



LA TROBE
UNIVERSITY

**Student
Check-in
Information**

Mildura

Accommodation Services, La Trobe University

Mildura Properties Induction Letter

Welcome to the Mildura residences!

These properties are relatively new facilities and we will do our utmost to maintain the condition and standards of the buildings and surrounds. Residents have a role to play in ensuring that they report any issues immediately so they can be rectified and fixed quickly.

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. 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. Please also complete a separate entry for each type of problem.

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. Please see following pages for more information on resident expectations.

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 6th 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

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

| PROPERTY ADDRESSES IN MILDURA |
|--------------------------------------|
| 1 Tower Garden, Mildura 3500 |
| 2 Tower Garden, Mildura 3500 |
| 731 Fourteenth Street, Mildura 3500 |
| 733 Fourteenth Street, Mildura 3500 |

Cleaning Expectations: Regional Properties

Scheduled visits from Cleaners:

Occupied Mildura houses will be cleaned each Thursday between 8am & 12pm (noon).

Scope of work Cleaners will complete:

The cleaning schedule for the cleaners when they are in attendance:

- Clean and mop all hard surfaces of common areas (passageways, laundry, bathrooms, kitchen)
- Vacuum all carpeted areas in common areas
- Clean and sanitise all bench tops on Kitchen and Bathrooms
- Clean and sanitise toilets
- Replace toilet paper if needed
- Sanitise all touch points
- Refill dishwashing liquid
- Empty rubbish bins
- Clean oven tops (if in a state that does not require excessive time)

Expectations of Residents:

Residents have clear expectations in upkeep and cleanliness of the facility. These include

- Maintain a clean and hygienic bedroom. Vacuum cleaner is there for your use at any stage. Do not leave food scraps, food wrappers and dirty dishes in your bedroom.
- Emptying rubbish bins through the week when they are full. Spare bags will be left for you.
- Clean up spills, stains and food scraps from surfaces.
- Ensure all dishes are washed and put away prior to the cleaners attending. This will allow them to clean and sanitise all surfaces without having to work around dishes.
- Keep the oven top in a reasonable state that means the cleaners can quickly clean and sanitise when they attend.
- Ensure the facility is tidy prior to Thursday morning so the cleaners are able to mop floors and vacuum carpets without shifting items around.

How to report ICT– Internet issues

All ICT– Internet-WIFI issues need to be logged with Ask services. You can also log it under a maintenance request (see below) with the ict reference number for our own records and so we can assist with any follow up and communication.

<https://latrobe.service-now.com/ict>

How to report a maintenance request or issues with Cleaning standards:

All issues with cleaning can be logged via a maintenance request. It is important that all issues are logged so that we have a record of all incidents and can track their progress and resolution. These can be logged at:

<https://ltu.starrezhousing.com/StarRezPortalX>

If the maintenance issue that has arisen is urgent (e.g. water leaking, room access problem etc.), please contact the Accommodation Services Office on (03) 9479 1071 during office hours.

Outside of office hours, please contact your campus Accommodation Services Officer or Campus Security.

Bundoora: 0418 541 953

Bendigo: 0457 824 993

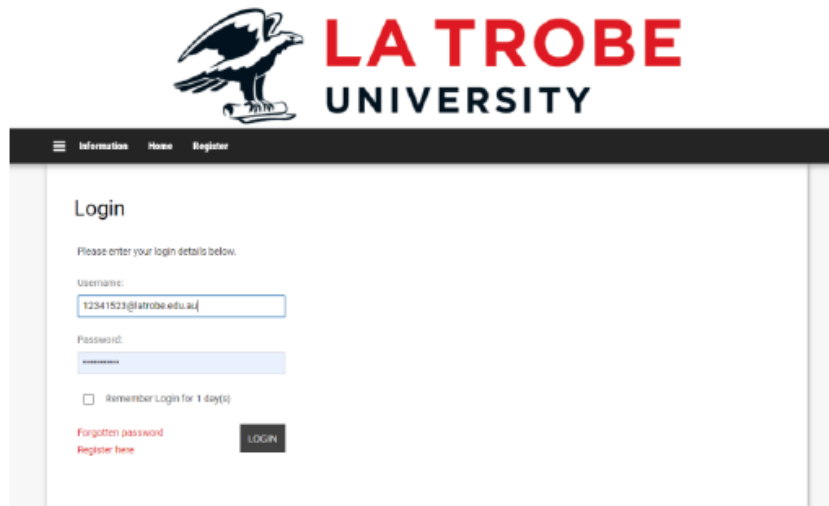
Albury/Wodonga: 0448 091 912

All maintenance requests can be logged via the following process

How to Log a Maintenance Request

Logging a Maintenance Request for your room at La Trobe is a simple process, using the following steps:

