



# ALL SAINTS COLLEGE

*Tertiary Residences | Canberra*

## **CARE AND USAGE OF YOUR APARTMENT**

**APARTMENT NO:**

## CARE AND USAGE OF YOUR APARTMENT

This folder provides a summary of the usage and care of items in your apartment set out in alphabetic order. Your Residents' Handbook also contains details on the care and usage of your apartment. More detailed operation and maintenance manuals for all electrical/electronic items are provided at the back of this folder. You should read these thoroughly before using the equipment for the first time. This folder and all the manuals **MUST** be left in the apartment when you vacate it at the end of your Occupancy Agreement.

### ❖ AIR-CONDITIONING / HEATING

Your apartment is fitted with a wall-mounted Mitsubishi split-type air-conditioning/ heating unit with a remote controller. The remote controller is in a wall socket under the unit and above the bedhead. This means you can adjust the temperature in your apartment to suit yourself.

To operate the unit using the remote controller:

- Ensure **ALL** the windows in your apartment are completely closed.
- Press the ON/OFF button to start the operation.
- Press the MODE button to select desired mode. Each press changes mode in the following order: auto-cool-dry-heat (If you are unsure of the symbols used for each of these consult the manual).
- Press the UP and DOWN buttons (labelled too cool and too warm on the remote controller) to set the desired temperature.
- Press FAN to alter the fan speed. Each press changes fan speed in the following order: auto-quiet-low-med-high-super high (If you are unsure of the symbols used for each of these consult the manual).
  - Use higher fan speed to cool/heat the room more quickly .
  - Use lower fan speed for quiet operation.
- Press VANE button to select the direction of the airflow. Each press changes the airflow direction between auto, straight ahead, angled up (at varying degrees) and swing (If you are unsure of the symbols used for each of these consult the manual).
  - Set the vane to Auto for the most efficient airflow direction.
- Press the ON/OFF button to turn the unit off .
- Consult the manual for instructions if you wish to use the clock function in the remote controller.
- The remote controller uses standard AAA size batteries. If you change the batteries you need to reset the controller (see manual).
- The air filter requires regular cleaning - consult the manual on how to do this.
- **PLEASE NOTE** that every window in your apartment is fitted with a device which means the air-conditioning unit will shut off automatically when you open any window in your apartment.
- If the air-conditioner shuts down or if it will not start when you press the ON button, first check that all the windows are closed, then press the OFF button and then ON button again.

### ❖ BATHROOM POD

- The fan in your bathroom will turn on automatically approximately 60 seconds after the light has been turned on and will turn off automatically 10 minutes after the light has been turned off.
- Items may be stored in the cupboard and shelves in the bathroom.

- Do not store anything on the floor of the bathroom.
- Do not wear shoes with any sort of high heel inside the bathroom.
- Do not place pot plants directly onto surfaces.
  - Use a ceramic or plastic drip tray underneath.

## ❖ CLEANING

**General** - you are expected to:

- Maintain your apartment in a hygienic condition.
- Clean, dust and vacuum your apartment on a regular basis (a vacuum cleaner is provided for your use in kitchen on each floor).
- Ensure bathroom and toilet areas are kept free of grime and mould.
- Remove garbage from the apartment frequently.
- Clean all appliances and surfaces within your apartment after being used.
- Clean the refrigerator regularly and the cook top, cooker hood and interior of the microwave after each use.
- Clean internal windows and walls in your room periodically.

When it is brought to the attention of the management that your apartment is not being cleaned or is unhygienic

- You will be requested to clean the apartment thoroughly.
- If then the apartment is not properly cleaned, the Warden may arrange for the apartment to be cleaned at your expense.

### **Walls and Ceilings**

- Be careful about what you try to stick, pin or nail to the walls.
- A large pin board is provided above your desk on which you can stick or pin things.
- Do not fix sticky stars, Bluetac, tape or other adhesives to the walls, ceiling or elsewhere in the apartment, especially in the bathroom.
- The use of nails or screws may damage the walls and paint.
- If you wish to hang paintings etc on the walls, approved devices must be used to minimise damage to the walls.
- If the walls or ceiling are damaged or the paint removed, you will be charged for the cost of repairs when you vacate.
- Advice/guidance should be sought from the Warden or the College Administrator on hanging artworks/posters on the walls as special equipment is available to find the best location.

