



RESIDENT HANDBOOK

When you accepted your offer to IH, you agreed to our online terms and conditions. Make sure you understand these, they detail both your rights and responsibilities. You can view them on [our website](#) or in [the portal](#).

24 HOUR CONTACT LINE

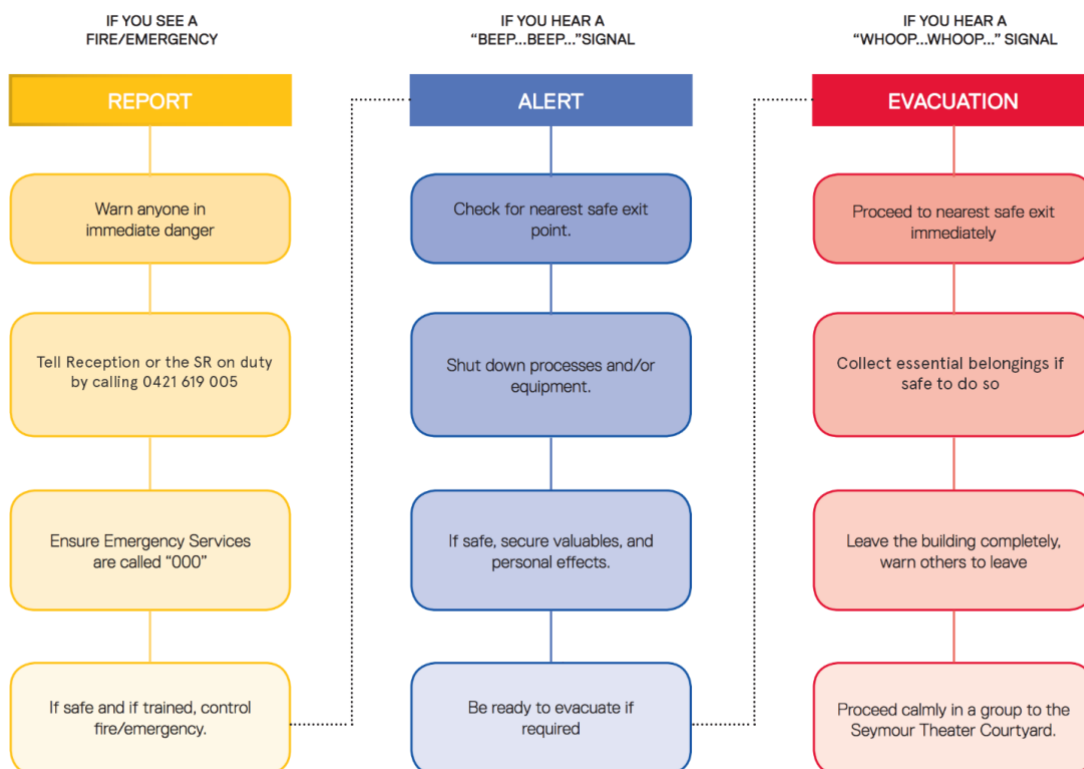
Call **0421 619 005** at any time for emergencies or lock-outs. You can also call this number at night about noise.

EVACUATION

There is a 'Rules for Emergency Evacuation' sheet located on the inside of your room door. Your emergency exit route is marked with arrows and your room is marked with a red dot.

FIRE SAFETY

Keep everyone safe by ensuring that all fire equipment is working. Your room has a smoke alarm, don't smoke, light candles, use incense or cook any food in your bedroom. Don't put posters up on your bedroom door, it's a fire-door. Any breach of the fire regulations, including setting off the smoke alarms could see you getting fined up to \$1500.00





MEALS

Dining room	Weekdays	Weekends	Public holidays
Breakfast	7.30-9.30am	Brunch	8.30am-10.30am
Lunch	12.30-1.30pm	Brunch	12.30-1.30pm
Dinner	5.30-7pm	5.30-6.30pm	5.30-6.30pm
Brunch	N/A	10.30am-1.30pm	

Eat your meals in the Dining Room and take your finished meals to the return area. You cannot take food out of the Dining Hall, unless pre-arrange pack lunch. Late dinners can be ordered in the morning. You can get meal-tickets for your guests from the Office for \$15

SAFETY

When you leave your room, close the door and take your keys with you. You can have guests at IH but you are responsible for their behaviour, so always stay with them. Don't let non-residents through the front door. Everyone should be met by a current resident. If you are worried about anyone in the House, call 0421 619 005. If you're locked out of your room between midnight and 8am, and it's not an emergency, you will be fined \$25.