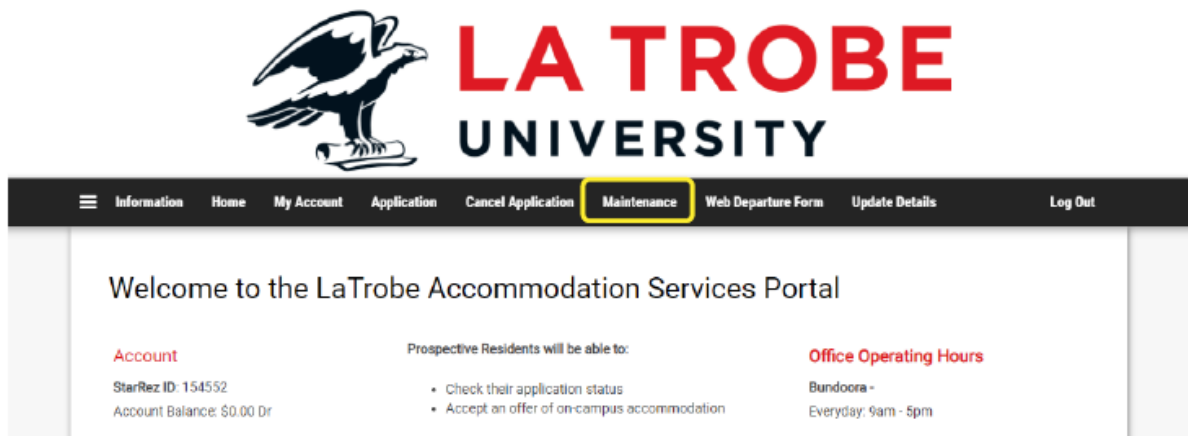
1. Log into the [StarRez PortalX](#) using your email and password



The screenshot shows the La Trobe University logo at the top. Below it is a navigation bar with 'Information', 'Home', and 'Register'. The main content area is titled 'Login' and contains the following elements:

- A prompt: "Please enter your login details below."
- A 'Username:' label followed by a text input field containing "12341523@latrobe.edu.au".
- A 'Password:' label followed by a password input field with masked characters.
- A checkbox labeled "Remember Login for 1 day(s)".
- Links for "Forgotten password" and "Register here".
- A "LOGIN" button.

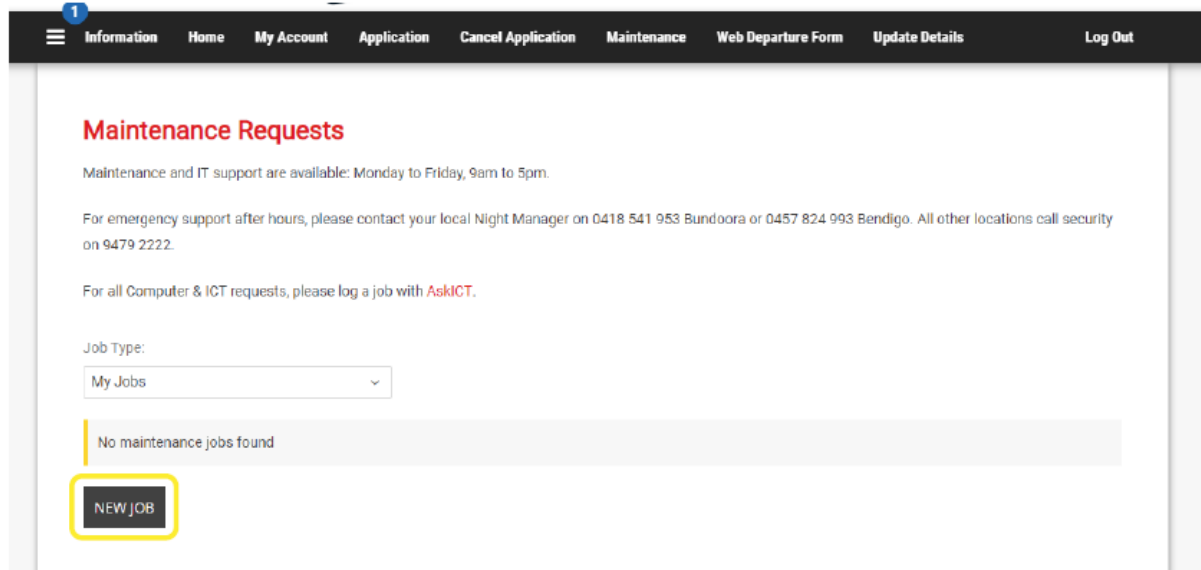
2. Navigate to the 'Maintenance' tab from the top toolbar



