This handbook is designed as a reference guide for living in UTS Residences only. It will provide you with the general ‘how to’ required for living safely and in harmony in our residential community. For any Housing rules, please refer to your license agreement as the Housing rules will have been sent to you at the same time.
Welcome to UTS Housing

On behalf of the team at UTS Housing, welcome to your new home in the UTS residences. Living in UTS Residences is about being part of a community that is academically diverse, varied in age and lifestyle, and multicultural in nature.

We aim to ensure that your time here is a memorable experience through which you make many friends, feel supported to pursue your academic objectives, and become part of a stimulating and nurturing community. In UTS residences, individuality is valued, differences are respected and your security and well-being is increased by the responsible behaviours of those around you.

This Resident Handbook contains valuable information with regards to your new home and has answers to many questions you will have during the year. I encourage you to read it, use it and keep it in a handy place.

There is much to look forward to during the semester ahead. UTS Housing offers a wide range of social, academic and cultural programs and events. Make the most of these opportunities and enrich your experience with UTS Residences and at UTS.

On behalf of the Housing Team, I wish you a pleasant stay with us and look forward to meeting you.

Best wishes,

Amit Mitra
Manager, UTS Housing
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UTS Housing Office is located in Building 6 (also known as the Design and Architecture Building or Peter Johnson Building), Level 2 and is accessible via the Ultimo Pedestrian Network (UPN). Housing Reception is open from 8am to 6pm Monday to Friday (excluding public holidays) for any inquiries you may have regarding living in UTS residences.

Privacy Policy

As a part of UTS, the Housing Service complies with the current UTS Privacy Management Plan which details how UTS complies with legislative requirements for the protection of the personal information collected, stored, used and disclosed by UTS.

Link: www.gsu.uts.edu.au/policies/privacy.html
UTS Housing consists in five separate student residences. Out of respect for the traditional owners of the land on which these residences are built, the Gadigal and Guring-gai people of the Eora Nation, most of the residences are named using Aboriginal words.

The residences, one of which will be yours, are:

- **Bulga Ngurra** – “Mountain Camp” in Aboriginal language

  Bulga is a five-storey apartment complex with a mix of shared and studio apartments located in Ultimo only ten minutes away from the UTS City Campuses. Shopping centres and entertainment are only steps away. Relax in your spare time in the residence’s common areas or take a short stroll through the trendy inner-city suburbs with markets and a variety of cafes.

- **Geegal** – “Shelter” in Aboriginal language

  Geegal residence is a group of low-rise apartment dwellings (townhouses) built around a leafy courtyard. Located in Darlington the town houses offer share accommodation living with an outdoor common area for barbecues and general relaxation. Quiet and peaceful, Geegal is a quick escape from the busy city, yet only a twelve minute walk to the city campus and all conveniences.
• **Gumal Ngurang** – “Friendly Place” in Aboriginal language

Gumal is a modern, nine-storey apartment building that accommodates students in a range of studio and share apartments. Located in Broadway, it is steps away from city campus, cafes and restaurants, shopping centre and five minutes to Chinatown. In your spare time you can relax and have barbecues on the rooftop garden and recreation area which has stunning skyline views of the city.

• **Yura Mudang** – “Students Live” in Aboriginal language

Built in 2011, Yura is a state of the art, on-campus student residence which has a range of studios and shared apartment style accommodation. Students can expect spacious communal areas, music, games and computer rooms and an outdoor BBQ terrace with stunning views of Sydney’s CBD.

• **Blackfriars**

Blackfriars is a small residence located in a nineteenth century heritage building only three minutes to Broadway shopping centre and city campus. Blackfriars is reserved for postgraduate and research students.
Legend

UTS Housing

- Office & Residences

Pedestrian bridge between Building 1 and Building 6

Tunnel from Central Station

UTS Housing Loading Dock

Addresses for residences

Yura Mudang
702-730 Harris Street, Ultimo NSW 2007

Bulga Ngurra
23-27 Mountain Street, Ultimo NSW 2007

Gumal Ngurang
161 Broadway, Broadway NSW 2007

Geegal
12 Boundary St, Darlington NSW 2007

Blackfriars
4 Blackfriars St, Chippendale NSW 2008
Residential Networkers, known as “RN’s”, are student leaders responsible for providing you with support, assisting with planning activities and major events taking place within Housing, and promoting the safety and well-being of the UTS Housing residents.

Every residence and floor has an RN. This student isn’t only a friendly face; an RN holds Senior First Aid qualifications, is a fire warden within their respective residence and received training to handle situations outside of business hours.

There are RNs on duty every evening between 5pm and 10pm in all residences. For any emergencies after those hours, please call security on 02 9514 1192. RNs on duty can be called for a range of different issues including; noise complaints, maintenance issues and just for a general discussion if you require assistance with any problems you may have.

Please ensure that you store the RN on-call number in a safe place:

**RN on duty phone number:** 0425 750 169

Just remember...

