

HOUSE RULES
for
Torrens Valley International Residence
(TVIR)
41-69 Smart Road, Modbury, SA 5092

1.0 GENERAL

1.1 LOCATION

Torrens Valley International Residence (TVIR)
41-69 Smart Road, Modbury SA 5092
Telephone: (08) 8161 2724
Facsimile: (08) 8161 2805
Email: tvir@tvir.biz
www.tvir.biz

RECEPTION HOURS: 7.45am-8.00pm – Monday to Friday.
CLOSED: Saturday, Sunday and Public Holidays.

1.2 ROOMING HOUSE PROPRIETOR

The TVIR is owned and operated by Northern Adelaide Local Health Network (NALHN), (Rooming House Proprietor), as part of the Modbury Hospital.

The Manager of the TVIR appointed from time to time by Northern Adelaide Local Health Network is authorised to deal with the day to day operations of the facility and to deal with Tenancy matters, including the execution of Rooming House Agreements on behalf of the Rooming House Proprietor.

2.0 BEHAVIOUR AND SAFETY

Residents are required to behave in an appropriate manner at all times and to show consideration to staff and other residents.

Please note that if a resident cause's serious damage, creates a danger to other residents, acts inappropriately towards other residents or disturbs the peace and quiet enjoyment of another resident, then their Rooming House Agreement may be terminated and they can be asked to leave the property.

2.1 ILLEGAL OR IMMORAL PURPOSE

The resident must not use the premises for illegal or immoral purposes.

2.2 QUIET ENJOYMENT

“PARTIES” ARE NOT PERMITTED IN THE RESIDENCE.

Residents are encouraged to socialise and enjoy the use of common areas in a responsible manner, having regard at all times to the reasonable peace, comfort and safety of all other residents. Residents shall ensure that their guests brought into the TVIR behave in an appropriate manner at all times. Please keep any noise to a minimum after 10 pm of an evening.

2.3 EQUAL OPPORTUNITY

The TVIR is covered by the Equal Opportunity policies adopted by NALHN. These policies are designed to promote an environment which is free from harassment and discrimination.

SEXUAL HARASSMENT AND RACIAL DISCRIMINATION WILL NOT BE TOLERATED WITHIN THE RESIDENCE.

Any complaints of this nature should be reported to:

- a) Manager, Torrens Valley International Residence;
 - b) Student Amenities Officer; or
 - c) Equal Opportunity Unit at College or University where you study.
- Such complaints will be thoroughly investigated and appropriate action taken.

Further information in relation to the Equal Opportunity Commission of South Australia can be found at the following website www.eoc.sa.gov.au

2.4 FIRE

The building is equipped with centralised fire detection systems including smoke and thermal detector and fire fighting equipment including extinguishers, hose reels and sprinkler system.

Residents shall not misuse or purposely cause fire equipment to be activated. This creates a danger to other residents and/or disturbs their peace and enjoyment.

Your Rooming House Agreement may be terminated immediately if you misuse fire equipment.

Any resident who misuses the fire equipment, or causes false alarm activation **shall be responsible for any cost of attendance, rectification and/or servicing of equipment, and any making good of**

the property required as a result of such misuse. Please note that there are significant fees if the Metropolitan Fire Service attends the site. Compromising the fire protection of the building by overloading of power circuits, tampering with smoke detectors, fire sprinklers, break boxes or fire extinguishers will not be tolerated. Lighted candles or any item with an open flame, burning of incense, sparklers, any steam related items and aerosol products may cause an alarm to activate.

Residents should familiarise themselves with the locations of fire exits and fire fighting equipment and with the alarms and testing procedures for this equipment.

In the case of a fire emergency, Residents should: -

- **Dial Operator on 33#** immediately if a fire breaks out and state **“CODE RED FLOOR TORRENS VALLEY INTERNATIONAL RESIDENCE.”**
- **CODE RED** is the code name used over the Hospital Public Address System to indicate **FIRE**.
- **ON HEARING FIRE ALARM, ALL RESIDENTS MUST EVACUATE THE BUILDING IMMEDIATELY USING THE NEAREST EXIT**
 - **DO NOT USE LIFTS IN EVENT OF FIRE.**

The basement fire escape door must **only** be used in the event of a fire.

