

2023-24

APARTMENT HANDBOOK

Living on campus is unlike any other accommodation option. At apartments you will have more opportunity for independence. A place to grow alongside fellow students, fulfilling your personal and academic potential.

UNSW
ACCOMMODATION

CRICOS PROVIDER CODE 00098G

**CONNECT, GROW
AND BELONG**

ON CAMPUS



ACKNOWLEDGEMENT OF COUNTRY

UNSW Accommodation is located on the unceded territory of the Bedegal (Kensington campus), who are the Traditional Owners of the lands where each campus of UNSW is situated.

CONTENT

Welcome to UNSW Apartment
Kensington Campus Map

Apartment Life
Why live on campus?

University Terraces

High Street Apartment

Barker Street Apartment

Cowper Street Apartment

Jacaranda Hall

Living on campus is unlike any other accommodation option. Colleges have a stronger culture of socialising, while apartments have more opportunity for independence. Both are places to grow alongside fellow students, fulfilling your personal and academic potential.

Welcome to UNSW Apartment

Apartments are an opportunity to make your own home and household. They cater to students who want more independent living or need specific living arrangements, including families.





KENSINGTON CAMPUS MAP





OUR BUILDINGS MAP





WHY LIVE ON CAMPUS?

A P A R T M E N T

Here at apartments, although you will be able to live an independent lifestyle - we still go above and beyond with our residents. With 24-hour security and pastoral care, we ensure our residents feel safe and feel at home.



Resident Obligations

Please read the following information as it pertains to your residency in UNSW Apartments. This Handbook contains important information about UNSW Apartments. It should be read in conjunction with your Licence Agreement for a full understanding of our expectations and your residency obligations. Please contact UNSW Student Accommodation Office if you have any queries.

As a resident of UNSW Accommodation, you agree to:

- Comply with the terms and conditions of your License Agreement, including the Rules of Occupancy
- comply with all UNSW policies and procedures including but not limited to the following policies

[UNSW Student Code Policy](#)

[Equity, Diversity and Inclusion Policy](#)

[Health and Safety Policy](#)

[Sexual Misconduct Prevention & Response Policy](#)

[UNSW Acceptable Use of IT Resources Policy](#)

[Smoke-Free Environment Policy](#)

- comply with the Alcohol and Drug Policy detailed in this Handbook
- be responsible for your own behaviour and that of your guests
- ensure there is no excessive noise or other disruption (especially between 11pm - 7am)
- keep your room in good order
- always restore common areas to a clean state after use
- ensure that your activity or event does not conflict with the right of all residents to have access to clean, safe and hygienic common areas and facilities, and to enjoy their living environment
- treat other residents, staff and visitors with respect at all times
- respect all property
- respond immediately to all fire alarms and to directions to evacuate the buildings
- comply with the directions of administration and resident staff
- apply yourself conscientiously to your studies and maintain good academic standing during your period of residency
- not allow any unauthorised person to use the accommodation services assigned to you
- not bring the reputation of the University or the Apartments into disrepute as a result of your actions or activities

Communication

Staff at the Student Accommodation Office are available to assist you with all queries. Get in touch via email or you can drop by our office.

UNSW Student Accommodation Office

Contact details for the UNSW Accommodation Office are as follow:

Monday – Friday 8:00AM – 6:00PM (hours may vary)

Gate 5, High St, Kensington, NSW, 2052.

T: +61 (2) 9385 4346

E: accommodation@unsw.edu.au

UNSW Student Accommodation Portal

Residents of UNSW Apartments can access the [UNSW Student Accommodation Portal](#) to view or pay accounts, report maintenance issues and check their room inventory. The Portal can be accessed via the Student Accommodation website by logging on with your active University email address and password.

All official notices and notifications will be sent to your z-email allocated by UNSW. This is the official form of communication from the Dean and Student Accommodation Office.

Keeping updated

You are responsible for ensuring your contact details are kept up-to-date on the UNSW Student Accommodation database. All official notices and notifications will be sent to your z-email address allocated by UNSW. It is your responsibility to ensure you regularly check this email address and ensure mail can be received at this address.

You must ensure the office has your UNSW email address (z1234567@student.unsw.edu.au) on file for inclusion on the UNSW Apartments explode email lists.

Residents of UNSW Apartments can access the UNSW Student Accommodation Portal to view, pay accounts, report maintenance issues and check room inventory. The Portal can be accessed via the Student Accommodation website by logging on with your active University email and password.

Please note: This is the official form of communication from Student Accommodation Office and you must check your email daily to receive or send emails.

You may redirect your UNSW email to your personal email address if that would be more convenient for your own use. For more information go to [UNSW.IT](#).

Mail and incoming mail

Incoming mail at Barker St, High St, Cowper Street Apartments each have their own letterbox located at the front of the apartment complex.

At the University Terraces, the mail room is on the ground floor of the east & west side of the building entrance. You'll receive a key for the mailbox, replacement keys will be charged. All mailbox keys should be returned when you vacate.

For Jacaranda hall, incoming mail is sorted at reception and placed in pigeon holes located at Reception. Residents are advised to check the pigeon holes regularly, and clear it often. Mail not collected within 30 days will be returned to the sender. Residents receiving packages or registered mail will be notified via email to collect. When you leave Apartments, you will need to re-direct all mail to your new address.

The University Terraces

[Resident Full Name]
Unit Number/17 High Street
University Terraces
Kensington NSW 2033
Australia

High Street Apartments

[Resident Full Name]
Unit Number/46 High Street
Randwick NSW 2031
Australia

Barker Street Apartments

[Resident Full Name]
Unit Number/39 Barker Street
Kingsford NSW 2032
Australia

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Jacaranda Hall

[Resident Full Name]
Unit Number/1 Lorne Ave
Kensington NSW 2033
Australia

Cowper Street Apartments

[Resident Full Name]
Unit Number / 1 Cowper Street
Randwick NSW 2031
Australia

An initial invoice will be sent prior to your commencement date, with each subsequent invoice sent on the 15th of each month for payment due by the last day of the month.

The primary form of communication is via your allocated UNSW zMail account. Please make sure we have your correct email address and that you check your inbox regularly. Regardless of who pays the fees, our agreement is with you, the resident, and as such we'll contact you with regard to any unpaid amount.

Facilities

Use of Common Areas

Each resident is responsible for maintaining the cleanliness of the common environment of the Apartments. You must always restore common areas to a clean state after use and ensure that your activity does not conflict with the rights of all residents to have access to clean, safe and hygienic Common Areas and facilities, and to enjoy their living environment. Common Areas are cleaned every weekday by cleaning staff.

