

# Guest Information

## Welcome to Erica Underwood House

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Erica Underwood House management extends a warm welcome to all our summer vacation guests.

During the academic year the complex is home to 324 students from all parts of the globe. I'm sure that you will agree that the standard of housing and facilities are excellent. For your convenience we offer some additional information about the residence which will be helpful during your stay with us.

We trust that you will enjoy your stay at Erica Underwood House.

Les Bloxham  
Manager Erica Underwood House.



### HOUSING ASSISTANTS

Housing Assistants are paid university casual staff. Housing Assistants work on a roster basis. The Duty Assistant is a guest's first point of contact outside of office hours. Please only contact the HA in the case of an emergency.

Housing Assistants can be contacted on the duty phone **ext 1316** or on the **HA mobile 0401103127**

### FLAT AND PERSONAL SECURITY

Personal security is the responsibility of all guests. Please ensure that all apartment doors and windows are locked at all times. Remember that you are in a communal environment. Do not leave valuables within reach of windows. Store them in a safe place. When walking to and from the university after dark, walk with friends. Do not leave curtains open at night when lights are on or when dressing as people walking may be able to see into the room.

You can contact Curtin Security from your unit phone.

In emergencies lift the handset press 5 and then #

Security mobile number 0410664146

### ROOM LOCK OUTS AND LOST KEYS

If you find yourself locked out and if it is within staff duty hours a spare key can be issued or a replacement key if you lose your keys. There is a charge for lost keys. See the office to obtain a spare key

Curtin security also hold a set of master keys and they can be contacted 24 hours a day seven days a week if it is outside of normal staff operating hours.

### SHOPPING

Karawara shopping center is located within a few minutes walk from EUH. You can find there: Supermarket, cafes; fast foods, bakery, post office, optometrists and much more. Just turn right as you leave the main entrance to EUH.

### **ALCOHOL CONSUMPTION**

The consumption of alcohol is permitted if over 18 years of age, but must be kept to a sensible level so as not to cause stress or inconvenience to other people.

### **PARKING**

If you have a car, parking is available free of charge. Always lock your car and do not leave valuables inside. Guests or other visitors who park in the reserved bays may incur a fine. Driving on the grassed areas or parking beside units is not permitted. See the office to obtain the cable gate remote. Charges will apply if gate remote is lost.

### **CLEANING & HYGEINE**

The accommodation has been prepared and presented in a clean and tidy manner. We appreciate your cooperation and anticipate that you will leave your apartment in the same condition in which you found it. If kitchen utensils have been provided for your convenience, ensure they are kept in a clean condition. Soon after use, food preparation areas and stoves must be cleaned and crockery, cutlery and utensils put away. Dirty dishes must not be left to accumulate on the sink or bench tops. For health reasons, food should not be left in saucepans on the stove or benches. Food scraps should be removed to the bin. The dining/lounge area is to be left clean and tidy at all times. The kitchen floor should be thoroughly washed and the unit vacuumed before your departure. Vacuum cleaners and cleaning equipment are supplied for your use. Large rubbish bins are located in the flat stairwells

### **UTILITIES-WATER-GAS-ELECTRICITY**

Please be economical in your usage of utilities. Turn off lights, fans and heaters when not in use.

### **FLAT EQUIPMENT**

Microwaves, DVD player and televisions have been provided for your comfort and convenience. All units were tested to ensure that they were in good working order when installed. If however the equipment becomes faulty in any way during your stay please immediately inform the office staff.

### **FIRE SAFETY**

Instructions to be followed in case of fire are located on the notice board and also on the back of your bedroom door. It is important that you familiarise yourself with the information. Should the alarm sound and evacuation commence, please do so in an orderly manner. Congregate at the designated muster points until the all-clear instruction is given.

### **SMOKING- CANDLES AND INCENCE**

Smoking, the burning of incense or candles is prohibited inside the building. Please smoke outside and dispose of cigarette butts appropriately in an ashtray.

### **LAUNDRY**

Two coin operated laundries are located on site. Laundry can be opened with your flat key. Costs are AUD \$3.00 per wash Please do not use any other coins as they jam the slides and cause the machines to malfunction. Report any out of order equipment to the office. Place rubbish in the bins provided. To guard against theft do not leave clothes on the lines after dark. Clothes should be pegged to the clothesline. Hand washing sinks are also available in laundry detergent etc will need to be purchased from shops. Change /coins for the machines can be obtained from the office.

### **MAINTENANCE**

The residence is maintained to an excellent standard. If however you do find any faults please report them to the office. Office contact no ext 1320

### **NOISE**

Noise control is essential in a communal environment. Guests should remember that we all have different levels of concentration. Please practice consideration for others when listening to music or watching television or gathering socially.

### **OFFICE HOURS**

Please see office for operation hours over the summer break . The office phone number is **92661320** the Erica Underwood House office and the majority of services on the main campus will be closed from Friday December 17th 2010 until Monday 5th January 2011

### **RECREATION ROOM**

Recreation facilities at Erica Underwood House include Foxtel TV, table tennis, pool table, TV lounge and gas barbeques. You may access the recreation room by using your "core" key tag. The rec room will only be open during office hours.

### **FLAT TELEPHONE**

A telephone is provided in the living area of each apartment for incoming and outgoing calls. Outgoing calls are made using a pre paid calling card. Telephone cards may be purchased from the nearby Coles shopping complex. Reverse charge calls are not to be accepted.

### **BBQ'S**

EUH has BBQ facilities for guests use. Please see office for more information on use of the BBQ's area.

### **EUH STAFF**

Erica Underwood House staff are happy to assist make your stay as smooth as possible. Do not hesitate to contact our office staff if you still have questions or are in need of assistance