EVACUATION POINT:

Main hospital car park corner Reservoir & Smart Road

2.5 FIRE LECTURES

Compulsory Fire lectures are held twice a year and all residents of TVIR are expected to attend one lecture per year. Warnings will apply for non-attendance.

2.6 ILLICT DRUG USE

NALHN and TVIR have adopted a **zero-tolerance policy** regarding illicit drug use, supply or cultivation within Torrens Valley International Residence and the Modbury Hospital site.

Residents will face immediate eviction from the building if found to be participating in such activities, which are considered to create a danger to property and other residents. Management will not hesitate to involve the police should circumstances warrant such action.

2.7 ALCOHOL

Whilst the consumption of alcohol is permitted in the Building, residents are expected to act responsibly and to not overindulge.

Aggressive or unruly behaviour whilst under the influence of alcohol is not acceptable.

Consumption of alcohol is not permitted outside of the building within the grounds of the Modbury Hospital. Fines will be applicable.

2.8 SMOKING

Smoking is PROHIBITED everywhere in and about the TVIR building including all balcony areas. TVIR has adopted a **zero-tolerance policy** to smoking within the building.

Smoking is not permitted anywhere within the Modbury Hospital Site, Grounds or buildings and a **\$200 fine** applies if caught by Hospital security.

Smoking is deemed to create a danger for other residents and constitutes a serious fire safety & health hazard.

Residents are responsible for ensuring that their visitors comply with this policy.

Residents Rooming House Agreements will be terminated if found to be in breach of TVIR's House Rules.

2.9 CANDLES AND INCENSE

Burning of incense and candles is not permitted in Torrens Valley International Residence. (See section 2.4)

2.10 ELECTRICAL SAFETY

Turn off all electrical items when not in use and unplug them from the wall.

All electrical items that are used **outside of the Resident's room** must be checked for safety and compliance and tagged before being used within TVIR. This can be arranged through TVIR Reception.

Cooking Appliances must only be used in the communal kitchen areas.

Irons are to be used only in the Laundry area.

Residents must not use double adaptors, electric blankets, extension cords, radiators, bar or fan heaters within the TVIR building.

Power boards with a cut out switch are allowed.

**The following items are not permitted to be used in your room:
Kettles, toasters, coffee makers, electric hotplates or grills
microwaves, rice cookers, toaster ovens, sandwich maker's &
irons.**

2.11 CHEMICALS WITHIN TVIR

Torrens Valley International Residence has strict guidelines for the use of chemicals used within this facility. All chemicals used by staff are required to have a Safety Data Sheet and they must be used in conjunction with the instructions for use.

Café S.A 12 which is supplied for residents to use in the kitchen areas has a Safety Data Sheet on display and must be used as per the instructions.

Chemical related products brought into Torrens Valley International Residence for personal use by residents must be kept in their room and must be used according to the directions on the packaging. Items that fall into this category would be hygiene products and products which are used in the kitchen or laundry areas.

2.12 LIFTS

Residents must operate the passenger lifts with due care and not interfere with, prop open, or unduly delay the operation of the lift doors, as this may cause the lifts to malfunction. Residents causing malfunction and/or damage to the lifts will be charged for repair costs. Residents should note that lift mechanics will not generally be called to attend lift breakdowns outside of normal business hours excepting in the case of an emergency event. (E.g. Passenger trapped in lift.)

2.13 SECURITY AND ACCESS CONTROL PROVISIONS

Residents are required to observe and comply with the Security and Access Control System procedures and provisions set down from time to time by the Proprietor for the control of access and general security of the TVIR facility and residents. Further details are set out in Section 5 below.

3.0 TENANCY MATTERS

3.1 ACCOMMODATION

The TVIR provides predominantly fully equipped single rooms for single occupancy. Each room has a single bed, linen provided, fridge, built-in wardrobe, bedside table, desk, chair and telephone access. Rooms are carpeted. All rooms have heating in the winter months and upgraded rooms have a TV and have cooling in the summer months.

