



Curtin University

TENANT CAMPUS GUIDE

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WHY SHOULD I READ THIS?


The purpose of this document is to provide tenants with a single reference guide with relevant information about operating at Curtin.

By giving you all the information needed to smoothly run your business, you will also help us make our campuses amazing places to work, study, live and play.

USING OUR TENANT PORTAL




The online Tenant Portal is your go-to for important links and to submit requests:

properties.curtin.edu.au/working-with-us/tenant-information/

 Any time you see this symbol in this document, you will need to go to the Tenant Portal.

YOUR LOCATION ON CAMPUS

You will see the terms Campus Core and Exchange (distinction shown below) in this document. We will highlight if there are any unique requirements for tenancies located in these areas.

-  Curtin Bentley Campus
-  Campus Core
-  Exchange



SUPPORT DIVERSITY AND EQUITY

Everyone in the University community receives fair and just treatment, irrespective of race, gender, sexuality, gender identity, belief or culture. Please make sure your team and business uphold this too.

SMOKE FREE ZONE

The whole campus is a smoke free zone. Please assist in communicating this with your staff and customers. Breaches will attract fines.

TENANT WORKS & FIT-OUT INSTALLS, CHANGES OR UPGRADES



If you are looking to undertake works to your tenancy including fit-out installation, changes or upgrades, refer to the Tenant Fitout Works Guidelines on the Tenant Portal.



Undertaking fitout works? Refer to the Tenant Fitout Works Guidelines on the Tenant Portal

KEY CONTACTS

Curtin is a mini-city and it can be hard to know where to go. The contacts below are your key 'go to' points.

CURTIN SERVICE COORDINATION CENTRE (SCC)

Contact SCC to report any emergency repairs or maintenance. Request non-emergency repairs & maintenance using the online form on the Tenant Portal: properties.curtin.edu.au/home/online-form/tenant/.

Tel +61 8 9266 2020

Email scc@curtin.edu.au

PROPERTY & LEASING COORDINATOR

The Property & Leasing Coordinator will be able to assist with your Lease administration queries.

Email propertyportfolio@curtin.edu.au

COMMUNICATION & ENGAGEMENT TEAM

Curtin undertakes marketing and on-campus events / promotions / activations during the year. To be involved, or prior to initiating your own marketing / promotions, contact our team.

Email pfdcomms@curtin.edu.au

CURTIN PERMIT MANAGER - TENANTS

Contact the PF&D Compliance team via the email below to confirm the Permit Manager your contractors must nominate for permit submissions.

Tel +61 8 9266 2020

Email propertiescompliance@curtin.edu.au

SAFER COMMUNITY TEAM

First aid trained and on site 24/7, 365 days a year. Call them if you think there is a campus security risk or if you have called 000 so they can direct emergency vehicles.

Tel +61 8 9266 4444

Web properties.curtin.edu.au/campus-safety/

CURTIN EMERGENCY MANAGEMENT

Emergency management questions or queries.

Tel +61 8 9266 9910

Email emergency_management@curtin.edu.au

STAYING SAFE

Curtin's top priority is to keep everyone safe.

We need you to do everything required to help make this happen.

SAFER COMMUNITY TEAM

On-campus 24/7 and can be contacted on 9266 4444 or via the SafeZone app. For information, refer to: properties.curtin.edu.au/campus-safety/.

SAFEZONE APP

Tenant employees can install this free app to assist their personal safety on campus including: Location finder, non-emergency assistance, First Aid (request medical assistance), Emergency (feeling threatened or need urgent help), and Notifications (campus incidents). For more info and to download the app: properties.curtin.edu.au/campus-safety/safezone/.

EMERGENCY RESPONSE BY TENANTS

You and your staff must comply with the Tenant Emergency Response document available on the Tenant Portal.

