



Student Accommodation Information Pack

Student Guidelines and Information

Guidelines

Welcome to the YMCA. We hope that you will not only enjoy your stay here but that you will come to regard it as your home.

In order to avoid potential misunderstanding later, please read the following information carefully. If there is any need to clarify any areas then please don't hesitate to ask a staff member.

Finances/Accounts

- It is your responsibility to ensure your account is always in credit.
- Payments can be made by cash, eftpos or direct debit (find attached form).

Reservation Changes

If you make any changes to your reservation date you will need to advise us in writing to ensure that the appropriate changes are made to your reservation. We cannot guarantee to be able to extend your reservation past the dates you initially gave us as the room may have already been booked. So please think carefully about your reservation dates.

On occasion management may request that you move rooms. This is to maximise the space that we have, this is especially important at busy times.

Your Room

Clean is best

- We expect you to keep your room clean and tidy at all times.
- We expect to be reimbursed for any damage caused in your room during your stay, and may keep your reservation bond for this purpose. This includes carpet stains and drawing pin holes in walls, stickers on walls or doors.
- Upon departure your room should be clean of all rubbish, posters, etc. A vacuum cleaner is available for students to borrow at Reception.

Chattels & Appliances

- Your room's furniture and that of other areas must stay where it is, i.e. lounge chairs, spare mattresses, etc
- Due to past problems electrical kitchen appliances are definitely NOT allowed in your room. This includes electric jugs, toasters, toasted sandwich makers, fridges, microwaves, heaters etc
- There is a communal kitchen on the first floor, with minimal facilities for your use. Please tidy up after yourself. There are also hot water taps on each floor.

Housekeeping

This is a **compulsory** service!!!!

Dirty linen will be exchanged for clean linen on the following days.

Floor #1 – Wednesday

Floor #2 – Tuesday

Please strip your beds and leave the linen inside your door for the housekeeping team to replace. Ensure this is completed prior to 9.00am. Please do not attempt to wash duvet covers yourself – see the housekeeping staff about this.

Pictures/Posters

Please use blu-tack, NOT pins, to affix posters, etc to your walls. Do NOT put stickers on doors or walls this way accidental damage can be minimised. Do NOT hang things from the sprinklers, as it is a fire hazard.

Keys/Security

Our policy is that lost keys need to be paid for - \$20.00 each

You are strongly advised to keep your room locked at all times. Balconies and windows can present an opportunity for those looking for one. Door locks are deadlocked and can only be locked on the outside by key.

Laundry

We have token operated cold water washing machines and dryers on the 2nd floor - tokens for each load are available from reception, as is washing powder.

Tokens = \$2 Washing Powder = \$1

The laundry will be locked between 10.00pm-8.00am, to allow others to sleep.

DO NOT hang laundry from your windows or balconies, clothes rack on balconies are not permitted.



Fire Evacuation

In the event of a fire, an alarm will sound. Exit your room and close the door behind you. Make your way down the stairwell to the front of the building. Don't use the elevator. Gather outside the building on Rolleston Ave. Evacuation instructions can be found on the back of your room door.

Please note: Fire doors are for emergency use only. OFFENDERS MAY BE ASKED TO LEAVE.

Eftpos

We have EFTPOS at reception for payments and withdrawing cash. However, we do not always have enough cash to advance and rarely have large amounts of coins or small notes, especially in the morning and on weekends. The minimum charge is \$3.00 and minimum withdrawal \$20.00. The closest ATM is in the hospital, a five minute walk.

Guests

You are responsible for your guest's behaviour at all times. You must be on site at all times with your guest/s and you are responsible for any damage caused by them. Anyone staying over must be checked in at reception and a \$5.00 charge for a rollaway bed must be paid. This is important for security and also in case of fire or earthquake. Any guests not staying the night must leave the premises before 10pm.

Mail/Messages

Mail arrives at the YMCA after 2.00pm on weekdays only and is held behind reception for you. Our receptionists are very busy so choose a quiet time to ask for recent mail-note we will not deliver.

