Living on campus is unlike any other accommodation option. Choosing College accommodation provides the opportunity to socialise daily with a wide range of students from all over Australia and the world.
Welcome to UNSW Colleges

Join a College and you’ll continue decades of university history. A strong community and highly social traditions are at the heart of college life, with the support of residential care and academic mentoring.

The experiences and friendships you take away from your time in college, socialising and living with such a diverse population will equip you for living in a globalised world, it will support you to fulfill your personal and academic potential.
Resident Obligations

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

Who Are We?
UNSW Colleges are a group of residential colleges – Basser College, Goldstein College, Philip Baxter College, Colombo House, Fig Tree Hall, International House and UNSW Hall – all within the UNSW Colleges portfolio and managed by the University (UNSW).

The University’s codes, rules and by-laws apply to life in all UNSW Colleges. The ethos of the Colleges 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 affairs.

Overview of Resident Obligations
As a resident of UNSW Accommodation, you agree to:

- comply with the terms and conditions of your License Agreement
- comply with all UNSW policies and procedures including but not limited to the following policies:
  - UNSW Student Code of Conduct 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 Policies 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 11 pm - 8am)
- 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
- not remove any equipment from the Dining Room
- respond immediately to all fire alarms and to directions to evacuate the buildings
- comply with the directions of UNSW administration*
- 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 Colleges into disrepute as a result of your actions or activities

*UNSW Hall residents to comply with the directions from UNSW Village staff with regards to UNSW Hall access for safety, security and maintenance purposes

Behaviour and conduct
All conduct within UNSW Colleges must be consistent with the relevant policies and procedures of the University and the UNSW Colleges 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 of Conduct Policy. Any serious misconduct will be referred to the UNSW Student Conduct and Integrity Unit for investigation. Any criminal or suspected criminal conduct may also be referred to the Police.

*Gender segregation
Fig Tree Hall has one all female floors and the rest are mixed gender floors. Level 1 is restricted to female access only at all times (excluding male family members and UNSW staff as required). Residents may access all floors, please note this regulation when you have guests in college.

Living by mutual consideration and respect
UNSW Colleges supports a collegiate environment that treats all residents, staff and visitors with respect. You are expected to:

- Co-operate fully with any investigation conducted locally within the College or at the UNSW Conduct and Integrity office.

Serious Misconduct
Any serious or complex complaint or incident will be referred to the Director of Integrity. The UNSW Student Misconduct Procedure will guide the investigation process. Upon determining that a matter is serious, it is the responsibility of the person receiving an allegation concerning a serious matter to refer it to the Director of Integrity. Advice on what may constitute a complaint of a serious nature can be sought from the Student Integrity Unit. Upon receipt of a serious matter the Director of Integrity may 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, hazing 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 (which includes Hazing activities – see below), and

- 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
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- Targets them for less favourable treatment because of their (or their friends’ or relatives’) gender, 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 (pattting, 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 college 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, ethnoreligious 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 behaviour 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.

Hazing is a practice which may be used to initiate people into an established group. It involves behaviour which is intended to physically or psychologically stress, degrade, harass or humiliate the person being initiated. It is often seen as being part of the ‘tradition’ of that group, and as essential to membership. These activities can be styled as tests, competitions or other activities the person being hazed must submit to and often involve, but are not limited to, consumption of alcohol.

While those being initiated into the group may provide their consent, or seem willing to take part in these activities, the practice of hazing is an abuse of power by senior figures within a community, and supports the notion of hierarchies, pecking orders, and the perceived worth of individuals.

Any activity where an established group member (often an older student, or a student who has been at the college for longer), asks or encourages a new group member to take part in something that could lead to humiliation, or physical or emotional harm, can be classed as hazing.