If functions are held at the Common Area of Apartments, the organisers are responsible for ensuring it is restored to a clean and tidy condition. If additional cleaning is required by cleaning staff after the function, or at any other time, then a service charge will be levied on the responsible party to cover any additional cost.

UNSW is responsible for maintaining anything it has installed. You must not:

- alter or damage any structure that is part of the Common Area
- misuse, disable or wilfully damage any firefighting, prevention and detection equipment
- damage any lawn, garden, tree, shrub, plant or flower in the Common Area
- use any part of the landscaped Common Area as your own garden. (Any use of the garden/landscaped area for organised House activities must be approved in advance by UNSW Accommodation)
- throw or leave rubbish, dirt, dust or other materials in Common Areas that may interfere with the peaceful enjoyment of another resident in the Apartments

- In particular, you must not litter the premise, including outside the premise or Common Area with cigarette butts. (UNSW is a smoke free campus and removal of cigarette butts will be at your cost. Any resident found to be smoking in their room will be penalised)
- allow any child under your control to play in Common Areas inside the Apartments unless under the immediate supervision of a responsible adult.
- remove any furniture, fixture or fitting without prior written consent from UNSW. (You must tell UNSW if you are going to move large objects or furniture through Common Areas. This allows UNSW representative to attend on the move).

Landscaped grounds

The landscaped areas can be used by all residents during the times specified and approved by UNSW Accommodation. These times may be subject to change without notice. It is expected that all residents behave in a manner that minimises disruption to those residents whose rooms face onto or are near the internal landscaped areas.

The landscaped areas can be used for passive recreation, i.e. no games that interfere with quiet enjoyment and study. You must observe the strict maximum limits on the number of individuals allowed on the roof terrace of each Apartment at any one time.

BBQs

BBQs facilities are available at the University Terraces, Barker St & Jacaranda Hall for use by residents in conjunction with an approved event. It's your responsibility to clean the BBQ, remove any rubbish and leave the area in a clean and tidy state, ready for the next resident to use.

BBQs or other cooking equipment are not permitted on any balconies.

Communal Kitchen

A communal kitchen is available for residents in the University Terraces (stocked with cutlery, crockery and cooking equipment) and can be booked for groups of up to 14. If you use these areas, you must clean and tidy them after use and dispose of any foodstuffs that may cause odours or mess.

KEYS

Barker, High St & Cowper Street

You'll receive keys to your room when you check-in at Student Accommodation Office reception.

Jacaranda Hall

Please refer to the Jacaranda Hall handbook.

University Terraces

If you're a new student, we'll give you a temporary access card until you collect your UNSW Student ID card from The Nucleus: Student Hub.

Bring this card back to the Student Accommodation office and we'll encode it for you. You must return your temporary access card within the given time or fees will incur.

MAINTENANCE

Report any issues as soon as possible by submitting a request via [Student Accommodation Portal](#)

Please do not assume someone else has/will report a problem. Requests are prioritised according to their level of urgency (status of the request can be monitored via portal).

PAYMENT OF ACCOUNTS

Statements of accounts will be emailed to you or upon request your parents/guardians.

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It's available upon approval of the Community Coordinator. Please book three business days in advance via the Student Accommodation office.

Cooking and dining utensils are not provided by UNSW and UNSW does not accept responsibility for any lost or damaged equipment or utensils that are left out in the communal kitchen.

You must clean the area where you have cooked immediately after use. If the kitchen is left unclean or untidy, the resident responsible may be liable for a cleaning fee.

Garbage disposal

It is your responsibility to ensure all rubbish that you have created in the Common Area is removed and put in the bins. There are waste rooms on each floor for recycling and depositing any rubbish from your room. The bins in these rooms will be emptied daily by UNSW cleaning staff.

Please make sure when you are transporting any waste materials to the appropriate disposal bins no liquids are tracked through the halls.

Residents who intentionally misuse the garbage facilities will be subject to penalties. Residents must not under any circumstances leave garbage outside the door to their room or in the stairwells, halls or walkways of the building or in Common Areas.

Laundry

Each apartment complex has a number of coin-operated washers and dryers (excluding University Terraces). Always be respectful and don't leave your clothes for long periods after the cycle has finished. By the same token, please don't remove another residents' washing.

You must not hang washing, towelling, bedding, clothing or other articles on any part of the Premises (e.g. on the balcony), so that it may be seen from outside the Apartments.

Jacaranda Hall

Laundry is located at the ground floor. Please refer to the Jacaranda Hall handbook.

University Terrace

Cashless operated washers and dryers are provided in the laundry located at Level 1, The Lounge.

Barker Street Apartments

- 4 laundries located around the apartment complex
- Open from 7am to 10pm
- Use your external gate key to open the laundries
- Call the service number on the machine/s if they stop working
- There's a drying yard near unit 42

This is the only designated area to dry your items outside. You cannot dry any washing in the courtyards, on balconies or in common areas.

Cowper Street Apartments

- The laundry is located on the same level as the car park
- Use your stairwell door key to open the laundry. If you're in a unit which isn't located in a stairwell, your front door key will open the laundry
- Call the service number on the machine/s if they stop working

High Street Apartments

- The laundry is located at the far end of the property.
- Use your stairwell door key to open the laundry. If you're in a unit which isn't located in a stairwell, your front door key will open the laundry.
- Call the service number on the machine/s if they stop working
- University Terraces
- The laundry is located on level 1, next to the student lounge. Irons and ironing boards are also available to use.
- Make sure you don't open the door to the washing machine after the money has been paid. This causes the machine to freeze and maintenance will need to be called.
- Log a maintenance request through the Residents Portal if a machine stops working.

STORAGE

Personal items, including furniture, bicycles, clotheslines and suitcases must not be stored temporarily or permanently in any common areas or on any balconies. When you finish your residency, you need to remove all your belongings.

If you intend to store any flammable materials in the building, you need to obtain written permission from the Student Accommodation office. You may store these materials without permission if they're to be used for cleaning the premises or washing any of your clothes.

TELEPHONE CONNECTION

There's provision for one telephone line in the common area of each apartment at Barker St, Cowper St and High St. Simply contact a service provider (eg. Telstra) to have the connection made in your name.

It's advisable to have STD & ISD barred on the common phone. You can purchase your own coded cards to make pre-paid long distance and international calls. All costs related to the connection are payable by you. There's no provision for telephone connections at the University Terraces.

VEHICLES AND PARKING

UNSW Apartments do not offer parking to residents, however, parking on and around campus is available. Parking on campus is managed by Estate Management. Further details including how to get a permit is available via their website or contact Estate Management, located on Level 2, Mathews Building. There is limited free motorbike parking in the car park accessible via Gate 5.

