



Australian
National
University

Lena Karmel Lodge room guide

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Room and building access

The rooms at Lena Karmel Lodge are accessed using Onity key cards and card readers. You will need your key card to gain access to the building, use the lifts, access common spaces, and your own room. To access, simply swipe your card into the card reader with the arrow facing down. A green light will flash, indicating access has been granted.

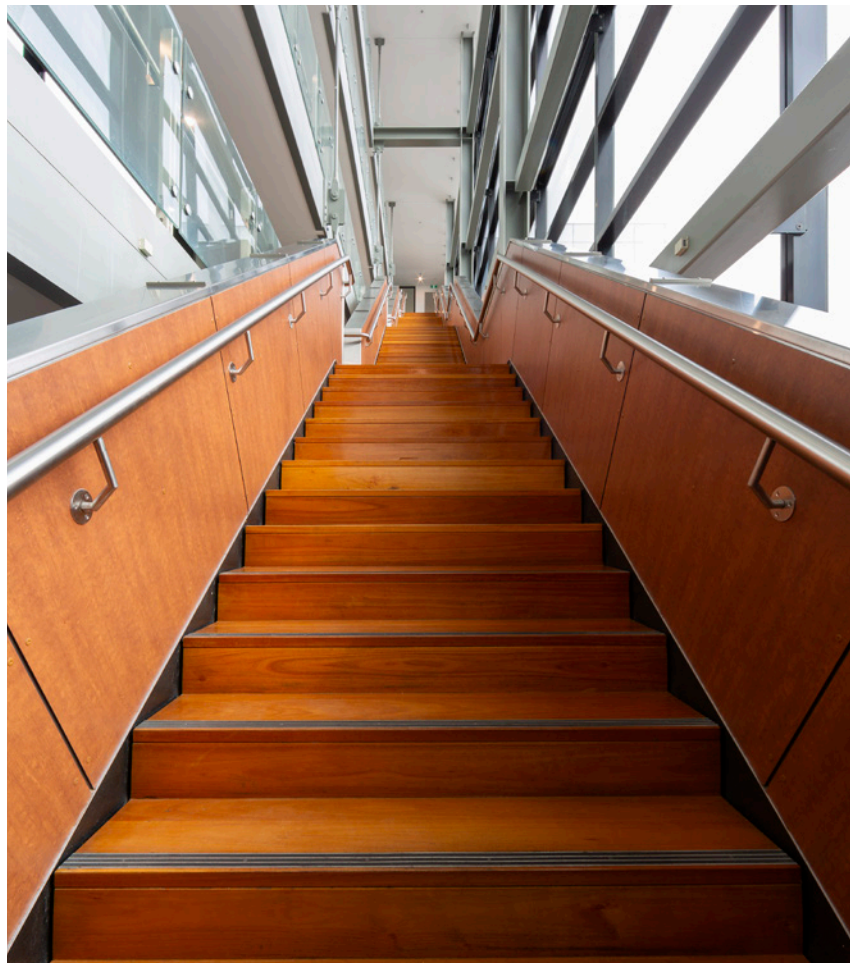
You (and your flatmates, if in a Multi Share) are the only resident who can access your room. However, there will be occasions when staff, cleaners, or other contractors may need to access your room. This will happen only when necessary, such as for scheduled room inspections, maintenance or fire evacuations, and you will be notified in advance. They will announce themselves by knocking three separate times before respectfully entering.

Troubleshooting

Solid red light after tapping your key card: A solid red light means your key card has been declined access to this door. This may be because the wrong key card has been used or your key access has expired. Reception staff can check and update your key access, or provide a replacement key if necessary.

Flashing red/green light after tapping your key card: A red/green flashing light means your door lock is running low on batteries. You will still be able to access your room. Listen for a click a second after you tap your key card, then push the handle down. Please notify reception at your earliest convenience, so the batteries can be replaced.