Your RN is:
- A student
- A resident just like you
- A resource person who can refer you to the services you need
- Mostly working voluntarily

What RN’s do:
- They are community builders
- They are peer helpers
- They can intervene during minor conflict situations on your floor and communicate with Residential Life Staff when necessary
- They promote and encourage your participation in curricular and extra-curricular activities
- They work to ensure that community standards such as respect for others and reasonable
• Noise levels are maintained
  • They act as mediators and encourage communication and support between you and other residents

Your RN can help you throughout the year:
  • By listening to you when you are unhappy, down, or homesick
  • By helping you find your way around campus and by answering your questions
  • By presenting you with opportunities to meet your floor mates and help you familiarise yourself with your new environment
  • By informing you of appropriate support services on campus such as Counselling Services, Health Services, Disability Services and other resources
  • By informing you of activities in residence and elsewhere on campus

Your RN’s responsibilities do have limits:
  • They do have occasional bad days, personal problems, and study overloads just like you
  • They are bound by the same rules in residence as you are
  • They are not parents, babysitters, police or maids
  • They need your help to build a healthy community
  • They will not be present on the floor at all times

You can expect your RN to:
  • Be available, accessible and approachable
  • Smile. Be warm and friendly
  • Be consistent and fair

Your RN expects you to:
  • Have fun and enjoy living in residence
  • Take responsibility for your actions
  • Participate in floor and community activities
  • Keep them informed of any problems or potential problems, as minor as they may seem

• Social activities

Throughout every semester the Resident Life team and your Resident Networkers organise a wide variety of activities, mostly free, for you to meet other residents, learn new skills, relax and have fun. Activities are initiated by residents (in other words you!), for residents, promoting a great community atmosphere. All Housing residents are encouraged to participate in as many activities as they wish.

In addition to this, the Residential Life team also hosts a number of major events for you which include the Housing Orientation Weeks, Welcome BBQs, the DVC Res Cup, the Annual Residences’ Dinner, the Residents’ Carnival, the Futsal World Cup and the Residents’ Ball.
Housing Welcome Weeks

This is the best time to meet your new flatmates and make friends! Upon arrival, you will be given a timetable of all the Housing Welcome events we have planned to keep you busy before the semester commences and to help settle into your new home.

From shopping trips where you’ll be able to purchase the necessary items for your apartments, to speed friending, faculty night events, welcome BBQs and Amazing Race, there will be something for everyone and you will be able to mingle and meet other Housing residents. The most popular event of the Welcome Weeks is the RN Welcome party! There will be lots of free food, music and it’s another chance to meet all your new friends in Housing.

Amongst these activities, there is one that is compulsory for all new arriving residents which is the Housing Information session. You will be required to attend the session to obtain all the important information about living in the UTS residences.

Don’t forget that if you have any questions during your first days at Housing (even after), RNs will be able to answer many of your questions ranging from directions to services or places of interest, to where the cheapest place to eat on a Tuesday night is.

To be kept informed of all the Housing Welcome Weeks’ activities, make sure you “like” and follow UTS Housing on our social media channels such as:

- **Facebook**: www.facebook.com/UTSHousing
- **Twitter**: www.twitter.com/UTSHousing
- **Instagram**: utshousing
- **Youtube**: www.youtube.com/UTShousingchannel

Housing weekly activities and events

At UTS Housing, there is always something on so you will never get bored! From Monday to Sunday, there are activities and events run by the Residential Life team and/or your RNs.

Do you fancy doing some Yoga to help de-stress from Uni or learning to cook a cheap meal? Maybe it’s time you learnt a new language or played some social sports with other residents? With regular events planned by the UTS Housing team, there is something to suit everyone. So make sure you turn up to as many events as you can and get involved in the Housing community!
Some highlights are:
- Cooking classes
- Assignment help workshops
- Language classes
- Games and movie nights
- Cultural evenings
- Bike rides
- Excursion days
- Salsa and Zumba classes
- Futsal, netball, volleyball
- Yoga sessions
- Photography excursions
- BBQ’s
- And heaps more

**Annual Housing events**

Throughout the year in the UTS Housing residences, there are five large scale events run by the RNs and the Housing Service team.

The **Welcome BBQ** is held at the start of each semester twice a year, with free food and entertainment. The Housing team looks forward to welcoming you to these.

The **UTS Residences Annual Dinner** is held in the autumn semester each year. The event is a free formal dinner where all residents (you!) are invited to dress their best for this exclusive occasion.

The **DVC Residents’ Cup** is our annual sporting event also held in the autumn semester each year. This is the chance to show off your skills in individual or team sports and even in computer games to fight for the Res Cup for their residence. This is a fun-filled event where in which residences battle against each other to win the prestigious DVC Res Cup and the bragging rights to have the cup displayed in the foyer of their residence for the year!

The **Residents’ Carnival** held in the spring semester, aims to celebrate the diversity of cultures that exist within UTS Residences and the wider community. The Residents’ Carnival brings together local and international students, to celebrate diversity of culture with free food, music and dance. There is also a cooking competition where you are encouraged to demonstrate your cooking skills and claim the title of “Housing Master Chef”.

The **Residents’ Ball** held in the spring semester is organised for residents each year. A committee of Residential Networkers is formed to host the party of the year for all residents to enjoy a night of festivities with canapés, drinks and DJ performances throughout the evening.

The **Futsal World Cup** gathers Housing residents per nationality to compete for the World Cup via a friendly one-day tournament.

### Academic and Learning Support

We know that the main reason you are here is to successfully complete your studies. Therefore we have an academic assistance program in place. This includes:

- Weekly study groups
- Academic consultations
- English conversation lessons
- IELTS preparation sessions
- Writing workshops
- Study skills workshops
- Discussion groups
- Faculty meet and greets
- Career information sessions
- Guest speakers
- Post-graduate specific activities

Our **Academic and Communities Learning Officer, Andrew Redgrave**, can also help you out with your assignments. Make sure to check out the Housing events for his next sessions.

