Welcome to all returning and new residents!

Welcome

This is the first edition of Resident News for 2014 – it contains some helpful information about living in residence, what you need to do before you arrive and where to go upon arrival. For returnees it will highlight some changes that you need to be aware of, particularly in relation to parking on campus and accessing the residential meal discount at Saltz.

We have scheduled a number of induction sessions for the week of 16–23 February. We strongly encourage you to sign up for an induction session – if none of the days or times suits, you will need to contact me directly to make alternate arrangements. These sessions will provide you with a tour of our residences and the dining hall (Saltz Café and Restaurant), and an outline of the rules of residency. The sessions also provide you with an opportunity to have your questions answered, to sign up for activities and events, and be introduced to our staff and the services that we offer.

Good luck for the year ahead.

Tania Harvey
Manager, Accommodation Services - Launceston

Induction Sessions

Sunday 16 February 3:45 p.m
Wednesday 19 February 3:45 p.m
Sunday 23 February 3:45 p.m

Meeting point is outside the entry to the AS Office in Queen Elizabeth Walk. Please email your preference for day and time to enquiries@accommodation.utas.edu.au

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Prohibited items:

A reminder for those who may not have read the Residency Agreement in depth:

- Plug-in heaters are prohibited from use in residence. This is for your safety and that of your fellow residents! You will be living in a communal environment and you could be putting your lives at risk by using plug-in heaters. Your room has sufficient heating already installed, but if you need additional heating, let us know and we can offer alternative solutions.

- Cooking items such as rice cookers, toasters, electric frying pans, kettles and sandwich presses can be used in the kitchen areas only. They are prohibited from use in your individual rooms. Again the reason should be obvious - your safety and that of your fellow residents!

- Swords, bows, spear guns and the like are prohibited from the residences; however they can be stored with us if you wish to bring them for a legitimate recreational purpose.

- Sub-woofers are banned from residence. If you are planning on bringing one with you, DON'T - unless you want to leave it packed up in your cupboard for the year. If it is found connected in your room, it will be confiscated until the end of your contract.

The above are considered violations of your residency agreement and/or the rules of residence. Breaches may result in you being issued with a formal warning or with AS terminating your residency.

Before you arrive

Rent - You need to pay 2 weeks’ rent by 1 February.

Arrival dates - please inform the office of your arrival date and estimated time of arrival. Please be aware that if you arrive before the start of your contract you will be charged for the additional nights. Failure to notify us that you will be arriving early may mean that your room is not ready and you will be turned away.

Induction session - You need to sign up to attend one of the sessions outlined on page 1. These sessions will provide you with valuable information for your stay in residence. Ignorance of the rules will not be seen as a valid excuse; if you are unable to attend any of the induction sessions, please contact me at enquiries@accommodation.utas.edu.au to make alternative arrangements.

When you arrive

Week days - Please proceed to the AS Office on Queen Elizabeth Walk and report to the counter on Level 2 of the TUU Building, right above the coffee shop.

Weekends or after hours - Please contact the duty officer by either using the help phone located at the entrance to your residence or by phoning Leprena / Kerslake - 0417 314 724 or Investigator Hall - 0417 318 091

Check-in times on Sunday 16 February - Check-in is from 10am - 7pm. We have extra staff rostered on to process checks but there might still be a waiting period before you can be assisted due to the large number of arrivals. Note that if you arrive outside the hours listed above, the wait time is estimated to be much longer. If you arrive before or after 16 February please see general check in information above.

Dining options 2014

Accommodation Services provides a flexible and affordable meal program which allows residents to buy meals at Saltz Restaurant and Café at very competitive prices. To access the meal program, you must first activate your UTAS student ID card at the office; to get the discount, you must have credit on your meal card (ID card). You can add credit onto your card at any time (including before your arrival) using the online payment system. Excess unused credit will be returned at the end of the year. If you’d prefer to pay cash for food, you can do that at Saltz, but from 28 April you will not receive the residential discount for cash payments.

Saltz is open 7 days a week from 7am - 8pm. Food service finishes at 7.30pm. Through the restaurant section commonly known as ‘the race’, breakfast is available from 7-9am; lunch from 11.30am - 1.30pm; and dinner from 5.30-7.30pm. In between times you can purchase food from the café counter from 8am - 4pm.

