

UniLodge

Darwin

2026

**RESIDENT
HANDBOOK**

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WELCOME TO UNILODGE DARWIN!

At UniLodge Darwin, we acknowledge the Larrakia people, the Traditional Owners of the land on which we are located. We pay our respects to their Elders—past, present, and emerging—and honour their continuing connection to land, waters, and community. We are committed to celebrating the rich cultural heritage of the Larrakia people and the diverse contributions of all Aboriginal and Torres Strait Islander peoples to our society.

We are thrilled to welcome you to UniLodge Darwin, where you'll become part of a vibrant and diverse learning community. Moving to a new environment can be both exciting and a little overwhelming—whether it's the people, the weather, or the food, it may take time to adjust. But rest assured, you're not alone. Many residents, including those from Australia, share similar feelings. Our team is here to support you every step of the way as you settle in and make UniLodge Darwin your home.

At UniLodge Darwin, we offer more than just accommodation—we provide a unique and enriching experience. Our Residential Life Program is designed to promote cultural harmony, celebrate diversity, and create opportunities for meaningful connections. From vibrant events to social activities, these are perfect moments to build friendships and develop a sense of belonging. We encourage you to take full advantage of these opportunities.

This handbook serves as your guide to settling in, offering practical information and policies to ensure a safe, comfortable, and enjoyable stay. Whether you have questions about your accommodation, need support adjusting, or are curious about upcoming events, our team is here to help.

UniLodge Darwin is committed to making your time here truly unforgettable. So, embrace the journey, explore new possibilities, and get ready to create lifelong memories.

Enjoy your stay!

UniLodge Darwin Team

1. WE CARE ABOUT YOU!

At UniLodge Darwin, we genuinely care about your well-being and strive to provide community-based support. One of the greatest benefits of being part of the UniLodge Darwin community is knowing there's always someone available to help. Whatever challenges you may face, big or small, we encourage you not to keep them to yourself. The sooner we know, the sooner we can help you resolve the issue. Your concerns will be handled with care and confidentiality, and you can count on us to listen with empathy and understanding.



We understand that new residents may face challenges as they adjust to:

- Transitioning from school to university or tertiary life.
- Adapting to a new education system and its demands.
- Living away from home and managing independently.
- Being separated from family and friends.
- Settling into city life, a new state, or even a new country.
- Overcoming language barriers.
- Navigating lifestyle and cultural changes, which may

include:

- Finding your way around, such as using transport or locating clubs, churches, and community services.
- Managing basic tasks like opening a bank account or settling into daily routines.

Our team at UniLodge Darwin is here to assist you with these transitions and more. You're always welcome to visit Reception, where we'll be happy to provide guidance and the information you need to feel at ease.

If you're affected by illness, an accident, or the loss of a loved one, please reach out to our staff. We can offer support and, if needed, connect you with professional counsellors to ensure you receive the appropriate care.

Remember, you're never alone at UniLodge Darwin. We're here to help make your time with us as smooth and fulfilling as possible.

1.1. Pastoral Care

At UniLodge Darwin, we take pride in offering a supportive pastoral care network. As part of our community, you'll always find someone to talk to and plenty of opportunities to connect and engage.

Our friendly Residential Advisors (RAs) play an essential role in creating a welcoming and inclusive environment. You might find them stopping by with a bag of lollies, catching up with you in the hallway, or simply checking in to hear about your weekend. They're always available for a chat, to provide advice, or to connect you with additional services when needed.

Building connections is at the heart of what we do. Whether you're looking to meet fellow residents, explore the local community, or discover the best spots to relax and unwind, we're here to guide you.

Our goal is to help you settle into your home away from home quickly, safely, and securely, so you can focus on your studies and make the most of your time at UniLodge Darwin.

1.2. Residential Life Program

1.2.1. What is Residential Life Program?

The Residential Life Program at UniLodge Darwin is an integrated and dynamic initiative designed to enhance your student experience. It aims to support and bring out the best in every resident through a variety of activities and the dedication of senior residents, Residential Advisors (RAs), and the Property Manager.

1.2.2. UniLodge Multicultural Vision

Our community celebrates diversity, fostering mutual respect, tolerance, and cultural understanding. We strive to create an environment where everyone feels respected and valued, building friendships and a sense of belonging across cultures.

1.2.3. What Does the RESIDENTIAL LIFE PROGRAM Aim to Achieve?

The program offers a balanced array of activities that enrich multiple aspects of your life, including:

- Quality of living and overall well-being.
- Mental and physical health.
- Academic and personal achievements.
- Building personal and social connections.
- Ensuring safety and security.
- Strengthening community bonds.

1.2.4. What Activities Can You Expect?

The program features a diverse mix of events and activities, such as:

- Social and Community Events: Barbecues, entertainment nights, and gatherings designed to promote integration, fun, and friendship.
- Cultural and Adventure Trips: Explore Australian icons, or outdoor exploring trips.
- Academic and Special Interest Activities: Forums, seminars, and focus groups tailored to your interests.
- Health and Wellbeing Initiatives: Activities that encourage a balanced lifestyle.
- Sporting Events: table tennis, pool, cricket—you name it!
- International and Cultural Celebrations: Parties and events celebrating the diversity of our community.

If you have more ideas, please feel free to let our team know!

1.2.5. How to Join Events

Attending events is easy! Simply register through the Resident Portal to stay updated and secure your spot.



1.3. Financial Problems

If you're experiencing financial difficulties, we strongly encourage you to speak with the Customer Service Manager. Many financial challenges can be managed by setting up a payment plan tailored to your needs.

Additionally, most universities have a Student Financial Services Unit within their Student Services Department, which can offer further support and guidance on managing your finances.

1.4. Living Together at UniLodge Darwin

Living in a shared community like UniLodge Darwin is a rewarding experience, but it requires effort, communication, and compromise. It's normal for conflicts to arise from time to time, but addressing them early can help maintain a positive and harmonious environment.

1.5. Tips for Happy Living in a Multi-Share Apartment

- **Share the load:** Do your fair share of cleaning and contribute to a cleaning roster for shared spaces like the kitchen and bathroom.
- **Be mindful of noise:** Keep noise levels low, especially when you have guests. This is a common courtesy for all residents.
- **Tidy up promptly:** Don't leave dirty dishes overnight, and take out the garbage when the bin is full.
- **Consider shared cooking:** If you choose to share meals, it's a great way to bond, try new foods, and save costs.
- **Store valuables safely:** Keep personal and valuable items in your room.
- **Respect shared spaces:** Be considerate of your use of shared facilities and equipment.

1.6. Resolving Conflicts

If you encounter a problem with a fellow resident or any staff member, it's important to address it calmly and respectfully. Here are the steps to follow:

1. **Communicate openly** with the person involved and try to resolve the issue together.
2. If the problem persists, **inform the person** that you'll be bringing it to the attention of the Reception team.
3. **Speak to Reception** if the issue is still unresolved. They will assist you in taking the matter to the Property Manager if necessary.
4. If the situation remains unresolved, **consider escalating** the matter to the Tribunal.

Remember, UniLodge staff are here to offer guidance, support, and referrals if needed. Never hesitate to approach them if personal or communal issues are affecting your well-being.

1.7. Privacy

our privacy is important to us. If you need to discuss any matter confidentially, please don't hesitate to ask. We are committed to ensuring that all conversations are kept private.

1.8. Harassment

Sexual harassment is unlawful under Australian legislation. It includes actions such as:

- Unsolicited physical intimacy or requests for sexual favours
- Remarks with sexual connotations
- Any other unwelcome conduct of a sexual nature that offends, humiliates, or intimidates another person

UniLodge Darwin is committed to maintaining a respectful, friendly, and supportive community. Discrimination or harassment of any kind will not be tolerated, and anyone found engaging in such behaviour will be asked to leave.

