

# Swinburne Student Residences Handbook 2025



# Welcome to life at the Swinburne Student Residences!

Swinburne Student Residences is home to over 600 Swinburne Students who come from country Victoria, interstate and overseas.

If you are in your first year of study, I would like to welcome you on behalf of the University to not only our residential community, but also to Swinburne. A warm welcome also to our returning residents. I trust this year will be an even better one for you, with the opportunity to meet our new residents in 2025.

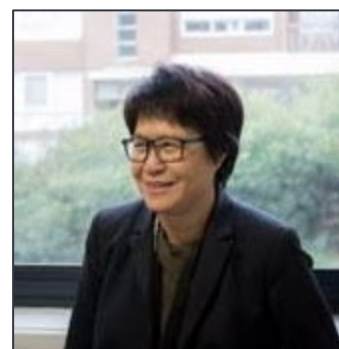
If this is your first experience living away from your family and friends, starting your first year at any university and moving into the Residences can be a daunting experience. You are not alone and many have had similar experiences to how you are feeling now.

I hope this handbook can help answer some of the questions you may have about living in the residential community and how to access some of our facilities.

In 2025, we will be organizing a wide range of academic support programs, social and sporting events and programs such as environmental, cultural and community engagement. I encourage you to actively participate in residential life, take the opportunity to meet other like-minded students from diverse backgrounds, be considerate and respectful towards each other.

I trust your stay will be a pleasant and positive experience and best wishes for the year ahead.

**Rowan Tan**  
Associate Director  
Student Housing and Finance



## EMERGENCY CONTACTS

In the event of an emergency please contact

Your Location	Telephone Number
Swinburne Place	0402 000 938 (Duty RA) (After hours)
Residential College	0414 677 427 (Duty RA) (After hours)
Wakefield, William and Park St	0414 677 427 (Duty RA) (After hours)
Anywhere on campus	9214 3333 (Swinburne Security) (24 hours)
Emergency Services (Fire Brigade/Ambulance/Police)	000 (24 hours)

Please provide:

- Your name
- Location of incident
- Describe the emergency
- Your mobile phone number if you have one with you

## EMERGENCY TELEPHONES

There are Emergency telephones located on each floor of buildings or at entrances to apartment buildings. You can use these emergency telephones to contact the Duty Resident Advisor (Duty RA), Security or Emergency Services.

### Assault reporting and help

Services and resources are available at Swinburne to help you handle a traumatic experience if you, or someone you know, has been assaulted.

If you experience, see or hear about behaviour that may be inappropriate, concerning or threatening you can [report the incident to Safer Community](#) or email [safercommunity@swinburne.edu.au](mailto:safercommunity@swinburne.edu.au).

## UNIVERSITY SERVICES CONTACT DETAILS

Swinburne Security	03 9214 3333
Swinburne Health Services and Counselling	03 9214 8483
AccessAbility Services	03 9214 5234
Multi-faith Chaplaincy	03 9214 8489
Career Counselling	03 9214 5360
Housing and Finance Advice	03 9214 8882
Swinburne Student Life	03 9214 5445
StudentHQ	1300 368 777

## OTHER KEY SERVICES

Lifeline Australia <i>Crisis Support and Suicide Prevention</i> <i>24hrs</i>	13 11 14
Box Hill Hospital <i>8 Arnold St, Box Hill</i>	1300 342 255
Access Health and Community <i>378 Burwood Road</i> <i>8.30am – 6.00pm, Mon – Fri</i>	03 9810 3000
Camberwell Junction Medical Clinic <i>6-8 Prospect Hill Road</i> <i>8.00am – 8.00pm, 7 Days</i>	03 9882 8184
headspace Hawthorn <i>Hawthorn Town Hall Lvl 1, 360 Burwood Road</i> <i>9.30am – 6.00pm, Mon – Fri</i>	03 9006 6500

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# SWINBURNE STUDENT RESIDENCES STAFF

## **Associate Director, Student Residential Services**

The Associate Director, Rowan Tan, has overall responsibility for the management of the Swinburne Student Residences. This includes managing the services, facilities and well-being of residents.