Residential parking on campus

Accommodation Services has limited parking spaces available on site at each residence. Residential permits cost $147 annually - you will be issued with a permit once payment has been received. A permit will not guarantee you a spot near your residence - if all residential spots are occupied, you will need to seek out the designated “overflow” parking areas around campus – a parking map has been provided on all notice boards and was emailed to you. Ask the office for further details. Note that if you park in a non-designated area or fail to display the correct permit, you may be subject to a fine. These fines are not distributed by Accommodation Services but by the local city council.
**General information for new residents**

**Tutorial program** - Accommodation Services (AS) provides a free tutorial program to its residents. If you are experiencing difficulty in your studies, you can register for assistance at the office or see one of the residential support officers (RSOs). AS also facilitates a variety of study groups - register with the RSOs and look out for posters advertising ‘group meetings’.

**Sports equipment** - The RSOs have access to a range of sports equipment that you can borrow. Generally we can sign equipment out for 24 hours or over a weekend. Ask us about what’s available.

**General activities and events** - AS provides a series of recreational and social activities and events throughout the year - a calendar of these events will be available when you arrive on campus. If you have ideas about activities, events or inter-residence challenges, let the RSOs know and we will do our best to organise things.

**Resident Interest Groups (RIGs)** - AS facilitates a variety of interest groups. If you have a hobby or a particular interest and wish to meet others with a similar interest, consider forming a RIG – AS will advertise the group for you and arrange meeting space. We can also provide some small grants to assist your group get started. Conditions do apply - for further details please email Tania_Harvey@utas.edu.au

**Lock-out fines** - You will be charged a $5.00 lock-out fee every time you require a staff member (CSO, RSO or UTAS Security) to let you into your room or into the residence. A portion of this money will be put aside for charity and later in the semester will be donated to a local charity. There will be a 2-week amnesty at the beginning of semester before fines kick in. So - don’t forget to keep your room key/card on you at all times.

**What to bring with you**

**Linen** - for those residing at Kerslake Hall you need to provide linen for king single beds. For other locations in Launceston, you need single bed linen.

**Kitchen items** - including cooking equipment, crockery and cutlery.

**Cleaning products** - for your room, vacuums are supplied. For Leprena residents there is a cleaning roster for common areas - kitchens, lounges and bathrooms (Q block only). You will need to supply your own cleaning products when you are on cleaning duty.

**Cleaning**

**Cleaning - Kerslake and Investigator Hall** - AS cleaners service the communal areas, kitchens, bathrooms and common rooms at Kerslake and Investigator Hall. They do not clean up individuals’ personal mess i.e. washing up, books and papers. If you leave dirty dishes in or around the sink, the cleaners are authorised to confiscate them; you will have a chance to reclaim them before they are disposed of.

**Cleaning - Leprena** - AS cleaners service the bathrooms in S and W blocks only. All other areas: Q block units, S and W block kitchens, lounges and corridors are cleaned by YOU. A cleaning roster is posted in your kitchen; please complete your duty regularly – cleaning inspections are undertaken randomly each fortnight and if your duty has not been completed you will be subject to a $45 cleaning charge and the cleaners will be brought in to complete the task.

**ALL sites** - AS Cleaners do not service your room. It is up to you to ensure that your room remains hygienic – this includes your sink. Vacuum cleaners are available for use – contact the RSOs for information about where to find them.

**Your mailing address**

The mailing address for all residences is:
Locked Bag 1367
Launceston TAS 7250

This address can be used for ‘envelope’ sized letters only.

If you are receiving a parcel (small or large), you must provide the street address.

Accommodation Services
Level 2 – TUU Building
Queen Elizabeth Walk
Newnham Drive
Launceston TAS 7248

**Leprena and Kerslake**

Residents’ mail can be collected week days from the mail room situated next to the AS Office.

**Investigator Hall**

Mail can be collected from the pigeon holes located in the IH laundry.

If a parcel arrives, you will receive a slip in your pigeon hole. You will need to bring the slip to the office and sign for your delivery.
Disciplinary matters

- Accommodation Services works on a system of formal warnings; if you get 3 formal warnings this may result in you being evicted from residence.
- Staff will usually give you a verbal warning before issuing you with a formal warning – but this will depend on what behaviour you are exhibiting.
- There are a number of behaviours that will result in you being evicted from residence. Refer to the Terms and Conditions of Residence.