Andrew is also available for one-on-one appointments should need specific help with your assignments or studies. Arrange an appointment by sending him an email at andrew.regrave@uts.edu.au or call him on 02 9514 1509.
How to find out what is happening in Housing?

**UTS Housing Weekly email**
Every Friday, Housing will send you and all residents an email giving you updates concerning activities happening in Housing and information concerning your residence (e.g. maintenance tasks taking place in your apartment, license agreements open for renewal, cleaning inspections, etc.).

**Facebook Page**
'Like' and follow the UTS Housing Facebook page and keep up to date with all the latest activities organised by Housing, RNs and other faculties! Photos of events are always posted there too!
www.facebook.com/utshousing

**Information Boards**
In each residence, posters and notes concerning activities in Housing, the UTS Faculties and community events in Sydney will keep you up to date. So make sure you check those big boards out once in a while!

**Twitter**
The UTS Housing twitter account will keep you update with the latest information concerning Housing and other events happening on the UTS campus or Sydney in general. During Housing's annual events, you’ll also be the first to know scores or check out the first photos of events while giving your comments.
Twitter/utshousing

**Instagram**
A picture often summarises great moments! Follow or like Housing instagram account or share your Housing moments with us and your fellow residents.
Instagram/utshousing

**Your RN**
Last but not least, your RN is always there to give you further details on what is going on and also there to listen to any good ideas for activities that you would like to see take place in Housing.
Student Residences are intended to be far more than just a place to live.

UTS seeks to promote a residential student environment that builds a community conducive to showing respect for others. With that in mind, goodwill, good manners, commonsense and a sincere desire to help others to enjoy a happy community life is expected of you and all other residents living on-campus.

During your first few weeks in your residence, your local RN will organise a compulsory flat/floor meeting to discuss life in the student residences, what is expected of you as a resident and what types of activities are available to you while living in UTS Housing.

**What to do to create an enjoyable shared apartment life:**

- Get to know one another. When a new housemate moves in, take the opportunity to show them around the building or have a meal with them.
- Be considerate with your use of your apartment’s common areas.
- Be aware of the noise you create and any guests you have over.

**Your rights and responsibilities:**

- You have the right to a safe and secure living environment;
- You have the responsibility to keep your room and apartment doors locked and to not let strangers into the building;
- You have the right to a reasonably peaceful and quiet space in which you can study and sleep;
- You have the responsibility to observe the noise and guest policy, to keep your television, stereo and voice at a reasonable level;
- You have the right to privacy;
- You have the responsibility to ensure that you, your friends or guests do not impinge on your neighbours’ right to privacy;
- You have the right to discuss another person’s behaviour when it infringes on your rights;
- You have the responsibility to examine your own behaviour when it is raised by another and to work towards resolving conflicts;
- You have the right to life in a community free from harassment and discrimination of any kind;
- You have the responsibility to respect others regardless of their differences.
• **Resolving conflicts**

Below is a list of a few common sources of roommate conflicts. If you and your roommates confront these issues constructively and set ground rules, communication breakdowns and future conflicts may be avoided:

- Daily schedules, sleeping times, quiet hours, television viewing, study conditions
- Overnight guests, parties, privacy
- Housekeeping, cleaning the kitchen and bathrooms, living areas, garbage disposal
- Use of personal property, sharing, getting permission, respect for one another’s property
- Shared interests, separate interests

Resolving a conflict:
- Approach the individual to discuss the problem in an open and respectful manner and attempt to reach an amicable compromise keeping in mind that everyone has different lifestyles and values.
- For minor issues, ask your RN to mediate, if the above did not work.
- For serious issues, report your complaint in writing to Housing service or Residential Life staff.

• **A few university and house rules to be aware of**

  o **Noise**

    As a University residence, UTS Housing has a strict Noise Policy to ensure that all residents can attend to their studies. From Sunday to Thursday, the noise curfew is 10pm in all residences and on Friday and Saturday, the noise curfew is at 11pm. At these times all audible noise must stop including music or loud gatherings. Throughout the official UTS exam periods there is a 24 hour noise curfew in effect and no overnight guests or social gatherings will be approved.

  o **Partying and receiving guests at UTS Housing**

    Your residence is your new home and of course inviting friends over is part of the experience. As you are not alone in the apartment and/or building, remember that there are a few rules to follow:

    - **Social gatherings:** If you intend to have a social gathering with 15 or more people, a social gathering request must be submitted for it, 3 working days in advance. The social gathering (for 9+ guests) must be held in a common area and not in your apartment/room. At least 80% of the guests must be residents from UTS Housing.

    - **Overnight guests:** You are allowed 1 guest per night for a maximum of 10 nights per semester. All overnight guest requests must be submitted 1 working day in advance. If a person is present in the residence past 1am, they must be signed in by security and they will be considered as an overnight guest.
To submit your social gathering and/or overnight requests, go to the UTS Housing website “Residential Life > Current Residents” tab and complete your request online via the portal using your ID student number and password.

**Smoking**

Remember that all UTS residences are strictly non-smoking meaning that, under no circumstances, is smoking permitted inside your apartment, your room or on balconies attached to rooms and apartments.