Welcome to Lena Karmel Lodge



Room power

Insert your room key card into the power-saving device located at the entrance to your room. It will emit a blue light. Once inserted, your lights will be ready to use. Don't forget to take the card with you when you leave the room!

Each room is fitted with electrical power points for small appliances such as lamps, chargers and fans. Not all appliances can be used in the residence, however. For safety reasons, if you wish to use appliances in your room, you must only use:

- Australian-made appliances
- appliances that meet Australian standards for safety
- appliances that are in good working order.

You are responsible for any personal electrical items brought into your room. Your responsibilities are clearly outlined in section 2.7 of the [Residential Handbook](#).

Troubleshooting

The power in your room may switch off for one of two reasons: either too many appliances, or one or more faulty appliances, have been connected to the power points in your room, causing a circuit breaker in the electrical switchboard to trip. If this occurs, unplug all appliances.

In most rooms, a small switchboard is located in the kitchen area near the entrance door. Open it and check if all the switches are on. If one or more switches have tripped (are set to the 'off' position), you need to switch them back on to restore power to your room.

If this does not restore power, a member of the residential staff may need to check the electrical switchboards located on your floor's corridor. If during office hours, call or go down to reception to inform them there is no power in your room. After hours, you can call the reception number (6125 7500) and the Community Support Officer on duty will answer and assist you.



Room Wi-Fi

Select ANU-Secure or ANU-Secure2 in your suggested WiFi options. To log-in, use your University ID (e.g. 'u1234567') and WATTLE/ISIS password.

You also have an Ethernet port in your room to which you can connect your devices.

Troubleshooting

Connected to ANU-Secure but pages not loading: Try forgetting the network then reconnecting. If the problem persists, please contact IT using the link below.

Cannot connect a gaming console to Wi-Fi: Unfortunately, gaming consoles such as PlayStation and Xbox cannot be connected to ANU Wi-Fi. This is because they are not programmed to connect to Enterprise Wi-Fi, such as ANU-Secure or ANU-Secure2. Instead, connect the console to the network using an Ethernet cable.

Other issues:

- You may have too many devices connected to Wi-Fi. Turn them off, or disconnect them from the Wi-Fi.
- Bluetooth and Hotspot interference may cause issue with your connection. Make sure they are turned off.



If this does not fix the issue, log a ticket with the [IT service desk](#).

Air-conditioner/heater

The windows must be closed to operate the air-conditioner/heater. If the panel shows 'ECO' the windows are not completely closed.

The water cooling/heating system is connected to an energy saving system in this building. If the air temperature outside is comfortable, the system will not activate heating or cooling mode, though the fan will still run. During the summer season, only the cooling mode will function, and in the winter season, only the heating mode will function. Lena Karmel Lodge is a green energy-efficient building and for this reason, the air conditioning system will only work between 5am to 10pm.

To use the air-conditioner/heater, follow the instructions below:

- To turn on the air-conditioner press the left button and set the  icon on the  icon. The moon or home icon will usually turn the system off.
- Use the right button to set the fan speed – we suggest using 'Auto'.
- Use the dial to set the desired temperature – we suggest setting it to 22.5° C.

If you are experiencing any issues with the air-conditioner/heater, please connect with reception to submit a maintenance request.

Landline phone

To use the landline, first check that the yellow Ethernet cable is connected to the top port on the back of the phone and to an Ethernet port in your room (most likely under your desk).

To make a call, pick up the handset and dial the requested number. For internal calls, dial the five-digit extension number. For external calls, you will first need to dial 0 for an outside line, e.g. 0 6125 xxxx.

If you wish to talk on speaker phone, you can enter the number before picking up the phone. Picking the phone up anytime during the call will revert it to the private line.

Please be advised that standard charges apply.

Troubleshooting

If the phone displays Discover 130.56.xxx.xx on the main screen it will need to be reset. To reset, click the left, grey button under the main screen. If problems persist, please connect with reception to submit a maintenance request.