Quiet hours

After 8.30pm it should be quiet enough to study; after 10:30 pm it should be quiet enough to sleep. During exam times we extend quiet hours to ensure that individuals are able to study in peace and quiet. Please consider others and ensure that you monitor your own noise level. If someone is playing music, has the TV turned up or is talking loudly during quiet hours, first ask them to adjust the volume. If this is unsuccessful, please call the RSO on duty. The duty phone is answered 24/7 by the office, RSOs or UTAS Security (who work through the night).

Alcohol in residence

Alcohol at UTAS

UTAS has a fairly comprehensive alcohol policy. What it means to you is:
- Accommodation Services cannot accept sponsorship from any alcohol or tobacco manufacturer, supplier or distributor.
- All functions organised by Accommodation Services (including student club functions) must have the proper licensing and permits from UTAS Campus Services and/or the Licensing Board of Tasmania.
- AS will not buy or subsidise alcohol purchases at any event.
- All functions must abide by all Responsible Service of Alcohol principles, provide adequate security and minimise all risks.
- In planning and holding functions we must ensure that the consumption of alcohol is a social adjunct to, and not the sole purpose of the function. Free and/or cheap drinks cannot be used as a drawcard to functions/events.
- Accommodation Services (including student clubs) is responsible for all actions resulting from its activities, whether on or off campus, or travelling to or from campus. This is why we have clear start and finish times, provide transportation and endeavour to hold functions at already licensed premises.

At the end of the day it is up to you to have a responsible attitude towards the consumption of alcohol. Please respect the rights of others not to drink if they choose, and ensure your behaviour does not endanger yourself, others or the University. This does not mean you can’t have guests around and have a few drinks – just do so responsibly, keep your noise and your guests under control and respect others. If you are going to have a gathering, particularly if it involves non-residents, you need to let the RSO or office know via email or by using the event proposal tick sheet (available from the RSO s).

We ask that if you are holding a gathering or are heading out on the town, you respect quiet hours (see above). If you remain in residence and are disruptive, you will be issued with a formal warning. This also applies on your return to residence after a night out – enter the residence quietly and make all effort not to disturb those that are sleeping or studying.

Drink responsibly and act responsibly.

Some helpful acronyms

- **AS** - Accommodation Services
- **CSO** - Customer service officer
- **RSO** - Residential support officer

In Launceston the CSOs are Lynda, Lisa, Rebecca, Tania, Rodney and Andrea.

CSOs are available during office hours to answer your enquiries.

In Launceston our full-time RSOs are Wendy, Graham, Anthony and Natalie. We also have some part-time staff: Max, Robert, Chrizzle and Sanlyn.

RSOs are available after hours and at weekends to assist you.
Financial matters

Direct debit dates for 2014

Question: When is rent due?
Answer: Your rent is due fortnightly in advance (pre-paid) on a Friday. Direct debit is deducted every second Friday.

- Debited on 14/02/2014. Covers the period 16/02/14 to 2/03/14
- Rent due 28/02/14. Covers the period 02/03/13 to 16/03/13 (14 nights)
- Rent due 14/03/13. Covers the period 16/03/13 to 30/03/13 (14 nights)
- Rent due 28/03/13. Covers the period 30/03/13 to 13/04/13 (14 nights)
- Rent due 11/04/13. Covers the period 13/04/13 to 27/04/13 (14 nights)
- Rent due 25/04/13. Covers the period 27/04/13 to 11/05/13 (14 nights)
- Rent due 09/05/13. Covers the period 11/05/13 to 25/05/13 (14 nights)
- Rent due 23/05/13. Covers the period 25/05/13 to 08/06/13 (14 nights)
- Rent due 06/06/13. Covers the period 08/06/13 to 22/06/13 (14 nights)
- Rent due 20/06/13. Covers the period 22/06/13 to 06/07/13 (14 nights)
- Rent due 04/07/13. Covers the period 06/07/13 to 20/07/13 (14 nights)
- Rent due 18/07/13. Covers the period 20/07/13 to 03/08/13 (14 nights)
- Rent due 01/08/13. Covers the period 03/08/13 to 17/08/13 (14 nights)
- Rent due 15/08/13. Covers the period 17/08/13 to 31/08/13 (14 nights)
- Rent due 29/08/13. Covers the period 31/08/13 to 14/09/13 (14 nights)
- Rent due 12/09/13. Covers the period 14/09/13 to 28/09/13 (14 nights)
- Rent due 26/09/13. Covers the period 28/09/13 to 12/10/13 (14 nights)
- Rent due 10/10/13. Covers the period 12/10/13 to 26/10/13 (14 nights)
- Rent due 24/10/13. Covers the period 26/10/13 to 09/11/13 (14 nights)
- Rent due 07/11/13 Covers the period 09/11/13 to 16/11/13 (7 nights)

