DISCLAIMER

The information contained in this booklet has been compiled by the Monash Residential Services (MRS) Peninsula Residential Information and Services Team. The listing of retail outlets and services is correct at the time of print and has only been provided as a guide for your convenience, not as a recommendation. Monash University and Monash Residential Services accept no liability for any loss or damage that may arise as a result of the information contained in this booklet.
WELCOME TO MONASH RESIDENTIAL SERVICES

• Welcome Letter from the Director 5
• Monash Peninsula Campus Map 6
• Contacts 7
• Communicating With You 8

YOUR NEW HOME

• Arrival Condition Report 10
• Maintenance Issues 11
• Internet Connection 12
• Telephone Connection 14
• Voicemail Guide 16
• Smoke Detectors 18
• Keys 20
• Bikes 20
• Borrowing Items 20
• Car Parking 21
• Invoices & Payments 22

RESIDENTIAL VILLAGE

• Furniture & Appliances 24
• Waste Disposal 25
• Mailboxes & Post 26

STUDIO APARTMENTS

• Living in a Passive House Building 27
• Furniture & Appliances 28
• Cooking in Your Apartment 29
• Laundry 30
• Waste Disposal 30
• Mailboxes & Post 31
• Tours of Hall 32

LIFE ON CAMPUS

• Security 34
• Banks 34
• Shopping Centres & Food Outlets 35
• Transport 36
• Gym Memberships 38

COMMUNITY ENGAGEMENT & SUPPORT

• ResStart 41
• Residents’ Committee 42
• Sexpectations & Alcohol Training 42
• Respect. Now. Always 43
• Safe & Respectful Communities Cards 44
• Support Services on Campus 45
• Helpful Resources for Students 47

POLICIES

• Alcohol Policy 50
• Smoking & e-cigarette Policy 51
• Occupational Health, Safety & Environment Policy 52
• Privacy Collection Statement 54
• Childsafe Framework 55

APPENDICES

• Arrival Condition Report - Residential Village 58
• Arrival Condition Report - Studio Apartments 60
WELCOME TO
MONASH RESIDENTIAL SERVICES
Welcome letter from the Director

Hello, my name is Trisha Prpich and I’m very happy to be welcoming you to our on-campus community.

As the Director of MRS, my responsibility is to ensure that you, and all residents have the best possible experience whilst living on-campus at Monash University.

To assist you in having the most rewarding experience possible at Monash, we have developed a range of resources to assist you settle into your new home, immerse into your new community, and thrive at Monash.

This Go-To-Guide contains the information you need during your first few days and weeks at MRS. It’s your ‘cheat sheet’ to life on-campus. You can refer back to this guide to find information relating to your new home, the services available at MRS, helpful resources provided on-campus, and additional information that we think is valuable to you.

Another great resource we have developed to assist you is the ResStart website (monash.edu/restart-mrs). ResStart has been designed by former residents to help you settle into your new home here at MRS. It contains practical advice along with tips and information from members of our community informed by their own personal experiences at MRS.

The most important assets you have for settling into University life is your Residential Support Team, and in particular your Resident Advisors (RAs). Here at MRS we pride ourselves on the quality of our residential support, engagement and development program and this is delivered primarily through our volunteer RAs. Your RAs along with the staff in your Residential Support Team are the best place for you to seek assistance and support here in your new home.

Please accept my sincere welcome to MRS, I hope that living at MRS is a rewarding experience and that being a member of the diverse and inclusive community helps you excel in your studies. All of us here at MRS wish you all the best for the year ahead.

Trisha Prpich
Director
For more information about retail at Monash visit: www.monash.edu/food-and-retail

Monash Peninsula is a smoke-free campus

The information in this map was correct at the time of publication (February 2019)
PENINSULA RESIDENTIAL SERVICES

The friendly staff at Monash Residential Services are the first point of contact for many of your general questions.

Specific issues relating to your individual residence should be directed to your Residential Support Team which includes the Resident Advisors, Residential Support Assistant, Deputy College Head and College Head.

The Peninsula Residential Office is located in Building C, Level 2.

You can call the Residential Office by dialling extension 44338 from your room phone or by calling 9904 4338 from any other phone.

OPENING HOURS
Monday to Friday 8:30am to 5:00pm

MONASH SECURITY PERSONNEL

There are dedicated Monash Security Personnel on site each night at the Peninsula Campus to assist all residents, and to ensure safety and security.

The Monash Security Personnel are available outside office hours and are contactable on 44318 from an internal telephone or 9904 4318 from an external telephone.

PHONE CONTACTS

Monash University Switchboard
You can dial extension 54000 from your room phone to the Monash University Switchboard who can transfer you to the relevant person or department within the University that you wish to speak to.

Monash Residential Services Switchboard
You can dial extension 56266 from your room phone to the MRS Switchboard who can transfer you to the relevant person or department within MRS that you wish to speak to.

ONLINE & EMAIL CONTACTS

Peninsula Residential Office
mrs.peninsula.admin@monash.edu
- Account fees & charges
- Admissions
- Arrival condition reports
- Breaking your lease
- Changes to your lease
- Cleaning charges
- Cleaning standards
- Gym memberships
- Locks & keys
- Lost & found
- Mail delivery
- Maintenance requests
- Parking permits
- Phone usage
- Room transfers

MRS Website
monash.edu/accommodation

MRS Invoice Payments
monash.edu/payments

MRS Online Store
shop.monash.edu/shop-by-area/
monash-residential-services.html

Maintenance Requests
monash.edu/accommodation/
current-residents/maintenance-it-
and-cleaning

Absence from Residence Form
monash.edu/accommodation/
current-residents/forms/notification-
of-absence-from-residence

Off-Campus
connect.monash.edu/askmonash
- Assistance with off-campus accommodation matters

Overnight Guest Form
monash.edu/accommodation/
current-residents/forms/overnight-
guest-form

MRS Sports Memberships
shop.monash.edu/shop-by-area/
monash-residential-services.html
COMMUNICATING WITH YOU

EMAIL
We will use your Monash student email account as our primary email communication platform.
You are also welcome to email the Residential Office at any time mrs.peninsula.admin@monash.edu

NOTICES
Sometimes notices may be sent to your residence. These will be placed under your door, on your table, or on a noticeboard.

MONTHLY E-NEWSLETTERS
A monthly MRS newsletter will be sent to your email address with information relevant to the time of the year.

PHONE CALLS
If there is something important that we need to speak to you about we will either call your residence, your room number, or your mobile number. You are also welcome to call us!

FACEBOOK
The RST will send important updates to the Residents’ Facebook groups.
Please contact a member of the RST for the link to join the group.
The Administration Office does not communicate through the Facebook page.

SURVEYS
We will ask you to complete surveys several times during the year.
Your feedback on our services and facilities is extremely valuable, and we incorporate all feedback into our future planning.

FACE TO FACE
You are welcome to visit the Administration Office during business hours to discuss administration matters.
Your RST will let you know the best way to contact them for all other matters.

COMMUNICATING WITH OTHERS ON YOUR BEHALF
As employees of Monash University, the staff of MRS are bound to protect your privacy.
This means once you move into the residences we will not discuss you, or your residency, with others outside the University, without your permission. This usually works in your favour, but sometimes there is a need for others (including parents and real estate agents) to ask us about you.

To clarify your intentions, we ask that you complete a Release of Information Form to enable us to discuss you with others.
A copy of this release form for you to complete is available online through the MRS Resident Portal.
In an emergency situation we will contact the emergency contact you listed on your application for residency.
The first thing you need to do!

ARRIVAL CONDITION REPORT

Before unpacking and setting up your room it is important that you complete your Arrival Condition Report.

Your Arrival Condition Report goes through each item/area of your unit/apartment that you need to check visually.

It is an opportunity to comment on the condition of each item so that you are not accidentally charged for any damages that you aren’t responsible for.

THIS IS IMPORTANT

MRS will expect you to leave your room in the same condition as it was when you arrived.

The Arrival Condition Report MUST be completed and submitted within 3 business days of your check in.

Arrival Condition Reports can be found at the back of this booklet.

Please make sure you complete the correct Arrival Condition Report. There are two versions: one for the Residential Village and one for the Studio Apartments.
MAINTENANCE ISSUES

Something not working?

If something isn’t working in your room or you have any maintenance issues, please report it immediately online.

Please note that maintenance is not done after-hours (overnight) or on weekends, but that we will arrange the work to be done on the next working day.

If your maintenance is an emergency (e.g. leak), please contact your Residential Support Team or the Security office at your campus.

You can submit a maintenance request through the MRS website: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

Please log a new request for each maintenance issue.

On the website you need to log in with your Monash details and follow the steps below:

1. Select ‘View, add or modify Remote Requests’
2. Select ‘Add a new request’
3. Complete and submit the below form

Your own details should be put into these boxes. Submitting maintenance requests for other resident rooms is not permitted.

This is where you explain the request. Please be sure to be clear in your explanation.

Please include the Hall, room number, a description of the issue and information on the problem.

Eg. Student Village 7, room 1, the light on the wall beside the bed does not turn on anymore.

Please make sure you indicate the Building and Floor that requires attention.
Everyone at MRS has a network connection point via the voice over internet protocol (VOIP) phone in their room.

This connection will provide you with the best internet connection.

The private network connection point in each room gives you 24-hour access to:

- The university campus network
- Extremely fast internet services

WiFi is also generally available, but the signal is not guaranteed.

While MRS will attempt to assist you with minor configuration issues on your computer or device, if you need technical IT support to connect to the network, we recommend you seek this from the eSolutions helpdesk.

