



Australian
National
University

Yukeembruk Village room guide

Residential Experience Division

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Room and building access

Only current Yukeembruk residents and approved staff have building access. You will need your ANU Student ID card to gain access through the building entrances. 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.

When you check-in, you will receive your Onity room access key card. You will need to use this card each time you access the lifts, common spaces, and your room. Simply tap your card on the card reader and a green light will flash to show access is granted.

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 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 have a registered bike, you can access our bike sheds using your student ID card. To access, simply tap your card against the black card reader. A green light will flash when access is granted.

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 Community Support Officer on duty.

Room power

Use the switch as you enter your room 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](#).

To prevent the power to your room switching off, do not use kitchen appliances in your room and reduce the number of switches turned on at any given time to only the essential. Cheap appliances, those with international plugs, or those requiring a lot power (e.g. e-scooters), tend to trip the power more frequently.

Do not 'daisy chain' your power boards by connecting one power board to another. This is a fire hazard and it increases the likelihood of your power tripping.

Troubleshooting

Power in your room switches off: This occurs when either a large volume of appliances or a faulty appliance has been connected to the power sources (power points) in your room, causing the circuit breaker in an electrical switchboard to trip.

These electrical switchboards are located in the floor corridors and are only accessible by staff. If during office hours, call or make your way down to reception and inform them that 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 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](#).



Yukeembruk
Village standard
room

Heating

To use the heater, turn the dial located on the side of the heater to the desired setting. Settings range from one (snowflake) 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, submit a maintenance request by calling or emailing reception.

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.

Ceiling fan

The fan is controlled by a knob located on your light switch. The knob is labelled 1, 2, 3, and OFF. Simply turn the knob to your desired speed (with 1 being the slowest and 3 the fastest), or turn to OFF when not in use.

There is a summer/winter switch on the neck of the fan that will change the direction of the fan depending on if you want the room warmer or cooler. Make sure to turn off your fan before toggling the switch or standing on your bed to access high shelves.

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.

Mini fridge

Every room has a cupboard designated to store a mini fridge, which you may choose to supply (a mini fridge is not provided). The cupboard dimensions are: H 910mm x W 580mm x D 530mm.

Before using your fridge, make sure it is plugged in at the power point (located at the back of the cupboard) and that the switch is on.

If you are leaving Yukeembruk for an extended period, consider emptying your fridge and turning it off to save power and reduce the risk of overworking your appliance.



Yukeembruk Village large standard room

Glass and mesh sliding doors

Unlock the glass sliding door by pulling the lock down, then slide to open. To lock, shut the door then pull the lock up.

Unlock the mesh sliding door by pulling the lock up, then slide to open. To lock, shut the door then pull the lock down.

Troubleshooting

Door not opening: If your door is stuck or does not open, do not force it open as it may cause the door to fall off the tracks. Please submit a maintenance request to have this fixed.

Lock not working: Make sure the door and the latch are as close together as possible before attempting to lock the door. If the lock still does not work, please submit a maintenance request.

Mesh ripped or glass broken: Please connect with reception to submit a maintenance request.

Rolling blinds

Pull the front string down to lower the blind, pull the back string up to raise the blind.

Troubleshooting

If you are unable to open or close your blinds, first ensure all strings are untangled from the base to the top. Once each pair of strings is easily distinguishable, you should be able to follow the steps outlined above to open and close the blind. If your blinds are stuck, have fallen off, or the strings have broken please connect with reception to submit a maintenance request.

Room sink and tap

To use the tap, lift the handle up to release water. The water from these taps is safe to drink.

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.

Juliet balconies

Every room has a Juliet balcony that you can use to bring the outside in!

Please note that you must not climb over or hang anything off your balcony. You also must not smoke or vape on your balconies (or anywhere in the residence).



Room sink and tap

Smoke detectors and fire alarms

In line with the ANU Smoke-Free Policy, smoking is not permitted on University grounds, including Yukeembruk Village. Electronic cigarettes (vaping) and all tobacco-related products fall under this policy.

