Kendall Hall of Residence

2020 Resident Information Guide

University of Melbourne, Faculty of Veterinary & Agricultural Sciences,
250 Princes Highway, Werribee, Victoria 3030, Australia
Tel: +61 3 9731 2287 (Mon to Fri 8:30 am to 3pm)
Mobile 0435 969 493 (after 5pm weeknights, anytime on weekends)
Website: http://fvas.unimelb.edu.au/study/student-accommodation/kendall-hall
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1. **Management**

The responsibility for the management of Kendall Hall lies with the Faculty of Veterinary and Agricultural Sciences (FVAS). All enquiries should be directed to the Kendall Hall Coordinator.

2. **Kendall Hall Staff**

**KENDALL HALL COORDINATOR:**
Mon to Thur 8:30am-3pm, Fri 8:30am to 2:30pm (office located in Room 12)

Ms Stacey Wardrop  
Email: stacey.wardrop@unimelb.edu.au  
Phone: 03 9731 2287

**RESIDENTIAL SUPERVISORS:**
Available after 5pm weekdays and anytime on weekends

Dr Ling Zhu  
Phone: 0435969493*  
Email: kendall-hall@unimelb.edu.au

Dr Dennis Wormald  
Phone: 0435969493*  
Email: kendall-hall@unimelb.edu.au

*Please do not send text messages as the mobile phone cannot receive them.*

3. **Booking A Room**

Accommodation at Kendall Hall is available 365 days of the year. Bookings run from Sunday (check in 11am) to Sunday (check out no later than 11am). Overnight stays are available.

Please visit the Kendall Hall Home Page to book a room.

http://fvas.unimelb.edu.au/study/student-accommodation/kendall-hall

4. **Deposit**

Unless otherwise advised, a non-refundable deposit of $200 is required to create the first booking. The deposit will sit on your account as a credit until accommodation charges or the accommodation bond is applied to your account.

5. **‘Room hold’ bookings (available to FVAS students only)**

A room hold booking can be made for periods when you are not living at Kendall Hall but would like to keep your room set up for your return. A room hold fee of $85 per week will apply. Please email the Kendall Hall Coordinator if you would like to make a booking. Room keys must be returned to the ground floor Residential Supervisor’s apartment at the commencement of your room hold booking or full accommodation charges will apply.
6. **Accommodation Bond**

Unless otherwise advised, a bond of $250 will be charged to your account at the commencement of your first stay. At the completion of your final stay, if your room is vacated in a satisfactory condition, $250 will be deposited into your account of choice. Students who live at Kendall Hall for two years will not be required to pay an additional bond. Their bond will carry over into their second year of stay.

7. **Charging Accounts**

For FVAS students, accommodation charges will be added to your accounts monthly. You will receive an email to advise you when charges have been added. Please bring accounts up-to-date by the end of each calendar month.

For all other residents, the Kendall Hall Coordinator will advise you of the payment process.

8. **Outstanding Accounts**

For FVAS students, if you are experiencing financial difficulties, please contact the Kendall Hall Coordinator. Sanctions can be applied if any accommodation fee remains unpaid for a period of 30 days after the date of stay. This means that results may not be released and approval to progress or graduate may not be processed until accounts are paid.

9. **Accommodation Charges**

FVAS students: $160/165 per week – depending on room selection

   Room Hold: $85 per week

   Students from other faculties: $190 per week

   University staff and visitors: $230+ per week

Bookings run from Sunday to Sunday. Early arrival or late departure is charged at an additional nightly rate.

10. **Vacating Rooms**

For FVAS students, when you vacate a room, please make sure that you remove all rubbish from the bin, vacuum the floor and leave a clean mattress protector on the bed. If you do not use the ‘room hold’ system, it is likely that another resident will use the room after you depart.

In order to keep our weekly student accommodation costs down, contract cleaners are not paid to clean student rooms in between stays so please be considerate of the next student who will be occupying the room after you.

If cleaners are required to clean your room after departure, a cleaning charge of $25 will be applied to your account.

Please report any maintenance issues to the Kendall Hall Coordinator so they can be attended to prior to the arrival of future guests.
11. **Overnight Guests & Visitors**

Kendall Hall of Residence is also a place of study and all residents are expected to respect the rights of others to be able to study in a quiet environment. Please keep noise to a minimum after 10:00pm on weeknights and between 10:30pm and 10:00am on weekends.

