

Accommodation Services, La Trobe University

Regional Accommodation Basic Info

CLEANING:

A basic cleaning service is provided, once a week for long term stays. 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.

MAINTENANCE AND ISSUES:

If you have any maintenance issues please log on to StarPortal (<http://www.latrobe.edu.au/accommodation>) and create a maintenance request.

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 contact Accommodation Services should you require your StarPortal login details.

LOCK OUTS

Bendigo Residence: 0457 824 993

All other regional properties: In the event you are locked out you will need to contact, the **University Operations Centre on 1800 800 613 or 03 9479 2222**, unfortunately a substantial fee (dependent upon time of day) may be charged to your rental account.

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.

INTERNET CONNECTION (MELTON, MILDURA, SHEPPARTON, BALLARAT, ALBURY/WODONGA)

Connection information can be found within the Property Portfolios located in the kitchens.

Bendigo – information issued at check in.