Parking between 7.30pm to 7.30am is free and unrestricted, as is weekend parking. However, please make sure you always check any street signage in case of changes. There is limited motorbike parking and bicycle racks that you can also access for free. Bicycles are not permitted to be stored in apartments, stairwells or footpaths.

Residents are responsible for securing their bike to the racks that you can access to. UNSW takes no responsibility for any bikes that are stolen from this or any other area in the UNSW Apartments precinct.

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Caution: High Street, Kensington is targeted by car thieves. If you park in High Street please ensure you secure your vehicle with a steering lock etc. Do not leave valuables in your car.

Cowper Street & High Street Apartments

You can obtain a parking card (\$50 holding deposit), which allows you to use the car park at the apartment complex (subject to availability and there may be a waiting list).

To obtain a permit, please contact the Student Accommodation office to make an appointment. Please bring the following documentation to the appointment:

- Student ID card
- Vehicle registration provided by the RTA under the licensee's name (if your vehicle's registration is not under the licensee's name, please ensure you bring additional documentation, such as the vehicle's insurance under the licensee's name).

VENDING MACHINES

There are vending machines in the University Terraces. Please call the phone number on the machine to report any faults. Residents misusing or damaging the vending machines will be subject to penalty and repeated or frequent misuse of the vending machine will result in its removal.

Computer Labs

There are a limited number of desktop computers available at the University Terraces.

If there are any problems with the computers, please contact the Student Accommodation office. If you need to send a fax, there are facilities at:

- Arc Reception, Blockhouse (map reference G6).
- Australia Post (map reference F22).

Insurance

Your contents are not covered for theft or damage and we strongly recommend you take out insurance to cover items of value, eg. computers, cameras or jewellery. We also recommend you have suitable health insurance.

Internet usage and Networking devices

All residents of Apartments have access to the internet UniWide fair usage system. As such, there is no volume-based charging for internet. All residents are bound by the acceptable use of [IT Resources Policy](#). Both wired and wireless connections are available and require authentication to provide accountability of user actions while utilising the service. The University provides each student with a UNSW email account. Each resident is able to access their account in the Apartment study rooms, common areas or in their room if they have a computer connected to the University network.

To ensure the monitoring of appropriate content, and the absence of content that could lead to harassment, bullying or the potential damage to the University's reputation, all social networking sites, pages and groups affiliated with the Apartments must be linked with the staff member responsible for monitoring the social media.

Residents are encouraged to think about the information they publish using social media. This might include photos and videos which you upload onto a social networking profile, a video-sharing site or send via a mobile phone. It may include the comments you post on other's profiles or messages sent over instant messaging applications on mobile phones. Ask permission before posting a photo or tagging a resident online. You would like them to respect your wishes, so do the same for them.

Guests

Guests are welcome to visit you provided the following:

- You must make sure your guests do not behave in any way which might disturb the peaceful enjoyment of another resident. This applies to behaviour anywhere in UNSW Apartments, its grounds or the surrounding UNSW Apartments.
- You are responsible for your guests and they must comply with the policies and procedures of UNSW Apartments.
- You must accompany your guests at all times whilst they are in UNSW Apartments.
- You must not allow any unauthorised person to use the accommodation services assigned to you. Accommodation charges will apply if an unauthorised guest is found to have occupied or shared a room assigned to you.

Overnight Guests

Residents may, in exceptional circumstances, seek authority for a guest to share their room overnight. Such requests must be submitted with sufficient notice for approval to UNSW Student Accommodation by using the Guest Request Form.

UNSW Student Accommodation reserves the right to withhold authority for a guest to stay. Maximum stay for a guest is two nights. Approved forms must be submitted to UNSW Student Accommodation at least two working days in advance.

HEATERS

In the interests of safety, heaters with an exposed element, small fan heaters and bar heaters are prohibited. Please only use enclosed column heaters with a maximum capacity not exceeding 1,200 watts. Please contact the UNSW Student Accommodation Office for advice on which heaters are suitable to use.

Accommodation

Maintaining your room

Residents are responsible for keeping their rooms in good order. If situations arise in which you modify your room furniture or its position resulting in an increased risk of injury to any maintenance or cleaning staff that may need to access your room, you could be liable for a penalty. Regular room inspections may take place throughout the year and residents will be given notice in advance of the timing for these inspections.

INSPECTIONS

Routine inspections of your room and all common areas will take place each semester. You'll be notified before an inspection, but if any area is found to be unsatisfactory, professional cleaning will be arranged and a fee will be charged. An inspection will also take place whenever a resident vacates their unit. The vacating resident's room and all common areas must be clean and undamaged. If any area is found to be unsatisfactory, professional cleaning will be arranged and a fee will be charged to all residents (all cleaning charges range from \$88 to \$250).

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ROOM INSPECTIONS

After you check in, you'll need to complete a room inspection. It's really important you do this so you can record the condition of the room and make sure everything is okay. It also ensures you won't be charged for any damages if they were present prior to your arrival.

MAINTENANCE REQUEST

Please report any issues as soon as possible by submitting a request via the [UNSW Accommodation Student Portal](#). Please don't assume someone else has/will report a problem.

Requests are prioritised according to their level of urgency (you can also check on the status of a request via the portal).

Behaviour and conduct

As a student and resident at UNSW, you're part of a community. It's important to be considerate and respectful of the needs of all residents, especially in the pursuit of their educational goals.

All conduct within UNSW Apartments must be consistent with the relevant policies and procedures of the University and the UNSW Apartments and is subject to the relevant Commonwealth and State laws.

Residents must at all times comply with all UNSW policies and procedures including but not limited to those contained in your Licence Agreement, this Handbook and the UNSW Student Code Policy. Any serious misconduct will be referred to the UNSW Student Integrity Unit for investigation. Any criminal or suspected criminal conduct may also be referred to the Police.

ALCOHOL

Responsible consumption of alcohol is permitted inside your apartment provided it's within State and National laws and guidelines, UNSW conduct policy, and your Licence Agreement. Responsible consumption means

drinking in moderation within the following limits:

- Drinking must not interfere with the interests and welfare of others, damage property or bring the reputation of the apartments or UNSW into disrepute.

- Any behaviour that causes harm to individuals, property or the reputation of the apartments or UNSW is unacceptable. This includes any form of harassment and behaviour that interferes with the reasonable expectation of an environment conducive to study and to sleep.

Alcohol free zones

All common areas of the University Terraces are alcohol free zones including the meeting rooms, Wintergarden study spaces, level one student lounge, IT room, rooftop gardens, BBQ area, foyers and corridors. All common areas of Barker St, Cowper St and High St Apartments are alcohol free zones, including the lawn and/or balconies.