The Associate Director is supported by the Senior Operations Coordinator, the Residential Life Coordinator and the Business and Administration Coordinator.

## **Operations Team**

The Senior Operations Coordinator, Suzie Roach, along with the Operations Officer are responsible for the day-to-day operations of the Residences including maintenance of all the facilities, furniture and equipment, and the co-ordination of cleaning, apartment inspections and refurbishments. The Senior Operations Coordinator also deputises in the absence of the Associate Director.

## **Residential Life Team**

The Residential Life Coordinator, Peggy Fennell is responsible for the provision of support services to our residents, which includes student health, well-being and referrals, academic support, community engagement and environmental programs, dealing with conduct issues and other concerns that may arise in the Residences. The RLC also manages the Resident Advisor team to provide academic and personal support residents, and together as a team, organize a range of events that give all residents the opportunity to be involved in the residential community.

The Residential Life Coordinator is supported by the Residential Life Assistant, Rebecca Dickens.

## **Administration Team**

The Business and Administration Coordinator, John Gliszczynski, is responsible for the administrative functions of the Residences, including the reception, admissions, room management, fee payments and conferences. Two Administration Assistants, Amy Youren and Melissa Vaughan support the Administration Coordinator. They are responsible for the administration services at the office and provide the day-to-day service requirements of residents. These services include general enquiries, mail, check in/check out of residents etc.



## THE RESIDENT ADVISOR TEAM

Swinburne Student Residences provide both personal and academic support to all residents. The Residential Life Coordinator manages the Resident Advisor team who provides pastoral care, organises a range of academic and community engagement programs, and social and sporting events for all residents to participate.

The primary role of the RA's is to provide support and assistance to all residents, to ensure that residents have a positive experience in the Residences. If residents have questions about the facilities or the University or if they are concerned about anything, they are encouraged to contact an RA who may be able assist them or refer them to the Residential Life Coordinator. Alternatively, residents may wish to meet with the Residential Life Coordinator in confidence, by scheduling an appointment through the Residences office.

In addition, two Duty Resident Advisors are on call each night after the office is closed. Their role is to respond to emergencies and lock outs.

### Senior Resident Advisors

The SRAs are responsible for providing leadership within the Resident Advisor team. They are also expected to contribute to the well-being and development of residents by providing these students with support, guidance, and intellectual leadership, as well as fulfilling the general RA role responsibilities.

### Resident Advisors

Residents Advisors are senior students on campus that are responsible for leadership, good role modeling, and support within the student population. They hold various roles within the community, including afterhours contact, event organization, student welfare, and the organization of orientation week activities.

### The Role of the Resident Advisor Team

- Provide leadership, academic support and pastoral care
- Plan and organise social events, academic, cultural and community engagement programs
- Respond to noise and misconduct issues
- Ensure that residents uphold the University and Residences policies
- Encourage residents to participate in a range of social, academic and community programs
- Respond to lockouts and emergencies that occur in the Residences



## SUPPORT SERVICES

### Swinburne Student Residences Administration

The administrative staff are located at the Swinburne Student Residences office at 24 Wakefield St, Hawthorn (ground floor of the SPS building). The services we offer include general enquiries, check in, mail collection, vacuum cleaner loan, scheduling appointments to meet with staff, and lockout service during office hours or if you have lost your key card, etc.

Office hours are Monday to Friday 9.00am to 5.00pm. The office is closed on Public Holidays and the Christmas – New Year period.

If the office is unattended due to a staff meeting or training event, please contact University Security on 9214 3333 for assistance.