### CONNECTING YOUR DEVICE TO THE MONASH WIFI NETWORK

While interfaces vary between devices, the connection instructions are essentially the same across all devices.

To connect to the eduroam wireless network (recommended), when prompted for a username and password, simply use your Authcate details.

For devices that don’t support enterprise encryption, but do support browser login, you can use the Monash Free WiFi network to access the internet.

Wherever possible, it is advised to use the eduroam network.

### REGISTERING DEVICES ON THE MONASH NETWORK

Any device (Including smart TV’s, gaming consoles etc.) requiring an internet connection must be first registered through the add host system to obtain an IP address.

If you are familiar with this process please proceed to the add host registration page: webnet.its.monash.edu/cgi-bin/addhost/register

Otherwise please content to the WiFi and read the connection guides on the webpage: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

### BE SECURE

All internet activity is recorded and can be traced to a particular computer or username.

You should keep your username and password secure.

If you believe that others have obtained your information and could be using your account, report it immediately to eSolutions.

Keep your personal information safe when using the internet and the VOIP phone. For more information about phishing and security online or via phone calls, please visit the Educause website.

Keep your personal information safe when using the internet and the VOIP phone. For more information about Phishing and security online or via phone calls, please visit the Educause website.

### VIRUSES & UPDATES

We strongly encourage you to have anti-virus software and the latest updates for the operating system installed before connecting to the university network. You can use the free Anti-Virus software Microsoft Security Essentials software that the esolutions team recommend.

Monash Residential Services (MRS) will not be held liable for any damage caused to your computer as a result of being connected to the University’s network.
FAIR USAGE POLICY

The internet service available at MRS is provided by Monash University eSolutions. You are responsible for using the internet in a responsible, ethical and lawful manner. If you are using a substantially large amount of data, you may find that your internet speed and usage could become restricted. Internet usage is regulated by the University.

The use of the Monash University Network is governed by the Information Technology Acceptable Use Policy for students. Any breach of this policy may result in deactivation of your room network port without warning in addition to any penalties imposed by the University.

Here are some tips to limit your internet usage while using the university network:

- Avoid downloading video and audio files
- Avoid websites with major graphical content
- Avoid listening to the radio over the internet

esOLUTIONS HELPDESK

Phone support is available by calling 9903 2777, during semester Monday to Friday: 8:00am - 10:00pm and Saturday: 10:00am - 3:00pm, or during non-teaching periods, Monday to Friday: 8:00am - 6:00pm.

esolutions staff are available in person in Building B Portable (near rotunda).

Opening hours during semester are Monday to Friday 10:00am to 3:00pm.

STILL HAVING TROUBLE?

Don’t know who to go to?
Email the MRS IT Co-ordinators (Resident Advisors who specialise in all things IT).

mrs-ithelp@monash.edu
TELEPHONE CONNECTION

ROOM PHONES

In your room you will see that you have been provided with a VOIP (Voice over Internet Protocol) phone.

All rooms are fitted with a data port for network connection for your telephone and computer. The VOIP phone must also remain connected and plugged into a power socket at all times. This is important because in an emergency Monash University staff may call your room phone.

Because your phone must remain plugged in you may want to get a power board for additional power outlets in your room.

You are responsible for the care of your phone. There is a $385.00 charge if the phone is damaged or lost so make sure to take care of it!

RECEIVING CALLS

The phone is connected and ready for use. You can receive free internal and external calls directly to your room.

Your phone number is shown in the top right hand corner of the phone screen.

For people to call you the number they need to dial depends on where they are calling from:

**Callers from within Monash University:**
Can simply dial your 5 digit extension number which are the last 5 digits of your phone number.

**Callers from within Victoria:**
Can dial the number as shown on your phone screen.

**Callers from within the rest of Australia:**
Need to include the Victorian area code, then your phone number as below:
03 990 _ _ _ _ _ (5 digit extension number)

**Callers from Overseas:**
Dial the Australian country code as well as the state number and your phone number as below:
613 990 _ _ _ _ _ (5 digit extension number)
## MAKING CALLS

### Internal Calls

The VOIP phone can be used to make free internal calls to any Monash University extension number and a limited range of external numbers for community health and support services as shown in the table below.

### External Calls

To make a call to an outside number please dial ‘0’ followed by the phone number.

To make any other external call you need to use a phone calling card with a 1800 number for access to an external line. These pre-paid phone cards are available at the telephone shop in Building 10, newsagents, supermarkets, and petrol stations.

Please note that calling cards that do not use a 1800 number for access to an external line cannot be used.

## EMERGENCY CALLS

Your VOIP phone speed dial has been programmed with the Monash Emergency 333 number.

Please use the speed dial button on your VOIP phone in case of an emergency.

Your room phone allows **free** calls to the following Helpline numbers. **Remember to dial ‘0’ and then the phone number for external calls**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurse On Call</td>
<td>1300 606 024</td>
</tr>
<tr>
<td>Sexual Assault Crisis Line</td>
<td>9349 1766</td>
</tr>
<tr>
<td>(Centre Against Sexual Assault)</td>
<td>1800 806 292</td>
</tr>
<tr>
<td>(24 hours)</td>
<td></td>
</tr>
<tr>
<td>Suicide Helpline Victoria</td>
<td>1300 651 251</td>
</tr>
<tr>
<td>(Lifeline)</td>
<td></td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>1300 224 636</td>
</tr>
<tr>
<td>Mensline Australia</td>
<td>1300 789 978</td>
</tr>
<tr>
<td>Poison Information Centre</td>
<td>131 126</td>
</tr>
<tr>
<td>Lifeline</td>
<td>131 114</td>
</tr>
<tr>
<td>QUIT Line</td>
<td>131 848</td>
</tr>
<tr>
<td>Kids Helpline</td>
<td>1800 551 800</td>
</tr>
<tr>
<td>Gamblers Help</td>
<td>1800 156 789</td>
</tr>
<tr>
<td>SANE Australia (Mental Health info and Referral)</td>
<td>1800 187 263</td>
</tr>
<tr>
<td>Mental Health Advice Line</td>
<td>1300 280 737</td>
</tr>
<tr>
<td>Safe Steps Family Violence Response Centre</td>
<td>1800 015 188</td>
</tr>
<tr>
<td>Direct Line-Drug and Alcohol Service (Healthlink)</td>
<td>1800 888 236</td>
</tr>
<tr>
<td>Centrelink</td>
<td>132 490</td>
</tr>
<tr>
<td>Emergency</td>
<td>000</td>
</tr>
<tr>
<td>After Hours Counselling</td>
<td>1300 788 336</td>
</tr>
<tr>
<td>Frankston Hospital (24/7 Emergencies)</td>
<td>9784 7777</td>
</tr>
<tr>
<td>Frankston Police Station</td>
<td>9784 5555</td>
</tr>
<tr>
<td>Monash Emergency</td>
<td>333</td>
</tr>
<tr>
<td>CATT - Peninsula Health (Frankston Hospital)</td>
<td>1300 792 977</td>
</tr>
<tr>
<td>Home Doctor Service</td>
<td>13 7425</td>
</tr>
<tr>
<td>Department of Human Services (Centrelink Disability, Sickness and Carers Line)</td>
<td>13 2717</td>
</tr>
</tbody>
</table>
**VOICEMAIL GUIDE**

**ACCESSING YOUR VOICEMAIL**

**FOR THE FIRST TIME**
To access voicemail for the first time dial 27027 and enter the default password “0000”

**GENERAL ACCESS**
- Press the messages button
- Dial Internally 27027
- Dial Externally 03 9902 7027

**SETTING UP YOUR VOICEMAIL**

If this is the first time you are accessing your voicemail (as above), you will receive a welcome message, then it will ask you to either:
- “personalise or update your settings”, OR
- “to exit, press * button”.

**Step 1: Personalise or update your settings**
You will be asked to record your name. This will be used in various areas of the voicemail system such as, identifying who left a message or as part of your greeting.
- Record your first and last name, eg. Bob Smith.
- Press # button to save or wait and it will ask you to record your name.

You can re-record this as many times as you like. Press # to save and continue with setup.

**Step 2: Personalise your greeting**
You will then be asked to personalise your voicemail greeting.
Your standard greeting is: “Sorry, <your name> is unavailable”.

To change your greeting:
- Press 1 to record your own personal greeting, OR
- Press # to save and continue

You can re-record this as many times as you like. Press the # button to save and continue with setup.

**Step 3: Set up your new password**
The final step is to set your new password.
Your new password must be a minimum of four digits.
- Enter your new password followed by the # button at the prompt.
- Enter your new password again, followed by the # button to confirm your new password.
- You will then be taken to the main menu.

If you exit or hang up prior to set up completion, voicemail will remember the changes you have made.
When you next log back in, it will start at Step 1 again.
To keep the changes you previously made, press the # button at each prompt until you have returned to where you left off.

You have now finished setting up your Voicemail.
HOW TO CHECK MY NEW MESSAGES

• Press the messages button
• Enter your password followed by the # button
• It will play your recorded name and then inform you of any new messages
• Press 1 for new messages
• It will announce the name of the caller (if internal) or it will announce you have “x messages”
• The message will play once, then announce the time and date of call

• At the end of each message, you will be given the following options: Press...
  1– To Repeat
  2– Save Message
  3– Delete
  4– Reply
  5– Forward
  6 – Mark as New
  7– Skip Back
  9 – Message Properties
  * – Cancel Playing Messages
  0 – Help

HOW TO CHECK MY SAVED MESSAGES

From the Main Menu
Press 3 to “Review old messages”, then Press 1 for “Saved messages”
Once message has stopped playing either hang up to keep the message, or follow the voice prompts provided.