If you believe you have been subjected to harassment or discrimination, please contact the Property Manager, and appropriate steps will be taken. The **Anti-Discrimination Act** prohibits discrimination based on gender, race, age, sexual preference, religion, political belief, or activity.

1.9. Social Support

UniLodge Darwin hosts a variety of Residential Life events throughout the year, and we highly encourage you to participate. These events are a fantastic way to meet the staff and, most importantly, connect with other residents. Attending these social activities not only helps combat any feelings of loneliness but also provides an opportunity to build friendships that will enrich your time here. By getting involved, you'll find it easier to create lasting relationships and make the most of your time at UniLodge and beyond.

1.10. Study Support

If you encounter academic challenges, please reach out to us as soon as possible. The sooner we know, the sooner we can help. Whether you're struggling with course selection, preparing for exams, dealing with tutors and lecturers, or seeking special consideration due to personal issues, we can assist in directing you to the relevant department or faculty for support. We understand that stress levels can rise, particularly around exam periods, and we are here to create an environment that allows you to maximise your academic potential. If noise or other disturbances are affecting your study, please let us know immediately. We ask that all residents be considerate of each other's study needs.

1.11. Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace, which means both Management and Residents share responsibility for ensuring safety. As a resident, you must take care to avoid any actions that could contribute to accidents. For example, do not block exits with personal belongings or litter, and do not interfere with fire safety notices or equipment. We all play a part in keeping the environment safe for everyone.

1.12. Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow Resident or a Staff Member, or a decision that has been made by UniLodge Team. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Customer Service Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step 1 - Talk politely and openly to the person involved

Step 2 - Inform the person that you will take the matter to UniLodge Team

Step 3 - Inform UniLodge Residence Team of the complaint, and they will work with you to resolve the issue.

If UniLodge Team make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you can have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where

consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the Regional General Manager.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

1.13. Complaints Procedures

1.13.1. Stages of the complaint procedures

Stage 1: Lodging a complaint

Complaints can be lodged via the [online form](#) or verbally by contacting the Customer Service Manager or General Manager. Less serious complaints may be easily resolved by another member of staff without proceeding further with the complaint.

Stage 2: Response and Advice

The aim of Stage 2 – Response and Advice is to first respond to the complainant within 3 business days (earlier where possible) acknowledging receipt of the complaint and provide contact details of the appropriate senior member of staff who will be dealing with the complaint. The member of staff will attempt to clarify the problem as perceived by the complainant, to advise the complainant of the options available to them (including options for directing the complaint to an external agency for serious accusations) and to ensure the complainant is provided with support and advice to decide whether they wish to proceed with the complaint and how to do so.

Stage 3: Investigation and Determination

If the complaint is not satisfactorily resolved by Stage 2, and the complainant wishes to proceed, the senior member of staff will forward the complaint to the General Manager, Regional General Manager, or nominee, for investigation and determination. If a matter requires an investigation that will take more than seven days, the complainant will be advised and offered support if appropriate.

Stage 4: Conciliation

Where possible, conciliation is the preferred option in dealing with complaints that involved two parties. However, the complaint process can only proceed to Stage 4 – Conciliation if the complainant is willing to be identified to the respondent and to detail the complaint in writing. For conciliation to proceed, the respondent must be provided with the written complaint, the complaints procedures, and be provided with the opportunity to respond in writing. Resolution may be achieved after meetings with the respondent and the complainant individually or together.

Stage 5: Determination and Resolution

Where the complaint is not able to be resolved at Stage 4 – Conciliation, the General Manager, Regional General Manager or Nominee may make a decision and advise the complainant in writing.

Stage 6: Dissatisfaction with Determination

Complainants who remain dissatisfied with a determination have further rights including seeking support from lodging a formal complaint with the appropriate authority.

2. RIGHTS & RESPONSIBILITIES

2.1. Resident Rights

As a resident of UniLodge Darwin, you are entitled to:

- Start your tenancy in a premises that is in reasonable condition and complies with health and safety regulations.
- The peaceful enjoyment of your premises, free from unnecessary disturbance.
- A secure living environment.
- Request and receive a copy of your lease agreement.

2.2. UniLodge Rights

UniLodge Darwin reserves the right to:

- Issue Remedy of Breach notices if a resident breaks the terms or conditions of the Tenancy Agreement, causes damage to any part of the building or inclusions, or causes inconvenience to other residents.
- Issue Remedy of Breach notices for residents who fall behind on rental payments and send a Notice to Leave if payment is not remedied.
- Report delinquent payments to educational institutions or relevant departments.
- Inspect the property between 7am and 9pm, with prior arrangement, to assess the condition of the premises.
- Enforce rules and regulations related to the prohibition and limitation of drugs and alcohol on the premises, in accordance with the law.
- Request identification from residents when necessary.
- Enter the Property at any time if they believe on reasonable grounds that the well-being of the tenant requires it or that the entry is necessary to protect persons from imminent damage or protect the premises from damage.
- Enter the Property to show common areas of shared property (i.e., multi-share units) to prospective tenants or contractors.

2.3. Resident Responsibilities

As a resident, you are responsible for:

- Paying rent in advance and using the agreed-upon payment method.
- Not using the premises for illegal purposes.
- Ensuring you do not cause any nuisance or interfere with the peace, comfort, or privacy of other residents.
- Keeping your premises and inclusions clean and well-maintained.
- Being responsible for the behaviour of your guests.
- Not lending your key swipe access card to visitors.
- Escorting your visitors throughout the building to safeguard other residents.
- Not intentionally or negligently damaging the premises or inclusions, and ensuring others do not do so.
- Reporting any damage or maintenance issues to UniLodge in writing.
- Paying for charges outlined in the Tenancy Agreement.
- Abiding by the terms of the Tenancy Agreement, as well as the rules and regulations of the building.
- Using the premises for residential purposes only, unless agreed otherwise in writing.
- Paying for any blown light bulbs or damages in your unit.
- Paying for any unwanted fire alarm callouts and related charges (including emergency and non-emergency contractor services related to the unwanted fire alarm) that occur from your unit.
- Ensuring that you know how to operate all equipment and appliances, including the cleaning of air-conditioner filters.

- Use any utilities like water and electricity wisely.
- Complying with any act, regulation, rule or direction of any government, semi-government or statutory body.
- Allowing the Owner and Landlord access to the Property at reasonable times as prescribed by law, for the following purposes:
 - To inspect and view the state of repair of the Property.
 - To show the Property to prospective tenants or purchasers.
 - To allow contractors to carry out repairs to the Property.
 - To meet the requirements of any Public Authority in respect of the Property.
 - If access for repairs or maintenance is delayed or denied, the Tenant will be responsible for any additional damage caused.

2.4. UniLodge Responsibilities

UniLodge is responsible for:

- Ensuring the unit is clean and fit for living at the start of the agreement.
- Providing a reasonable level of peace, comfort, and privacy.
- Ensuring the premises are reasonably secure.
- Complying with laws related to the health and safety of residents and visitors.
- Maintaining the premises and inclusions in good repair, and keeping the common areas clean.

3. YOUR AGREEMENT WITH US

3.1. Condition Report

At the start of your Tenancy Agreement, an Entry Condition Report will be completed and signed by both you, the resident, and a UniLodge representative. This report will be used at the end of your tenancy to assess any damage to the unit, its furniture, and equipment.

The completed Condition Report must be returned to the office **within 5 business days** of receiving the report. Failure to do so may result in the precondition report being used as the basis for any security deposit claims at the end of your tenancy.