Residences contact details:

Telephone: +61 3 9214 5555  
Fax: +61 3 9214 5556  
Email: [residences@swin.edu.au](mailto:residences@swin.edu.au)

### After Hours Assistance

Two Duty Resident Advisors are on call between 5pm – 9am weeknights and 24hrs on public holidays and weekends. They can assist you with:

- Checking in between 5pm – 12am
- Lock Outs
- Noise disturbances within the Residences

Duty Resident Advisors will also respond to emergencies and urgent circumstances like fire, medical emergencies, injuries, intruders, flooding and serious maintenance issues. If you require assistance, please contact the Duty RA and provide your full name, your mobile number, room number, location of the incident and nature of the emergency. If it is a serious medical emergency, an ambulance will be called. Duty RA's are also able to contact security or Residences management where necessary.

Location of your room	Duty RA number
Swinburne Place Apartments	0402 000 938
Residential College	0414 677 427
Wakefield, William and Park St Apartments	0414 677 427

If you are not able to contact the Duty RA please contact University Security on 03 9214 3333, or our office on 03 9214 5555 for non-urgent matters during office hours.

## Ambulance Cover

You are strongly encouraged to take out an Ambulance Service Victoria membership or include ambulance travel in your health cover. In the interests of health and safety, residents who suffer accident or illness while living on campus may have an ambulance called on their behalf. Any costs will be charged to the individual concerned.

You may wish to join Ambulance Service Victoria online at [ambulance.vic.gov.au](https://www.ambulance.vic.gov.au) prior to commencing your stay at the Residences.

## Building Access and Key Cards

Your student card provides access to your room and building.

Newly arriving residents are issued with a 7-day temporary access card. Once you get your student id card, you'll need to bring both cards to the Residences office to switch the access over to your student card.

To unlock your door, hold your card in front of your lock until the light flashes green, and then turn the handle.

## Lockouts

All bedroom and apartment doors lock automatically when closed. To avoid lock out fees, please bring your access card with you when you leave your room and apartment.

We allow each resident three free lock outs each semester. Each subsequent lockout after hours caused at the fault of the resident will attract a \$10 fee.

If you lose your student card, please let us know as soon as possible so we can block access from this card to your room. We'll then issue you a 7-day temporary access card until you've got a new student card. New student cards can only be issued by StudentHQ.

If you are locked out of your room or have lost your student card during office hours, please see staff at the Residences office in building SPS.

If you are locked out of your room or apartment or have lost your student card after hours, please contact the Duty Resident Advisor or University Security if you are not able to contact the Duty RA.

Swinburne Security monitors the battery charge levels in all locks and may attend your apartment or bedroom to replace the batteries when they run low or flat. This will only occur between 10am – 5pm, and where possible the attending guard will be accompanied by a member of Residences staff or a Resident Advisor.

Should the battery run completely flat and lock become unresponsive security may be called

at any hour to assist with battery replacement.

### **Emergency telephone**

If you do not have a mobile phone, you can use the emergency phones located outside the various accommodation buildings to contact the Duty RA or Swinburne Security.

### **Health Services**

The Swinburne Health Service is a student orientated Medical Centre, located on level 4 of The George building. Students with Medicare cards are bulk billed and international students who have Overseas Health Care Insurance will have their insurance billed directly, so there will be no out of pocket costs to see a Doctor.

Students can also see a nurse for no charge.

Visit the [website](#) to register your details and learn more about the services available:

To make an appointment please ring **9214 8483**

Services include:

- Doctor Consultations
- Nursing Services
- Adult and childhood immunizations
- Sexual Health
- Women's Health
- Pathology
- Mental Health Nurses
- Psychiatry
- Psychology
- Physiotherapy
- Flu Clinics
- Travel Health and vaccinations

Most services are by appointment only.

Hours: Monday to Friday from 9.00am to 5.00pm

### **University Security**

Personal safety is a matter that affects everyone on campus. If you see any suspicious person in the Residences please contact the office, the Resident Advisor on duty, or Swinburne Security. Please do not let anyone into your building or apartment block unless they are visiting you. Residents on ground level apartments in particular are advised to close and lock all windows if they are not in the apartment.

