

MONASH RESIDENTIAL SERVICES

Clayton campus

This handbook is for the below mentioned halls

Residential Village

Halls of Residence, Normanby House and South East Flats

Urban Community

Campbell Hall, Holman Hall, Logan Hall, Turner Hall

There are two Administration Offices at MRS Clayton campus.

One is located at 58 College Way to assist students residing at the Residential Village and the other is located at 38 College Walk to assist students residing at the Urban Community.

Monash Residential Services comprises of the following communities:

- Briggs Hall and Jackomos Hall - Clayton Campus
- Campbell Hall, Holman Hall, Logan Hall and Turner Hall - Clayton Campus
- Halls of Residence - Clayton Campus
- Normanby House - Clayton Campus
- South East Flats - Clayton Campus
- Short Term Accommodation - Clayton Campus
- Peninsula Residential - Peninsula Campus

The Director, Monash Residential Services is responsible for the administration, budgeting, finance, planning & development, human resources, facilities and services, etc., of all the above communities.

The Halls of Residence are named after famous Australians – Deakin, Farrer, Howitt, Roberts and Richardson. The halls are mixed gender and accommodate Postgraduates, Undergraduates and the Residential Support Team.

Normanby House is located directly opposite the Halls of Residence and is commonly referred to as the 'sixth' hall of residence.

The South East Flats consist of 30 furnished flats accommodating 112 students. Flats vary in size from 2 bedrooms up to 5 bedrooms. The flats are located in the south-east corner of the campus - just minutes from the main campus buildings and lecture theatres. The South East Flats offer residents a more private living environment, in that each flat is fully self-contained. The South East flats offers a choice of mixed-gender or single gender accommodation.

Briggs Hall and Jackomos Hall were added to the MRS community in 2012. These buildings offer accommodation for nearly 600 students in fully self-contained studio apartments.

Turner Hall, Holman Hall, Campbell Hall and Logan Hall are also named after famous Australians and are the newest additions to Monash Residential Services. They were designed by 3 different architects. The introduction of these new buildings added 1000 extra rooms to our community.

Each residence has a College Head who is responsible for establishing and maintaining an environment that provides care, support and enrichment for residents in academic, cultural, personal, social and recreational matters. The College Heads report to the Manager, Residential Support, Engagement & Development, Monash Residential Services.

To ensure that each campus has adequate mechanisms for feedback, there is the Monash Residential Services Management Committee chaired by the Director Monash Residential Services. The committee members include senior management and key stakeholders of MRS. This committee makes decisions on matters which affect the collective residential community at all residential sites.

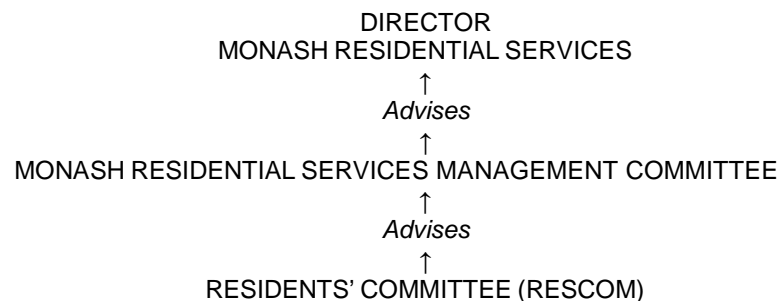
The Residents' Committee meets formally six times a year and its membership comprises of two student representatives elected from each hall, one being a member of the hall society, the other a high-achieving RA along with the the RA IT Co-ordinators, Sports Coordinators, Diversity, Inclusion & Wellbeing Coordinators, Environment Coordinators and Entrepreneurs. The executive committee is elected by and from its members.

Meetings are attended by a representative of the Deputy College Heads and the Deputy Director, Residential Support, Engagement & Development.

The Residents' Committee was established to advise the Monash Residential Services Management Committee from a student perspective, to serve as a channel for suggestions by residents and, in conjunction with the individual hall societies, to organise certain inter-residential functions especially sports. It is a good idea to get to know your hall's representatives on the Residents' Committee and let them know any ideas or suggestions you believe could improve the quality of life at MRS.

The Sports Subcommittee is set up by the Manager, Residential Programs to oversee the organisation and conduct of inter-residential sporting events. Any suggestions as to the sports conducted among the Halls should be directed to this subcommittee.

Finally, there are the Hall Societies. The societies organise parties, barbecues, bus trips, movie nights – you name it and they do it.



ABSENCE FROM RESIDENCE – Students who will be absent from residence for a period exceeding 2 night (Students under 18 years must provide details if they are to be absent for any period) should notify their Residential Support Team and their Resident advisor of their absence. You can do so via the following link <http://www.monash.edu/accommodation/current-residents/forms/notification-of-absence-from-residence> If you're away for several days or longer and nobody knows where you are, your College Head may have to make official inquiries about you and contact the emergency contact listed on your application form.

ACADEMIC ASSISTANCE - To help achieve one of its Mission Goals, MRS has developed a number of Scholarships to promote and engender a high academic environment at all Victorian on-campus residential sites. Please refer to the Monash website for details of how to apply for these scholarships <http://www.monash.edu/students/scholarships/current/accommodation>

ACCESS TO PREMISES – Access to premises for maintenance reasons is granted to staff/authorised trades when residents complete an online maintenance request – <https://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>

The permission statement is contained within the maintenance request. Access to your room may be required at other times in which you will receive via email 24 hours' notice along with the reason for access. Access to your room without notice may be required for emergencies.

ACCOMMODATION FEE REGULATIONS – It is important that you understand the Accommodation Fee Regulations. These can be found at the MRS website – <https://www.monash.edu/accommodation/accommodation/pricing>

ACCOMMODATION INVOICE PAYMENTS - Monash Residential Services will issue monthly invoices to all residents via email to their Monash student email account. The invoice is for the current month's rental period and must be paid by the last day of that month. If the last day falls on a weekend, the invoices must be paid by the Friday before the last day.

Invoices not paid by the last day of the month will automatically incur a flat monthly surcharge of \$50.00. This charge of \$50.00 will apply on all outstanding debts to Monash Residential Services.

Example: Invoices for accommodation in July will be issued to residents at the beginning of July and must be paid by the last day of July. Invoices for July not paid by the end of July will incur the \$50.00 outstanding debt surcharge.

If you have trouble making your rental payments please contact the Administration Office as soon as possible.

Monash Residential Services do not issue statements – **DO NOT WAIT FOR A STATEMENT BEFORE YOU PAY YOUR INVOICE.** Monash Residential Services will not send invoices to parents, guardians or trustees for payment. If residents have a third party paying for their accommodation invoices it is the responsibility of the resident to pass the invoice on to the appropriate person or body for payment.

ALCOHOL - There is an official Monash Residential Services policy regarding the consumption of alcohol which is available on the MRS website – <http://www.monash.edu/accommodation/current-residents/regulations-and-policies/alcohol-policy>

AMBULANCE COVER - It is recommended that you take out membership with Ambulance Victoria <https://www.ambulance.vic.gov.au/>

AMPLIFIED INSTRUMENTS - Amplified instruments are not permitted to be played anywhere in the precincts of Monash Residential Services unless personal earphones are used.

BEDROOM DOORS – In accordance with the Building Code of Australia, Occupational Health & Safety requirements and for your own personal safety, all bedroom doors except Normanby House have been fitted with automatic door closures. Door closers and hinges must remain in place and operational at all times.

The MRS carpenter will refit door closers that need to be reconnected or reinstalled due to tampering and the resident will be invoiced for the cost.

BICYCLES – Your residence has proper storage facilities for residents' bicycles. Bicycles should be stored in the bicycle enclosure. Access is via the student ID card. Residents should not chain bicycles to poles, posts and along walkways. Apart from being aesthetically unpleasing, there is the possibility that a resident might trip over the bicycle or part of the bicycle. Accordingly, bicycles left chained to poles, posts and walkways will have the lock cut-off and the bicycles will be removed. Monash Residential Services does not accept responsibility for any costs associated with replacing locks. Residents should be aware that bicycles left stored in facilities provided by MRS are stored there at the resident's own risk. MRS does not accept any responsibility for the loss and/or damage of bicycles stored in facilities provided by MRS. On departure, bicycles must not remain at Monash Residential Services. Any unclaimed bicycles will be donated to the Monash Bikery and/or a charity.

BBQ – BBQ facilities are provided for the enjoyment of residents at Monash Residential Services.

BORROWED SPARE KEY - In the event you borrow the spare key to your room, you must return the spare key within twenty-four hours (24 hours) of borrowing it or you will be charged \$11.00 per day until the key is returned. If the spare key is not returned within seven days (7 days) from the date it was borrowed the lock and key will be replaced and you will be charged for the replacement.

BUS SHELTER - There is a bus shelter for the security bus service located at the Halls of Residence opposite the entry to Farrer Hall, outside Logan Hall at 28 Sports Walk and at South East Flats near the boom gate.

CANDLES/INCENSE – CONTINUOUS NAKED FLAMES OF ANY DESCRIPTION ARE PROHIBITED, including incense and other such items.