3.2. Eviction

UniLodge rules are designed to promote tolerance, courtesy, and respect for others, ensuring that everyone's needs within the community are met. If a resident chooses to ignore or violate these guidelines, they will receive written warnings from UniLodge Management. If the resident continues to engage in unacceptable behaviour, a "Notice to Leave" will be issued, and an application for eviction will be made.

In addition to the termination provisions, a "Notice to Leave" will be given to any resident who:

1. Is found to be possessing, using, or distributing illegal drugs or other illegal substances.
2. Is involved in the harassment or discrimination of another resident, staff member, or person.
3. Is found to be engaged in the sexual or physical abuse of another resident, staff member, or person.
4. Is found to have stolen another person's property.
5. Significantly interferes with the peace, comfort, or privacy of another resident or staff member.
6. Is found smoking in their room or any other area of the building.
7. Tampering with or removing the smoke alarm in their room.

These actions are illegal and lead to immediate expulsion from the premises, with possible prosecution.

3.3. Security Deposit or Bond

A security deposit equivalent to four (4) weeks' rent is required at the commencement of your tenancy. This deposit is held in a trust account on your behalf for the duration of your tenancy or for any further period in which you may occupy the unit. The security deposit cannot be used for rent payments unless authorised by the Property Manager. Deductions may be made from the security deposit for the cost of repairs or excessive cleaning required at the end of your tenancy.

3.4. Termination of Tenancy Agreement

Your Tenancy Agreement may be terminated under the following circumstances:

1. The resident fails to pay rent by the due date, and all Notices to Remedy have not been addressed.
2. The resident violates any provision of the Tenancy Agreement or the rules as set out in the residential handbook.
3. The resident resorts to or takes advantage of any law for the protection of insolvent individuals, becomes bankrupt, or commits an act of bankruptcy.

Upon termination of the Tenancy Agreement, all personal property must be removed from the premises. Any property left behind will be disposed of in accordance with the **Residential Tenancies Authority guidelines**.

4. RULES OF TENANCY

These Rules form part of your Tenancy Agreement with UniLodge. Please read through these rules carefully. If you have any questions or require a translator, please contact Reception.

4.1. Alcohol

UniLodge promotes a responsible attitude towards alcohol consumption. Alcohol is permissible (for residents over the age of 18), but only if consumed within the privacy of your own unit. Alcohol is not permitted in any common areas.

4.2. Behaviour

Residents are expected to adhere to the Code of Behaviour. Acceptable behaviour includes respecting the living conditions and personal security of others. Unacceptable behaviour will be addressed by Management, and repeated violations may result in early termination of your Tenancy Agreement. Please note, you will remain responsible for rent until the unit is re-let.

4.3. Building Security

All residents and visitors must comply with the security regulations as instructed by Management:

- Residents must carry ID at all times and present it to Management, Security, or Staff when requested.
- Residents are strictly prohibited from sharing, loaning, transferring, duplicating, or providing access to their Security Swipe Card to any other person, under any circumstances, whether for free or for compensation.
- **All visitors must sign in via the Visitor Sign In/Out Form.** The form is accessible via the QR code displayed at the Reception front desk at all times.
- **Written permission is required** for any guests staying overnight or for an extended period.
- In multi-share units, all flatmates must approve any overnight guests.
- Residents are responsible for their guests' behaviour and must ensure guests abide by the Rules of Tenancy while in the building.
- **Residents must personally let their guests in or out of the building** after hours. The swipe card must not be given to guests to enter or exit independently.

4.4. Cleaning and Inspections

- All residents are responsible for cleaning their units on a daily basis.
- UniLodge reserves the right to inspect units if damage is suspected. This includes ensuring shower silicone is kept clean and free from mould.
- Units will be inspected quarterly, with prior notice given, to check for any faults or damage.
- Do not use sharp objects such as knives or forks to clean frost from your fridge. Residents will be responsible for the damage and any necessary replacement. Refrigerators should be regularly cleaned and defrosted. Excessive frost build-up in the freezer will reduce the cooling efficiency of the fridge.
- Keep drains clear by using them only for their intended purpose. Do not dispose of rubbish, cooking oil, hair, pins, rubber or latex items, or any other unsuitable materials down drains or toilets. Any damage or blockages caused by misuse will be repaired at the tenant's expense.

4.5. Use of Property

The Property is to be used solely for private residential purposes. Any other use of the Property, including but not limited to commercial or business activities, requires the written consent of the Owner.

4.6. Drugs/Illegal Substances

The use or possession of illegal substances in the building is strictly forbidden. **No illegal substances** are permitted within the premises under any circumstances. Violation of this rule can result in **immediate**

eviction. If you or someone you know is struggling with substance abuse, please reach out to the Management. We can assist by connecting you with professional support.

4.7. Common Property

Common property refers to any property owned by UniLodge Darwin for the use of residents and their guests in the common areas. This includes all fixtures, furniture, appliances, and equipment in common areas, including the kitchen.

- Residents and their guests must not interfere with or damage common property, nor leave anything on or obstruct the use of common areas.
- Residents are **liable for any damages** caused to common property.
- UniLodge Darwin is not responsible for any items left in communal areas.

Additional rules regarding common areas:

- Rubbish must be disposed of **at least once a week**, ensuring bags are securely tied up.
- Do not leave rubbish in common areas. If your rubbish bag leaks or spills, promptly clean it up.
- **Do not block fire exits** with trolleys or other items. Shopping trolleys should not be brought into the building premises.
- Personal belongings **must not be left** outside your apartment or in hallways, study rooms, or common areas.
- You must not hang any clothes inside the premises other than where provision for the hanging of clothes (if any) has been provided. You must not hang washing or air articles on common property, including balconies, unless facilities for doing so are provided for your use.
- You must not store lubricants or flammable liquids (including but not limited to kerosene and motor fuels) at the premises. You must not bring on to or use at the premises a heater which uses flammable liquid or bottled gas.
- You must not cook anywhere on the property other than where kitchen facilities have been provided.
- You agree not to carry out any mechanical repairs or spray painting of any motor vehicles, boats, bicycles, or motorcycles in or around the property, including common property.
- You also agree to be fully responsible for the removal of any bicycle, motorcycle, car, or boat spare parts, bodies, or any other equipment used and to fully reinstate the premises, land, or common property to its original condition forthwith.
- You must not obstruct the lawful use and enjoyment of the common property by any other person entitled to use it.
- You must not damage or alter the common property without the written approval of the Management.

Penalties will apply for failing to comply with these requirements.

4.8. Eligibility of Residents

- All residents and occupants must be registered and sign a Tenancy Agreement.
- Children are not permitted to reside at UniLodge.
- Sub-letting your unit is not permitted under any circumstances.
- Residents must provide all necessary documentation to proof eligibility for residing in the building in accordance with the building codes.
- Any additional person(s) wishing to live at the property must obtain written consent from the Owner. They must complete an application and be approved by the Owner. The Owner will determine if the additional person(s) will be added as a leaseholder or as an authorised occupant.

4.9. Gambling and Gaming

Gambling is not permitted on the premises.

4.10. Charging of any electrical items

Charging of any electrical items has to be done while it is being attended to. Do not leave any charging device without supervision.