Room phone and monitor

TV monitor

To operate the TV, first check that the power cables for both the TV and the Set Top Box (STB) are plugged into the wall. (The STB is the black box attached to the wall near your TV.)

To turn on the TV, press the power button on the monitor. Alternatively, turn the monitor on using the remote control. If this does not work, or if you are missing power cables, please contact reception.

Troubleshooting

Unable to connect to the TV: Although you are unable to connect wirelessly to the TV, you can connect to your laptop via an HDMI cable (not provided by the Lodge). Once you have done this, use the TV remote and change the 'source' to the appropriate channel.

'No Signal' error on your screen:

- Ensure the HDMI cable is connected between the STB and your TV.
- Ensure the blue Ethernet cable is plugged into both the STB and Ethernet port in the wall.
- Select the 'STB' button on the silver (round) remote.
- Press the 'source' button on the square remote and select 'HDMI1' or 'HDMI2' depending on which TV port the HDMI cable is plugged into.
- Ensure the antenna is correctly connected.

Multi-coloured lines displayed on the screen: This is most likely caused by either impact damage to the screen, or loose wiring. Unfortunately, in both instances, a replacement monitor will be required. Please connect with reception to submit a maintenance request.

Rangehood

The purpose of the rangehood is to filter out odours, smoke, grease, and any other pollutants released into the air. It is important to turn on the rangehood whenever you are cooking to avoid triggering the fire alarm.

Most rangehoods in the building are a slide-out type. The controls are on the right-hand side of the underside and will only work when you pull out the rangehood from the wall.

Some rooms have static rangehoods, which will work only if the central switch on the nearby power point is on. (This is the only power point near the kitchen counter with three switches instead of two.)

Troubleshooting

Smoke in the room: Smoke in the room may trigger the fire alarm. If the fire alarm in your room goes off please remain calm, open all the windows and ensure the rangehood is running. Do not open the main door as it can trigger the building alarm and will incur a significant fine—\$880 in 2025 (see the [ANU Residential Schedule of Fees](#)).

Light is not working: If the rangehood light stops working, it does not usually affect the functionality of the rangehood itself. If the rangehood stops working altogether, please submit a maintenance request with reception.



Kitchenette in studio long

Stovetop

Most rooms at Lena Karmel Lodge have a stovetop with two gas burners, each with its own control knob. To operate, push the knob down until you hear a continuous ticking sound. Then, while pushing it down, turn the knob anticlockwise until you see flames surrounding the rim of the burner.

In Multi Shares, it is important to keep the metal pieces of each of the four burners intact at all times.

Troubleshooting

It is common for the gas burner to not light up immediately on following the steps outlined above. If you turn the knob and hear the hissing sound of gas, it means the burner is working: you may need to repeat the steps a few times for it to light up.

If the burner still fails to light and there is no hissing sound, the stove is not working. You will need to submit a maintenance request with reception.

Microwave

There are several different brands and models of microwave across Lena Karmel Lodge. While the basic functionality of each microwave is the same, for a detailed overview of all the features you can find the brand name on the microwave and search for a user manual online. To operate, first make sure the plug is connected to the socket and the switch is turned on.

To avoid hazards, you must only use containers that are microwave safe. Containers or utensils that are not microwave safe can cause sparking or painful burns, and may be a potential fire hazard.

You must not put any of the following in the microwave:

- Stainless steel containers or cutlery.
- Containers made of or consisting of aluminium foil.
- Metal-rimmed crockery.

Troubleshooting

Microwave plate has come off or is not spinning: If you notice that the plate inside the microwave is not spinning, check to see if it has come off its fitting. You can usually adjust this yourself. If the problem persists, connect with reception to submit a maintenance request.

Light is not working: If the light in the microwave has stopped working, it is most likely because either the light has fused or there is loose wiring. In either case, please submit a maintenance request with reception.