Hazing can include a wide range of activities, and asking these questions can help you identify the experience:

- Would I feel comfortable participating in this activity if my parents/elders were watching?
- Would we be in trouble if a staff member walked by and saw us?
- Am I being asked to keep these activities a secret or carry out these activities away from college?
- Am I doing anything illegal?
- Does participation in this activity violate my values or those of the University? - See the Student Code of Conduct
- Is what I’m participating in, or witnessing, causing emotional or physical distress, or stress to myself or to others?

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

Less serious matters to be handled locally
Each College has an 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.

The Dean of College may:
- 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 Colleges. (Any advance payments will be forfeited if a resident is expelled from UNSW Colleges at the discretion of the administration of the House.)
- Particularly in the case of suspension or expulsion, seek appropriate advice on the matter
- Require the immediate exclusion of a resident from UNSW Colleges, 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 the Head of Colleges.

The Head of Colleges (or her nominee) 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.
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Following the conclusion of the appeal there are no further internal or University avenues of appeal. You may however, wish to contact external bodies such as:

- Independent Commission Against Corruption
- NSW Ombudsman
- NSW Police

Noise Policy

You must not make any noise at any time within your room or in the common areas that is likely to disturb the peaceful enjoyment of another resident of UNSW Colleges, anyone using the common areas of UNSW Colleges or the neighbouring properties. Examples of disruptive noise could be playing music excessively loud in your room or shouting from balconies.

There is to be no excessive noise or disruption between 11pm and 8am (Quiet Time). Quiet time is a noise curfew that runs from 11pm to 8am daily. During these hours there should be no noise. Students that break this curfew could face financial penalties or community service. Disturbances will be attended to by a UNSW staff member and/or UNSW Security, however, please first 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. Noise and disturbances from outside UNSW Colleges will be attended to by UNSW Security.

A 24 hour noise curfew will be in place in certain areas of the College as deemed necessary and appropriate by the Dean of College during STUVAC and exam times.

Resultant penalties for excessive noise or disruption result in a fine and/or other penalty, as determined at a local level. Repeat and/or excessive violations of the noise policy risk cancellation of the licence agreement, and possibility of opportunity to return for subsequent licence periods being denied.

Smoking Policy

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

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 Colleges or anywhere on UNSW campus.

Drugs Policy

If you are found to have consumed drugs, be in possession of drugs or to be manufacturing, selling or distributing illicit drugs in any UNSW College 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, up to and including expulsion. You also may not be permitted to reside in any other UNSW owned or operated student accommodation.

Social Media Policy

Social media platforms used for inner or inter-house communications are subject to the same conduct and behaviour policies indicated above and the UNSW Student Code of Conduct. Use of social media to harass, humiliate, ostracise, threaten or abuse any individual or group is considered a breach of this Code and may result in disciplinary action undertaken by the UNSW Colleges and/or the University. Social media misuse can jeopardise your College residential status, student leadership roles, enrolment at the University, and your future career. Posted material can be used as evidence against you in formal proceedings. Nothing posted on social media is private and anything posted is permanent and can be retrieved.

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 Colleges must be linked with the House or 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.

Residents need to realise the personal information they share remains online and can be accessed by anyone. No inappropriate should be published or shared by residents. Examples of inappropriate content include anything that could be constituted as cyber-bullying, harassment, discrimination, content of a sexual nature and/or against UNSW Policies, State or National Laws. Residents should familiarise themselves with the UNSW Social Media Guide and the platforms own Terms of Service.

If you come across any content on UNSW Colleges related or affiliated sites that you believe may be prohibited, please inform a resident staff member or Dean of College immediately.