HOW TO DELETE A MESSAGE

After listening to a message, press 3 to delete it.
If there is another message it will play.
You can delete the message, or you can hang up if you have finished.
SMOKE DETECTORS
Information, rules and tips for living with smoke detectors

SMOKE DETECTORS
All MRS buildings are protected by smoke detectors and sprinkler systems under the Building Code of Australia.
These systems are directly linked to the Country Fire Authority (CFA) if activated.
If the fire alarm system is activated, the alarms will sound and all residents must evacuate the building.

FALSE ALARMS
False alarms attract a fine from the CFA which can be in the order of $3000 or more - you will be responsible for this cost if a fine is issued.
To avoid false alarms please ensure that you:
1. Do not interfere with the smoke detector or sprinkler system.
2. Take note of the notice on the back of your door.
3. Do not use hair dryers, hairspray or any form of aerosol in your room - it will activate the fire alarm system.
   Always use the bathroom area when using these items.
4. Never have any sort of flame or smoke in your room.

TAMPERING WITH SMOKE DETECTORS
Tampering with the hard wired smoke detectors will cause a silent alarm to sound which will inform University personnel.
Tampering with, covering or removing the batteries from fire alarms is strictly forbidden under the University’s Statutes and Monash Residential Services Conditions of Residency.
Disciplinary actions including formal warnings will result and fees may apply.

SPRINKLER CAGES:
Do not hang items from the sprinkler cage as this can result in the sensor being damaged, triggering the sprinkler and flooding your apartment.
REMEMBER:

Your fire alarm can be set off by:

- Overheated cooking oil.
- Overcooked food eg. Burnt toast.
- Steam from cooking and showers.
- Hairspray and aerosols.
- Hair dryers and hair straighteners.
- Cigarette smoke.
- Candles and incense.

TIPS:

The cause of many false alarms is preventable.

- In kitchens, do not leave your cooking unattended.
- Do NOT open doors to let steam, smoke or cooking fumes into the corridor. Open windows instead.
- Always use exhaust fans in kitchens and bathrooms.
- Do not use hairspray, aerosols or hair dryers in bedrooms. These items are only to be used in bathrooms.
- Smoking or lighting candles or incense is strictly prohibited in residences.
- Do not use kettles, rice cookers or steamers in your bedroom or apartment.
- Remember to shut the ensuite door after you have a shower (Studio Apartments).
LOCKED OUT OR CAN’T FIND YOUR KEY?

**DURING OFFICE HOURS**
Monday to Friday 8:30am to 5:00pm
You can borrow a spare key and/or fob from the Residential Office.
If you don’t return the spare key and/or fob within 24 hours you will be charged.

**AFTER HOURS**
You can call the Monash Security Personnel who can give you access to your room.
Monash Security Personnel can be contacted by phone on 9904 4318.

**YOU WILL NEED**
Either during or after hours you will need a Photo ID Card for identification in order to borrow a spare key or be given access to your room.

**LOCK REPLACEMENT**
If you lose your keys, the lock and key will be replaced and you will be charged for this.
Please contact the Administration Office for more information.

BIKES

**BIKE STORAGE**
There are special bike storage areas within the studio apartment Hall.
If you have a bike you need to store it in this area, not in your apartment.
You can access this area by swiping your Student ID card on the security reader at the entrance.
We recommend that you use a bike lock when your bike is in storage for extra security.
If you are unsure where the bike storage area is within your Hall just ask!

**HELMETS**
Wearing a helmet when riding a bike is a legal requirement in Australia.
If you ride without a helmet you can be fined by police.

BORROWING ITEMS
We have equipment at the Residential Office that you can use. Please bring your student ID card with you!

- Trolley
- Bug Spray
- Weighing scales
- Sporting equipment
Any car parked in a permit area without a valid Permit displayed may receive a Parking Infringement Notice and fine under the Road Traffic Act.

All questions about infringements and fines should be directed to: traffic_inquiries@tenixsolutions.com or by phone on 9058 6633

FINES & INFRINGEMENTS

Returning Your Permit

Residential Parking Permits need to be returned to the Administration Office when you stop living at MRS, or when the Permit expires, whichever comes first.

If you don’t return your Residential Parking Permit you will be charged the cost of a Blue Parking Permit.

Visitor Parking

Visitor car parking permits, are available from the Residential Office for use within designated parking areas.

Frankston City Council Parking Permits

As a resident of the Frankston City Council you are also eligible for 2 FREE car parking permits:
- Residential Parking Permit
- Foreshore Parking Permits

For more information and how to apply for these parking permits please see the Residential Office who can assist you further and provide you with the supporting documentation required.

24/7 Safety Escorts

If you ever feel unsafe getting around campus, security officers are available to escort you to your car, public transport, taxi pick-up points, residence or other locations on or in the near vicinity of the campus.

This free 24 hour service is available to all students and staff from anywhere on campus.

If you intend to work late at night and know you will need assistance, try to book in advance to avoid delays.

If your escort is delayed for any reason, the Security Office will contact you.

To arrange this service please call security on 9902 7777.
### TAX INVOICE

**ABN No 12 377 614 012**

**MONASH RESIDENTIAL MONASH UNIVERSITY VICTORIA 3800 AUSTRALIA**

**Resident Name**
Room Number, Hall Name
LOCKED BAG XXXX
MOUNT WAVERLEY 3149

**Telephone** +61 3 9905 6200
**Fax** +61 3 9905 6430

**Account No** XXXXXXXX

**Date** DD/MM/YYYY

---

**INVOICE XXXX**

<table>
<thead>
<tr>
<th>Quantity/Description</th>
<th>GST Exclusive</th>
<th>GST</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov charge for room XX XXXX for 30 night(s) @ $XX.XX</td>
<td>X.XXX.XX</td>
<td>X.XX</td>
<td>X.XXX.XX</td>
</tr>
<tr>
<td>Credit XXXX description (if applicable)</td>
<td>XXX.XX-</td>
<td>X.XX</td>
<td>X.XXX.XX</td>
</tr>
</tbody>
</table>

This section outlines the items included in the invoice. This example shows a November charge of 30 nights accommodation by the appropriate daily rate. The daily rate depends on your accommodation type. Each month your invoice amount will be different depending on the number of days in the month. There may also be additional items listed in your invoice such as a credit if applicable for things such as scholarships.

**THIS AMOUNT IS NOW PAYABLE**

<table>
<thead>
<tr>
<th>TOTALS $</th>
<th>AUD $</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXX</td>
<td>XXX.XX</td>
</tr>
</tbody>
</table>

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**INVOICES & PAYMENTS**

**Room XX XXXX**

**SPECIFIC ENQUIRIES REGARDING THIS INVOICE**

**CONTACT NAME** ADMISSIONS OFFICER PHONE 99056200

**PAYMENT OPTIONS:**

Call your Bank, Credit Union or Building Society; quote the Biller Code and enter your reference number to make this payment from your cheque, savings or credit card account.

**REFERENCE NUMBER FOR ALL OPTIONS IS:** XXXX XXXX XXXX XXX

This is your invoice reference number and is linked to your student ID. The reference number changes every month. It is extremely important that you use the correct reference number when paying your bill. Make sure when entering the reference number you do not copy and paste it or enter any spaces - it won’t work.

This is the total amount that needs to be paid.

You must pay your invoice by this date.

Please do NOT send credit card information via fax or email as it is not secure.

- **Via the internet**
  - Credit card payment only. Visit www.monash.edu/payments Select "Invoice Payments". Enter reference number, credit card details and amount.

- **Via the telephone**
  - Credit card payment only. For payments made in Australia call 1800 887 177 and follow the voice prompts. Callers from Overseas, dial (International code) +61 2 9087 7936 and follow the voice prompts.

- **Via the Post**
  - Remittance Advice (please detach and return with payment). Cheques to be made payable to Monash University. Forward to: Cashier, 21 Chancellors Walk, Monash University VIC 3800, Australia.

**Your individual account number is the same as your Student ID Number.**

Non payment of this invoice by DD.MM.YYYY will be dealt with in accordance with the Terms and Conditions in your Tenancy/Residency Agreement.
Important information about your invoices and how to make payments

INVOICES

You will receive an invoice at the start of each month, like the one shown on the previous page. The invoice will contain the fees and charges that are due for that month, and that need to be paid by the end of the month.

Invoices are sent directly to your Monash student email account. We can’t send your invoice to any other email address.

The amount you need to pay which is shown on your invoice, this amount varies from month to month. This is because you are charged a daily rate for your accommodation, so it depends on how many days are in each month. For example – June has 30 days, so you are charged for 30 days accommodation, whereas July has 31 days so the invoice for July will show a higher amount.

CREDIT CARD PAYMENT

If you are making payment via your credit card using the internet option available on your invoice, go to: monash.edu/payments then select ‘Monash Residential Services Invoice Payments’. 

This is where you enter your card number.

Record the 3 numbers on back of your card.

Enter the amount (in Australian Dollars) that you are paying.

This is your invoice reference number. It changes every month. Do not copy and paste this from your invoice or add any spaces - it will not work and you will be advised it is invalid.
POWER POINTS AND POWER BOARDS

Because your room phone has to be connected to the power point at all times, you might like to get a power board to power up other appliances like a laptop, etc. For safety reasons, all power boards must have a 10 amp automatic trip.

Do not use ‘non-Australian’ standard plugs or appliances. These will overload the circuit and trip the safety switch for your room’s power supply.

WASHING MACHINES

Washing machines are either top or front loading. Please make sure that you only use detergent that is appropriate for the type of machine.