There however designated smoking outdoor areas in each residence:
- Yura Mudang: part of level 8 and part of level 21
- Gumal: part of level 2 and part of level 9
- Bulga: outside the building
- Geegal: part of the courtyard
- Blackfriars: outside the building

**Environment, energy and water conservation**

UTS is highly conscious of its environmental footprint and the Housing Service believes that it is important to ensure we all do our part. Below are some helpful hints on how to reduce your impact on the environment while living in your residence:

**Energy conservation**:
- Switch off the lights and fans where applicable, when you leave a room
- If you are doing the laundry always try to have a full load
- Don’t leave appliances such as the TV, stereo, heaters and air conditioners, on when you leave a room

**Water conservation**:
- When washing dishes by hand, don’t rinse them under a running tap.
- Take shorter showers. Try using a shower timer such as a 4-minute egg timer.
- Turn the tap off when brushing your teeth. Wet your brush and use a glass for rinsing.

**Recycling**

Recycling, such as energy and water conservation, is high on UTS’ environmental footprint agenda. Recycling helps reduce landfill and general waste. To help everyone recycle, each residence has a variety of bins.

- **Yura**: Every floor has a small garbage room with two chutes: one for garbage and the other for items that can be recycled.
For any large items: either place these large recyclable items in the white tubs on each floor in Yura or please bring them to the marked area by the mailboxes on the ground floor.

- **Gumal**: Each floor has a garbage room with marked bins in them for your rubbish.
- **Bulga**: The garbage room is located on the ground level.
- **Geegal**: Bins are located outside of the building in the designated area.

**CAN** be recycled:
- Aluminium and steel tins/cans
- Aerosol cans
- Glass bottles and jars
- Plastic soft-drink and water bottles
- Plastic food containers, tubs and trays
- Juice and milk cartons and bottles
- ’Tetra pak’ drink containers
- Newspapers and magazines (staples are fine)
- Junk mail (remove plastic wrap)
- Phone books
- Egg cartons
- Envelopes (even those with clear plastic windows)
- Cardboard boxes (with NO food in them)

**CAN’T** be recycled:
- Plastic bags (they contaminate recycling and jam machinery)
- Polystyrene (e.g. meat trays and foam packaging)
- Light globes, mirrors and window glass
- Crockery, drinking glasses, batteries and Pyrex
- We can’t recycle waxed or cardboard containers with food scraps, disposable nappies, tissue paper and napkins.

- **Freestore**

UTS Housing has a “Free store” for all residents located in the bike store, behind Housing’s reception in Building 6, level 2. There, you will find items such as clothes, books, cutlery (and more!) that are free to take and use.

If you wish to discard personal items that are in a good state and can be re-used by someone else, let’s say when you are moving out for example, simply place those unwanted items there.
What to bring to your Campus Accommodation

UTS Housing will provide you a room with the basic fittings but you will still need to bring a few things to make this room your own.

When coming to UTS Housing, we’ll provide you a bedroom with:

- a bed, mattress,
- mattress protector,
- storage closet,
- desk,
- chair, and
- a pin board.

In the kitchen you’ll find

- a kettle,
- toaster,
- microwave,
- cooking top and
- a refrigerator.

Some kitchens also have an oven.

You’ll need to bring some items to make your room your new “Home Sweet Home” such as:

- bed sheets,
- blanket,
- pillow,
- maybe some photos to pin on your pin board,
- towels and bathmats,
- cleaning supplies,
- cutlery, pans, pots and any other kitchen item you may need.

You can buy a set of linen (a doona, pillow, bed sheet and pillow cover) at Housing Reception.

If you need other appliances, please check with UTS Housing staff if these are permitted.

Please remember that you can’t bring or have any pets while living in UTS residences; this includes fish. Trained guide dogs for occupiers who have a disability affecting vision are permitted with the prior permission of the UTS Housing Service.
In this section, find out more about your residence and what facilities they have such as computer labs, entertaining facilities, learn how to use the laundry facilities or set up your internet, how to take advantage of the bike store and how to become a member of the Housing Bike Club, or how to set a maintenance request.

• **Common Areas**

All residences have a wide range of common amenities to help you study, socialise, relax and have fun. Every residence has at least one common area with the larger residences having multiple community spaces for recreation and study.

- **Bulga Ngurra**
  - Large screen TV with free Foxtel access in the common room
  - Kitchenette
  - Games: pool tables and table-tennis tables
  - Common laundry with washers and dryers
  - Computer lab with printer and scanner for study purposes
  - Piano
  - BBQ area
  - Bike store
  - Car park rental available
  - Cabled UTS internet in all bedrooms
  - Limited wireless internet

- **Geegal**
  - Large screen TV with free Foxtel access in the common room
  - Outdoor area including a central courtyard and BBQ area
  - Computer lab with printer and scanner for study purposes
  - Common laundry with washers and dryers
  - Pool table
  - Edible garden
  - Bike store
  - Limited wireless internet
  - Cabled UTS internet in all bedrooms
Gumal Ngurang
- Large screen TV with free Foxtel access
- Outdoor area: large outdoor area on the rooftop and multiple BBQ areas
- Outdoor table tennis
- Computer lab with printer and scanner for study purposes
- Community kitchen
- Common laundry with washers and dryers
- Pool table
- Edible garden on the rooftop
- Bike store
- Limited wireless internet
- Cabled UTS internet in all bedrooms