All visitors must vacate Kendall Hall by no later than 10:00pm and no visitors are permitted before 8:00am.

**Any visitor who stays OVERNIGHT is required to sign in (without exception).** For privacy reasons, the overnight sign in sheet is located on the table outside the ground floor Residential Supervisor’s office (near Room 22). Your visitor is welcome to stay for a maximum of 2 nights per week in your room. If your visitor would like to stay for periods longer than 2 nights, please contact the Kendall Hall Coordinator as they will be required to book a single room. *Please be aware that occupancy is extremely high so there may not be any availability.*

Room rates are as follows for casual guests: $70 per night or $230+ per week (Sunday to Sunday) whichever is cheaper.

**Visitors who are not staying overnight are required to sign in and out.** A sign in sheet for these visitors has been placed in the foyer of Kendall Hall near the entrance to the accommodation.

Both processes are a requirement of the University in order to comply with fire safety regulations.

12. **Internet Access + Visitor Wi-Fi**

For University of Melbourne students and staff, access is via the normal university of Melbourne wireless network. More information can be found at: [https://wireless.unimelb.edu.au/](https://wireless.unimelb.edu.au/)

If you experience issues with your internet service, please log a request via Service Now. It is important that issues are logged to allow the University to keep track of any ongoing or persistent internet issues affecting Kendall Hall.

Guests who have been provided with a **Visitor Wi-Fi password** who are experiencing issues should contact the Kendall Hall Coordinator in the first instance.

Like all University resources available to students, use is governed by University of Melbourne Rules and Regulations. Those found to be in breach of the regulations will be disconnected. A good summary can be found here: [http://www.studentit.unimelb.edu.au/](http://www.studentit.unimelb.edu.au/)

It is essential for your protection and the protection of others that you have up-to-date anti-virus software. Links to good, free anti-virus protection can be found at: [http://its.unimelb.edu.au/support/security/anti-virus_software](http://its.unimelb.edu.au/support/security/anti-virus_software)

If your computer is found to be compromising the integrity of the network through either viral or other means, it will be disconnected until the problem is resolved.

You should also ensure that your computer is fully and regularly updated with security updates for your operating system.
13. **Vacuums**

Two vacuums are located in locked storage cupboards in hallways on each level for resident use. Please contact the on duty Residential Supervisor (after 5pm) to access a vacuum cleaner. You will be asked to sign the vacuum out and sign the vacuum in when returned.

Please respect other users and ensure that the vacuum is emptied after each use. **The vacuums must not be used to clean pet enclosures.**

Please report any broken equipment to the Kendall Hall Coordinator.

14. **Cleaning**

All communal areas (kitchens, dining areas, bathrooms and laundries) are cleaned by contract cleaners. The cleaning of student bedrooms is the responsibility of the occupant. Unoccupied student rooms are only cleaned at the end of each year. If you require equipment to mop up spills, etc cleaning equipment is available on request from the Kendall Hall Coordinator or a Residential Supervisor.

15. **Disposal of Rubbish**

Please place any rubbish/recycling in the skips at the rear of the large communal dining room which can be accessed via the gate near the decked area.

Rubbish from your room must not be disposed of in kitchen or bathroom rubbish bins, particularly with very high occupancy as bins will fill quickly and overflow.

16. **Kitchen Rules**

A copy of the Kitchen Rules is given to every resident upon their arrival. Please familiarise yourself as the communal kitchens can only function well if all residents follow the rules.

17. **Communal Vegetable Garden**

A Kendall Hall community vegetable garden is located just outside the ground floor kitchen (near the exit to the Kendall Hall car park). You are welcome to use produce for cooking in return for the occasional weeding/assistance in the care of the garden. A community garden Facebook group has been set up if you would like to join or ask any questions about the community garden project [facebook.com/groups/616115245868254/](https://www.facebook.com/groups/616115245868254/).

If it is dark outside, torches are located on the shelf which houses the television in the ground floor dining area.
18. **Food Lockers**

Due to high occupancy, food lockers are not available to all residents. Priority will be given to those residents living at Kendall Hall for extended periods. The Kendall Hall Coordinator will advise if a locker is available.