The detergent packaging will state if it is for top or front loading washing machines.

CLOTHES DRYERS

To assist our quest to reduce our energy consumption, you have been provided with a personal clothes airer in your room.

Before you put your clothes in the dryer, make sure that the clothes have been spun in the washing machine and are not fully soaked with water.

Putting soaking wet clothes in the dryers will cause mechanical problems and stop them from working.

HEATERS

In appreciation of our commitment to reduce our carbon footprint, please ensure that heaters are turned “OFF” when not required.

Every house, unit or flat has general heating located in the main living area along with individual heaters in each bedroom. There are a number of different heater types:

ELECTRIC HEATERS

To operate the heaters you are required to press the timer button located to the side of the heater. The timer allows the heater to run for a maximum of 2 hours before turning off. Please ensure the thermostat temperature control is set to the desired temperature.

GAS WALL FURNACE

To operate turn the switch to the “ON” position ensuring thermostat temperature control is set at the desired temperature.
Each Residential Village Residence has a mobile garbage bin & recycling bin. Please make sure that general waste is put inside a suitable bag before being placed in the bin provided.

LARDNER ROAD & BLOOM STREET

- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week. Recycling bins are collected every two weeks as per the calendar below.
- You must leave the bins on the grass strip outside your house.
- Bins should be stored in the bin alcove between collections.

HOLMES STREET

- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week. Recycling bins are collected every two weeks as per the calendar below.
- You must leave the bins on the grass strip outside the main entrance.
- Bins should be stored at the rear of the property.

SAMADA STREET

- Bins are collected early on Thursday mornings.
- Rubbish bins are collected each week. Recycling bins are collected every two weeks as per the calendar below.
- You must leave the bins on the grass strip outside the main entrance.
- Bins should be stored in the bin alcove between collections.

STUDENT VILLAGE

- Rubbish collection is made early on a Friday morning each week.
- Recycling collection is made early on a Tuesday morning each week.
- You must leave bins and skip behind House 2 in the alcove provided.
- Private contractors will collect the waste from this area.

Recycling and Garden Waste Calendar 2019

Your recycling bin and your garden waste bin will be collected on alternate weeks on the same day as your garbage bin.

Tick your colour.

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</table>
YOUR ADDRESS

Given Name, Family Name
Unit & Street Number, & Street Name
Frankston VIC 3199
Australia

Your postal address should include your unit and street number, and street name.

Upon arrival you will be given your confirmed postal address.

MAIL DELIVERY

Mail is delivered by Australia Post to the mailboxes at your residence. It is the responsibility of the residents to keep the mailbox clear of all mail and papers.

Rubbish and unwanted local newspapers should be placed in the recycling bins provided.

If you receive mail that is not for any of the current residents please return it to the Residential Office so that it can be forwarded on to the right person.

PARCELS & LARGE ITEMS

MRS is unable to accept any parcels or large items on your behalf. 24/7 parcel lockers are available on campus.

24/7 PARCEL LOCKERS

Australia Post also offer Free 24/7 parcel lockers located on campus. You can choose to have your parcel sent to a free 24/7 parcel locker and collect it at any hour, day or night! To sign up go to: auspost.com.au/parcellockers

COLES, WOOLWORTHS & OTHER FOOD DELIVERY

MRS is unable to accept any Coles, Woolworths or food deliveries on your behalf due to the perishable nature of the products and our capacity to store these items appropriately.
Please spend some time reading through this information, so you may enhance your experience living in a passive house building.

**PASSIVE WHAT?**

Passive House is a voluntary standard for energy efficient building design. By creating a highly insulated and airtight space, the internal and external environments are isolated. This means the internal heat loads can be used to create a comfortable living space. But even more exciting is that if this building is used correctly, it will use only about 25%-30% of the energy used by an equivalent building not designed to these standards.

**IF IT IS AIR-TIGHT, HOW DO I GET ANY FRESH AIR?**

While the building is air tight, a mechanical system is used to provide fresh air through the building. This means that you will always have a consistent flow of fresh air through your studio apartment.

**WHAT CAN I DO TO IMPROVE THE PERFORMANCE OF MY STUDIO APARTMENT?**

As you get accustomed to your apartment you will find that your window and blinds can have an incredible impact on the thermal comfort. For instance on very hot days, having your window closed and the sheer blind down will cut out most direct sun light and heat, in turn leaving you with a comfortable space to enjoy. Likewise if it feels a little too warm in the apartment but the temperature outside feels cooler, opening your window will help release some of the heat. Comfort is a very personal thing and each occupant would want their apartment performing differently. In this vein, we encourage you to experiment with the window and blinds to find the performance that best suits you. But remember, to be on the safe side, always close the windows when you leave your apartment.

**HOW DOES THE CLIMATE CONTROL WORK IN THE BUILDING?**

Passive House requires that the building maintains an average temperature between 20°C and 25°C through 90% of the year. This means that you can achieve a comfortable temperature without the need for heating or cooling. But on the odd occasion, if it does become a little bit too hot for your liking, there’s a fan in your apartment to help with reducing the temperature.

**WHAT DO I DO IF I DAMAGE THE TIMBER?**

Cross Laminate Timber is a very robust material, and we have also applied a protective sealant to the exposed timber. So if there are any scuff marks or the like, you can simply wipe them off with a damp cloth. Any damage to the timber would generally be the result of how the space is used.

To best protect the CLT, please use the pin boards provided to stick up items on the walls and avoid do not using use nails or pins on the timber. We ask that you do not etch anything in to the walls. If you notice and dints or dents, please inform your RA immediately.

**DOES THIS MEAN I CAN’T OPEN MY WINDOW?**

Operable windows are a very important part of this building. You will notice that the windows at the end of the corridors are automated. At night time, this will allow the building to release any excess heat built up during the day. Make sure you don’t leave anything in front of these windows.

You can also open the window in your apartment at any time you feel like it. But be mindful about how you use your window. If you leave for class with your window open during one of those very hot days, your apartment could be very hot when you come back or vice versa in winter.
STUDIO APARTMENTS
FURNITURE & APPLIANCES

KEYS & LOCKS
Your studio apartment cannot be locked from the outside without the use of your key. This is to ensure you can’t lock your keys inside. Remember to always lock your door when you leave your room.

You can lock your door from the inside of your studio to ensure your safety and security. The lock will open when you pull the door handle.

POWER TO YOUR STUDIO
For power in your studio apartment, please place your key into the master lock.

You will find this lock on the inside wall as you enter your studio.

POWER PLUGS
Do not use ‘non-Australian’ standard plugs or appliances. These will overload the circuit and trip the safety switch for your room’s power supply.

MICROWAVE
When using your microwave, please refer to your user-guide located in the large drawer under your microwave.

If you require another user-guide please speak with staff at the Residential Office. If your microwave has no power, please check the cupboard under your sink and make sure the microwave is plugged in and switched on.

POWER BOARDS
You might like to provide your own power board so you can use multiple devices at once. For safety reasons, all power boards must have a 10 amp automatic trip.

CLOTHES LINE
When first using the clothes line in your room, you will need to pull the cord across to the opposite wall and connect it to the existing hook insert.

If you find it gets stuck twist the silver brace and it will release the cord.

FAN
You have a ceiling fan to circulate the air and help keep the room cooler in summer.

The switch for the fan is as shown.
Residents are reminded that you must:

- Never utilise the cook top surface as an extension of the kitchen bench top.
- Supervise cooking at all times.
- Always carefully check that all kitchen appliances are switched off before leaving your studio apartment.
- Evacuate the building when the building emergency evacuation tones sound. This is a University OHS and legal obligation.
- For further MRS safety information regarding fire, please review the documents on the MRS website under ‘Safety and security procedures’.

Following fires in Studio apartment kitchens, findings indicate that the most likely cause of these fires was from residents leaving materials on the cook top whilst it was turned on.

SAFETY ALERT

APARTMENT COOK TOP

To use your cook top, turn on the power switch labelled ‘hob’ located with the power points on the left wall in your kitchen.

Once you switch this on your cook top has power to operate.

To heat the elements, turn the knobs to the desired temperature level. When the green light in the middle of the knobs lights up, your cook top is on.

As the elements heat, an orange light will indicate the stove surface is hot. These orange lights turn off when the surface has reached room temperature, or when the cook top switch is turned off. This does not mean that your cook top is still on, only that it is hot.

When you leave your room, please ensure that the knobs are in the off position, and the cook top switch is off to prevent a possible fire.

Refer to the user manual for more information.
LAUNDRY
Within your hall there is a communal laundry giving you the freedom to wash, dry and iron your clothing whenever you like.

WASHING MACHINES
The washing machines are front loading machines so you need to use soap and liquids that are for front loading machines.

There are more instructions on using the washing machines in the laundry.

DRYERS
Before you put your clothes in the dryer, make sure that the clothes have been spun in the washing machine and are not fully soaked with water.

Putting soaking wet clothes in the dryers will cause mechanical problems and stop them from working.

BIN AREA
On each floor, there is a waste station cupboard in the communal kitchen containing the large waste bins. You will locate the cupboard adjacent to the lifts and opposite the kitchen island bench.

Please be respectful of this area and place your rubbish in the correct bins.
MAILBOXES & POST

Please see the Mail Address Information sheet that you were given on arrival for your correct mailing address and to avoid any mis-delivery.

MAIL DELIVERY

You have been allocated a mailbox that is located in the common area on the ground floor of your building.

Your mailbox is the same number as your room number.

We encourage you to use a padlock on your mailbox for security.

If you find any mail in your mailbox that is not for you, please return it to the Residential Office.

