



Australian
National
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Ursula Hall Laurus Wing room guide

Residential Experience Division

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Room and building access

The rooms at Laurus Wing are accessed using Onity key cards and card readers. You will need your key card to gain access to the building, common spaces, and your own room. To access, simply insert your card into the card reader. A green light will flash, indicating access has been granted.

The Main Wing building operates using the Salto key cards and card readers. You will be provided access with this card for entry into the Main Wing Dining Hall and Common spaces. To access, simply tap your card onto the card reader. A green light will flash, indicating access has been granted.

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.

Room power

Insert your room key card into the power-saving device located at the entrance to your room (this is a legacy system and in many cases you will not need to insert a card). Once inserted, the power to your room will be activated. 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.

An electrical switchboard is located in the entry hall of each apartment. 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, please contact reception during office hours on 6125 6200 for further assistance.



Laurus Wing
standard room

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](#).

Heater

There is an easy-to-use, wall mounted panel heater located in your room. This heater offers a range of settings to suit the comfort levels of our residents.

To use the heater, first ensure it is switched on at the power point and on the appliance itself. Then simply program/adjust the heater to your preferred setting.

Troubleshooting

If the heater is not working after following the above-mentioned steps, please contact reception.

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.

To use the range hood, first slide out the silver hood. The control switch is located on the underside of the hood, which will be visible once the hood has been pulled out for use.

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 connect with reception to submit a maintenance request.

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.



Kitchenette in standard room

Stovetop

To operate the stovetop, the HOB button on the power outlet adjacent to your stovetop needs to be set to 'on'. Once the power is on, turn the control knobs on the stovetop clockwise to the desired heat and allow your food to cook. It is important to turn on the rangehood (see above) whenever you are cooking to avoid triggering the fire alarm.

When you are finished cooking, return the dials to the off position and turn off power to the stove at the HOB button.

Troubleshooting

If the stovetop is not heating, first check that the HOB switch is turned on. If you are still experiencing issues with the stovetop, connect with reception to submit a maintenance request.



HOB power outlet



Stovetop control knobs

Oven

To use the oven, first select the desired oven function using the left-hand dial, then select the desired cooking time. The timer (centre dial) must be engaged for the oven to operate. Use the right-hand dial to select the desired cooking temperature.

Once cooking is complete, return all dials to the top centre position.

Troubleshooting

If the oven is not heating, ensure the timer is activated. If you are still experiencing issues with the oven, connect with reception to submit a maintenance request.



Oven function

Timer

Temperature

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 submit a maintenance request with reception.

Toilet

All the bathrooms in Laurus Wing 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 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.

Sinks and taps

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.

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 .

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 requestwith reception. No hot water: Please note that room sinks only dispense room temperature water. If you want chilled or hot water, please use the provided zip tap located in the corridor.

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.

Drain is blocked: This occurs when there is a build-up of various materials being washed down the sink rather than being disposed of properly. If the drain is blocked, you may notice it will take longer than usual for the water to drain completely. To avoid blockages, ensure you are disposing of food waste in bins and that oils and fats are not being poured into the sink. Do not attempt to unscrew the drain and remove the blockage yourself as this can loosen the trap and result in water leaking into the carpet and adjacent rooms. Connect with reception immediately to submit a maintenance request as soon as you notice a clogged drain.



Bathroom in standard room

Bathroom/ shower

Every room is provided with a shower curtain for the bathroom, 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 to submit a maintenance request 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.

Blinds

The vertical blinds in the apartment are on a continuous chain loop. To lift the blind, pull the chain vertically and continue pulling. Use the other side of the chain and pull down to lower the blind.

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.

For all urgent or emergency maintenance repairs, please contact reception on 6125 6200. After hours, contact the Community Support Officer on duty on 6125 0566.

We would rather have something reported multiple times, than not at all. Even if you think someone has reported the issue, report it again.

Contact us

Ursula Hall

50 Daley 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 6200

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