CARS AND MOTORBIKES –

Speed limit on the roads and within car parks: At all times you must keep within the twenty kilometres per hour (20 kph) speed limit within the residential complex and take extra care in residential car parks. Avoid unnecessary revving of engines and sounding horns, especially at night. Riding of motorbikes in the courtyard is **not** permitted.

Parking: The parking spaces are there for you to use but MRS cannot guarantee every resident a car parking space and there is no guaranteed security. High-powered lighting is installed in the car parks but in all other respects you take the same risks parking in the residential car park as you do in any street or public car park. Always lock your car and do not have valuable items visible in the car. MRS is not liable for any damage and/or theft to either the vehicle or property within the vehicle whilst the vehicle is parked in the residential car park.

All Monash car parks are gazetted and covered by the Road Traffic Act so the parking officers visit regularly. If you are caught parking outside the designated parking bays, you may receive a parking infringement notice.

During the summer non-academic period MRS carry out maintenance works on the car parks. Residents are advised not to leave their vehicle in an MRS car park during the summer period whilst they are not in residence. Residents will be liable for any expense incurred by MRS if MRS is required to move a vehicle to carry out scheduled maintenance.

Parking Permits: As the car parks are gazetted, parking restrictions apply throughout the academic year. As such, all residents are required to have current valid Monash Residential Services parking permits. These permits are issued from the MRS Administration Office to residents free-of-charge on proof of ownership of the vehicle. Any car without an MRS parking permit displayed may receive a Parking Infringement Notice under the Road Traffic Act. This permit only allows the resident to park at Monash Residential Services. Charges may apply for lost or unreturned parking permit.

Authorised visitors and guests to the Halls will also need Monash Residential Services car parking permits available from the Monash Residential Services Administration Office.

Residents must display their parking permit as stipulated in the Parking Permit rules - <https://www.monash.edu/accommodation/current-residents/safety-and-security-procedures/personal-safety/car-parking>

Any resident/visitor who misuses or fails to display the appropriate parking permit may be issued an infringement notice. *All queries relating to infringement notices should be directed to the Traffic & Security Office.*

Parking

- View parking FAQs on ask.monash
- Visit Monash Connect in the Campus Centre
- Call 9902 4700 to speak to a Services Support Officer
- Email bpd.servicesupport@monash.edu

Infringements

- Call 9200 8206
- Email traffic_inquiries@tenixsolutions.com

Repairs to cars and motorbikes: Unfortunately we have no suitable place in Halls for carrying out substantial repairs to your vehicle. Only very minor work may be done in the car parks.

Traffic Offence: The Administration Office will notify Monash Security of the registration numbers of any cars continually speeding or continually illegally parked. If you happen to be guilty of one of these offences, you may be banned from using the residential car parks. Should you witness a car that is being driven dangerously or the occupants of a car creating a nuisance, please notify the Administration Office switchboard immediately to enable Monash University security or the police to be contacted.

CHECKING IN/CHECKING OUT -

New residents may collect their key from the Administration Office at 58 College Way (Building 47). The office is open seven days a week and the office hours are:

Monday to Friday: 8.30am to 9.00pm
Saturday and Sunday: 9.00am to 9.00pm

During weekends the office is closed for lunch from 1.00 to 1.30pm

The Administration Office at 38 College Walk (Building 87) is open 7 days a week and the office hours are:

Monday to Friday: 8.30am to 7.00pm
Saturday and Sunday: 11.00am to 5.00pm

During the weekends, the office is closed for lunch from 1.30pm to 2.00pm

Check out time is 10.00am.

Residents who need to check in after hours are requested to make special arrangements with the Administration Office for alternative methods of key collection. The Office is closed on Christmas Day and New Year's Day. Please contact Monash Security for assistance on these days.

CHAPLAINS - Monash University chaplains are available for pastoral and spiritual care of students. Regular worship services are conducted throughout the year and students of all backgrounds are offered support, counselling, encouragement and spiritual direction/religious advice.

CLEANING - Residents are required to keep their room's clean and tidy at all times. To assist residents to understand what is expected of them please read the guidelines at <http://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>
Residents living in studio apartments must clean their own bathroom.

CLEANING CHARGES - If any cleaning is required in your room, you will be responsible for the costs of the cleaning.

CLEANLINESS: Residents must keep their own accommodation in good condition and pay for damage that exceeds reasonable wear and tear. Residents are not permitted to hang clothing or other items from windows or balconies that may be observed from outside the premises. Residents must also contribute to maintaining the cleanliness of all communal areas within their particular MRS flat/apartment/house/hall; including, but not limited to, areas such as self-catering kitchens, eating areas, lounge areas, common rooms, toilets, bathrooms, music rooms, games rooms, laundries, etc.

CLEANING ON THE WEEKENDS - Communal bathrooms and toilets are cleaned Monday to Friday. In order to minimise the impact on residential fees, communal bathrooms and toilets are not cleaned on the weekends and public holidays and residents should therefore endeavour to keep these areas clean.

COMPUTERS - All bedrooms have internet connections direct to the University Network. More information about internet access at Monash University is available at the MRS website - <http://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>

CONDITIONS OF RESIDENCY - It is important that you understand the conditions of residency whilst living at any of the MRS sites - <https://www.monash.edu/accommodation/current-residents/regulations-and-policies/conditions-of-residency>

COOKING - Monash Residential Services accommodation fees do not include the provision of meals. The fee covers accommodation only and all meals can be purchased from the Halls Café or cooked in the self-catering kitchen facilities.

Halls Café

The Halls Café is open for lunch (12:00 noon to 2:30pm) Monday to Friday only and dinner (6:00pm to 8:00pm) Sunday to Friday throughout the academic year. For further information on the Halls Café, please see the Halls Café section of this handbook.

At MRS all residents only pay for what they eat. Dining room prices are kept as low as possible to try and fit into the average student's budget. Owing to the fact that residents have not prepaid for their meals as part of their accommodation fee, as in other institutions, residents of MRS are able to obtain their meals from a variety of outlets. This gives residents the freedom to choose where and when they eat.

Self-Catering Kitchen Facilities

Monash Residential Services also understands and accepts that some residents want the freedom and flexibility to cook their own meals. As such, each residence also offers extensive self-catering facilities thus enabling residents to cook for themselves should they wish to do so. The self-catering facilities and meal areas throughout the residences have proven to be great places for social interaction between the residents. Further the self-catering areas provide residents with the opportunity to become involved in the preparation, cooking and sharing of many different styles of food from a very large variety of cultures. At last count there were more than 50 different nationalities represented by the residents at MRS.

Items left unattended in the kitchen will be disposed of as per Conditions of Residency 6.3.

Please note for reasons of health and safety, residents are absolutely forbidden to cook food in any area that is not an approved kitchen.

General food safety guidelines for food handling and preparation can be found in the food safety booklet located in each Residential communal kitchen.

For those who wish to gain more knowledge on safe food handling, a free online food handler learning program endorsed by Department of Health can be accessed through <http://dofoodsafely.health.vic.gov.au/>

Owing to the fire and health risks the cooking of food in any resident room is absolutely forbidden. If you are found cooking in your room, the matter will be dealt with in accordance with the conditions of residency.

In order to provide a clean environment for all residents, food that has been left out in communal kitchens on benches, stoves or in microwave ovens will be disposed of when the kitchens are cleaned. These items cannot be stored on your behalf – it is your responsibility to remove food, grocery items and cooking equipment from the kitchens when you have finished cooking. Please be aware that other residents will use the communal kitchens after you, so please be considerate of them and clean up your mess.

COUNSELLING SERVICE - The University Counselling Service is situated on the ground floor of Building 10A, 21 Chancellors Walk, the Campus Centre, University Health Services, and is open from 9am to 5pm every weekday. This service is available to all residents of Monash Residential Services. Students will be seen after hours by appointment and messages can be left on the answering machine, extension 53020.

24/7 telephone counselling service is available to students of Monash University.

Students: 1300 788 336
Staff: 1300 360 364

DEBTS - Any resident with outstanding accounts will not be allowed to continue residence at Monash Residential Services without full payment of the overdue account. Residents with outstanding debts to Monash Residential Services who fail to comply with a payment request issued by the Director, MRS or their nominee will not be permitted to continue their residency.

If as a result of unpaid accounts a resident is obliged to leave Monash Residential Services, he or she will be charged for all accommodation based on the terms and conditions in their Fee Regulations/Residency Agreement.

Important Notice - Residents are reminded of the Courses and Degrees (General) Regulations as outlined on the Monash University website: **“RESTRICTIONS ON ENROLMENT AND GRADUATION”**

- 1 No person shall be entitled to enrol or re-enrol for any course of study, subject or unit at the University or to be admitted to any degree or awarded any award of the University
 - 1.1 while that person is excluded from the University; or
 - 1.2 while any prescribed fees are presently due for payment by that person to the University; or
 - 1.3 while any monies other than fees referred to in sub-section 1.2 are presently due for payment by that person to the University, or a subsidiary or affiliate of the university, or any monies which became payable under any repealed regulation of the University remain unpaid, unless the Registrar in that officer's absolute discretion gives the person permission to do so.
 - 1.4 where a person fails to enrol or re-enrol by the due date for such enrolment or re-enrolment, that person shall pay, in addition to the fees otherwise payable, such late fees as maybe imposed by the Registrar at rates prescribed by the Council.