Yura Mudang
- Two large common room with large screen TV’s with free Foxtel access
- Range of study rooms available on every level
- Computer lab with printer and scanner for study purposes
- Two outdoor areas (level 8 & level 21) and multiple BBQs
- Communal kitchens
- Piano and musical instruments in a dedicated soundproof music room.
- Games: common rooms have billiard tables, ping-pong tables and access to electronic game consoles
- Common laundry with washers and dryers
- Theaterette for movies, workshops and seminars
- Edible garden on level 8
- Limited wireless internet
- Cabled UTS internet in all bedrooms
- Bike store

Blackfriars
- A large courtyard
- Common laundry with washers and dryers
- Limited wireless internet

Computer Labs

Each residence* is equipped with a computer lab which resident can use for their assignments, academic research and study purposes only. You are also encouraged to use the computer lab facilities in the University Campus and not to depend on the Residence study labs only.
The Residences’ computer labs are only for Housing residents and non-residents are not permitted in these labs. Printing and scanning facilities are also available at these labs.

* [except Blackfriars]

- **Phones**

  Yura Mudang has internal phones; this means that a Yura resident can call other residents within this residence.

  Should you wish to connect a land-line phone you have the option to arrange a private telephone at an additional personal cost. This will need to be done (in consultation with Housing Maintenance Team) via an external private provider as it is not a service provided by UTS Housing.

  Go to You Compare to see which available plans corresponding to your budget are available: http://youcompare.com.au/homephone/sydney/plans

- **Internet**

  Every bedroom* has cabled UTS internet available to plug into your computer. All Housing buildings also have basic wireless internet service provided by the University (with limited connectivity experienced in some areas of the residences). Residents are able to log into the UTS wireless internet system on their personal computers via their student ID and password. Additionally, computer labs have cabled internet.

  The UTS IT Department is responsible for all aspects of connection, usage, and technical issues. Should you have an internet issue, you contact them directly via phone 9514 2222, Mon-Fri 8am-9.30pm and Sat-Sun 9am-5pm.

  Residents also have the option of arranging a private internet provider at an additional personal cost. This will need to be done via an external provider as it is not a service provided by UTS Housing. For details, please contact the Housing Office.

  Policy and procedures concerning internet

  Each resident is bound by the UTS IT policy which can be found at www.itd.uts.edu.au. It is recommended that each resident familiarise themselves with these policies to avoid any inadvertent breaches.

  * [except Blackfriars]

- **Laundry facilities**

  All UTS residences have internal laundries with washing machines and dryers for residents’ convenience. The machines can be used at a cost of $2 per wash and $2 per dry which is charged to the resident’s student ID card.
Credit can be topped up to the card via the MyMonitor system either online, at the UTS Library, or at the terminals located in the UTS Campus in UTS Building 2. This payment system is also used throughout UTS for your printing services.


Laundry rooms should be used with respect for other residents. Please adhere to the following guidelines when using the laundry facilities:

- Do not bleach or dye clothes in the washing machines
- Remove clothes from machines promptly so that other residents may use them
- If you must remove someone else’s clothes, please do so with care
- Any clothes that are left within the laundry rooms will be removed each week

**Parking Spaces & Vehicles**

UTS Housing has a limited amount of paid parking spaces available in some residences. Only an Occupier with a written agreement with UTS is entitled to occupy and use the allocated car space within a Student Residence. Should you have one of these car spaces, please be reminded that it is not to be given or sub-let to any other person without prior written approval of the Manager, UTS: Housing Service.

**Bike Store**

Cycling around Sydney is a pleasant and easy way of transport. Every residence has a bike store where you can store your bike. Prior to that, make sure you notify Housing reception who will register your bike and give you a label to place on it. Any bikes without registration tags will be removed by UTS Housing.

**Housing Bike Club**

If you wish to use a bike, you can easily do so by registering to the UTS Housing Bike Club. This is a free membership through which you can borrow a bike, lock and helmet for up to 72 hours.

To “book” a bike, come to Housing’s reception or send an email at housing.service@uts.edu.au 48 hours prior to the date you would like to use the bike. Our friendly staff will be able to check the available bikes and placing a booking for you should there be an available one.

When cycling around Sydney, remember that you have to wear your helmet (this is compulsory) and you should switch on your front and bike lights after dark.
• **Maintenance repairs**

The UTS Housing Maintenance team works hard to ensure that the facilities within the student residences are of the highest quality for residents. If something is broken or damaged in your bedroom, apartment, or even in the common areas of your residence building make sure that you lodge a maintenance request form to ensure that the team is aware of the issue and it can be rectified as soon as possible.

The **Maintenance Request form** can be accessed via the UTS Housing website, section “Residential Life” > “Current Residents” under the ‘Maintenance Request’ headline.

Link to maintenance request is: https://onlineapplication.housing.uts.edu.au/StarRezPortal/Default.aspx?Params=L9ezxPcQnQtHT%2fDwvmM%2bxPt6uKvHW78S

**Log in with your Housing portal ID and pin number to log the job.** The Maintenance team relies on residents to report issues within their apartments via the request form as we do not regularly access rooms, so it is important that you report any issues you have.

If you have noticed a severe damage with your or one of Housing’s residences which could result in a serious health and safety risk for residents, please contact the Housing Service office directly on 9514 1529 or security on 9514 1192 after hours.

You can report any maintenance issue by visiting the UTS Housing Service website and selecting a Maintenance request. After hours or in the event of an emergency, you should contact either the Housing Office or UTS Security.