Related to **e-scooter** or **e-bike**, please refer to the rules below:

- Register your device with Reception
- Store your battery in a cool, dry area when not in use
- Stick with the source and use the manufacturer's battery and charger
- Regularly inspect your device and battery for any damage
- Immediately replace damaged or under-performing batteries
- Use a timer when charging your battery
- Allow your device to cool down before charging
- Recycle responsibly by giving used batteries to recyclers
- Do not leave your device in a hallway or common area, except the bike room.
- Do not leave your device or its battery in direct sunlight
- Do not use a generic unnamed battery or charger
- Do not be too lazy to do a quick check
- Do not use a damaged or warped battery
- Do not continuously charge your battery unattended or overnight
- Do not charge your device immediately after using it
- Do not throw batteries in the bin

4.11. Pets

Pets and animals, including fish, reptiles, birds, cats, and dogs, are not permitted in the building. Violation of this rule may result in a final warning letter. Residents will be liable for any charges related to cleaning, maintenance, or other costs.

Exceptions are made for approved trained guide animals (e.g., guide dogs, hearing dogs). The Management may request appropriate documentation or professional referrals.

Please note, the Management reserves the right to decline any request under reasonable circumstances.

4.12. Signage

Residents are not permitted to display any placard, advertisement, sign, letter, or design on the exterior of the property without prior written consent from UniLodge Management. This includes any promotional or personal signage that may be visible from outside the premises.

4.13. Plants

Residents are not permitted to plant trees or shrubs on the property without prior written consent from UniLodge Management. This includes any planting in outdoor areas, balconies, or common spaces.

4.14. Cooking

Residents must supervise their cooking throughout the time they are cooking to prevent any accident. This includes supervision of any cooking appliances that may be used. Residents must keep the rangehood on during cooking. It is recommended that residents not to cook with excessive oil to prevent excessive cooking fumes.

Residents are reminded to ensure the safe use of any electrical appliances. The removal of the access card from the power card holder does not cut electricity from going through the kitchen circuit for the power required for keeping the fridge running.

4.15. Showering

Residents must use the exhaust fan in the bathroom and have their bathroom doors closed during shower. Residents should leave the exhaust fan on for 30 minutes after shower to facilitate air flow and drying in the bathroom to prevent mould growth.

4.16. Requests by Staff

Residents must comply with all reasonable requests made by UniLodge Management and support staff.

4.17. Smoking

UniLodge is a smoke-free building. Smoking is prohibited throughout the entire UniLodge Darwin premises, including but not limited to units, balconies (if applicable), car park, and all common areas. Any costs incurred for the repair and cleaning of damage caused by cigarette burns, smoke residue, or nicotine build-up will be charged to the resident responsible.

If you choose to smoke, please do so outside the building and at least 5 metres away from any entrance.

Failure to comply with this policy may result in:

- Fines and/or breaches of your lease agreement
- Additional cleaning charges for removal of smoke-related odours, stains, or damage at the end of your tenancy.

4.18. Noise Levels

UniLodge enforces **quiet hours between 10:00 pm and 7:00 am**, with a complete curfew on excessive noise during exam periods.

Residents are expected to ensure that their noise levels are reasonable and considerate of roommates, the wider community, and the occupiers of adjoining properties. You must not cause or permit ongoing or repeated interference with the reasonable peace or privacy of another person in their use of the premises or land in the immediate vicinity of the property.

If you are disturbed by noise, please express your concerns politely to the individual involved. If you feel uncomfortable addressing the issue directly or if your request is ignored, please contact the Residential Advisor (RA).

In the event of a noise complaint, notify the duty RA for assistance.

4.19. End of Tenancy

At the end of your tenancy or upon its earlier termination, you must return possession of the property to UniLodge by securely locking up and ensuring the property is in the same condition as described in the Property Condition Report, allowing for reasonable wear and tear. All keys must be returned to UniLodge before you are considered to have vacated the property. You will remain in possession of the property until all keys are returned.

- You are responsible for arranging the redirection of your mail once you vacate the property.
- If you wish to vacate the premises at the end of the tenancy, you must provide UniLodge with written notice at least 14 days before the end of the lease agreement. If you stay in the property after the lease expires and do not enter into a new agreement, your lease will become periodic, and you must provide UniLodge with written notice to vacate with at least 14 days' notice.
- If you find it necessary to vacate during the tenancy, you must:
 - a) Inform UniLodge in writing immediately of your intention to leave, understanding that breaking the lease may result in some delay in finding a new tenant.
 - b) Pay UniLodge any applicable letting fees.
 - c) Cover the reasonable costs associated with re-letting the premises.

- d) Continue to pay rent until a new tenant moves in or the tenancy expires, whichever happens first.
- e) Ensure the property is left in a clean and undamaged state for viewing by prospective tenants.

Please note, if the premises are primarily rented to students, there may be higher demand at the start of each semester, which could affect the re-letting process.

5. REFUND POLICY

5.1. Security Deposit and Advanced Rent

No Refund

- If a Resident is evicted, they will not be eligible for a refund of any Rent paid until another resident is found.
- At the end of a Tenancy Agreement, if damage has been caused to UniLodge property by the Resident and the security deposit does not cover the cost of repair, the Resident will be liable for any additional costs.
- If a Resident breaks the Tenancy Agreement without cause, they are not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- If a Resident wishes to withdraw from their application after accepting the offer of accommodation and has paid a holding or security deposit and/or rent, they must provide at least 28 days' written notice before the commencement date of their Tenancy Agreement or the UniLodge Semester start date, whichever is earlier.
- If appropriate notice is given, a portion of the security deposit may be refunded at UniLodge Management's discretion, depending on the subsequent re-letting of the apartment to another party.

Total Refund

- If an Applicant has fulfilled all obligations and the offer of accommodation at UniLodge is withdrawn more than 28 days before the lease commencement, or if UniLodge Management cannot provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded.
- While UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible. If applicants are offered alternative accommodation within the same UniLodge facility before commencement or upon arrival but choose to decline, a cancellation fee may apply.
- A security deposit is refundable at the end of a Tenancy Agreement that is not renewed, provided the following conditions are met: rent is paid in full; all furniture and equipment are accounted for; there is no damage to UniLodge property for which the Resident is liable; and any other expenses such as cleaning or telephone fees are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning will be deducted from the security deposit, including the departure cleaning fee.

5.2. Application Cancellation Policy

Refunds will be considered for the following situations:

- Flight Cancellation
- Border Restrictions
- Changes to Visa Circumstances

Refund conditions apply as follows:

- Supporting documentation to prove the change in circumstances is required.
- Notice must be provided to UniLodge at least 28 days in advance.
- Refunds will be processed within 7 to 9 business days after cancellation is confirmed by UniLodge.
- Charges may apply if the Resident fails to notify UniLodge within 28 days.

5.3. Failed Arrival Policy

The cancellation policy applies to applicants who fail to arrive on or after their check-in appointment. Exemptions may apply.

5.4. Breaking the Tenancy Agreement

The Tenancy Agreement is a legally binding document. If broken, costs may continue to apply to the Resident. If you believe you cannot stay or continue to pay rent, you must notify UniLodge Management in writing as soon as possible.

While there is no set amount of notice required for breaking the Tenancy Agreement early, it is in the Resident's best interest to give as much notice as possible. A minimum of 28 days' notice is recommended.

When considering premature termination of your Tenancy Agreement, you are responsible for:

- Continuing to pay rent until the unit is re-let. Any monies owed will be refunded once the unit is re-let.
- Finding another eligible person to take over the unit, ensuring continued payments to the unit owner.
- Returning the unit to the same standard it was in at the start of the lease.

You are responsible for the payment of tenancy fees under this agreement for the agreed term. UniLodge reserves the right to recover these fees if you fail to meet your legal obligations. If necessary, we may involve a debt collection agency, and the Resident will be liable for all associated costs.

6. ARRIVAL

This Resident Handbook forms part of your Tenancy Agreement with UniLodge. By signing the Tenancy Agreement, you are agreeing to abide by the terms and conditions outlined in both the Tenancy Agreement and this Resident Handbook. Please read both documents carefully before signing.