Mail is usually delivered to your mailbox by 3:00pm, Monday to Friday.

PARCELS & LARGE ITEMS

MRS is unable to accept any parcels or large items on your behalf. 24/7 parcel lockers are available on campus.

24/7 PARCEL LOCKERS ON CAMPUS

Australia Post also offer Free 24/7 parcel lockers located on campus. You can choose to have your parcel sent to a free 24/7 parcel locker and collect it at any hour, day or night!

To sign up go to: auspost.com.au/parcellockers

COLES, WOOLWORTHS & OTHER FOOD DELIVERY

MRS is unable to accept any Coles, Woolworths or food deliveries on your behalf due to the perishable nature of the products and our capacity to store these items appropriately.
Please be aware that tours of the communal spaces within the Studio Apartment hall are undertaken by MRS staff throughout the year.

Individuals and groups are escorted by MRS staff through the hall in order for prospective students to inspect the accommodation.

All efforts will be taken by MRS staff to ensure that these tours have as little impact on you as possible whilst you are in residence.

Tours will be carried out during office hours and tour groups will only be taken into communal areas and vacant studio apartments.
SECURITY

Peninsula Campus Security
Monash University Security can help you with any critical incident or emergency. Security is available 24 hours a day. Peninsula Security is located in Building C Level 1.

Peninsula Campus Security Contacts

<table>
<thead>
<tr>
<th>Emergencies</th>
<th>Peninsula Security</th>
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<tbody>
<tr>
<td>Extension 333 or 9905 3333</td>
<td>Extension 44318 or 9904 4318</td>
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</table>

A speed dial button to extension 333 has been programmed on your room VOIP phone for convenience.

Please keep your bedroom door locked at all times!

Other Related Contact Details

Australian Emergency Services (Police, Fire or Ambulance)
Dial 000

Frankston Police | Frankston Hospital
9784 5555 | 9784 7777

*Remember to press 0 before dialling an external number

BANKS & MONEY

ATM CASH MACHINES:
There is a NAB Bank ATM from which you can withdraw cash located on campus in the Upper deck Cafe, Level 1 Building U.

BANKS:
There are a number of Bank branches offering a full suite of banking services located in the Frankston town centre and the Bayside Shopping Centre. Banks available include: ANZ, Bank of Melbourne, Bendigo Bank, Commonwealth Bank, NAB and Westpac.
SHOPPING CENTRES & FOOD OUTLETS

DRINKING WATER
The tap water at Monash is safe to drink!
You can fill up your water bottle from the kitchen taps in your apartment and building.
Monash University also provides free drinking water through the many water fountains installed on campus.

HEATHERHILL ROAD
A local shopping centre is located at Heatherhill Road, about 10 minutes’ walk from the Residences.

BAYSIDE SHOPPING CENTRE
The large shopping centre of Frankston is located about 20 minutes’ walk from the Residences and may be accessed by bus or train (close to the residences) or the walking track to Frankston during the day.

OTHER SHOPPING CENTRES
Other large centres are located at the Frankston Power Centre, and Karingal Shopping Centre.
Refer to the map below for shopping centre locations.
INTER-CAMPUS SHUTTLE BUS SERVICE

The Monash Shuttle Bus is a FREE service that runs in both directions between connecting Peninsula to Clayton campus and Clayton to Caulfield. Just show your valid Monash student ID card to use the shuttle bus service.

There are limited number of seats, and passengers are admitted to the bus on a ‘first come, first served’ basis.

All shuttle bus services run from Monday to Friday during the academic year only. For more information, including timetabling, please refer to: monash.edu/people/transport-parking/inter-campus-shuttle-bus

PENINSULA CAMPUS TO FRANKSTON STATION SHUTTLE BUS

Regular, free shuttle buses (with free wi-fi) link the Peninsula campus to the Frankston Railway Station. Just show your valid Monash student or staff card to use the service, which also accepts children, aged under four.

You board on a ‘first-come, first-served’ basis. Buses fill quickly at busy times, so don’t be late if you want a seat.

The journey time is 5–15 minutes, depending on traffic.

Where to catch it: Frankston station: Frankston Station in Fletcher Road (opposite Chisholm TAFE). Peninsula campus: Outside the George Jenkins Theatre.

For more information, including timetabling, please refer to: monash.edu/people/transport-parking/inter-campus-shuttle-bus

PUBLIC TRANSPORT

The metropolitan bus, train and tram network run by Public Transport Victoria offers a cheap and easy way to travel around Melbourne. Ticket prices vary depending on the length of time and zones used. For more information regarding ticket pricing, timetabling and planning your journey refer to: ptv.vic.gov.au

Peninsula residents - Metropolitan Trains
Select route - Stony Point line, Frankston Line - Use Leawarra Station.

Students may be eligible for public transport concessions. To see if you qualify refer to: monash.edu/connect/travel/travel-concessions

For planning your public transport travel, local area transport maps of Clayton, Caulfield, and Peninsula can be found at: monash.edu/people/transport-parking/public
NIGHT NETWORK BUS

The Night Network is a bus service that provides a safe, cheap alternative for late night travel home on the weekends.

Buses travel from the city to Melbourne's outer suburbs, departing every hour on Saturday and Sunday mornings. Commuters with a valid Myki card are able to use the Night Rider bus service.

There are 21 Night Bus routes, running every 30 to 60 minutes. Many routes run every hour to connect with trains at suburban stations.

You can get on and off at Night Bus stops. You can also be dropped off at kerbside tram stops. Buses wait for up to 30 minutes at Frankston, station.

For timetable and route information please refer to: ptv.vic.gov.au/getting-around/night-network/

AIRPORT SHUTTLE BUS SERVICES

The Frankston & Peninsula Airport Shuttle Bus operates 7 days a week from the South Eastern Suburbs to Melbourne.

BOOKINGS ARE ESSENTIAL.

For more information you can phone 9783 119 or visit: fapas.com.au/home.

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, 7 days a week.

The service runs every 15 minutes between 6:00am and 9:00pm (less frequently at other times) and takes 20 minutes to get from the airport to the City centre.

Buses depart from Southern Cross Coach Terminal (Spencer Street) and travel directly to the Melbourne Airport Domestic and International Terminals.

For more information, you can contact Skybus on 9335 3066 or refer to: skybus.com.au

Bookings are essential.

TAXI

There are two taxi companies:

YELLOW CAB (phone number: 13 22 27)  SILVER TOP (phone number: 13 10 08).

You will need to tell the operator where to pick you up from: For example: Unit 2/1a Bloom Street Frankston, and your destination.

MORE INFORMATION

For more information regarding relevant travel information to and from the Peninsula Campus, please contact the Residential Office.
MRS residents can purchase a substantially discounted Fitness and Aquatics membership at Monash Sport. A Fitness and Aquatics membership gives you unlimited access to the health and fitness centre, group fitness classes and Doug Ellis swimming pool and aquatics facilities including pool, spa, sauna, steam room and swim fit classes.

How long is a membership?
Monash Sport offers MRS residents the flexibility of purchasing either a 12 month membership or semester based membership.

What if I only want a fitness or aquatic membership?
Don’t worry! An MRS membership will still save you a significant amount of money per year compared to the cheapest Monash Sport offering, making sure you get maximum value for your money.

What if I want to access multiple campus facilities?
All MRS memberships allow access at Clayton, Caulfield and Peninsula Campuses.

How do I join?
It’s simple! Head to shop.monash, and under Residential Services select ‘Gym Memberships: shop.monash.edu/shop-by-area/monash-residential-services/mrs-health-wellbeing.html
Once you have purchased your membership via shop.monash, we will then validate your residency at MRS and advise Monash Sport to process your membership application.

Use the link below to purchase your MRS Membership!

https://bit.ly/2Cj91z0

monash.edu/sport

Don’t worry! An MRS membership will still save you a significant amount of money per year compared to the cheapest Monash Sport offering, making sure you get maximum value for your money.
Save yourself time and money with a Monash Sport MRS Membership!

With great facilities right on your doorstep, and a great discount for MRS residents, Monash Sport is your choice for health and fitness memberships.

A residential Fitness + Aquatics Membership gives you unlimited access to the fitness centre, group fitness classes, and aquatics facilities including pool, spa, sauna, steam room and Swim Fit classes, across all campuses.

Membership options:

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<tr>
<td>Annual</td>
<td>12 months from date of purchase</td>
<td>Available all year</td>
<td>Available all year</td>
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<td>Semester 1</td>
<td>25 February to 21 July, 2019</td>
<td>25 February, 2019</td>
<td>7 April, 2019</td>
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<tr>
<td>Semester 2</td>
<td>22 July to 20 December, 2019</td>
<td>15 July, 2019</td>
<td>1 September, 2019</td>
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Use the link below to purchase your MRS Membership!

https://bit.ly/2Cj91z0
HELPING YOU START YOUR LIVING EXPERIENCE AT MRS!

ResStart is your go-to resource for guidance on how to have a great time living at MRS and excelling in your degree.

MOVING IN
Contains vital information to consider before you arrive at MRS – even though you’re already here it is worth having read if you haven’t already done so as it contains helpful information.

WHEN YOU ARRIVE
You’ve made it to Check In, but you may want more information. This section of the website has a checklist of things to do and information relevant for the first two weeks of your residency.

SETTLING IN
Living independently can be a challenge. This section provides tips on how to get the most out of your studies and how to look after yourself, all while having a great time at MRS.