Every room, common room, hallway, and staircase has smoke/temperature detectors. It is illegal to tamper with, cover, or remove a fire detector.

In its normal state, the smoke detector in your room will be flashing green. When it is activated, it will sound a siren and flash red.

If the detector is activated in your room, you will have approximately five minutes to clear the smoke before the building-wide evacuation tone starts. If a detector in a common room or hallway is activated, the building-wide evacuation tone starts immediately.

In the event the building-wide evacuation tone starts, all residents must listen to the directions of the Fire Wardens, evacuate using the nearest emergency staircase, and gather on the Village Green. If you do not evacuate, you may incur a fine.

Troubleshooting

Faulty fire alarm: If your fire alarm is flashing red, please submit a maintenance request with reception to have this looked at.

The fire alarm in your room activates: Clear the smoke from your room by turning on your fan to its highest setting, opening your balcony windows, and fanning the smoke away from the detector. Do not open the door to the hallway unless it is an emergency. Opening the door will trigger the hallway smoke detectors and the building-wide evacuation tone.

Toilet and showers

Every room in buildings 164 and 165 has an ensuite containing a toilet and shower. Every floor in buildings 166 and 168 has a shared, gender-neutral bathroom with toilets and showers.

It is important that only toilet paper is flushed down the toilets. Paper towels and sanitary products (including, but not limited to, make-up wipes and dental floss) cannot be flushed and may cause blockages and flooding.

There are sanitary bins for these products in each toilet stall in buildings 166 and 168. Residents in buildings 164 and 165 should dispose of their sanitary products in their private bins (not provided).

Troubleshooting

The toilets and showers are dirty (in buildings 166 and 168): Please submit a maintenance request with reception to have this rectified.

Toilet is flooding: Please go to reception or call the Community Support Officer on duty immediately.



Yukeembruk Village master chef style kitchen

Kitchen storage Every resident has a lockable cupboard, fridge bucket and under-bench bucket assigned to them based on their room number. Freezer space is not assigned, but residents can find a space for themselves.

It is vital that all kitchen belongings are properly labelled and stored in the appropriate spaces provided, either in the kitchen or your room.

To ensure the cleanliness of the kitchen space for all residents, kitchen belongings left out on bench tops, or not in a cupboard or bucket, will be moved by our cleaning staff to a collection tub. This collection tub is emptied weekly, and all contents are stored securely elsewhere in the Village. You can reclaim your belongings from the collection tub by visiting reception during business hours. Any questions about this process can be raised at reception.

Troubleshooting

Should a fridge or freezer break down or require maintenance, please connect with reception to submit a maintenance request.

Kitchen gas

To activate the stovetop gas and the exhaust fans, the green light first needs to be on. Press the black button for 10 seconds to switch the light from orange to green. If the red light is on, press the black button for 10 seconds to activate the orange light.

Troubleshooting

If the red light is on, make sure the emergency gas button is reset (pulled out) before attempting the above.

If you can't get the gas stove work after attempting the above, please go to reception or call the Community Support Officer on duty.

If you smell gas, ensure all stovetops are turned off then immediately go to reception or call the Community Support Officer on duty.

Magnetic locks (Mag lock)

The door to your room is equipped with a magnetic lock to hold the door open. To activate, simply open the door until the magnet on the back of the door meets the magnet holder.

To deactivate the magnet, press the red button on the magnet holder. Alternatively, press the 'Press to close' switch near the light switch. The magnet will be automatically deactivated if your door is held open and the building-wide evacuation tone starts.

To ensure the longevity of the magnets (and out of respect for your neighbours), please do not allow the door to slam behind you. This may cause problems with your door lock, Onity scanner, or the magnet itself.

Troubleshooting

The magnet won't connect/latch: Overuse of the magnet as well as certain weather conditions may prevent the magnetic lock from operating as usual. Please try using the magnetic lock another time. If the problem persists, please connect with reception to submit a maintenance request.