Shared showers, bathroom, toilet and laundry facilities are provided on each floor. A shared lounge/television room and kitchen/s are also provided on each floor.

3.2 LEASE INQUIRIES

All lease inquiries should be directed to the TVIR reception on the ground floor of the building during the opening hours as signed.

3.3 AFTER HOURS CONTACT

An after-hours supervisor resides in Flat 1 on the ground floor of the TVIR, and is generally available to deal with urgent matters outside of office reception hours. If the After Hours Supervisor is not home please leave a message on the message board outside of the door, leave your name and room number so he can contact you.

In case of matters which require immediate attention,

- **Urgent** Building maintenance issues can be reported to the Modbury Hospital Reception by dialling 9# on the TVIR telephones, state the nature of the emergency i.e. no power, no water
- **Matters of personal or property security** should be reported to the Police by phoning 13 1444.
- **Fire** should be reported to the operator by dialling 33#
- **Emergencies – Ambulance, Fire & Police dial 000 state nature of emergency**

3.4 RESIDENTIAL TENANCIES ACT 1995

All Rooming House Agreements within the TVIR will operate under the Residential Tenancies Act 1995.

3.5 RESIDENT SELECTION

The Torrens Valley International Residence is being operated with the purpose of providing residential accommodation to International, Interstate, SA Country and local students attending a recognized Education Facility within the Adelaide Metropolitan Area, staff of SA

Health, patients and patient relatives from various Adelaide hospitals and also for people who are employed on a full-time basis.

Students will be required to hold current student identification and/or have a letter of enrolment or recommendation from their Education facility. Full time employed residents also need to supply proof of employment.

The TVIR Manager has the final decision as regards to selection and deemed eligibility of applicants and special circumstances may apply.

3.6 RESIDENT APPLICATION

Residents seeking accommodation in TVIR will complete an Application Form available from the ground floor reception (or via website or email request) and submit this to the TVIR Office Manager for consideration. All applications are required to have identification regarding study or employment attached.

The TVIR Manager has the right to accept or reject any application.

The TVIR Manager may accept applications for tenancies on a periodic basis (no fixed term) or for a fixed term at their discretion.

3.7 ROOMING HOUSE AGREEMENTS

Approved Residents will be required to: -

- Enter into a written Rooming House Agreement.
- Make payment of at least one week's rent in advance on arrival.
- Complete a room inspection sheet.
- Acknowledge receipt of these House Rules which will apply to the tenancy.
- Comply with the Rooming House Agreement and House Rules.

3.8 TVIR RENTAL PAYMENTS

TVIR invoices Long Term resident's fortnightly (every 2 weeks) in advance therefore residents will receive an invoice (account) under their door when rent is due. Rent payments are due and payable within the first few days of receiving the account.

Short Term residents pay for the full length of their stay therefore choose the length of your stay wisely as refunds will not apply if you leave before your end date.

RENT BREACHES WILL APPLY TO OVERDUE ACCOUNTS

Invoices or your TVIR ID card must be presented at the time of payment. Cash or EFTPOS is an acceptable form of payment. TVIR will accept payment over the phone via credit card.

3.9 PROPERTY OUTGOINGS

No additional charge will be made to Residents for rates and charges for water supply, electricity, gas, and telephones for incoming calls.

3.10 ROOM MOVES

Room moves will generally be considered only for residents who have been in occupation of a room in TVIR for more than 3 months under a Periodic Rooming House Agreement at the time of the request.

Fees do apply.

3.11 VACATING YOUR ROOM

Residents will provide notice of termination of their Rooming House Agreement as required by the Residential Tenancies Act 1995 to TVIR Reception. **Please ensure your account is settled at this time.**

Check out time is generally at 11am on a business day unless otherwise arranged with Reception staff.

Please ensure that the room is clean and tidy and that all items included on the inspection sheet are clean, undamaged and accounted for and the room and security key must be returned. All linen must remain in your room.