If you feel unsafe on campus, Swinburne Security can escort you to/from anywhere on campus to/from the Residences. To contact Swinburne Security please call **03 9214 3333** (24 hours). The Security office is located at building 1A, at the end of Alfred St, near the Glenferrie train station.

## **Safer Community**

Safer Community offers advice, support, intervention, and risk management for students who experience or witness inappropriate, concerning, or threatening behaviours on or off campus. This is behaviour that makes you feel threatened or unsafe; or causes you concern for someone harming themselves or someone else. Examples include bullying, stalking, threats, violence, discrimination, harassment, sexual assault and sexual harassment. You can get in touch with the team via email or the online reporting form. You can also access relevant contact details via the [Swinburne app](#) under the 'staying safe' section. Note: Safer Community is a separate service from Security.

### **Contact**

Hours: 9am – 5pm Monday to Friday

Email: [safercommunity@swin.edu.au](mailto:safercommunity@swin.edu.au)

Report online: [swin.edu.au/incident-reporting-form](https://swin.edu.au/incident-reporting-form)

### **Further information**

Website: [swin.edu.au/safercommunity](https://swin.edu.au/safercommunity)

# SAFETY

## Electrical Appliances

For reasons of fire safety and electrical loading limitations, you are not permitted to have in your room and apartment:

- Double adaptors
- Heaters of any description (other than provided wall mounted heaters)
- Air-conditioners and large appliances such as full-size fridges and washing machines
- Electric blankets

When using electrical equipment:

- Please check the safety tag; do not use or permit use of electrical equipment if the retest date shown on the tag has passed. Do not interfere with the tag.
- Visually inspect electrical equipment /appliances prior to use to check for physical signs of wear. Signs of damage or wear may include: cuts, fraying, heavy scuffing, damage to plug, bent pins, taped leads, colored wires visible, signs of overheating such as burn marks or staining on the plug, obvious damage, defects, make-shift repairs or modifications, poor condition of the operating controls (i.e. buttons, switches, dials), or controls not labelled, missing external covers or guards.
- Users of power boards used must ensure the power board:
  - Complies with AS/NZS 3105 (Approval and Test Specification for Electrical Portable Outlet Devices).
  - Has a current overload protection and reset button.
  - Has individual switches on the power board (when the lead is longer than 1.8m).
  - Is used for temporary measures only whilst arrangements for additional socket outlets are made.
  - Is in an area which doesn't cause damage to the board or create a trip hazard.
  - Is not piggy backed (i.e. a power board or double adaptor cannot be plugged into another power board)
- Ensure mains cords are well connected and in good condition.
- Ensure extension cords are uncoiled and protected from undue wear, tear and exposure.
- On becoming aware of any defective or potentially electrical equipment to immediately remove it from service. Dispose of item unless it is repaired by a qualified electrician and passes a test and tag. If item is a Swinburne owned item, please report immediately to Swinburne Residences management. A substitute item will be provided.
- Use electrical equipment as per the equipment instructions and only for the equipment's intended purpose and ensure that electrical equipment is set up correctly and used safely.

- Use equipment only for its intended purpose.
- Unplug equipment before cleaning it.
- Turn items off when not in use. It is safer practice to do so and the impact on the environment can be reduced considerably if power consumption is reduced.
- Report any hazards, incidents and near misses to Swinburne Residences during office hours or Security 9214 3333 after hours or if unable to reach Swinburne Residences.

If you are using an electrical appliance not rated for 240 Volts, you need use an appropriate transformer. Please see the Residences office if you have any queries.

All parties must report tripped circuit breakers to Swinburne Residences 9214 5555 during office hours or Security 9214 3333 after hours.

