a minimum of four weeks rent; and
- forfeiting your Security Deposit.

All residents deciding to leave early must immediately submit to Accommodation Services a Notice to Vacate.

Accommodation Services can also terminate your Residency Agreement by issuing a Notice to Vacate.

In the case where this is issued because of unforeseen circumstances, such as damage or destruction to the residence, no additional charges will be made. In such circumstances Accommodation Services will make every effort to re-accommodate you.

However, if you are issued a Notice to Vacate because of disciplinary action taken against you by either Accommodation Services or UTAS you will:

- be responsible for any fees and charges up to the date of departure;
- have to pay any other costs owing under the Terms & Conditions of the Residency Agreement; and
- forfeit your Security Deposit.

[\[Return to Contents Page\]](#)

RIGHTS AND RESPONSIBILITIES

As a resident you have certain rights and responsibilities. Specific details of many of these are set out in the Residency Agreement and elsewhere in this Handbook.

In general, as residents you have the right to:

- quiet enjoyment of your surroundings, privacy and to have personal space;
- live without fear, harassment, intimidation, victimisation, discrimination, physical and/or emotional harm from any person;
- live your own lifestyle and have choice in how and in what you wish to participate, free from peer pressure;
- be treated with respect and common courtesy by all;
- strong social support networks, including pastoral and academic guidance with the opportunity for private consultation;
- enjoy your facilities with guests provided they abide by the rules;
- feel safe and secure at Accommodation Services at all times; and
- have consultative opportunities, be heard and make recommendations, give feedback, critique, and offer compliments or complaints on anything affecting you.

In general, as a resident your responsibilities are to:

- avoid creating any disturbance, nuisance or annoyance to other Residents
- monitor guests to ensure that they abide by Accommodation Services' rules and responsibilities
- not participate in behaviour that is considered to be inappropriate or causes harm to oneself or others.

[\[Return to Contents Page\]](#)

ROOM ACCESS

Accommodation Services will not interfere with the reasonable peace, comfort and privacy of any resident. However, it does reserve the right to enter your room under certain conditions. While Accommodation Services will endeavour at all times to respect your right to peaceful enjoyment of the facilities provided, in order to fulfil its obligations to residents, Accommodation Services reserves the right for the Director (or nominee) to inspect or enter a residents' room or any shared areas of self-catered accommodation at its discretion.

Under normal conditions, Accommodation Services will issue notice of intention to enter your room for cleaning, room inspections, or general maintenance. Accommodation Services is not required to give such notice for maintenance being performed in response to a direct request from you.

In some circumstances, Accommodation Services' staff may, or permit Tasmania Police to, enter your room at any time without permission. These include if it is reasonably believed that: you might be ill or injured; there is a potential threat of injury or damage; violent or aggressive behaviour; excessive noise; unattended appliances have been left on; or any other breach of rules or regulations has occurred. (See Residency Agreement: **Terms and Conditions Section 13**)

[\[Return to Contents Page\]](#)

ROOM ALLOCATION

Accommodation Services is responsible for allocating rooms in residences and will make its best attempt to match the requests of both new and returning residents for residence, room type and other options. All rooms will be allocated on a first come first served basis.

Returning residents will be given preference in room allocation and are asked to nominate rooms that they would like to occupy in the upcoming year. Again all rooms will be allocated on a first come first served basis.

While it will make every effort to ensure that residents are matched with the rooms they request, Accommodation Services retains its right to make the final decision on the allocation of all rooms.

[\[Return to Contents Page\]](#)

ROOM INVENTORY

The Room Inventory is a report recording the condition of your room before and after you have lived in it. It is used to assess any loss or damage (if any) that might have occurred during your stay and so determine what charges may be due to replace any loss or repair any damage. (see [Checking In & Checking Out](#))

[\[Return to Contents Page\]](#)

RUBBISH

The cleaners empty rubbish bins in communal areas of Christ and John Fisher Colleges, Leprena and Kerlake, Investigator and Endeavour Halls. In all other residences, residents are responsible for emptying the rubbish bins found in communal areas. It is the responsibility of all residents to empty your bedroom rubbish bins into the wheelie bins or skips provided at each residence. Any large items should be placed into the skip bins (where provided). Please, never leave rubbish in the corridors, as this is a Health and Safety hazard.

Vermin (including flies, mice, rats and ants) see open rubbish as food so don't encourage them. Wrap your food scraps and keep the lids on bins shut tight. Please also refer to the Residency Agreement in regards to rubbish collection days and returning bins: (Residency Agreement **Clauses 1.1i, 1.8, 2.1d; 10.3, 12.9**).

[\[Return to Contents Page\]](#)

S

SECURITY

Room Security

You should make sure your door is closed and locked if you are away from your room for any time during the day. If you are going to be away overnight, or at the weekend, please ensure that your window is shut, the catch is in place, heater off, power points turned off and that the room is locked. It is recommended that ground

floor curtains be closed after dark and when the room is vacant for any period of time.

Where applicable please ensure that the fly screen remains securely on your window at all times.