Direct debit

- Direct debit is our preferred method of payment. You can obtain a direct debit form online or at the Accommodation Services office. If you were a resident in 2013, please note that you are required to fill out a new direct debit form for 2014 – your 2013 one does not roll over.

Saltz Café and Restaurant
Open 7am - 7.30pm daily.

Residents are entitled to a discounted rate on all food and beverage items.

In order to access this discount you will need to activate your UTAS student ID card and have credit loaded on your card.

Cards must be presented for every transaction. If you do not present your card or you have no credit on your card, you will be required to pay ‘regular’ prices.

We recommend that you put money on your card and recharge regularly. You can recharge at the office or via the Accommodation Services portal using BPay or via credit card.

For the best priced meal in town, check out our value meal offerings at lunch and dinner.
Financial matters continued

Administration charges

- A discount of 2.5% will apply to upfront payment of fees for the entire academic year. Payment must be made prior to the beginning of each semester to be eligible for the discount.

- Residents on contracts less than 39 weeks will be subject to a one-off fee of $250 which is payable at the same time as the 2 weeks’ rent in advance payment is made. If a resident converts to an academic year contract, this fee will be reimbursed.

Debt management

- Accommodation Services has a debt policy – if you get behind in your rent, you will receive limited reminders to pay. If you ignore these reminders and/or don’t pay your outstanding account, you may find yourself evicted from residence, put into debt collection and debarred from University (you won’t be able to access your results). Full details of our debt policy can be found in your residency agreement.

Positions vacant

Fire wardens and first aid officers needed
Each year AS asks for volunteers to serve as building fire wardens and first aid officers. A fire warden assists AS staff in the event of a fire by directing students to exits, checking rooms, and taking role call at the evacuation points. A first aid officer is the first point of contact (other than RSOs) if you have sustained a minor injury; they are also on hand at all sporting and other activities. AS will fund appropriate training for those that volunteer, and the appropriate equipment is provided. Volunteers will also be provided with certificates of service, referee reports, and some ongoing incentives for participation.

Tutors - If you have a distinction average and believe that you could assist others in a particular subject, please forward your details and academic transcript to Tanja.Harvey@utas.edu.au or sign up at the office. AS runs various tutorial sessions:
- Individual: These positions are paid at $22.68 per hour and have limit of 2 hours per week per individual.
- Small group sessions: AS will run a series of scheduled small group tutorial sessions in 2014. Groups will be made up of 3-4 individuals. Remuneration for these sessions includes some additional hours for preparation.
- Large group session: We are seeking individuals to run large group sessions for exam/test preparation in study week. Remuneration for these sessions includes some additional hours for preparation.

To apply for any of these positions, please submit an expression of interest by emailing a copy of your resume with a cover letter to Robert.Alderson@utas.edu.au or post to Robert Alderson, Accommodation Services, Locked Bag 1367, Launceston, TAS 7250.
Positions vacant

Health and wellbeing coordinator

Accommodation Services is looking for a health and wellbeing coordinator. The position will be responsible for the administration of the AS health and wellbeing/healthy living program. AS facilitates a variety of initiatives that have a lifestyle focus - including but not limited to fitness activities (sports, classes, gym memberships), healthy eating (cooking classes, nutritional campaigns) and sustainable living initiatives (community garden), sporting competitions and other social activities.

Duties will include:
- organising health and wellbeing focused activities in residences
- managing sign ups
- coordinating advertising and event management.