Consequently, in accordance with the above Regulation, residents who have MRS debts outstanding will have their enrolment at the University invalidated. Once invalidated, residents are no longer considered to be students of Monash University; they are not entitled to attend classes or to sit for any further examinations and must return their Student Identification card to Monash University. Once invalidated, students should be aware that there is an additional charge levied against them to have their enrolment re-instated.

DEFIBRILLATOR - A defibrillator is located at each Administration Office in building 47 and building 87 and staff at MRS are trained in the use of this apparatus. Please contact the Administration Office or Security should an emergency arise and a staff member will assist with the Defibrillator.

DRINKING WATER - The tap water at MRS is safe to drink. Monash University also provides free drinking water through the many water fountains installed outside and inside buildings on campus. Monash University supports initiatives to reduce bottled water consumption

DRUGS - The use and/or provision of illegal substances (including marijuana) are banned at MRS. Please refer to the smoking policy on the website <https://www.monash.edu/accommodation/current-residents/regulations-and-policies/smoking-policy> for smoking apparatus, products and derivatives that are banned at Monash Residential Services.

ELECTRICAL EQUIPMENT – Monash Residential Services, historically, has had very few fires however each instance of fire was caused by cooking equipment. You cannot bring any cooking appliances into MRS unless they have automatic cut-off switches.

All rooms are adequately heated. **Personal heaters and air conditioners of any kind are banned.** This is not only because of the fire danger but also because of the likelihood of overloading the electrical circuits.

Other types of electrical equipment you bring into Monash Residential Services such as radios and hair-dryers must be properly earthed and no item may have a power consumption of more than 500 watts. If you're not sure about your equipment you should have it tested by a licensed electrician. 3D printers and all associated chemical materials are banned in residences. Please note that you could be held legally responsible if your faulty equipment starts a fire or causes an accident. If you are found with electrical equipment that is not satisfactory, for whatever reason, you are likely to have it confiscated until you leave MRS. Failure to comply with the regulations could result in disciplinary action under the Conditions of Residency.

Only Australian power plugs can be used in Australian power points. If an electrical device has been brought from outside Australia, an adapter will need to be purchased from an electrical store prior to using the appliance.

If you are unsure about anything in relation to electrical equipment please contact the Administration Office for further advice, phone 03 9905 6266 or extension 56266.

ELECTRICAL LIGHTING

- Make sure all personal electrical light fittings have not been damaged and are in good working order.
- Use all personal electrical light fittings in accordance with the manufacturer's instructions.
- Do not use a light globe, a bulb and/or tube in any electrical light fittings if the globe, bulb and/or tube do not comply with the manufacturer instructions.
- Do not place or locate personal electrical light fittings in close proximity to flammable objects.
- Do not cover personal electrical light fittings.
- Do not place personal electrical light fittings on a surface that is unstable.
- Ensure personal electrical light fittings cannot be knocked over.
- Do not leave personal electrical light fittings switched on if you leave your room.
- Ensure that bedside electrical light fittings are properly secured and cannot fall over and come into contact with your bed and bedding.

Please contact the Operations Office if you wish your electrical light fitting to be checked by the MRS electrician. There is no charge for this service.

ELECTRIC BLANKETS - Some of the more important safety points that should be followed at all times when using an electric blanket are:

- The blanket should be securely fixed using the tapes attached to it for this purpose and at all times the blanket should be kept in a fully spread condition without any rucking or folding over.
- The blanket size should suit the mattress with which it is to be used, and pins or other sharp objects should not be used to secure the blanket.
- When a blanket doubles on itself or is permitted to ruck together, the heat build-up within the fold or ruck is many times greater than that which occurs when the blanket is in a fully spread condition.
- Clothing and bedclothes should not be piled on the bed while the blanket is switched on as this may cause localised overheating of areas of the blanket.
- Deliberate care should be taken to switch the blanket off after use. *Statistically about half the reported cases of scorching and fire have occurred during daytime, after electric blankets have been left on for some time and unattended.*

- The electrical supply flexible cord and switch (if any) must, as far as is practicable, be kept outside the bed to avoid any strain or twisting, particularly at the switch or point of attachment to the blanket. Do not tuck in the cord or switch. Failure of the flexible cord or its terminations can cause arcing and burning in the vicinity of the failure.

If the blanket becomes soiled, sponge it lightly and allow it to dry naturally on a flat surface. Do not dry-clean or use a washing machine or spin drier – <https://www.monash.edu/accommodation/current-residents/safety-and-security-procedures/electrical-safety/electric-blanket>

Inspecting your electric blanket

- It is most important to make regular check inspections of your electric blanket in use and particularly prior to use at the beginning of each winter season. Examine the blanket thoroughly before it is plugged in. Ensure that it is not in any way scorched (no matter how slightly) or badly worn and that there is no evidence of lumpiness or possible damage to the element due to creasing, which may have occurred from rough handling or storage.
- Examine the electrical supply cord and check that there is no evidence of damage or cracks in the cord or evidence of heat markings, which initially may appear only as a light stain, particularly where the cord enters the switch or the terminations on the blanket. Also check that the blanket control switch and the electrical supply plug on the cord are in good condition.
- The blanket should then be switched on and the element area checked for evidence of localised heating.
- Cover the electric blanket with an ordinary blanket to retain the heat and leave switched on at the highest setting for approximately ten to fifteen minutes. Then, running the palm of your hand over the blanket covering, check that the electric blanket is heating evenly over the full heating surface and that no localised hot spots are evident. A localised hot spot is an indication of damage to the heating element.

EMERGENCIES - In an emergency (Fire, Serious Accident, etc):

1. Dial 333 and report the situation to Monash Security.
2. Inform your College Head or the Director, Monash Residential Services.
3. If possible, dial 56266 for Administration Office switchboard and report the situation.

Emergencies should be directed to Security on 9905 3333 from an external telephone **OR** extension 333 from an internal telephone.

ENERGY CONSERVATION - Please turn off all lights and appliances before you leave your room. Do not leave your heater on during the day while you are not there.

FEES – Please familiarise yourself with the Accommodation Fee Regulations -

<https://www.monash.edu/accommodation/current-residents/regulations-and-policies>

FIRE - If there is a fire or evidence of a fire follow the Emergency Procedures located on the back of your bedroom door. If your door is missing this information please contact the Operations Office immediately.

FIRE EQUIPMENT - There is a fire alarm system throughout MRS, with many fire hose points and fire extinguishers. Please take all fire alarms seriously.

If you interfere with fire alarms or firefighting equipment, including the heat sensors attached to the sprinkler system and smoke detectors, you are guilty of an offence under the university's Discipline Statutes and you will be liable not only to exclusion from the Halls but also for suspension from the University. If a fire could not be controlled because the firefighting equipment was damaged anyone found responsible for that damage could also be held legally responsible for the damage caused by the fire.

Living with a Fire Alarm System

PREVENTING FALSE ALARMS

False fire alarms cost time, money and resources



Cost to The Country Fire Authority

- Manpower
- Time wasted
- Taking effort away from real fires

REMEMBER:

Your fire alarm can be set off by:

- Overheated cooking oil
- Overcooked food e.g. Burnt toast
- Steam from cooking and showers
- Hairspray and aerosols
- Hair dryers
- Cigarette smoke
- Candles and incense

Typical smoke detectors



Cost to you

- Disruption due to evacuation
- The bill for the false alarm fire service call out (up to \$3000 per call out)

TIPS

The cause of many false alarms are preventable. Its important to remember:

- Do not leave your cooking unattended
- Do not open doors to let steam, smoke or cooking fumes into the corridor. Open windows instead
- Always use exhaust fans in kitchens and bathrooms
- Do not use hairsprays, aerosols or hair dryers in bedrooms. Only use in bathrooms
- Smoking, lighting candles or incense are strictly prohibited in residences

Updated 29/1/2014

ALL FIRE ALARM SYSTEMS ARE TESTED ONCE A MONTH

FIRE ESCAPE DOORS - Fire escape doors, where provided, must not be tampered with and must be used only in an emergency.

FIRE HAZARDS – Hazard Alerts that have been issued by Monash Residential Service
<https://www.monash.edu/accommodation/current-residents/safety-and-security-procedures>

FOOD PREPARATION AND SERVICE AT EVENTS –

At MRS we promote an environment where residents are actively involved with the community. In addition to events and functions organised by Monash Residential Services on and off site where the meals are prepared and/or provided by the MRS Food Service (at the Clayton Campus) and/or an external catering contractor, each residence often organises smaller events where residents prepare and share food with each other. These events range from 'suppers' where groups of students work together to provide baked goods for their community, to events such as BBQs, 'pot luck' dinners and 'international food nights', where residents cook their favourite cultural foods and share these with each other. If a resident has food allergies and/or dietary requirements, it is important that they inform their Residential Support Team member at the start of their residency so that accommodations can be made where possible.

