

WESTERN SYDNEY
UNIVERSITY



Resident Handbook
2024

Welcome

Welcome to your Western Sydney University Village

We are very pleased to welcome you to the Western Sydney University Village and we hope your stay here will be both enjoyable and productive.

Our goal is to create a supportive and friendly community in which to live, and to ensure your living environment is conducive to study.

By coming to the Western Sydney University Village, we recognise you have probably made big changes in life which can be quite daunting but equally exciting. Whether it be moving away from family and friends to a new country or starting at a new university, know that many of your new neighbours are also taking those same huge steps and we are here to help you make the transition. What a fantastic opportunity to try new experiences, to make change, and understand your unique strengths!

Our community of staff and residents are drawn from all over the world giving you the opportunity to be part of a truly global community now and into the future. Although you are here to study, we encourage you to participate in our Residential Life Program which offers numerous activities catering to various interests. We welcome your feedback and participation and if you would like to start a new activity or require introduction to a different group, please let us know as we will help in any way possible.

To build a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of everyone. This Handbook lists the policies, rules, and structure of our community which is designed to maintain our high standards of COMFORT, SAFETY and SECURITY for all.

We hope this Handbook will be a useful reference for answering any questions you have about living at Western Sydney University Village, but we are always available to respond to any questions you may have concerning this Handbook, your Residential Agreement, or anything else – your safety, comfort, and welfare are our first priority.

We wish you all the very best during your time at Western Sydney University Village and hope you enjoy your stay!

Ryan Sing
General Manager Portfolio
Western Sydney University Village

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SETTLING IN

Most students coming from overseas experience a certain amount of “culture shock”.

The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time, so we encourage you to become involved in our **Residential Life Program** so that you will make new friends and begin to feel more “at home”.

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you.

Please come and see us if only for a chat! We want your stay to be a happy and prosperous one.

WE CARE ABOUT YOU!

Western Sydney University Village strives to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New residents often have trouble adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home and fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state, or a new country
- Language barriers
- Lifestyle and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. transport, clubs, places of worship
 - Basic establishment tasks e.g. bank accounts

Our staff are here to assist you with all these issues and more. Feel free to pop into Reception and we will be happy to give you the information you need.

Anyone affected by illness, accident, or death of a relative should talk to the Customer Service Manager or Property Manager - Operations. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.

Western Sydney University Village is proud to offer a pastoral care network. When you join our community, you will find there is always something to do and someone to talk to.

Our Resident Assistants (RA's) are available during the night however, they are always available for a chat and to offer advice and sometimes referrals to other services.

Connecting you to services, people, and places is just one of the important roles to play. So, whether you want to connect with other Residents, the local community, or just want to know the best places to “hang out” we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely, and securely as possible so you can get on with the job of studying and enjoying your time here.

Academic Support

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to address any issues. As a Resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately by calling the RA on duty.



RESIDENTS MUST ALWAYS BE TOLERANT OF OTHER RESIDENTS' STUDY HABITS.

RESIDENTIAL LIFE



What is Residential Life?

Residential Life is an integrated, contemporary, student life program, run by our Staff for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities carried out by Senior Residents, Resident Assistants, the Customer Service Manager, the Customer Service staff, and the Property Manager Operations.

Residential *Life*

Multi-cultural Vision

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So everyone feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, interacts with, learns from, and values - all peoples.

What does the Program aim to achieve?

It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security, and community connectivity.

What types of activities underpin the Residential Life Program?

- Socially responsible activities such as getting Residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbecues and nights full of entertainment, that encourages interaction, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars, and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities

Attending Events

Attending and signing up for events is easy, simply follow the steps outlined in the advertisements, or in some cases subscribe to an event locally at Reception. The wide range of events will be published by the Customer Service and Residential Life teams so you can see what events are coming up and choose the ones you wish to attend. Our customer service staff at Reception can assist you or answer any questions.