THRIVING AT MONASH
There is more to life at Monash than just study. This section opens the door to all the opportunities at Monash University. From participating in Clubs & Societies, to becoming a Resident Advisor – there is so much to get involved in at Monash.
RESIDENTS’ COMMITTEE

The MRS Residents’ Committee is dedicated to providing an inclusive environment for all residents. It is made up of a group of highly determined and ambitious residents from all residential halls. The Residents’ Committee organises events, helps residents raise any queries they have, and overall assists in making every resident feel part of the MRS community.

Ensure that you speak to your hall’s Residents’ Committee representative to find out about upcoming exciting events. For more information on upcoming events please visit: monash.edu/accommodation/news-and-events/calendar

ALCOHOL TRAINING

This training is to make sure that you and your fellow residents are able to consume alcohol in a responsible fashion and in line with the MRS Alcohol Policy. Please speak to a member of the Residential Support Team or a Resident Advisor if you have any questions, or would like more information, tips and tricks about making positive choices with regards to alcohol consumption.

TRAINING SESSIONS

During Orientation you need to take part in some mandatory training sessions including a Sexpectations Workshop and Alcohol Training. Session times will be shown in your Orientation Guide and you must attend one session so we recommend you attend the first session that you can!

SEXPECTATIONS WORKSHOPS

This training outlines what MRS expects of residents when they live on campus in regards to acceptance and consent. This training acts as a call to arms for all residents to create a positive, safe and respectful culture around sex and sexuality at MRS. If you have any questions about consent, your rights and responsibilities, or would like to clear up any confusion you may have please speak to a member of the Residential Support Team or ask a Resident Advisor!
MRS is committed to the initiatives and actions of the Respect.Now.Always campaign which aims to:

- prevent sexual assault and sexual harassment;
- lift the visibility of support services for students;
- obtain data to guide further improvement in university policies and services; and
- assist universities in sharing global best practice resources across the sector.

To learn more about Monash’s work in this space, you can go to: monash.edu/about/respect-now-always

MONASH UNIVERSITY
RESPECT. NOW. ALWAYS SUPPORT APP

You can download the Respect. Now. Always. Support app through the app store, or you can view it online at monash.edu/about/respect-now-always
At MRS we are very clear that we want and expect our residents to be safe and supported.

In your room you have been provided with an ‘MRS Safe & Respectful Communities Card’ which provides the details on who to contact, and how they can support you if you, or someone you know experiences any form of inappropriate behaviour.

At MRS we will support you, in and through, this process.

This is our commitment.

Living on campus should be a safe and respectful experience for everyone!

Living on campus should be a safe and respectful experience for everyone.

MRS, with our large and diverse residential community, has no tolerance towards any form of sexual violence, harassment or misconduct.

We will work with support services and individuals to ensure that our communities continue to be safe and respectful.

These are our standards, and our expectations.

It takes individual courage to report personal experiences of unacceptable or inappropriate conduct. At MRS we will support you in, and through, this process.

This is our commitment.
SUPPORT SERVICES
AT PENINSULA CAMPUS

There are a number of services and facilities available to you on campus.
For further information about campus facilities, please speak to Monash Connect, located in Building C.
monash.edu/connect

CAMPUS COMMUNITY DIVISION

The Campus Community Division is a division of the University that offers various services to students and staff in the areas of:

- Spirituality and Chaplaincy
- Careers, Leadership and Volunteering
- Counselling and Mental Health
- Safer Community Unit
- Respectful Communities
- Non-Residential Colleges
- Monash Residential Services
- Sport, Student Engagement and Support
- TeamMONASH events
- Childcare
- Disability Support Services
- Diversity and Inclusion
- MonTRACK
- English Connect
- Orientation and Transition
- Medical and Dental

Please visit the website for more information: monash.edu/campuscommunity

SUPPORT FOR INTERNATIONAL STUDENTS

If you are an international student there are a range of services and programs available to you including assistance with accommodation, immigration and visa related matters, overseas student health cover, cultural or educational adjustment, and student support programs including orientation.
study.monash/student-life/services-for-students/international-students

MEDICAL & DENTAL SERVICES

Access to medical services will change depending on whether it is business hours or after hours. Please familiarize yourself with the opening hours of the services on your campus.

Monash University Health Services, Peninsula Campus is located at Level 1, Building U, and can be contacted on 44615 from an internal telephone OR 9904 4615 from an external telephone.
Bookings can also be made online at: widget.appointuit.com/prac_40810/log_in

AFTER HOURS:
Although MRS cannot not endorse these services, we are aware that after hours several home visit services are available. Google search: After hours doctor Melbourne.
Some examples are:
SAFER COMMUNITY UNIT

The Safer Community Unit is a central point of enquiry for information, advice and support in managing inappropriate, concerning or threatening behaviours. Safer Community staff will provide leadership and support in all stages of responding to complex and sensitive situations.

Students and staff are encouraged to ask for help if they:

- Wish to clarify issues of responsibility, confidentiality or duty of care
- Have received unwanted attention
- Feel intimidated, harassed, bullied, stalked, threatened or attacked
- Have concerns about someone else’s behaviour or wellbeing
- Are worried about someone harming themselves or someone else

Opening Hours: Monday to Friday: 9:00am to 5:00pm.

Phone Ext. 51599 from your room phone or 9905 1599 from any other phone.

Email: safercommunity@monash.edu

Campus Security Ext 333 can be contacted if urgent help is needed.

More information can be found on the website: monash.edu/safer-community

CAREERS, LEADERSHIP & VOLUNTEERING

Career Connect helps you prepare for the world of work with a range of career guidance services including job application and interview skills, career coaching, leadership and skills development programs, and volunteering experiences.

Assistance is provided to help you blend your academic and professional selves to enhance your employability. Even if you are just starting your course, you can get involved now.

Student Futures is a useful online platform that enables you to capture and articulate your skills to potential employers. You also have access to Leap into Leadership Online – a series of 12 online modules that help you to develop your employability and leadership skills.

Career Gateway is full of employment resources, events and opportunities for all Monash students.

You can access a range of career workshops during semester and browse available jobs year-round.

Phone Ext. 53151 from your room phone or 9905 3151 from any other phone.

More information can be found on the website: monash.edu/career-connect
HELPFUL RESOURCES FOR STUDENTS

STUDENT ADVOCACY & SUPPORT
The student associates provide advocacy and support independent from the university. They are available to give free assistance in relation to academic progress concerns and early warning letters, disciplinary matters, special consideration or alternative assessment applications, exam rights and responsibilities, grievances and hearings.

monash.edu/students/support/grievances/student-rights

SAFER COMMUNITY UNIT
Expert advice, support, intervention and investigation to reduce the risk to staff and students of inappropriate concerning and threatening behaviour such as stalking, harassment, threats of harm and violence.

monash.edu/safer-community

ACADEMIC PROGRESS CONCERNS
The University reviews the academic progress of all students to assist you towards the successful completion of your course. If however, your progress is considered to be unsatisfactory the University may decide to implement intervention strategies.

monash.edu/students/support/unsatisfactory-academic-progress

STUDY RESOURCES
Library, bookshop, IT and computers, study skills and programs, postgraduate and research resources.

monash.edu/students/resources

EXAMS & RESULTS
Dates and timetables, policy and processes, results, changes to assessments or exams, rules and venues, resources.

monash.edu/students/exams

MONASH CONNECT
Administrative services such as ID cards, Public Transport concession cards, parking permits, document certification, academic transcripts, fee payments and General Course and faculty information such as course transfers, discontinuation, deferment and intermission, special consideration, fees, exams, enrolment, timetabling, scholarships, graduations and admissions.

monash.edu/connect

DISABILITY SUPPORT SERVICES
Support for students with physical and/or psychological disabilities services include academic support, accessible accommodation on-campus, alternative exam arrangements, assistive technology, equipment, hearing augmentation and resting rooms.

monash.edu/disability

GENERAL INFORMATION FOR CURRENT STUDENTS
Student administration services, course and academic information, student life and support services, jobs and careers and study resources.

monash.edu/students

STUDENT LIFE AND SUPPORT SERVICES
Health services, support services, clubs and sport, safety and security, rights and grievances, what’s on campus, student news, study programs and self-development.

monash.edu/students/support

FACULTY CONTACTS FOR STUDENTS
monash.edu/students/contacts
UNIVERSITY HEALTH SERVICES

The UHS provides a range of services including general medical health, mental health and counselling, immunisations, men’s and women’s health, pregnancy advice, minor surgery, sexual health, skin checks, travel advice and vaccinations, sports medicine, drug and alcohol related advice and referrals to specialists and pathology. The service is staffed by doctors, psychiatrists, psychologists, nurses, dentists, pathology services, dieticians and sports physiology.

monash.edu/health

SPECIAL CONSIDERATION

If you can’t complete an assessment task or exam due to exceptional circumstances beyond your control, you may be eligible for special consideration. If you’re granted special consideration, you may be given an extensions, another assessment or a deferred exam, but your original assessment result can’t be changed.

monash.edu/exams/changes/special-consideration

ENROLMENTS

Enrolment process, important dates, study load and attendance, Government support and loans, double degrees, enrolment tools and resources.

monash.edu/students/enrolment

FEES & PAYMENTS

Fee payment, fee statement, discounts and refunds, penalties, sponsorships and financial aid, course fee types, other fees and charges and resources.

monash.edu/fees
Monash Residential Services (MRS) exists to provide a living and learning environment in which residents will always act with the best interests of fellow residents in mind. Tolerance and respect for others and their rights and freedom should be a primary concern, as should their health and personal safety.

MRS respects the rights of residents who are over the age of 18 years to consume alcohol within an MRS accommodation complex or whilst at MRS functions or events in a responsible and legal manner, on the understanding that the consumption of alcohol will not have a detrimental effect on the individual or the residential community.

