

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 agreeing to the Residential Code of Conduct, Conditions of Use and House Rules.



*Make Life Matter*

[jcu.edu.au](http://jcu.edu.au)

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## ABOUT THE ACCOMMODATION

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

All facilities are shared accommodation and students from other disciplines and universities may arrive to stay without notice to residents.

### 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 Coordinators

The Accommodation Coordinator 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.

Accommodation Coordinator – Southern Hub

**Kylie Pritchard**

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College of Medicine and Dentistry  
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Accommodation Coordinator – Northern Hub

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## STATEMENT OF COMMITMENT

### Statement of Commitment to the Elimination of Sexual Harassment and Sexual Assault

James Cook University is committed to fostering a community that features, at its core, respect, inclusion and safety for all. We support gender equality as a foundation for respectful relationships and an underpinning principle for change. This means a strong and enduring commitment to the elimination of sexual harassment and sexual assault.

The urgent need to foster safe, respectful communities free of discrimination, sexual harassment and sexual assault, has gained momentum worldwide. Our University recognises that need and is determined to do all we can in our community and in the communities we serve.

As an institution dedicated to education and research, and committed to the communities we serve, we have a special responsibility to critically reflect, and create the change that is required, in order that men and women enjoy equal respect free from sexual violence in all its forms.

We recognise that our values of Excellence; Authenticity; Integrity; Sustainability; Mutual Respect and Discovery can only be fully realised when the contributions of all in our community are recognised, supported and respected.

We recognise that institutional structures and individual behaviours within society, and within our own University, need to change and that change can be immensely challenging. Change requires examining deeply held beliefs and assumptions, and sustained effort.

We recognise the material circumstances of peoples' lives matter, and that the institutions of our society need constant attention to ensure just and equitable outcomes. Without vigilance, there is risk that some people – by virtue of their identity, ethnicity, sex, abilities, resources or age – are routinely believed, supported and served whilst others are routinely marginalised, disbelieved and forgotten.

In 2017, JCU appointed Elizabeth Broderick AO, former Australian Sex Discrimination Commissioner, to review our University's response to sexual harassment and sexual assault. We are committed to strengthening our University by implementing every recommendation of the Broderick Review.

We know that the progress we have made to date, and the progress we need to make, is not possible without the generous and courageous sharing from those who have experienced sexual harassment and sexual assault, and the commitment of all members of our community.

We are committed to strengthening gender equality and playing our part to create the safe and respectful environment that our community deserves, and look to a future when the scourge of sexual violence is comprehensively defeated.

## CLEANING EXPECTATIONS

It is expected that common areas are kept clean **AT ALL TIMES**, this includes Kitchen, Lounge, Patio, Laundry, Bathrooms, and Toilet. Things that need attending to on a daily basis include:

|   |
|---|
| Any spills mopped up immediately. This includes in the oven, fridge and microwave as well as on floors and benchtops. |
| Food waste disposed of in rubbish bin.  |
| Empty containers, bottles, packets disposed of in rubbish bins.   |
| Bin emptied daily and relined.  |
| Dishes washed and put away after each use.  |
| Stove-top, microwave and oven cleaned after each use.   |
| Washing machine and dryer filters cleaned after each use.   |
| All bench tops wiped clean.   |
| BBQ cleaned after each use.   |
| Wipe the shower cubicle after each use – this will help reduce the amount of soap scum build up.                      |
| Toaster crumbs emptied.   |
| Keep bathroom vanity top clear of personal items.   |
| Keep outdoor furniture tidy.  |
| Laundry floor and benches free of personal items.   |
| Sweep floor daily   |

**Inspections of common areas can occur at any time and if the above items are not attended to, students may be charged a cleaning fee.**

**Report any maintenance issues in StarRez immediately at CMD Student Accommodation Portal**  
<https://medacom.jcu.edu.au/StarRezPortal>

## EVACUATION PROCEDURES – JCU STUDENT ACCOMMODATION



### Emergency evacuation plan - fire or other emergency

- If you see SMOKE, FLAMES or hear the FIRE ALARM, alert other occupants immediately
- If safe, close any windows and doors to confine the fire
- Follow the **EXIT** signs to locate and leave through the emergency exit and proceed to the assembly point located in the car park.
- **TELEPHONE 000** and notify the fire service.
- Calmly follow instructions given by staff or the attending Fire Officers.