Photos at Events

Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow Resident or a staff member, or a decision that has been made by Management. If you do come across some difficulty in your life at Western Sydney University Village, don't hesitate to raise it with the Customer Service Manager or the Property Manager Operations. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step 1 - Talk politely and openly to the person involved.

Step 2 - Inform the person that you will take the matter to Management.

Step 3 - Inform Management of the complaint, and they will work with you to resolve the issue.

If the onsite Management Team makes a decision relating to your complaint, whether it is a residential life, administrative, or financial matter, you can have the decision reviewed by the General Manager Portfolio. An appointment to speak with the General Manager Portfolio may be made at Reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager Portfolio is not appropriate, the matter may be reviewed by Area General Manager.

Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact the Department of Fair-Trading NSW on 133 220 or their website - <https://www.fairtrading.nsw.gov.au/>

Financial Difficulties

If you are experiencing any financial difficulties, please speak to the Customer Service Manager or the Property Manager Operations. Often, these difficulties can be managed by the implementation of a financial plan.

The Customer Service Manager can also help connect you to the relevant departments within the University who may be able to offer some form of assistance through their Financial Support team.

LIVING TOGETHER

@ Western Sydney University

Living in a close community can be a lot of fun, but it will take effort and compromise. Follow these escalation steps if conflicts arise.

If you have an issue with a fellow resident, first try to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.

If you feel that you are unable to come up with a suitable solution you can call the Resident Assistant to discuss your problem. If needed, the Resident Assistant will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact the Customer Service Manager or Property Manager Operations for further assistance with dealing with the matter.

Tips for happy living in a multi-share apartments

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom, and vacuuming.
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

Personal Problems

Do not be afraid to confide in the appointed staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance, and referral where necessary.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask.

All matters discussed will be kept confidential.

Sexual Harassment

Sexual Harassment in Australia is illegal and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person, and the person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

Western Sydney University Village is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone who indulges in any form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including **gender, race, age, sexual preference, religion, political belief, or activity**.

If you think you have been subjected to any form of discrimination, please contact the Customer Service Manager or Property Manager Operations and the appropriate steps will be taken.

Social Support

We will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the Village. Partaking in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at Western Sydney University and your time spent as students.



LGBTIQ+ Support

At Western Sydney University Village, you're welcomed into an environment where you're respected and valued, regardless of your sexual orientation, gender identity, or gender expression. If you identify as LGBTIQ+ (Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Questioning and otherwise diverse in their sexuality and/or gender), you can access a range of support and resources through the University.

Workplace Health and Safety

Under the Workplace Health and Safety Act, Western Sydney University Village is recognised as a workplace and, as such, this puts responsibilities on both Management and residents to ensure the safety of themselves, and others. As residents, you must not be negligent in terms of causing or contributing towards an accident e.g. preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits or interfering with any fire safety notice or equipment.

RIGHTS and RESPONSIBILITIES

Resident Rights

- To start your residency with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the Residential Agreement.

Western Sydney University Village Rights

- To send Breach Notices to Residents who break the Terms or Conditions of the Residential Agreement or Rules of Occupancy and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Breach Notices to residents defaulting on their residential fees, and to send a Termination Notice to Vacate if not remedied.
- To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

Resident Responsibilities

- Pay the residential fees (also known as rent) by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other residents.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- Report to Management any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the residential Agreement
- Abide by the terms of the Residential Agreement, Rules of Occupancy, and regulations set by Management.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any damage in your room.
- Be responsible to pay for any false fire alarm call outs that may occur from your room.

Western Sydney University Village Responsibilities

- To make sure the room is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort, and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Residential Agreement, an electronic Ingoing Condition Report will be completed and signed by both the resident and management. This Condition Report will be used at the end of your occupancy to assess any damage to the room, its furniture and equipment.

The completed electronic Condition Report must be **signed and returned via email within 7 days** of your arrival. Failure to do so will result in the Ingoing Condition Report forming the basis for any security deposit claims at the end of your occupancy.

