

Student Housing Handbook



Welcome from the Director, Student & Academic Services

Welcome to Bond University's Student Housing.

Our residential environment, which includes Buildings 11 and 12 (A and B Blocks), Residential Towers, and the Accommodation Centre, is essentially a small community within the larger University community.

The way in which we manage this community is to adhere to the basic principle that each resident is expected to behave in a way which is considerate of the privacy, feelings and property of other residents. By and large this works well. When it does not work, we apply the rules of conduct which are reproduced in our Residential Handbook. Please familiarise yourself with them.

Bond University was conceived from the outset as an international university which provided a unique opportunity for students from around the globe. Take advantage of this opportunity to establish new friendships. A university education is not limited solely to achieving high grades and graduating – at Bond there is a rich cultural experience to enjoy that will enhance your educational experience.

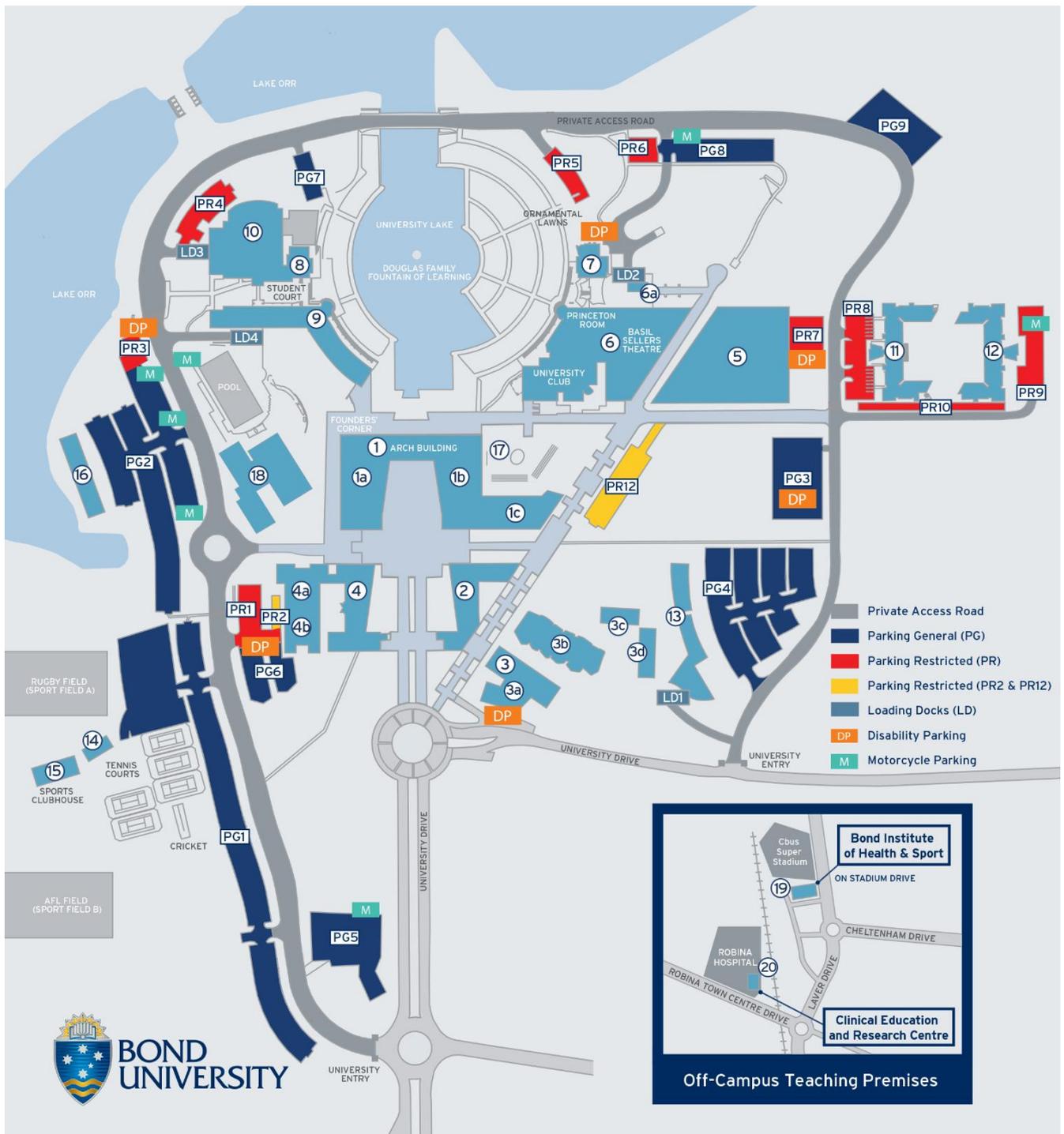
We have attempted to keep rules and procedures to a minimum and decisions will be made according to these rules so that everyone is treated equally. Note particularly that fees apply if you break your residential contract. These are seldom waived, and then in only the most extenuating circumstances.