Car park permits must also be returned to TVIR Reception or the Car Parking Officer located in the Modbury Hospital.

Rooms may be inspected prior to or on the day of vacating TVIR please ensure your room is in an acceptable condition.

Residents will be charged for replacement costs of items unaccounted for, extra cleaning, damages caused to the room (other than fair wear and tear) and for damaged or lost keys.

Please make sure lights and fan are turned off and door is locked.

3.12 ABANDONED POSSESSIONS

Possessions abandoned by a resident at the expiry of tenancy will be disposed of or sold in accordance with the provisions of the Residential Tenancies Act 1995 which provide that perishable foods can be disposed of immediately and that other items will be stored for a period of 14 days, after which they may be disposed of or sold.

3.13 RENTAL REVIEWS

Rental reviews will generally be undertaken annually around 30th November in each year or as otherwise provided within individual Rooming House Agreements.

4 weeks' prior notice in writing will be given to the Resident on each occasion in accordance with the requirements of the Residential Tenancies Act 1995.

Increases will have regard to the general market rental value of the accommodation services provided, the cost increases of operating the TVIR and having regard to any increase in the Consumer Price Index (All Groups) for Adelaide.

3.14 TERMINATION OF AGREEMENT

The Agreement may be terminated by TVIR in accordance with the provisions of the Residential Tenancies Act 1995, as follows:

- **Immediately** if the Resident causes serious damage to the rooming house, creates a danger to a person or property in the rooming house, or seriously interrupts the privacy, peace comfort or quiet enjoyment of another resident.
- **On 2 days** notice if the rent remains outstanding for at least two rental periods or two weeks rent (whichever is the lesser).
- **On 7 days** notice if the Resident breaches a term of the Rooming House Agreement.
- **On 4 weeks** notice under a periodic rooming house agreement without specifying a ground for termination.
- **Upon expiry** of a fixed term Rooming House Agreement

Residents may terminate a periodic tenancy upon 1 full working days notice without specifying a ground for termination, however 1 week's notice would be preferred so accounts can be settled.

Residents may terminate a fixed term agreement at the **expiry** of the fixed term. Management has the right **not to renew** a Fixed Term Agreement at the expiry of the fix term.

Residents shall not permit or allow evicted residents to enter or re-enter the building.

3.15 PROBLEMS ARISING/GRIEVANCES

When residents have, a problem concerning their accommodation at Torrens Valley International Residence, they are encouraged to discuss the matter with TVIR Office Manager.

The timely management of conflict is important. Should any Resident have a grievance they should put this formally in writing to the Office Manager, TVIR. (Forms are in your Information folder or available at Reception).

Rooming House Agreements and Lease disputes which can not be resolved with discussions as indicated above, may be referred to the Residential Tenancies Tribunal pursuant to the Residential Tenancies Act 1995. Please refer to your “Quick Guide for Rooming House Residents” for further information.

3.16 SUGGESTIONS

Resident’s suggestions, comments and feed-back are welcomed. Please provide these to the Staff at Reception.

4.0 HOUSEKEEPING MATTERS

4.1 OUT-OF-HOURS SUPERVISOR

An Out-of-Hours Supervisor resides in Flat 1 on the ground floor of the TVIR and is generally available to Residents to assist with any urgent matters. The After Hours Supervisor may be contacted at the Flat or by leaving a message on the message board outside of the Flat, please include your name and phone number, and your on-site location.

Examples of Incidents to report to Out-of-Hours Supervisor:

- a) ***Major Maintenance Breakdowns***
e.g. Air conditioning (levels 7, 6, 4 only), no heating, no water, no electricity, automatic doors or lift break down.
- b) ***Behavioural Disturbances***
- c) ***Locked out of Room due to lost keys***

Minor jobs i.e. Light globes, fluorescent lights, etc. are to be reported to Reception during office hours.

Be prepared to give your name and room number to the Supervisor at the time of any reports. Residents **must** comply with any reasonable request from the Out-of-Hours Supervisor.

NB. The Out-of-Hours Supervisor has the delegated authority to act in the interests of NALHN (TVIR).