Any individual who has experienced electrical contact, regardless of severity, must seek medical attention as soon as possible after the incident for the completion of an electrocardiogram (ECG). Please report electrical contact to Security immediately so urgent medical care can be sought.

## **Electrical Testing and Tagging Policy**

All personal electrical goods must be tested and tagged to ensure it is safe for use.

Swinburne engages a contractor to test and tag all electrical equipment in the Residences every year. Residents will be given reasonable prior notice to have all personal electrical equipment tested and tagged in accordance with Swinburne's "Testing and tagging of electrical equipment policy". Residents who arrive after the March test date will have their devices tested in August. When test and tag occurs, residents must leave all electrical items in visible locations so the technicians can find and test their items.

Residents are not permitted to use privately owned electrical equipment that has not been tested and tagged, or which has been inspected and tested, but has failed test and tag. Items failing test and tag, once unplugged are to have cords cut and item disposed of, unless it is reviewed for fix by a qualified electrician who is able to repair the item and following this the item is tested and tagged with a pass prior to reuse.

Electrical goods that are still within their 1-year warranty can be used until March each year. Other devices cannot be used until they have been tested and tagged.

## **Lithium Batteries**

All batteries are hazardous and potentially dangerous if they are not correctly stored, maintained and/or used according to the manufacturer's guidelines. Failing to correctly store, maintain and/or use a battery correctly can have significant impact on its performance and life. The risks associated with lithium-ion batteries can include overheating causing fire or an explosion, resulting in burns and toxic chemical exposure.

The main risk for lithium-ion batteries is components in the battery breaking down at elevated temperatures causing the battery to overheat and catch fire.

Lithium-ion batteries are classified as dangerous goods under the Australian Dangerous Goods Code and there have been several reported incidents of lithium-ion battery fires across the country that have caused extensive damage to vehicles and homes. Lithium batteries are commonly found in mobile phones, laptops, power banks, etc.

### **Managing the Risks**

To manage the risks associated with Lithium-ion batteries:

- Don't use batteries that are damaged or swollen.
- Discontinue the charging process and immediately disconnect the battery if you witness a device changing shape, starting to balloon, swell up, smoke, or become extremely hot.
- Do charge batteries using only a charger recommended by the manufacturer.
- Don't charge batteries on flammable surfaces (such as wood, carpet, material, paper, plastics).
- Don't expose the battery packs to heat or direct sunlight or leave them in a hot environment for extended periods.
- Do regularly check the condition of the battery.

Unplug the device if you notice any of the following:

- Pungent odours.
- Discoloration, blistering, bulging, or swelling of the casing.
- Heating up and feeling extremely hot to the touch.
- Abnormal popping, hissing, or crackling sounds.
- Smoke and/or fumes.

In case of fire or smoke, please call 000 immediately and then notify Campus security on 9214 3333.

## **Fire Evacuation Procedure**

The following procedures must be followed in the event of a fire

### **Residential College and Swinburne Place Apartments**

- Notify University Security if you are not able to contact the Duty RA
- Notify any nearby residents and guests/visitors
- Assist persons in immediate danger if it is safe to do so
- Restrict the danger area to prevent the spread of fire, i.e. Close doors
- On the alarm tone, evacuate the building via your nearest emergency exit
- Walk do not run
- Follow any instructions given by Wardens or Security Officers
- Assemble at the primary evacuation point
- Do not re-enter the building until emergency personnel indicate it is safe to do so



### **Apartments on Wakefield, Park and William Streets**

- Notify University Security if you are not able to contact the Duty RA
- Notify any nearby residents and guests/visitors
- Assist persons in immediate danger if it is safe to do so
- Restrict the danger area to prevent the spread of fire, i.e. Close doors
- Evacuate the building via your nearest emergency exit
- Walk do not run
- Follow any instructions given by Wardens or Security Officers
- Assemble at the primary evacuation point
- Do not re-enter the building until emergency personnel indicate it is safe to do so

### **Personal Safety and Safety of Belongings**

Your personal safety is of importance to the University and as such, we have placed security cameras in certain areas of the premises and installed self-locking doors and key card access entrances to minimize risk.