Whether you store food in a food locker or your room, please ensure that items made from grains such as cereal, rice, flour, biscuits, pasta, etc. are properly stored in either zip lock bags, plastic containers or glassware to avoid pantry moths. Pest control contractors have advised that pantry moths will burrow through cardboard (e.g., cereal boxes) as well as thin plastic packaging on rice, pasta etc. so please help us to ensure that we do not experience issues with pantry moths which are very difficult to eradicate.

19. **BBQs**

There are two BBQs at Kendall Hall. One BBQ is located in the decked area near the communal Dining Room. A built-in BBQ is located outside kitchen 2. If you use a BBQ, please clean it after use.

20. **Laundry**

If the laundry door is closed, your room key will open the door.

Unless otherwise advised, residents are responsible for their own laundry and bed linen. Users are expected to observe the operational limits of the machines provided.

Residents should set their own alarm to remove their clothes from the machines as soon as they finish and place their washing basket/bag on top of the machine. As a guide, the washing machine cycle completes in 40 minutes while the driers can run up to 70 minutes depending on the setting. If a machine has finished its cycle and has another resident’s items inside, simply remove them and place them into any bag/basket that is on the machine.

Please report any washing machine, dryer or iron faults to the Kendall Hall Coordinator.

21. **Resident bedrooms**

A mattress protector is provided at the beginning of the year. Please launder the mattress protector regularly to ensure longevity of the mattress. If a new mattress protector is required, please contact the Kendall Hall Coordinator.

Unless otherwise advised, residents need to supply their own pillow, bed linen and towels.

Posters, photographs, etc. may not be fixed to walls or cupboard doors in any manner that will damage the room finish.

Students occupying larger rooms must not store shoes outside their bedroom door as this creates a trip hazard in the hallway if the building needs to be evacuated.

The use of personal computers, printers, televisions, etc. is permitted providing that their use does not annoy other occupants. It is suggested that headphones are used to avoid disturbing others. These items remain the responsibility of the resident and the University takes no responsibility for them.

**Room Inspections may take place throughout the year. Notice will be provided.**
22. **Communal Living**

Occupancy is likely to frequently be at 100% which means 80 residents living together. It is important that residents are thoughtful and considerate of others to ensure that everyone enjoys their residential experience. Feedback from our 2019 Exit Survey suggests the following:

- do not run in the hallways
- when cooking in kitchens, do not spread your prep area across the entire bench or use the stove top as a prep area. It limits the number of residents who can prepare food at the same time
- do not leave crockery, pots etc to dry on the draining racks in any kitchens
- please refrain from studying in groups in your room or conversing in the hallways after 10pm on weeknights
- if cooking in a kitchen after midnight, please be mindful that residents are sleeping/studying in rooms close by

23. **Board Games & Social Activities**

Located in the cupboard opposite Room 18 are:

- several board games (Monopoly, Cluedo, Scrabble, Family Feud, Twister, Trivial Pursuit)
- darts - a dartboard is located in the Common Room
- basketballs and a pump – a half basket ball court is located outside the entrance to Kendall Hall and in the badminton court

Please remember to return any borrowed items to the cupboard after use. Items left in communal areas often go missing.

24. **Maintenance Issues**

Please report any maintenance issues (blocked toilets, leaking taps, lights not working, etc) to the Kendall Hall Coordinator. Once reported, the Kendall Hall Coordinator will put a notification near the issue requiring repairs/rectification and log a job with Infrastructure Services.

25. **Gym**

New residents to Kendall Hall must attend the compulsory induction held at the beginning of each academic year. All other residents must liaise with the Residential Supervisor to arrange for a suitable time to be inducted.

It is in the interests of all users that recreational facilities are maintained in good order or condition. Safety and cleanliness of these areas is therefore the responsibility of all users. When using the gymnasium facilities, noise is to be kept to a minimum. Please report any equipment which is not in working order immediately to the Kendall Hall Coordinator. Any equipment tagged “out of order” must not be used.

The Gym will be open between 6:00am and 10:30pm with swipe card access only. **No music is to be played before 9:00am or after 10:00pm in the gym.**
26. **Keys and Security**

Residents are issued with a key to their bedroom which should be carried at all times. Lost or mislaid keys must be reported immediately to the Kendall Hall Coordinator. A fee of $20.00 will be applied to your account for a replacement key. Room keys and food locker keys not returned at the conclusion of the term of residence will each incur a $20 fee which will be deducted from bonds.