Other rules governing conduct and discipline within University precincts are set out in the University Residential Handbook which is accessible via the Bond website. Be aware that residential staff are in Residence to help you. Please do not be hesitant about approaching them if you have a problem or need advice or information.

Enjoy your time with us. Graduation is just a few short semesters away.

Louise Batchelor
Director, Student & Academic Services

Campus Map



Accommodation Buildings:

Building 7, South Tower	7
Building 8, North Tower	8
Building 9, Accommodation Centre	9
Building 11, A Block	11
Building 12, B Block	12

Food and Student Services:

Lakeside	6 (Ground floor)
Papyrus Cafe	1b (Arch building)
Bond Express	6 (Ground floor)
Don's Tavern	10 (Ground floor)
Security	10 (Student Court)
Student Housing	10 (Student Court)
Medical Centre	9 (Student Court)

Key Contacts

Contact	Number
Security Open 24 hours a day, 7 days a week	07 559 51234
Emergencies (Ambulance, Fire Brigade, Police)	000
Student Housing Office (between 8.30am - 5pm, Monday to Friday)	07 559 55000
Building 7 – South Tower Duty Phone (between 5pm - 11pm)	0410 096 841
Building 8 – North Tower Duty Phone (between 5pm - 11pm)	0410 095 813
Building 9 – Accommodation Centre Duty Phone (between 5pm - 11pm)	0410 097 641
Building 11 – A Block Duty Phone (between 5pm - 11pm)	0410 098 257
Building 12 – B Block Duty Phone (between 5pm - 11pm)	0410 048 849
Main Switchboard	07 559 51111
IT Helpdesk / Service desk	07 559 54444
Medical Centre	07 559 54043
Sports Centre (Gym)	07 559 54100

Emergency Contacts

Emergencies: Call campus security (07 559 51234) or 000 in an emergency.

Medical: The Medical Clinic is a facility available to all enrolled students. Call 559 54043 to make an appointment.

Student Housing Rules

The following rules are an extension and elaboration of those specified in the University Disciplinary Regulations. Breaches of these rules may result in penalties.

Alcohol

The consumption of alcohol in residences must always comply with the Queensland state liquor licensing laws.

Specific floors or areas within Student Housing are designated as Alcohol Free / Dry Corridors. No alcohol is permitted to be stored or consumed in these spaces.

Animals / Pets

No pets of any nature may be kept within Student Housing. If a pet is found to be in residence, it will need to be removed immediately and the resident will be charged cleaning costs for treating the residence.

Appliances

No portable electric heaters or other appliances with a heating element are permitted; this includes electric blankets and all forms of cooking appliances.

Balconies

For safety reasons, residents are not allowed to climb or sit on balcony railings. Towels, hammocks and personal laundry are not permitted on balconies.

Behaviour

Every resident has the right to a safe, private, secure and comfortable living environment. It is expected that residents will display considerate and respectful behaviour to others always. Residents are not to engage in any dangerous or antisocial behaviour.

Bicycles

All bicycles are to be kept in the provided bike racks. Bikes are not to be kept in rooms, stairwells, walkways, laundry rooms or common rooms unless otherwise agreed.

Bottles / Glass

Glass containers of alcohol less than 500mL are not permitted in residential buildings. Wine and spirits bottles are acceptable.

Care should be taken to ensure that residents and staff are not injured by broken glass. Do not throw broken glass directly into bins. Wrap pieces of glass in several layers of newspapers or paper and place in a separate container / bag which can then be put into a bin.

Candles / Incense and Sparklers

Naked flames of any kind including candles, incense, oil burners or sparklers are not permitted in any area of residences.

Cleaning

Residents are responsible for maintaining a standard of cleanliness in their rooms and common rooms. Residents may be charged for extra cleaning.

Residents may decline to have their room cleaned two weeks in a row but will be fined if cleaning is refused three weeks in a row.

Cleanliness of Common Areas and Balconies

Each of the residences has common areas which are accessible for all residents. When residents fail to maintain the required standard of cleanliness in these areas, a penalty may be imposed on students with access to these areas for extra cleaning.

Cooking

Cooking is not permitted in any of the Student Housing residential rooms. Cooking appliances will be confiscated.

Damage and Vandalism

The resident is responsible for damage and is liable for the cost of repairs. Residents are also liable for damage caused by any visitor. Bond University will determine the cost of repairs and undertake the work required.

Where damage to common areas (including common rooms, bathroom, hallways, walls, windows, etc.) cannot be attributed to an individual, all occupants of that floor / corridor may be charged a portion that is considered fair and reasonable according to the Director of Commercial Services. Any costs for repair work will be directly debited to the resident's student account.

