



**COLLEGE OF MEDICINE AND DENTISTRY
STUDENT ACCOMMODATION
HANDBOOK**

This handbook provides information on your rights and responsibilities as a resident of the College's Student Accommodation.

Please read the handbook carefully before signing the Residential Code of Conduct, Conditions of Use and House Rules.

Respect & Responsibility

ABOUT THE ACCOMMODATION

The James Cook University College of Medicine and Dentistry manages student accommodation at Alice Springs, Atherton, Ayr, Babinda, Bamaga, Bowen, Charters Towers, Collinsville, Cooktown, Darwin, Dysart, Ingham, Innisfail, Mackay, Marreba, Moranbah, Mossman, Proserpine, Sarina, Thursday Island, Tully & Weipa.

Regulations and guidelines

The regulations of the College of Medicine and Dentistry Student Accommodation are designed to allow the maximum personal freedom within the context of community living. By accepting residency, you agree to comply with these conditions and other relevant University statutes, policies and standards for the period of occupancy. It is expected that Accommodation residents will be responsible in their conduct and will respect all amenities and equipment. Disciplinary processes are in place although it is hoped that these will rarely need to be used.

Accommodation Managers

The Accommodation Manager is responsible for all matters pertaining to the efficient and effective operation of the College Accommodation within the framework of JCU and College Policies and Regulations. The College Accommodation staff have a responsibility for the wellbeing and safety of all residents and will endeavour to maximize opportunities for study as well as provide a pleasant and amicable environment with recreational and social activities.

<p>Accommodation Manager – Southern Hub Ann Williams-Fitzgerald James Cook University College of Medicine and Dentistry Level 1, Building K, Mackay Base Hospital Bridge Rd, MACKAY QLD 4740 Phone: 07 4885 7122 Mobile: 0417 747178 Email: ann.williamsfitzgerald@jcu.edu.au</p> <p>Mackay Clinical School (Accommodation Only) Phone: 07 4885 7100 Fax: 07 4884 7111 Email: medaccom@jcu.edu.au</p>	<p>Accommodation Manager – Northern Hub Laura Romijn James Cook University College of Medicine and Dentistry Jack Street ATHERTON QLD 4883 Phone: 07 4095 6104 Mobile: 0437 778975 Email: laura.romijn@jcu.edu.au</p> <p>Atherton Clinical School Phone: 07 4095 6100 Fax: 07 4095 6199 Email: medaccom@jcu.edu.au</p>
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Respect & Responsibility
Respect for self
Respect for each other
Respect for JCU property
Respect for staff
Responsibility for your actions

GUIDELINES FOR RESIDENTS

Student Residential life should be enjoyable and exciting. The enrichment of your own life by the company of others is some compensation for restrictions of privacy experienced in residential accommodation living. In some situations the actions of others may upset or annoy you: at other times your actions will upset and annoy others.

At all times, the basic principle by which every resident will derive the greatest benefit from this style of accommodation is consideration for others. Adherence to this will ensure that most problems are solved maturely. More importantly, respect and consideration for each other will make Residential life a rewarding and memorable part of your continuing education.

Coming to the College Accommodation may be the first time some residents have lived away from home in a group situation. Some pointers to making this living arrangement work well for all include the following:

- Respect your cohabitants by keeping common areas clean and usable.
- Respect others in regards to acceptable noise levels, and agreed-upon quiet times.
- You may want to identify some shared commodities like laundry powder, toilet paper, milk, etc so you can buy in bulk, and not have 8 bottles of milk in the refrigerator.
- Contribute fairly to any shared resources, for example you may want to have a schedule for who buys milk each week.
- Do your fair share of cleaning duties.
- It can be quite fun to have group meals periodically, with one or more people contributing to the preparation and clean up. You may want a schedule for who cooks and who cleans for group meals.
- Don't leave personal items in group space unless shared used has been agreed.
- Remove laundry from machines promptly so others can use the machines.

Living together well can be fun and you can make lifelong friendships. It can also ease the stresses of your demanding studies and help you feel more at home in your new environment.

Residential Code of Conduct – Commitment to Community Living

Student accommodation is a type of community living that requires consideration of others, willingness to participate, flexibility, a commitment to live within certain guidelines that protect the safety, security and comfort of all, a readiness for independent living and an attitude of responsibility and respect towards your living and learning environment, and the staff and fellow residents of your accommodation. The accommodation rules work in accordance with University Regulations and Policies as well as laws in force in the State of Queensland. Under section c29 of the WHS Act 2011 you have a legal obligation to follow all instructions given to you by JCU Accommodation Staff.

By choosing to live in the JCU College of Medicine and Dentistry student accommodation you agree to abide by the following:

- I will act in a considerate manner towards fellow residents and University staff at all times. I will respect the rights and property of others and agree to:
 - Only enter another residents room when invited
 - Only use another residents property with their permission
 - Participate fully and equally in maintaining the room/wing in a clean, comfortable condition at all times
 - Observe the noise quiet time policy, alcohol and safety policies of the Student Accommodation
 - Have respect for common property (eg kitchens, furniture, common rooms and laundries)
- I accept the diversity of backgrounds and the beliefs of other residents and agree to abide by the Equal Opportunity Policies of James Cook University
- I agree to maintain open communication with other residents and University staff at all times.
- I will represent the University in the wider community in an appropriate manner.
- I will take responsibility for the security of my property and the JCU property and agree to lock my door when I am not in my room and to lock the external doors when I leave the Pod/Block/Wing/Unit/House .
- I agree to take responsibility for the behaviour of my personal guests.
- I will abide by all the policies, rules and regulations of the Residences as outlined in this College Accommodation Handbook.
- I will not act in a reckless or dangerous manner that could potentially harm others or damage University property.

This Residential Code of Conduct is underpinned by the University's Student Conduct Policy http://www.jcu.edu.au/policy/student/rights/JCUDEV_005377.html which may include a recommendation for suspension or exclusion from the Student Accommodation if it is breached. Students are required to sign the **Residential Code of Conduct – Commitment to Community Living** document to indicate agreement to abide by the above Code of Conduct.

DRUG AND SUBSTANCE ABUSE POLICY

The College of Medicine and Dentistry has a responsibility and strong commitment to provide a safe and secure environment to all residents. We have a zero tolerance to illegal drugs and substance abuse.

Substance abuse is the misuse of both legal and illegal drugs, controlled substances, alcohol and prescribed or over-the-counter medications.

The following are prohibited and may result in immediate termination of residency

- Possession, distribution, sale or use of drugs or controlled substances, or other natural or chemical compound that purports to mimic the effects of illegal substances
- Possession of an implement which could be used for the digestion, smoking or injection of a prohibited substance or other natural or chemical compound that purports to mimic the effects of illegal substances
- Repeated alcohol abuse or failure to comply with conditions imposed under an Alcohol Ban (see Alcohol Policy below)

The College of Medicine and Dentistry reserves the right to report any breach of this policy to the Police and/or parents or guardians of the Resident.

The College Accommodation Manger is obliged to assist the Police in investigation of the use of illegal drugs.

