



Australian
National
University

Graduate House room guide

Residential Experience Division

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Room and building access

The rooms at Graduate House are accessed using Onity key card. When you first check in you will receive your room card, which can be used to access your room and common spaces. To access, simply hold your card up to the card reader. A green light will flash, indicating access has been granted.

Your Student ID card, once activated, will provide you access to the building. A temporary building card will be provided until your student ID card has been collected and activated.

You 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.



Graduate House games room

Room power

Beside the door to your room is a switch to turn on your main room light. Each room is fitted with electrical power points for small appliances such as lamps, chargers and fans. Use the power point switch to turn on the power. You can find the switch for your desk light near the window.

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, then check the switches on the electrical switchboard, located in each room behind the main door.

Internet access

Your access to the Internet is provided through the University. You are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing the use of information technology resources and other applicable laws.

Please note that ANU requires all residents connecting to the Internet to have installed an up-to-date virus scanner and all current security patches for your operating system. In line with the University's Networks Operation Policy, residents must not install their own hubs, switches or wireless LAN access points.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to suspension from the network and action by the University under the University's IT policies and Discipline Rules.

Please see these sites for more information on relevant University IT policies:

[Acceptable use of information technology](#)

[Information technology security](#)

[Information Technology account management and access](#)

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 may 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 this option is available.

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



Graduate House standard room

Telephone

A telephone handset is available in each room. These handsets are designed specifically to be used with the University's PABX system and cannot be replaced with personal handsets.

Residents can call within Graduate House, the University, to Emergency Services on 000 and Lifeline (crisis support and suicide prevention) on 131 114.

The telephone handsets also include a voicemail service. A maximum of 20 messages can be stored in each mailbox. Once this limit is reached, any further callers diverted to voicemail will not be able to leave a message. Calls to an extension will be diverted to voicemail after six rings. It is up to residents to manage their mailboxes. Residents may check their voicemail by dialling ext. 53333 and entering their password.

Residents may check their phone credit balance by dialling ext. 58000 and entering their extension number followed by #.

Room phones are not to be used to cause nuisance or annoyance to other residents, staff or students of the University, or any other people. Any resident who receives nuisance or offensive phone calls should immediately advise the Residence Manager. Abusing a person's privacy in this way will not be tolerated and offenders may face disciplinary action.



Kitchenette in standard room

Heating

To use the wall-mounted heater, make sure it is plugged in and set to the desired temperature using the thermostat or temperature control on the appliance.

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.

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 have switches to turn on the light or fan.

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).

Small fire: If the fire alarm goes off and there is a small fire, place the fire blanket over your cooking, turn off the heat and follow the evacuation procedures.

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.

Mini oven with cooktop

When you turn the mini oven knobs, the oven or hotplates will turn on. Each hotplate has different power settings.

When using the oven, the large hotplate will automatically switch off. You cannot use the large hotplate and the oven simultaneously.

Troubleshooting

If the mini oven is not working, please submit a maintenance request.



Graduate House conference room

Microwave – common room kitchen

To operate, first make sure the plug is connected to the socket and the switch is turned on. 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 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, 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.

Mini fridge

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.

Sink tap

To activate, pull down on the handle to release water.

Troubleshooting

A bad smell: 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. To fix, simply turn on your tap for a minute or two. This will reset the seal.

Minerals or debris: Similarly, if water has not run for some time, it may gather in the pipes, collecting minerals or debris. If these are present in your water, simply turn on your tap for a minute or two, until the water runs clear.

Fire safety equipment

Your room is a sole occupancy fire-rated compartment and the door is classed as a fire egress door. This means it is a serious offence under the *Emergencies ACT 2004* Section 96 (3) to tamper with the door closer in your room to prevent your door from closing correctly.

Likewise, tampering with any other fire safety equipment within the residence, such as fire hoses, extinguishers and fire blankets, is a serious offence. Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the termination of your Occupancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with. The *Emergencies Act 2004* can be found [here](#) or by scanning the QR code.