It is also important that residents with special dietary requirements enquire about the ingredients in the pre-prepared meal that is being served to ensure that it satisfies their dietary needs. At any event where the Residential Support Team or Social Committees (Hall Societies) cook and/or serve meat or other protein sources, supervision of the preparation and serving of the cooked (hot) meals will be done by a member of the team who has completed the appropriate Food Safety Training Course. The training course information can be found via the following link: <http://dofoodsafely.health.vic.gov.au/welcome.php>

FORWARDING MAIL – Section 3. (a) of the Terms and Conditions of Australia Post's CHANGE OF ADDRESS REQUEST Form states:

“Australia Post may refuse to redirect or hold mail (or part of the mail) where:

- (a) it could be difficult to isolate the mail from other mail delivered to the same address (e.g. where the address is a business premises, block of apartments or flats, motel, caravan park or premises having a common post box).”

Whilst not obliged to, as a gesture of goodwill, the Administration Office will redirect your mail (not parcels) for **two (2) weeks** after you have left MRS. Please note that we do not forward parcels for students after departure due to the high risk of mis-delivery.

To assist us and yourself, when you leave Monash Residential Services you should do the following:

1. Make sure you write down (clearly) your forwarding address on the Monash Residential Services Departure Form.
2. Make sure you advise your family, friends, business and other associates of your new mailing address as soon as possible.
3. After the two- week period, the Administration Office will stamp any further mail it receives on your behalf with 'NO LONGER AT THIS ADDRESS RETURN TO SENDER'.
4. If you depart and do not advise us of your forwarding address, the Administration Office will stamp any further mail it receives on your behalf with 'NO LONGER AT THIS ADDRESS RETURN TO SENDER'.
5. Make sure all parcels that have not arrived by your departure date are redirected to an alternate address.

It should be noted that whilst mail (not parcels) received would be re-addressed **two (2) weeks** after you have left, Monash Residential Services is dependent on the services offered by Australia Post. If you have not received your mail you should contact Australia Post. Monash Residential Services does not accept any responsibility for items that go missing.

Parcels cannot be held for you until you return the following year and will not be handed over to a third party.

FRIDGES – Remember that your fridge is your responsibility. For those using the communal fridges in the self-catering kitchens, please note that before you vacate your room for the mid-semester break, fridges must be cleaned and turned off. Failure to defrost your fridge completely before vacating your room may incur cleaning charges. You should also be aware that you will be invoiced for any damage caused by your fridge to the carpet or floor. In the past, the type of damage that has occurred has come about owing to incorrect defrosting or placement of the fridge i.e. worn carpet tiles, twisted, worn, torn, stained carpet tiles, damage to the flooring beneath carpet tiles. If you have your own personal bar fridge in your room please make sure that on departure this item is moved out of the residences. Fridges should not be left in the corridors/hallways/common areas. MRS accepts no responsibility where personal items go missing from corridors/hallways/common areas.

FUNCTIONS (THOSE TO WHICH ALL RESIDENTS OF A PARTICULAR HALL ARE INVITED) – The following is a ruling on noisy functions (involving amplified music) which must be strictly adhered to:

- Three (3) noisy functions per Hall per semester of which no more than three (3) during the whole year may be held in the Function Room.
- No noisy functions on a Sunday night in the Function Room.
- Noisy functions on a Sunday night should close down at 10.30pm.
- Functions must end at 12 midnight if held during the week.
- There is a total ban on noisy functions during examinations.
- Approval for noisy functions must be obtained from the College Heads.

FURNITURE AND EQUIPMENT – MRS Residents are responsible for the care of furniture and equipment in Monash Residential Services. If you cause any damage (other than fair wear and tear), you will be charged for the necessary repairs. Any damage must be reported as soon as possible to the Administration Office.

If you have any requests for maintenance, such as new light globes, washing machines not working, etc., you should complete a maintenance form on line at <https://mrs.fsd.monash.edu.au/requests/>. Minor maintenance requests are dealt with very quickly; major issues as soon as possible whilst every effort is made to ensure emergencies are dealt with immediately.

Furniture provided in resident bedrooms is standard issue. If you wish to bring your own items and have these standard items removed you may be charged for both removal and returning of the items.

Standard issue furniture provided:

- Single bed and mattress with mattress protector – as some rooms are fitted with a king single bed we suggest you purchase king single linen
- Desk
- Desk Chair
- Wardrobe
- Drawers
- Clothes airer
- Blockout blinds
- Unit heating
- VOIP telephone handset with direct access to VOIP telephone connection points and hard wired internet access [with speeds up to 1gb per second]

Students living in studio apartments are reminded that furniture and fixtures will not be removed by MRS from the apartment. If you need to bring your own furniture, you must arrange for removal, storage and return of the standard furniture provided by MRS in your studio.

Studio apartments also have a 2 burner hotplate, a microwave and a 338 litre refrigerator.

You cannot borrow MRS furniture, equipment, fittings, etc., for use outside MRS unless you have made prior arrangements with the Deputy Director Operations. If you do borrow equipment for use outside MRS, please return it promptly to avoid causing a shortage and inconveniencing other residents and the Administration Office. Residents are advised that they are not to:

- dismantle, remove or take pieces of any furniture, fittings or equipment from MRS;
- stick nails or pins in the walls or the woodwork;
- affix self-adhesive labels, stickers or posters to any wall or any painted or varnished surfaces or use glue or sticky tape.

Should you damage furniture, fittings or the walls in your room, the cost of replacement or repairs will be charged to your account.

GUESTS - You are welcome to have friends visit you. If you want to have a visitor stay overnight in your room (for an absolute maximum of two consecutive nights), you must complete a 'Request for overnight stay of a guest in a student room' form, available online at <https://www.monash.edu/accommodation/current-residents/forms> and arrange this in advance with your College Head. This is important as in case of an emergency the College Head must know who has to be accounted for. Only ONE guest is permitted in a room overnight.

A limited number of folding beds plus blankets and sheets are available for hire from the Administration Office. Twenty-four (24) hours' notice is required, Monday to Friday. All requests must have a maintenance request processed by filling out a request online, allowing permission for staff to enter your room. Staff will put the bed in your room between the hours of 10am and 4.00pm weekdays

Please be advised that owing to the size of the bedrooms only one folding bed is allowed in a resident room at any given time. (Not available at Briggs hall and Jackomos hall).

Hire of folding bed plus bedding – one night only	\$25.00 (GST incl.)
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If you have visitors, you are responsible for them whether they stay overnight or not. If they disturb other residents, they will probably be asked to leave and you will find yourself in trouble on their account. When your visitors are ready to leave Monash Residential Services, please escort them off the premises.

Residents under the age of 18 are not entitled to have a visitor stay overnight unless prior approval has been granted by their parent and/or caregiver and College Head.

HAIR SPRAY & AEROSOLS

The use of hairspray, aerosols and bug bombs (for the eradication of pests) in the room is strictly prohibited as this could potentially activate the smoke detects, evacuating the building. In this instance, the resident could be charged with the cost of the fire brigade attendance.

HALAL – The Halls Café is Halal certified.

HALL TRANSFER - During the course of the year should you wish to transfer to another hall please complete a Transfer Request Form and return the form to the Administration Office. Staff will process the form and contact you if your request has been successful.

Please note that students wishing to transfer to another room will be liable for the rental of their newly vacated room until a replacement is found.

Please note that residents:

- are not permitted to transfer during the first four weeks of semester.
- staying for one semester are not permitted to transfer rooms; the resident must stay in their designated room for the entire length of their stay.

HALLS CAFÉ - The Halls Café opens six days a week. During the academic year, meals are available on a cash or EFTPOS basis from the Halls Café on the ground floor of the buildings between Howitt and Deakin Halls at the following times throughout the academic year:

MONDAY - FRIDAY	Lunch	12.00 noon – 2.30pm
SUNDAY - FRIDAY	Dinner	6.00pm – 8.00pm

To maintain the appearance and atmosphere of the Halls Café, all residents are asked to clear their plates, crockery and cutlery to the specified area within the dining room. This will ensure that the Halls Café remains a pleasant environment.

The Halls Café kitchen produces halal and vegetarian meals six days a week.

- **Alcohol** is not allowed in the Halls Café unless special permission is given.
- **Smoking** is not permitted in the Halls Café.
- **Footwear** must be worn at all times whilst in the Halls Café and the Function Room. Persons without footwear will be requested to leave.

Dine-Ins: Throughout the year free dinners known as dine-ins are held for Monash Residential Services residents in the Function Room. These dine-ins can be pasta nights, Mexican nights or other themes.

Closure: The Halls Café does close at certain times of the year. Such times, however, will fall outside of the academic year. For example, there is a period over the summer vacation when the Halls Café is closed for an extended period for maintenance works to be carried out.

DOUBLE ADAPTORS - All double adaptors are a fire risk and are banned from use in any of the Monash Residential Services bedrooms.