BEHAVIOUR

Noise - Keeping noise to respectful limits is important in a residential community. Everyone has different ideas about what is too noisy, so make sure you talk to your neighbours and friends and contact your floor mentor if you need advice. Noise is kept to a minimum from 10pm to 8am and during exam weeks. Call 0421 619 005 between these times to report disturbances.

Alcohol – IH is home to drinkers and non-drinkers. We have alcohol-free events and events where alcohol is served. We abide by the NSW Licensing Laws and the [University's Alcohol Policy](#). Everyone takes part in our Responsible Drinking training in Welcome Week. Make sure you refrain from harmful drinking and look-out for your friends and neighbours. Remember you can call 0421 619 005 at any time if you are worried about someone's safety.

Smoking – IH is smoke free, if you are smoker, maybe you can use your residence here as an incentive to quit! If you do wish to smoke, there are designated smoking areas on campus. There is an after-dark smoking area in IH grounds. We can show you on arrival.

Respectful Relationships – The University's policies on [Bullying, Harassment and Discrimination](#) and [Sexual Assault and Sexual Harassment](#) apply to all residents and staff at IH. IH has local guidelines that are informed by these policies. You can access them through the IH Portal. All residents and staff at IH expect to be treated with respect, dignity, impartiality, courtesy and sensitivity. When it comes to resolving complaints or grievances, the guidelines apply. Calm and respectful informal resolutions should be attempted if there is no threat to safety and everyone feels comfortable, otherwise residents can make formal complaints to Student Affairs with the help of a peer-mentor or student liaison officer if needed.

Social Media – University policies apply online too.



EVENTS AND PARTIES

Events – all IH and IHMA events must be approved by the Deputy Director. Event proposals must be submitted via the [online form](#).

Parties – non-approved events are limited to 20.

Visitors – 1:5 ratio for all events and parties.

ROOMS

When you vacate your room, it should be left in the same condition that you found it in on arrival. Don't use nails or sticky stuff on the walls. No pets, dangerous items or substances in your room.

If something goes wrong in your room let us know. You can log a job through the IH Portal or tell the Office. If its an emergency, call **0421 619 005**. Please take your rubbish to the large bins at the back of the House.

Catered Rooms - Housekeeping will clean your room every two weeks. Check the notice board on your floor for the cleaning schedule. Make sure your room is safe for our housekeepers to enter. They will leave you clean sheets on your cleaning day.

Guests – it is \$50 a night to get a camp bed for your room and three meal-tickets for any over-night guests. Everyone is limited to three nights per month for over-night guests.

HELP

Sick or injured – let us know, we are here to help. We can bring you your meals and give you advice on medical services. If you are sick, try to stop the spread of your illness by limiting the exposure to other residents, use good coughing etiquette and getting meals delivered to your room.

Baggage Room – Put your suitcases and extra-stuff in the baggage room on Level 1. Three items can be stored per resident, all property is stored at the resident's own risk and must be collected prior to the resident's departure or will be handed to Campus Security and may be destroyed.

WANT TO STAY LONGER?

Reapplications – all residents need to reapply for the following year. Reapplications close 15 October. Reapplications are free and will ask you to describe how you have contributed to the community and what room you want.

Summer Term – your contract doesn't cover the Summer Recess of Uni, but you can stay at IH if you want. We will let you know through the newsletter how to book for summer each year.

FACILITIES

All facilities are used at your own risk. There is no eating in the Library or Computer Room.



Book – common spaces, study rooms, and the IH Log Cabin through the Office.

Park – your car or bicycle in the IH Carpark. Carparking costs for cars and motorcycles apply.

Laundry – it's open from 8am to 10pm. It's \$2 to wash and \$2 to dry. Coins can be got from the Office.

Wellbeing Studio – Open from 8am to 10pm, make sure you work within your limits and always use with a friend. Use of equipment is at your own risk, please read the disclaimer on the wall.

WiFi – WiFi is unlimited and accessible using your UniKey and Password. There are IT assistants who can help you when you arrive, or you can call the University's ICT helpline.

MAIL

The correct postal address for your mail is:

Name of resident
International House
96 City Road
Darlington NSW 2008
Australia

All mail is placed alphabetically by family name in the mailboxes on the 2nd floor opposite the lift. We will keep your parcels and secure-mail in the Office, we will email you when they arrive.

IH PEOPLE

Executive staff – this includes the Director, Deputy Director and everyone in the Office.

Housekeeping and Catering Staff – led by our Operations Manager, these staff are responsible for the provision of services across the House.

PEER MENTORS

Senior residents – residents like you, who have lived in the House before and received training in first-aid, facilities, University systems, mental-health and conflict resolution. They will be the ones who answer 0421 619 005 after-hours.

Community Relations Advisers – residents who are really interested in helping their peers through any tough issue they may be facing. They are trained in University services and processes, mental health and conflict resolution. They may not have the answer to your problem, but they can help you find the best solution for you.