### **Benchtops, Tables, Desktops and Cupboards**

- Do not chop or cut directly on to the kitchen benches and tables.
  - Always use a cutting or chopping board.
- Avoid putting hot cooking pots and pans directly onto stone benchtops.
- Quickly wipe away from benchtops splashed acidic liquids like vinegar, lemon juice or wine.
- A wipe over with a clean, damp cloth should be sufficient to keep most surfaces clean.
- Stains are best removed with warm soapy water or with an ordinary detergent.
- You will be charged for replacement of surfaces if severe cuts and scratches occur.

### **Bathroom and Tiled Surfaces**

- Do not use any abrasive materials to clean the walls, ceiling and floor of your Bathroom Pod as it is made of a special polycarbonate.
- To clean the walls, ceiling and floor you can use a detergent in warm water but for the shower unit and ceramic basin you should use a specialist anti-bacterial spray-on

bathroom cleaner (available at supermarkets) and for the toilet bowl a reputable household toilet cleaner (a toilet brush is also provided).

### **Glass and Aluminium**

- Do not use abrasive cleaners, such as scouring pads, or other harsh materials, such as powder-based cleaners, to clean mirrors or windows.
- Avoid causing extreme temperature changes on glass materials (e.g., hot water on cold surface).
- To clean glass and aluminium in your apartment gently wipe with a damp cloth or use a reputable household window cleaner.

### ❖ **COOKTOP**

The kitchen in your apartment has a Fisher & Paykel, two cooking zone, ceramic glass cooktop set into the bench. The rear zone is a dual cooking zone, i.e., you can choose whether to use the inner zone only or the full dual cooking zone. To the left of the front cooking zone there are hot surface indicators that will glow when the cooking zone is turned on and will continue to glow after you have turned the zone off until the glass is cool enough to be safely touched.

- A power switch for the cooktop is on the wall above the benchtop next to the double power point. As a safety measure you may wish to turn the cooktop power switch off when you are not using the cooktop.
- To turn on the cooking zone you wish to use, turn the control dial to the High setting then adjust as necessary.
- The control dial for the dual cooking zone is the one on the left.
  - Turn the dial to the right to use the inner zone only.
  - Turn the dial to the left to use the full dual zone
- When you have finished using your cooktop check that all the dials are turned off
- Always lift pans off the cooktop; if you slide them they may scratch the glass surface.
- Do not use saucepans or heavy frypans with jagged edges or a rough base as they may scratch the glass surface.
- Clean the cooktop after every use by wiping with a clean, soft, damp cloth and wiping dry with a paper towel.
  - soiled surfaces or light stains are best removed with warm soapy water.
- Do not use scourers or any other harsh/abrasive cleaning agents on your cooktop. A special ceramic cooktop glass scraper is provided to remove more difficult spillages
- Never use your cooktop as a work or storage surface.

### ❖ **ELECTRICITY SWITCHBOARD**

Your apartment has a switchboard, located just inside the entrance on the bathroom side, which controls all the electricity in your apartment. (This is in addition to the main College distribution switchboards located in the corridors). This means that you have the option of turning off most of your appliances and lights but leaving on the refrigerator when you are away from your apartment for any extended period. To switch off the power or otherwise disconnect appliances will minimize the risk of any malfunction and also benefit the environment by reduced energy consumption.

- When you first move into your apartment if any of your appliances or electrical fittings do not work, CHECK first that all the switches on your switchboard are on.

## ❖ EXHAUST FAN / COOKER HOOD

A Westinghouse cooker hood with an exhaust fan is located in the kitchen above the ceramic glass cook top. The exhaust fan does not vent externally.

- Always turn on the exhaust fan when you are using the ceramic cooktop or other cooking equipment.
- The controls for the light and fan are on the front of the hood.
- To turn on the light, press the light button.
- To turn on the exhaust fan, press the relevant button for the desired speed.
- Best results are obtained by using low speed for normal conditions and high speed when odours are more concentrated.
- After finishing cooking, leave the fan on for about 15 minutes or until all odours have disappeared (To speed the process you may wish to open a window at the same time)
- To clean, wipe the cooker hood body and flue with a sponge or soft cloth soaked in warm soapy water.
- Do not use oven cleaners or other abrasive materials.
- The filter must be removed and cleaned regularly in hot soapy water to reduce possible fire and cooking odours in your apartment.
  - Detailed instructions for removing the filter are contained in the Cooker Hood manual.

## ❖ GARBAGE and WASTE DISPOSAL

A 9 litre plastic waste bin is provided in your apartment next to the fire extinguisher. To minimise vermin and for easy disposal it is suggested you line the bin with a plastic bag.