Photocopying & Facsimile

For any of the above services ask at reception. They can be carried out during regular reception hours.

Pets

Pets are not allowed.

Meals

Breakfast options are available on request through the Robert Harris Café

Dinner options are available on request through Duo Restaurant situated in the YMCA building.

Communal Kitchen

There is a guest kitchen located on the 1st Floor, which has appliances and space for all your food and cooking requirements. It is open between the hours of 6.00am & 10.00pm. Please clean up after using the kitchen. Wash, dry and put things away. Please use extractor fans when cooking.

Vehicles

Those guests who have been granted permission to use the car park please abide by the following rules:

You must remove your car from our car park between 8.00 am and 5.00 pm, Monday to Friday, weekends you can use the car park but your vehicle must be removed completely while you are on holiday or sick (unless by prior arrangement).

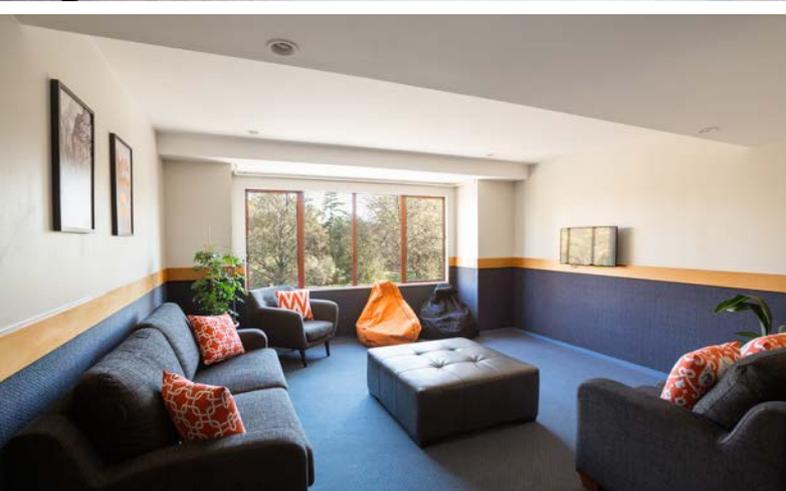
Abuse of the car park may result in clamping which has severe financial implications. All vehicles left in the car park will be done so at the owners' risk. The YMCA accepts no responsibility for damage or theft.

Night Porters

A night porter is on duty from 10.00pm to 7.00am covering reception, security and general cleaning duties. They have full authority to enforce YMCA policies. Co-operation with them is appreciated. Do not hesitate to speak to a night porter or receptionist if you are unsure or uncomfortable of someone on the premises.

Reception

If you have any queries regarding bus stops, libraries or supermarkets don't hesitate to ask us.



General Behaviour

We expect that you will consider all the other people who also share the YMCA as their home. Other people's rights are important. Be aware too, that all guests expect reasonable standards and we need to maintain our good reputation.

Drugs/Alcohol

Policy PROHIBITS alcohol, illegal drugs or firearms on the YMCA premises. Alcohol will be confiscated. Drugs on the premises warrant instant expulsion from the YMCA.

Noise

Loud noise is restricted at all times in consideration to fellow residents. A written warning will be given if a valid noise complaint is received. If a third complaint is received, an eviction notice will be given.

Smoking

Is not allowed anywhere inside the building, including the rooms and common areas. If you wish to smoke, please do so on the footpath. No bond will be refunded if a guest has been smoking in the room. Do not throw cigarettes butts in the garden or around the building.

Behavioural Offences

Will be dealt with by written warning, final warning then eviction. Serious offences may incur instant eviction.

Management, at their discretion, may also ask a resident to leave if they are considered unsuitable to continue residency.

If you have problems with another resident/guest/visitor's behaviour please come and see the staff and let us help sort it out. Of course we would rather everyone was considerate and sensible so we can avoid resorting to such action, however, we will not hesitate to act if necessary