Alcohol Policy

All members of UNSW Colleges have a responsibility for ensuring that residents are aware of their obligation to be considerate, to live in harmony with one another and to meet their responsibilities under this Alcohol Policy. Appropriate penalties will apply to any resident who breaches any regulation of the College while under the influence of alcohol that has been consumed off the premises. Please note:

- Visitors, including ex-residents are subject to the Policy
- Residents are responsible for ensuring that visitors comply with the Policy
- Residents who fail to ensure their guests adhere to the policy will be subject to penalties.
- There are designated Alcohol Free Zones within The Kensington Colleges (TKC) Colleges, Colombo House, International House and UNSW Hall.
- Alcohol storage or consumption is not permitted in the hall ways, foyers, staircases or landings, lifts and lift lobbies, in shared bathrooms, in House Committee Room, in music rooms, and the study rooms on each floor.
- Additional Alcohol Free Zones may temporarily be appointed by the Dean of the College or the Head of Colleges.
- Alcohol consumption is not permitted on the roof terrace after 10pm. Penalties will apply to residents breaching this provision in their Licence Agreement.

You may however, wish to contact external bodies such as:
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- Fig Tree Hall is an alcohol-free zone, meaning that alcohol cannot be stored or consumed in the College anywhere, at any time. This includes the student rooms, roof terraces, balconies off rooms and common areas and all corridors, foyers, lifts, study rooms and shared spaces. Penalties will apply to residents breaching this condition.

Principles of the Alcohol Policy

a. Responsible consumption of alcohol is permitted in The Kensington Colleges, Colombo House, International House and UNSW Hall. ‘Responsible consumption’ means drinking in moderation within the limits prescribed in clause 4 (iv) below. Subject to this requirement:
   i. Individual residents are permitted to have and consume alcohol in their rooms.
   ii. Individual and casual group drinking is permitted in the main common rooms and floor common rooms. This does not include corridors, hallways, thoroughfares and walkways.
   iii. Group drinking must not exceed six people.
   iv. Other than in residents’ rooms, alcohol may only be consumed after 11pm in designated Common Areas determined by the Dean of College and which meet the approval of the Head of College.

b. Each College, House or Hall may determine more particular requirements in relation to the responsible consumption of alcohol in designated common areas not inconsistent with this Policy.

c. Residents who prefer not to drink will be supported and the organisation of College, House and Hall events will reflect this.

d. Licensed events must comply with this policy.

e. House Committee funds cannot be spent on alcohol, or alcohol related paraphernalia.

f. BYO events are permitted, but should be considered as exceptions and must generally reflect the requirements of licensed events including the responsible service of alcohol. Resident BYO events that contravene these guidelines will be shut down immediately.

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

h. Any behaviour that causes discomfort or harm to individuals, property or the reputation of the College or University 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 or that disregards the appropriate responsibilities and strategies for conducting events and functions.

i. No events or gatherings involving alcohol will be held in the Colleges during STUVAC or examination periods.

j. All events involving alcohol should provide a provision of food

Limitations

All UNSW Colleges Residents who attend off campus functions and events organized and promoted by the House Committee which breach the limits outlined in this policy may face penalties, including non-admission to other events, community service, fine or, if a serious breach has taken place, exclusion from the College. Please note:

a. Residents under the age of 18 must not consume alcohol.

b. Residents will not drink with the aim of becoming intoxicated.

c. Residents who are intoxicated will not continue drinking.

d. Residents and staff must not provide or serve alcohol to anyone who is intoxicated.

f. Hazing, peer pressure and ritualised drinking is not permitted.

g. Drinking games/competitions are banned for all UNSW Colleges events and within UNSW Colleges. This includes at formal dinners and on pub crawls as well as in common rooms, and at any off campus areas where planned and organised college events take place.

h. All forms of “bastardisation” are unacceptable and may be illegal.

Perpetrators may be referred to the police for appropriate action as well as dealt with in accordance with University policies and procedures, which may include exclusion or suspension.

i. Residents who repeatedly cause disturbances while under the influence of alcohol will be removed from the Colleges.

j. There will be no more than one internal alcohol event each week in every College.

k. All due care must be taken in the organisation of events/functions that are held. If organised by/in the name of UNSW Colleges, then the event is the responsibility of the organisers, and must comply with RSA requirements. A UNSW Risk Management Form must be completed for any event held and approval given by the Dean.