- Regularly empty your own garbage bin and dispose of garbage carefully to prevent pests and vermin developing in the building and the risk of disease through unhygienic procedures.
  - The garbage room is located near the entrance to the Church and College in Cowper Street. Your apartment key also opens the door to the garbage room.
  - The hopper in the garbage room is emptied once a week usually on a Saturday.
- Do not leave garbage in the corridors, common rooms, stairs, lift well, laundry or bicycle shed or you will be fined.
- Do not empty food or cooking waste down the toilet, as this could cause a blockage and result in inconvenience and cost for all residents.
- If you wish to dispose of large articles or packing materials please contact the College Administrator to discuss available options.
- If you are found dumping rubbish in the building or the adjacent grounds you will be charged \$50 per bag or incident.

## ❖ LAUNDRY

A laundry containing washing machines, dryers, an ironing board and iron for the use of all residents is located on the ground level at the north west end of the building. Outside clotheslines are also available on ground level on the north of the building.

- Operating costs for the Laundry facilities are included in the weekly utilities fee.
- Laundry and displays of clothing on windows including in your apartment is forbidden under strict ACT Government regulations.

## ❖ MAINTENANCE

ASC will implement a continuous asset management and maintenance program to ensure the building and facilities are maintained in excellent condition. All maintenance will be done by qualified tradespersons identified by Visitor ID cards. Maintenance will generally be done during Monday to Friday.

- You must immediately report all maintenance defects in your apartment to the College Administrator. Unless there an extreme emergency maintenance reports or requests must be in writing preferably using the Maintenance Report Form found elsewhere in this folder.
- You should submit all requests for maintenance or repairs for your apartment to the College Administrator and not ask or allow anyone else to attempt to remedy a defect.
  - If you submit such a request, you will be deemed to have given ASC permission for a maintenance person to enter your apartment to carry out the requested maintenance or repair.
- You are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item, fitting or fixture in your apartment.
  - Nor are you permitted to ask or contract with any third party for such repairs.
- You are responsible for replacement costs of consumable items in your apartment (such as light globes).
- You are also responsible all labour and material costs to repair/replace any damaged or misused items, fittings and fixtures.

## ❖ MICROWAVE OVEN

A freestanding Westinghouse microwave oven is provided in the kitchen of your apartment. The control panel is on right hand side of the unit. To operate:

- Place the food on the turntable in the oven and close the door.
- Press the power level button several times to select the microwave power level you want.
  - Press once for highest power level for boiling,
  - Twice for reheating,
  - Five times for lowest level for keeping foods warm.
  - Further details are in the manual.
- Press the up and down buttons to adjust the cooking time.
- Press the start button to start cooking.
- You can stop the cooking at any time by either pressing the stop/clear button or by opening the door.
- Do not use aluminium trays; metal, metal trimmed containers and utensils; or wooden cooking containers.
- Use containers and plates that are marked as microwave safe.
- Clean the microwave regularly. Wipe up spills and food spatters immediately.
- Both the inside and outside of the microwave can be cleaned using mild liquid detergent, warm water and a soft cloth then wiping with clean water and a soft cloth.
- Do not use harsh abrasive cleaners, commercial oven cleaners, steel wool pads or sharp metal scrapers to clean any part of the microwave.

## ❖ PETS

Pets (animal, bird, insect) cannot to be kept in your apartment or anywhere else inside the building or in the grounds of the College.

## ❖ REFRIGERATOR

A two door Fisher & Paykel refrigerator with a frost free, automatic defrost freezer is provided in the kitchen of your apartment.

- The temperature control, which operates both the refrigerator and the freezer, is located at the inside, top of the refrigerator.
- The control has been set for normal operating conditions.
- After the refrigerator has been turned on, allow it to run on empty for 2-3 hours before placing food inside the fresh food or freezer compartments.
- Adjust the control as necessary to suit your individual preference: 1 is the warmest setting, 7 is the coldest.
- Keep the exterior of the refrigerator/freezer clean by wiping regularly with warm water and detergent.
- Clean the interior of your refrigerator regularly to prevent food from becoming contaminated during storage.
- Regularly remove the shelves from the cabinet and door. Wash shelves and storage bins in warm water and detergent; rinse in clean water and dry before replacing.
- Clean interior surfaces with warm water and detergent and then wipe over with clean water.
- Do not use metal scrapers, harsh abrasive cleaners or cloths or highly perfumed, strong smelling cleaners or solvents on any part of your refrigerator or freezer.