ALCOHOL POLICY

The College Student Accommodation does not prohibit but monitors the use of alcohol by residents aged 18 and over. Intoxication will not be accepted as an excuse for irresponsible behaviour or any infringement of JCU regulations. Any disturbance to other residents or staff resulting from the misuse of alcohol will be the subject of disciplinary action.

Alcohol Ban

Residents found guilty of drunk and disorderly behaviour may have an alcohol ban imposed. Residents subject to an alcohol ban must agree to not consume or be in possession of any alcohol whilst in residence. If the resident chooses to drink elsewhere, they must not return to the College Accommodation until completely sober (zero blood alcohol content). The resident must submit to a random breath test if so requested by any staff member.

If the conditions imposed under the alcohol ban are refused or breached, the resident will be required to show cause as to why their residency should not be terminated.

FIRE SAFETY

Make yourself familiar with the floor plan of the College Accommodation buildings and of your accommodation (see notice in each room). On the floor plan you will find the location of the fire exits and fire extinguishers. In some locations you will be required to participate in an accommodation orientation and safety induction.

Residents are not permitted to light naked flames including candles, aromatherapy burners, oil burners and incense.

Cooking or preheating food in bedrooms is strictly prohibited (ie. no toasters, sandwich makers, rice cookers, microwaves, kettles, coffee machines, blenders, cooktops etc). If any such item is found in your room it will be confiscated. Cooking facilities are provided in designated kitchens.

Smoking is not permitted in any area of any College Accommodation.

Double adaptors are not permitted to be used in any area of any College Accommodation, as they are a high electrical fire risk. A power board with a safety switch may be used instead. Only one power board per socket – never 'piggy back' power boards.

Do not interfere with fire equipment except in the case of an emergency. Misuse of fire-fighting equipment may result in termination of residency or prosecution of offenders for a Fire Code violation.

Take care to prevent activating smoke detectors by turning on fans/exhausts in kitchens and bathrooms. Any Resident found to have set off a false fire alarm, whether purposefully or because of carelessness may be required to pay the attendance fee imposed by the Queensland Fire and Emergency Service. (\$1100+fee).

UNWANTED ALARM RESPONSE CHARGES

*Unwanted Alarm Activation charges are GST exempt

1st unwanted alarm response (*inside the Urban District Boundary*) within any continuous 60 day period*

2nd and subsequent unwanted alarm response(s) within any continuous 60 day period - or all unwanted alarm response(s) outside the Urban District Boundary*

\$1056.00 per alarm

SERVICE CALL OUT CHARGE * Covers the first 30 mins of labour then \$90 per hour thereafter.

AFTER HOURS SERVICE CALL OUT CHARGE *Covers the first hour of labour then \$135 per hour thereafter.

Fire drills are conducted twice a year at the Mackay sites and students are expected to participate if present in the building.

ACCOMMODATION LOCATIONS

Alice Springs | Atherton | Ayr | Babinda | Bamaga | Bowen | Charters Towers | Collinsville
Cooktown | Darwin | Dysart | Ingham | Innisfail | Mackay Base Hospital | Mackay Student
Residential College | Mareeba | Mossman | Moranbah | Proserpine | Sarina | Thursday Island |
Tully | Weipa

ALICE SPRINGS

Accommodation Contact:

Accommodation Officer

CRH Accommodation

Phone: 08 8951 4766

Email: crh.accomm@flinders.edu.au

Accommodation Address:

Various Locations – Centre for Remote Health

Accommodation Type:

<https://www.crh.org.au/accommodation-in-alice-springs>

ATHERTON

Accommodation Contact:

Laura Romijn

Phone: 07 4095 6104

Fax: 07 4095 6199

Email: medaccom@jcu.edu.au

Accommodation Address:

42 Kelly Street, Atherton

Accommodation Type:

25 room student accommodation building Blocks A, B and C
Block A – ground, Block B – Upper Level, Block C- ground
JCU wireless internet via EduRoom

AYR

Accommodation Contact:

Laura Romijn

Phone: 07 4095 6104

Fax: 07 4095 6199

Email: medaccom@jcu.edu.au

Accommodation Address:

66 Gainsborough Drive, Ayr

Accommodation Type:

Self-contained 4 bedroom house
Ground Level
JCU wireless internet via EduRoom

BABINDA

Accommodation Contact:

Laura Romijn

Phone: 07 4095 6104

Fax: 07 4095 6199

Email: medaccom@jcu.edu.au

Accommodation Address:

64 Eastwood St, Babinda

Accommodation Type:

Self-contained 3 bedroom house
Two level / NO JCU internet

BAMAGA

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **Cape York Peninsula Lodge**
Corner of Lui and Adidi Street, Bamaga

Accommodation Type: Self-contained 2 bedroom unit within holiday resort
Ground level
No JCU internet

BOWEN HOSPITAL

Accommodation Contact: **Jenny Greene**
Rural Clinical Placement Co-Ordinator
Email: Jenny.Greene@health.qld.gov.au
Phone: 07 4813 9969 Fax: 4813 9448

Accommodation Address: **Gregory St, Bowen**

Accommodation Type: Self-Contained shared QH on hospital site
High set house / No JCU internet

BOWEN JCU HOUSE

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **22 Lemon Grove, Bowen**

Accommodation Type: Self-Contained shared 4 bedroom House
Ground Level
No JCU internet

CHARTERS TOWERS HOUSE 1

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **74a Hodgkinson Street, Charters Towers**

Accommodation Type: Self-contained 3 bedroom house
Ground Level
No JCU internet

CHARTERS TOWERS HOUSE 2

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **190 Gill Street, Charters Towers**

Accommodation Type: Self-contained 2 bedroom townhouse
Two level
NO JCU internet

COLLINSVILLE

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **24 Hamilton Street, Collinsville**
Accommodation Type: Self-contained 4 bedroom house
High set
No JCU internet

COLLINSVILLE HOSPITAL

Accommodation Contact: **Jenny Greene**
Rural Clinical Placement Co-Ordinator
Email: Jenny.Greene@health.qld.gov.au
Phone: 07 4813 9969 Fax: 4813 9448

Accommodation Type: Self-Contained shared QH on hospital site
Ground Level
No JCU internet

COOKTOWN

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **13 Charles Street, Cooktown**
Accommodation Type: Self-contained 6 bedroom house
Ground Level
JCU wireless internet via EduRoom

DARWIN ACCOMMODATION

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

UniLodge Darwin
Phone: 08 8942 0706
Email: darwin@unilodge.com.au

Accommodation Address: **6 Dripstone Road, Casuarina NT**
Accommodation Type: Self-contained 2-bedroom, 4-bedroom and studio
apartments within student accommodation complex
<https://unilodge.com.au/lodge-fact-sheet/?l=2061>
No JCU Internet

DYSART HOSPITAL

Accommodation Contact: **Jenny Greene**
Rural Clinical Placement Co-Ordinator
Email: Jenny.Greene@health.qld.gov.au
Phone: 07 4813 9969 Fax: 4813 9448

Accommodation Type: Self-Contained shared QH on hospital site
Ground Level
No JCU internet