Kendall Hall is a secure residential facility. Residents must carry their student ID cards at all times to ensure entry into the residence.

If approached by Campus Security and asked to produce ID, please do so.

27. **First Aid Kits**

First aid kits are located on the ground floor and first floor outside each Residential Supervisor’s apartment.

28. **Incidents, Accidents & Emergencies**

Each resident must lodge, via the booking portal, the name and telephone number of a person to be contacted in the case of accident or injury.

If you experience an incident (or near miss) relating to yourself or your property, please email or speak to the Kendall Hall Coordinator as an Incident Report may need to be completed.

29. **Fire/Smoke Detector Emergency Procedures**

Preparation of meals is permitted **ONLY** in the designated kitchens. **Under no circumstances is cooking permitted in resident bedrooms.**

**RESIDENTS WHO ARE HEATING OR COOKING FOOD MUST STAY IN THE KITCHEN AT ALL TIMES WHILE IT IS ON. NEVER RETURN TO YOUR ROOM WHILST FOOD IS COOKING. THIS INCLUDES PREHEATING OF OVENS. IF STAFF FIND OVENS/STOVE TOPS ON WITH NO RESIDENT IN ATTENDANCE, THE HEAT SOURCE WILL BE TURNED OFF.**

In the case of excessive smoke:

1. Remove the food from the heat source immediately
2. Turn off heat source
3. Ensure extraction fan is on

Smoke detectors at Kendall Hall are very sensitive so it is important that the area is cleared of smoke promptly to avoid fire alarm activation. Once the alarm activates, the fire brigade will attend the campus, even if the cause is smoke from burnt food.
In the case of fire:

1. Activate the nearest break glass alarm switch which automatically calls the fire brigade or call the fire brigade on “000”
2. Contact the Fire Warden (during business hours: Stacey Wardrop 9731 2287, outside business hours: Kendall Hall Residential Supervisor MO435 969 493)
3. Assist any person in immediate danger (if it is safe to do so)
4. Isolate the fire if possible (close doors and windows), alert other people in the immediate area
5. Exit the building and make your way to the Emergency Assembly Point (main lawn area at the front of Kendall Hall)

In the case of an evacuation:

1. When the fire alarm is sounded, move to the nearest emergency exit
2. When evacuating the building, walk DO NOT run
3. Proceed to the Emergency Assembly Point (main lawn area at the front of the Kendall Hall) and await instructions from the Fire Warden
4. Return to the building when instructed the Fire Warden

All rooms are fitted with a smoke and heat detector which is sensitive to heat/smoke and particles. Please take care when using aerosols in bathrooms/bedrooms as they have triggered alarms in the past.

If you wish to use a bug bomb in your room, please do not do so without first contacting the Kendall Hall Coordinator. Bug bombs will set off the fire alarm. The Kendall Hall Coordinator will arrange for the detector in your room to be deactivated prior to activation of the bug bomb.

REMEMBER: once the fire alarm is activated, the Country Fire Authority must attend the Campus, even if the fire alarm activates due to burning food. Three fire trucks are required by law to attend at a cost of around $500 per truck. The activation of fire alarms can be traced to specific rooms via our fire panel. Please be aware that the person responsible for the false alarm may be required to pay any invoice raised by the Country Fire Authority/Fire Brigade.

30. **Electrical Safety**

Residents are reminded that Kendall Hall electrical items are checked and tagged annually.

All personal electrical items are the responsibility of the owner.

All electrical appliances used must be in an electrically safe condition. Kendall Hall is fitted with electrical safety switches which will terminate electricity when an unsafe situation occurs. The Kendall Hall Coordinator or a Residential Supervisor MUST be notified if this occurs.

Resident electrical appliances will be removed or disabled if they cause an unsafe situation to occur and prevent the safe restoration of electricity for residents affected. Electrical testing can be arranged on personal items at the resident’s cost. Please contact the Kendall Hall Coordinator if you would like electrical items tested.