Bathroom facilities

Each resident room contains a bathroom with shower, sink, cupboard and toilet. Each resident is responsible for ensuring that they are always kept clean, with the bathroom shower recess and screens, walls, tiles, ceiling, windowsill and basin wiped dry and free of all soap residue or mould.

Kitchen (common room) fridge/freezer

Residents holding private functions or defrosting their freezer may temporarily use the Common Room kitchen fridge and freezer to store perishable goods.

Any food items temporarily stored in the fridge and freezer in the Common Room kitchen must have a name, room number and collection date clearly written on each item. The Graduate House cleaner will regularly check on and dispose of items that do not have this information or are left beyond the noted collection date.

Residents who use the kitchen are responsible for maintaining its cleanliness, including sinks, floor, benches, cupboards and fridge/freezer. Essentially, this means removing any food that could or has already deteriorated to prevent contamination of other food, wiping down benches, and cleaning up after yourself.



Bathroom in standard room

Kitchen safety

Residents must take every precaution when cooking to prevent fire and injury to themselves and others. Kitchen fires are most often caused when cooking food is left unattended, when combustibles are placed too close to the heat source, or when cooking equipment is not turned off or is unintentionally turned on.

Please carefully follow the below safety guidelines:

- Never leave cooking unattended – if you must leave the kitchen, turn off the stove or appliance.
- Make sure you monitor your cooking closely to prevent it from burning and causing smoke.
- The Common Room kitchen oven and stovetop is connected to a timer switch on the wall. The safety mechanism timer reduces the risk of a fire starting through misuse of the oven/stovetop.
- Make sure pot handles are facing inwards so they can't be knocked and spilled.
- Keep the kitchen area clean and clear.
- Keep tea towels and electrical leads away from the stove.
- When cooking, wear clothes with tight-fitting sleeves.
- If oil or fat catches alight, turn off the heat source and use the fire blanket provided in the residential room kitchens or Common Room kitchen. Do not throw water onto a fat or oil fire as it will cause an explosion.
- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. Instead, pour the fat or oil into a sealable container, which can be safely thrown into the bin once it cools.
- Only use microwave-safe containers in the microwave ovens. Never place anything metallic in the microwave, as this will cause damage.
- Cover all containers being heated in the microwave, as food splatters cause rapid rusting and deterioration of the microwave.

Footwear must be worn in the kitchen and in all common areas of Graduate House. This is a Health and Safety Regulation.

Laundry

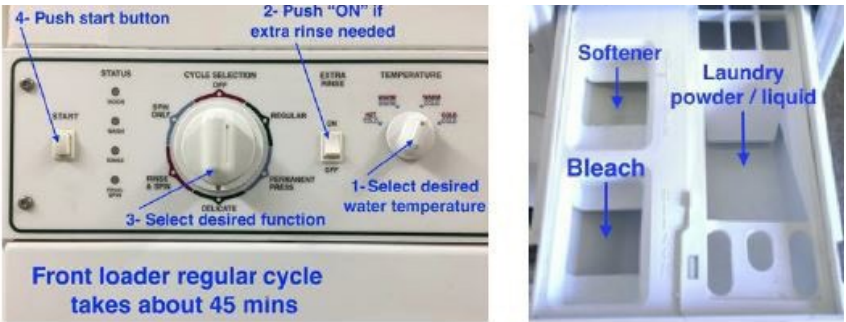
What are the laundry opening hours?

The laundry is open from 7am to 10pm every day. Please make sure you stop using the machines by 10pm. The Duty Resident will close the laundry room each night at 10pm. Do not use the laundry outside these hours. This is a courtesy to other residents whose rooms are nearby and who may otherwise be disturbed.

What details should I record on the machines and why?