INGHAM

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **Ingham Hospital Grounds, Dutton Street, Ingham**
Accommodation Type: Self-contained 6 bedroom house
Ground level
No JCU internet

INNISFAIL

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **5 O'Reilly Close, Innisfail**
Accommodation Type: Self-contained 5 bedroom house
Two storey
JCU wireless internet via EduRoom

MACKAY BASE HOSPITAL ACCOMMODATION [MBH]

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **Thomas Street, Mackay 4740**
Accommodation Type: 20 Rooms: 5 bedrooms in self-contained pod x 4
Ground and first floor pods
JCU internet connected via cable in rooms
LONG TERM STUDENTS

MACKAY STUDENT RESIDENTIAL COLLEGE [MSRC]

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **2 Griffin Street, Mackay 4740**
Accommodation Type: 35 rooms: 8 bedrooms in self-contained wing x 4
3 bedrooms in 3BRM self-contained House
Ground level
JCU wireless internet via EduRoom
LONG TERM STUDENTS & SHORT TERM

MACKAY SHAKESPEARE HOUSE [MSH]

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **281 Shakespeare Street, Mackay 4740**
Accommodation Type: 9 bedrooms in self-contained House
2 bedrooms downstairs + 7 bedrooms upstairs
Ground & First Floor level, No internet
SHORT TERM & LONG TERM STUDENTS

MAREEBA

Accommodation Contact:

Laura Romijn

Phone: 07 4095 6104

Fax: 07 4095 6199

Email: medaccom@jcu.edu.au

Accommodation Address:

99 Walsh Street, Mareeba

Accommodation Type:

Self-contained 8 bedroom house

Ground Level

JCU wireless internet via EduRoom

MORANBAH HOSPITAL

Accommodation Contact:

Jenny Greene

Rural Clinical Placement Co-Ordinator

Email: Jenny.Greene@health.qld.gov.au

Ph: 07 4813 9969 Fax: 4813 9448

Hospital

Address:

cnr Mills Ave & Elliott Street, Moranbah

Accommodation Type:

Self-Contained 4 Bedroom shared QH on hospital site

Ground Level, No internet

MOSSMAN

Accommodation Contact:

Laura Romijn

Phone: 07 4095 6104

Fax: 07 4095 6199

Email: medaccom@jcu.edu.au

Accommodation Address:

5 Gerygone Close, Mossman

Accommodation Type:

Self-contained 4 bedroom house

Ground Level

No JCU internet

PROSERPINE HOSPITAL

Accommodation Contact:

Jenny Greene

Rural Clinical Placement Co-Ordinator

Email: Jenny.Greene@health.qld.gov.au

Phone: 07 4813 9969 Fax: 4813 9448

Hospital Address:

26-32 Taylor Street, PROSERPINE 4800

Accommodation Type:

Self-Contained 4 Bedroom house [The Lodge]

Ground Level

No JCU internet

PROSERPINE TOWNHOUSES

Accommodation Contact:

Ann Williams-Fitzgerald

Phone: 07 4885 7122

Fax: 07 4885 7111

Email: medaccom@jcu.edu.au

Accommodation Address:

Unit 2 & Unit 3, 16 Marathon St, Proserpine 4800

Accommodation Type:

2xSelf-contained 3 bedroom townhouses

Two storey

JCU wireless internet via EduRoom

SARINA HOUSE 1

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **33 Pacific Ave, Sarina 4737**
Accommodation Type: Self-contained 4 bedroom house
Ground level
JCU wireless internet via EduRoom

SARINA HOUSE 2

Accommodation Contact: **Ann Williams-Fitzgerald**
Phone: 07 4885 7122
Fax: 07 4885 7111
Email: medaccom@jcu.edu.au

Accommodation Address: **21 Ware Ave, Sarina 4737**
Accommodation Type: Self-contained 3 bedroom house
High set
No JCU internet

THURSDAY ISLAND

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **35 Summers Street, Thursday Island**
Accommodation Type: 2 x Self-contained 4 bedroom houses
Front unit ground level from street access
Rear unit elevated
JCU wireless internet via EduRoom

TULLY

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **26 Dowzer St, Tully**
Accommodation Type: Self-contained 3 bedroom house
Ground Level
NO JCU internet

WEIPA

Accommodation Contact: **Laura Romijn**
Phone: 07 4095 6104
Fax: 07 4095 6199
Email: medaccom@jcu.edu.au

Accommodation Address: **1-15 Kanthin Road, Weipa**
Accommodation Type: Self-contained 4 bedroom house
Ground Level
NO JCU internet

WHAT TO BRING WITH YOU

We provide many of the things you will need on a day-to-day basis, including all necessary furniture, room fittings etc.

However, **you will need to bring your personal items** such as:

- Toiletries and a shower caddy to carry personal items to bathroom
- towels
- pillows & linen (*including quilt or blanket*). It is recommended that you bring double bed sheets as these will fit all bed sizes (SB, KSB & DB).
- books and stationery
- computer (computers are available at Mackay Clinical School, Atherton and Proserpine Hospital)
- network cable for your computer
- music player (optional but earphones are essential)
- television (optional - there are televisions in communal rooms)
- personal toiletries and medication
- laundry detergent
- toilet paper
- coat hangers
- bathrobe

KEYS

Key collection procedure will vary depending on the accommodation location. You will be advised by email to your JCU student email address from the Accommodation Manager.

Every resident is provided with an individual room key, which may include access to their floor/building/wing, unit/house or they may receive an additional key for external entry points.

Residents are responsible for the safety and security of their own room, unit, floor and common areas by ensuring doors are secured at all times, and never propped open. You should ensure that your room is locked when you are asleep or out. Keeping the front door of your accommodation locked at all times is also recommended. Keys are not to be exchanged and should never be given to a non-resident.

Loss of keys must be promptly reported to the Accommodation Manager. A charge per key or swipe card will apply for replacement. You will be also be charged a fee if locks must be changed. **Failure to return your room keys will incur a charge of \$85.00.**

LOCKOUTS

Residents should keep their room key with them at all times, even if only going to the bathroom. As a mandatory safety measure, housekeeping and maintenance staff will lock an unattended student room after their services are carried out.

MACKAY AND SARINA - PROCEDURE FOR LOCKOUTS FOR JCU STUDENTS ONLY

During Office Hours [Mon-Fri 8.45am – 5pm]:

Go to the Mackay Clinical School office for spare key

After hours [5pm – 8am]: Phone CFT Security 0419 757 117.

NOTE: A call out fee applies - \$49.50 Mackay and \$71.50 Sarina. This is charged to students via the StarRez system: **Accounts > security.**

When you phone CFT Security, you must identify yourself and the accommodation site you are staying in and your Pod/Wing or House address and room number. When CFT Security arrive you will need to provide them with your JCU ID and sign the CFT security paperwork. CFT Security provide the Accommodation Manager with a report on key lockouts and you will be sent a payment notice which you need to pay within the next 7 days. Casual students will need to pay this **BEFORE they depart.** This is considered a debt to the University.