Security Deposit

The resident is required to pay a security deposit which is equivalent to four (4) weeks rent.

The security deposit is then held on the resident's behalf for the term of the occupancy and for any further period in which the resident may occupy the room.

The security deposit cannot be used for rental payment and the resident is prohibited to use the security deposit for any purpose other than as a deposit to be used to reimburse any costs incurred at the end of your occupancy. The cost of repair or excessive cleaning may be deducted from the security deposit unless other arrangements are made.

Immediate Eviction

The Rules of Occupancy promote tolerance, courtesy, and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the Management Team. Residents, who have received warnings and continue with unacceptable behaviour, may be issued with an immediate eviction notice in accordance with the terms of the Residential Agreement.

In addition to the termination provisions, immediate eviction will be given to any resident who:

1. Is found to be carrying, using, or distributing illegal drugs or other illegal substances.
2. Is found to have seriously or persistently intimidated, threatened, harassed, abused, or discriminated against another person, resident, staff member, or authorised agent of Western Sydney University Village; or caused or permitted any such threats, abuse, or conduct (whether or not any abusive language or threat has been directed towards the person).
3. Is found to be involved in the sexual/physical abuse of another resident, staff member, or person.
4. Is found to be involved in theft of another person's property.

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

Termination of Residential Agreement

A Residential Agreement may be terminated if:

1. The resident fails to pay the residential fee within three days from the date upon which it was due.
2. The resident fails to pay other outstanding expenses for seven days after receiving their account.
3. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Agreement or Rules of Occupancy.
4. The resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt, or commits an act of bankruptcy.

Eviction notices may be issued with a 7-day notice period.

At the termination of a Residential Agreement all the resident's personal property must be removed. Any property left in the room will be disposed of in accordance with term 7.8 of the Residential Agreement.

In all cases, a departure cleaning fee applies.

Disciplinary Action

We will always attempt to resolve any issues by mutual consent. However, your occupancy is under NSW Law where there are responsibilities for both parties. The steps that may be taken are:

- We will discuss the issue with you face to face explaining how it may be resolved. A note will go on your file.
- Depending on the seriousness of the issue, a caution letter may be issued to you with a copy kept on your file.
- A Breach Notice, explaining what part of the Residential Agreement has been breached providing an opportunity and timeframe to rectify.
- Possibly a Notice to Vacate the room by a certain day.
- Possibly an eviction notice or Order from the NSW Civil and Administrative Tribunal (NCAT)

RULES OF OCCUPANCY

These Rules form part of your Residential Agreement with Western Sydney University Village. Please read these Rules and if you have any questions or need a translator advise the Customer Service Team.

The Rules of Occupancy are attached to this Handbook and are available via the Resident Portal at any time.

ARRIVAL

This handbook contains the “Rules of Occupancy” which forms an addendum to your “Residential Agreement”. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and your contract obligations is required. You are also entitled to a copy of the signed Residential Agreement.

The items you will receive upon check in are:

- A security swipe card and physical key to your room
- An email of the Ingoing Condition Report for your room
- A copy of the Residential Agreement
- A Direct Debit Form and Calendar on request (if not already completed in your pre-documentation)
- After Hours Contact Details

Within 5 days of arrival, you will be required to attend a compulsory induction session. Inductions provide an overview of important information related to living at Western Sydney University Village.

Away from your Room

If you intend to leave your room for a period exceeding 48 hours, please ensure you advise the Customer Service Team at reception. The team will note this on your file should we need to contact you in an emergency. Please note while away from the Village it is your responsibility to ensure that your fees are always paid. To avoid any unnecessary removal of goods where it is thought that the room has been abandoned, please ensure that you attend to all fee payments prior to going on holiday.



Access to other Rooms

Entering another resident room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If a resident is invited into a room, and subsequently asked to leave, the resident must do so immediately. To prevent trespassing and theft, all residents should keep their doors closed and windows locked regardless of whether or not they are in their room.