#### **STAGE 1 - REMOVAL OF PEOPLE FROM THE IMMEDIATE DANGER AREA.**

Occupants and staff in immediate danger are to assemble a safe distance away from the fire and smoke. When the area has been evacuated, close all doors and windows to contain the fire.

#### **STAGE 2 - REMOVAL TO A SAFE AREA.**

If the severity of the smoke or fire warrants further evacuation, occupants should be moved through fire/smoke doors to a safe area.

#### **STAGE 3 - COMPLETE EVACUATION OF ENTIRE COMPLEX.**

Warden or Fire Service will direct occupants from the safe place to the EMERGENCY ASSEMBLY AREA.

#### **STAGE 4 - ROLL CALL.**

To be conducted as soon as possible and to ensure all Persons are accounted for. Report all missing persons to the FIRE OFFICERS or the FIRE WARDENS

During any Emergency it is important to remember one vital point, that is, "**STAY CALM**"

By responding calmly in any emergency situation, be it a fire, bomb threat, accident, etc. the risk of injury or even death to staff, students, visitors or contractors can be reduced. The Chief Warden (Accommodation Manager) is the nominated on duty Security staff member.

#### **Emergency Procedure**

This emergency procedure encompasses the **R.A.C.E.** acronym; the order in which they should be acted upon will depend upon the situation.

- R** **Rescue or Remove** people from immediate danger area and adjoining areas.
- A** **Alarm** (Raise the alarm) / **Alert** others.
- C** **Contain/Confine** the spread of fire/smoke by closing doors.
- E** **Evacuate** the Building or **Extinguish** the fire only if safe to do so.

With fire **do not needlessly endanger yourself** through bravado. Be prepared to withdraw, closing doors behind you, if it becomes apparent that the flames/smoke cannot be extinguished quickly. Assist other wardens with a general evacuation. Alternatively, if you were to discover a door with an unusually hot feel or with smoke seeping out underneath it, **DON'T OPEN IT!!** If a fire can be contained it will buy precious time for people to escape and might just save the building.

## GUIDELINES AND POLICIES

### 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](#) 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.

<https://www.jcu.edu.au/safety-and-wellbeing>

## **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 Manager 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 of any type including e-cigarettes/vaping, 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.

## BEFORE YOUR ARRIVE – IMPORTANT INFORMATION

### WHAT TO BRING

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 AND LOCKOUTS

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 Coordinator.

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, gate, floor and common areas by ensuring doors and gates 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 or another person.

Loss of keys must be promptly reported to the Accommodation Coordinator. 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 for keys and \$5 for key ring and key tag/lanyard.**

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. For site specific information about procedures for key lockouts, please refer to the information folder emailed to you or the hard copy available in your accommodation.