MACKAY AND SARINA - PROCEDURE FOR LOCKOUTS FOR NON-JCU STUDENTS ONLY

NON-JCU students must phone CFT Security 0419 757 117.

NOTE: A call out fee applies - \$49.50 Mackay and \$71.50 Sarina. This is charged to students via the StarRez system: **Accounts > security.**

When you phone CFT Security, you must identify yourself and the accommodation site you are staying in and your Pod/Wing and room number. When CFT Security arrive you will need to provide them with your JCU ID and sign the CFT security paperwork. CFT Security provide the Accommodation Manager with a report on key lockouts and you will be sent a payment notice which you need to pay within the next 7 days. Casual students will need to pay this **BEFORE they depart.** This is considered a debt to the University.

For other locations, information will be provided in Information Folders at the site.

AYR PROCEDURE FOR LOCKOUTS

A spare key is held at Townsville. You will need to travel to Townsville to collect the spare key. Contact Townsville medsepuoffice@jcu.edu.au

A-Z Guide to College of Medicine and Dentistry Accommodation

ABSENCES

Inform the College office and refer to the College leave policy.

Unannounced absences cause concern for your welfare among staff, friends and family. If you intend to be away overnight, please advise the Accommodation Manager, giving details as to where you may be contacted in an emergency. Should you be unexpectedly detained elsewhere by accident, illness or any other unusual circumstances you must inform the College office of your whereabouts as soon as possible.

ANTI SOCIAL BEHAVIOUR

Drunkenness, possession and or use of drugs, stealing, obscene language, spitting and other anti social behaviour will not be tolerated. Offenders shall be asked to “**show cause**” why they should be allowed to remain at the College Accommodation.

APPLICATIONS

Each student must complete an entry application/registration form before admission to the College Accommodation is granted. It is a condition of residence that consent is given to having photographs displayed in the College Accommodation’s database to enable staff to identify you.

Southern Hub: Apply at StarRez CMD student Portal at <https://medaccom.jcu.edu.au/StarRezPortal/>

Northern Hub: Apply at StarRez CMD student Portal at <https://medaccom.jcu.edu.au/StarRezPortal/>

Each application is considered on its merit and College Accommodation Management reserves the right to deny/accept applicants. Admission to College Accommodation is a privilege and not a right.

BATHROOMS

In most properties, bathrooms are shared. Residents are responsible for providing their own towels and toiletries and for keeping bathrooms tidy. **Please ensure that floors and showers are kept clear of personal items and water. Bathmats to be used at all times.**

BBQ

Barbecues are available at some of the accommodation locations. You are responsible for cleaning the BBQ, washing your own dishes and cleaning up as soon as you have finished your BBQ and for removing all food scraps from the area.

At Mackay Student Residential College, students need to book the BBQ with management for usage.

BEDROOMS

All rooms in the College Accommodation are private. There is no shared or dormitory style accommodation. Your room will be your home for the period you are here, so you are encouraged to add your own personal touches. Please use notice boards where they are provided and blu tack for posters (**no sticky tape, pins or stickers please**).

Rooms are furnished (king single/single bed, desk & chair, tub chairs and bookcase).

Students are required to provide their own bedding (pillows, sheets, doona covers and doonas). *It is recommended that you bring double bed sheets as these will fit all bed sizes.*

BICYCLES

The College Accommodation in Mackay, Atherton and Thursday Island has secure storage facilities for residents' bicycles. You are not permitted to chain bicycles to poles, posts or along walkways. Bicycles left chained to poles, posts and walkways will have the lock cut-off and the bicycles will be moved to storage. JCU does not accept responsibility for any costs associated with replacing locks. Bicycles stored in facilities provided by JCU are stored there at your own risk.

Bicycles are **not permitted** to be taken into or stored within the student residences. It is recommended to bring a bike chain and lock for security and to engrave your bike. Keep a record of its physical details, including a photo, of your bike in case of damage or loss.

The College provides bicycles for student use on Thursday Island. Chains and locks must be used and the bicycles kept in the secure storage at all times when at the accommodation. Students are responsible for any theft or damage including replacement tyres.

BLU TACK

You are allowed to use BLU TACK to fix items to the walls and doors but it is your responsibility to remove it prior to departure. If you vacate your room and do not remove all traces of BLU TACK you will be charged to have it removed from the walls and doors or in bad cases, to have the room repainted. BLU TACK is not permitted at Mackay Student Residential College or MBH Pods on the painted surfaces (walls or doors).

CANDLES, INCENSE AND OIL BURNERS

Burning of incense, candles or other flammable substance is not permitted in any area of the College Accommodation.

CLEANING AND HYGIENE

Residents are responsible for the cleanliness of their individual rooms and shared living spaces. It is the resident's responsibility to make sure that rooms are kept clean and that all rubbish is removed to the designated rubbish bins. Garbage bags should not be left in any corridors or stairwells as they block evacuation routes. You must keep your own accommodation in good condition and pay for damage that exceeds reasonable wear and tear. You must also contribute to maintaining the cleanliness of all communal areas including kitchens, eating areas, lounge areas, common rooms, toilets and bathrooms. Vacuum cleaners and cleaning appliances are available at all residences.

CHANGE OF ADDRESS

Please advise the College Administration office of any changes to the personal information you gave at the time of entering the College Accommodation, particularly your home address and the names, addresses and contact phone numbers of people to be contacted in case of an emergency. Please make sure you redirect all mail after your departure.

COEDUCATIONAL LIVING

You should be aware that this is mixed male & female accommodation thus providing a responsible environment for social development. It is expected that you will consider this matter carefully and accept the added responsibilities that it entails.

COMMUNAL AREAS

Each residence has its own fully self-contained and equipped kitchen and common area. Each contains a fridge/freezer, toaster, kettle, microwave, sandwich toaster, electric frypan, electric rice cooker and crockery/cutlery etc. Residents are responsible for the tidiness and cleanliness of their common areas with crockery and cutlery washed and put away after use. Crockery and cutlery should not be taken into individual student bedrooms or be removed from the common areas.

Communal areas, such as the laundry, gym & BBQ area (where applicable) and study area are intended for residents (and their guests) only.

CONDITION INVENTORY REPORT

To avoid later disagreement, you must fill in a Condition Inventory Report within two days (48 hours) of taking up residence. It will be assumed that failure to send in your Condition Report means that your room is in perfect condition and that you accept financial responsibility for any damage that occurs from that point onwards. You are required to keep your own room in good condition during your stay. Residents will be charged for:

- any damage that exceeds reasonable wear and tear
- cleaning, if rooms or common areas are left in an excessively dirty condition

COOKING

It is your responsibility to store food and cooking equipment appropriately. Other residents will use the kitchens after you – be considerate of them and clean up your mess.

Cooking or preheating food in bedrooms is strictly prohibited (ie. no toasters, sandwich makers, rice cookers, microwaves, kettles, coffee machines, cooktops etc). If any such item is found in your room it will be confiscated. Facilities are provided in designated kitchens. If you are found cooking in your room, you will be subject to disciplinary action.

