

## Accommodation Services, La Trobe University

### Mildura Properties Induction Letter

Welcome to the Mildura residences!

These properties are still relatively new and while every attempt has been made to ensure the residences are in complete working order, there may still be some teething issues. We ask that should an issue arise, please be patient as we will always do our best to action and rectify any issues as effectively and efficiently as possible.

We will try our best to provide notice in the event of a site visit by a staff member or contractor. Notification will be provided by text messages and/or emails. Should the residences be accessed without advance notice we will still endeavour to notify all relevant residents that someone has accessed the premises.

Most of the time the personnel entering the residences are contracted staff and are there for a specific purpose. Should you have questions relating to your residence please only direct them to La Trobe Accommodation Services (AS) as it is unlikely visiting personnel will be authorised or have the ability to answer such questions.

If you have any maintenance issues, these need to be lodged via the StarPortal, online. (<http://www.latrobe.edu.au/accommodation>) StarPortal is the same online program that you used to apply for your accommodation. Please ensure you provide us with a clear description of what the problem is.

To enter your residence you will need your **Accommodation Services Access/ID Card**. On the entrance of each building you will find a card reader. Simply swipe your student card over the "S" shaped red light on the reader, a subsequent beep and click should sound, you will then be able to push the door open. All bedroom doors are fitted with a smaller card reader and can be accessed the same way.

**NOTE: All doors will lock automatically behind you. Please ensure you carry your student card with you at all times as we are currently unable to provide immediate assistance if you are locked out of your residence and/or bedroom. It is not advised that you prop open any doors as it can jeopardise your personal security.**

In the event you are locked out you will need to contact, the University Operations Centre on **1800 800 613** or **03 9479 2222**. A substantial fee (dependent upon time of day) may be charged to your rental account should this occur.

Cleaning will occur on a once a week basis. A basic service is provided; cleaning staff have been instructed to only clean surfaces such as floors and benches. These surfaces may not be cleaned should obstacles be in the way, so please ensure you do not leave personal items including dishes or clothes lying around.

For more information relating to the residence and the Mildura area please refer to the *Property Portfolio* found in the kitchen when you arrive.

**Rental Fees:**

Monthly fees will be charged to your account on the first working day of the month. You should receive a Statement of Account with the amount owing. You are required to pay within the first 5 days of each month. If you do receive a Statement of Account, you may either; log into StarPortal and the amount owing will be displayed, or simply call the Accommodation Services (AS) office.

As with any rental property, the onus to settle a rental account in a timely manner is on the resident.

Late fees will be charged on the 6<sup>th</sup> working day. We urge all residents to contact the Accommodation Services office if they are unsure of due dates, or if they perhaps need an extension to the due date.

Should you have any questions or concerns please do not hesitate to contact the Accommodation Services office; living@latrobe.edu.au or 03) 9479 1071

**Internet Access:**

Internet connection information can be located within the Property Portfolio located in the kitchens.

**Room Allocation Information:**

You should have received an email detailing your room booking. Follow the examples below on how to identify your allocated residence and room number.

**Each booking has a code stating; Location – Address – Room Number**

**Example 1:** MLD-01TWG-01 = Mildura – 1 Tower Garden, Mildura – Room Number 1

**Example 1:** MLD-02TWG-04 = Mildura – 2 Tower Garden, Mildura – Room Number 4

**Example 3:** MLD-731FTH-04 = Mildura – 731 Fourteenth St, Mildura – Room Number 4

**Example 4:** MLD-733FTH-03 = Mildura – 733 Fourteenth St, Mildura – Room Number 3

<b>PROPERTY ADDRESSES IN MILDURA</b>
1 Tower Garden, Mildura 3500
2 Tower Garden, Mildura 3500
731 Fourteenth Street, Mildura 3500
733 Fourteenth Street, Mildura 3500