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

## STARREZ – HOW TO GUIDES

### HOW TO REPORT MAINTENANCE ISSUES

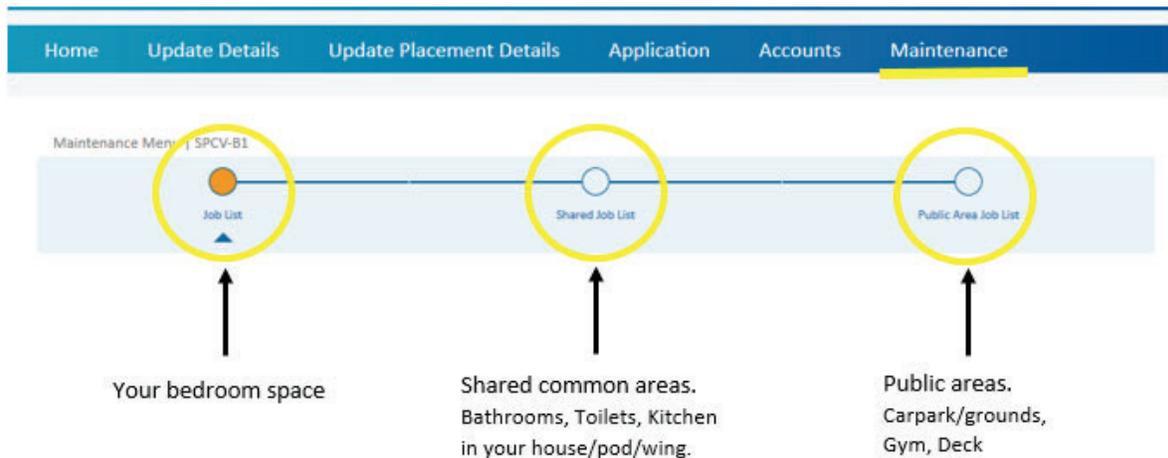
All maintenance issues are to be reported to Accommodation Coordinator as soon as possible by logging a job. It is your responsibility to report ALL maintenance issues at the accommodation. **Please do not leave it** for the next students to arrive.



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

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

#### StarREZ student accommodation portal VIEW>



Please select the correct Job List as described above, in which to lodge your maintenance request under.

**\*\* ALL maintenance requests are to be logged in StarRez.**

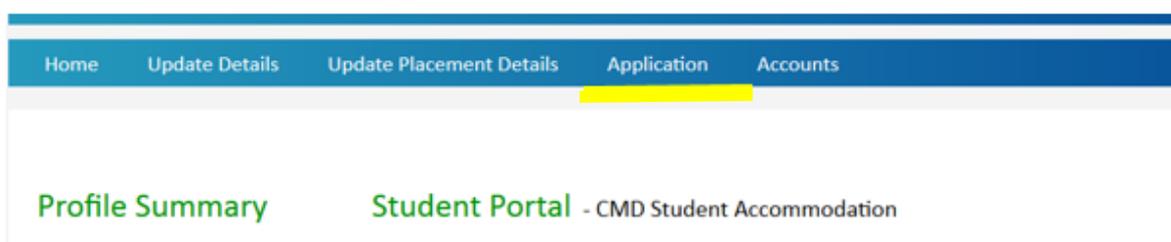
## HOW TO ACCEPT YOUR OFFER

**Accept your Offer** and complete the **e-induction** (*must be accepted within 5 days of receiving your offer*), by logging into StarRez CMD student accommodation portal