4.2 ROOMS – Resident responsibilities

Residents are responsible for **room security, cleanliness and tidiness**. **Ensure that your room is locked at all times**. Nails, drawing pins or adhesive materials must not be used on walls or furniture. The use of ‘blu-tak’ is permitted, providing that it is removed by the resident prior

to the termination of their Agreement. A special pin board area is provided in each bedroom. The resident has an obligation to keep and maintain his/her room in good repair, order and condition. Residents are prohibited from making any alterations or additions to the premises. Residents will be charge for any damage made in their rooms.

4.3 **APPEARANCE OF TORRENS VALLEY INTERNATIONAL RESIDENCE**

Please take pride in maintaining the care and appearance of TVIR therefore, respect the facilities as if they were your own.

- a) **Kitchen area:** **CLEAN UP** the stove area leaving it clean and tidy for the next person. Wash, wipe and put away all of your own utensils after use. Clean up any spills. Personal electrical items, cooking utensils, cutlery and crockery etc. are to be taken back to your own room. Dispose of your rubbish in bins provided.
- b) **Common areas:** Please leave these areas tidy after use and return all personal items to your room. Do not put hot pots directly onto table tops or carpeted areas. Do not place your feet on the furniture and return all furniture back to its correct position after use.
- c) **Toilet & Shower facilities:** **CLEAN UP** these areas after use leaving it clean and tidy for the next person. Do not stand on the toilets and please wipe the seat and flush after use. Do not use hand basins for washing of feet, clothes, dishes or as a urinal. Do not use the shower or bathtub as a toilet. Ensure you use the bidet hose as per instruction, turn off after use and hang hose on hook provided.
- d) **Individual rooms:** Room rubbish to be placed outside your room by 8.00am each day for rubbish collection. **Please return bin to your room after it has been emptied.**

Residents are responsible for the maintenance and cleaning of rooms. A vacuum cleaner, mop, bucket and broom are available for use and can be found in the foyer utility room on your floor; these must be returned immediately after use.

PERIODICAL ROOM SAFETY INSPECTIONS WILL BE CARRIED OUT BY STAFF TO ENSURE THAT RESIDENTS ARE FULFILLING THEIR OBLIGATIONS.

A card will be left in the room after inspection.

4.4 **BED LINEN**

All rooms are provided with 2 woollen blankets, 1 mattress protector, a pillow and a set of linen. Residents can return bed linen to Reception if they do not wish to use it.

Resident's can collect fresh linen weekly and they will be issued with the following; 2 sheets, 1 pillow case and 2 towels. Bed covers are issued monthly.

Residents **must produce** a Torrens Valley International Residence identification card before linen will be issued.

Clean linen can be collected from Reception on the ground floor between 7.45am and 8.00pm Monday to Friday only.

Soiled linen is to be placed in white, blue or grey linen bags in foyer utility room on your floor. **Soiled woollen blankets, mattress protectors must not be placed in linen bags but returned to Reception for exchange.**

Upon vacating TVIR all linen must remain in your room.
Charges will apply for any missing items.

4.5 LAUNDRY FACILITIES

A coin operated washing machine and dryer are provided on each floor and residents are expected to make use of these facilities.

The use of clothes lines and clothes airers are not permitted in any other area of the Residence, except the laundry. **DO NOT LEAVE CLOTHES TO DRY ON THE BALCONIES**. In addition to being unsightly, damage could result to property and carpets.

An iron and ironing board are provided in each laundry and **must not be removed** from the laundry room. Clothes airers are also available in all laundries. Personal clothes airers must be labelled with your name and stored in your room after use. Personal clothing to be put away within 48hrs.

4.6 KITCHENS

All floors of TVIR have 2 kitchens for Resident's to use. Residents are required to provide their own cutlery, crockery, pots, pans and cooking utensils.

Residents are required to clean up the kitchens area's after use, this means wiping the stove and bench tops down, washing up your dishes and putting them away in your room. Dispose of your rubbish in bins provide.

TVIR does not provide storage facilities so any items left in these areas are left there at the residents own risk. Cleaning staff will remove any items remaining in the common areas after 9.00am each day, residents will then need to collect them from Reception.