The screenshot shows the La Trobe University logo at the top. Below it is a navigation bar with the following tabs: 'Information', 'Home', 'My Account', 'Application', 'Cancel Application', 'Maintenance' (highlighted with a yellow box), 'Web Departure Form', 'Update Details', and 'Log Out'. The main content area is titled "Welcome to the LaTrobe Accommodation Services Portal" and contains three columns of information:

- Account**
StarRez ID: 154552
Account Balance: \$0.00 Dr
- Prospective Residents will be able to:**
 - Check their application status
 - Accept an offer of on-campus accommodation
- Office Operating Hours**
Bundoora -
Everyday: 9am - 5pm

3. Select 'New Job' at the bottom of the page



Maintenance Requests

Maintenance and IT support are available: Monday to Friday, 9am to 5pm.

For emergency support after hours, please contact your local Night Manager on 0418 541 953 Bundoora or 0457 824 993 Bendigo. All other locations call security on 9479 2222.

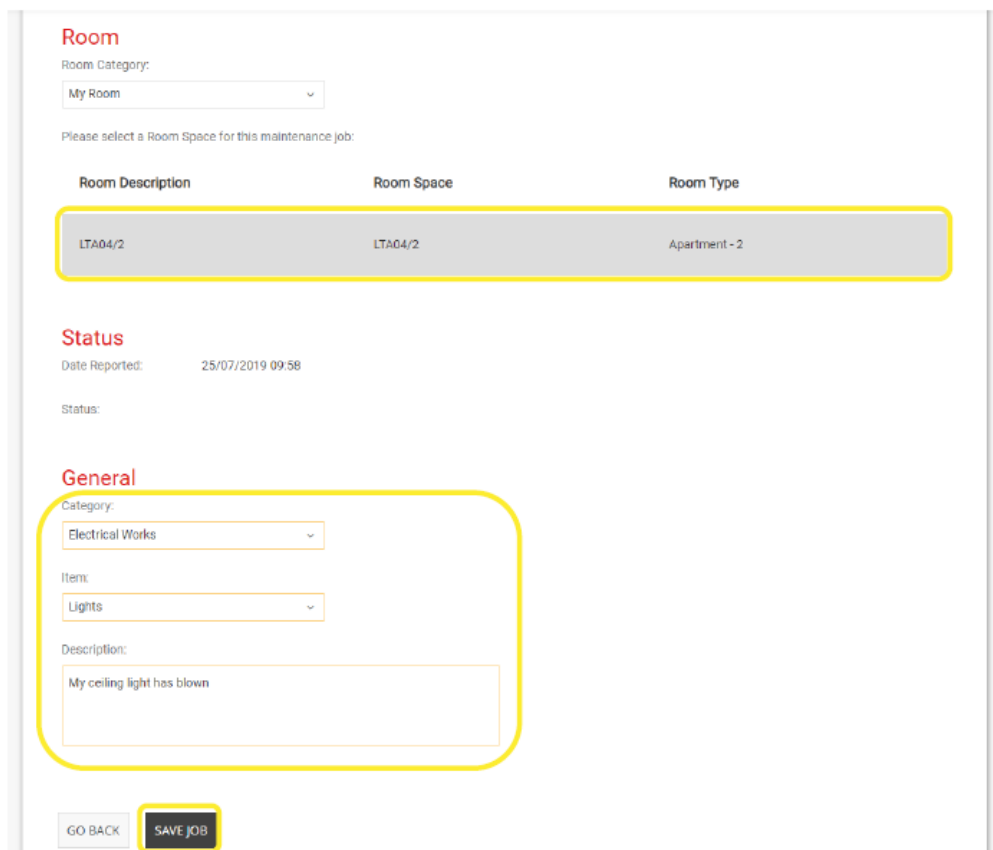
For all Computer & ICT requests, please log a job with AskICT.