BREACHES OF BEHAVIOUR AND CONDUCT

For breaches of behaviour or conduct, depending on the severity of the situation, a number of penalties may apply, including:

- Written warning/reprimand, fine, expulsion or non re-admission to UNSW Accommodation.
- Any advance payments will be forfeited if your Licence Agreement is terminated (at the discretion of the Student Accommodation office).

DISCRIMINATION AND HARASSMENT

All students are bound by UNSW policies including:

- The Student Misconduct Policy.
- UNSW Privacy Management Plan.
- UNSW Occupational Health & Safety Policy.
- Acceptable Use of Information and Communications Technology Resources.

Any issues or incidents which are investigated by the Student Accommodation office, may be referred to a third party, such as SEADU.

What can I do if I think I've been harassed or experienced discrimination? The Student Equity & Disabilities Unit (SEADU) can be contacted if you're aware of or believe to be the subject of harassment, bullying, discrimination or vilification of any kind.

T: +61 2 9385 4734
F: +61 2 9385 6262
E: seadu@unsw.edu.au
W: studentequity.unsw.edu.au

DRUGS

If you are found to be in possession of or manufacturing, selling or distributing illicit drugs in any UNSW Apartment your License Agreement will be terminated and the relevant UNSW and legal authorities will be informed. If you are found to be misusing legal substances including stimulants, prescription medications and inhalants you may also be subject to penalty. You also may not be permitted to reside in any other UNSW owned or operated student accommodation.

Living by mutual consideration and respect

All residents, staff and visitors should be treated fairly and with respect, regardless of a person's race; ethnic or ethno-religious origin or nationality; sex or sexual preference (including transgender); marital status; status as a carer; pregnancy or potential pregnancy; age; disability; religious; trade union or political affiliation. UNSW Apartments supports a collegiate environment that treats all residents, staff and visitors with respect. You are expected to:

- Be adequately clothed when in common areas and balconies.
- Not use language or behave in a way which might reasonably offend or embarrass others using the common areas and balconies
- Behave lawfully at all times and in accordance with all University rules, procedures and codes including the UNSW Student Code Policy
- Co-operate fully with any investigation conducted locally within the Apartments or at the UNSW Integrity office.

Student Code of Conduct at UNSW

Upon your enrolment at UNSW, you share responsibility with us for maintaining a safe, harmonious and tolerant University environment. The [UNSW Student Misconduct Procedure](#) will guide the investigation process. Advice on what may constitute a complaint of a serious nature can be sought from the [Student Code of Conduct](#).

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Upon receipt of a serious matter the Director of Integrity may refer the matter to be investigated as serious misconduct or refer the matter to an external body (e.g. the Police).

A matter is considered serious where:

- There is reason to believe that there is a significant risk to the University and its staff or students
- A serious criminal offence may have been committed;
- There are a number of allegations of a similar nature received against a respondent; or
- The possible penalty for the conduct, if proven, is suspension or exclusion.

Examples of serious misconduct include sexual harassment, sexual misconduct, assaults, bullying, harassment and vilification. Further explanation of these terms is set out below.

Harassment

Harassment is behaviour that:

- Another person does not want and does not return,
- Offends, humiliates or intimidates the other person/s and that, in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate them, and
- Targets them for less favourable treatment because of their (or their friends' or relatives')
- Sex, race, disability, homosexuality, age, pregnancy, etc.
- Harassment may occur even when there was no intention of causing offence.

Sexual harassment can include such behaviour as physical contact (patting, touching), 'leering', repeatedly asking for dates (especially after prior refusal) and asking for sexual favours. However, it may also include sexually related behaviour that makes the Apartment or study environment uncomfortable such as displays of sexual or sexist materials, emails or pictures, sexist or sexual jokes or comments that stereotype people on the basis of their sex or sexual preference.

Other common types of harassment are **racial or homosexual harassment**, which typically include such behaviour as:

verbal racist or homophobic comments, derogatory name calling, offensive labelling of all people who belong to the same group, offensive graffiti or written comments, distributing offensive material, making threats against particular people or groups because of their race, colour or sexuality.

Vilification is generally any act that happens publicly as opposed to privately, and that could incite (encourage, urge or stir up) others to hate, have serious contempt for, or have severe ridicule of you or a group of people, because of race, colour, nationality, descent, ethnic, ethno-religious or national origin, homosexuality (lesbian or gay), HIV or AIDS status, intersex or transgender status. This includes vilification because you are thought to be lesbian, gay, intersex or transgender, or to have HIV or AIDS.

Bullying is actual hurtful behaviour directed by more powerful individuals or groups against those who are less powerful. It is not the same thing as fighting or quarrelling between people of about the same strength. This behavior often provides the bully or bullies with a sense of enjoyment and is typically repeated. Such conduct may be perceived as oppressive and is never justified.

Victimisation includes any unfavourable treatment of a person as a consequence of their involvement in a grievance under these Procedures. Unfavourable treatment could include such things as adverse changes to the living or study environment, denial of access to resources, learning or research opportunities or ostracism.

Complaints to the Police

If you believe you are the victim of a crime you may prefer to directly inform the Police.

The procedures apply to residents and staff of all UNSW Apartments. These procedures apply to events and activities associated with UNSW Apartments. Where a complaint involves an event outside of the UNSW Apartments, but is associated with the University, the appropriate UNSW Policy will apply.

Less serious matters to be handled locally with internal procedure that should be followed for less serious complaints and matters.

Less serious matters includes infringements of the Alcohol Policy, noise, laundry, cleaning or common area infringements. The purpose of these procedures is to provide a clear and transparent process that is:

- Fair to all parties involved
- Consistent and timely
- Ensures procedural fairness
- To the extent possible or necessary, confidential
- Prevent victimisation of any parties involved with the complaint.

UNSW Accommodation may:

- Refer a minor breach to the UNSW Disciplinary Committee
- Examine the evidence and interview interested parties
- Impose a range of penalties, including written warning/reprimand, community service, fine, 'show cause' notification, suspension, compulsory relocation to other accommodation, expulsion or non-re-admission to UNSW Apartments. (Any advance payments will be forfeited if a resident is expelled from UNSW Apartments at the discretion of UNSW Accommodation)
- Particularly in the case of suspension or expulsion, seek appropriate advice on the matter
- Require the immediate exclusion of a resident from UNSW Apartments, during which time appropriate advice may be sought

Appeals

You may at any time within 20 days of being notified of the decision, appeal in writing to UNSW Accommodation Office.

UNSW Accommodation will:

- Review the evidence and if appropriate, consider any new material or conduct interviews;
- Decide whether to accept or reject your appeal (giving reasons)
- Refer the matter back to the decision maker (or if necessary another decision maker) for further or fresh consideration
- Following deliberations, inform you and other parties involved of their decision.