## ❖ SECURITY and KEYS

On arrival you will have signed for the issue of a door key, two smaller window keys and a white unbranded plastic swipe card. The key opens your own apartment door only and the bike shed and the garbage room. The smaller keys can be used to lock opening windows, e.g., during a period of extended absence. The swipe card opens all external doors. In addition to locks all opening apartment windows are secured by Crimsafe security mesh.

- You are responsible for the safe safekeeping of your swipe card and keys.
- For the security of all residents do not give or lend your swipe card and key to anyone for any time period.
- You will be responsible for any cost associated with replacement of your swipe card or key and for any change or repair of the door lock or window fittings of your apartment.
- You are encouraged to keep your apartment door closed and locked at all times, including when you are in your apartment or elsewhere in the College.
- An approved overnight guest will be required to sign for the issue of a swipe card at a non-refundable cost of \$10.00. Additional room keys are not available to anyone.

## ❖ SMOKE DETECTOR and FIRE EXTINGUISHER

Your apartment is fitted with a smoke detector, a fire extinguisher and a fire blanket. On level 1 fire exit stairs are located at the northwest end of the building adjacent to the Parish Hall and on the southeast end next to the main common room. On the ground level there are exits from the laundry and from the common room adjacent to the bike shed.

- You must not cover, remove or interfere with the smoke detector on the ceiling of your apartment; it is against the law as well as being a serious breach of your responsibilities as a resident.

- The smoke detector in your apartment is connected to the automated fire alarm system that connects to the Fire Brigade.
- In your apartment there is a switch, located above the bedhead bookshelf, that can cancel the smoke detector alarm.
  - You have less than 30 seconds in which to switch off the alarm before the signal is relayed to the fire brigade
- If you are cooking and the smoke alarm goes off in your apartment (but there is not a major fire), stop cooking immediately and quickly turn off the smoke alarm switch. Then:
  - Ensure the exhaust fan is operating, open the windows and only if necessary vacate the apartment.
  - Notify the College Administrator immediately.
  - Do not open the door of your apartment too quickly to clear smoke or steam as this could cause the corridor alarms to go off automatically calling the Fire Brigade.
  - The call out fee for the Fire Brigade is \$500 which will be passed on to you if the problem arises from your apartment.

## ❖ SMOKING

Smoking is **NOT PERMITTED** in your apartment (nor anywhere else in the College building).

## ❖ TELEVISION

Your apartment is fitted with a wall-mounted Hisense LED television connected to a cable for free to air television and a remote control. To operate your television using the remote control:

- Ensure that the power is switched on at the power outlet and the power button on the TV is on, then press the ON/OFF button (the remote indicator light on the front right hand side of the TV should change from red to blue).
  - If you plan to be away from your apartment for a few days turn the TV off and pull out the plug connected to the wall power outlet.
- To adjust the volume press **VOL ^** / **VOL v** button.
  - Press Mute to turn the audio off and on.
- To change TV channels press **CH ^** / **CH v**. Alternatively press the number buttons to select the desired channel.
- To select the sound mode you want press the Sound button one or more times. You can select Standard, Voice, Custom or Music.
- You can also change the picture mode by pressing the Picture button
- For connections to external devices such as DVD players and headphones see your TV manual.
- The remote control uses 2 x AAA batteries.
- Use a soft dampened cloth for cleaning.
- Do not use liquid, abrasive or aerosol cleaners on the screen or cabinet.
- Sideways swivel adjustments can be made by moving the television to the desired position.

❖ **WI-FI**

Wi-Fi and hard wire broadband connections are available in your apartment and you have unlimited internet usage throughout the College for a small weekly charge.

- On arrival at the College you will be issued with details including a password to enable you to access the College internet.
- Do not install wired or wireless routers to 'extend' the ASC internet service.
- Do not share the internet connection with other devices such as through a computer's built in Wi-Fi.
- For the security of all residents you must install and keep up to date reputable anti-virus software on your computer.
- You are required to adhere to legal and socially acceptable behaviour in your use of College internet services.
  - Remember that if you download films excessively this could impact on the speed of internet services for other residents who are using the service for study purposes.

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❖ **ADDITIONS and AMENDMENTS**

Additions to this information may be necessary from time to time. If you have any suggestions or amendments based on your experience of living in your apartment, please advise the College Administrator.

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