Bathroom in studio standard

Fridge and freezer

Before using your fridge, make sure it is plugged in at the power point (located at the back) and that the switch is on. At the back of the fridge, you will find a temperature dial that ranges from one to five, with one being the minimum and five the maximum coolness.

Troubleshooting

The freezer compartment may freeze over in either of the following instances: your freezer contains too many items and the air is unable to circulate; or your temperature settings are too high (4-5). Please correct as appropriate to make sure this doesn't occur.

To defrost the freezer, empty all items, open the fridge doors, turn off the fridge at the power point and place a towel underneath the fridge to absorb melting ice.

Bathroom exhaust fan

The bathroom exhaust fan is connected to the light switch – will turn on when the bathroom light is switched on and off when the switch is turned off.

Troubleshooting

If the exhaust fan doesn't seem to be working, get a small piece of tissue or toilet paper and hold it up to the vent. If it sticks to the vent when you let it go, the fan is working fine. If it does not stick to the vent, the fan is probably not working and you should connect with reception to submit a maintenance request.

Shower area

Every room is provided with a shower curtain for the bathroom(s), which you are expected to put up yourself. The shower curtain ensures that water is contained within the shower area and does not flow onto the bathroom floor, preventing any potential hazards such as slipping.

Troubleshooting

Shower head is clogged: Over time mineral deposits can build up, causing the nozzles of the shower head to spray water in all directions, or resulting in low water pressure. If your shower head is clogged, please connect with reception to submit a maintenance request.

Shower head is broken/loose: While this is not a common issue, it is possible for the shower head to come off from its fitting if not screwed in tightly. If this happens, first try to screw it back yourself. If the problem persists or if the shower head is broken, you should submit a maintenance request with reception.

Shower head is leaking: If water is continuously dripping from the shower head, first make sure that the tap is fully closed. If dripping continues, there may be an issue with the shower, such as the worn inner seals causing a leak. This issue can easily be fixed. Please connect with reception if your shower head continues to leak.

The shower drain is clogged: This is a common issue and usually occurs when there is a build-up over time of hair, bathing products, dirt, etc. If the shower drain is clogged, you may notice it will take longer than usual for water to drain completely. In rare cases, this may result in flooding the room. Do not attempt to unscrew the shower drain and remove the blockage yourself as this can loosen the shower trap and result in water leaking into the carpet and adjacent rooms. Visit or call reception immediately, as soon as you notice a clogged drain.

Bathroom / kitchen sink

All the bathrooms and the kitchen sinks have uplift mixer taps that should be turned left for hot water and right for cold water.

If you experience a hot water shortage, please notify reception or submit a maintenance request. Building-wide hot water maintenance is scheduled throughout the year, which can disrupt hot water availability. Residents are notified in advance of such maintenance in advance.