Additional Furniture

The installation of other furniture into a resident room is **not permitted** unless a written application is submitted to and approved by Management. Every request will be looked at separately depending on the size of the room and furniture required.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a registered resident. It also allows after-hours access should you lose your swipe card or key.

Room / Apartment Security

The Village is committed to creating a secure environment for its residents, conducive to their academic pursuits. To mitigate the risk of theft, residents are encouraged to take the following security measures:

- You are issued with a swipe card and or a key to you apartment / room when you check in. The devices will give you access to your, apartment, room, and access to eligible recreation areas.
- Should you lose your swipe card or key, or in the event you are locked out of your room, you must contact the Customer Service Team or Evening Duty Manager on duty, immediately to regain access and/or replace your card accordingly.
- Ensure that your room/apartment door closes and locks when entering or leaving.
- Keep building external doors locked at all times.
- Avoid propping open doors.
- Do not allow unfamiliar individuals to enter a building by following you.
- Establish connections with your neighbours.
- Never lend your keys and/or swipe card to others.
- Avoid leaving apartment keys and/or swipe cards in easily accessible locations, such as under a pot plant or doormat.
- Close windows when not in your room/apartment.
- Keep money and valuables out of sight when you are not present.
- Report any suspicious individuals or activities in or around the Village to Management promptly.



Moving Rooms

The Village discourages changing rooms once you have checked in and have been allocated a room during a contracted period. However, in limited circumstances and especially if there is a level of incompatibility, a resident may be granted the opportunity to relocate to a more appropriate room. Should you wish to request to move rooms you will need to contact Village Reception and must complete the "Request to Move Rooms – Form" which will be provide by the Village staff upon request.

Unless an exemption is approved by the Property Manager Operations, there is an administration fee of \$50.00 per resident for each room move request. This will be placed on your account at the time of submission and needs to be paid upon approval of your request. You may also be charged an additional cleaning fee to return the original room to an acceptable standard for the next occupant of the room.




FACILITIES and SERVICES

Laundry

Laundries with washing machines and dryers are available for residents use 24/7 and are located within the common areas of each property. Campbelltown, Hawkesbury, and Penrith Villages are able to be paid using EFTPOS or Credit Card, with Nirimba operating a coin laundry. Residents are required to purchase their own laundry detergents and softeners. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. If you experience a problem with one of the machines, please contact Reception or list a maintenance job through the student portal.



Services from Reception

Service	Cost
Lock out fee – Afterhours	\$20 each time
Replacement swipe card / keys	The cost of replacing an electronic swipe card or a metal/hard key is determined by the contracted locksmith of Western Sydney University. Each property is equipped with a unique key system. For information on estimated pricing or to request a quote for replacement, please reach out to the Management team directly. They will provide you with details specific to your situation and guide you through the process.
Printing 	\$0.20 per page for black and white \$1.00 per page for colour
Photocopy 	\$0.20 per page \$1.00 per page for colour
Vacuum Cleaner 	Free for 1 st hour, then penalties apply.

BBQ

The BBQs are located at Campbelltown, Hawkesbury, and Penrith Villages for residents to use. Please ensure that after you have used the BBQ that you have cleaned the BBQ, and no personal items are left in the area.

Bicycle, e-Bike and e-Scooter Storage

Bicycles racks are available at every Village. We kindly request all bike and scooter owners to be considerate and adhere to the following guidelines:



- Do not keep or leave bicycles or scooters in your apartment, lounge, or stairwells, as it can lead to damage and poses a fire hazard.
- Please refrain from securing or locking any bike or scooter to objects such as benches, light posts, handrails, or fence railings.
- You must register your bike and/or scooter with reception.
- You are not permitted under any circumstance to charge your e-bike or e-scooter battery within your room, your apartment, or anywhere within the Accommodation Villages(s).