Electrical items that are to be used outside of your room **must be checked and tagged before use – see Reception for a form**

4.7 PROPERTY AND PERSONAL INJURY

TVIR will not accept responsibility for lost or stolen property.

- 4.7.1** The resident, in his/her discretion, is to be responsible for insuring his/her possessions;
- 4.7.2** TVIR will not be liable for any injury or damage which may be caused to the resident or to the resident's property or to the resident's visitors or their property by reason of any happening on the premises howsoever caused and the resident is to indemnify the landlord in this regard;
- 4.7.3** TVIR will not be liable to the resident or any other person for any loss or damage arising from any defect in any plumbing, sewerage, water, fire protection system or other pipe, or any action or neglect of other occupants of the premises.

4.8 MAINTENANCE

Residents are requested to liaise with staff if maintenance is required to their room or area. Please report maintenance issues **first thing in the morning during office hours** to ensure a prompt service. Maintenance contractors and TVIR staff are permitted to enter a resident's room to carry out maintenance and repairs as deemed necessary.

If a Resident feels they need to be present whilst maintenance work is being done a suitable time must be arranged with Reception staff.

4.9 VISITORS

Residents are permitted visitors in Torrens Valley International Residence however you are responsible for their behaviour.

Residents are also required to ensure that visitors leave Torrens Valley International Residence by 12 midnight and are seen off the premises, and are not permitted to enter Torrens Valley International Residence before 7.45am.

Overnight visitors are not permitted unless prior arrangements for a room have been made with Reception.

Residents who have unauthorised overnight visitors may have their Rooming House Agreement terminated as they are in breach of the House Rules. Resident's will be charged for the visitor's stay.

4.10 RETRIEVING KEYS ETC FROM LIFT WELLS IN TVIR

There will be a cost associated with retrieval of keys or any items dropped down the lift wells. Be careful that this does not happen.

The charges are as follows and are subject to change:

Monday to Friday – 8am to 5pm – approx \$319
After Hours – approximate \$550
There will be **no exceptions** to these costs.

4.11 PETS

Pets are not permitted.

4.12 SHOPPING TROLLEYS

It is an offence to remove shopping trolleys from shopping centres, as well as creating a hazard to users of the Modbury Hospital Campus. **Residents are not permitted to bring shopping trolleys onto hospital grounds.**

4.13 TELEPHONES/INTERNET

Room telephones are able to receive outside calls and dial extension numbers within TVIR. To call “000” remember to press 0 first for outside line then 000.

A wireless broadband service is provided to residents by ACS Computers Pty Ltd. Information sheets are available at Reception. Direct all enquiries to Andrew Ramsay on 0428 101 662.

One public telephone is located in the ground floor foyer area.

4.14 MAIL

Mail is delivered daily, Monday to Friday, to your room under your door. Make sure you keep the area by your door free of clutter. Please ensure that mail is addressed correctly with your full name in English and TVIR’s mailing address.

4.15 NAME TAGS

Each resident is provided with a “Name Tag” for their door, please make sure you place it on your door, this will mean your mail will be delivered promptly and the TVIR staff know the room is occupied.

4.16 COMMON ROOM

A Common Room is located in the Basement of TVIR for the enjoyment of all residents.

Please act responsibly when using the facilities provided and please ensure you leave the area clean and tidy. If you move the furniture please return to the correct positions.

Please do not use this area as a storage area for unwanted goods, should you wish to donate items to the Common Room please see Reception to organise this.

Access is via your Security Key.

Surveillance Cameras are installed in this area.

4.17 CAR PARKING

A Parking Permit is required for TVIR residents who wish to park a car onsite. Residents will be required to pay and pull a weekly ticket from the Auto Pay Stations located on the hospital grounds. Fees will be charged at Hospital Staff rates. Residents must supply current car registration details whilst residing in TVIR.

Parking spaces are limited and are not guaranteed. Tickets allocated will be monitored by the Modbury Hospital Control Room (Security)

Please ensure your Permit is displayed at all times and that you are parked in the correct area, which is the lower section of the Main Carpark facing Reservoir Road.