Here's a quick guide on who to call in an emergency:

WHAT'S HAPPENED?		
Emergency / Immediate Help Needed e.g. heart attack, fire, assault	Potential Serious Risk e.g. suspicious activity, break-in, significant flooding	Property Incident / Potential Risk e.g. fallen tree, trip or slip hazard, significant flooding
WHO TO CALL		
Emergency Services 000 then Safer Community Team (08) 9266 4444 who help Emergency Services find you	Safer Community Team (08) 9266 4444 All hours	Service Coordination Centre (SCC) (08) 9266 2020 7.30am - 4.30pm After hours 

In all instances, you must help us to complete all our incident reporting as needed.

Automated External Defibrillators (AEDs) are located at most buildings on campus - refer to [Curtin Campus Maps](#). Emergency Management must be notified if an AED has been used so it can be maintained and returned to service.

EMERGENCY PREPAREDNESS

Curtin conduct annual emergency drills, and Tenants are required to take part for safety purposes. Curtin Emergency Management will liaise with you regarding drills and Tenant Warden allocation/training.

FALSE FIRE ALARM

Tenants must pay all costs associated with a fire alarm being triggered resulting in a call out by the Department of Fire and Emergency Services (DFES). The current DFES call out cost is \$1,333.00 per visit.

REPORTING INCIDENTS / HAZARDS

Tenants are responsible for the Occupational Health & Safety of their own employees and tenancy area.

Tenants should report any safety, security, personal wellbeing, injuries, near-misses, incidents or hazards to Safer Communities on 9266 4444 or via: properties.curtin.edu.au/campus-safety/report-incident-concern/.

Any Campus hazards (building or public spaces): Tenant to notify SCC on 9266 2020 or complete the online maintenance request form: properties.curtin.edu.au/home/online-form/tenant/.

EMERGENCY EVACUATIONS

During a fire alarm activation or evacuation you must follow the direction of the Warden, Safer Community Team or Emergency Services Personnel.

In general, remain calm:

- DO NOT take computers and large items (phone, wallet, keys ok).
- If capable, assist nearby persons with a disability to exit.
- DO NOT use the lifts during an evacuation.
- DO NOT carry hot liquids or food when evacuating.
- Immediately leave the building via nearest available emergency exit and proceed to the designated assembly area/muster point.
- DO NOT congregate around the exit doors.
- Remain at the assembly area/muster point until directed by a Warden, Safer Community Team or Emergency Services Personnel.
- DO NOT re-enter the building until the Warden, Safer Community Team or Emergency Services Personnel have given the all clear.

WHAT YOU FIX

WHO DOES WHAT

A Tenancy Maintenance Responsibility Matrix is available from the Property & Leasing Coordinator, which provides a detailed breakdown of maintenance responsibilities (Landlord vs Tenant) specific to your tenancy.

You must check this before requesting or undertaking any maintenance.

WHAT YOU NEED TO DO

We do have a lot of processes to keep our campus safe. These apply to tenants and in particular, tenant maintenance.

As there is a lot to get your head around, we offer one-on-one briefings on what you must do. These are coordinated through our Property & Leasing Coordinator.

WHO CAN YOU USE?

All contractors including maintenance contractors **must** be a Curtin 'Inducted Contractor' before coming on to campus.

It is the contractor's responsibility to complete the induction process. Go to: properties.curtin.edu.au/working-with-us/registration-inductions/.

- Step 1: Company registration – Contractor to complete (provide insurances, etc) – valid 3 years.
- Step 2: Worker induction: All contractor workers coming onto campus to complete – valid 2 years.



Please ask your contractor the questions in the below checklist before they start work

CONTRACTOR CHECKLIST

Before your contractor attends campus to undertake works, please ask them the following questions and ensure everything's complete:

- Have you read everything on Curtin PF&D's inductions website? (properties.curtin.edu.au/working-with-us/registration-inductions/)
- Have you and your workers downloaded and read the Contractor Health & Safety Handbook?
- Have you completed registration and induction of your company? When was this completed?
- Have all of your workers who will work on-site at Curtin completed an individual induction?
- Have you submitted the required Permits to Work applications online?

You can save time by using pre-qualified specialist contractors (Electrical, Plumbing, Communications, Fire). For a list and more info refer: properties.curtin.edu.au/working-with-us/qualified-contractors/.