Following the conclusion of the appeal there are no further internal or University avenues of appeal.

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You may however, wish to contact external bodies such as:

- Independent Commission against Corruption
- NSW Ombudsman
- NSW Police

Noise

From 11pm to 7am it's quiet time and there should be no disruptions or disturbances. During study vacation and exam time, quiet hours may be imposed from 10pm.

Please be respectful of your neighbours and fellow residents and try not to disturb the peaceful enjoyment of others.

If a resident is making too much noise late at night or early in the morning, in the first instance, you can try knocking on their door and politely asking them to keep it down. You'll probably find they weren't aware of how loud they were!

If the noise persists, you can call Security on 9385 6666 and they will address the matter. You should also notify the Student Accommodation office in writing as soon as possible. Make sure you include the following information:

- Date and time/s
- Unit the noise was coming from and name/s of the people involved
- Type of noise
- What action you took

Smoking

UNSW is a campus wide smoke-free campus and as such, smoking or use of vaporisers is not allowed within UNSW Apartments – this includes rooms, balconies, the roof terrace, other indoor and outdoor common areas, the front steps and adjoining road ways and the grounds of the Hall.

You must never cover smoke detectors in rooms or tamper with smoke detectors, interfere with or obstruct any smoke alarm or any other fire protection equipment within your room, or any of the common areas in UNSW Apartments or anywhere on UNSW campus.

Security

Always carry your access card or key with you at all times, lock your doors and windows when you leave and be mindful of letting strangers into your apartment complex.

Accessing Your Room

UNSW Accommodation management strive to respect your privacy and provide you with quiet possession of your room. Staff will make every effort to give you forewarning if entry to your room is required for maintenance, repairs or some other matter. Staff hold a master access card for use in case of emergencies.

Residents are responsible for securing their room and possessions and must organise any insurance in that regard. UNSW is not responsible for lost, stolen or damaged property.

Lockouts

When you check-in to your apartment, you'll be issued with a key or security access card. It's your responsibility to carry your key with you at all times and to keep it secure. If you lose your key, you're jeopardising the safety and security of not only yourself, but others who live in your apartment complex.

If you lose or misplace your key, you must report this immediately to the Student Accommodation office and a fee will be charged.

If you accidentally lock yourself out during office hours, you can borrow a spare key from the Student Accommodation office for a limited period of time to access your apartment and retrieve your key (if it's locked inside). If you're locked out of office hours, contact Security on 9385 6666, however a fee will be charged.

This is why it is very important that all lost or misplaced cards are reported immediately. If your card is lost or stolen contact FM Assist on 9385 5111 and the Library on 9385 2650 to void your card.

Please note:

- there is a \$25.00 replacement fee for keys
- there is a \$150.00-\$125.00 for replacement locks

- replacement cards take approximately one hour to activate after issue.

Do not give or loan your ID card to others to use. If security staff identifies or suspects the misuse of a student ID card, the card will be confiscated, and a report will be sent to the Student Conduct Officer. A fine of \$25 will be payable for the return of the card to the student.

Lost, Stolen or Damaged Cards or Keys

For security purposes, when a key is lost, the lock will be replaced. This prevents a person who comes into possession of a lost key subsequently gaining access. You'll be charged a fee for a replacement lock. When an ID card or room swipe card is lost or damaged, the replacement charge will be \$25 (inc. GST). These charges are payable immediately.

Perimeter Security

There's an intercom system that guests may use to contact residents in their apartments who can then let them into the building.

Disciplinary action will be imposed for residents or their guests responsible for creating breaches in the perimeter security. This includes letting in a stranger/unaccompanied guest, leaving a door ajar or propped open or giving your identity/access card to someone else.

Allowing strangers into the secured residential area poses a significant risk to those who reside in the building, so it's advisable to not give access to anyone who may be waiting outside the building.

You must keep your identity/access card on you at all times and ensure that your door is locked when you are not in your room. Complying with these basic measures is paramount for safety and security – of each resident, your belongings and for the general UNSW Apartments community.

EMERGENCY Numbers

(residents – please program into your mobile phone)

- UNSW Student Accommodation Office
Monday to Friday 8:30am – 6:00pm (hours may vary) 9385 4346

Resident Obligations

Please read the following information as it pertains to your residency in UNSW Apartments. This Handbook contains important information about UNSW Apartments. It should be read in conjunction with your Licence Agreement for a full understanding of our expectations and your residency obligations. Please contact UNSW Student Accommodation Office if you have any queries.

- UNSW Security – (24 hours) 9385 6666
- Immediate emergency – 000

In the Event of a Fire Alarm

The safety of all residents depends on people behaving responsibly and with care. In the event of a fire alarm sounding you are to:

Fires

All apartments are fitted with fire alarms and it's against the law to tamper with or cover an alarm. During fire drills, everyone must vacate the building. Penalties will apply to anyone who fails to vacate.

In the event of a fire, the safety of all residents depends on people behaving responsibly and with care. What happens if there's a fire?

- Report all fire incidents immediately to UNSW Security
- Outside of office hours report the fire to the Residential Staff member on duty.
- Evacuate the building.
- Go to the marshaling area which is on the Quad Lawn – E15 on the UNSW map.
- Do not take risks trying to put out a fire that may be out of control
- Fire extinguishers and hoses are available to use where a small fire can be extinguished without risk.
- *Egress routes for evacuation are posted in the lift lobbies, please familiarize yourself with the routes out of the building. Please evacuate promptly should an alarm sound.

You are responsible and liable to pay for the cost of any false fire alarm attendances triggered by you or your guest.

The cost for a false fire alarm levied by the Fire Brigade is currently \$1760 and will be charged directly to the resident. Please note, fire alarms in the University Terraces are very sensitive!

Personal Emergencies and Crisis

If you are feeling unwell, distressed or upset, you may seek assistance from:

- Resident Staff and UNSW Accommodation
- CAPS – UNSW Counselling and Psychological Services (Level Two of the East Wing in the Quadrangle Building)
- University Health Service (Ground level of the Quadrangle Building) depending on the nature of the emergency

The above represents a help network within which your concerns will be treated in confidence. Resident Staff may refer you to CAPS or the University Health Service for professional support.

Reporting a Hazardous Situation or Accidents

The University has a Hazard and Incident reporting and investigation procedure, which is designed to identify potential hazards to health, safety and the environment and to encourage early reporting and corrective action.

The Hazard/Incident Report Form should be completed as soon as possible after the hazard has been identified or the incident has occurred.