While all these measures are in place, it is also important that you remain vigilant and contact University Security or the Duty RA if you notice any suspicious persons, or if you are at all concerned about your personal safety.

Please do not leave your personal items unattended, and always make sure your apartment and room door are closed when you leave.

## FACILITIES

There are a number of recreational facilities available for residents to use located in different common areas such as the College and level 3 of the SPS and SPW buildings. These include barbecue facilities, pool and table tennis tables, study/meeting rooms, drink machines and televisions.

While these facilities are available to all residents, we ask that you respect their use by disposing of waste and rubbish into appropriate bins, cleaning barbeque facilities after use, and ensuring that the noise level is kept to a minimum.

Please ensure that you are with your guests at all times when they are with you and using the Residences' facilities and equipment.

To respect the privacy of College residents, non-College residents are not permitted to go to the upper floors of the Residential College without the expressed invitation of residents living on those floors.

### Laundry Facilities

The laundry facilities are free for all residents. They are located on the ground floor of the College, level 3 of the Swinburne Place Apartment buildings (SPW and SPS), and inside all Park, Wakefield and William St apartments.

Non-residents are not permitted to use these facilities.

### Bicycle Storage

Residents can store bikes in various locations around Swinburne Residences;

- Between the Swinburne College and the TD Building
- Between the SPS and SPW buildings towards the railway tracks
- Between the TC and TB Buildings
- Next to the GS building there is a large bike locking area with bike tools available.
- There is an enclosed bike locking facility in the car park next to the Residential College (21 Wakefield Street); however access to this is subject to the car park opening hours.

## SERVICES

### Internet Access

The Swinburne University of Technology provides free wireless internet access to all students and staff on campus through the eduroam service. Information on this service and the usage guidelines is available through the [ITS website](#).

Residents can also access the internet through our third-party service provider, Superloop Broadband.

Superloop provides access via pre-paid plans on a monthly basis. Please note that Swinburne is contracted with one provider, for this reason you are not permitted to purchase access to the internet through other providers, and residents are not permitted to install the connections to do so.

All support inquiries should be directed to the Superloop online chat support service through the Superloop Portal, or by calling 1300 739 822. The helpline is available 24 hours a day

### Mail

Mail is delivered to the Residences office once per business day.

All mail items are either held at the office or placed in the parcel lockers in building SPS. You will receive an email or sms if you have mail to collect.

When collecting any mail items at the office reception please provide photo ID. A signature may also be required upon collection.

Your mail should be addressed to:

(Your Name)  
Swinburne Student Residences  
24 Wakefield St  
Hawthorn, VIC, 3122

Any mail sent to an unknown person or departed resident will be returned to sender.

### Maintenance

If you have a maintenance issue in your room or apartment (e.g. light not working, leaking tap, missing chair etc.), please report the problem by logging into the [Swinburne Residences Portal](#) and clicking on the maintenance tab.

Please provide as much detail as possible about the issue and its location.

We encourage you to report maintenance issues as soon as possible so that they can be actioned by our contractors.

**Please note by making a maintenance request the resident gives consent to have an approved maintenance contractor or University employee to enter their room or apartment to review the request and/or carry out repairs.**

## Notice Boards

Notice boards are located at each of the main entry doors to the apartment buildings and in the Dining Hall, Reception foyer and on each level of the Residential College near the lift.

All notices must be authorised by the Residential Life Coordinator before being displayed on the notice boards. It is important you check these notice boards regularly for messages or memos from the Residences.

## Official Communication

Swinburne Student Residences may communicate with you in a variety of ways to keep you informed of upcoming events, urgent matters or other activities.

Official communication from the Residences will be in writing and sent to you as an email to your **nominated email account**. It is important that you check your email account regularly; notification will include invoices, notices of room inspection, offers for accommodation, or meeting requests with staff.