Western Sydney University Village does not assume responsibility for your bike or scooter while it is parked on our property. We strongly recommend insuring your bike and securing it with a D-lock. Please refer to your Rules of Occupancy or visit the office for further details.

Car parking

To park in the Village car parks, residents must display a valid Western Sydney University parking permit on their car. Permits are distributed and available for purchase via the Western Sydney University website. https://www.westernsydney.edu.au/parking_at_western/parking. You will need to submit your car registration details and a mobile phone number during the application process. Please note that Campus Safety & Security monitors all car parks. Failure to park in a reserved space or without a permit may result in a fine.

Kitchen

The common kitchens and dining areas are regularly cleaned by cleaners appointed by Management. The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins (Penalties may apply)



Any items left in the common area kitchen or in the fridge/freezer (without a label) will be thrown away into the rubbish. Any sink blocked by food must be reported to a staff member.

Always turn on the exhaust fan prior to cooking and never leave cooking food unattended. Never attempt to extinguish an oil or fat fire with water and do not move burning pots or pans. Instead extinguish them with the fire blanket, which is affixed to the kitchen wall, if possible and safe to do so.

Only use approved plastic or glass containers in the microwave oven. Never place anything metallic in the microwave oven. Cover all containers being heated in the microwave to prevent food splatters. Food splatters cause rapid deterioration of the microwave so clean immediately after each use.

Always cover food when stored in the fridge. Do not leave food in open packaging or cans and place any remaining contents in a sealed container and refrigerate if required. Do not re-freeze food that has been defrosted. **This is a health risk!** Regularly clear out food that has expired or gone bad from the fridge and the kitchen cupboards into the outside rubbish bins provided.

As you are required to keep your bedroom/apartment clean daily, we recommend that you share the cost of purchasing good quality cleaning products that are appropriate for the various cleaning tasks required with your roommates. Using dishwashing liquid to make soapy water for cleaning will not remove the build-up of grease around the stove - nor will it clean mould and soap scum from shower recesses. Ensure you are using the correct cleaning agent for the job at hand.

The kitchen rubbish/waste bin and kitchen recycling bin must be emptied daily or when required. Do not allow internal rubbish bin to overflow and cause a health risk or hazard. Do not accumulate bottles, cans, boxes, plastic bags, papers, and magazines as it attracts vermin, and this is also deemed to be a hazard.

Mailboxes

All mail and parcels are received at reception and can be collected during office hours. Letters will be placed in the designated mailboxes at each property. (Grocery, meal deliveries, perishable items or furniture of any kind will not be accepted by Management).

Reception

Our staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows:

Monday to Friday	8:00am – 6.00pm
Afterhours	Contact on-site management
Saturday / Sunday	Contact on-site management
Public holidays	Contact on-site management

Resident Common Rooms

Facilities vary according to each residence. Some may include table tennis, a pool table, TV lounge, kitchen, and barbecues. Common Room facilities can be booked by residents for special occasions such as parties and gatherings, Residents must abide by the Party Policy. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times.



Rubbish

Please ensure that your rubbish is disposed of into the designated rubbish bins provided at each of the Villages. This should be done on a regular basis to avoid pests inhabiting our premises. Please ensure you don't overfill the garbage bag, so you are able to safely carry it to your nearest bin.

There are also separate bins for recycling. Please ensure you follow the signage and only place recyclable items within the recycling bins.



Recycling Tips:

- Remember what recyclable is: paper, cardboard, packaging containers made from plastic, liquid paper board (i.e., milk cartons), glass, steel, and aluminium.
- Make sure recyclables are empty – remove solid food scraps.
- Keep recycling out of plastic bags – or else it may end up in landfill.

Transport

Information on public transport can be obtained from the Transport NSW website - <https://transportnsw.info/>. Our friendly customer service staff can assist you to navigate the website or the app.