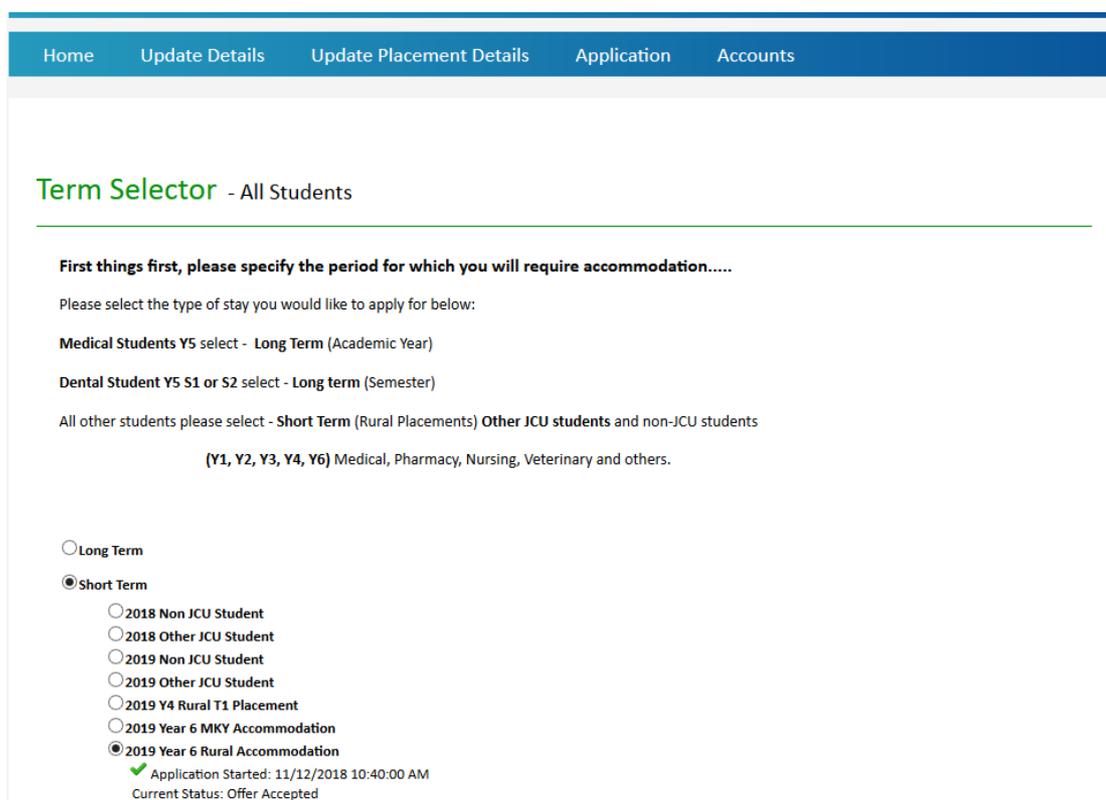
**CMD Student Accommodation Portal** <https://medacom.jcu.edu.au/StarRezPortal>

Once you have logged back into the CMD student accommodation portal:

- Select the **APPLICATION** tab.



This will open to the Term Selector screen:

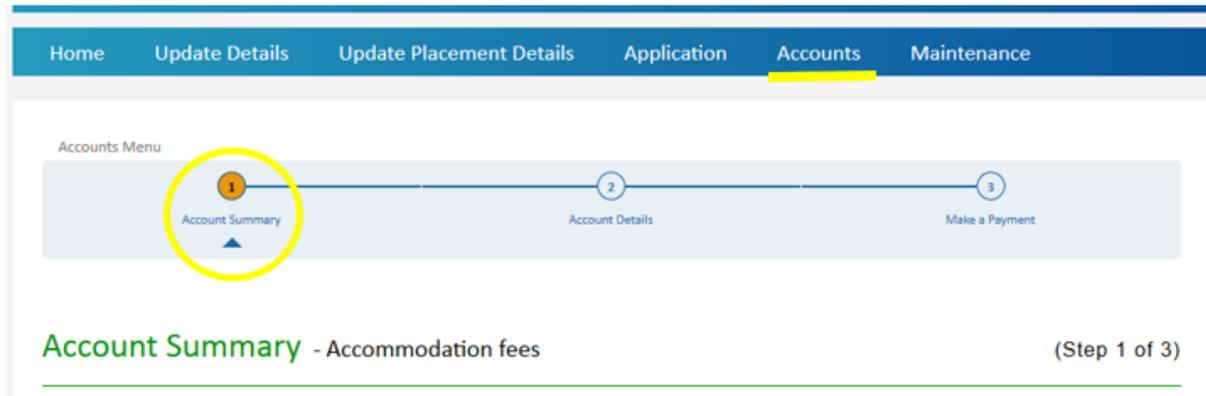


- Select **LONG TERM** or **SHORT TERM** depending on your type of application.
- Now you will find your application **with the GREEN TICK**. Select this option.
- Select **Save & Continue** and continue through the process of **accepting offer** and completing your **e-induction**.