Upon arrival, you will receive the following items:

- A security swipe card
- A copy of the Entry Condition Report for your unit
- A copy of the Tenancy Agreement

6.1. Absent from Your Unit

If you plan to be away for more than 5 days, please notify Reception, and complete the digital holiday form provided. This ensure that your absence is noted in case we need to contact you during an emergency.

If you will be away during a rental instalment date, please ensure that your rent is prepaid in accordance with the agreement. To avoid the possibility of your belongings being removed due to the assumption that the unit has been abandoned, please ensure that all rental payments are made before you leave for an extended period.

6.2. Access to other Units

Entering another resident's unit without permission is strictly prohibited. Offenders may be detained and charged with trespassing by the relevant authorities. To prevent trespassing and theft, all residents should keep their doors closed and windows locked whenever possible.

6.3. Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during Reception hours. Outside of Reception hours, you will need to use your swipe card to access the doors.

6.4. Additional Furniture

Installing additional furniture in your unit is not permitted unless a written application is submitted to and approved by UniLodge Management. Each request will be considered individually, taking into account the size of the unit and the type of furniture requested.

6.5. Identification

You should always carry identification with you. This helps Management and Security determine if a person is a resident at UniLodge and allows for after-hours access if you lose your swipe card. For safety reasons, **please keep your key card and ID separate.**

6.6. Security and Swipe Card

UniLodge Darwin takes the safety of its residents seriously. The building is secured with electronic key cards, security cameras, and 24/7 on-site staff. Please remain security-conscious to protect yourself, your fellow residents, and your home.

- You will be issued with a key card upon check-in, which grants access to the main entrance door, common areas on Level One, your apartment level via the elevators, your apartment door, and your bedroom.
- Your key card must always be carried with you. It is not to be given to anyone else.
- Ensure your apartment door is closed and secured when you leave.
- If you lose your swipe card or are locked out of your unit, contact Reception immediately. We will deactivate the lost card to prevent unauthorised access.
- Do not allow others to tail-gate you through access doors. If you don't recognise someone as a fellow resident, please do not open the door for them.
- Do not tamper with locks or make any changes without owner's written permission.
- If an alteration to, or the addition of, a lock or security device is approved, you are required to provide the owner with a key to the lock or security device as soon as practicable after the alteration or addition. Any costs associated with replacing keys or changing locks due to lost keys or tenant-initiated lock changes will be the tenant's responsibility, and the tenant must also provide the owner with copies of the new keys.

7. BUILDING FACILITIES

7.1. Bicycle Storage

Bicycle racks are located in the Bike Storage Room at the north end of the carpark (up the side ramp next to Ultra Tune Workshop). All residents must register their bicycles with reception staff before using the storage area.

Upon registration, a bike tag will be issued. The tag must be attached to your bike while using the storage area.

7.2. Car Parking

7.2.1. UniLodge Darwin

UniLodge Darwin has a limited number of parking spaces available for residents to park their cars and/or motorbikes.

Charges apply for using the UniLodge Darwin ground floor car parking facility, and application is required. Residents must not park any vehicle on the property outside of the designated parking space(s).

7.2.2. Casuarina Square Car Park

UniLodge residents can park their vehicles in designated areas at Casuarina Square after registration. The recommended parking area for UniLodge Darwin residents is in the basement on Dripstone Road. You are recommended not to park your vehicle in an isolated area.

Please ensure you have registered your vehicle through the following link:

[Casuarina Square Parking Registration](#)

7.3. Laundry

The laundry is open 24/7 and is located on the 1st floor. It features tap & go washing machines and dryers for resident use.

For optimal cleaning and drying, please do not overload the machines. If you encounter any issues with the laundry equipment, please contact reception. Please remember to load your detergent directly into the wash tub. Charges apply for laundry usage.

7.4. Mailboxes

All mail and parcels are received at reception and can be collected during office hours. To ensure proper delivery, please use the correct postal address:

{YOUR NAME}

{ROOM NUMBER} / 6 Dripstone Road, Casuarina, Northern Territory 0810.

7.5. Reception

Our reception staff are available to assist with questions and queries regarding the property. They also have extensive knowledge about the local area, including food, travel, and general information. Reception hours are as follows:

Monday to Friday	9:00am – 5:00pm
Saturday / Sunday	Closed
Public holidays	Closed

7.6. After-Hours Assistance

The reception team is available to assist with any questions, requests, or concerns during regular hours. For after-hours emergencies, Residential Advisors (RAs) are available to provide support. RAs are trained community members who can assist with urgent matters outside of reception hours, such as issues with your unit, building safety, or personal well-being.

To reach an RA after hours, simply contact the after-hours number provided at reception or in your move-in pack. We are committed to ensuring you feel supported around the clock.

7.7. Recreation Room

The recreation room is located on the 1st floor and is equipped with a large flat-screen TV and lounge chairs. Please be considerate of fellow residents by keeping the area clean and tidy. Access to the recreation room is available via your swipe card.

7.8. Rubbish

All household rubbish must be disposed of using the rubbish chutes located on each level. Regular disposal is important to help prevent pests and insects.

Do not place large or bulky items in the rubbish chutes. All rubbish bags must be tied securely before being put into the chute. Household waste and recyclable items must be placed either in the chutes or in the correct waste and recycling bins in the car park area. Rubbish and recycling are collected from the property once a week.

If a bulky item blocks the chute, a rubbish collection fee will apply. This fee is specified in section 12 in this handbook and is calculated per item and may be higher depending on the size of the item and the complexity of the removal.

Tenants must not store items on the property that the Owner considers unsightly or inappropriate. At the end of your tenancy, all rubbish bins must be empty and left clean.

The Owner may issue a fine if rubbish or other items are left outside bins, in hallways, or in shared areas. Tenants agree that any such fines may be taken from rent or deducted from the bond.

7.9. Transport

Information on public transport can be obtained from the Department of Transport website. The Casuarina Bus Interchange office can also provide information on bus services. For details, visit the Northern Territory Government website: [NT Government Public Transport and Cycling](#)

7.10. Utilities

Electricity and water consumption are included in your rent.

7.11. Common Area Kitchen and Fridges

Common area kitchens and dining areas are available for use by residents and their guests. Please be considerate and leave these areas clean after use. Any dirty dishes, uncovered appliances, or expired food will be discarded. UniLodge Darwin has a monthly fridge cleaning schedule. You will be notified of the cleaning dates during your stay.

When using the shared fridges, please label your food with your name, room number, and the date you stored it. To ensure space for everyone, store your food neatly and in an organised manner.

Our common kitchens are equipped with ovens, stove tops, microwaves, fridge and freezers, and bins. Residents must provide their own crockery and cooking utensils.

Please respect other residents' food. Stealing food from others will not be tolerated and may result in eviction. UniLodge Darwin has a zero-tolerance policy regarding theft or any other criminal behaviour.

7.12. Furniture and Equipment

The furniture and other items provided in the units are to be used for their intended purpose. Residents are liable for any damage to these items.

Similarly, shared service facilities must be kept clear of obstruction, maintained in a tidy condition, and used only for their designated purpose. You must not allow any activities that may cause damage or interfere with the proper use of these facilities.

Alterations or additions to the unit or its furniture and equipment are not permitted unless prior written approval is given by UniLodge Management. The installation of washers or dryers in units is not allowed, and electronic monitoring detention equipment is prohibited. You must not erect or affix any television antenna upon the Property.

Additionally, any electrical appliance or electrical adapter used must be compliant with Australian Standards. Makeshift adapters, taped appliances, or non-compliant electrical devices pose a danger to residents and are not permitted.