Western Sydney University provides a free shuttle service for Campbelltown, Hawkesbury and Penrith Villages. Shuttle routes vary but include drop off and pick up at main train/bus terminals and some shopping centres. Check the schedule and routes here:

https://www.westernsydney.edu.au/campus_safety_and_security/security/accessibility_transport_parking/shuttle_bus_timetable

Utilities - Electricity, Gas, and Water

Electricity, gas, and water consumption is included in your rent. (Along with unlimited Wi-Fi)



OPERATING AND CARING FOR YOUR ROOM

Departure Cleaning

Your room has been professionally cleaned and supplied with a new mattress protector prior to your arrival, and as a condition of your agreement you must leave your premises in the same condition as when you entered them. Below are some handy tips on how to clean your room:

Glass and Aluminium

Please note the following suggested points for the care and maintenance of the glass in your room.

WHAT NOT TO DO

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners must be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heating and Cooling

The room is provided with heating and cooling appliances, ranging from fan and heater to centralised air conditioner, depending on your choice of apartment. At no time should these outlets be covered or obstructed in anyway.

Joinery Items Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all Laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent, or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.



Scratches and Cuts

Chopping and cutting directly onto the surface can damage Laminex surfaces.

To prevent this happening, use a cutting or chopping board. Sliding heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove any item or equipment that has been provided by Western Sydney University Village from their room.

Oven and Cooktop

If your room / apartment is provided with an oven or cooktop, it is important you clean these regularly to avoid the buildup of burnt on food. You can use common cleaning chemicals such as Mr. Muscle or products designed for similar use. Ensure you do not use any abrasive materials that may scratch or damage the appliances.

Microwave Oven

Your room is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. **Please only use containers suitable for microwaves and be mindful about how long your setting is to heat your food. Misuse can cause false fire alarms at your cost.**

Mirrors

The manufacturer recommends gently wiping with a damp, lint-free cloth.

Refrigerator

Your room is provided with an electric refrigerator/freezer connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective, the refrigerator should be constantly left on. If you are living in twin rooms, please be mindful of your roommate and only use your allocated space. Over-filling the refrigerator section could result in the freezer section “icing over” restricting the use of the freezer and potentially damaging the device. Please ensure you keep the refrigerator and freezer always working as this is the most efficient way to avoid any damage or loss of food.

Roller Blinds

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blind. Should you pull the chain off, it will be at your cost to have it re-attached.

Smoke Detector

Your room has been installed with a smoke alarm. Generally, they are located on the ceiling in the living and bedroom areas. Each one is connected to a 240V power supply via your room switchboard. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined by NSW Fire and Rescue Service as outlined in the Rules of Occupancy.**



Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of a cleaning liquid that does not contain solvents can be used. If you are unsure, please come and speak with us at reception.

Tiled Surfaces

Do NOT clean the tiles with acid or with any abrasive materials. Do NOT place potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

Toilet Bowls

Toilets should be cleaned at least weekly to ensure good hygiene standards. Do NOT use any abrasive materials or solutions. A specific toilet cleaning detergent should be used with a brush. If you are unsure what is needed, please come to visit us at reception.

Walls

Hanging items on the walls

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores which are designed not to damage the walls once removed; however, there is no guarantee that damage will not occur. A suggestion is to use 3M brand removable adhesive hooks. Please ensure you remove these hooks at the end of your occupancy. Any damage caused as a result of removing these hooks will be your responsibility and repair will be at your cost.

No sticky tape is to be used.

No “Blu Tac” is to be used as it can stain and damage the walls.

MOVING OUT

We hope you choose to extend your stay with us, however, if you decide to move out of the Village, we will contact you closer to the termination date of your current Residential Agreement.

If you choose to move out of the Village at the end of your Residential Agreement, you will be sent an email outlining the departure process, including a Departure Checklist, which you should review to ensure a smooth check-out process.