Job Type:
My Jobs

No maintenance jobs found

NEW JOB

4. Select your room, enter the details of your request, including as much information as possible, and select 'Save Job' once complete



Room

Room Category:
My Room

Please select a Room Space for this maintenance job:

| Room Description | Room Space | Room Type |
|------------------|------------|---------------|
| LTA04/2 | LTA04/2 | Apartment - 2 |

Status

Date Reported: 25/07/2019 09:58

Status:

General

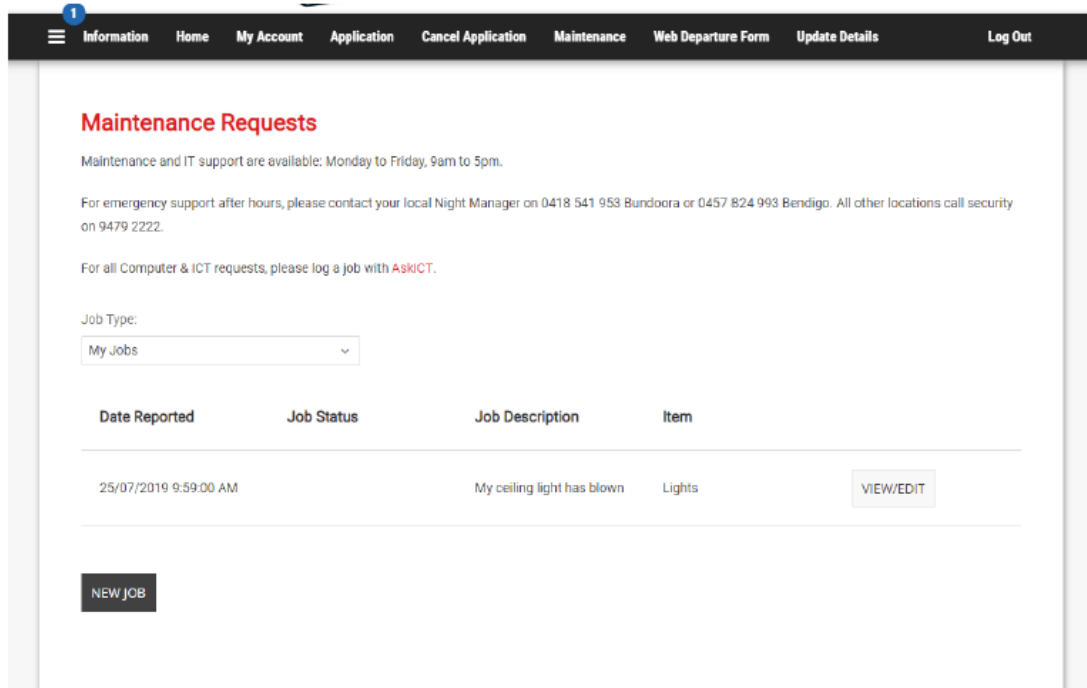
Category:
Electrical Works

Item:
Lights

Description:
My ceiling light has blown

GO BACK **SAVE JOB**

- Once complete, your job will be automatically sent to Accommodation Services to be actioned as soon as possible. The status of the job will be visible on the maintenance page, and any updates will be emailed to your account.



The screenshot shows a web application interface for 'Maintenance Requests'. At the top, there is a navigation bar with a menu icon and the following links: Information, Home, My Account, Application, Cancel Application, Maintenance, Web Departure Form, Update Details, and Log Out. Below the navigation bar, the page title is 'Maintenance Requests'. The main content area contains the following text:

Maintenance and IT support are available: Monday to Friday, 9am to 5pm.

For emergency support after hours, please contact your local Night Manager on 0418 541 953 Bundoora or 0457 824 993 Bendigo. All other locations call security on 9479 2222.

For all Computer & ICT requests, please log a job with **AskICT**.

Job Type:

| Date Reported | Job Status | Job Description | Item | |
|-----------------------|------------|----------------------------|--------|--|
| 25/07/2019 9:59:00 AM | | My ceiling light has blown | Lights | <input type="button" value="VIEW/EDIT"/> |

At the bottom left of the main content area, there is a button labeled 'NEW JOB'.