Infringement of parking bylaws will invoke a fine; continuous infringements may lead to your permit being revoked.

Please report any interference to your vehicle immediately to Police and as soon as practicable notify Torrens Valley International Residence.

4.18 HEATING & COOLING (Seasonal)

Please refer to your Information folder in your room for instruction on how the heating & cooling operates within TVIR

5.0 TVIR SECURITY ACCESS

A Security Access Control System operates at the front entrance of Torrens Valley International Residence at all times. Residents and staff can only gain access by use of a security key.

In the event of a fire alarm, the front entrance doors will open automatically.

5.1. ACCESS CONTROL PROCEDURES

5.1.1 Issue of Keys

- a) Torrens Valley International Residence will authorise issue of keys to all residents.
- b) To receive a key, residents will be required to sign a form accepting responsibility for the key and agreeing to pay for replacement of lost, stolen or damaged keys.
- c) The use of broken or damaged keys will cause malfunction of the system and residents may be held responsible for the cost of repairs. Keys will be checked prior to vacating TVIR for damage.

5.1.2 Access Control System - Inner Door & Outer Door

- a) The system will be activated at all times.
- b) Residents can only gain access by use of security key.

The system is designed so that lost keys can be deleted from the system for reasons of security. It is therefore essential that staff be advised **immediately** of lost keys.

5.1.3 Access by Visitors

- a) Residents are permitted visitors in Torrens Valley International Residence and are held responsible for their behaviour.
- b) Residents are also required to ensure that visitors leave Torrens Valley International Residence **by 12 midnight and are seen off the premises, and are not permitted to enter Torrens Valley International Residence before 7.45am.**
Overnight visitors are not permitted unless prior arrangements for a room have been made with Reception.
- c) Access by visitors will be the responsibility of the resident. To arrange access, visitors may use the intercom system to call the appropriate floor. If the floor is not known, they may telephone 8161 2724 and the call will be transferred to the appropriate extension.
- d) Switchboard staff **will not** transfer calls between 2400 hours and 0630 hours.
- e) Visitors attending Torrens Valley International Residence during normal working hours will be required to report to Reception on arrival.
- f) A sign is fixed to the front entrance of Torrens Valley International Residence giving details of these arrangements.

5.2 SECURITY GENERAL

5.2.1 Security Cameras

Security cameras are installed and operating throughout Torrens Valley International Residence

5.2.2 Security Awareness

Please keep your room locked at all times.

Report any theft or other illegal activity immediately to the Police and inform Torrens Valley International Residence staff as soon as practicable. **For Police attendance call 131444. Emergencies 000**

**Residents should be aware of the need for security at all times.
Do not allow anyone entry into TVIR that you do not know, do not
lend your keys to anyone and do not give out the floor codes.
Report suspicious behaviour**

5.2.3 Identification Cards

Each resident of Torrens Valley International Residence will be issued with an identification card. This card must be produced upon request of an authorised person.

5.2.4 Lift and Stairwell Access

Access to floors via the lifts is by use of a security key. Security codes are needed to access floors via stairwell. These codes are confidential and are not to be given out to family, friends and other residents.

Western end Fire exit stairwell should only be used in the event of a Fire.

5.2.5 Room Keys & Floor Codes

Residents are issued with a room key, security fob and a floor code on arrival at TVIR and they must ensure they have them at all times when they are not in their rooms. Your door needs to be locked at all times for security purposes.

If you leave your keys in your room you will need to access your floor via the stairwell using your floor code.

If you leave your keys at work, school or you're at your friends house you will need to go and collect them.

TVIR staff **are not** onsite 24/7 to be able to give you access to your room.

DO NOT GIVE YOUR KEYS OR YOUR FLOOR CODE
TO ANYONE

5.2.6 Lost Keys

Lost keys are to be reported to TVIR Reception as soon as possible during business hours.

Charges do apply for replacement keys.

Keys cannot be replaced after hours however the After Hours Supervisor can give you access to your room.