Tenants are responsible for contractor engagement and costs. Tenants should consider what companies it will/may use (including servicing & repairs) and make sure those companies (and their workers) are pre-qualified and inducted in advance to avoid any issues/delays in the event of emergency repairs.

PERMITS TO WORK

Most works undertaken on campus by a contractor will require a Permit (e.g. Access, Services isolation).

Contractors **must** submit **Permits to Work** for the following:

- Access to buildings, electrical switchboards and roofs
- Isolation of any services like electricity, water and gas
- Asbestos removal
- Excavation
- Working at heights
- Hot works
- Accessing confined space
- Crane

The Permit Manager for any tenant-initiated works will be the PF&D Facilities Compliance Officer.

Works cannot start until you have an approved permit.



For more information, visit
properties.curtin.edu.au/working-with-us/permits/

NOTIFYING CURTIN ABOUT TENANT MAINTENANCE WORKS



Tenants must notify Curtin of any tenant maintenance works by submitting a Tenant Works Request on the Tenant Portal: properties.curtin.edu.au/working-with-us/tenant-information/works-request/.

Let us know the contractor's name, what they are doing, where and for how long. If there are any changes to the dates or times for work, or if they go longer than planned, advise us immediately.

Curtin need to know who is on campus and what is going on so we can be safe and coordinate efficiently.

FIXING THINGS

MINIMISING IMPACTS TO OTHERS

In undertaking works, Tenants must not obstruct the entrance or access path to any surrounding buildings including teaching & learning, research, and other tenancies.

NON-COMPLIANCE


If a contractor is observed or reported to be operating in an unsafe manner, the matter will be referred to the PF&D Facilities Compliance Officer or Superintendent for investigation. The contractor will be required to take immediate action and may be instructed to cease work until the situation has been rectified and the work area and/or procedures are considered safe.

Non-compliance may result in the contractor's induction status being revoked, restricting their ability to do works on campus.

NO WORK DURING EXAMS

Exam periods are very important for our student community. Most exams are held in June and November for a 2-week period, however there can be exams throughout the year.

Please do not plan any works during exam periods.

 **For key exam dates, visit curtin.edu.au/students/essentials/examinations/key-dates/**

If you need to undertake emergency works (e.g. burst water pipe), please advise the Property & Leasing Coordinator and SCC immediately so it can be coordinated outside of exam hours.

HOW TO MAINTAIN GREASE TRAPS

Some retail tenants on campus have an individual tenancy (non-shared) grease trap. Those tenants will be responsible for the costs, operation, maintenance, and pump out of the grease trap and must comply with Water Corporation regulations and trade waste permit requirements including:

- Obtain trade waste permit (register the grease trap with the bar code noted on the grease trap).
- Use of a licensed liquid waste contractor (must also be Curtin approved). Curtin's preferred contractor is Cleanaway.

HOW TO FIX AN INTERNET FAULT

Tenants are responsible for their own IT, including phone & internet connection and sourcing their own provider. Contact your internet provider to establish the cause of the disruption. If the disruption relates to Curtin infrastructure, contact SCC.

HOW TO REPORT A UTILITY SERVICE FAULT

If there is a fault, lack of services or you disconnect the service, contact SCC immediately.

All swipe access remains operational during outages.

You must immediately report any gas leaks to Safer Communities on 9266 4444, notify the Warden, and evacuate the area.

WHAT CURTIN FIXES

HOW TO REQUEST LANDLORD MAINTENANCE

Your **Tenancy Maintenance Responsibility Matrix** allocates maintenance responsibility. You must check this before requesting any maintenance.

If it is Curtin's responsibility, go to the Tenant Portal and submit a Tenant Maintenance Request, including details of the issue and target timeframes.

You will receive a return email confirming:

- Your request has been received
- Confirmation that it is Curtin's responsibility, including response times based on risk level and availability of any required materials and contractors (if applicable)

Or

- Notification that it is your responsibility as tenant. If this is the case, please refer to the *What You Fix* section of this Guide.