DAMAGES POLICY

Residents of College Accommodation shall not commit, or allow to be committed, any act that might render void, or otherwise jeopardize, any insurance of JCU property.

Apart from normal wear and tear, repairs and replacement as the result of damage are the responsibility of those in whose area the damage occurs:

- Damage occurring within the room of the resident is the liability of that resident.
- Damage occurring within common areas such as bathrooms, toilets, laundries, passageways or patios and common rooms shall be the liability of all the residents living in that block/pod/house/unit.
- Damage occurring within general areas such as the gym room or study area shall be the liability of all the residents last using these areas if able to be established.

All damages should be reported to the Manager as soon as possible via email.

DEBTS – LONG TERM RESIDENTS

Anyone with outstanding accommodation accounts will not be allowed to continue residence at the College Accommodation without full payment of the overdue account or arrangements to pay by the time of leaving. JCU can place an encumbrance on your account if you do not pay your fees, charges or fines as invoiced. This means you will not be able to

access the library, computer or enrolment services, you cannot see your exam results, request academic transcripts or graduate.

FINANCIAL HARDSHIP

If a student is experiencing genuine financial difficulties they should discuss this with the Accommodation Manager so that alternative arrangements may be considered.

DEPARTURE

On departure residents must leave rooms in a clean and tidy state. The resident will be charged if College Accommodation staff or cleaning contractors have to undertake additional cleaning or remove rubbish. Following your departure, College staff or agents will conduct an inspection of your room, checking that all inventory items are left in a reasonable condition. You will be charged for any items that are missing or damaged beyond fair wear and tear.

DISABILITY

Any resident who is physically challenged or has a chronic medical problem that requires consideration for a comfortable living environment should notify the Accommodation Manager prior to moving in. Such information will be treated in the strictest confidence. The College Accommodation may provide whatever support is reasonably available within its resources to assist students with disabilities.

DISCRIMINATION AND HARASSMENT

James Cook University is committed to providing an environment for effective work and study, free from unlawful and unacceptable discrimination and harassment. Refer the Discrimination and Harassment Policy at <https://www.jcu.edu.au/policy/equity/discrimination-and-harassment-policy-and-procedure>

DOUBLE ADAPTORS

Double adaptors are **not permitted to be used in any area** of any College Accommodation, as they are a high fire risk. A power board with a safety switch may be used instead. Only one power board per socket – never ‘piggy back’ power boards.

ELECTRICITY COSTS

Students are reminded of their responsibility towards the most economic consumption of electric power in residential accommodation.

- Lights, air conditioners and fans are to be switched off when leaving the room.
- In common areas, lights and fans are to be switched off by the last person leaving the area.

Electricity costs are included in your accommodation fee but the College reserves the right to charge students electricity cost for excessive consumption.

ELECTRICAL EQUIPMENT IN ROOMS

Residents are responsible for ensuring any personal electrical appliances are certified by Australian Standards. Electrical equipment in rooms is limited to the following items:

- computer/laptop
- clock/radio
- small bar fridge
- study/bedside lamps

- music playing equipment
- television
- personal/vanity items (eg hair dryer)
- battery rechargers

These items must be maintained in safe and clean operating condition. Residents must ensure that all appliances are turned off when they leave their rooms or common areas. **Any electrical items that have been recalled by manufacture due to safety reasons must not be used at any College accommodation location.**

EMERGENCIES

It is your responsibility to familiarise yourself with emergency procedures. An emergency evacuation requires a clear and unobstructed path to safety. Any obstruction found in hallways, walkways, stairways and other common areas is considered to be a fire code violation. Residents are required to keep building common areas clear at all times. Items including boxes, bicycles, furniture, shopping trolleys and personal items are obstructions to emergency evacuation. The law requires Accommodation Management to remove anything left in these areas immediately.

EMERGENCY CONTACTS

You are required to provide an emergency contact name and details to the Accommodation Manager. It is vital that you notify the Accommodation Manager as soon as possible should this contact information change.

EVACUATION

Evacuation signs indicate your location in relation to the nearest exit and steps to take to vacate the premises. Please familiarise yourself with the location of all exits from your accommodation. Evacuation signs are part of the fire safety equipment and must not be tampered with.

If the fire alarm sounds everyone must vacate the building immediately and follow the directions of the Building (Fire) Wardens. In the event of an evacuation, please report to your building's assigned assembly point for further instruction. Failure to evacuate when an emergency alarm sounds or when instructed to do so by a staff member, or misuse of fire-fighting equipment, may result in termination of residency or prosecution of offenders for a Fire Code violation.

Any Resident found to have set off a false fire alarm, whether purposefully or because of carelessness may be required to pay the attendance fee imposed by the Queensland Fire and Rescue Service. (\$1000+ fee).

EXPLOSIVES

Explosives (including firecrackers) of any kind are totally prohibited within the College Accommodation. This includes any LPG gas appliances, cigarette lighters or devices.

FAILURE TO COMPLY

Residents and their visitors must co-operate with University staff members acting in the performance of their duties. Persons failing to comply with such reasonable directions may be subject to disciplinary action. Verbal or physical abuse of University staff may result in termination of residency or prosecution of offenders.

FEES

ACCOMMODATION FEES

Long Term Residents: All fees are to be at least two weeks in advance at all times. Fees are payable for the entire academic year, whether you are in residence or not.

Short Term Residents: All fees are to be paid in advance before arrival and key collection as directed by Accommodation Manager.

All CMD accommodation fees paid via the **CMD Student StarRez Portal**.

CMD student accommodation portal: <https://medaccom.jcu.edu.au/StarRezPortal/>

CALL OUT FEE FOR LOCKOUTS

CFT Security \$49.50 call out for Mackay and \$71.50 call out for Sarina.

NON RETURN OF KEY/LOST KEY/SWIPE FEES

Replacement cost \$85.00 for key and \$35.00 for swipe card/disks.

FIRE PROCEDURES

For any life-threatening emergency call '000' to contact Queensland Fire and Rescue Service, Police and Ambulance Services.

You are responsible for familiarising yourself with the location of alarms and fire safety equipment, and with the emergency procedures for the College Accommodations. Fire safety information is posted in all accommodation residences. At the long-term accommodation in Mackay Fire Wardens will be appointed from each residential wing/pod.

If the fire alarm sounds, proceed to the evacuation point as shown on the emergency evacuation plan and await instructions from building (fire) wardens.

SMOKE DETECTORS

False alarms waste the time of Emergency Services, Security and College Accommodation staff. Take care to prevent activating smoke detectors by turning on fans/exhausts in kitchens and bathrooms. Any Resident found to have set off a false fire alarm, whether purposefully or because of carelessness may be required to pay the attendance fee imposed by the Queensland Fire and Rescue Service. (\$1000 fee).