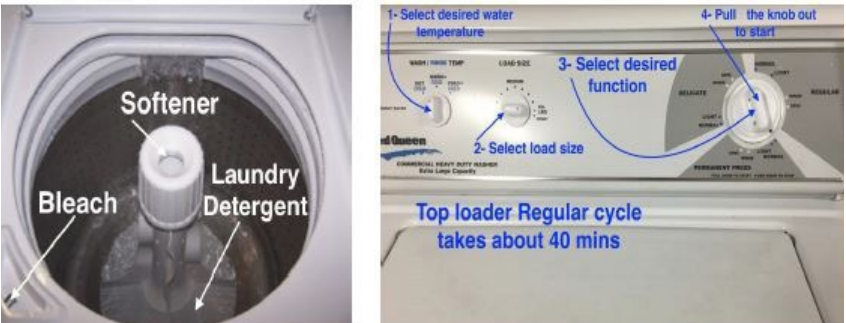
Please write your name, room number, and planned collection time on the machine. Please write down a realistic collection time –i.e. when the machine will have finished washing/drying your clothes, NOT simply when it is convenient for you to return. This policy is about fairness and equity, ensuring other residents know when a machine will be free for them to use.

Where should I put my washing liquid/powder/fabric softener/bleach?



DO NOT put washing powder or washing liquid in the central plastic cylinder –your clothes will not come out clean and other residents will have to remove the powder residue –that area is for fabric softener only!

For front loader washing machine:



How can I dry my clothes?

You can dry your clothes outside using the four communal washing lines There are also electric clothes dryers in the laundry. These are for DRYING ONLY!

Please DO NOT attempt to wash your clothes in the dryers or place washing powder in them. If you are not sure which is the washing machine and which is the dryer please ask at Reception or approach a fellow resident or your Senior/Duty Resident. Please only put CLEAN clothes in the dryer.



Graduate House reception

Laundry (continued)

How long will my washing/drying take to finish?

Washing:

- Top loader: 40 minutes approx.
- Front loader: 45 minutes approx.

Drying:

Drying time varies depending on what and how much you have in the dryer. A full load of clothing may take around one hour. Heavy items like towels may take longer.

Is it okay to wash/dry just a couple of items?

There may be times when you need to do a small load of washing/drying. Try to keep these times to a minimum out of fairness to other residents and respect for the environment. Very small loads require you to use the machines more often, and can make it difficult for other residents to access the laundry when they need to. Small loads are worse for the environment, as they require a large volume of water or electricity for a small number of items.

Laundry (continued)

What should I do if another resident's laundry has finished washing/drying and I want to use the machine next?

If another resident's washing/drying has finished and you want to use the machine, please be respectful and use your common sense when deciding what to do.

Example 1 – If the resident's room is nearby, you might want to knock on their door to politely ask them to come and collect it.

Example 2 – If the written collection time passed a long time ago, you may remove their clothes and place them in the basket they have left. If they did not leave a basket, please place them in one of the 'unclaimed laundry' baskets provided by Graduate House. As a courtesy, you might like to leave them a note on the machine explaining why you removed their clothes – e.g. the collection time had expired.

Example 3 – If the collection time only recently finished, you may want to wait another 10 minutes to see if the resident comes to collect their laundry, before respectfully removing as above.

What should I do before leaving the laundry?

Please use the supplied eraser to remove your details from the machine you were using. If you used the dryer, please use a clean paper towel to remove accumulated lint from the filter. If you used the iron, please unplug it before leaving the laundry. This is very important for fire safety.



Who should I contact if I need help?

If you are not sure how to use the laundry or the policies that apply, please visit Reception, contact the Duty Resident, or your Residential Mentor.

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.
- Do not leave garbage bags outside your door. Make sure you dispose of rubbish properly in the designated area.
- Do not feed the possums or other wildlife.

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 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 does pose a safety or a security risk, is causing significant disruption, and cannot wait until the next day, you must inform reception staff immediately (02 6125 1999) or Graduate House after-hours Duty Resident (0416 249 463 or ext. 60147) from 4pm and over the weekends. After 11 pm, please report any urgent maintenance issues to ANU Security on 02 612 52249.

Contact us

Graduate House

118 Garran Rd, 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 1999

E graduate.house@anu.edu.au

W study.anu.edu.au/accommodation/our-residences/graduate-house