8. COMMUNICATIONS

8.1. Internet

The property is equipped with high-speed wireless broadband throughout the building, providing free and unlimited Wi-Fi access in all areas of the property. For residents requiring additional options, VostroNet offers various packages that can be viewed on their [portal](#).

8.2. Customer Service Details

- **Email:** smart.help@superloop.com
- **Telephone:** 1300 262 047
- **Online:** <https://smart-help.superloop.com/>

8.3. Telephones

Each room is equipped with a telephone that functions as an internal intercom system, allowing communication between apartments, reception, and the front door.

9. CONTACT DETAILS

9.1. Property Phone Number

International: +61 8 8942 0706
Within Australia: 08 8942 0706

9.2. Reception Phone Extension

Dial 9

9.3. Outside Office Hours Phone Extension

Dial 88# from the intercom located outside the front entry door.

OR

Call our afterhours staff on **0403 794 382**.

9.4. Address

Each unit is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

(Resident Full Name)
UniLodge Darwin
(Unit Number) _ _ _ / **6 Dripstone Road,**
Casuarina NT 0810 Australia

If your mail does not include your unit number, it will cause delays in delivery to your letterbox and may result in being returned to sender.

9.5. The Building information

Name	UniLodge Darwin
Address	6 Dripstone Road, Casuarina NT 0810
Telephone	+61 8 8942 0706
Reception	Dial 9
Outside Office Hours Security	Dial 88#
Emergency Contacts	To call emergency services (Police, Fire, Ambulance), first dial 0 for an outside line, then dial 000.

10. EMERGENCY PROCEDURES

10.1. Evacuation & Assembly Location

In case of evacuation, use the nearest fire exit and proceed to ground level. Assemble on the footpath in front of the building near the UniLodge garage gate, next to the Big W loading dock. Wait for instructions from UniLodge staff or the fire department before re-entering the building.

10.2. Personal Emergency Evacuation Plan (PEEP)

PEEPs are for individuals who may need assistance evacuating in an emergency. If you require a PEEP, please contact reception at reception.darwin@unilodge.com.au.

10.3. Fire Sprinklers and Detectors

The fire sprinkler and smoke detection systems in your unit are critical to your safety. These systems are connected to the building's main fire alarm system, and any interference or false alarms can lead to serious consequences, including significant charges.

Important Points to Remember:

- **Do not cover or tamper with smoke detectors:** Covering or removing smoke detectors can cause system faults, trigger false alarms, and potentially lead to safety risks. Tampering with detectors or sprinklers can also result in fines and repair costs.
- **False or unwanted alarms:** Any false alarm or unwanted activation of the fire alarm system, whether caused by tampering or not, will result in charges of over \$1,600. This charge covers the cost of responding to the alarm and any related necessary repairs.
- **Do not block or interfere with sprinklers:** Sprinklers are crucial for controlling fires. If a sprinkler head is activated, it can release hundreds of litres of water, flooding your unit and those below, leading to extensive damage. Tampering with a sprinkler head will also result in substantial repair costs.

Dealing with Cooking Fumes and False Alarms:

- **Excessive cooking fumes** can trigger the smoke detector and cause a false alarm. If this happens, **do not open your main door**, as it will automatically notify the Fire Brigade.
- **What to do if the alarm is triggered:**
 1. Open windows and balcony doors (if applicable).
 2. Use a fan to direct the fumes away from the smoke detector.
 3. Once the smoke clears, the alarm will stop.
 4. **DO NOT** direct the fumes into common areas as this will automatically activate the Fire Brigade and may result in fines for an "unwanted alarm."

DO NOT TOUCH THE SMOKE DETECTORS OR SPRINKLERS

Tampering with these systems is not only dangerous, but it can also lead to significant damage. Anyone found responsible for interfering with the detectors or sprinklers will be financially liable for repairs and the associated charges, which can exceed \$1,600.

10.4. Upon Fire

- The fire alarm is indicated by a **“WHOOP, WHOOP”** tone followed by **“Evacuate Now”**. The purpose of this tone is to alert all occupants to evacuate the building immediately and safely.
- Leave belongings behind.
- Follow the emergency exit signs and use the stairs for evacuation. **DO NOT USE LIFTS.**
- The **evacuation map** is located behind your apartment main door. Please familiarise yourself with this upon move-in.
- Assist others only if safe to do so.
- Close doors behind you to slow the spread of fire.
- Call **000** to report the fire. (Dial 0 first from your room phone for an outside line.)
- Go directly to the assembly area and remain there for roll call.
- Do not re-enter the building until authorised by the fire brigade or UniLodge staff.

Fire Contractor Access Notice:

If your apartment is identified as the source of the fire alarm activation, a licensed fire contractor may attend your apartment within approximately **24 hours** to inspect the smoke detector. Please be aware that entry may occur during this period as part of safety and compliance procedures.

10.5. Cyclone Season & Procedures

Cyclone season in Darwin runs from November to April. If a cyclone is expected, UniLodge staff will activate emergency procedures.

10.6. Cyclone Preparation

In preparation for an imminent cyclone, it is advised to take the following steps:

- Block windows with furniture or a mattress.
- Remove valuables from shelves and walls.
- Secure loose items and remove belongings from balconies.
- Prepare shelter with blankets, water, first aid, medications, and a battery-operated radio.

10.7. Cyclone Evacuation

Casuarina Senior College and Dripstone Middle School are nearby cyclone shelters. Check shelter availability before going.

Shelters:

Casuarina Senior College: 61 Trower Road, Moil

Dripstone Middle School: 326 Trower Road, Tiwi

Carpark Shelter:

Casuarina Square Parking Lot – Basement Level Only

247 Trower Road, Casuarina, NT

For more information and official updates, please refer to below websites:

Bureau of Meteorology Cyclone Updates

<http://www.bom.gov.au/nt/?ref=hdr>

Bureau of Meteorology Cyclone Tropical Cyclone Knowledge Centre

<http://www.bom.gov.au/cyclone/tropical-cyclone-knowledge-centre/#characteristics>

Northern Territory Government – Cyclone information & Preparation

<https://securent.nt.gov.au/prepare-for-an-emergency/cyclones>

10.8. Where can I get information on Cyclones?

The main sources of cyclone information are radio and television stations. During a cyclone threat, some stations keep local staff on duty 24 hours a day to broadcast cyclone information. Because of the high chance of the power supply being disrupted, it is important to have a battery-operated radio to listen for cyclone advice.

Bureau of Meteorology

Automated Telephone Messages:

Cyclone Advice (Watch/Warning) 1300 659 211

Emergency services agencies:

Emergency Management Australia 131 444
www.em.gov.au

Northern Territory Emergency Services

Emergency kit checklist, how to prepare for a cyclone, what to do during a cyclone

<https://www.pfes.nt.gov.au/emergency-service/publications>

11. HEALTH

11.1. Overseas Student Health Cover

If you are an international student on a student visa, you must have valid OSHC. This health cover is typically for six or twelve months. Upon arrival in Australia, confirm your OSHC with the insurance provider and complete the necessary application. You will need your Confirmation of Enrolment as proof of your student status.

11.2. Important Information About OSHC:

- **Renewal:** Ensure your OSHC is renewed every 12 months or when you re-enrol for your studies. You will need your membership card, passport, and re-enrolment confirmation from your institution.
- **Non-Renewal Consequences:** If your membership lapses, the insurance company may notify the Department of Immigration, which could lead to visa cancellation.
- **Coverage:** OSHC covers treatment and accommodation in Public Hospitals, including inpatient care, outpatient clinics, and emergency departments.
- **Exclusions:** OSHC does not cover ambulance services, dental care, pharmaceuticals, glasses, or contact lenses. Additional insurance can be purchased for these services if desired.