I. Those responsible for organising and managing events must ensure that this Policy and the Management Events Plan are adhered to. This includes the risk assessment element of the MOE.

m. The Resident Staff in each College are authorised to secure compliance with the requirements of this Alcohol Policy and, if necessary, discontinue any event involving the consumption of alcohol.

n. The Resident Staff in each College are authorised to secure compliance with the requirements of this Alcohol Policy and, if necessary, discontinue any event involving the consumption of alcohol.

o. Costs of cleaning and repairs or replacement of damaged property will be borne by those who are directly responsible for the mess or damage. If these people cannot be identified the House will be charged.

p. The Head of Colleges will report on the operation of the UNSW Colleges Alcohol Policy to the appropriate University Officer.

Licensed Events

a. All events involving the supply and/or service of alcohol within UNSW Colleges are to be licensed in accordance with the liquor licensing laws.

b. Caterers for UNSW Colleges hold a liquor licence for the purposes of...
complying with the law in regard to the management of UNSW College functions involving the service of alcohol.

c. Requests for licensed events must be prepared and submitted using the Management of (Licensed) Events Form and in a timely way that allows for the final approval to be given no later than 3 weeks prior to the scheduled event.

BYO Events
a. BYO events are gatherings within the College where residents bring alcohol for their own consumption.
b. BYO events do not include informal gatherings at which residents consume their own alcohol. Such gatherings will be private (i.e. not in any way promoted or advertised), normally relatively small (such that it causes no disturbances to the College and does not exceed six persons) and will comply with standards of conduct specified in this Policy.
c. Residents will not supply privately produced and/or mixed alcoholic drinks to other residents at BYO events.
d. Requests for BYO events must be prepared and submitted in the form of a ‘Management of (BYO) Events Form’ and in a timely way that allows for the final approval to be given no later than 3 weeks prior to the event.
e. BYO Inter-College events are not permitted

Breaches to the Alcohol Policy
In the event of a breach of this Policy, the Dean of College will normally consult the Head of Colleges. Breaches of this Alcohol Policy will be considered a breach of the Rules of Occupation found in the Licence Agreement. The range of responses includes:

- A reprimand to the House or individuals within specifically involved in the breach
- A fine to be paid by the House for every breach
- Cancellation of a House function or functions
- Costs paid by the House for damage/cleaning/repairs.
- Disciplinary action against individual members of the College

Approval by the Dean of College. Approval by the Dean will include confirmation that the appropriate administrative arrangements in accordance with this Policy are in place.

Visitors to the Colleges
a. Visitors, including ex-residents are subject to the Handbook Policies.
b. Residents are responsible for ensuring that visitors comply with the Policies.
c. Residents who fail to ensure their guests adhere to the policies will be subject to penalties.

 Residents must achieve a minimum pass mark 50% of their subjects, each trimester.

Academic Robes Policy
Residents will be issued with academic robes in their first trimester for use at formal occasions. The cost of the gown will be itemised on your invoice. The use of academic robes carries with it significant tradition and honour, and as such:

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- Academic gowns are only to be worn at formal occasions as directed by the Head of College. Advanced notice will be given to all residents of events where robes are required.
- Wearing the robes outside of these times or in any way likely to bring discredit to the reputation of the individual concerned, UNSW Colleges or the University is strictly prohibited.
- Entrance to events where robes are required may be refused for those not wearing robes or if your robes are not in a satisfactory condition.
- Residents are required to take personal responsibility for the care and maintenance of their robes.

Formal Dinners Guidelines

Residents are invited to attend formal dinners at regular intervals throughout the year. It is expected that all residents will attend unless they have scheduled classes, work or sporting commitments. If unable to attend, a resident is to notify the Dean a week in advance. Gowns must be worn by all residents. The overall effect must be smart and respectful of the atmosphere of the formal dinner. Any resident who presents at a dinner and are to remain at the dinner and are to remain seated during meal service and all speeches and to limit their movements around the College throughout the night so that the service staff can access the tables safely. Communal singing and raising of toasts is not permitted during dinners.