The release switch does not work: Please go to reception or call the Community Support Officer on duty immediately.

Bin rooms

Every building has a bin room located on the ground floor. In buildings 166 and 168, they are beneath the South Towers next to the lift. In buildings 164 and 165, you will find them via an external door facing Daley Road.

To enter the bin room, simply scan the required card (from inside, Onity; from outside, Gallagher).

When using the bin rooms, please follow the below guidelines:

- Make sure you place your rubbish in the correct bin.
- Do not leave rubbish on the floor. If the bin room has rubbish on the floors, the bin collectors may not be able to empty them.
- Make sure you use bin liners/bags to transport rubbish from your room to the bin rooms.
- Do not let your rubbish leak when transporting it to the bin rooms. It leaves a smell in the carpets and lifts!
- Empty your bins regularly. If rubbish builds up in your room it may cause damage, affecting you and the room's next occupant.

Audio and video (AV)

There is a study room on every residential floor, with a screen for students to connect to and display their computer content. For each screen there is an HDMI cable and instructions on how to connect your personal device to the screen.

The large screen in the Village Hall works in the same way. Use the cables in the AV box to the left of the screen and follow the prompts on your device and the controller screen.

Do not remove the HDMI cable from these rooms – they will not be replaced – and do not disconnect any cables from behind the screen.

Troubleshooting

My computer won't connect: Make sure you are connected to the ANU Wi-Fi before using the wireless connection option. Ensure all connectors and cables are fully plugged in. It is also worth restarting your computer and ensuring the operating system on your device is up to date.

The screen won't turn on: First check all the cables behind the screen are plugged in. Then turn on the screen using the button on the screen itself. Connect your computer to the screen using the HDMI cable, rather than using a wireless connection. If the screen continues to be unresponsive, please submit a maintenance request with reception.



Shared spaces

Computer lab and printer

The computer lab and printer are located in the Bunker study space at the bottom of Building 164. This space is accessible using your ANU student card. The computers in this space are connected to the ANU network and you can log in using your ANU credentials (University ID e.g. u1234567, and password).

The computer lab printer is also networked. You can log in using your ANU credentials to print from the lab computers. Instructions are posted on the wall in the computer lab and are also available at the following links:

- [Wireless printing at ANU](#)
- [Wireless printing instructions](#)
- [Printing from a personal device](#)

Shared spaces (continued)

Project room

At the bottom of Building 164 is a shared creative space named the Project Room. You can access this space with your ANU student card and use it for any projects you are undertaking for your studies or for recreation.

Some tips and guidelines:

- This space is open to all residents, so make sure all doors are closed behind you when you leave and any personal equipment is taken with you when you are done.
- Leave this space as tidy as you would like to find it.

Music rooms

At the bottom of Building 164 are many state-of-the-art music rooms, each with sound-dampening wall insulation, and a secure storage room for personal and Village-owned music equipment. You can request access to the music rooms and storage room from reception when you arrive, so only a select few residents have access.

Some tips and guidelines:

- Reception will only grant access to the music rooms during business hours.
- You may not bring food into the music rooms. You may bring water, but only in a closable bottle.
- Loud instruments and amplifiers must not be used after 10pm.
- For security, ensure all doors are closed behind you when you leave.

Outdoor gym

Yukeembruk has an outdoor gym on the Village Green for the use of all residents. Make sure you read the instructions on how each piece of equipment should be used.

Barbecue areas

Barbecues for the use of all residents can be found in the courtyards of buildings 166 and 168 and outside the Village Hall. You can borrow barbecue cooking equipment from reception – please return it cleaned. To use the barbecues, follow the instructions on the hot plates.

Please connect with reception to submit a maintenance request if any equipment in any of the shared spaces is broken or out of order.

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.

Outdoor basketball court at Yukeembruk Village



Contact us

Yukeembruk Village

165 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 6125 5660

E reception.yukeembruk@anu.edu.au



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