Examples of emergency repairs are:
- Flooding
- Non-functioning toilets
- Immediate health and safety concerns such as sparking electrical outlets

The Housing department strives to minimize disruption and complete maintenance in a timely manner. Residents should be aware that despite our best efforts delays may occur due to unanticipated complications.

Please note that the policy for replacing any broken appliances is ‘new for old’. This means that should any of the appliances provided by UTS: Housing Service be broken or in disrepair, a replacement will be provided upon the faulty appliance being presented to UTS: Housing Service. If it is evident that the item broken is due to misuse or negligent use, the replacement will be at the cost of the resident or apartment.
<table>
<thead>
<tr>
<th>Problem severity</th>
<th>Response required</th>
<th>Descriptor</th>
</tr>
</thead>
</table>
| Low              | 2–4 weeks        | 1. No identified hazard. Negligible risk to the safety of people/damage to property.  
                      2. Minor impact on Occupier comfort. |
| Medium           | 1–2 weeks        | 1. Potential hazard successfully isolated to control risk. If the hazard had not been controlled there would be potential risk to the safety of people/damage to property.  
                      2. Major impact on Occupier comfort. |
| High/Critical    | 1–2 days         | 1. Obvious hazard successfully isolated to control immediate risk. No imminent danger but some risk to the safety of people/damage to property.  
                      2. Occupier unable to occupy. |
| Emergency        | Both response and action to resolve the problem required as soon as possible, e.g. within minutes to hours of the report, depending on the nature of the emergency. Emergency repairs should be resolved, as soon as possible and within 24 hours of the report. | 1. Hazard isolated if possible. Emergency repairs are defined as repairs that are necessary to avoid and immediate and serious threat to the safety of people or serious damage to property. |
• **Cleaning**

UTS Housing will provide a weekly cleaning service (fortnightly service for studios) of all apartment common areas. Please be aware that cleaners will not do the dishes, nor will they throw your rubbish out, as that will be your responsibility.

While UTS Housing does provide a cleaning service for common areas, it is very important to also take personal responsibility for the cleanliness of your apartment, particularly if you are sharing. At the beginning of the semester, your RN will help you and your flat mates discuss shared cleaning arrangements during your flat meeting. Residents are expected to maintain a reasonable level of cleanliness in their room and apartment common areas. In the event that health and safety standards are not maintained, UTS Housing will intervene.

Remember, proper and regular cleaning...

- reduces the potential of health issues
- reduces the number of bugs / insects
- is essential to successfully pass your apartment inspections

Poor cleaning and garbage disposal habits can create an environment that fosters the presence of pests, including bugs, cockroaches etc. You can minimise problems by being proactive:

- Dispose of garbage in a proper and timely manner
- Keep kitchen areas clean, wash dirty dishes, wipe counters and vacuum or sweep often
- Use sealed containers to store food
- Should a pest control problem develop, you must inform UTS Housing immediately so that we can take action to contain and eradicate the issue

Last but not least, please note that Housing Services conducts room and apartment inspections on a regular basis and also as needed to ensure the proper levels of cleanliness are maintained. These will occur once a semester and you will be notified of this process in advance.
In this section find what your mail address is, what the official Housing correspondences are, how the check-in and check-out works, what to do if you are locked out or if you have lost something, and how to pay your Housing license fee.

- **Mail – Your address**

  Each residence has a separate mailing address listed below:
  
  - **Yura**: “Your room number and room letter”, 702-730 Harris Street, Ultimo NSW 2007, Australia
  - **Gumal**: “Your room number and room letter”, 161 Broadway St, Broadway NSW 2007, Australia
  - **Bulga**: “Your room number and room letter”, 23-27 Mountain St, Ultimo NSW 2007, Australia
  - **Geegal**: “Your room number and room letter”, 12 Boundary St, Darlington NSW 2008, Australia
  - **Blackfriars**: “Your room number and room letter”, 4 Blackfriars St, Chippendale NSW 2008, Australia

  With regards to package deliveries, UTS Housing cannot sign for deliveries. If you are not home at the time of delivery, you will be left a collection note and will need to pick up the item from your nearest post office or courier place.

- **Correspondence from the UTS Housing**

  For all official correspondence and updates, UTS Housing will use your UTS student email address. If you only check your personal email account, make sure that you have activated the forwarding service of your UTS email account to your personal one as UTS and UTS Housing will be sending you important information with regards to your studies and Housing updates.

  UTS Housing may also contact you by mobile phone or send documents to your registered address. Make sure that those contact details are always up to date. You can easily update your contact details by logging into your UTS Housing portal profile or simply sending us an email with the latest change at housing.service@uts.edu.au.
• **Checking In and room inventory**

During the beginning of each semester, the Housing Office operates on extended hours to help facilitate your check-in to residence.

After you have checked in, **you need to complete your room inventory and condition reports.** It is very important that you complete this thoroughly as it is an official record of the state of your bedroom and apartment when you move in. These documents will be used upon your check out. For example, if there are marks on the walls and you do not note them down on your condition report, you may be held accountable for the damage.

This form can be found online at the UTS Housing page and the link will be open to residents for two weeks from your check in date. **Please make sure that you fill in the form and send it back to Housing Reception at the latest 14 days after you have moved in to avoid being held accountable for anything broken or damaged within your room upon check-in.**

• **Checking Out**

• **Bond refund**

Before leaving UTS Housing, you need to make sure that all outstanding bills are settled to get a successful refund of your bond. You also must ensure that your bank details are updated for successful transfer of funds.