## HOW TO PAY

Student Accommodation payments for the CMD accommodation will only be accepted through the StarRez portal. Once logged in, you should select the **ACCOUNTS** tab.

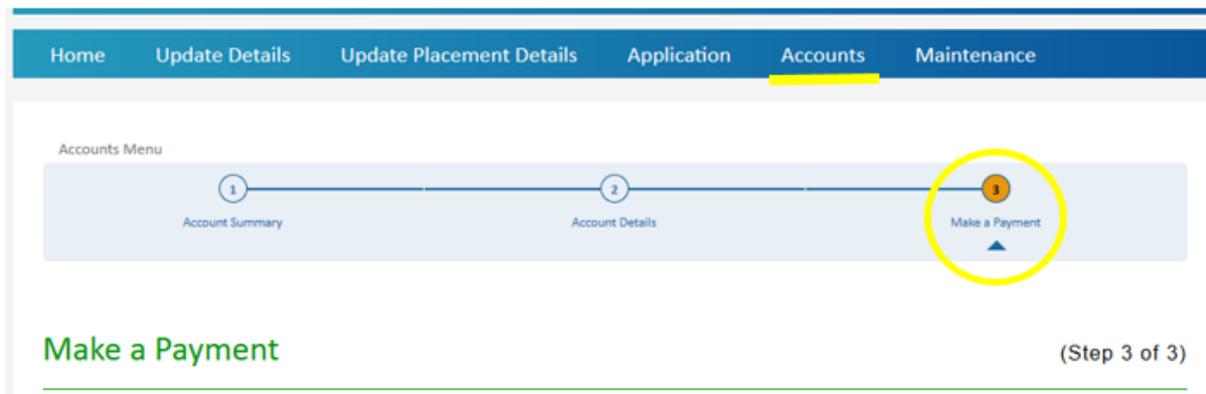
Payments can only be made by credit cards or Visa/MasterCard Debit cards currently. We are looking to see if we can get a PayPal option available for use. If you do not have a credit card, you will need to contact your bank to arrange for debit card to be linked to your bank account.



Select **1. Account Summary**: You are able to view any amount allocated to you under the following categories:

Accommodation, Cleaning, Equipment Repairs, Equipment Replacement, Health and Safety, Rubbish Removal, Security.

### How to make a payment



Select **3. Make a Payment**

## Make a Payment

(Step 3 of 3)

Account to Pay:  
(Payment Break-Up) Balance: \$0.00

Payment Amount (\$)

| Account                       | Outstanding | Amount                            |
|-------------------------------|-------------|-----------------------------------|
| Accommodation                 | 0.00        | <input type="text"/>              |
| Cleaning - Contracted         | 0.00        | <input type="text"/>              |
| Equipment Repair - Contracted | 0.00        | <input type="text"/>              |
| Equipment Replacement         | 0.00        | <input type="text"/>              |
| Health and Safety             | 0.00        | <input type="text"/>              |
| Rubbish Removal               | 0.00        | <input type="text"/>              |
| Security                      | 0.00        | <input type="text"/>              |
| <b>Total Amount</b>           | 0.00        | <input type="text" value="0.00"/> |

**Outstanding** - If there is a charge against your account, you will see it in this column

**Amount** - You nominate how much you want to pay in this column. For instance, 1 week \$100, 2 weeks \$200, a full term etc. Short term placement students must pay in full at least 2 weeks prior to arrival. You can pay any fee in advance as well.

**Pay Now** – Once you have added the amount you wish to pay in the **Amount** column, select the **Pay Now** button.

You are able to go into the CMD Student Accommodation Portal at any time and see your account and the payments you have made or need to make. Once you make a payment, it goes against your StarRez account immediately. Your records in StarRez are 'Live' and these can be viewed by the JCU accommodation staff for an accurate record of your account. You can print your own receipts from the portal at any time.

**Long Term Y5 and Y6 students** - Your Accommodation fees must be at least two-weeks in advance at all times while you are in-residence.