Please note that we receive a high volume of requests - priority will be allocated based on risk.

 **To submit a Tenant Maintenance Request, go to: properties.curtin.edu.au/home/online-form/tenant/**

HOW TO CHANGE YOUR AIR CONDITIONING OPERATING HOURS

Most campus building heating/cooling systems operate automatically Monday - Friday between 7:00am - 5:30pm.

Contact the SCC if you want to operate the system out of hours or to amend the operating times to align with your opening hours.

Note: Exchange retailers are responsible for the operating times, control, and maintenance of air conditioning within their tenancies.

BENTLEY CAMPUS

WHEN IS THE CAMPUS OPEN?

Campus Standard Business Hours are:
Monday to Friday - 7.00am to 5.30pm

There are two main study semesters and two main semester break periods. We also run summer school and trimesters, and research is ongoing.

Generally, the campus has reduced services just before Christmas until the first business day of the second week of January. We are never truly closed.

i For key dates, visit: curtin.edu.au/students/essentials/academic-calendar/

GETTING TO AND AROUND CAMPUS

WHERE DO MY STAFF AND CUSTOMERS PARK?

Tenant employees may park in Green, Yellow, White or Blue zones. Tenant visitors may park in Green, Yellow, Orange or Blue zones.

EV charging stations are available around campus (2 hour time limit).

E-rideables such as e-bikes/scooters/skateboards are becoming a popular mode of transport, but certain restrictions apply on campus. For more information, visit: properties.curtin.edu.au/getting-here/cycling/



Vehicles must be secured whilst on campus, and personal items should not be visible / on display. Curtin does not accept liability for damage or theft whilst motor vehicles or bicycles are on campus.

i For parking zones & rates, visit: properties.curtin.edu.au/getting-here/parking/zones-and-rates/

HOW TO AVOID A PARKING FINE

Parking users should download CellOPark and complete the one-time setup. Then simply start a session each time you park, ensuring you select the correct zone you are parked in.

Campus parking is patrolled by Safer Communities using licence plate recognition and fines will be issued by ticket.

Once issued, parking fines are administered by a third-party (not Curtin), details are noted on the ticket.

PUBLIC TRANSPORT

Curtin's Bentley Campus is serviced by two Transperth Bus Stations which also connect to Canning Bridge Train Station. Curtin Central Bus Station is located within the Exchange precinct. Curtin University Bus Station is located on Hayman Road. For more info refer: transperth.wa.gov.au.

FREE LOCAL BUS SERVICE

The free Curtin Access Bus Service (CABS) boards at John Curtin Building (B200A) and has routes accessing Technology Park (all year), Bentley, Waterford, South Perth and Victoria Park (semester only).

i For more information, visit: properties.curtin.edu.au/getting-here/campus-buses/

CYCLING TO CAMPUS?

For suggested bike routes, where to park and end-of-trip facilities on campus, visit: properties.curtin.edu.au/getting-here/cycling/.

WHERE DO TAXI AND RIDE SHARE GO?

A dedicated pick up/drop off area is located at the 'Forum' on Beazley Avenue, which is quite central. Many short-term pick up/drop off bays are also located in Exchange.

i To view the campus map, visit: properties.curtin.edu.au/maps/

DELIVERIES AND MAIL

WHERE DO FOOD DELIVERY SERVICES GO?

Orange Short Term Parking (up to 1-hour) bays can be used for food delivery services. Short-term pick up/drop off bays are also available around Exchange.

WHERE DO I GET STOCK DELIVERED?

Tenancies located within the 'campus core' on the Bentley campus are in a pedestrian and cyclist only 'vehicle free' zone.

Vehicle access to this area is not permitted between the hours of 9:00am - 3:30pm. For vehicle access to the 'campus core' outside of these hours, tenants must obtain an Access Permit.

For more info refer: properties.curtin.edu.au/getting-here/service-access/.

Tenants can instruct their delivery drivers to stop in the Orange Short Term Parking bays closest to the tenancy.