UNSW has a hazard and incident reporting and investigation procedure, designed to identify potential hazards to health, safety and the environment and to encourage early reporting and corrective action.

The Hazard/Incident Report Form should be completed as soon as possible after the hazard has been identified or the incident has occurred. The form is online and can be accessed via myUNSW. Upon submission, FM Assist will then take appropriate action.

Basic rules

Quiet time

Quiet time is a noise curfew that runs from 11pm - 7am daily. During these hours there should be no noise. Students that break this curfew could face financial penalties or community service.

Please be respectful of this to make sure that anyone who wants to sleep or study is able to. This ensures that the Apartments is a nice place for everyone to live. If you hear noise after 11pm, please try and discuss the issue directly with the resident(s) involved in a calm respectful way.

If the issue persists, please call the duty tutor and ask for their help.

No smoking

UNSW is a smoke free campus which means that all parts of UNSW Apartments are strictly no smoking zones. This includes shared and private balconies, the fire stairwells and toilets.

If you wish to smoke, you may do so across the road on High Street or in smoking areas off campus. Penalties will apply if you're caught smoking in UNSW Apartments or on campus at UNSW.

Shared space

For shared communal places and facilities, make sure you clean up after yourself in the kitchens, common rooms and study areas. Residents need to ensure that they do not leave old food out in any areas. **Food left out in the kitchens and common rooms will be removed by cleaners or UNSW Accommodation Staff.**

Can my friend stay over?

Guests are welcome in High Street and University Terraces, however, it's your responsibility to look after your guests. If you want your guest to stay overnight you'll need to complete the Guest Form and send to UNSW Accommodation.

Responsible alcohol policy

If you are causing a disturbance for fellow residents by drinking, you will be asked to move on by UNSW Security staff, if not by fellow students.

If so, please be compliant with that request and be considerate to the whole community. Residents who display anti-social behaviour or frequently disturb or disrupt other residents will be subject to penalties.

Falling ill

If you are feeling ill, the Medical Health & Services is located on the Ground Floor, East Quadrangle Building. There are both male and female doctors as well as a dentist and appointments can be made by phone or email. Emergency appointments are also available and all visits are bulk billed for domestic UNSW students with a Medicare card. International students with OSHC Worldcare or Medibank OSHC insurance are also bulk billed.

Resident Obligations

Please read the following information as it pertains to your residency in UNSW Apartments. This Handbook contains important information about UNSW Apartments. It should be read in conjunction with your Licence Agreement for a full understanding of our expectations and your residency obligations. Please contact UNSW Student Accommodation Office if you have any queries.

In the unfortunate circumstance that you fall sick and vomit, it's your responsibility to clean up your own mess. If you don't, then you'll be charged for a biohazard crew to come in and clean it up. If you have become sick as a result of excessive alcohol consumption, you may also be liable for penalty.

Help

There are people willing to help you with anything at any time. Whether it's a friend next door or if you're feeling a little bit home sick, there are professionals at CAPS or UNSW Accommodation staff to assist. Don't ever feel like you have to deal with stuff alone.

- Health and wellbeing
- Student Support Advisors
- International Students Support
- Bullying, discrimination, harassment

Student ID

Make sure you keep your student ID on you at all times. It's how you access your Apartment and you will not be able to use the elevator, re-enter the building or your room if you don't have your student ID. If you lose your ID during office hours, please contact Student Accommodation office. If you lose it after hours, call the duty tutor.

Management Structure and Administration

UNSW Apartment are a group of residential apartments – University Terraces, High Street Apartment, Barker Street Apartment, Cowper Street Apartment and Jacaranda Hall – within the UNSW Apartments unit and managed by the University (UNSW). The University's codes, rules and by-laws apply to life in all UNSW Apartments.

The ethos of the Apartments requires that residents act responsibly in their participation in all aspects of college life, and with sensitivity, tolerance, co-operation and civility towards each other. This expectation is consistent with a community that seeks to work collaboratively in the management of its affair.





Features



20sq metres



Ensuite/Shared bathroom



Studio/Bedroom



Self-catered

UNIVERSITY TERRACES

Stylish Option

THE UNIVERSITY TERRACES ARE STYLISH, AFFORDABLE, MODERN AND CONVENIENTLY LOCATED ON CAMPUS IN THE HEART OF UNSW OFFERING INDEPENDENT LIVING AT ITS BEST.



Located in the heart of UNSW



Shared living experience



Independent living.



BARKER STREET APARTMENT

Flatmate Option

Features



10-15 sq metres



Ensuite/Shared bathroom



Studio, 2, 3, 5 bedrooms

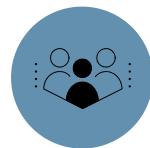


Self-catered

Barker is the perfect fit for just about everyone. You'll make friends, meet people and get the most out of a flat share experience. Not only are you on campus, you're minutes away from Kingsford Shops on Anzac Parade.



Located on
Campus



Community
environment



Perfect option
for partners or
families.



HIGH STREET APARTMENT

Family Option

High Street Apartments are conveniently located right across the road from UNSW, the perfect balance for students with commitments outside of study.



Features



10-15 sq metres



Ensuite/Shared bathroom



Studio, 2, 3, 5 bedrooms



Self-catered



Family friendly



Perfect option for partners.



Independent living

Perfect fit for couples and families, saving you from long trips home after a busy day of lectures or study!

Life is super easy at Jacaranda Hall @ UNSW. Just a 5 minute walk to campus. Public transport is also available conveniently at your doorstep. Jacaranda Hall is designed to provide a secure and comfortable living environment for students.



JACARANDA HALL

Family Option



24-hour
Security



Cleaning
services



In-room AC

Jacaranda Hall is a non smoking and alcohol-free building. Smoking and Alcohol is not permitted on premises.

Features



10-15 sq metres



Ensuite/Shared bathroom



Studio, 2, 3, 5 bedrooms



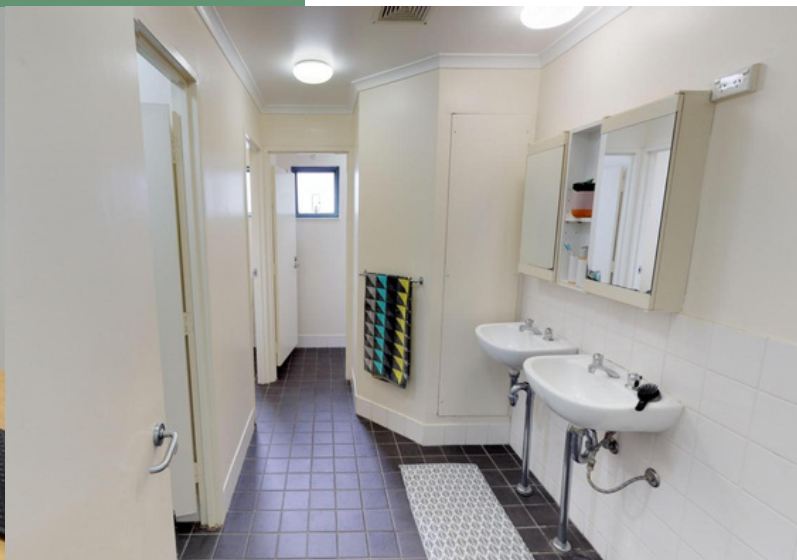
Self-catered



COWPER STREET APARTMENTS

Affordable Option

Built in 1994, Cowper Street Apartments is surrounded by beautifully landscaped lush, green gardens. Located next to Randwick Racecourse and a short walk from UNSW. You'll live like a true Sydney-sider surrounded by local shops, the racecourse and heaps more. Live like a local at Cowper Street!