Residents are required to adhere to the following procedures and conditions when vacating their room and apartment, in addition to any other reasonable requests from Management:

- (a) All residents must vacate their room/apartment on the termination date by no later than 10:00am. Residents must ensure that all personal belongings and any rubbish in the room/apartment is removed by this time.
- (b) Before leaving a room/apartment, residents must settle all fees and charges due under the Residential Agreement or make satisfactory payment arrangements with Management.
- (c) Management will make efforts to conduct departure inspections of rooms/apartments within 1-2 business days (or as soon as feasible considering the number of departures) after the termination date.
- (d) Upon leaving a room/apartment, residents must ensure it is left clean and tidy, meeting their cleaning obligations. The condition should be the same as on the first day of occupation, accounting for fair wear and tear and considering any notice submitted to Management.
- (e) All furniture and fittings within the room/apartment should remain in their designated places. Any damage or missing items will be charged to the responsible resident in accordance with the established rules.

PAYMENTS

Residential Fees

Your Residential Fees (also known as rent) are to be paid either up front at the start of the occupancy period or in instalments every two weeks as per the Residential Agreement and must always be in advance. Payments are to be made by Direct Debit or at Village reception via EFTPOS or Credit Card – No Cash is accepted.

Direct Debit is a process where funds are debited from your nominated Australian bank account via the Bulk Electronic Clearing System. This is an automated process put in place at the beginning of your contract period. You are required to insert your bank account details via the Resident Portal and agree to the Direct Debit process on or before the commencement of your contract. Direct Debit is the preferred method in which all occupancy fees are paid.

Note: there is a \$20 charge for any declined direct debit payments.

Payment of all Occupancy Fees must be received on or before the due date.

Residents whose payments are in arrears will be issued with breach notices or notices to vacate.

Room Repairs

Western Sydney University Accommodation management manages all damage repairs or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs. For any damage caused, Management will utilise the appropriate tradesperson for quality of work, legislative compliance, and site inductions. If a suitable tradesperson is sourced by the resident, they must meet these requirements.



COMMUNICATIONS

Internet

Western Sydney University Village residents can access the wireless zones in your room and throughout the Village using your university login.

Customer Service Details

<p><i>Campbelltown</i></p> <ul style="list-style-type: none"> • Email: campbelltown.village@westernsydney.edu.au • Telephone: 02 9199 9881 • After hours: 0413 019 104 • Address: Building 23, Western Sydney University Campbelltown, 183 Narellan Road, Campbelltown, NSW 2560, Sydney, Australia 	<p><i>Hawkesbury</i></p> <ul style="list-style-type: none"> • Email: Hawkesbury.village@westernsydney.edu.au • Telephone: 02 9199 9880 • After hours: 0466 778 568 • Address: Building N34, Western Sydney University Hawkesbury, Bourke Street (located on Vines Drive), Richmond NSW 2753, Australia
<p><i>Nirimba</i></p> <ul style="list-style-type: none"> • Email: nirimba.village@westernsydney.edu.au • Telephone: 02 9199 9883 • After hours: 0413 019 282 • Address: Building U1, Western Sydney University Nirimba, Ann Clarke Avenue, Quakers Hill NSW 2763 Sydney, Australia 	<p><i>Penrith</i></p> <ul style="list-style-type: none"> • Email: Penrith.village@westernsydney.edu.au • Telephone: 02 9199 9882 • After hours: 0413 019 253 • Address: Building SJ, Western Sydney University Penrith, 56 Second Avenue, Kingswood, NSW 2747, Australia

CONTACT DETAILS

Emergency Services Contacts (Police, Fire, Ambulance)

Dial **000** for all Emergency Services

Please also remember to contact your Resident Assistant on duty or the Customer Service Team at reception if during reception operating hours.