**Short term placement students** – Your accommodation fees must be paid in full before accommodation keys are handed over. We require your full payment 2-weeks before your due arrival date at the accommodation.

If you have any issues, please contact your Accommodation Coordinator.

## 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 Coordinator, 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.

### ARRIVALS

As you will expect, while staying in shared accommodation, other Students can and will be arriving at various times during your stay, including after hours and on weekends. Students will mostly be from JCU, however students from other educational institutions also stay in our accommodation regularly. An incoming student will have their own keys, and will not require you to let them in. As a courtesy to existing students in the accommodation, all new students should knock first and/or call out to announce their arrival and introduce themselves as they enter.

### 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, Shakespeare St House 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 your 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 Coordinator 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 Coordinator 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 Coordinator 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/student-services/bullying-discrimination-harassment-and-sexual-misconduct-policy-and-procedure>

<https://www.jcu.edu.au/safety-and-wellbeing>

## 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
- music playing equipment
- personal/vanity items (eg hair dryer)
- small bar fridge
- study/bedside lamps
- television
- 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 Coordinator. It is vital that you notify the Accommodation Coordinator 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 (Y5, Y6 MACKAY and Dental):** 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 (Others):** All fees are to be paid in advance before arrival and key collection as directed by Accommodation Coordinator.

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

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

## 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 (including e-cigarettes/vaping 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 Coordinator. 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 Coordinator 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\*

| Inventory item                  | Replacement Charge | Inventory item                 | Replacement Charge |
|---------------------------------|--------------------|--------------------------------|--------------------|
| Desk Lamp                       | \$ 25.00           | Pillow Protector (if supplied) | \$ 25.00           |
| Desk Chair                      | \$225.00           | Mattress Protector             | \$ 25.00           |
| Desk                            | \$200.00           | Laundry Basket (if supplied)   | \$ 15.00           |
| Swipe Card/Fob                  | \$ 35.00ea         | Plastic Kitchen containers     | \$ 25.00           |
| Key (Failure to return or lost) | \$ 85.00           | Bath mat                       | \$ 25.00           |
| Key Tag, key ring or lanyard    | \$ 2.00ea          | Waste Bin                      | \$ 15.00           |
| Mattress/Ensemble (replacement) | \$800.00           |                                |                    |

## **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>

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 Coordinator 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.

Refer to the STARREZ – HOW TO GUIDES section for instructions on how to log a job.

## **MEDICAL**

First aid kits are available in College Accommodation residences. At the Accommodation Coordinator'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.
- 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;
- 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 Coordinator.

## **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 Coordinator 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 <https://www.jcu.edu.au/student-equity-and-wellbeing/wellbeing/counselling> 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 Coordinator 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 Coordinator.

## 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. Residents are not to use hooks, blu tac or tape on any painted surface.

### *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.

Where possible, the Accommodation Coordinator, will provide notice according to the purpose of entry, as specified below: Please note there are times when adhering to these notice periods is not possible, and shorter timeframes of notice will occur. :

|  |                               |
|--|-------------------------------|
| In an emergency  | Without notice                |
| If you have been reported missing for more than 72 hours   | Without notice                |
| If Accommodation Coordinator has reason to believe that you have abandoned the room  | Without notice                |
| If Accommodation Coordinator suspects illegal activity in your room/block/pod/house/unit   | Without notice                |
| If Accommodation Coordinator 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 Coordinator  | 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 Coordinator 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
- Do NOT hand your room key to another person
- 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 Coordinator, 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 Coordinator 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 of any kind, including e-cigarettes/vaping 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]**

<https://www.jcu.edu.au/policy/student-services/student-code-of-conduct>

## **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 Coordinator.

## **UNACCEPTABLE BEHAVIOUR**

Certain behaviour is deemed unacceptable and subject to the University Student Conduct Policy 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

## **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 Coordinator 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 Coordinator 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 Coordinator. 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.