The following will set off a smoke alarm:

- Cooking without using the exhaust fan
- Using hairdryers, straighteners etc too close to the alarm
- Spraying aerosols on or near the alarm
- Smoking (this is not allowed in any College Accommodation building)
- Burning incense
- Burning candles
- Mosquito coils
- Tampering with the detector

FIRE PROTECTION SYSTEMS

Automatic fire detection systems and equipment is installed in each accommodation. Fire equipment includes fire extinguishers and hoses, fire alarm boxes, fire blankets, smoke detectors, exit signs and evacuation maps. Fire equipment that is not in working order jeopardises the safety of all residents. Consequently, all fire equipment is checked regularly by College Accommodation staff and kept in good working order.

It is against the law to tamper with any fire equipment. This includes removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment.

Offenders may be subject to heavy fines and possible criminal penalties as well as Accommodation disciplinary action for misconduct.

If the repair or replacement of fire equipment is required as the result of resident(s) misconduct, the cost of that repair or replacement will be charged to the resident(s) involved. If the responsible resident(s) cannot be identified, the damage bill may be divided equally amongst all the residents of the relevant building.

FIREARMS/WEAPONS

Firearms of any kind, knives and any object considered a weapon are prohibited.

FURNITURE, EQUIPMENT AND OTHER FITTINGS

While we encourage you to personalise your room, residents are not permitted to remove or dismantle any furniture in individual rooms or in common areas. There is no storage facility for these items; they must be kept in the room.

Residents must use University equipment and furniture properly and safely and only for its intended purpose. Common area furniture must not be removed or relocated to individual student rooms. It is your responsibility to ensure that these items are maintained in good order and to report any faults to the Accommodation Manager. Residents must take an active role in ensuring that furniture and equipment is protected from theft by ensuring that entry doors are kept locked. If the Accommodation Manager finds that a theft resulted from inadequate precautions being taken by a resident (or group of residents) then the cost of replacing the stolen item will be charged to the resident(s).

Inventory Replacement Charges*

Desk Lamp	\$25.00
Desk Chair	\$225.00
Desk	\$200.00
Swipe Card/Fob	\$35.00ea
Key (failure to return) or lost	\$85.00
Key Tag, key ring or Lanyard	\$2.00ea
Mattress/Ensemble (replacement)	\$800.00
Pillow Protector (if supplied)	\$25.00
Mattress Protector	\$25.00
Laundry Basket (if supplied)	\$15.00

Plastic Kitchen containers (microwave)	\$25.00
Bath mat	\$25.00
Waste Bin	\$15.00

FRIDGES

Long-term residents may have a personal small bar fridge in their room. Repair of any damage caused by your fridge to the walls, carpet or floor will be charged to the resident. Damage can occur due to leaking, incorrect defrosting or placement of the fridge i.e. worn, torn or stained carpet or vinyl, and damage to the flooring beneath. If you have your own personal bar fridge in your room it must be removed from the College Accommodation when you vacate. Fridges should not be left in the corridors/hallways/common areas. The College accepts no responsibility where personal items go missing from corridors/hallways/common areas

GROUNDS AND GARDEN

Please help keep the grounds looking good by removing rubbish and not dropping, or allowing your visitors to drop, litter in the grounds or gardens.

Any trees or shrubs damaged by residents in the course of recreational activities will be replaced at the resident's expense.

GUESTS

No overnight guests are permitted in any College Accommodation.

Visitors are required to leave the College Accommodation premises by 10:00pm on weeknights and Sundays and by 12:00am on Fridays and Saturdays. Residents will be held responsible for the behaviour and conduct of their visitors at all times.

HAZARDOUS MATERIALS

Hazardous materials must not be used or stored in or around any building, room or common room within the College Accommodation. Examples of hazardous materials include flammable liquid such as petroleum or paint thinner, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, corrosive, explosives, dry-ice and acid-like materials. Do not pour motor oil on the ground or down any drain as it is a hazardous waste material and cannot legally be recycled or discarded at College Accommodation.

College Accommodation staff will remove any hazardous material found in the College Accommodation immediately. Any resulting cleaning or disposal costs will be charged to the resident concerned and, where the resident(s) concerned cannot be identified, the cost may be divided equally amongst all the residents of the relevant building.

HAZING

Hazing is defined as any mental or physical requirement or obligation placed upon any person or group of persons that could cause discomfort, pain, fright, disgrace, injury or is personally degrading or violates any Commonwealth, State or Local Government statute or any University Policy. Hazing (*Initiation*) in any form is unacceptable in the College Accommodation and any resident who is found to be involved may have their residency terminated.

INTERNET & INTERNET ACCESS

Some College Accommodation has internet access through the JCU network and EduRoam. Please ensure you are familiar with the Conditions for Use of University Computing and Communication Facilities <https://www.jcu.edu.au/information-and-communications-technology/about/policies-and-procedures>

All internet access issues are to be directed to **InfoHelp**

<https://www.jcu.edu.au/library/about/library-contact-details/contact-infohelp>

You can contact the **IT Help Desk** on:

Townsville +61 7 4781 5500 or ext 15500 (option 1)

Cairns +61 7 4232 1777 or ext 21777 (option 1)

INSPECTIONS

Long term residents

An inspection of your room will be conducted at the middle of each term of residence. The Room Inventory Form completed on your arrival at the College Accommodation will be referred to in the event of any dispute over the condition of your room or furniture at your departure.

Short term residents

Periodic inspections will be conducted by College staff or agents and you will be given prior notice.

INSURANCE

You should make your own arrangements to insure personal property against theft or breakage. The University does not take out insurance cover for your belongings nor does it accept responsibility for their loss or damage. Make sure that you protect your personal possessions by locking your room door and obtaining adequate insurance. Check your parents/guardians home and contents insurance for coverage.

LAUNDRY

Washing machines are provided for you to do your personal laundry. Irons and ironing boards are also provided in your accommodation. Please make sure the iron is turned off, unplugged and properly put away after use. Residents must provide their own detergents, soap powders and pegs. Laundry hours are 6am – 10pm ONLY. Do not use the laundry after 10pm as this will cause noise and disturb the other residents located near the laundry.

Dryers are provided at some College Accommodation. Residents are reminded of the importance of cleaning out the filter after each and every use.

ACCUMULATION OF LINT IS A MAJOR FIRE RISK.

In consideration for others, please remove your clothes from the lines or dryers as soon as possible after they have dried. If you discover clothes that have been left for some time in a washing machine or dryer please place them in their owner's laundry basket.

LINEN/BEDDING

You will need to supply your own pillow, towels and bed linen. It is recommended that you bring double sheets as they will fit a range of bed sizes. Students must launder their own

linen and towels. Mattress protectors and bath mats will be provided but students are required to launder these monthly and prior to departure.

MAINTENANCE

If you notice anything in your room or elsewhere in the building or grounds that requires repair or maintenance, please **report it by logging a job in StarRez CMD Student Portal** to the Accommodation Manager as soon as possible. Requests are processed Monday to Friday. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other University property and are not permitted to contract external tradespeople/vendors for any such repairs.

The College reserves the right for its representatives or tradesmen to enter a resident's room, after giving reasonable notice where possible, to inspect and to effect maintenance or repairs.

Procedure for reporting Maintenance issues (problems) at all Student Accommodation sites.