Visitors Policy

Daytime

Guests are welcome to visit however 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 Colleges, its grounds or the surrounding UNSW Colleges. Please note:

- You are responsible for your guests and they must comply with the policies and procedures of UNSW Colleges.
- You must accompany your guests at all times whilst they are in UNSW Colleges.
- 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 the Dean of College by using the Guest Request Form.

- The Dean of College 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 the Dean of College at least two working days in advance.
- Overnight guests are not permitted in O Week; this applies to Freshers and Returners. Accommodation charges will apply if an unauthorised guest is found to have occupied or shared a room assigned to you.
- 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.

Emergency Procedures and Getting Help

Rehearsal of emergency fire and evacuation procedures will be carried out at the beginning of each semester. Egress routes for evacuation are posted in the lift lobbies and on bedroom doors - please familiarise yourself with the routes out of the building. Residents must participate and vacate the building during fire drills. Penalties will apply to any resident who fails to vacate.

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:

- Report all fire incidents immediately to UNSW Security and/or a Resident Staff member or to the UNSW Student Accommodation office during office hours.
- Report all accidents and major incidents to UNSW Security
- You are responsible and liable to pay for the cost of any false fire alarm 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.
- 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.
- Please evacuate promptly should an alarm sound.

Your stay

Please evacuate promptly should an alarm sound.

Emergency Numbers (residents – please program into your mobile phone)

- Duty Tutor – number as advised in local area (upper campus or lower campus)
- UNSW Security – (24 hours) 9385 6666
- Immediate emergency – 000

Personal Emergencies and Crisis

If you are feeling unwell, distressed or upset, you may seek assistance from the following, depending upon the emergency.
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- Resident Staff and the Dean of College
- Residential Wellbeing Officer
- Psychological and Wellness Services (Level Two of the East Wing in the Quadrangle Building)
- University Health Service (Ground level of the Quadrangle Building)

The above represents a help network within which your concerns will be treated in confidence. 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 Psych & Wellness, a Resident Staff member or the Deans at Colleges to assist. The best thing about living on campus is having a constant support network. Even if it’s something you’re embarrassed about or think it’s beyond the Duty Tutors’ skills, come and see us and we will do everything we can to be kind and non-judgmental whilst we help you out, or find someone who can. Don’t ever feel like you have to deal with stuff alone.

Falling Ill

If you are feeling ill, the Health Service 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.

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. If no one confesses they are responsible, payment will come out of the House Committee budget, which means less events and activities for everyone.

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. The Form is online and can be accessed by students via myUNSW and upon submission will be managed by Facilities Management who will then take the appropriate action.

Security and Access Lockouts

If you lock yourself out of College outside of office hours 8.00am -6.00pm (hours may vary), you should contact the Duty Tutor to let you in. If you lock yourself out during office hours, approach UNSW Student Accommodation front desk.

If the Duty Tutor has let you in outside of hours, you need to demonstrate that you have your identity/access card with you once they have admitted you to your room otherwise they are required to report your key being lost.

When a card is misplaced, a resident may request a temporary access card. You will be given two days to return and sign back the temporary card. In the event that this does not occur they are assumed lost and a replacement card will be charged to you.

Repeated lockouts or misplaced keys may result in disciplinary action such as a fines or community service or being placed on ‘Behavioural Show Cause’.

Breaching Perimeter Security

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.

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 Colleges community.

Lost, Stolen or Damaged Keys

When a card is lost the system is reprogrammed to deny access when the card is presented at any of the electronic access points within the Colleges. This is why it is very important that all lost or misplaced cards are reported immediately. If your card is lost or stolen contact The Nucleus (9385 8500) to void your card. Please note:

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

Accessing Your Room

UNSW Colleges 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.