Property Details

10-12 sq m

2 bathrooms

2 bedrooms

Self-catered

Your stay at Apartments

Feel at home from day one.



**TAKE A
VIRTUAL TOUR**



**WHAT'S
INCLUDED?**

FACILITIES



WiFi is provided on Campus uniwide.



LAUNDRY

Cashless laundry machines and dryers are conveniently located within each Apartment along with ironing boards and irons. First in New South Wales.

CLEANING

Common area lounge, kitchen and bathroom are cleaned at Barker St, High St, C and the University Terraces on a regular basis.



FOOD & SHOPS

UNSW has a large variety of food and retail services, including bars, cafes and convenience stores.

The UNSW Health Service
UNSW Food & Retail Shops
Sport, Gym & Fitness
UNSW Bookshops





BBQ

BBQ facilities are available at the University Terraces, Level 2 Terrace.

THE NUCLEUS

The Nucleus is your first point of contact for all things UNSW including information, advice, forms, and referrals to other services.



STUDY ROOM

Study rooms can be found in University Terraces. Residents are free to utilise this space to conduct study groups and meetings. During exam periods, this is a hotspot area for students.

Alternatively, students can visit [UNSW Library](#).



LOUNGE AREA

When you need a break from studying the common area is a great space for a break. Available at the University Terraces for all apartment resident's entertainment. This includes ping pong table, kitchen, gaming area and lounge sofas.



PARKING

PhD Students and UNSW Accommodation residents are able to purchase parking permits via [vPermit](#).

2P, 4P and all-day paid parking is available for visitors. More information for students can be found [here](#).

FOOD & SHOPS

UNSW has a large variety of food and retail services, including bars, cafes and convenience stores.

[The UNSW Health Service](#)
[UNSW Food & Retail Shops](#)
[Sport, Gym & Fitness](#)
[UNSW Bookshops](#)



MENTAL HEALTH

UNSW Psychology and Wellness provides a confidential counselling service to all currently enrolled students.

They offer brief and focused therapeutic interventions.

You will have access to youth mental health professionals who can counsel you face to face or online.

Counselling consultations will provide you with a safe space in which to reflect upon your circumstances and can clarify problems and help you find your way to their resolution.

[Psychology and Wellness FAQs](#)

Depending on the help you need, here are other UNSW Services available to you.

[Student Support](#)
[international Student Support](#)
[Equitable Learning Service](#)
[Arc Legal](#)
[Nura Gili](#)



We are here to support you and provide guidance, assistance and referral where necessary. Don't ever feel like you have to deal with stuff alone.

[Head to Health](#)
[Reach Out](#)
[The Black Dog Institute](#)
[Mind Smart Guides](#)
[Headspace](#)



MENTAL HEALTH SERVICES



The best thing about living on campus is having a constant support network of people around you. There's always someone willing to help, to provide guidance or simply just to listen.



PRE-CHECK IN

Pack light. We suggest you have a read our '[Before you arrive](#)' as a guide.

Update your details on your Student portal

Get excited and ready for check in!



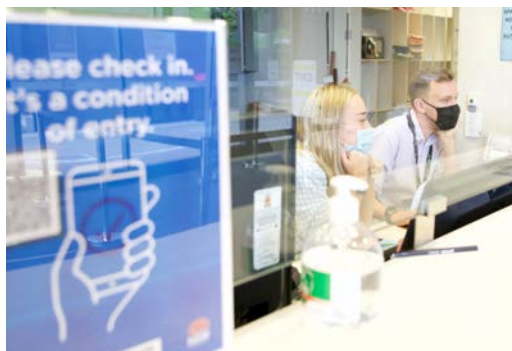
CHECKING IN

✉ Check your email to ensure smooth check in process

📍 **Accommodation Office** | 5 High Street, Kensington
Opening Hours: Mon - Fri (8:00am - 6:00pm)

Jacaranda Hall | 1 Lorne Ave, Kensington
Opening Hours: Mon - Fri (8:00am - 10:00pm)

Cowper St Apartments | 1 Cowper St, Randwick



SETTLE IN

On the day of your check in, UNSW Accommodation staff will be available to assist and guide you to your Apartment.

On the day, you:

- Will receive a welcome pack
- get a tour around Campus premise
- make new friends and neighbours.

More information can be found in our [FAQ page](#).

Once you settle in and drop your things in your room, get ready for Orientation day or as we call **O-Week**.

What happens in O-Week?

- Range of different information sessions
- fun activities and games
- get to know all the different clubs and societies UNSW Community offers

Make sure you tick all the boxes for our [O-Week Checklist](#)

Rules of Occupancy 2023

Please read the following information in conjunction with your Your Licence Agreement for a full understanding of the Rules of Occupation at UNSW Student Accommodation. In these rules, reference to “You” means the Resident. Please read the following information in conjunction with your Your Licence Agreement for a full understanding of the Rules of Occupation at UNSW Student Accommodation. In these rules, reference to “You” means the Resident.

1. Photo ID

Upon checking-in or within 72 hours of checking-in, You must present to the UNSW Student Accommodation Office an original photo identification (such as a passport, driver’s licence or student ID) along with a copy of such photo ID for Our records. You must provide Us with any updates to Your personal details following any change to the information previously submitted, by contacting the UNSW Student Accommodation Office.

2. Induction

You must complete, when advised, the accommodation induction process. This includes completing online modules prior to checking-in and attending at least one orientation session within one month of checking-in (or at the earliest available session during the term of Your Licence Agreement). The orientation sessions are designed to ensure the safety, security and well-being of all residents and staff.

3. Noise

(a) You must not make any noise or cause any disruption within the Room, Building or on Common Property:

- (i) at any time, if it is likely to disturb the peaceful enjoyment of another resident;
- (ii) between the hours of 11pm and 8am (or such earlier time as per Rule3(c)).