University Security

University Security is available 24 hours a day. If you feel unsafe anywhere, anytime, phone in Hobart extension **7600** (internal call) or 6226 6400 if using a mobile or external phone and in Launceston extension 3336 or 6324 **3336** if using a mobile or external phone. Help Points are located at various locations around the campus and can be used to contact security. These points are clearly sign posted and marked on UTAS campus maps. Maps are available on the UTAS website at : www.utas.edu.au/campus/campus_maps.html

General Security

General campus security is everyone's responsibility. To prevent theft and unwelcome visitors, residents are responsible for seeing that, at night, the outside doors remain closed and not propped open, the kitchen windows, common area windows and lounge windows are secured and that the security lights are switched on and curtains are drawn. Please do not compromise security by wedging or propping doors open.

[\[Return to Contents Page\]](#)

SMOKING

Accommodation Services provides a smoke-free environment - no person is permitted to smoke in any designated smoke-free area.

Smoke-free areas include:

- the inside any of Accommodation Services' buildings or dwellings;
- any area within 10 metres of any window, entrance to or exit from any of Accommodation Services' buildings (including balconies); and
- any area within ten (10) metres of any air intake for ventilation equipment on or in one of Accommodation Services' buildings.

Cigarette butts must be disposed of in the receptacles provided around residences. Smokers should also ensure that all butts are fully extinguished before being disposed of because of the potential fire hazard. (See: Residency Agreement: **Clauses 4.1, 4.2**)

[\[Return to Contents Page\]](#)

SPORTS FACILITIES

There is a fully equipped gymnasium and other sporting facilities on each university campus which are managed by UTAS Sport and Recreation. These are available at a reduced rate for residents. On the Launceston campus the Australian Maritime College pool is available for use by residents. You should check with Sport and Recreation availability, costs and conditions of use (Hobart 6226 7896 or Launceston 6324 3042).

In addition, Hobart has a small gymnasium and squash courts available free of charge to the residents of Christ College, St John Fisher College, the University Apartments and Mt Nelson Villas. The squash court key is available from the administration office and you must return it when you have finished your game.

STUDENT CLUB COMMITTEES

The Student Club Committees are comprised of elected resident representatives who promote and organise sporting, cultural and social activities. Each Committee represents the welfare and interests of all its members and works with administration in the social planning and management of the residences.

[\[Return to Contents Page\]](#)

STUDENT SERVICES - UTAS

UTAS Student Services provides a wide range of support and advisory services to students, including counseling, disability, health, careers and employment, self development and finance. Staff are professional and approachable and deliver services on a confidential basis. Student Services staff may also act as advocates for students in dealing with UTAS processes or with other areas of the University.

Student Services are located in the TUU building in Hobart and the Student Centre at Kerslake in Launceston. Further information is available through the Student Services web page at: <http://www.studentservices.utas.edu.au/index.asp>

[\[Return to Contents Page\]](#)

T

TELEPHONES

Each bedroom in Accommodation Services' residences is equipped with a telephone. This telephone also provides the connection for computer access to the internet. Clarence House rooms are not equipped with telephones and internet access is direct via a wall data socket.

All telephones are connected to the UTAS phone system and are provided with a 4-digit extension number. You will find this number on the screen on the telephone. Internal calls are those made to other extensions on the UTAS telephone system. To make an internal call (in either Hobart or Launceston) simply dial the 4-digit extension number.

Your phone will accept in-coming calls from any external number: mobile, local, long distance (STD) or international.

However, your phone will only permit you to make out-going external calls to local numbers (these numbers also include: 6-digit numbers beginning with 13; or numbers with the prefix 1300 or 1800). Each local call costs 50 cents which will be charged to your account. When making external calls you must first dial 'zero' (0) and then the local number you wish to call.

External calls to all other numbers (mobiles, long distance and international) must be made using a pre-paid calling card. The cards provide special low rates for these types of calls and a range of cards is available for purchase for Accommodation Services' offices in Hobart and Launceston.

On the calling card is a local access number which connects you with the telephone service provider. From your room you call the access number in the normal way (dial 'zero' and then the access number). The service provider will then connect you to the mobile, long distance or international number you wish to call. When you make these calls, Accommodation services only charges you the standard 50 cents for the local call. All other charges are made against you calling card.

[\[Return to Contents Page\]](#)

V

VISITORS

Accommodation Services does not object to its residents having guests visit them at the student residences. However, you are responsible to see that guests observe all Accommodation Services and UTAS rules and regulations and you are accountable for the whereabouts and actions of anybody on the premises as your guest. Residents should also arrange temporary parking for their visitors if it is required (see [Car Parking](#)). You are also responsible to see that any meals that visitors attend are fully paid for (see [Guests at Meals](#)).

If your visitor will be staying overnight make sure that you discuss this with a member of the Residential Support Team and follow the procedures outlined under **Overnight Guests**.

[\[Return to Contents Page\]](#)

WEB SITE

The Accommodation Services' web site can be found at www.utas.edu.au/accommodation. As well as a source of information, the web site is currently being used for on-line: applications, various types of payments, maintenance requests and applications for academic support (Hobart).

Accommodation Services is currently developing the web site as a resource and a better way of communicating with residents. Various new modules will be installed as they are developed throughout 2007. Suggestions on ways we can further improve or upgrade the site are welcomed.

[\[Return to Contents Page\]](#)