To view the campus map, visit properties.curtin.edu.au/maps/

Loading docks are also located at:

- Building 104
- Building 200
- Building 408
- Building 431 & 420 within Exchange

Please consider planning of stock delivery to minimise disruption to your business and campus operations.

HOW DO I SEND OR RECEIVE MAIL?

Incoming mail: An incoming mail service is not provided, but tenants can arrange a secure locker for delivery of small parcels.

- Mail arrives on Mondays, Wednesdays and Fridays
- It is delivered to a secure locker located near building 108 & 106F
- The tenant will receive an SMS to advise of their delivery and an access code for collection

For more information about the secure lockers visit: properties.curtin.edu.au/curtin-parcel-lockers/.

Outgoing mail: Options for outgoing mail include:

- Red post box located at the bus stop in front of B200A
- Australia Post Delivery Centre in Technology Park
- Australia Post Branch in Waterford Shopping Centre

Alternatively, tenants can make direct arrangements via a courier service for incoming & outgoing mail.

WASTE AND RECYCLING

WHERE DO I TAKE MY RUBBISH?

Office tenants: Tenant is responsible for its own cleaning and rubbish/waste removal.

Retail tenants: Tenant is responsible for its own cleaning and rubbish/waste removal. All waste and recycling is to be taken to the loading dock and deposited in their allocated bins depending on the type of waste.

Waste collection schedules will be provided prior to commencement of trade.

SINGLE USE PLASTICS

Tenants are responsible for understanding and complying with WA legislation and guidelines. For more information go to: wa.gov.au/service/environment/business-and-community-assistance/western-australias-plan-plastics.

LEASE ADMINISTRATION

COMPANY / EMERGENCY CONTACTS

The Tenant must prior to commencement and if the details change, email the Property & Leasing Coordinator the Name, Position, Email, and Mobile for:

- Tenant contact for any leasing matters.
- Tenant contact for any invoicing matters.
- Tenant contact for any on-site/operational matters.
- Tenant emergency contact.

WHAT DOCUMENTS DO I SEND CURTIN?

Send the Property & Leasing Coordinator the following when they are renewed or changed (as applicable):

- Insurance Certificate of Currency
- Occupancy Certificate on completion of fitout.

Food & Beverage operators only:

- Town of Vic Park approval to operate (Certificate of Registration).
- Liquor Licence Approval (if applicable).



**PLEASE DIARISE YOUR SUBMISSIONS
these are important lease obligations**

OPERATING FAQS

WHO CAN I SPEAK TO ABOUT MY LEASE?

We offer optional annual meetings to catch up and provide an update to tenants on what is happening on campus.

Please contact the Property & Leasing Coordinator to set up a time if you'd like to meet.

HOW DO I RAISE A CONCERN?

Please contact the Property & Leasing Coordinator. We will talk to you to understand the details and work out next steps.

CURTIN BY-LAWS, POLICIES, TENANT RULES

All tenant employees must abide by relevant Curtin Policies & Procedures: curtin.edu.au/about/governance/compliance-legal/find-a-policy/, and the Curtin Land and Traffic By-Laws: curtin.edu.au/about/governance/enabling-legislation/.

Refer to your lease for specific Curtin Tenant Rules, otherwise refer to: properties.curtin.edu.au/working-with-us/tenant-information/tenant-guidelines/ or the Property & Leasing Coordinator.

ACCESSING YOUR TENANCY

HOW DO I GET INTO MY TENANCY?



All buildings are accessed via a swipe card or key. All tenant staff must get a Curtin access card with a unique identification number to swipe in. The card will feature a portrait photo and certify that the individual is a 'University Associate'.

Go to the Tenant Portal to start the process: properties.curtin.edu.au/working-with-us/tenant-information/employee-access/

This process can take some time, so get started in advance of access being needed.

Access cards must be renewed annually. Tenants are responsible for keeping track of their staff's 'University Associate' expiry date.

You must email the Property & Leasing Coordinator when an employee ceases so their access can be deactivated.