Decoration of Room

Room decorations are to be safe and not leave permanent damage to the room. Any decorative lighting is to be battery powered only.

Decoration of Common Rooms and Balconies

Permission must be sought from Student Housing or your Senior

Resident before decorating shared areas.

Drugs

The use, possession or dealing of illicit or non-prescribed drugs is strictly prohibited. The matter may also be referred to the police.

Fire and Evacuation

Residents can find the Emergency Evacuation Plan on the back of their room and common room door and are to familiarise themselves with Fire and Evacuation procedure and must follow the instructions of Security and Residential staff during evacuations.

Fire Safety

Any resident found to have tampered with fire safety equipment will be subject to disciplinary action and will be liable for the cost of repair / replacement of equipment and the attendance of the Queensland Fire Authority.

The resident responsible for any fire alarm call-out shall be liable for the cost, and in cases where no individual is identified, the Director of Commercial Services reserves the right to divide the cost between all occupants of the area concerned. It is the responsibility of each resident to ensure they do not contribute to false fire alarms through negligent behaviour.

Knives

Kitchen knives are not to be kept in shared areas.

Noise

Residents must maintain an environment conducive to study, sleep and quiet relaxation. Residents are not to produce disruptive noise, for example:

- Loud or sustained music;
- Yelling; or
- Noise after 11pm (9pm during study and exam weeks).

Residents must follow the instructions of their Senior Resident Fellow or security regarding volume.

Parties

Permission must be sought from your Senior Resident Fellow for gatherings of greater than twice the number of students in a corridor or floor.

Prohibited Items

Residents must not bring, keep or operate any of the following items in residences:

- Bottled gas
- Electric blankets
- Firearms
- Fireworks
- Flammable or combustible materials (for example: heaters, incense, candles, etc.)
- Hazardous materials
- Illegal drugs and paraphernalia
- Stolen items
- Weapons

This list is not exhaustive. Other items may be considered safety hazards and subject to prohibition at the discretion of Student Housing.

Room Renewal Eligibility

All current residents are to abide by the University's disciplinary regulations. Any student who has been issued a warning from senior staff for violating the disciplinary

regulations will have their renewal application for the upcoming semester placed under review. Student applications that are under review will be reassessed by the Senior Resident Fellows who will consider the suitability of the student to remain in Student Housing.

Sexual Violence and Misconduct

Bond University has a zero-tolerance approach to sexual assault, harassment and violence.

Bond has specialist staff trained in responding to serious incidents and providing the appropriate support and privacy to victims of harassment and cooperates with Queensland Police by assisting with enquiries and investigations.

<https://bond.edu.au/current-students/services-support/university-safety-and-security/response-sexual-misconduct>

You are encouraged to report any incidents of sexual violence and harassment.

Smoking

Bond University is moving towards being a Smoke-free Campus. Smoking is ONLY Permitted in the designated areas. Please access link for details:

<https://bond.edu.au/current-students/university-life/smoke-free-campus>

Visitors and Guests

All visitors are required to leave the premises by 11pm and may not stay in the resident's room or common areas overnight. You will be held responsible for any breach of the rules by your guests.

General Information

Cleaning Schedule

BLD 11	Monday
BLD 9	Tuesday
BLD 8	Wednesday
BLD 7	Thursday
BLD 12	Friday

Cleaning

Cleaning of your room is conducted weekly for your convenience and to maintain Student Housing property. Ensure you wash your own crockery and cutlery. The cleaners are not responsible for the cleaning of your personal items.

When cleaners arrive at your door, they are there to commence cleaning your room. The cleaners maintain a cleaning schedule and will not back track to suit your time frame.

Dispose of your rubbish in the wheelie bins which are placed near the common rooms for your convenience. These bins are emptied daily, so please make use of them. Rubbish left in your room attracts vermin.

If personal items are left on the bed, the cleaners will not handle these items. Any furniture or items against the beds will not be moved. Clean sheets will be left for students.

Dining

Your dining plan can be used at all Bond University eateries. Funds not utilised will be forfeited at the end of each semester. Funds do not roll over.

Disability

The Bond University Disability Service provides support to students with disabilities, regardless of the severity

and whether it is temporary or permanent.

Any resident who has a disability or chronic medical condition should disclose this information in the application process. Such information will be treated in the strictest confidence. Student Housing may provide whatever support is reasonably available within its resources to assist students.

Fridges

Individual fridges must be maintained in a clean and hygienic state. At the end of each semester, please dispose of any food items.

Gym

All students can access our fully appointed Sports Centre located in Building 18 – operating hours are on the Bond website.