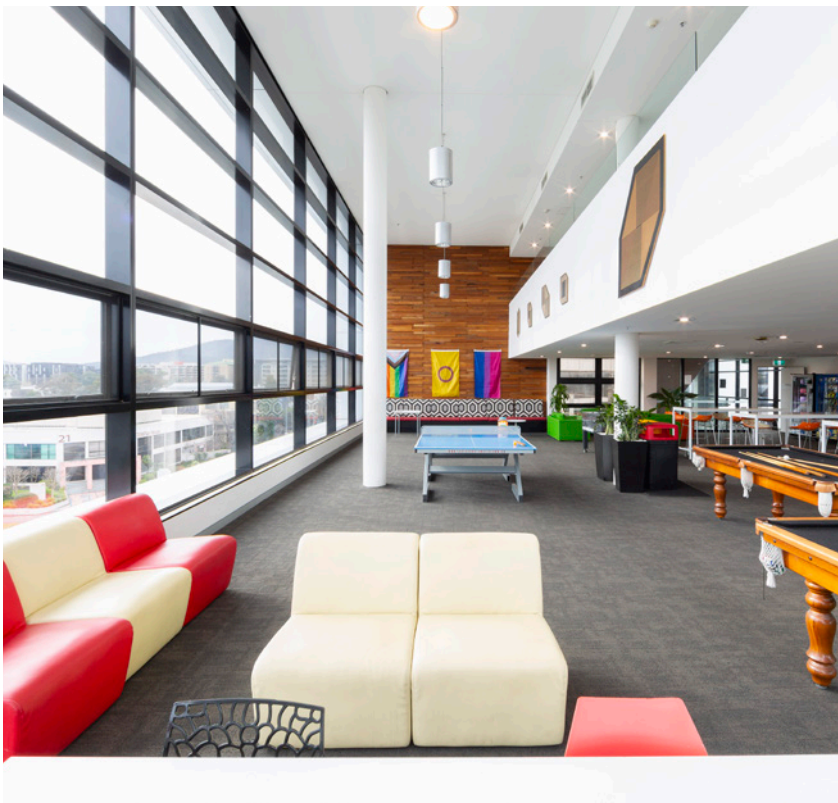
Troubleshooting

Tap is leaking: If water is dripping continuously from a tap despite the handle being closed, submit a maintenance request immediately, as it may result in a leak.

Drain is clogged: It is common for kitchen and bathroom drains to get clogged with debris over time, if not cleaned regularly. You must ensure the drains are cleared frequently. If you notice it is taking longer than usual for the water to drain, please connect with reception to submit a maintenance request.

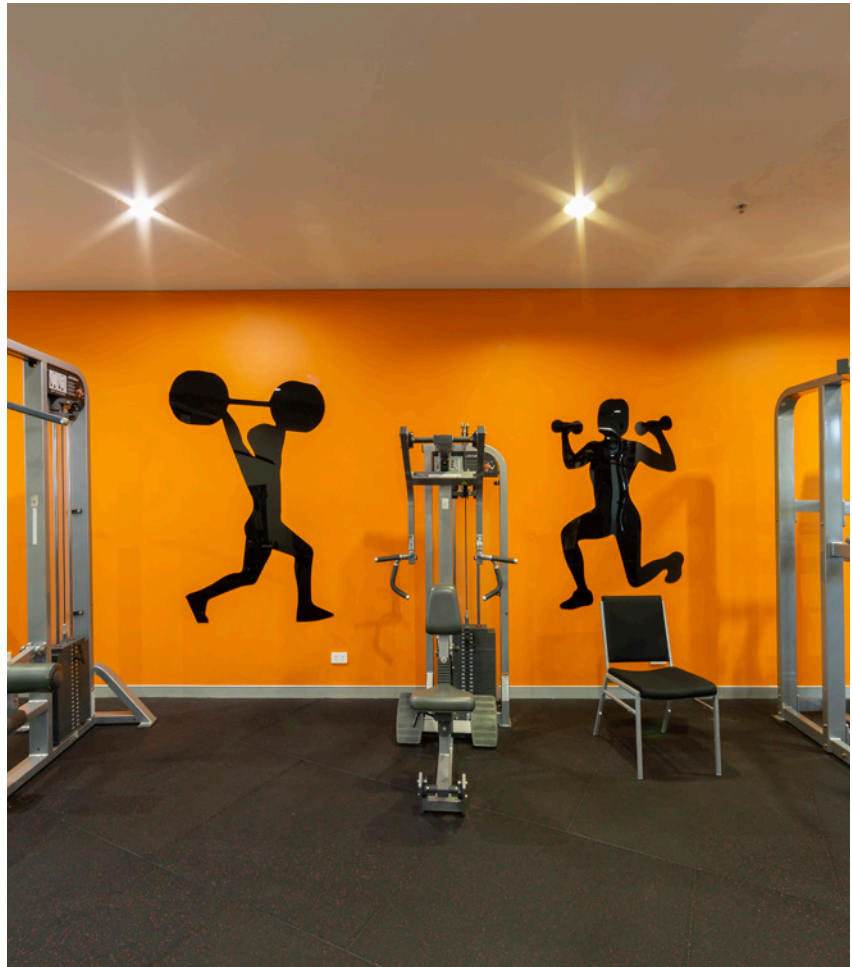
Low water pressure: While this is not a common issue, various causes, such as leaks, faulty taps, or blocked pipes may contribute to low water pressure. If you experience issues with low water pressure in the sink or shower taps, please submit a maintenance request with reception.