It is envisaged that this position would require a commitment of approximately 5 hours per week during semester (perhaps slightly more in the first 2 weeks) - paid at $22.68 per hour. If you are interested in applying for this position, please submit a copy of your resume and a cover letter to Tania Harvey via the following email address: enquiries@accommodation.utas.edu.au

AS secondhand resource library

Accommodation Services has a large collection of kitchen items, linen packs and general items that have been donated by students who have left residence. If you are from overseas or interstate and have limited luggage space, you might like to make use of our secondhand library. If you access the secondhand library, we ask that you make a small donation and at the end of your stay with us you return any of the borrowed items so that the secondhand library can continue to run the following year.

Please ask the office or an RSO upon arrival about the library and they will make arrangements for you view the items that we have on offer.

Returning residents - storage

If you are a returning resident and have belongings in storage that you need to retrieve, the container will be opened daily between 2.00pm and 4.00pm from Sunday 16 to Friday 21 February. If you require entry to the container outside of these dates/times, please contact the office or RSO to make an appointment. Please note that although we will do our best to make a staff member available to unlock the container at requested times, there will be occasions where this is not possible.

Internet:

Our service is provided by BigAir Community Broadband

To access the internet in your room you must register with BigAir and 'open an account'. You can register online and make a payment using PayPal or credit card.

If you are experiencing problems and require assistance, please contact BigAir on 1300 739 822

More detailed information will be provided in your room upon check in.

Want to keep up to date with what's happening at Accommodation Services

‘like’ our Facebook Page “UTAS Accommodation Services – Newnham Campus”
Events, activities & awareness programs

Please check notice boards and read emails for further information and updates.

February - March

Welcome BBQs

Date: Tuesday 25 February
Participants: Kerslake Hall
Venue: Kerslake Hall between P & H blocks near the ‘BBQ Hut’.  
Time: 6.30pm

Date: Wednesday 26 February
Participants: Leprena
Venue: Leprena Communal & BBQ area
Time: 6.30pm

Date: Thursday 27 February
Participants: Investigator Hall & Newnham Apartments
Venue: Communal BBQ Area outside block 10
Time: 6.30pm

Accommodation Services sponsors the Welcome BBQs, but we do ask that you make a gold coin donation towards the nominated charity - this year’s charity is yet to be decided. Soft drinks are 50 cents, with all proceeds being donated as well.

Tuesday 25 February
FREE Outdoor Cinema
Come watch a movie under the stars. Accommodation Services, in partnership with CFNP and the TUU, has arranged for an outdoor cinema screening of Pacific Rim on the Newnham campus on Tuesday 25 February. The event will be held on the grass amphitheatre near the library. The movie will start at 8.30pm and snacks and drinks including tacos de Pancho will be available to purchase from 7pm onwards.

Block meetings/supper

Block meetings will be held in March.

All residents are expected to attend their block meetings. Supper will be provided after your meeting. If you are unable to make this meeting, it is essential that you contact the AS office or speak to an RSO.

Come along and have your say, ask questions, bring ideas for future activities etc.

See your notice boards for further details.

Welcome to Launceston event

On Friday 28 February from 3pm to 5pm in the Brisbane St Mall in the Launceston CBD there will be an official student welcome. There will be a free sausage sizzle and live entertainment including a special performance from Juliana de Sisto. Bring your student card to receive a free student welcome pack containing CBD discounts and special offers. This event is open to all students in years 11 and 12, TASTAFE, UTAS and AMC.

Free buses will leave the UTAS Newnham campus at 2.30pm and the Inveresk Campus at 2.40pm.

Students can register their attendance by emailing: hello@lovelaunceston.com.au to go into the draw to win a double pass to the Breath of Life Music Festival.

Relay for Life

The annual Relay for Life will be held in Launceston from noon Saturday 29 March until noon Sunday 30 March. In previous years Accommodation Services has had a fantastic involvement with this event and has raised much needed funds for the Cancer Council as well as having a great time. All interested people please contact RSO Nat either in person or email her on Natalie.Tuaakura@utas.edu.au

Resident garden

Students living on campus can utilise a vegie patch all year round. Your assistance with watering and weeding would be greatly appreciated. For more information or to get your patch, contact anyone of your RSOs or email Wendy.Lee@utas.edu.au

UTAS Film Society

Movies are screened in the Australian Maritime College (AMC) Auditorium every Tuesday night at 7pm. The membership fee is very reasonable. Please check the website for current details:
www.utasfilmsociety.com