Insurance

Residents are urged to take out appropriate insurance policies. Bond University is not responsible for resident's belongings.

Internet Access – Connect to Student Wi-Fi

1. Select 'BondStudents' from available networks
2. Enter your Student IT account login details
3. Username: Student ID
4. Password: Student IT account password
5. If prompted, Accept / Trust not verified certificate

Additional settings for Android:
EAP method: PEAP
Phase 2 Authentication: MSCHAPV2

Setup Student Email on a Mobile

1. In Settings, 'Add Account'

2. Select 'Exchange Account' or 'Microsoft Exchange Active Sync'
3. Username is your full email address: (note: also use this as domain\username if required)
4. Password: Student IT account password
5. Server: outlook.office365.com
6. If prompted with a remote security warning, select 'OK'

Keys

Ensure you keep your keys safe. Loss of residential keys incurs a \$150 lock change.

Laundry Facilities

Each of the residential buildings has their own laundry facilities equipped with washing machines, dryers and sinks. You will need to provide your own detergent. In consideration for others, please remove your clothes from the washing machines and dryers as soon as possible. You should also be aware that theft of clothes may occur from time to time and take steps to minimise the potential of this occurring. Student Housing is not responsible for lost or stolen items.

Lock Outs

Please call your Resident Duty Phone or Security 559 51234 for accidental lock outs. Continual calls for this service may incur a fee.

Mail

Incoming mail for residential students should be addressed as:

Your Name, Student Housing
14 University Drive
Robina
QLD 4226

Collection times are Monday to Friday, 11am - 5pm.

Outgoing mail services are provided at:

Australia Post Office
Market Square
201 Varsity Parade
Varsity Lakes

Maintenance

Please report any maintenance issues to Student Housing during business hours.

Call: 559 55000

Email: student_housing@bond.edu.au
Include your name, your room number and a detailed explanation.

Contact your Senior Resident Fellow in your building or Security outside of business hours.

Parking

Please obtain a Bond University parking permit from Security to enable you to park on the campus.

Room Renewal

Week 8 is the time to renew your current room. This can be done via the [Student Housing Portal](#). The portal will be open from 12 noon on the Monday and close 11.30pm on the Sunday.

Room Move

Week 9 is the time to request a new room. This can be done via the [Student Housing Portal](#). The portal will be open from 12 noon on the Monday and close 11.30pm on the Sunday.

Tutoring – Free for Residents

Students living on campus can access free tutoring for a wide range of subjects during the semester. Bond has hired students who have done extremely well in the major degrees and particularly in compulsory introduction subjects to provide help on content after lectures, when revising, and before exams. They can also read through any assignments for organisation, structure, grammar and referencing issues. You'll receive emails about this useful service but you can also easily book an appointment at bond.edu.au/tutor. They live on campus too, so are available at nights and on weekends.

Shopping

Bond Express is a convenience store on campus where you can purchase goods with your dining plan. Robina Town Centre is the closest major shopping centre with easy transport access. Standard business hours for shops are usually 9am - 5.30pm on weekdays. Some stores are nearby that are open later, for example, IGA in Market Square.

Support

Each building has a Senior Resident Fellow and Student Residents Fellows who will be able to assist with your residential living.

If you have any concerns, please feel free to contact them via email or via the duty phone.

Sustainability

Residents are strongly encouraged not to leave lights, air conditioners or other electrical appliances on in rooms whilst they are unattended. Everyone is encouraged to conserve water wherever possible (e.g. turn off taps

properly, limit showers and report leaking taps or toilets to Student Housing). There are recycling facilities and residents are encouraged to sort their rubbish to ensure that as much waste as possible is recycled.

Telephone

A telephone is provided in each room. If you wish to use this service, contact Student Housing to obtain your PIN number.

Transport

A local bus stop is located on University Drive.

Vacation Accommodation

Students are permitted to stay during semester breaks at their normal weekly room rate with prior arrangements, except for the December / January break. Building 9 hosts conferences over most semester breaks which affects students that reside in this building. Any student that resides and wishes to continue in Building 9 for the new semester will be required to pack all their belongings into supplied boxes for collection prior to departure. Their belongings will be stored and returned to their room prior to their arrival back on campus for the new semester.

Student Housing

Bond University

Gold Coast, Queensland 4229
Australia

Phone: 07 5595 5000

Email: student_residences@bond.edu.au

bond.edu.au/accommodation



CRICOS Provider Code 00017B

The information published in this document is correct at the time of printing (February 2018). However, all programs are subject to review by the Academic Senate of the University and the University reserves the right to change its program offerings and subjects without notice. The information published in this document is intended as a guide and persons considering an offer of enrolment should contact the relevant Faculty or Institute to see if any changes have been made before deciding to accept their offer.