All maintenance issues are to be reported to Accommodation Manager as soon as possible by logging a job. It is your responsibility to report ALL maintenance issues at the accommodation. **DO NOT leave it** for someone else or for the next students to arrive.

Log a Job through the **StarRez** student accommodation portal.

CMD Student Accommodation Portal <https://medacom.jcu.edu.au/StarRezPortal/>

StarREZ VIEW>

HOW AND WHERE TO LOG A JOB FOR MAINTENANCE



Home Update Details Application Maintenance

Maintenance Menu | MSRC-H1

Job List
Your room

Shared Job List
**Shared Common Areas.
Bathrooms, Toilets, kitchens
in your House/Pod/Wing**

Public Area Job List
**Public Areas - carpark/grounds
Gym/ decks etc**

Public Area Job List (Step 3 of 3)

Do not list shared items against your ROOM

Do not ring with maintenance issues – **always log a job in StarRez** (South) and (North) as we need a **paper trail** for record keeping.

- **StarRez** will take you into your area for your room or the shared spaces you are part of.

MAIL

Mail collection is not available for non-JCU students.

Long term residents in Mackay

Your postal address is:

Your Name

JCU Student Accommodation

PO BOX 6314

Mackay Mail Centre

QLD 4741

Mail can be collected at the Mackay Clinical School.

Please note that you are **NOT to have parcels sent to your JCU accommodation address in Mackay**, they must be sent via the Mackay Parcel Locker system provided free by Australia Post. You must apply for your own parcel locker and number. Do not use sample number shown here-10040 85500. Delivery address is River St not Bridge Road as sample.

Parcel locker

- collection 24/7

- must register with "MyPost" online which is free

- receive text/email with unique code to open locker when parcel is ready to be picked up

<http://auspost.com.au/parcels-mail/parcel-lockers.html>

Short-term residents check with the Accommodation Manager.

Redirect Mail: Please make sure you redirect your mail once you depart from the Student Accommodation as soon as possible. We will return all mail *back to sender* after you depart.

MEDICAL

First aid kits are available in College Accommodation residences. At the Accommodation Manager's discretion, next of kin will be notified in cases of accident or illness. If you used items from the first aids kits, please replace the items as soon as possible so that the kits are fully stocked at all times in case of an emergency.

MOVING OUT PROCEDURES – LONG TERM RESIDENTS

Some weeks prior to the end of the residential year, all residents will be requested to confirm the dates they will be vacating their rooms. Following is a summary of the key points:

- All residents will be assumed to be vacating their room as set out in the College Accommodation offer unless we are advised otherwise.
- Upon vacating your room/house/wing/pod it must be left clean and furniture and equipment placed in its original position.

COLLECTION ADDRESSES

▼ MACKAY PARCEL LOCKER West Mackay QLD

ADDRESS	ACTIONS
Parcel Locker 10040 85500 336 Bridge Road WEST MACKAY QLD 4740 Australia	Print label Print my Customer Number barcode

[Delete](#)

- Departing residents must account for all furniture, fittings and appliances within rooms and wings/pods/house/unit. If any items are missing, according to the inventory agreed on the day of moving in, replacement of the missing items will be charged to resident(s) concerned.
- All personal belongings must be removed from rooms/pods on the day of departure.

NOISE

At all times, residents are expected to respect and consider their fellow residents' rights to study, relax, sleep and enjoy their living environment free from excessive noise and disturbances. It is up to you to exercise your discretion. In general, if someone complains about your noise, it is too loud and it is your obligation to turn it down.

During the week it is expected that noise generating devices will be turned down after 8:00pm and turned off altogether by 10:00pm. This also applies to loud conversation or any other intrusive activity that is likely to distract other residents from their studies or sleep. Students who bring their own television sets and sound systems may use them in their own rooms with consideration for noise level. The use of headphones is strongly recommended. Playing of musical instruments is permitted in the College Accommodation but is subject to the same conditions as any other form of noise.

Avoid slamming doors and make sure you come home quietly when it is late. While we know that occasionally you will want to celebrate with friends, please remember that the close proximity of rooms to each other makes them unsuitable for large groups of people and no gatherings are allowed during study periods and exams.

You can minimise noise if you:

- keep your door shut when you have visitors;
- discourage loud talking in your room;
- do not slam doors;
- wear headphones if you like listening to music or watching TV in your room;

In regard to noise, all residents are expected to conform to the following standards:

- after 8.30 pm it should be quiet enough to study;
- after 10.30pm it should be quiet enough to sleep; and
- after midnight any undue noise in the residences is not acceptable.
-

If you are bothered by undue noise at any time, you should politely and assertively make this known to the person causing the noise. If this course of action is intimidating, or if the problem persists, notify the Accommodation Manager.

OVERNIGHT GUESTS – REFER TO GUESTS

PARKING

Some off street parking for residents is available at the College Accommodation. Where not available, do not park on the footpath. All resident's vehicles must be registered with the Accommodation Manager prior to or on arrival. No parking is allowed in the disability parking spaces unless you hold a current disability-parking permit from Queensland

Transport. Close all gates behind you for security reasons. Parking on grass is not permitted at any accommodation site. Students are to remove their cars once they depart from the accommodation and are no longer in-residence.

PERSONAL CRISES

The JCU Student Counselling Service <http://www.jcu.edu.au/counselling/index.htm> is a free and confidential service you can access to talk about any issues that could have an adverse impact on your studies. All counsellors are qualified, registered practitioners.

You can also contact your College of Medicine and Dentistry Academic Advisor. Students on rural placement can call 1300 RURAL MED.

Non JCU students can contact Lifeline's 24 hour Telephone Counselling Services (telephone 131114) or your academic advisor.

PEST CONTROL

Each year the College Accommodation sites undergo pest control treatment. However, it remains the responsibility of members to report any concerns about pests to the Accommodation Manager in order for it to be dealt with accordingly.

It is very important to maintain a high standard of personal hygiene and cleanliness in your living areas. Ensure that food is not left out or uncovered because it can attract ants and other pests. Any pest infestation that is introduced by a resident or directly linked to poor housekeeping or lack of hygiene (eg ants, cockroaches, rats or mice) will result in a fee being issued to resident(s) responsible, for the cost of eradication of those pests, even if the eradication cost escalates due to the subsequent spread of those pests to other areas of the accommodation.

PETS & PLANTS

Pets and plants are **not permitted at any time** in any College Accommodation.

PROHIBITED ITEMS

A person must not bring, keep or operate any of the following items in the College Accommodation:

- drugs (illegal)
- candles, plugin electric air fresheners
- bottled gas
- hazardous materials
- flammable or combustible liquids
- cigarette lighters & matches
- hotplates, pressure cookers
- hookah
- electric or gas heaters, electric blankets
- incense / oil lamps or burners
- smoke bombs / fire works
- brewing still
- stolen items (including, but not limited to road and directional signs, shopping trolleys)
- items on any 'product safety recall' (ie Apple recharge adaptors, Samsung Note 7 phones)

This list is not exhaustive. Other items may be considered safety hazards and subject to prohibition at the discretion of the Accommodation Manager.