Accommodation Guidelines

Use of Common Areas

Each resident is responsible for maintaining the cleanliness of the common environment of the College. 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 the College, 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:
- use, disable or wilfully damage any firefighting, prevention and detection equipment
- alter or damage any structure that is part of the Common Area
- obstruct, disable or wilfully damage any security surveillance equipment
Resident Obligations

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

- 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 the Dean)
- throw or leave rubbish, dirt, dust or other materials in Common Areas that may interfere with the peaceful enjoyment of another resident in the College
- In particular, you must not litter the College, including outside the College 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 College 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 the appropriate Dean of College and Head of UNSW Colleges. 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 College at any one time.

BBQs

Residents may use the BBQ available at each College (locations vary) in conjunction with an approved event. You are not permitted to use a BBQ or any other cooking equipment on any private balcony in your College. If you use the BBQ, you are expected to remove all rubbish when you have finished cooking and leave the area in a clean and tidy state, so the BBQ is ready for the next resident to use. You must operate the BBQ in accordance with safe operating guidelines. Rooftop BBQ areas are open until 10pm and alcohol is permitted between 5pm - 10pm. There should be no glass on the roof.

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.

Communal kitchens

There are communal kitchenettes in the recreation rooms of each floor of the College and a full kitchen in the main Common areas. If you use these areas, you must clean and tidy them after use and dispose of any foodstuffs that may cause odours or mess.

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. Discarded or abandoned equipment will be disposed of. Colombo House residents will have one pantry and one draw in the fridge and freezer - this is where food should be stored. This space is for you to store your kitchen boxes, labelled with your room number, so please keep any extra items you need in this area. Other Colleges have communal items in shared storage.

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. One of the biggest issues at college is ensuring the kitchens stay as clean as possible for everyone throughout the day. Whilst cleaning of surfaces are done on a daily basis in the mornings, the kitchens should be cleaned by all of you after every use.

- Be responsible and clean up after yourself
- Label your storage
- Be mindful of others

Kitchen Hazard and Safety Tips

- If you get a burn please call the Duty tutor ASAP
- You must switch off the gas hobs after every use, ensure gas is completely off
- Do not wear baggy clothes when cooking (to prevent catching on fire)
- Use protective gloves, or a kitchen cloth to protect your hands when handling any hot items
- Ensure you have enough space to place the item on the benchtop
- Ovens must be switched off after every use

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

Cashless operated washers and dryers are provided in the laundry located in each College. If the laundry is located on a residential floor then they cannot be used in overnight quiet hours, for the comfort of the residents living nearby.

Clothing not collected from the laundry will be donated to charity. Washing lines or clothes hangers may not be erected on balconies or balustrade or in common areas or corridors. 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 College.

Storage

The shared and individual balconies of room and common areas in each college are highly visible from outside the premises and must be kept clear of unsightly rubbish and personal items. Personal items, including furniture, bicycles, clotheslines and suitcases must not be stored temporarily or permanently on any balconies, the roof terraces or Common Areas in the College. You must obtain written permission from the Dean of College if you want to store any flammable materials in your room or the Common Areas. Cleaning materials for personal use are exempted.

Vending Machines

There are vending machines located in each college. If there is a problem with one of the vending machines, please call the phone number on the machine to report the fault. Residents misusing or damaging the vending machines will be subject to penalty and repeated or frequent misuse of the vending machine in any College will result in its removal.

Vehicles and parking

UNSW Colleges 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 webpage or contact Estate Management, located on Level 2,
Resident Obligations

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

Mathews Building. There is limited free motorbike parking in the car park accessible via Gate 5. There is some secure bike storage available in each College. UNSW takes no responsibility for bikes or personal equipment left in storerooms.

Residents are not permitted to charge their electric scooters/bikes in the store room, nor in their own room. These electric vehicles cannot be stored in their allocated room or common areas. Residents must not bring bicycles into the foyer or into their rooms. Residents are responsible for securing their bike to the racks in the storage room and UNSW takes no responsibility for any bikes that are stolen from this or any other area in the UNSW Colleges precinct.

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.