Property Address

All mail is delivered to Western Sydney University mail centre at Penrith, then sorted before being distributed to each property. (Please address your mail and parcels with full details (Home Campus, name, room, and address). Example of mail should be addressed as follows:

<p style="text-align: center;">Resident Full Name Western Sydney University Village - (insert your Campus) Room Number _ _ _ _ _ Locked Bag 1797 Penrith NSW 2751 Australia</p> <p style="text-align: center;">Example: Mr John Citizen Western Sydney University Village - Hawkesbury Room 10.3 Locked Bag 1797 Penrith NSW 2751 Australia</p>
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If your mail does not include your name as stated on your Residential Agreement and you room number, it will cause delays in delivery or may result in the mail item being returned to sender.

EMERGENCY PROCEDURES

Management will provide residents with emergency assistance in the event of:

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Build infrastructure emergencies (e.g., fire or storm damage)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Occupancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a resident locks themselves out or misplaces their key.

Assembly Location Point - Evacuation

Upon hearing a fire alarm, residents are required to evacuate promptly and adhere to the emergency procedure outlined on the back of their apartment door.

In case of a discovered fire, the fire services will be alerted, and residents must follow their guidance upon arrival.

Key instructions to observe:

- Refrain from attempting to bring personal belongings during evacuation.
- Close doors behind you as you exit.
- Follow the green signs indicating the shortest exit route.
- Proceed to the designated assembly point.

The emergency assembly point is specified on the emergency procedures sign located on the back of your apartment door. Please take the time to familiarise yourself with your nearest assembly point.

Smoke Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the NSW Fire and Rescue Service has the authority to levy fines and commence prosecution. You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your room that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this will automatically call the Fire and Rescue Service who have the authority to levy fines for “False” Alarms.

Please open your windows and “fan” the fumes away from your detector which will then cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR TO RELEASE FUMES**

Each kitchen is fitted with a smoke alarm.

In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger closing the doors behind you.

The building has fire rated doors and advanced systems for your safety.

DO NOT TOUCH THE SMOKE DETECTORS

In the event of Fire

- Assist any person in immediate danger only if safe to do so.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire and Rescue Service (**000**).
- Attack fire with appropriate firefighting equipment (such as an extinguisher) if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and wait for clearance to return to the Village or roll call.

HEALTH and SAFETY

Residents feeling unwell may contact the reception for assistance in making a doctor’s appointment or information on the closest medical centre to your Village.

If an ambulance is required for emergency medical attention, dial **000** and request an ambulance. You should also provide all requested information to the operator and notify Village staff to ensure they can direct emergency services to your location.

First Aid – there are members of staff who have completed first aid training and hold current First Aid Certificates.

Key Contacts

Emergency (Fire, Police, Ambulance) 000			
Western Sydney University Student Central	1300 668 370	Beyondblue 24/7	1300 22 4636
Western Sydney University Student Welfare	1300 668 370	LifeLine 24/7	13 11 14

Overseas Student Health Cover

International students on a student visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a 6 or 12-month period. On arriving in Australia, you will need to confirm your OSHC with the Insurance company and complete an application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the insurance company may notify the Department of Home Affairs, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport, and a letter from your college or university confirming your enrolment.
- Under OSHC, you are covered for accommodation and/or treatment in public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your guardian want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

IN CASE OF AN EMERGENCY DIAL 000

Please note that ambulance services in Australia can be expensive and ambulance insurance cover is highly recommended.

For more information on ambulance cover go to the NSW Ambulance website at <https://www.ambulance.nsw.gov.au>

SECURITY

IN AN EMERGENCY, PLEASE CALL 000

Police Assistance Line: 131 444
Crime Stoppers: 1800 333 000

Security for your room

We suggest that you **keep your door always locked**.

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **Western Sydney University Village has 24-hour video surveillance in key locations.**
- **Do not show any person to a resident room or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Tell the visitor to call reception.**
- **DO NOT WRITE YOUR ROOM NUMBER (OR YOUR NAME) ON YOUR KEY CARD**
(If lost, it should not indicate who it belongs to or what it accesses)

Please ask at reception if there is anything we can assist you with