## Pest Control

In any type of accommodation, pests such as mice, ants, spiders and other insects can become a problem on occasion. All reasonable pest control measures are taken by the University to prevent the presence of pests.

Residents can minimise the presence of pests by ensuring that all food items are stored properly in a fridge or cupboards, and any food scraps are disposed of immediately. Please avoid leaving rubbish bags lying on the floor and always wipe benches and stoves after food preparation and cooking.

If you are found to have contributed to a pest problem in your room and/or apartment, the treatment cost will be passed on to you.

## **Waste Management**

Waste management contractors are employed to remove rubbish on a regular basis. Please ensure that rubbish is placed inside the bins or garbage chutes provided. Please do not overfill the bins – use another bin if necessary. If all bins are full, please update reception immediately.

### **Bin locations**

William Street apartments: Bins outside apartments on William Street

Wakefield Street Apartments: 9 Wakefield St Bin Room

Park Street Park Street Apartments: 12 and 18 Park St Bin Rooms

Alfred Street Apartments: In the fenced area opposite the train line at the south end of the building

Swinburne Place Apartments: Recycle Bins located near lifts on each floor, garbage chute located near lift on each level.

### **Waste bins**

Red Recycling Bins – Recycle bottles and cans

Green Bins – Rubbish, general waste and cardboard material

### **Garbage chute (SPS/SPW residents only)**

When using the garbage chute located next to the lift, please make sure garbage is tied up in a garbage bag first. If the chute is blocked please notify Residences staff immediately.

Do not dispose of large items such as bedding or doonas in the chute. Residents doing so will be charged for repairs if the chute becomes blocked as a result.

If any Swinburne bedding is disposed of, the responsible resident will be charged for the bedding.

# LIVING IN YOUR ROOM AND APARTMENT

## Conflict Resolution and Roommates

The Swinburne Student Residences is a diverse community in which all residents are expected to respect each other and adhere to the terms of the Licence Agreement, the Code of Conduct and the Residential Handbook. As student accommodation providers, we aim to provide all residents with quality accommodation facilities and services, and foster an environment conducive to positive community living and quiet study. Despite this, personal disagreements, conflicts or complaints may sometimes arise.

If a personal disagreement or conflict arises, we encourage you to resolve it in a respectful manner, as you should in any shared living arrangement. You may also wish to speak with your Resident Advisor, who may be able to assist you in resolving these matters.

If the disagreement or conflict remains unresolved or if residents have breached the code of conduct, we encourage you to contact the Residential Life Coordinator at [residences@swin.edu.au](mailto:residences@swin.edu.au)

You can choose to make a report and have your identity remain anonymous to the resident(s) you have a disagreement or conflict with, however this may limit the Residences' ability to address your concerns.

Further details about the conflict and complaint resolution process is outlined in section 12 of the Code of Conduct, available on the Residences webpage.

If at any stage you are concerned for your safety as a result of the behaviour of another resident, guest or visitor, please speak directly to the Residential Life Coordinator, or contact security if the matter is urgent. We will take all reasonable steps to ensure the safety of those who may be affected.

Here are some tips for shared living that will help to either prevent conflict or assist in resolving them if they arise:

### Communication and Respect

Communication and respect are the key to successful shared living. Having respect for roommates and other residents, their privacy, space and belongings will help avoid conflicts.

In a diverse community like Swinburne, you may be sharing an apartment with students of different cultures, values, belief systems and dietary requirements. Differences like these can be interesting and educational, so you are encouraged to speak about them and find a happy medium for any issues that arise.

### Shared Costs

Decide if you want to share the costs for necessities such as cleaning products and toilet paper, with each roommate buying their own food for meals.

## **Cleaning Roster**

A roster system is probably the best way of sharing the cleaning and keeping the apartment in a good state. It should include all necessary jobs such as taking out the rubbish and cleaning the toilet. It is a good idea to work out how often different jobs should be done.