RELOCATING FURNITURE IN YOUR ROOM

Long term residents

You may relocate the furniture within your room to achieve a more personalised space on the condition that the changes do not damage the furniture, walls or floor or create safety hazards, and that the **furniture is returned to its original position** when you vacate your room. Residents are not permitted to remove or dismantle any furniture in individual rooms or in common areas.

Short-term residents

Relocating furniture in your room or the common areas is not permitted.

RE-ADMISSION TO THE COLLEGE ACCOMMODATION – LONG TERM STUDENTS

Students wishing to return to the College Accommodation in the following year/or term should complete an Application Form for Re-admission when advertised late in the academic year. It is neither guaranteed nor automatic for returning students to gain re-entry to the Accommodation.

RIGHT OF ENTRY

The College reserves the right for authorised representatives to enter your room without notice in approved situations. These situations may include, but are not limited to, health and safety activities, smoke detector tests, maintenance activities, and emergencies either actual or suspected.

The Accommodation Manager will provide notice according to the purpose of entry, as specified below:

In an emergency	Without notice
If you have been reported missing for more than 72 hours	Without notice
If Accommodation Manager has reason to believe that you have abandoned the room	Without notice
If Accommodation Manager suspects illegal activity in your room/block/pod/house/unit	Without notice
If Accommodation Manager suspects that another person or a person other than you is residing in your room or in the common areas of your block	Without notice
To carry out repairs and maintenance that you have requested via the 'Maintenance Request' email to Accommodation Manager	As agreed on maintenance form
To carry out general repairs and maintenance initiated by the College Accommodation	24 hours
To inspect your room or pod/wing if Accommodation Manager has reason to believe that the living area has fallen below a reasonable standard of cleanliness and hygiene	Without notice
To inspect your room or pod for any other reason	24 hours

RUNNING A BUSINESS FROM YOUR ROOM

Residents are not permitted to conduct a business of any description anywhere within the College Accommodation.

SAFETY & SECURITY

We take security and safety very seriously, and we expect that residents will adopt the same attitude towards their personal safety and the security of all property within the College Accommodation.

While we have established security measures, the College cannot accept any responsibility for the theft, loss or damage of residents' personal effects. We recommend that you make your own arrangements to insure personal property.

To help to ensure the security of all residents and the safety of your belongings we ask that you please:

- Keep your room locked
- Secure windows and doors when leaving the room
- Check the ID of any unexpected/unknown visitor or trades person
- Report any suspicious activities/visitors, vehicles or strangers to Accommodation Manager, or if necessary, to the Police (000).
- Report instances where the security of any area is compromised.

Theft can only be avoided if everyone is vigilant about locking the door of their room, even when absent only for a few minutes. Be aware that if you leave your room unlocked, most insurance companies will decline a claim for stolen property. You should also lock your door when you are sleeping. Do not leave your key hanging in your door while you are sleeping or in your room. In the interest of security, you must keep personal belongings within the confines of your own room, and not in shared areas (laundry, bathroom, lounge, etc).

Please keep your room key safe. Do not give or lend any College Accommodation key to anyone under any circumstances. If you lose your key, the lock will be changed as soon as possible and you will be charged a fee for replacement. You will also be charged for the replacement of bent, damaged keys and damaged swipe cards. If you lock your key in your room, follow the key lockout procedure for your accommodation site.

Residents are reminded that in a communal living environment they must be vigilant about securing their own personal property and room as well as communal areas. Any theft of residents' personal property, including food and kitchen items, will be treated as a criminal act. Thefts should be reported immediately to the Police. The Accommodation Manager should also be notified so that other residents can be warned of the problem.

The provided bathmat is to be used in the bathrooms at all times, as there is to be no water left on the bathroom floor after your use (*This is a slip hazard*). The bathmat is not in your bedroom as a door stop or floor mat. The bathmat is your responsibility during your residency.

SMOKING

Smoking is prohibited on all JCU campuses and in student accommodation. This includes but is not limited to resident bedrooms, balconies, foyers, doorways, stairways, corridors, common rooms, bathrooms.

STUDENT CONDUCT POLICY [JCU]

http://www.jcu.edu.au/policy/student/rights/JCUDEV_005377.html

STUDENT RIGHTS AND RESPONSIBILITIES [JCU]

<https://www.jcu.edu.au/students/support/student-charter>

THEFT

Where items go missing or are borrowed without the owner's consent residents should in the first instance discuss with their pod/floor mates to determine what happened to the missing/used items. Where items are stolen the incident should be reported to the Police and an incident report submitted to the Accommodation Manager.

VALUABLES

It is advisable that all students keep a record of model, serial number, value and date of purchase for any valuable equipment. It is much easier to trace missing items if they are clearly inscribed with the owner's name.

VEHICLES

Noise should be kept to a minimum when leaving the College Accommodation sites by vehicle to avoid disturbing other residents and neighbours.

Major repairs to cars, motorcycles or bicycles are not permitted to be carried out on Accommodation grounds. Unregistered vehicles are not permitted on the College Accommodation grounds at any time. All residents need to advise the Accommodation Manager of their vehicle details [make, model, colour and rego] for security reasons.

Remember to update the records if you change your vehicle during your stay.

Vehicles cannot be left on accommodation sites if you are not in-residence at the time.

Once you depart from the student accommodation you are required to remove your vehicle immediately.

VIOLENCE

The use of physical or verbal violence for any reason will be regarded most seriously and may result in termination of residency. The Accommodation Manager will refer violence to the Police where deemed necessary.

WATER

All students can help with water conservation. Report any drips or leaks to the Accommodation Manager. Pay attention to how much water you use every day. Some easy tips include:

- Turn the tap off when brushing teeth, shaving etc
- Reduce the time spent in the shower
- Ensure all taps are turned off fully when not in use

WEAPONS

A Weapon is any item, device or instrument designed or through its use, is capable of threatening or producing bodily harm or which may be used to inflict self-injury. Under no circumstances is it acceptable to have or use a weapon in the Student Accommodation.

UNACCEPTABLE BEHAVIOUR

Certain behaviour is deemed unacceptable and subject to the University Student Conduct Policy http://www.jcu.edu.au/policy/student/rights/JCUDEV_005377.html which may include a recommendation for suspension or exclusion from the College Accommodation if it is breached:

- physical harassment or assault
- sexual harassment or assault
- verbal abuse of other students, their guests or staff members
- threatening behaviour
- racial discrimination
- intentional damage to JCU property
- drunkenness/illicit drug use
- theft
- excessive noise
- preventing JCU staff from carrying out their authorised duties

Contravention of the College Accommodation rules or health and safety regulations will also be subject to disciplinary action:

- unauthorised use of and/or interfering with fire safety equipment
- unauthorised entry onto roofs
- unauthorised entry into plant rooms
- unauthorised entry into any other room
- throwing objects from windows or from roofs
- bringing pets or animals into residences
- bringing firearms onto any JCU premise
- subletting rooms or houses
- smoking in no-smoking areas
- cooking in bedrooms
- contravening any health and safety regulation
- contravening any College of Medicine and Dentistry or JCU University rules, regulations or policies
- illegal activity