HAZARD ALERTS - Hazard Alerts that have been issued by Monash Residential Services
<https://www.monash.edu/accommodation/current-residents/safety-and-security-procedures>

HEALTH SERVICE - If you want to consult a doctor, the University Health Service is open from 9am to 5pm on weekdays. It is situated on the ground floor of the Campus Centre (Building 10, 21 Chancellors Walk). If you are taken ill during the night or weekend and if you or the College Head consider the services of a doctor are necessary, then a private doctor will have to be consulted. In this case the doctor will charge you for his or her services. MRS cannot pay your medical bills nor can the medical bills be put on your account. You are strongly advised to obtain your own Medicare card (Australian citizens and permanent residents). If Medicare does not adequately cover you, you are strongly advised to join one of the private health insurance funds. Relevant information is available from the pharmacy in the Campus Centre or the University Health Service. Overseas students, particularly, should make sure they have adequate medical and hospital insurance cover.

HEATING - All rooms are adequately heated and an outside thermostat thematically controls the heaters. Consequently when the outside ambient temperature falls below 21°C, the heaters will work. If the outside temperature is above 21°C the heaters will not work. Personal portable heaters are not allowed in the room.

HEALTH & SAFETY - All residents have a legal and personal responsibility to assist in maintaining a safe environment within MRS. For example, if a resident was to tamper with fire safety equipment and there was subsequent damage or injury, that resident may be liable. It is vitally important that you respect safety equipment and follow the relevant procedures and instructions. It is for your own personal safety and that of other residents.

INTERNET AND COMPUTER NETWORK FACILITIES

<http://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>

IMPORTANT WARNING: To ensure that no information is lost, please ensure that correct computing procedures are followed at all times.

INSURANCE - Accident Insurance - On behalf of all current residents, Monash Residential Services has organised and paid for STUDENT PERSONAL ACCIDENT INSURANCE. This has been arranged through Willis Towers Watson. It has been agreed that any compensation payable under the policy shall be reduced by the amount of compensation paid under the policy held by Monash University should the insured person elect to lodge a claim under that policy in the first instance. Monash Residential Services has organised the Student Personal Accident Insurance in good faith but cannot guarantee claims filed for compensation will be successful. The outcome of any claims for compensation is between the person making the claim and the insurance company.

Please note that this policy does not apply if you are off campus on your own time, even though you live in a Monash Residential Services residence.

Should you wish to make a claim, please contact the Director, Monash Residential Services or their nominee.

Insuring your personal belongings – Although all the Halls, Normanby House and the South East Flats are locked 24/7, it is important for you to make sure your personal belongings are insured against loss (also see Metropolitan Fire Brigade). **Lock your door if you are not in your room.** If you own a bicycle this should also be insured. Please be advised that bicycles should not be parked in corridors or hallways. The University does not take out property insurance on behalf of residents and cannot be held liable for damage or theft of resident's belongings. Therefore, residents are advised to insure personal valuables adequately.

INVOICES - There is a very good reason why Monash Residential Services insist on prompt payment of all debts. To our knowledge, Monash Residential Services is one of the very few accommodation complexes that charge accommodation rentals on a monthly-in-arrears basis. Owing to the fact that Monash Residential Services is financially autonomous and receives no funding or financial assistance from any other source, charging rentals on a monthly-in-arrears basis does in fact place considerable financial pressure on MRS.

If residents do not pay their accommodation invoices on time, the financial viability of MRS could be threatened. Should this occur, Monash Residential Services may be forced to change their accommodation payment procedures and either charge residents accommodation fees by the semester or charge residents one month's rental as bond coupled with all accommodation rentals payable as monthly-in-advance. Therefore, it is extremely important that MRS invoices are paid on time. The Accommodation Fee Regulations which form part of residents contractual obligations at Monash Residential Services and which all residents acknowledged as having read and accepted prior to taking up your residency, clearly

state: "Any resident with outstanding accounts will not be allowed to continue their accommodation without full payment of overdue accounts....." Accordingly, you are required to pay ALL MRS invoices in full by the last day of each month.

INTERCAMPUS BUS SERVICE - Inter-campus shuttle buses run between Clayton campus and the Caulfield and Peninsula campuses. These services are very popular so you need to get in the queue early during peak hours. You may be asked to show your student ID card. For up-to-date information visit <http://www.monash.edu/people/transport-parking/inter-campus-shuttle-bus>

INTRUDERS - If you find an intruder or perhaps an outsider using MRS facilities, you should contact the University Security Officers on extension 333. If required Monash Security will notify the College Head or in their absence the Deputy College Head.

KEYS – Loss of keys will initiate a lock change. Charges will be applied to the resident's account in case of loss of keys. The charge is the cost to Monash Residential Services to replace door locks and to issue new keys.

LAKE AREA AT THE HALLS OF RESIDENCE - Whilst the Halls of Residence and the South East Flats are fortunate to have the lake and grasslands in close proximity, these do present problems and residents are reminded that:

- the lake is extremely shallow and muddy at its edges;
- the bottom of the lake has rocks scattered throughout it;
- the lake water drains from surrounding roads and may contain toxic matter;
- swimming and water sports are not permitted;
- no one should enter the lake.

LAUNDRY – Each building has laundry facilities and are equipped with automatic washing machines and dryers. The facilities are intended for use **only** by the building's residents, strictly between the hours of 8am to 11.30pm. Each laundry has ironing boards and an iron.

LEAVING - On the day you depart, provided this is the end date of your contract, your room must be vacated by 10am or you will be charged for another night. You must hand in your keys to the Administration Office as you leave, otherwise the room will remain in your name and you will continue to be charged for it. You must also complete a Departure Form prior to your departure. Please ensure your Departure Form has a forwarding address.

Departing residents must not leave their room keys with the College Heads, Deputy College Heads, Resident Support Assistants or Resident Advisors.

- Residential Village (Halls of Residence and Normanby House) residents must return room keys to the Administration Office (Building 47 – 58 College Way);
- Residential Village (South East Flats) - if departing after hours, the keys should be dropped into the key return box located at South East Flats
- Urban Community – (Turner Hall, Holman Hall, Campbell Hall, Logan Hall) – if departing after hours, the keys can be dropped off in the key return box located near the mail boxes on the ground floor of the hall.

Residents departing prior to the end of their contract are reminded that the terms of their Residency Agreement will apply.

LEAVING PERSONAL ITEMS IN COMMUNAL BATHROOMS - Prior to leaving the communal bathrooms please ensure that all your personal belongings are removed from the shower recess, hand basins and the general bathroom area. Monash Residential Services cleaning and domestic personnel have been instructed as part of their job requirements to dispose of any items left in bathrooms, shower recesses, hand basins, toilets, etc. Items left in the public bathrooms look unsightly and, in certain instances, can be a health and safety hazard.

To ensure that you have access to clean and sanitised bathrooms, shower recesses, toilets, basins, etc., do not leave personal belongings in the public areas.

LEAVING FOOD UNATTENDED - Residents are advised never to leave the kitchen while cooking as this is how several fires have started in the past.

LEGAL AID SERVICE - If you have legal problems and wish to consult the Monash Oakleigh Legal Service, they operate from 60 Beddoe Avenue, Clayton and are open from 9am to 5pm on weekdays and some evenings. Consultation is by appointment either by telephoning 9905 4336 between 9am and 5pm or calling in person at the centre. If there is some urgency, the service will act immediately.

LETTERS AND PARCELS - All incoming mail is delivered to the Administration Office. Letters are sorted and delivered by the staff to the mail boxes in each Hall. Parcels, and 'signature required' articles, are held at the Administration Office (Building 47) or (Building 87) depending where you live in either the Residential Village or Urban Community for 7 (seven) days from the date of receipt, for collection by residents on production of their ID card. In these cases, a notification email is sent to residents. Items not collected within seven (7) days are returned to sender. The Administration Office cannot store items on behalf of its residents.

The Administration Office cannot accept responsibility for mail once it has been delivered to the mail boxes. We do suggest that residents purchase a padlock to secure their mailbox.

The Administration Office will not accept responsibility to hold mail whilst you are away from MRS and you should ensure you make appropriate arrangements.

As a courtesy, the Administration Office will re-address mail for approximately two (2) weeks after a resident departs. Any mail received after that time will be marked 'Not at this address, Please Return to Sender'. Parcels will not be re-addressed, so please ensure that all your parcels arrive and are collected prior to your departure from MRS. (Please see the Forwarding Mail section on page 9)

Please ensure that you do not allow your friends to get their mail and parcels addressed to your room at MRS, as MRS will return the mail to sender if we cannot verify the addressee as living in an MRS residence.

Australia Post also offer free 24/7 Parcel Lockers located in the Campus Centre (21 Chancellors Walk). You can choose to have your parcel sent to a free 24/7 parcel locker and collect it at any hour day or night. To sign up for this service go to: auspost.com.au

LIABILITY FOR SPORTING ACTIVITIES – In professional sporting competitions legal actions by players against one another claiming damages for assault or negligence are commonplace, particularly in contact sports such as Rugby and Australian Rules football. As assault includes the unlawful application of force by one person to another without that other person's consent, the question to be decided by the court will often be whether the player consented to the assault by voluntarily playing the game. In deciding the matter, the court will initially look at the rules of the game. As a general rule, players are taken to have consented to all conduct permitted under the rules. Hence, if the conduct of the offending player is within the rules of the game or incidental to the rules of the game, the injured party may not succeed. Even if the offending player's act involves a transgression of the rules, the injured player's action for damages may not succeed. The court may decide that a transgression of the rules is inevitable in the particular sport played. However, the defence of consent will not extend to conduct intended to cause harm. Notice is given to all residents informing them that sporting activities arranged by them are done so at their own risk without the University being responsible for such activities.