In case of an emergency dial 000

11.3. Ambulance Services and Self-Harm Safety Measures

11.4. Ambulance Cover

Ambulance services in Australia can be very costly. Residents are strongly encouraged to obtain ambulance cover for peace of mind. For more information, visit the St. John Ambulance Australia website: <http://www.stjohnnt.org.au/ambulance-service/ambulance-cover>

11.5. Self-Harm Safety Protocol

UniLodge Darwin prioritises the well-being and safety of all residents. If a resident is at risk of self-harm or has caused self-harm, UniLodge may, in consultation with the resident, temporarily secure personal belongings that could be associated with self-harm. These items will be stored safely and returned in their original condition once the resident has been medically or professionally cleared to resume living in their unit.

11.6. Mental Health

Mental health is an important part of well-being, and it can affect anyone. If you or another Resident is experiencing mental health challenges, please reach out to the Resident Advisor (RA), Customer Service Manager, or, in severe cases, emergency services by dialling 000.

UniLodge staff will work to connect Residents with appropriate support and follow up to ensure well-being. Residents can be referred to services such as NT Mental Health, University Counselling Centre, or other medical providers. A personalised Safety Plan may also be developed in collaboration with the Resident to provide further assistance.

For more information and resources on mental health, visit: www.beyondblue.org.au

11.7. Notifiable Disease and Communicable disease

If Management suspects a Resident may have a notifiable disease, they will direct the Resident to seek medical assessment from a GP or local health service to confirm. Under the Public Health Act 1997, notifiable diseases must be reported by the health provider, and guidance from the Chief Health Officer of the NT may be followed to manage public health within UniLodge Darwin.

Failure to attend a directed medical examination may result in exclusion from UniLodge Darwin until medical advice confirms the Resident does not pose a risk to others. For infectious diseases like measles, protective measures such as isolation, wearing face masks, and minimising interaction are required.

Management may consult NT Health Services for advice on containment and public health strategies.

11.8. Long-Term Illness and Disability

UniLodge Darwin supports Residents with disabilities to enjoy safe and independent living while enrolled in university.

If a long-term illness or disability is disclosed prior to arrival, Management may request a medical certificate confirming the Resident's capacity for independent living. Adjustments to accommodation or support services may be offered based on the Resident's needs. Significant changes to infrastructure or services may incur additional costs, discussed and agreed upon with the Resident and owner.

If the care required exceeds what is reasonably practical for staff to provide, UniLodge Darwin reserves the right to:

- Explore more suitable accommodation options, or
- Terminate the Resident's Tenancy Agreement if necessary.

11.9. Emergency Medical Procedure / Transport to hospital

In a medical emergency, call 000 for an ambulance. Ambulance costs are the responsibility of the individual receiving care, so it is strongly recommended that Residents have health cover including ambulance transport.

For non-emergency situations requiring hospital transport, it is recommended to use a taxi or ride-share service such as Uber or Ola. A friend or companion is encouraged to accompany the Resident for safety.

11.10. Informing Emergency Contact Persons

If there is significant concern for a Resident's health or well-being and the Resident cannot communicate their wishes, Management may contact the emergency contact(s) nominated by the Resident.

For Residents under the age of 18, emergency contacts or guardians will be notified in all cases.

11.11. Health and Wellbeing Contact List

Services	Contact	Address
Emergency Services (Police, Fire, Ambulance)	000	N/A
Nearest Police Station	08 8999 0800	Casuarina Police Station 28 Dripstone Rd Casuarina NT 0810 Non-urgent incidents online reporting: https://pfes.nt.gov.au/reportonline
Nearby Medical Centre	08 8995 7900	Top End Medical Centre – Casuarina Unit 2, 11 Vanderline Drive Casuarina NT 0810 https://topendmedicalcentre.com.au/contact/casuarina/
	08 8992 9955	MedCentral GP Clinic 54 Bradshaw Terrace Casuarina NT 0810 (1km away) www.gp.medcentralclinic.com.au
Nearest Hospital	08 8922 8888	Royal Darwin Hospital 105 Rocklands Drive Tiwi NT 0810 (3km away) www.health.nt.gov.au
Healthdirect Australia (Free health advice 24 hours, 7 days a week.)	1800 022 222	N/A
Lifeline	13 11 14	N/A
Beyond Blue	1300 224 636	N/A
NT Mental Health Line	1800 682 288	N/A
Nearest Dentist	08 8927 9418	Casuarina Square Dental Care Shop 383A Casuarina Square 247 Trower Road Casuarina NT 0810 casuarinasquaredentalcare.com.au
NT Fire and Rescue Service	08 8946 4107	N/A
Casuarina Square Security	0407 947 187	Casuarina Square 247 Trower Road Casuarina NT 0810

12. OPERATING AND CARING FOR YOUR UNIT

12.1. Maintenance

To report a maintenance issue, please follow these steps:

1. Identify the problem and be prepared to provide specific details.
2. Log the maintenance request via the Resident Portal. Login details and instructions for using the app were included in your arrival information.
3. Describe the issue clearly with details.

12.2. Glass and Aluminium

To ensure the longevity of glass surfaces in your apartment, please adhere to the following guidelines:

What Not to Do:

- Avoid storing or placing items in contact with glass, as this may damage the surface or create a heat trap that can lead to thermal breakage.
- Do not use abrasive cleaners, scouring pads, or powder-based cleaning products on glass surfaces.
- Do not expose glass to extreme temperature changes (e.g., splashing hot water on cold glass or freezing water on hot glass).
- Avoid using tapes or adhesives unless they are easily removable and will not stain or damage the glass.

You will be responsible for paying the cost of replacement of any broken, cracked, or damaged glass caused by wilful neglect, negligent conduct or accidental damage by the tenant or other persons in the premises with their consent.

12.3. Joinery Items

Cleaning: Use a clean, soft, damp cloth to wipe down Laminex surfaces. For soiled areas or light stains, warm soapy water or common detergents like Mr. Muscle or Nifty Solvent can be used. Avoid wax or polishes, as they are unnecessary.

Scratches and Cuts: Use cutting boards to prevent damage from chopping directly on Laminex surfaces. Sliding heavy objects across these surfaces can cause scuffing. Severe cuts or scratches requiring surface replacement will result in charges to the Resident.

Note: Residents are not permitted to remove any items or equipment provided by UniLodge from their units.

12.4. Microwave Oven

Your unit includes a microwave oven connected to a 240V power supply. Follow the manufacturer's instructions for safe use and maintenance.

12.5. Mirrors

To clean mirrors, gently wipe with a damp, lint-free cloth. Avoid abrasive cleaners or tools.

12.6. Rangehood

Wipe the rangehood body and flue with a sponge or soft cloth soaked in warm soapy water. Do not use oven cleaners or other abrasive materials.

To maintain efficiency and reduce fire risk, filters should be removed every 4 weeks for cleaning. Soak and agitate filters in hot soapy water or washing soda. Rinse, drain, shake well, and reapply after drying.

Do not use caustic solutions or other corrosive agents.

The filters can be washed in the dishwasher, but could discolour caused by dishwasher cleaning agents. It is recommended the filters be placed on the top shelf of the dishwasher.

Where fitted, optional carbon filters are intended to be a disposable item and should be replaced when saturated. Washing the carbon filter is not recommended. Please lodge a maintenance request for such case.

12.7. Refrigerator

Each unit is equipped with a refrigerator connected to a 240V power supply.

