



Australian
National
University

Burton & Garran Hall room guide

Residential Experience Division

Contents

Room and building access	1
Room power	2
Room Wi-Fi	3
Window	4
Heater	4
Room sink and tap	4
Hot water	4
Rangehood usage – master chef kitchen	5
Pest control	6
Urgent maintenance issues	7

Room and building access

The rooms at Burton & Garran Hall (B&G) are accessed using the key card provided to you during check-in, with access granted by the front office. You will need your key card to gain access to the central building, all four blocks, the laundry block, and your room. To access, simply tap your card on the card readers around the residence. A green light will flash, indicating access has been granted.

Your card needs to be updated every seven days. You can update your card by tapping one of the update points, which are located at either entrance of every block and near the reception in the central block. If you don't update your card, you won't have access to your room or other common areas.

Your room door lock is set on 'free access'. This means that by default the door is not locked. To lock the door, simply tap your key card. The light will blink green and then turn red to indicate that it is locked.

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.

If you lose your key card, you may request a replacement from reception. There is a fee for a lost key card and the charge will be applied to your B&G account as per the [ANU Residential Schedule of Fees 2026](#).

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.



Burton & Garran Hall standard room

Room power

Electrical fittings in your rooms, such as lights, are centrally powered, and 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 and press the 'Reset' and/or 'Test' button, then plug the appliances back in, one at a time.

If this does not restore power, please contact reception during office hours, or call the duty number for the assistance of the Community Support Officer. The duty number is 6184 0040.

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.

You must not use personal routers, switches, or any devices that extend the network within your room. These devices can cause 'network loops' which disrupt Wi-Fi connectivity for other residents.

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](#).

Window

Each room is fitted with a window and a fly screen. If the fly screen is damaged, please note this on the inventory form in the first seven days after you check in (along with any other damage or issues).

In some rooms the fly screen sits in front of the glass window and needs to be raised before the window can be opened outwards. In other rooms, the window sits in front of the fly screen, and can simply be raised and locked in place or lowered as needed.

Troubleshooting

Any broken glass, stuck windows, or holes in the flyscreen, should be immediately reported to reception.

Heater

To use the heater, turn the dial located on top to the desired setting. Settings range from one to five, with five being the hottest.

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, connect with reception to 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 submit a maintenance request with reception to have this fixed.

Room sink and tap

To use the tap, turn the left-hand knob for warm/hot water and turn to maximum for higher water pressure. Turn the right-hand knob for cold 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.

Hot water

Normal hot water temperature at B&G is 45 degrees (celsius).

The water temperature may be affected if many showers are in use at the same time. The shower's water pressure may be similarly affected. Please take this into account before submitting a maintenance request for showers.



Burton & Garran Hall shared kitchen

Rangehood usage – master chef kitchen

It is important to use the rangehood whenever you are cooking in the master chef kitchen. The purpose of the rangehood is to filter out odours, smoke, grease, and any other pollutants released into the air. Proper use of the rangehoods helps reduce other maintenance issues in the kitchen, such as breakdowns in the fridges/freezers, or triggering smoke detectors which activate fire alarms.

The cooktop will not work if the rangehood is not turned on. To use the cooktop, first press the timer to start the rangehood. The timer is set to run for 30 minutes. You can turn off the rangehood before the 30 minutes is up, or simply press the button again if the cooking time exceeds 30 minutes.

Pest control

Pest control occurs monthly in the common areas of the building. If you have issues with pests in your room, please notify the front desk staff. A maintenance request will be logged to inspect and rectify the issue.

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.

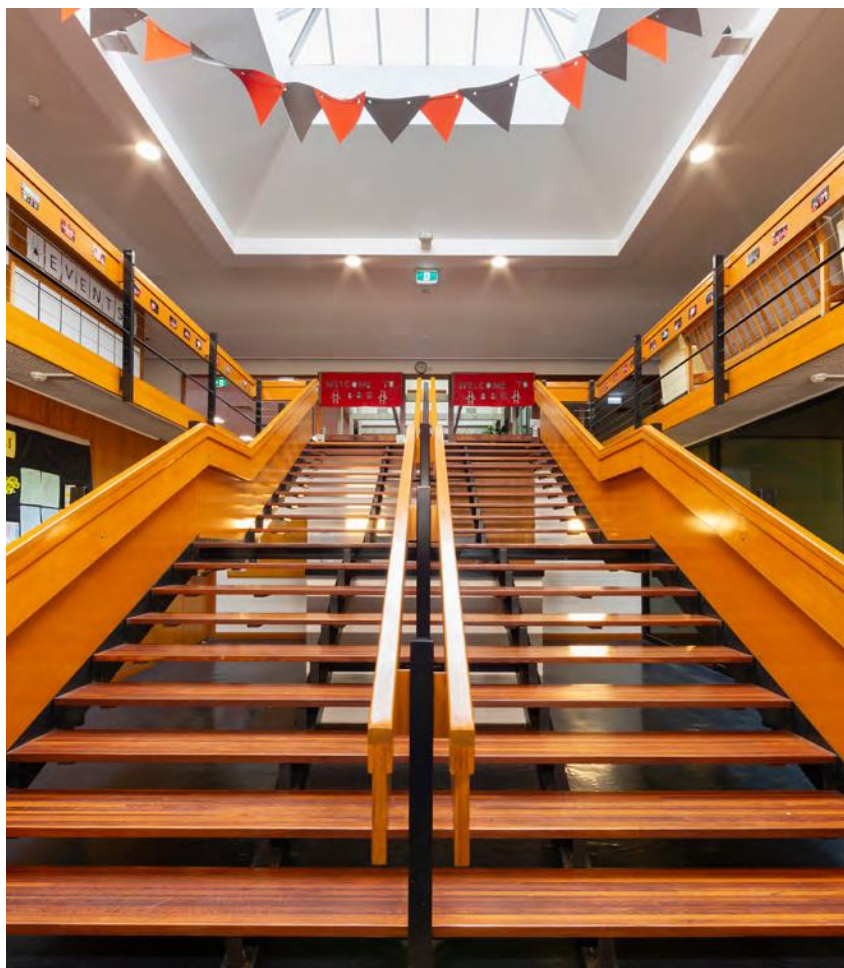
In case you do notice any form of pests in your room, you may wish to invest in a bug spray, such as Mortein, Raid, First Force, etc. Such sprays are available at most supermarkets.

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.



Burton & Garran
Hall laundry



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

Burton & Garran Hall, ANU

49 Daley Road, 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 6124 0000

E enquiries.bg@anu.edu.au



[instagram.com/burtonandgram](https://www.instagram.com/burtonandgram)