Do to so, log into your Housing (StarRez) portal profile, select “Update my details” in the menu, scroll down the page and check or update the section “Bank account details for Bond refund”.

• **Moving out**

- Before the official “check-out”, an email will be sent to you with a move-out check list. This list will assist you with the tasks to complete before you leave and will assist in receiving a full refund of your Housing bond.

- Your bedroom should be left clean and all your belongings and trash removed. If you have items that can be re-used or recycled by another resident, place these on the freestore area marked on the level of your residence or place them in the Free Store in Yura Mudang next to the Bike store.

- Your refrigerator or your refrigerator shelf must be cleaned out and defrosted; stove and ovens must be cleaned.

- Once you’ve moved out, Housing staff will inspect each room and apartment for cleanliness and damage. In the event that it is necessary, charges may be deducted from your Housing bond to cover any costs.
• **Keys / Lockouts**

All UTS Housing residences use an electronic card locking system* which grants you access only to all common areas of your residence, your apartment and your individual bedroom.

- **Access cards**
  Upon arrival, you will be issued with a card granting you access for the duration of your stay.

- **Access to residences**
  Residential access is restricted to residents of UTS Housing, authorised UTS staff or contractors and authorised guests of residents.

- **Lockouts**
  If you are locked out of your room/have lost your access card for any reason there is always someone to help you.

**During office hours**, contact Housing Office who will provide you with a replacement key.

**For after hours:**
- If you live at Yura you can go to the ground floor foyer to speak to the UTS Security guard.
- If you live at Gumal, Bulga, Geegal and Blackfriars you will either need to go to the main Security Office located in Building 1 (the UTS Tower) on level 4 (street level as you walk in) or all security on 02 9514 1192 or dial “6” from an internal UTS phone for assistance.

Security will issue you with a temporary key-card which you can use for 2 days only. Remember, you must go to the Housing Office to return your temporary key and get a new permanent key. Please note that for each temporary access key issued Housing will place a $10 charge onto your account.

* (except Blackfriars)

• **Lost and Found**

All items that are found by residents are to be handed to Housing staff or security. These will be held at the main Security Office in Building 1.

If you have lost an item please check with UTS security promptly as they will be discarded after a period of time.
• **Paying your UTS Housing licence fee**

Make sure your licence fee payment is made on time.

• **Paying up front**

Any resident can opt to pay for either a semester or a year’s rent up front. If you choose to do so you have up until a certain date to prepay the semester and each payment will receive a discount of one-week licence fee per semester.

Please check the online portal for the prepay deadline: https://onlineapplication.housing.uts.edu.au/StarRezPortal/Default.aspx?Params=L9ezxPcQnQtHT%2fDwvmM%2bxPt6uKvHW78S

• **Paying by direct debit**

For those that are paying their licence fee by direct debit, a charge is placed on their account each fortnight and the money is debited from a nominated Australian Bank account (please refer to your contract for the fortnightly rent agreement).

• **Study abroad and Exchange students**

If you are a Study Abroad students or an Exchange student, you can pay your license fee upfront or do three easy instalments - paid by credit card, bank transfer or cash. The payments will be three equal instalments of your total licence fee for the semester. The first payment is due on your check in day. Please note that Housing will notify you of the payment dates closer to your check-in date.

On occasions, we understand that things might happen that make it difficult for you to meet the direct debit dates. If this is the case please get in contact with the UTS Housing Reception to make arrangements to pay at a later date.

If rent or other fees go unpaid for a period of time a sanction will be placed on your Student Administration Account which then inhibits you from accessing necessary University work or submitting assignments etc.

Remember: it is always best to speak to Housing Service staff who will be more than happy to come up with some arrangement to ensure that a sanction is not placed on your account.
The safety and security of our communities and residents is a central concern to UTS Housing. Security is a shared responsibility. The University has numerous systems, resources and personnel dedicated to maintaining a safe campus. However residents, such as yourself, must play their part by observing security procedures and practices.

- **Personal wellbeing**

  If you feel unwell, sick, or sad call Housing Reception on 02 9514 1529 or come and see a member of the Residential Life Team at UTS Housing reception. Get the support you need.

  UTS has several supporting departments that are there for you such as the:
  - Medical service (Building 1, level 6); Tel: +61 2 9514 1177
  - Counselling services (Building 1, level 6); Tel: 02 9514 117

- **Security shuttle bus**

  The UTS Housing Shuttle Bus is designed to provide residents with a convenient and secure way to travel between campus and the different residences. The service is free of charge and runs throughout the year from 6.30pm to 1.55am

  The timetable can be found at: http://www.uts.edu.au/about/maps-and-facilities/shuttle-buses/security-shuttle-timetable

- **Alcohol and drugs**

  While UTS Housing does not prohibit the lawful possession and consumption of alcohol by its adult residents when done in moderation, we do not encourage the use of alcohol. Excessive alcohol consumption is linked with many serious campus and health issues and such behavior may result in disciplinary action.

  The UTS Housing Alcohol Policy conforms to all NSW and Australian laws. It is illegal for a person under the age of eighteen years to consume or possess any alcohol. Additionally distribution of alcohol to persons under the age of eighteen is unlawful.

  UTS Housing is respectful of residents’ choice to drink alcohol however all common areas have an
alcohol curfew from 10pm, at which stage you must remove any alcohol to your rooms. In addition we do not encourage or permit excessive drinking in any form such as 'drinking games' etc.