MRS endorses a policy of:
- information for residents;
- proactive policy and behavioural guidelines; and
- structured and consistent response to alcohol abuse in residences.

Residents are expected to exercise maturity and community consciousness and accept personal responsibility for their own alcohol consumption and show care and consideration for other members of the residential community impacted by their alcohol consumption.

The MRS Alcohol Policy has been formulated to cover:
- The consumption of alcohol purchased and/or supplied by residents and/or their guests at approved Functions held within MRS accommodation complexes;
- The consumption of alcohol at off site events approved by MRS (for example, events organised by Hall societies and/or social committees);
- The consumption of alcohol by residents outside any formal or endorsed residential programs whilst in MRS accommodation.
Monash University upholds the right of an individual to work or study in a smoke free environment. Under the Tobacco Act 1987 (Vic), it is an offence for persons to smoke in an enclosed work space. Smoking (including electronic cigarettes) is banned in all areas of Monash University, except designated smoking points for Monash Residential Services residents only.

Designated smoking points are displayed on the map below. These smoking areas contain bins and smoking poles and are clearly identifiable.

Items including but not limited to the three examples shown here are examples of smoking apparatus that are banned (under the conditions of residency) from ALL residential areas. All such products and derivatives are banned and are not permitted to be brought onto any and all residential areas.

Note: The sale, use and possession of e-cigarette products containing nicotine is illegal in Victoria and prohibited at MRS. E-cigarettes are regulated by the Victorian Tobacco Act 1987.

Adults can continue to purchase non-nicotine e-cigarettes. They can only be used in areas where smoking is not banned.

DESIGNATED SMOKING POINTS

Monash University is moving towards a smoke free environment. The areas highlighted have been designated as areas specifically set aside for smokers.

Monash University Peninsula campus
MONASH UNIVERSITY POLICY

Monash University is committed to providing employees, students, contractors and visitors with a healthy and safe environment for work and study.

The University strives, through a process of continuous improvement, to fully integrate health and safety into all facets of its operations and activities.

The University promotes a proactive health and safety management philosophy based on effective communication and consultation, the systematic identification, assessment and control of hazards and the encouragement of innovation.

As an educational and research institution Monash recognises its responsibility to provide staff and students with appropriate health and safety knowledge, instruction, supervision and role models for application during and beyond their university life.

EMERGENCY PROCEDURE OBJECTIVES

The objectives of these procedures are to ensure, as far as practicable, the safety and well-being of staff, students, contractors and visitors during emergencies at Monash University.

To comply with relevant Victorian and Commonwealth Government legislation and Codes of Practice, emergency procedures are prepared and distributed, Emergency Warning and Intercommunication Systems (EWIS) are provided and an Emergency Control Organisation (ECO) is organised and trained for each workplace.

EMERGENCY CONTROL ORGANISATION (ECO)

The ECO consists of building wardens (who wear high visibility vests) as well as outside agencies such as the Fire Brigade. The role of the ECO is to ensure the safety of the building’s occupants (including themselves) in any emergency. During emergencies, instructions from ECO personnel (i.e. Emergency wardens) overrule the normal management structure. PLEASE FAMILIARISE YOURSELF WITH THE VARIOUS EMERGENCY SIGNALS, EVACUATION ROUTES, EMERGENCY LIFTS, FIRE BREAK GLASS ALARMS, EMERGENCY PHONES, ASSEMBLY AREAS, EMERGENCY WARDENS, FIRST AIDERS, ETC. IN YOUR AREA.

Further details of the Monash University OHS policy and procedures can be found on the website: monash.edu/ohs

MRS OHS POLICIES

Residents must be aware of MRS’ policy details which are found on the MRS website: monash.edu/accommodation/current-residents/regulations-and-policies/conditions-of-residency
EMERGENCY EVACUATION
Emergency Procedures which show Evacuation Points are displayed behind every bedroom door. Please familiarise yourself with the emergency exits and evacuation points for your hall.

SERVICES PERSONNEL
The MRS Services Personnel are responsible for the security of persons and MRS property, assisting residents, staff and visitors with a variety of aspects of communal living at Clayton Residential. The Services Personnel are available outside office hours and are contactable on 27777 from an internal telephone OR 9902 7777 from an external telephone.

SMOKE CONTROL DOORS
Smoke control doors must be kept closed. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position. Smoke controlled doors are identified with as sticker as shown:

REPORTING AN OHSE RISK/HAZARD
Potential or non-critical OHSE hazards should be reported via an online Maintenance Request. A request can be submitted on the MRS website by following the link: monash.edu/accommodation/current-residents/maintenance-it-and-cleaning

INCIDENT REPORTING
It is of the utmost importance to report an incident within 24 (twenty-four) hours of it occurring. The Incident Report Form can be found on the MRS website: monash.edu/accommodation/current-residents/forms/report-an-incident

FIRST AID KITS
All halls have emergency first aid kits. Please contact your Residential Support Team for assistance. If you are unable to contact your Residential Support Team, Monash University Security also have first aid kits.

FOOD SAFETY
MRS encourages all residents to take careful note of food safety when using the cooking facilities. All residents are encouraged to do the free online food safety course available at: dofoodsafely.health.vic.gov.au/index.php
There are additional information posters in kitchens and BBQ areas and in the residential handbook: monash.edu/accommodation/current-residents/regulations-and-policies/handbooks
PRIVACY COLLECTION STATEMENT

The information collected by Monash Residential Services or on our behalf, in your application for accommodation and, if you are successful, throughout your residency with Monash Residential Services is collected for the primary purpose of providing you with the accommodation services for which you have applied.

The information collected may be disclosed to various organisations.

If you choose not to provide the information requested, it may not be possible for Monash Residential Services to process your request. You have a right to access personal information that Monash University holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact the University Privacy Officer by email on privacyofficer@monash.edu for further information relating to how your personal information is handled refer to the Monash Privacy Procedure.

For detailed information on this policy please read the MRS Privacy Collection Statement monash.edu/accommodation/current-residents/regulations-and-policies/privacy-collection-statement
CHILD SAFE FRAMEWORK

MRS is committed to the safety and protection of all children and young persons involved in MRS activities.

It is important that children feel and are safe, and their voices are heard on decisions that affect them.

All individuals representing MRS have a responsibility to understand the role they play to ensure the safety, protection and empowerment of children.

This includes our commitment to protect children from abuse, including physical violence, sexual abuse, serious emotional or psychological abuse and serious neglect.

For further information, refer to Monash University’s Child Safe Standards Framework.
To avoid later disagreement, all Residents are required to fill in the ROOM CONDITION REPORT attached to this booklet and forward it to the Residential Services Office within **72 Hours** of taking up residency.

It will be assumed that failure to send in your ROOM CONDITION REPORT means that your room and residence is in perfect condition and that you will be financially responsible for any damage that occurs.

All residents are required to keep their own room in a good condition during their stay, some of the items that residents will be charged for, if found, are:

- Any damage that exceeds reasonable wear and tear, including torn or removed fly screens or damaged blinds.
- Excess cleaning if rooms upon departure are left in an excessively dirty condition and/or rubbish is left in the rooms.
- Carpet stains resulting in carpet cleaning.
- Items listed in the room condition report check list that are missing (if applicable)

Residents are allowed to use BLUE and WHITE TAC to fix items to the walls and doors, however it is the responsibility of the Resident to remove it prior to departure.

Under NO circumstances are residents allowed to put pins/nails/hooks or sticky tape on the walls.

If Residents vacate their room and do not remove ALL traces of BLUE and WHITE TAC they will be charged to have it removed from the walls and doors or in bad cases, to have the room repainted.

Please complete the Arrival Condition Report that is relevant to your residence, Residential Village or Studio Apartments. This is a checklist to help you record items or damage to your residence.

You are required to go through this list carefully and comment on each item according to its condition.