Sink plugs: The sink plugs in the bathrooms are built into the sink itself and should not be removed. They are operated by pressing on the plug to seal/unseal the drain. If the plug becomes stuck, please connect with reception to submit a maintenance request.



Lena Karmel
Lodge common
room

Gym at Lena
Karmel Lodge



Toilet

All the bathrooms at Lena Karmel Lodge are installed with the dual-flush toilet, with half-flush and full-flush options. Dual-flush toilets save around 67 percent of water used compared to regular toilets.

Troubleshooting

Toilet is clogged/not flushing: If your toilet is clogged or you notice the flushing mechanism has stopped working, please submit a maintenance request. Typical causes include a blockage in the plumbing system, old pipelines, or flushing non-flushable items. Don't flush anything but toilet paper down the toilet.

Water leaking around the toilet bowl: If you ever see water leaking around the toilet bowl, immediately connect with reception to submit a maintenance request. This may be caused by issues with the valves or tubes in the toilet tanks, which can be fixed by our maintenance team.

Blinds

The left pair of strings raises and lowers the blinds: pull down to raise, or slowly release to lower. Once the blind is at your desired height, loop the ropes around the hook on the window frame to ensure the blind stays in place.

Troubleshooting

If you are unable to open or close your blinds, it is possible you are not pulling on the correct pair of strings (e.g. pulling one of each pair), or you may be pulling in the wrong direction. First ensure all strings are untangled from the base to the top. Once each pair of strings is easily distinguishable, you will be able to follow the steps outlined above.

If you are still experiencing trouble, please connect with reception to submit a maintenance request.

Pest control

While this is not common, it is possible for pest infestations to occur if general room hygiene is not maintained. To avoid pest infestation, you should follow the below general hygiene guidelines:

- Keep your room clean at all times, especially the bin and any food storage you may have, and make sure no food crumbs are left around the room overnight.
- Dispose of your garbage, specifically organic waste, promptly.
- Clear out the kitchen sink, bathroom sink, and shower drain regularly.
- Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight.

In case you do notice any form of pests in your room, you may wish to invest in a bug spray, such as Mortein, Raid, First Force, etc. Such sprays are available at most supermarkets.

If you have followed all the steps and are still have pests in your room, please connect with reception to submit a maintenance request.

Important: If you ever notice bedbugs, immediately notify reception to arrange pest control.

Urgent maintenance issues

If you are experiencing an urgent maintenance issue, you should notify reception (in person or by phone) as soon as possible, so the matter can be investigated promptly. Any non-urgent maintenance issues can be logged with reception via email.

While this is not an exhaustive list, some examples of urgent issues include: flooding in the room; water seeping into carpets; broken/ damaged water pipes; power outages (that do not reset using the above instructions); bed bugs.

How do you tell if your maintenance issue is urgent? Ask yourself the following questions:

- Does this issue pose a safety or a security risk?
- Is this issue causing significant disruption?
- Can this issue wait until the next day?

If the issue poses a safety or security risk, or if it is causing significant disruption and cannot wait until the next day, it is urgent: inform reception staff immediately.

If an urgent maintenance issue occurs after hours, contact the Community Support Officer on duty immediately.

Rooftop at Lena Karmel Lodge



Contact us

Lena Karmel Lodge

26 Barry Drive, Canberra City, ACT 2601

Still experiencing problems after consulting this guide?

Visit or call reception to submit a maintenance request
or ask for help.

T (02) 6125 7900

E anu@unilodge.com.au