LOCKED OUT – If you inadvertently lock yourself out of your room, there are two alternatives for re-entry:

- 1) MRS Administration (Office hours) – 56266
You can borrow a spare key and/or fob from the administration office
- 2) Monash Security (After office hours) – 27777
Monash Security can give you access to your room after hours

In both instances you will need Photo ID for identification in order to borrow a key or obtain access to your room.

LINEN/BEDDING – Linen is not provided at MRS. Residents need to provide their own pillow, sheets, blankets etc. Linen packs may be pre-ordered via the MRS online store at <https://shop.monash.edu/shop-by-area/monash-residential-services.html> or may be purchased on arrival.

LITTERING - The University is proud of the grounds and physical structure of MRS. In order to maintain this very attractive environment, littering is not acceptable (not even disposing of cigarette butts on the ground).

Further, please assist in supporting the environment by reminding guests not to litter. Your cooperation in this regard is expected and appreciated.

LOST/UNCLAIMED PROPERTY – Lost/unclaimed property should be handed into the Administration Office where it will be logged and held for a period of three months. Lost property can be claimed from the Administration Office and any unclaimed property is donated to charity after three months.

MRS will immediately dispose of any items found in vacated residential rooms. The cost of removal and disposal of these items will be passed on to the resident. MRS is not responsible for any items left by residents in communal areas.

MAILING ADDRESS - The address for the Halls of Residence, Normanby House and the South East Flats is:

Family Name, Given Name
Room Number Hall
Monash Residential Services
Locked Bag 1102
Mount Waverley
VIC 3149

MAILING ADDRESS - The address for Urban Community – Turner Hall, Holman Hall, Campbell Hall, Logan Hall, Briggs Hall and Jackomos Hall is:

Family Name, Given Name
Room Number Hall
Monash Residential Services
Locked Bag 1073
Mount Waverley
VIC 3149

In the event that an address with a street name is required for registering a bank account, purchasing a telephone etc. please contact the Administration Office for an alternative option.

MAILBOX – A mail drop off service for posting mail is provided throughout the year and is located at the Administration Office (Building 47 – 58 College Way). The mail box is emptied by the Administration Office staff and re-directed to the university's mail room for processing. Please ensure the correct value of stamps are put on your mail.

MAPS – Maps of the Halls and Monash and its environs are available from the Administration Office and on the Monash University website -

http://www.monash.edu/data/assets/pdf_file/0010/71686/3-Claytoncolour.pdf

MAINTENANCE – MRS is maintained to a high standard. We request your assistance to ensure all maintenance requirements are recorded. Please complete a maintenance form online at

<https://mrs.fsd.monash.edu.au/requests/>

Please note that maintenance requests can be filled out only for your own room or your hall common areas. Submitting a maintenance request for other resident rooms is prohibited.

Major maintenance/renovations (where necessary) will be conducted during December and January. This will include both internal and external works. Disruption will always be kept to a minimum and during normal business hours where possible.

Students staying over the summer months of December and January may need to relocate to the summer Hall to allow for maintenance works to take place.

MEMBERSHIP AT MONASH SPORT – As a resident of MRS you can access the Monash Sport Fitness Centre at a discounted rate. The membership is cross-campus, and is valid whilst you are a resident with MRS (regardless of campus). The Residential Fitness and Aquatics membership gives you unlimited access to the gym, group fitness classes and activities such as pool, spa, sauna, steam room and swim fit classes. Additional services such as personal training will be charged at the appropriate student rate. The gym

membership can be purchased through the MRS online store: (<https://shop.monash.edu/shop-by-area/monash-residential-services.html>)

Note: Alcohol is strictly prohibited in the Sports & Recreation Centre.

METROPOLITAN FIRE BRIGADE (MFB) REGULATIONS - Section 66 of the MFB Act 1958 empowers the Metropolitan Fire Brigade Board to recover its costs of attendance at fires where there is no insurance cover on the contents. Section 66 of the MFB Act 1958 covers both privately owned houses/flats and rented accommodation.

Whilst property owned by Monash Residential Services, namely buildings and contents are insured, should you not have personal contents insurance for your belongings, Section 66 of the above mentioned Act empowers the Board to proportion the costs of attending a fire, to you. You are, therefore, urged to take out some form of private contents insurance to prevent any claim for costs which may be issued against you by the MFB should a fire occur in your room.

MISSILES, FIREWORKS AND FIREARMS - the University, within its precincts, prohibits the following conduct whether indoors or outdoors and the commission of any such conduct by a student has been declared to constitute misconduct:

- 1 The preparation, use, throwing or dropping of a missile of any kind including a missile containing water, flour, sand or any other liquid or material whatever.
- 2 The lighting or throwing of a firework of any description except when done in the course of an organised display of fireworks in a restricted area, the use of which for such display has been sanctioned by written permit from the Vice-President Administration.
- 3 The misuse or unauthorised use of any equipment or property of the university and in particular:
 - a) any unauthorised interference with or use of firefighting appliances; OR
 - b) any unauthorised removal of or attempt to remove the keys of fire doors; OR
 - c) any unauthorised interference with or other unauthorised act in relation to any lift or escalator.
- 4 Remaining in or entering into any building or enclosed area without authority knowing it to have been officially closed. Any allegation that a student has committed one of the forms of misconduct specified in paragraphs 3 (a), (b) and (c) is to be referred to the Vice-Chancellor in order that he may consider whether the allegation should be referred to the Discipline Committee.

It is absolutely forbidden to have any guns, firearms, weapons or flammable liquids in or around Monash Residential Services.

MONASH STUDENT CAREERS, LEADERSHIP AND VOLUNTEERING - You will find the help you need by using the Career Connect and Volunteering at Monash.

MONASH UNIVERSITY FACILITIES - Many of the University's facilities are available to Monash-enrolled students including Monash College and MUELC students. Quite often these services are free or are offered to students at a discount. Facilities include the use of Monash libraries, Sports & Recreation facilities, medical and dental facilities, Student Travel, etc. In the University Campus Centre you will find the Westpac and Commonwealth banks, bookshops, a variety of food outlets, a chemist and a health food store to name but a few. There is a Post Office and Credit Union at the Campus Centre.

NOISE - It is expected that all residents will respect their fellow residents in relation to the generation of noise and their right to quiet enjoyment. You can minimise noise if you:

- keep your door shut when you have visitors;
- discourage loud talking in your room;
- do not slam doors;
- take special precautions to minimise party noise after 11.00pm;
- do not use amplified equipment.

If your noise disturbs someone, it is too loud and it is your obligation to turn it down. With reference to parties, please take note of the above paragraph. Once again, each resident is responsible for the behaviour of his or her visitors.

PARTIES - Unfortunately, MRS has very few places suitable for private parties, where noise will not impact other residents. If you wish to have a party you will need permission. Please check with your College Head. The following rules will apply:

- you must not disturb other residents;
- you must not make extra work for the Operations Office;
- parties are restricted during and close to examination time;
- parties must finish at midnight;
- any damage must be paid for.

PETS OR ANIMALS - are not allowed at Monash Residential Services. This includes pet mice and other small animals, such as goldfish.

PHOTO/VIDEO/AUDIO CONSENT - Use of Images of Residents participating in MRS Activities

At any event organized by MRS, individual residences, or social committees, photographs and video/audio of residents may be taken. Examples of such events include (but are not exclusively):

- Orientation program events;
- Training programs
- Sporting events;
- Seminars and vocational events;
- Academic Dinners;
- Residence functions (like suppers, cultural programs etc).

Photographic, video and/or audio recordings may be taken during the course of these events and functions. Such recordings may be used, reproduced, published, communicated or broadcast for advertising, marketing, informational or promotional purposes and or for teaching and research purposes.

The images used will never present individual residents in a negative light – and will only be used if the content of these images is consistent with the MRS Vision statement and Mission Goals

<http://www.monash.edu/accommodation/contact/about-us>

If a resident does not wish to have photographic, video, audio or other visual portrayals of themselves taken or used as outlined above, they can withdraw their consent for individual events by advising the coordinator of the event(s), their College Head or the photographer, or in writing for a general withdrawal of consent.

To withdraw your consent, you should send an email from your Monash Student email account to mrs.frontoffice.rv@monash.edu for Halls of Residence, Normanby House and South East Flats and to mrs.frontoffice.uc@monash.edu, Turner Hall, Holman Hall, Campbell Hall and Logan Hall with the subject of the email **Photo Consent Withdrawn**. In the body of the email, please provide your full name and student ID number, and state that you do not consent for MRS to use your image for the purposes outlined in the MRS *Use of Images of Resident participating in MRS Activities* statement. Residents under the age of 18 years must provide or withdraw consent using the "Accommodation for under 18 year old residents at MRS complex" form.

POWER BOARDS - All double adaptors are a fire risk and are banned from use in any of the Halls bedrooms. Power boards are safer but they must have a 10 amp automatic trip, for the following reasons:

- all power points are rated at 10 amp;
- if your power board does not have a 10 amp circuit breaker and you plug in too many appliances, the electrical flex will overheat;
- it is highly possible that this will cause a fire.