Peer Tutors – residents who have a good understanding of your academic curriculum and who want to help you.

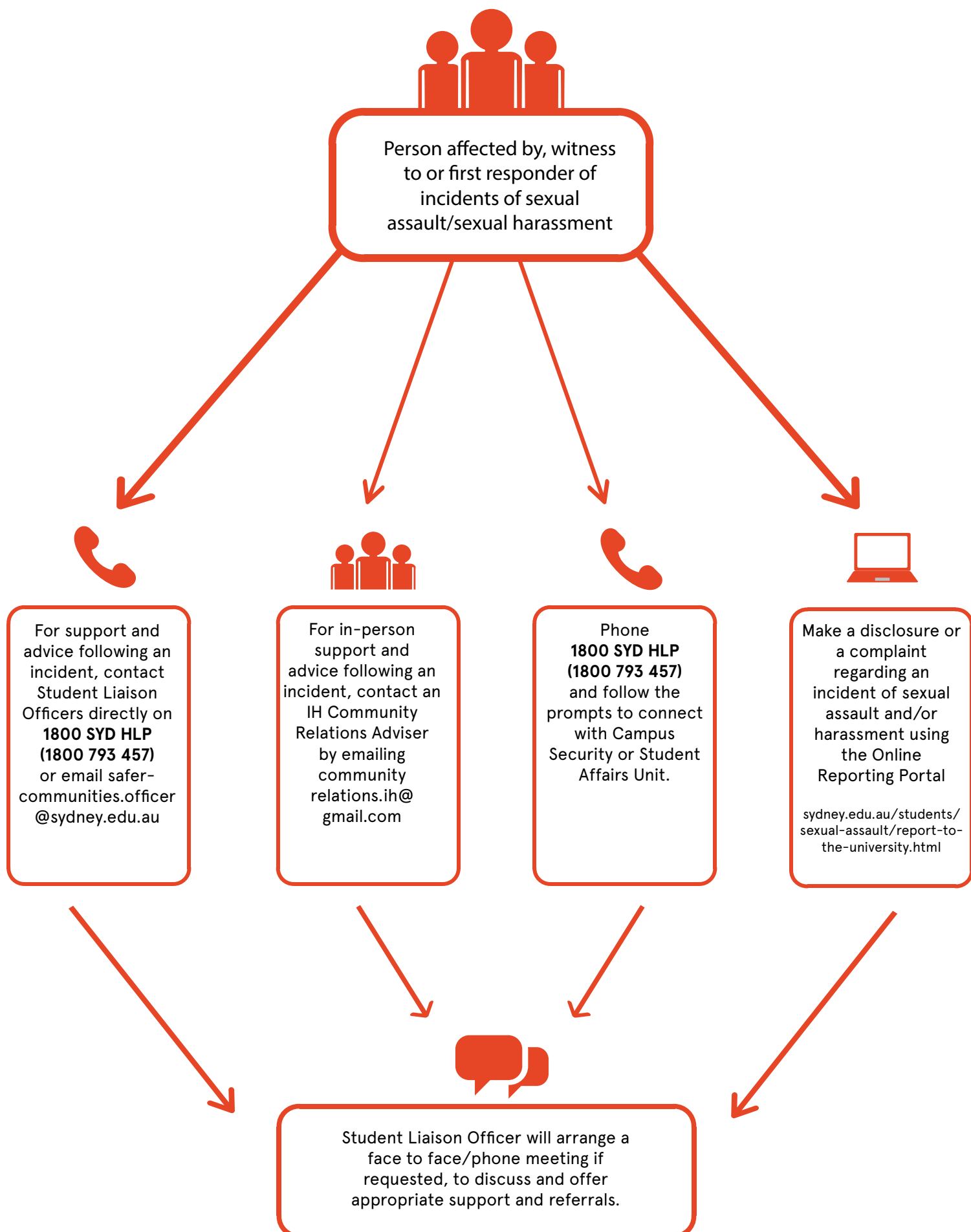
VOLUNTEERS

IHMA Executive – the three IH residents who sit on IH Council and help staff manage the house. They are also responsible for the running of IHMA. They are students like you, who have a keen interest in making a difference.

IHMA Committee – your elected resident committee responsible for the social fabric of the House.

Floor Mentors – excellent students who have lived on your floor before and are interested in welcoming new residents before you arrive and ensuring that your floor is the best it can be.

Reporting options for incidents of sexual assault and sexual harassment



HOW TO DEAL WITH BEHAVIOUR COMPLAINTS

- A GUIDE TO FINDING THE RIGHT CONTACT -

MY COMPLAINT IS ABOUT A...