Each resident should be responsible for their own dishes, laundry and bedroom cleanliness.

## **Personal Belongings and Decorations**

Most personal belongings will be kept in individual bedrooms, however some items are better suited for shared spaces. When placing an item in a shared space please consider your roommates and ask yourself if it could be reasonably expected to be an inconvenience to others.

## **Visiting Family and Friends**

Residents in apartments may have visitors from time to time. It is important to discuss this with fellow roommates and residents. The host of each guest or visitor is responsible for their behaviour. Please refer to the Guests and Visitors section of the Code of Conduct for more information.

## **Personal Furniture**

Residents are only permitted to bring their own personal furniture, providing they meet the following guidelines.

### **Accepted items:**

#### **Bedroom\***

Small bedside table  
Small fridge  
Small book shelf  
Small chest of drawers  
Study chair

#### **Shared living areas**

TV and entertainment unit (no trip hazards from electrical cord, access/egress issues, or any other OHS hazard)

\* Bedrooms may only have a study chair plus a maximum of two additional furniture items with a maximum size of 500mm deep x 600mm wide x 2000mm high

The two additional items must fit into your room without blocking entry and exit, and cannot be placed in front of the heater. This may mean that the second item is a height that can fit under your desk.

If you wish to bring other types of furniture not listed above you need to seek approval by emailing [residences@swin.edu.au](mailto:residences@swin.edu.au).

Residents are only permitted to bring in their own bedframe/mattress if medical documentation is provided to management, and it does not obstruct any access to the bedroom or apartment.



### **Banned items:**

- Any personal furniture placed in bedrooms that exceed the acceptable sizes listed above
- More than two personal items of furniture placed in the bedrooms
- Non-free standing mirrors
- Cooking equipment that produces an open flame, or any BBQ or similar device
- Large appliances such as full-size fridges, dishwashers or washing machines
- Air-conditioning units
- Couches, arm chairs or similar furniture
- Indoor sporting or gym equipment
- Bookshelves

In general, your personal furniture must not:

- cause access or egress issues
- cause electrical, fire, trip or other hazards
- be stored in common areas (except for TVs/entertainment units agreed upon by all residents of the apartment)

### **Mattress Protectors**

All mattresses must be covered by the supplied mattress protector. Students removing mattress protectors will be charged for any soiling or necessary replacement of the mattress. If you do not have one when you arrive please let a staff member at the office know.

### **Noise and Quiet Times**

The Residences is primarily intended as a place for study, sleep and quiet relaxation. Residents are expected to keep the level of noise in and around the Residences to a level that fits this purpose.

Please be aware that noise can travel quite some distance, especially at night, causing distraction and disturbance to other residents and neighbours.

Noise curfews apply at the following times:

#### **Non-Examination Periods**

Sunday – Thursday    11pm – 9am  
Friday – Saturday    12am – 9am

#### **Swotvac and Examination Weeks**

Monday – Sunday    8pm – 9am

Parties are not permitted during the primary exam periods (June and November). Residents who wish to celebrate the completion of their exams or assignments are asked to do so off-campus and to return to the Residences as quietly as possible out of consideration to those residents who may still be studying.

## **Private Functions**

Private social functions involving alcohol are not permitted in the Residences. Residents are encouraged to hold private parties off campus to avoid disruptions in the apartment buildings. If you intend to hold a social function which could reasonably be expected to cause a disruption or inconvenience to other residents you must discuss this with the Residential Life Coordinator beforehand.

## **Vacuum Cleaners**

If you need to borrow a vacuum cleaner, you may borrow one from the SPS Residences Reception.

You may borrow vacuum cleaners from the Residences office during office hours only, and must be returned within 2 hours, or before 5pm daily.

Vacuum cleaners must be emptied prior to returning it or you may be charged a cleaning service fee.