**Please complete the ROOM CONDITION REPORT in the following way:**

**MRS REPRESENTATIVE SECTION:**
Each item has been given a column description of ‘clean’, ‘undamaged’, ‘working’.

**RESIDENT SECTION:**
If you disagree with the MRS representative’s report of an item, make a comment in this section. You should also note here anything which seems unsafe or may be an injury risk.
<table>
<thead>
<tr>
<th>Name:</th>
<th>MRS REPRESENTATIVE SECTION</th>
<th>RESIDENT SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clean</td>
<td>Damaged</td>
</tr>
<tr>
<td>Move in date / Term Session:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term Session: PE RV Full Year 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INDIVIDUAL BEDROOM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Entrance door, door closure &amp; stopper, Door lock/handle</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>2</td>
<td>Emergency signage</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>3</td>
<td>Walls &amp; Ceiling</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>4</td>
<td>Windows, Window Frame</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>5</td>
<td>Fly screens, Blinds</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>6</td>
<td>Light fittings, Light switches, Power points</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>7</td>
<td>Floor coverings (Carpet)</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>8</td>
<td>Internet point &amp; VOIP Phone</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>9</td>
<td>Smoke detector</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>10</td>
<td>Wardrobe, Wardrobe Doors, Wardrobe Mirror &amp; Wardrobe Baskets</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>11</td>
<td>Bed frame, Mattress</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>12</td>
<td>Bookshelf, Drawers, Pin board</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>13</td>
<td>Desk, Desk chair</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>14</td>
<td>Heater</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>15</td>
<td>Clothes Airer</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>16</td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td><strong>COMMUNAL AREAS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BATHROOM 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Door, door lock, handle</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>18</td>
<td>Vinyl Floor</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>19</td>
<td>Shower, Screen, Shelf, Drain/Grate</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>20</td>
<td>Mirror, Hand basin, Vanity unit</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>21</td>
<td>Toilet pan, toilet roll holder, towel rail</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>22</td>
<td>Windows, Window Frame</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>23</td>
<td>Fly screens, Blinds</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>24</td>
<td>Walls (incl tiles) &amp; Ceiling</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>25</td>
<td>Exhaust fan, light fitting, switch, power point</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td><strong>BATHROOM 2 (if applicable)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Door, Door lock/handle</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>27</td>
<td>Vinyl Floor</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>28</td>
<td>Shower, Screen, Shelf, Drain/Grate</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>29</td>
<td>Mirror, Hand basin, Vanity unit</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>30</td>
<td>Toilet pan, toilet roll holder, towel rail</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>31</td>
<td>Windows, Window Frame</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>32</td>
<td>Fly screens, Blinds</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>33</td>
<td>Walls (incl tiles) &amp; Ceiling</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>34</td>
<td>Exhaust fan, light fitting, switch,</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td><strong>LOUNGE ROOM 1</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Door, Door handle</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>36</td>
<td>Walls &amp; Ceiling</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>37</td>
<td>Floor coverings</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>38</td>
<td>Windows, Window Frames</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>39</td>
<td>Fly screens, Blinds</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>40</td>
<td>Light fittings, Light switches, Power points</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>41</td>
<td>Heater, Additional phone</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>42</td>
<td>Arm chairs, sofas</td>
<td>✓ ✓</td>
</tr>
</tbody>
</table>
Should any maintenance work be required please go to the following web page and send through a maintenance request:

residents will be charged for, if found, are:

WHITE TAC they will be charged to have it removed from the walls and doors or in bad cases, to have the room repainted.

It will be assumed that failure to send in your ROOM CONDITION REPORT means that your room and residence is in perfect condition and that you will be

Please return the completed form within 3 business days of arrival.

Should any maintenance work be required please go to the following web page and send through a maintenance request:
https://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning . An online request is required for all maintenance matters.

Additional notes:

It will be assumed that failure to send in your ROOM CONDITION REPORT means that your room and residence is in perfect condition and that you will be financially responsible for any damage that occurs. All residents are required to keep their own room in a good condition during their stay, some of the items that residents will be charged for, if found, are:

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- Excess cleaning if rooms upon departure are left in an excessively dirty condition and/or rubbish is left in the rooms.
- Carpet stains resulting in carpet cleaning.
- Items listed in the room condition report check list that are missing (if applicable)

Residents are allowed to use WHITE TAC to fix items to the walls and doors, however it is the responsibility of the Resident to remove it prior to departure. Under NO circumstances are residents allowed to put pins/ nails/hooks or sticky Tape on the walls. If Residents vacate their room and do not remove ALL traces of WHITE TAC they will be charged to have it removed from the walls and doors or in bad cases, to have the room repainted.

<table>
<thead>
<tr>
<th></th>
<th>Coffee Table</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LOUNGE ROOM 2 (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door, Door handle</td>
</tr>
<tr>
<td>Walls &amp; Ceiling</td>
</tr>
<tr>
<td>Floor coverings</td>
</tr>
<tr>
<td>Windows, Window Frames</td>
</tr>
<tr>
<td>Fly screens, Blinds</td>
</tr>
<tr>
<td>Light fittings, Light switches, Power</td>
</tr>
<tr>
<td>Heater, Additional phone</td>
</tr>
<tr>
<td>Arm chairs, sofas</td>
</tr>
<tr>
<td>Coffee Table</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KITCHEN AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door, Walls, Ceiling, Splash back</td>
</tr>
<tr>
<td>Floor coverings (Vinyl)</td>
</tr>
<tr>
<td>Windows, Window Frames</td>
</tr>
<tr>
<td>Fly screens, Blinds</td>
</tr>
<tr>
<td>Light Fitting, Switches, Power Points &amp; Hob Switch</td>
</tr>
<tr>
<td>Sink, Taps, Drainplug</td>
</tr>
<tr>
<td>Oven, Grill, Stove top, Microwave, Exhaust fan, Range hood</td>
</tr>
<tr>
<td>Fridge, Doors, Fridge shelf, Ice shelf</td>
</tr>
<tr>
<td>Bench Top, Cupboard shelves, cupboard doors, cutlery tray, drawers</td>
</tr>
<tr>
<td>Dining table and chairs</td>
</tr>
<tr>
<td>Kettle, Toaster</td>
</tr>
<tr>
<td>Pin board, Emergency Notices</td>
</tr>
<tr>
<td>Thermal detector, Fire extinguisher, Fire blanket</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LAUNDRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door, Door lock/handle</td>
</tr>
<tr>
<td>Floor coverings (Vinyl)</td>
</tr>
<tr>
<td>Windows, Window Frame</td>
</tr>
<tr>
<td>Fly screens, Blinds</td>
</tr>
<tr>
<td>Walls (incl tiles) &amp; Ceiling</td>
</tr>
<tr>
<td>Exhaust fan, light fitting, switch</td>
</tr>
<tr>
<td>Laundry sink, Cupboard</td>
</tr>
<tr>
<td>Washing machine</td>
</tr>
<tr>
<td>Clothes dryer</td>
</tr>
<tr>
<td>Iron, Ironing board</td>
</tr>
<tr>
<td>Vacuum cleaner</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXTERNAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>General waste bin, Commingled Rubbish bin</td>
</tr>
<tr>
<td>Lights, Light fittings</td>
</tr>
<tr>
<td>Clothes Line</td>
</tr>
<tr>
<td>Garden area</td>
</tr>
<tr>
<td>BBQ</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

Monash Residential Services (MRS) Representative signature:
Resident Section: I agree with the MRS Representative’s report except where I have commented.
Resident signature:
Date signed:

---
<table>
<thead>
<tr>
<th>Move in date / Term Session:</th>
<th>MRS REPRESENTATIVE SECTION</th>
<th>RESIDENT SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td>Each item has been given a column description of ‘clean’, ‘undamaged’, ‘working’. Tick each column that applies to the item and make any necessary comments.</td>
<td>If you disagree with the MRS Representative’s report of an item, make a comment in this section. You should also note here anything which appears unsafe or may be an injury risk.</td>
</tr>
<tr>
<td>Term Session: PE SA Full Year 2019</td>
<td>MRS REPRESENTATIVE COMMENTS</td>
<td>RESIDENT COMMENTS</td>
</tr>
<tr>
<td></td>
<td>Clean</td>
<td>Undamaged</td>
</tr>
<tr>
<td>1  Entrance door, door closure &amp; stopper, Door lock</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>2  Emergency signage</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>3  Walls &amp; Ceiling</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>4  Windows, Window Frame</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>5  Flyscreens, Blinds (x2)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>6  Light fittings, Light switches, Power points</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>7  Floor coverings (Carpet)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>8  Internet point &amp; VOIP Phone</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>9  Ceiling Fan</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>10  Smoke detector &amp; Sprinkler</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>11  Wardrobe, Wardrobe Doors, Wardrobe Mirror &amp; Wardrobe Baskets</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>12  Bed frame, Mattress</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>13  Bedside table, Drawers, Bed light</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>14  Desk, Desk chair</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>15  Dining table, Dining Chair</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>16  Window Seat incl Cushion</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>17  Shelve(s), Pin board</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>18  Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18  Doors, Shower Curtain</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>19  Floor coverings (Vinyl)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>20  Shower, Shelf, Drain, Grate</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>21  Mirror, Hand basin, Vanity unit</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>22  Toilet pan, toilet roll holder, towel rail</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>23  Clothes line</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>24  Walls &amp; Ceiling</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>25  Exhaust fan, light fitting, switch, power point</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>26  Door, Walls, Ceiling, Splash back</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>27  Floor coverings (Vinyl)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>28  Light Fitting, Switches, Power Points &amp; Hob Switch</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>29  Sink, Taps, Drain plug</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>30  Stove top, Microwave, Exhaust fan (Range hood)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>31  Fridge, Doors, Fridge shelf, Ice shelf</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>32  Rubbish Bin</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>33  Bench Top, Cupboard shelves, cupboard doors, cutlery tray, drawers</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>34  Other</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Monash Residential Services (MRS) Representative signature:  
I agree with the MRS Representative’s report except where I have commented.  
Resident signature:  
Date signed:

Please return the completed form within 3 business days of arrival.

Should any maintenance work be required please go to the following web page and send through a maintenance request:  
https://www.monash.edu/accommodation/current-residents/maintenance-it-and-cleaning  
An online request is required for all maintenance matters.
Additional notes:

It will be assumed that failure to send in your ROOM CONDITION REPORT means that your room and residence is in perfect condition and that you will be financially responsible for any damage that occurs. All residents are required to keep their own room in a good condition during their stay, some of the items that residents will be charged for, if found, are:

• Any damage that exceeds reasonable wear and tear, including torn or removed fly screens or damaged blinds.
• Excess cleaning if rooms upon departure are left in an excessively dirty condition and/or rubbish is left in the rooms.
• Carpet stains resulting in carpet cleaning.
• Items listed in the room condition report check list that are missing (if applicable)

Residents are allowed to use WHITE TAC to fix items to the walls and doors, however it is the responsibility of the Resident to remove it prior to departure. Under NO circumstances are residents allowed to put pins/ nails/hooks or sticky Tape on the walls. If Residents vacate their room and do not remove ALL traces of WHITE TAC they will be charged to have it removed from the walls and doors or in bad cases, to have the room repainted.