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. If you have been allocated a room with access to a furnished balcony, it is your responsibility to ensure the furniture issued remains in place throughout the year and in place when you depart. Missing or damaged furniture replacement costs will be charged to the residents whose rooms access the balcony if no responsible person can be identified.

Heating

Fan heaters, bar radiators, or any open flame devices are prohibited in UNSW Colleges. Bar and fan heaters will be confiscated if found.

Personal air conditioning units are also not permitted. Low wattage radiators are ambient space heaters are preferred as they can be left on for long periods with minimal risk. Please contact the UNSW Student Accommodation Office for advice on which heaters are suitable to use.

Internet usage and network devices

All residents of Colleges 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 UNSW Acceptable Use of IT Resources Policy. Both wired and wireless connections are available and require authentication to provide accountability of user actions while using the service. The University provides each student with a UNSW email account. Each resident is able to access his/her account in the House study rooms or in their room if they have a computer connected to the University network. You must not access or make use of any networking devices on the data ports provided (e.g., networking routers, hubs, switches).

Communication

UNSW Student Accommodation Office

Contact details for the UNSW Accommodation Office are as follow:
Monday – Friday 8:30AM – 6:00PM (hours may vary)
Gate 5 High St, Kensington, NSW, 2052
E: accommodation@unsw.edu.au

UNSW Student Accommodation Portal

Residents of UNSW Colleges 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.

Outgoing mail

UNSW Post Office is behind the Library, located at F22 on the UNSW Map.

Residents of UNSW Colleges 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 address and password.

Please note: This is the official form of communication from the Dean and the 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

Mail or deliveries must be addressed to:
[Resident Full Name] [College Name]
Gate 5, High Street Kensington, NSW 2052 Australia

Incoming mail is sorted by the office and places in pigeon holes located in the Colleges. 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 from the Accommodation Office. When you leave Colleges, you will need to re-direct all mail to your new address.

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.
COLLEGE LIFE
UNSW Colleges are a mix of one bedroom shared bathroom or ensuite, with 52-week contracts. All prices include: Common area cleaning, Wi-Fi, water, electricity and gas.
**FACILITIES**

WiFi is provided on Campus uniwide.

**CLEANING**

Rooms at Fig Tree Hall and UNSW Hall, Basser, Goldstein, Philip Baxter College are cleaned fortnightly. Only the common areas are cleaned at Colombo House on a regular basis.

**LAUNDRY**

QR operated, cashless laundry machines and dryers are conveniently located within each College premise along with ironing boards, dryers and ironing boards. First in New South Wales.

**CATERING**

3 meals a day, Monday-Friday Brunch and dinner on weekends. Colombo House is the only College that is self-catered.

Menu changes week to week with themed food nights. Food allergies or special medical/dietary needs are also catered for.
Study rooms can be found on each floor of the colleges. 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.

BBQ

BBQ facilities are available at all UNSW Colleges across Basser, Goldstein, Philip Baxter, Colombo House, Fig Tree Hall, UNSW Hall and International House.

THE NUCLEUS

The Nucleus is your first point of contact for all things UNSW including information, advice, forms, and referrals to other services. Get your student ID here before you check in!

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

SECURITY

UNSW Security is available 24 hours, 7 days a week - offering security services for all UNSW Community. Residents can make use of the Safety Escourt, Security Night shuttle bus that stops outside Jacaranda Hall on Anzac Parade.

Read more at UNSW Estate Management website.
On the day, Staff and Resident Assistants or Fellows (RA/RF) will be available to assist and guide you to your room.

On the day, you will be:

- Welcome by your College Dean
- Get a tour around College premise and around Campus
- Meet your College House Committee (HC), 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 2024

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 Rule 3(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.
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 of 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 2025. 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 Colleges?

MOVING OUT
On the day of check out, you must:

- Vacate room by 10am
- Return keys to Reception desk or key dropbox
- 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.

Thank you for staying at UNSW Colleges, please do stay in touch unsw.edu.au/alumni-and-friends.

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 UNSW Colleges.