Illicit drugs are strictly forbidden on UTS Housing premises. Any resident caught using or dealing drugs will be breaching his/her contract and be excluded from UTS Housing with immediate effect. Other action may also be taken including referral to Police or other authorities.

- **Harassment**

  UTS Housing has a zero tolerance policy towards harassment. Residents should immediately report an incident of harassment to the Residential Life staff. Issues of concern include but are not limited to, sexual, racial, religious or harassment based on sexual orientation.

- **Personal property & insurance**

  While the UTS Housing Service takes every precaution to provide a safe and secure environment we do not take financial responsibility for any loss or theft of personal items. It is recommended that you obtain personal content insurance for valuable items. Always ensure that your bedroom and apartment doors are closed and locked, and never leave personal items unattended in common areas.

- **Fire safety & Fire escape**

  Fire alarms are fitted throughout each apartment in the UTS Housing residences to abide by NSW fire law regulations. These fire alarms are highly sensitive and can be triggered from things such as burning food in the toaster or fry pan, so please be careful and always make sure to turn on the extractor fan and open the windows if it appears that you have burnt your meal.

  In the case of a fire alarm, all residents are required by law to evacuate the building and follow all reasonable requests of designated fire wardens. Please ensure that you do this as quickly as possible and follow the directions of the firewardens until you have reached the safe assembly area. Please familiarise yourself with the evacuation procedures, emergency exits and the evacuation meeting points. Evacuation procedures are posted on the official noticeboards within each Student Residence and/or the back of each apartment/ studio door.

  Crouch and keep low. Smoke rises and clean air is nearest the floor.
Your Neighbourhood & Sydney City

All UTS Housing Residences are located within 5 to 15 minutes’ walk of the UTS City Campus buildings. Residences are also closely located to many shopping centres, restaurants, bars and local parks. During your orientation in Housing, the Residential Networkers will be holding various activities to show new residents the local area and all the great spots to grab a bite to eat; buy some new clothes or where to go for a swim or a jog.

• **Transport**

Due to the central location of UTS, you can easily reach most areas of interest by a short walk, however like any major city there are several transport options in Sydney. Public transport covers buses, trains and ferries. Please note that international students do not qualify for student concessions on public transport.

Timetables (and maps) can be found at:
- Train: http://www.cityrail.info
- Buses: http://www.sydneybuses.info/
- Ferry: http://www.sydneyferries.info/timetables.htm
- Taxi: 133 300

• **Bicycles**

Cycling is an excellent way to get around Sydney city. Did you know that Housing has a Bike Club through which you can borrow a bike or a cargo bike? Activate your membership by coming to Housing reception and asking to be part of the club.

Make sure you wear a helmet as this is compulsory in Australia.

For more information concerning safe cycling routes, check out the City of Sydney’s website: http://www.cityofsydney.nsw.gov.au/explore/getting-around/cycling

• **Shopping areas**

Located within a short walk from all the residences, Central Park and Broadway are the closest major shopping centers and will be the most use to you when you first move in.

**Broadway Shopping Centre** (located near Bulga and Gumal) has a number of specialty stores and also several large Australia wide retailers such as:
• Coles and food supermarkets
• Kmart and Target - department stores for your everyday needs
• Medical centre
• Pharmacy
• Dentist
• Cinema
• Bank and Post office

Central Park (located in front of Tower Building 1) has numerous eating places and retailers such as:

• Woolworths
• Daiso
• Clothing shops
• Bank

• Parks and Recreation

Although the UTS City campus is located in the inner City, there are many great parks nearby for residents to enjoy. The Ian Thorpe Aquatic centre is also just down the road in Ultimo.

For a list of all nearby parks have a look at the City of Sydney website:

The UTS Fitness Centre is located on campus in UTS Building 4 at 733 Harris St, Ultimo and is open from Monday-Saturday. UTS students receive discounted membership to the gym which provides access to a range of equipment and classes. Check out the Fitness Centre website for more info: http://www.utsunion.uts.edu.au/fitness/
Important Contact Details

Here are a few contacts details which you should store on your phone or have within easy reach:

**Security**
For security reasons, suspicious people, noise issues after 10pm, lock outs, etc.
02 9514 1192 or 0439 331 171

**UTS Housing - Residential Life Team**
To help with any issues you might have, 8am – 6pm, Monday – Friday
02 9514 1529

**Residential Networker on duty**
To help with most issues, 5pm – 10pm, Monday – Sunday
0457 750 169

**Fire, Police, Ambulance**
Call 000 – even with no credit on your phone this number will work

**Medical**

**First Aid on Campus**
Call UTS: Security - all UTS security officers are first aid trained:
- o Dial 6 from any internal phone, or
- o Dial 1800 249 559 from mobile phones (everyone who has a mobile phone on campus should add this number to their contacts).

**City campus health service**
Level 6, (CB01.06.01), Building 1, 15 Broadway, Ultimo, NSW 2007
Phone: +61 2 9514 1177 (for appointments)
Hours: Monday to Thursday 8:30am - 6:00pm / Friday 8:30am - 5:00pm

**After hours service**
Sydney Medical Service Co-operative Limited
Phone: +61 2 8724 6300
Hours: Weeknights, 6:00pm - 8:00am / Weekends, Sat 12:00pm - Mon 8:00am
Public holidays: 24 hours service - billed privately