If any resident is concerned about electrical items belonging to Kendall Hall, they should notify the Kendall Hall Coordinator or Residential Supervisors immediately. Arrangements will be made to have the item/s checked by a qualified electrician.
31. **Personal Safety**

The University has onsite security 7 days a week between **6.30pm and 6.30am**.

The security guard’s role is to carry out a minimum of 4 site patrols per evening and be available to escort staff and residents to any external areas around the Campus.

Any suspicious behaviour should be reported to the guard immediately and/or 000 called.

**PHONE: 0434 679 843**

While he/she is not carrying out the duties above, they will be stationed in the UVET After Hours waiting room.

The University’s Security Unit has provided the following suggestions for your safety which may assist you travelling on campus after hours.

- Don’t make yourself a target at night - keep mobile phone, iPods, laptops etc. out of sight (including headphones).
- Be aware of your surroundings at all times.
- Only take essential items with you when visiting the campus.
- Move around the campus in pairs or groups.
- Stick to well-lit and popular walkways.
- Don't allow unknown persons to follow you into buildings requiring an access card or key to enter.
- Park only in well-lit car parks.
- Program the security emergency number into your mobile phone.

For further personal safety information and other useful resources, go to the Safe Community Program website: [Safer Community](#) and download the UniSafe app.

32. **Parking**

Carparks for Kendall Hall residents are located in the eastern carpark (on the left after entering the campus via Gate 1). Please obtain a parking permit from the Kendall Hall Coordinator or a Residential Supervisor and ensure that it is always displayed on your rear-view mirror when on campus. From time to time, parking inspectors attend the campus without warning and will issue fines for vehicles not displaying a permit.

33. **Mail**

Incoming mail should be addressed to: Resident Name, c/o Kendall Hall of Residence, 250 Princes Highway, Werribee, 3030.

Small parcels/mail will be delivered to the mail pigeon holes outside the ground floor Residential Supervisor’s apartment (near Room 22). Larger deliveries may be required to be collected from the Faculty Office which is located in Room G58, Learning and Teaching Building (just down the corridor from Mr Ed Café). You will be notified via email if there is a parcel to collect.
34. **Discipline**

All residents living at Kendall Hall are expected to comply with the University’s Student Code of Conduct. If you would like a copy, please contact the Kendall Hall Coordinator.

Visitors are welcome at Kendall Hall. It is the resident’s responsibility to ensure that their guest/s always behave in a manner which supports the University’s commitment to enabling a safe, inclusive and respectful community. See [https://safercommunity.unimelb.edu.au/](https://safercommunity.unimelb.edu.au/)

For FVAS residents, acts of misconduct or breaches of discipline will be dealt with in accordance with Statute 13.1, Student Discipline. Precise details are contained in the University website on Student Discipline. Non-compliance with any of the above will result in disciplinary action. Students may be reprimanded, fined and/or required to pay an amount to cover the cost of repairing damage, suspended either temporarily or permanently removed from premises or facilities, or have their enrolment suspended or cancelled.

35. **Discrimination, Sexual Harassment & Bullying**

Kendall Hall, as part of the University of Melbourne, is committed to and has a legal obligation to provide a safe environment that is free from sexual harassment, discrimination and bullying. Kendall Hall will not tolerate unlawful discrimination, sexual harassment, bullying or victimisation by students or staff against any student or staff member.

Kendall Hall and the University take complaints of discrimination, sexual harassment, bullying and victimisation seriously. Such complaints will be dealt with in accordance with the University Complaints Procedure.

**What is Sexual Harassment?**

Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated and where that reaction is reasonable in the circumstances. Many kinds of behaviour can amount to sexual harassment if they offend or intimidate another person, such as:

- Subjecting a person to any act of physical intimacy;
- Making any gesture, action, or comment of a sexual nature in a person's presence;
- Sexual insults, taunts, teasing or name calling;
- Sexually offensive telephone calls, letters, emails, SMS;
- Displaying sexually graphic material including computer screens or posters in your rooms;
- Smutty jokes or comments;
- Sexually explicit conversations;
- Repeated invitations or requests for sex;
- Stalking (which is also a criminal offence).

A single incident or comment can amount to sexual harassment. Sexual harassment may be perpetrated or experienced by a person of any sex, gender identity or sexual orientation.
What is Discrimination?