<https://www.monash.edu/accommodation/current-residents/safety-and-security-procedures/electrical-safety/power-plugs>

As the phone is connected to the power point in the room, residents are advised to provide their own power boards if they wish to power up other appliances like laptops, etc.

POWER POINTS - All power points in student bedrooms are rated at 10 amps. There may be up to six bedrooms per circuit. Each circuit has a 15-amp circuit breaker. In order to minimise circuit breakers tripping,

the maximum load you are allowed per power point is 500 watts. On average, a laptop is rated at approximately 50 watts.

PUBLIC TRANSPORT – Please log on to the following web address for transport information:

www.ptv.vic.gov.au

Students may be eligible for public transport concessions. To see if you are eligible please refer to

www.monash.edu/connect/travel/travel-concessions

RACV PICK UP POINT – NO 7 - RACV Pick-up Point No 7 is located just outside the Administration Office (building 47 – 58 College Way). If you are a member of the RACV and you require a service vehicle, Ring 13 11 11. Tell the RACV operator that you are at RACV Pick-up Point No 7. Wait at the pick-up point for the service vehicle to arrive.

READMISSION TO HALLS IN THE FOLLOWING YEAR – All applications for residency are, if accepted, valid for the current year only. Residents wishing to return to their residence the following year must submit an online application. There is no guarantee that those residents submitting an Application for re-admission will be successful in their application (refer to Monash Residential Services Conditions of Residency and the Monash Residential Services Admissions Policy at <https://www.monash.edu/accommodation/current-residents/regulations-and-policies/admissions-policy>)

At the beginning of October each year, all residents are informed to apply online for Re-Admission if they want to return to MRS the following year. You don't need to apply for re-admission if you will be away from MRS for a short time during the year or during the mid-year or September breaks.

Re- admission forms also make provision for you to request a room preference. There is no guarantee that your application for accommodation will be approved or your choice of residence or room allocated to you.

Note: If you would like to change your room preference after completing your application form, please send an email to mrs.applications@monash.edu

RECYCLING – Monash Residential Services follows the guidelines provided by Monash University for all items that are recycled.

RESIDENT ADVISORS – Students acting as Residential Advisors (RAs) are an integral part of the Monash Residential Services (MRS) community and make up part of the Residential Support Team within a particular residence.

The Resident Advisors are a central part of the MRS experience – and first and foremost they are residents, just like you! Resident Advisors are your first point of contact for any query. They are there to make sure every resident has the opportunity to engage in the on-campus residential experience.

They are also responsible for organising social and sporting events like movie nights, barbecues, gardening activities, charity events, dinners, team challenges, sporting competitions and anything else they (or you) can think of.

In addition, two RAs are appointed to the roles of IT Coordinator, Environmental Coordinator, Sport Coordinator, Entrepreneurship, and three RA's appointed to the role of Diversity & Inclusion Coordinator. Residents are encouraged to make contact with these coordinators if they have any related queries or wish to get involved in these specific activities.

RESIDENTS' GARDEN – currently there are community gardens located at each of the 5 Halls of Residence, South East Flats, Normanby House and each of the Halls within the Urban Community. Working bees are held regularly where you can meet other residents, get dirty and get some veggies for free. The vegetable garden working bee is one of the events organised by the Residential Support Team at each residence.

It is the responsibility of the residents of the Hall/Flat to decide what is to be planted.

ROOM ALLOCATIONS – At the Residential Village, allocations of rooms is the responsibility of the College Head and Deputy College Head in conjunction with the requirements of the Administration Office. Any

request concerning a change should be made on the appropriate Room Transfer Request form available from the Administration Office. When the Hall is full, there is no guarantee of room change. At the end of the year, returning students will be invited to express a preference for a room for the following year. A preference is no way a guarantee. Since it is often the case that some rooms are requested by more than one person, preferences cannot always be met.

In the Urban Community, applicants are invited to select their own room. This is on a first in first served basis. Be sure to put in your application early to have a good chance of getting the room you want. Returning residents are given priority to return to their own room provided they apply early.

ROOM CLEANING - Remember, when you moved into your room how clean it was? This is how you are expected to leave it when you vacate your room. You are expected to dust and vacuum your room and remove all evidence of you ever having been there – this includes removing blu-tack, rubbish, stickers and other bits and pieces that you may wish to leave behind as an everlasting memento of your presence.

If cleaning is required in your room you will be responsible for the costs of the cleaning to occur.

ROOM CONDITION REPORT - To avoid later disagreement, all residents must fill in a Room Condition Report within three days (72 hours) of taking up residence. It will be assumed that failure to send in your Room Condition Report means that your room is in perfect condition and you will be financially responsible for any damage that occurs. All residents at the Halls are required to keep their own rooms in a good condition during their stay. Residents will be charged for:

- any damage that exceeds reasonable wear and tear
- cleaning, if rooms are left in an excessively dirty condition
- replacement costs of missing items

ROOFS AND SERVICE AREAS - No resident is allowed onto any roof anywhere within Monash Residential Services. Other 'no go' places are plant rooms, electrical switchboards or similar service installations. Any breach of this may result in immediate eviction and disciplinary measures.

RUBBISH REMOVAL - Rubbish is removed from the public areas seven (7) days a week.

SECURITY - The Security & Traffic Office at 59 Scenic Boulevard is operational 24 hours a day.

To report an emergency please call Security on 9905 3333 or dial 333 from a Monash internal phone. Other channels for Security assistance:

- 17 emergency help points located across the campus which notify campus Security directly in the event of an emergency
- Phone 9902 7777 or dial 27777 from an internal Monash phone
- Visit the Clayton campus Security Office

Some MRS buildings are fitted with security cameras, generally outside the building at entrances. These cameras assist in crime prevention and detection.

The University use of security cameras complies with government legislation on the installation and use of CCTV (which are regularly audited). Monash University has a policy and procedure that covers CCTV including installation, operation and management of recorded footage. Additionally there is also strict university policies and procedures on privacy which apply and are also adhered to.

The policies specifically covering use of CCTV are found on the Monash Policy Bank website

<http://www.monash.edu/policy-bank/management/facilities-services/security-closed-circuit-tv-policy>

https://www.monash.edu/data/assets/pdf_file/0003/802290/Security-Closed-Circuit-Television-CCTV-Procedures.pdf

SERVICES PERSONNEL – Services Personnel support the Residential Support Team structure. There are dedicated 'MRS' services personnel on site each night to assist all residents and ensure safety and security.

The Security Personnel will:

- Patrol MRS buildings, internally and externally, to ensure the safety of residents, staff and visitors;
- Execute the MRS Critical Incidents Management Protocols and render required action and assistance;
- Assist in the enforcement of MRS policies, residency regulations, etc. as stipulated in the Handbook.

If a resident requires assistance outside of office hours, they should contact the Services Personnel. The contact numbers for the Services Personnel are as follows:

Call Security on 27777 from an internal telephone **OR** 9902 7777 from an external telephone

SECURITY ESCORT SERVICE - There is an escort service operating at Monash University and it's free! It's the Security Escort Service and it's available each night after the security bus service finishes. You will be escorted safely to your car, bus loop, the Halls of Residence, Normanby House, the South East Flats, the Urban Community Halls, or any other location on campus.

SECURITY SHUTTLE BUS - A free security bus service runs in the evenings, Monday to Friday, and has different pick up and drop off points on Clayton Campus. The shuttle service runs every 30 minutes between 5.30pm and 12.00am. There is no service from 12am onwards.

SEXUAL HARASSMENT AT MONASH RESIDENTIAL SERVICES – At Monash University, in our residential communities, we are very clear that we want and expect our residents to be safe and supported. However, we also acknowledge that some residents will experience unacceptable behaviour external to, or within our communities. MRS and Monash University will support you through the reporting process regardless of whom, or where you experience unacceptable behaviour.

If you or someone you know has experienced any form of sexual assault, harassment, misconduct or any form of inappropriate behaviour; please contact us immediately. We can assist you in the following ways:

My Residence's College Head	You can contact the College Head of your hall, details of which were provided on arrival
Director, Monash Residential Services	9905 6266
Monash University Safer Community Unit (SCU)	9905 1599 or just dial 51599 from a Monash phone (9am to 5pm). Email: safercommunity@monash.edu You can find out more about the SCU: http://www.monash.edu/safer-community
Monash University Counselling Service	To make an appointment phone 03 9905 3020 or just dial 53020 from a Monash phone (9am to 5pm) OR phone: 1300 788 336 (after hours counselling)
SECASA – The South Eastern Centre Against Sexual Assault	Crisis line: 9594 2289 (CASA Crisis line: 1800 806 292)
Monash University Health Service (Clayton)	9905 3175 or just dial 53175 from a Monash phone
Victoria Police	Call 000 in an emergency To contact local police station, phone: 03 9543 3888 or visit the police directly at 263 Clayton Road, Clayton

SEXUAL HARASSMENT is verbal or physical conduct that is *unwarranted, uninvited and unwelcome*. (It does not include mutual attraction between people; such friendships are a private concern)
<https://www.monash.edu/safer-community/problem-behaviour/sexual-harassment>

Sexual harassment may include leering, patting, pinching, touching; persistent unwelcome invitations to grant sexual favours; displays of offensive pictures or graffiti; offensive dirty jokes, derogatory comments, written messages or telephone calls; groups of people ridiculing, leering, wolf-whistling or making sexual comments at

a person or group of people. Such behaviour is unlawful if it makes you feel offended and humiliated, intimidated, frightened or uncomfortable at work, in class or in your Hall.