(b) If You create a noise or disturbance, UNSW Security will attend the disturbance.

(c) We may impose quiet hours during periods of study vacation and exams as outlined in the Resident Handbook.

4. Common property

You must not

(a) cause or allow any damage to any lawn, garden, tree, shrub, plant or flower on Common Property;

(b) use any part of Common Property as Your own garden;

(c) cause or allow any damage to (or make any additions or improvements to) any structure that is part of Common Property without Our written permission. If any Common Property is damaged,

(d) You must notify Us and We will be responsible for maintaining anything We have installed; and

(e) throw or leave any rubbish, dirt, dust or other materials on Common Property that may interfere with the peaceful enjoyment of another resident in the Building. In particular, You must not litter the Building and its surrounds and the Common Areas with cigarette butts. If You do, they will be removed by Us at Your cost.

5. Your behaviour

(a) You must not engage in any behaviour or any conduct that threatens, abuses, intimidates or harasses another resident, guest or Our staff or participate in any behaviour that is illegal whilst in the Room, Building or Common Property.

(b) You must be adequately clothed when on Common Property and balconies. You must not use language or behave in a way which might offend or embarrass others using the Building or Common Property.

6. Behaviour of guests

(a) You must make sure Your guests do not behave in any way which might disturb the peaceful enjoyment of another resident. This applies to behaviour of Your guests in a Room, Building or on Common Property.

(b) You are responsible for your guests and will be held accountable for any act, omission or misconduct by Your guests including breach of these Rules of Occupation.

7. Overnight Guests

Residents may, in exceptional circumstances, seek authority for a guest to stay overnight. Such requests must be submitted with sufficient notice for approval to the respective Community Coordinator or the Operations Supervisor (for the Apartments and University Terraces only).

8. Smoking

UNSW is a smoke free Campus and this includes all the accommodation buildings owned and operated by UNSW. Smoking of any substance is prohibited in the Room and/or Apartment and all Buildings and Common Property.

9. Drugs

We have a zero tolerance of illicit drug use in the Room, Building or Common Property. If You:

(a) are found in possession of illicit drugs or implements associated with their use in the Room,

(b) Building or Common Property; or

(c) distribute, sell or manufacture illicit drugs or other substances from the Room, Building or Common Property, We will immediately terminate this agreement and inform the relevant UNSW and legal authorities.

10. Alcohol

There are designated alcohol free zones in the Rooms, Building and Common Areas. These zones encompass apartments and part of the Common Areas within designated and signed areas of the Building. You must not consume or store alcohol in these designated areas. If You do not comply with the alcohol-free zones conditions, We may impose a penalty on You as set out in the agreement.



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11. Weapons

We have a zero tolerance of the possession of weapons (sword, knives etc) or firearms (guns etc) in the Room, Building or Common Property. If You are found in possession of weapons, firearms or implements associated with their use in the Room, Building or Common Property We will immediately terminate this agreement and inform the relevant UNSW and legal authorities.

12. Candles/Incense and Oil Burners

The burning of candles, incense or oil burners – or any object that has either a naked or contained flame – is prohibited within the Rooms, Building and Common Areas as this is deemed an extreme fire hazard.

13. Removing or Moving furniture, fixtures and fittings

(a) You must not remove any furniture, fixture or fitting from the Room, Building or Common Property without Our prior written consent.

(b) You must not move large objects or furniture through Common Property unless You have notified Us, and given Us an opportunity to have Our representative attend the move.

14. Garbage disposal

You are responsible for ensuring Your and Your guests' rubbish is removed from the Room, Building and Common Property in a timely manner and properly deposited in the communal rubbish areas allocated by Us for collection. You must use all garbage chutes according to pasted instructions near chutes.

15. Keeping of animals

You must not allow any animals in the Room or the Building. This Rule does not apply to the extent that it restricts the keeping of a guide or hearing dog.

16. Appearance of Room

Unless You have Our written approval, You must not keep anything within the Room (either on a permanent or temporary basis) that affects the appearance of the Room or the rest of the Building.

17. Communication

You are responsible for ensuring Your contact details are kept up to date on the Student Accommodation Office database. All official notices and notifications will be sent to Your email address allocated by UNSW. You are responsible for ensuring You regularly check this email address and ensure mail can be received at this address. If you are requested to attend a meeting with administration staff you should make every endeavor to attend that meeting or agree on an alternative time that is suitable to both parties.

18. Networking Devices

You must not connect or make use of any networking devices on the data ports provided (for example: networking routers, hubs, switches). You must not interfere with any of the UNSW networking devices installed in Your Room or in the Building.

19. Storage

Personal items, including furniture, bicycles, clotheslines and suitcases must not be stored (temporarily or permanently) in Common Areas or the balcony of the Room. This does not include outdoor furniture.

20. Children playing on common property in building

You must not allow any child under Your control to play on Common Property areas inside the Building unless under the immediate supervision of a responsible adult. This does not stop children from playing unsupervised on Common Property areas outside the Building that are not dangerous (e.g. a lawn).

21. Drying of laundry items

Unless You have Our written permission You must not hang washing, towelling, bedding, clothing or other articles on any part of the Room (e.g. on the balcony) so that it may be seen from outside the Building.

22. Storage of flammable liquids

You must get Our written permission if You want to store any flammable materials in the Room, the Building or Common Property, except for common items for the Room or washing Your clothes.

23. BBQs

You must not use (or allow to another person to use) a BBQ or any other cooking equipment on the balcony of the Room.

24. COVID-19

COVID-19 is likely to be with us in 2024. Throughout the pandemic UNSW has taken guidance from NSW Health and the Department of Health. It will continue to do so moving forward and on occasion this can lead to rules and guidelines being issued that you will need to adhere. In some instances guidelines introduced by UNSW can be stricter than those from NSW Health or the Department of Health. These would be introduced with the safety and wellbeing of our residents and staff foremost in our mind and you are instructed to follow these when they're issued.

Further information

[The IT Services Fair Use Policy Document](#)

[The University Code of Conduct Document](#)

Leaving Apartments?

MOVING OUT

On the day of check out, you must:

- Vacate room by 10am
- Return keys to Reception @ reception
- Clear of possessions
- Clean your room prior to leaving as there may incur costs for cleaning
- Arrange redirection of postage or post will be returned to sender.

Although we hate goodbyes, but here are some of the things you can look forward to leaving UNSW Apartments.

Returning residents, welcome!

CHECK IN

Reapply via [Student Accommodation Portal](#) by scanning the QR code below and click 'Returning resident'



We can't wait to welcome you back to Apartments.