How to Use the Refrigerator:

- Check that the fridge is plugged into the wall and switched on.
- If the fridge isn't cold enough, adjust the cooling setting inside the refrigerator.

Important Notes:

- **The fridge must stay on at all times** to keep your food fresh. Turning it off will spoil food.
- **Defrosting the Freezer:** Ice builds up in the freezer over time. Too much ice can stop the fridge from working properly, so you must defrost it regularly.

How to Defrost the Freezer:

1. Remove all items from the fridge and freezer.
2. Turn off the fridge by switching off the power at the wall socket.
3. Place a thick, dry towel under the fridge to catch water as the ice melts.
4. Open the fridge and freezer doors. Wait until all the ice has melted completely. This may take several hours.
5. Once the ice is gone, use a dry cloth to wipe up any water inside the fridge and freezer.
6. Turn the fridge back on at the wall socket.
7. Wait 10–15 minutes before putting your food back inside.

If you forget to defrost the freezer regularly, it can cause the fridge to stop cooling properly, and you may lose all the food stored inside.

12.8. Smoke Detector

Your unit is equipped with a smoke alarm connected to the 240V power supply. Tampering, covering, or removing the smoke alarm is strictly prohibited and may result in a fine exceeding \$1,500 from NTFRS attendance.

12.9. Stains

Avoid using powders or abrasive cleaners on surfaces. A light application of methylated spirits or a non-solvent cleaning liquid can be used to remove stains safely.

12.10. Tiled Surfaces

- Do not clean tiles with acid or abrasive materials.
- Avoid placing potted plants directly on tiled balconies to prevent staining. All plants in pots are to be placed in waterproof containers and raised three (3) centimetres above the floor.
- Use tile-specific cleaning detergents for maintenance.

12.11. Walls

When affixing items to walls, use removable adhesive hooks (e.g., 3M Brand hooks) designed to minimise damage. Avoid using sticky tape or Blu Tack, as these can cause stains or damage. Any damage caused by improper use or removal will incur repair charges.

12.12. Mould

Mould can grow quickly in certain conditions and can cause damage to your belongings and affect your health. Understanding how mould forms and how to prevent it is important for keeping your room clean and safe.

Why Mould Forms:

Mould grows when the following conditions are present:

- Moisture: From spills, leaks, wet clothing, or high humidity.
- Poor Airflow: A room or wardrobe that stays closed for long periods.
- Lack of UV Light: Dark areas like wardrobes or under beds.
- Nutrients: Dust or organic matter (e.g., food crumbs).

How to Prevent Mould:

- Open windows regularly to allow fresh air into your room.
- Avoid leaving wet or damp items like towels, clothes, or shoes in the room. Dry them in a dryer or outside.
- Clean your room weekly to remove dust and prevent it from turning into mould.
- Wash your bedding (including your mattress protector) weekly.
- Wash your clothes regularly to avoid moisture build-up.
- Let sunlight into your room by opening blinds and balcony doors for a few hours each day.
- Keep the bathroom ventilation fan on for at least 30 minutes after a hot shower, or until all surfaces are free of steam.
- If an item shows signs of mould, clean or throw it away immediately to stop it from spreading.

How to Clean Mould:

- Use one of the following cleaning solutions:
 - 80% white vinegar and 20% water (safe and effective).
 - Products containing 80% ethanol (use carefully to avoid damage).
 - Mould-specific cleaning products from shops.
- Avoid using bleach. It's less effective at preventing mould and can damage your belongings.

Steps to Clean Mould:

- For small mould patches (less than 30cm):
 1. Wipe the area with the vinegar solution.
 2. Dry the surface completely with a cloth to prevent moisture build-up.
- For heavy mould growth on a single item (e.g., shoes or towels):
 1. Clean it thoroughly or throw the item away if it cannot be cleaned.

If You Notice Mould in Your Room:

Act quickly. Small mould problems are easier to handle than larger ones. If you cannot manage the mould, report it to the UniLodge team for further assistance.

13. PAYMENTS & FEES TABLE

Residents whose payments are in arrears will be issued with breach notices.

Fee/Charge	Description	Amount
Rent	Rent must always be paid in advance as per the Tenancy Agreement. Payment options include: - Via authorised online payment platforms - Direct debit	Refer to Tenancy Agreement
Late Checkout Fee	Charged for remaining in the room after 10:00 AM on the contract end date.	\$100 per day or part thereof
Departure Cleaning Fee	Standard cleaning fee applied upon departure.	\$185
Additional Departure Cleaning Fee	Applied for extra cleaning, e.g., steam cleaning furniture, acid washing tiles, removal of excess rubbish.	As determined by management
Replacement of Swipe Card	Charge for lost swipe cards. A replacement is issued if the card is missing for more than 24 hours.	\$60
Lockout Fee	Charged per lockout if assistance is required to access the unit.	\$30 per instance
Residential Life Program Fee	Annual contribution for access to Residential Life events and activities.	\$100 per year
Direct Debit Dishonour Fee	Charged for each declined direct debit payment.	\$10 per decline
Early Termination Fee	Fee for ending the tenancy early.	Based on remaining tenancy term
Fire Alarm Activation	Charged if alarms are triggered by the occupant(s) or their guest(s).	Exceeds \$1600 per instance
Tampering with Fire Safety Equipment	Includes tampering with smoke alarms, sprinklers, fire hydrants, etc.	As determined by the landlord
Rubbish Removal Fee	Charged for rubbish or belongings left in common areas/hallways.	\$60 minimum
Bulk Rubbish Handling Fee	Charged for mishandling bulk rubbish, e.g., unfolded parcel boxes, e-waste. Charges depending on size, category, complexity of handling, etc.	\$60 minimum per item
Telephone Calls	Charged based on usage for calls made through provided lines.	As per usage
Credit Card Surcharge	Applied to payments made via credit card.	2.31% of transaction amount
Additional Charges	Includes costs for property damage, cleaning maintenance (e.g., blocked drains, mouldy silicone, stained mattresses). Charges are due at the beginning of each rent payment period.	As determined by the management
Unit Repairs	Charged for damages or loss caused by negligence or misuse, including labour and associated costs.	As determined by the management
Fines and Breaches	Applied for breaches of the tenancy agreement or house rules.	As determined by the landlord
Printing & copying	Service is available at the reception.	Black and white: \$0.30 per page Colour: \$1.00 per page
Car parking	Parking in the secured garage within our building.	\$38.50 per week

14. SECURITY

14.1. Insurance and Security for Your Unit

- Residents are strongly encouraged to take out personal insurance to cover belongings such as:
 - Stereos, computers, CD players
 - Bicycles, clothing, and other valuables
- UniLodge Darwin's insurance policies do not cover personal belongings.
- Keep your unit door locked at all times to help prevent theft.

14.2. Intruders

- While precautions are in place, intruders may occasionally gain access to the premises.
- If you notice suspicious behaviour:
 1. Immediately call reception.
 2. Observe the person from a safe distance.
 3. Do not put yourself at risk.

14.3. General Security Guidelines

- Be cautious of individuals pretending to be on official business (e.g., carrying clipboards).
- UniLodge has 24-hour video surveillance for added security.
- To maintain safety:
 - Do not show visitors to a Resident's unit or disclose where they live without the Resident's consent.
 - Do not swipe your access card for others in the lifts or at the front entry door.
 - Direct visitors to contact reception for assistance.

HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM

My name: _____

My room number: _____, UniLodge Darwin

I have read, fully understand, and accept the contents of the current Residential Handbook.

I acknowledge that I have also read, fully understand, and accept the contents of the orientation.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be made.

I understand the penalties for early termination of the Residential Tenancy Agreement.

Signature of the tenant

Date