



Australian
National
University

Fenner Hall room guide

Residential Experience Division

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Room and building access

Only current Fenner residents and approved staff have building access. You will need your student ID card to gain access to the building through either the Front or Warren entrances. Your student ID also grants you access to the rest of the building, through either the top of the stairs to the second floor or the entrance to the North Tower lifts. You may borrow a temporary access key from reception if you do not have your student ID, but you will need to pick up your ID from Student Central as soon as you can.

You will be given a room access key card when you first check in. This card opens the door to your room and you will need to use it each time you enter.

It is important you carry both your student ID card and your room key at all times.

You are the only resident who can access your room. However, there will be occasions when staff, cleaners, or other contractors will 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.

If you have a registered bike, you can access our bike sheds using your student ID card.

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.

For after-hours assistance, please ring the duty Community Support Officer on 6184 4000.



Fenner Hall standard room

Room power

Use the switch next to your basin to turn on your lights and ceiling fan.

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.

The electrical switchboard is located in your floor's corridor and is only accessible by residential staff. If during office hours, call or go down to reception to inform them there is no power in your room. After hours, call the Community Support Officer on duty for assistance.

Room Wi-Fi

Students can connect to ANU-Secure or eduroam using their University ID (e.g. 'u1234567' for ANU-Secure and 'u1234567@anu.edu.au' for eduroam) and password.

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

Visitors to ANU

Guests who are not ANU students or staff can access eduroam using their own university's username (use 'u1234567@youruni.edu.au') and password.

For conference attendees/guests requiring temporary access to ANU-Secure, please submit an ANU [Service Desk ticket](#).

Troubleshooting

If you are experiencing network issues, try forgetting the network and then reconnecting. You can also see device-specific Connection guides at the bottom of the [Get Connected at ANU](#) website.

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.
- Gaming consoles such as PlayStation and Xbox cannot be connected to ANU Wi-Fi. They are not programmed to connect to Enterprise Wi-Fi, such as ANU-Secure. Instead, connect the console to the network using an Ethernet cable.

If the problem persists, please contact the ANU Service Desk at +61 2 612 54321 or log a [Service Desk ticket](#).

Windows

Refer to the instructions label on your window to operate.

Troubleshooting

Please submit a maintenance request with reception if your winder breaks and you can no longer open or close your window.

Blinds

Use the pair of strings to pull the fabric either up or down to regulate the light in your room.

Troubleshooting

If your blinds are stuck in the down position, submit a maintenance request with reception to get the issue fixed.

Heater

To use the wall-mounted heater, first check to see if it is plugged in. Then turn it on using the switch on the wall next to the light/fan switch and set the desired temperature.

Troubleshooting

Heater provides no heat: All heating across ANU campus is deactivated during summer and early autumn and is typically only turned on around 25 April –ANZAC Day. Outside of these times, if no (or low) heat is coming from the heater, please check the setting and adjust accordingly. If the problem persists, submit a maintenance request.

Heater emits a rattling or suction noise: This may occur when air or pressure builds up in the system, or problems have arisen due to pressure. Please connect with reception to submit a maintenance request to have this fixed.

Ceiling fan

The fan is controlled using the knob on the switch panel beside your door. The knob is labelled for easy use.

The summer/winter switch changes the direction of the fan depending on if you want the room cooler or warmer.

Troubleshooting

If the fan is wobbling or making a noise, it may not be spinning along its correct turn path. Depending on how severe the noise or wobbling, either the fan’s screws will need to be tightened, or it may need to be re-installed/ replaced. In either instance, you will need to connect with reception to submit a maintenance request.

Room sink and tap

To activate, pull the handle up to release water.

Troubleshooting

When a sink has not been used for some time, the seal created by water in the plumbing begins to diminish, allowing odours to come up through the system. If you notice a bad smell coming from your sink, simply turn on your tap for a minute or two. This will reset the seal.

If the problem persists, submit a maintenance request with reception.

Welcome to Fenner Hall



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.

Contact us

Fenner Hall

152 University Ave, Acton 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 9000

E reception.fennerhall@anu.edu.au



[instagram.com/fenner.hall](https://www.instagram.com/fenner.hall)