FORGOTTEN OR LOST ACCESS CARD/KEY

Forgot your access card or key? Or is your card faulty? Call the Safer Community Team on (08) 9266 4444 and quote your Curtin Associate ID number to get access.

If you lose your card, contact the Safer Community Team immediately so they can block access. Then take photo ID to Curtin Connect to receive a new card.

WHEN WOULD CURTIN ACCESS MY PREMISES?

Curtin may require access to the premises for reasons such as:

- Installing, maintaining, replacing, altering or adding to the Building or Premises services
- Routine building inspections as required
- To enable our advisors and service providers to confirm that you are complying with your Lease obligations
- In the case of an emergency

The Property & Leasing Coordinator will notify you prior to coordinate and minimise business disruption, except in an emergency.

Building 418: In addition to the above, garden balcony maintenance access will be required for Level 2 & 5 tenants, plus storeroom access may be required for Level 5 tenants.

MOVING OUT / END OF LEASE

HOW DO I MOVE OUT?

At the end of your Lease you must:

- Remove your IT equipment & personal items
- Remove all rubbish
- Undertake a thorough clean
- Leave the premises in a secure, safe, tidy condition
- Return all keys, access cards, and similar devices to the Safer Community Team

Your lease will provide further information on specific make good obligations for your tenancy which must also be completed before the end of your lease.



BEFORE COMMENCING ANY WORKS, please contact the Property & Leasing Coordinator at least six (6) months before your lease expires to ensure you fully understand all obligations

AVAILABLE SERVICES

BENEFITS OF WORKING ON CAMPUS

Working on Campus and being a University Associate comes with benefits including:

- Great dining options
- Diverse transport options including competitive parking rates and end of trip facilities
- Access to Curtin Library
- On-site childcare (please note that students and staff have priority)
- Memberships to Curtin Stadium
- Access to Curtin Guild Associate membership and their offers

ATM

ATMx: Building 103 (central - facing onto Sir Charles Court Promenade)



To view the campus map, visit properties.curtin.edu.au/maps/

MEDICAL CENTRE

Level 1, Building 109
Open Monday - Friday 8.30am to 4.30pm

Book appointments online or on (08) 9266 7345.



For more information, visit curtin.edu.au/students/personal-support/health/medical-centre/

FAITH FACILITIES

Curtin University provides the following dedicated spaces for spiritual or religious purposes to the Curtin community:

- Muslim Musalla (Building 510)
- Prayer Meditation room (Building 109)



To view the campus map, visit properties.curtin.edu.au/maps/

CAN I HIRE CURTIN FACILITIES?

Tenants may request access to Curtin function spaces and meeting rooms via Room Bookings. For more information, visit: curtin.edu.au/engage/local-community/room-bookings/.

WAYS TO GET INVOLVED

EVENTS

Our campuses have activations and events throughout the year. There are opportunities to attend as a guest and/or participate as a supplier/outlet.



To see what's on, visit curtin.edu.au/events/

RESEARCH

Our students, staff, researchers and facilities form a community with lots of potential and there are opportunities to partner on projects. If you have an idea or problem that you need help solving, we'd love to hear from you.



For more information, visit research.curtin.edu.au/industry-partners/

SUSTAINABILITY

Curtin is committed to sustainability. Our Perth (Bentley) Campus holds a 6 Star Green Star - Communities rating from the Green Building Council of Australia (GBCA).

Our students and staff care about sustainability and often, this is reflected through their spending habits. If you have ideas or sustainability driven initiatives we may be able to support and/or promote them.



Let us know by emailing sustainability@curtin.edu.au

KEY COMMUNICATION CHANNELS

Curtin PF&D has a number of communications channels on social media for the latest campus project, disruption, event and food truck information.



Campus information:
[@curtincampusupdates](https://twitter.com/curtincampusupdates) @ f

Exchange updates:
[@curtin_exchange](https://twitter.com/curtin_exchange) @ f

Place activation events & food trucks:
[@explore_curtin](https://twitter.com/explore_curtin) @ f



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