It may occur at MRS amongst peers (student to student or staff to staff); between staff and student or student and staff. It may also be directed by a member or members of the public against a student or staff member in the course of university business. It may happen to anyone but in practice it happens more to women than to men.

SLACKLINING SPORTING ACTIVITY - Due to OHS concerns, the setting up of slacklines tied to trees on Monash campus grounds is not allowed under the rules of the University. Slacklining is not permitted.

SMOKE CONTROL DOORS - Smoke control doors must be kept closed. The doors should not be left open. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position. If you remove the door closer from your room door you may be charged for it to be installed again.

SMOKE DETECTORS - At MRS each bedroom is fitted with a smoke detector. **Do not tamper with the smoke detectors.** If you interfere with the smoke detectors, you are guilty of an offence under the University's Discipline Statutes and you may be evicted from MRS. MRS is also obliged to report you to the University Disciplinary Committee for action. Smoke detectors are checked regularly.

SMOKING POLICY - Smoking is banned in all areas of Monash University, except designated smoking points for Monash Residential Services residents only. They are displayed on this [map](#). These smoking areas contain bins and smoking poles and are clearly identifiable.

For further information, please see the Smoking Policy <https://www.monash.edu/accommodation/current-residents/regulations-and-policies/smoking-policy>

SPORTS – The Monash University sports complex is located at 42 Scenic Boulevard. They have a gym, swimming pool and many fitness classes. Membership is at a discounted price for MRS residents. The volleyball court, tennis court and soccer area (near MRS office and near Turner Hall) can be used by all residents and you can borrow equipment from the MRS Administration Office or from a member of the Residential Support Team. Ball games cannot be played in the courtyard or in car parking areas.

SPORTS FIELD - The multipurpose sports field at MRS is located between Deakin and Roberts Hall, south of Farrer Hall and near Turner Hall. It has a synthetic all weather surface with goals at each end. Mini soccer is a popular game played casually by the residents but it can be used for a number of other sporting events and competitions. The sports field has lights for use at night and residents can use it between the hours of 9.00am and 10.00pm. The sports field is a no smoking area. Sporting equipment can be borrowed from the Administration Office (Building 47 - 58 College Way and Building 87 - 38 College Walk). The Sports Field is locked and can be accessed using your ID card.

STAYING OVER SUMMER – If you wish to stay at MRS over the summer vacation period, you are permitted to do so but please make sure that you complete a Summer Application Form online. You may be required to transfer to another hall during this period due to programmed maintenance in your current hall.

STORAGE – storage facilities are not available and residents are unable to store their personal belongings over the summer period. This also includes bicycles (see above under BICYCLES).

STUDENT FINANCIAL AID - Financial Advice is available at the university to assist enrolled students with a variety of financial matters ranging from Austudy, student loans, financial advice and basic taxation information. Please contact the Monash Connect office located in the Campus Centre.

SUB-LETTING ROOMS – Sub-letting of rooms is not allowed. If MRS staff find an unannounced tenant or guest using your room, the guest must leave immediately and residents may find themselves in breach of the conditions of residency and the possibility of facing eviction. **TAXI BOXES**

Taxi boxes are not permitted in Monash University parking spaces (RSTO parking spaces, red, blue and yellow parking zones, drop off points or loading zones) without approval from MRS first. Please email mrs.operations.rv@monash.edu if you live in one of the five Halls of Residence, Normandy House or Southeast Flats, or mrs.operation.uc@monash.edu if you live in Campbell Hall, Holman Hall, Logan Hall, and Turner Hall. MRS Operations will provide you with permission and appropriate dates along with a specific location.

TELEPHONES – All bedrooms are fitted with a Voice Over Internet Protocol (VOIP) telephone and private telephone connection points. Please see important information under Telephones.

Your phone extension for your bedroom is displayed on the phone. For people outside of Monash to call you need to add 03 9905 before the 5 digit extension number.

You should let family and friends know the number on which you can be reached. It will speed things up if you also let your family and friends know your extension number.

TO CONTACT THE SWITCHBOARD DIAL 56266. There is one switchboard for MRS. On weekdays the switchboard opens at 8.30am and closes at 9.00pm. On weekends the switchboard opens at 9.00am and closes at 9.00pm. On weekends the switchboard closes for 30 minutes at lunchtime (from 1.00pm to 1.30pm). Resident phones have the 333 Security contact number on speed dial.

Incoming calls: The telephone number for Monash Residential Services is (03) 9905 6266.

Telephone Service at MRS:

- The complete international telephone number is 61 3 9905 6266.
- All resident private telephone extensions have an IN-DIAL facility. This enables residents to receive telephone calls 24 hours a day. Callers are able to call residents directly.
- Residents can make free 1800 calls from their private telephone extensions
- For all out-going calls residents will need to use a Telephone Calling Card with an 1800 number access to an external line. These pre-paid phone cards are available at the telephone shop at the Campus Centre (building 10, 21 Chancellors Walk) Newsagents, Supermarkets and Petrol Stations. Please note that calling cards that do not use an 1800 number to access an external line cannot be used.
- The room phone allows residents to make free calls to certain Helpline numbers across Victoria for details of these numbers contact the Administration Office.
- There is no charge for internal calls made within the Halls of Residence, Normanby House, and South East Flats. Calls to the Caulfield, Clayton, Parkville and Peninsula campuses are also without charge, provided they are made via the relevant campus extension.
- Residents are advised to use the internet resources in a responsible, ethical and lawful manner.
- Residents who have substantially large usage may find that their internet speed and usage may become restricted (<https://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>)

Outgoing calls: You can make outgoing calls from the stairway or bedroom phones using a Telstra phone away card. Dial 0 first to get an outside line.

Calls to the University: Dial the appropriate university extension number from either the stairway telephone or the private telephone connection in your bedroom. There is no charge for these calls.

Calls within MRS: Dial the appropriate extension number from either the stairway telephone or the private telephone connection in your bedroom. There is no charge for these calls.

Note: Floor and stairway extensions will not ring after hours when the MRS switchboard is logged off after hours.

Please do not disconnect the telephone connection – this is for your own safety and security in case of an emergency we must be able to contact you via the VOIP phone at all times. Using the telephone cable as your Ethernet cable to connect your computer directly to the wall port is prohibited. Additional Ethernet cables to connect your computer to the internet have been provided to you.

TELEPHONE HANDSETS – Residents are provided with a Voice Over Internet protocol (VOIP) telephone handset in their room. Residents are responsible for the care of their phone. A \$350.00 plus GST charge is applicable for loss or damage. The telephone in your room must always be connected and fully functional.

THEATRE - The Halls has its own auditorium (58 College Way) seating approximately 180 persons. The theatre is equipped with surround sound, DVD, Foxtel, video, spotlights, etc. and can be used for video and TV nights, chorals, productions, ensembles, seminars, etc. Please contact the Administration Office if you wish to book this space. Charges will apply.

TRAFFIC LIGHTS - For your safety, the traffic lights located on the Scenic Boulevard near the tennis courts have been reprogrammed. Rather than a long wait for the lights to change after you press the traffic light button, the traffic lights have been reprogrammed to change almost instantaneously. Please use the pedestrian crossings when coming from or going to the University.

TV STREAMING - Monash Residential Services has arranged for TV streaming through the University computer network. In addition to the local channels (ABC 1, ABC 2, Nine, Seven, Ten, SBS) connection to a range of satellite TV channels is also available (E.g. BBC world and many Asian channels) This service is free as it runs on the internal network. Further information is available on the MRS website <https://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning>

VACUUM CLEANERS – on production of your ID card, vacuum cleaners can be borrowed from and returned to the Administration Office (58 College Way) by students living in the Residential Village ONLY (Halls of Residence and Normanby House).

The South East Flats have vacuum cleaners which may be borrowed by South East Flats residents upon request, between the hours of 6.30pm and 10.00pm from your closest RA.

All vacuums are bag less and it is expected that the canister will be emptied before it is returned. The Urban Community residents must provide their own vacuum cleaners.

VENDING MACHINES – All vending machines throughout the Halls are operated by independent contractors. To report maintenance or issues contact the number listed on the machine.

WADING POOLS – are not permitted in or around the MRS environs.

WALKING TO THE UNIVERSITY - Please be aware of your personal safety at all times of the day and night when walking from your Hall of Residence to the Campus facilities. If you encounter any issues at any time, please contact Monash University Security on extension 333. There are help points with security cameras located at various points along the well-lit pathways.

WEB ADDRESS – Monash Residential Services web address is <https://www.monash.edu/accommodation>

WIRELESS INTERNET – There are wireless internet points located in all Halls. There are also wireless internet points in the MRS Function Room, Theatre, and Halls Café.