Discrimination means direct and indirect discrimination with one or more of the following attributes protected under state and federal legislation:

- Age; breastfeeding; employment activity; family or carer’s responsibilities; gender identity; impairment or disability; including behaviour that is a symptom or manifestation of a disability; lawful sexual activity; marital status; national extraction or social origin; parental status or status as a carer; physical features; political belief or activity; pregnancy or potential pregnancy; race or colour; religious belief or activity; sex; sexual orientation or preference; personal association with a person who is identified by reference to any of the above attributes.

What is bullying?

Bullying is repeated, unreasonable behaviour directed toward a staff member or student, or a group of staff or students by a staff member/s or student/s that creates a risk to health and safety.

The following behaviours do not constitute bullying:

- a single incident of bullying-style behaviour;
- reasonable comment, advice or administrative action (including negative feedback) from supervisors or lecturers on work, academic performance or behaviour;
- Conflict or differences of opinion.

Examples of Bullying

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, could be considered bullying:

- abusive and offensive language;
- insults;
- teasing;
- spreading rumours;
- criticism or trivialising of achievements;
- unfairly blaming someone for mistakes;
- excessive supervision;
- belittling or disregarding opinions or suggestions;

Non-verbal behaviours such as:

- isolating a person in the workplace;
- allocating demeaning tasks;
- taking credit for other people’s work.

Please visit https://policy.unimelb.edu.au/MPF1328 for the University’s Appropriate Workplace Behaviour Policy.
36. **Alcohol**

All residents and guests must comply with the University of Melbourne procedures relating to the management and use of alcohol and the Victorian Liquor Licensing Authority policies and regulations. Please visit [https://policy.unimelb.edu.au/MPF1267](https://policy.unimelb.edu.au/MPF1267) for the University’s Alcohol Policy.

37. **Smoking**

For the health and safety of all residents smoking is **NOT** permitted in and around Kendall Hall. All rooms are fitted with smoke and heat detectors. There is a designated smoking area near the rubbish/recycling skips at the rear of the large communal dining room which can be accessed via the gate near the decked area.

38. **Damage**

Residents occupying bedrooms are responsible for all damage in excess of normal wear and tear in them. The cost of repairs and replacement arising from damage to communal areas and facilities will be charged to the person/group responsible. All damage and requirements for maintenance are to be reported to the Kendall Hall Coordinator or Residential Supervisors.

39. **Insurance**

Personal belongings are **not** subject to the University’s insurance policy. University assets under $5,000 are not covered by insurance. Full cost of damage to these assets will be recovered from the person/group responsible.

40. **Pets**

Refer to the Kendall Hall Pet Policy for further information. The resident will be required to pay an additional security deposit of $50 if they have an approved pet in their room as outlined in the Kendall Hall Pet Policy.

Please contact the Kendall Hall Coordinator for a copy of the Pet Policy.
41. **Storage (Box Rooms)**

A storage area (Box Room) is located on each floor near the gym. Please use your room key to gain access to the room and ensure that the door is locked when exiting.

When using the Box Room for storage, **clearly label with name and year of storage on the boxes**.

The following items must not be stored in Box Rooms:

- food
- mattresses and bases
- large items of furniture
- empty pet enclosures and/or pet food supplies

Bar fridges can be stored but must not be left in the middle of the Box Room. Please move them against the wall so others can access the space.

Any items left in the Box Room are done so at your own risk. The University will not be liable for any items placed in the Box Room.

42. **Bike Storage**

Room 43 has been set aside as a bike storage area. The door is not locked.

43. **Official Facebook page**

Located at [https://www.facebook.com/groups/kendall.hall](https://www.facebook.com/groups/kendall.hall)

If you would like to join the group, please make the request through Facebook.

The student body may have their own Kendall Hall Student Facebook Page. Please see flyers around the building for further details.

44. **Feedback**

We understand that communal living can be tricky. If you have an issue/complaint (anonymous or otherwise), please feel free to drop a note in the key drop box outside the ground floor Residential Supervisor’s apartment. We will do our utmost to rectify the issue. You are obviously also welcome to speak directly to the Kendall Hall Coordinator and/or Residential Supervisors. We are very approachable 😊.

Thank you for taking the time to read the Kendall Hall Information Guide.

If you have any further questions, please do not hesitate to contact us.