

UniLodge

ON WAYMOUTH

2020

RESIDENT HANDBOOK

304 WAYMOUTH STREET, ADELAIDE SA 5000

WELCOME

Welcome to UniLodge On Waymouth

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

UniLodge On Waymouth Management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Adelaide.

Enjoy your stay!

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CONTACT DETAILS

Address

Each apartment is allocated a mailbox. Mail sent to you should be addressed as:

Your Name
Apartment Number _____ / 304 Waymouth Street
Adelaide SA 5000
Australia

If your mail does not include your Apartment Number it will cause delays in delivery to your mailbox, and may result in being returned to sender.

Office Address

Name UniLodge On Waymouth

Address 304 Waymouth Street
Adelaide SA 5000

Telephone (08) 8211 9999

Emergency (*Police, Fire, Ambulance*) Dial 000

Email onwaymouth@unilodge.com.au

Open Hours 9am – 5pm, Monday – Friday
Closed on Saturday, Sunday and Public Holidays

Rules of Occupancy

These Rules form part of your Residential Tenancy Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator ask for help at our office.

Eligibility of Residents

All residents must be enrolled in, studying or teaching at a university, TAFE, college or school.

- All residents and other occupants must be registered and sign a Residential Tenancy Agreement.
- Children are not permitted to reside at UniLodge On Waymouth unless management has approved a request.
- Residents must not sub-let the apartment under any circumstances.

ON ARRIVAL

This handbook is an addendum to your Residential Tenancy Agreement. You must read this document and, once understood, sign the acknowledgment form located inside the back page, as agreement to abide by the Building Rules and Contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement and this is generally given to you on your arrival.

The items you will receive on checking in are:

- Copy of your Residential Tenancy Agreement
- Copy of the Inspection Sheet for your apartment
- Information Brochure
- Resident Handbook Sign Off Sheet
- Electronic Swipe Card and Apartment Key
- Mattress Protector and Shower Curtain (where applicable)

Apartment Door Key

Each apartment has its own individual restricted series key – which means it cannot be copied unless authorised and ordered by UniLodge

Electronic Swipe Card

The Electronic Swipe Card will give you 24/7 access to the foyer entrance door, the lifts and all public areas of the building.

Your Swipe Card and Apartment Key should be carried by you at all times and should not be given to another person.

To open a door, hold the swipe card in front of the electronic reader and push the door handle to open, or press the floor level in the lift.

To maintain security, please advise the office if you lose your swipe card or key.

There will be a cost incurred for the replacement of lost Swipe Cards or Apartment Keys.

If you lock yourself out you are able to call our Residential Advisors on 0448 500 066 but this will cost you \$55 or \$110 on public holidays, or \$40 during the hours of 9:00am – 5:00pm, Monday to Friday.

We may not always be able to let you in during office hours, do not rely on this and ensure you keep your keys and swipe cards safe! Your keys are your priority.

RIGHTS AND RESPONSIBILITIES

Tenants' Rights

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations
- Peaceful enjoyment of the premises
- A secure environment

Right to Appeal

If you have any concerns with the terms of your leasing agreement, please contact UniLodge management who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, please contact Consumer and Business Services (SA) on 131 882, or visit <https://www.sa.gov.au/topics/housing/renting-and-letting>

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au

Tenants' Responsibilities

- Pay the rent on time.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of your neighbours.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage to the premises.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement, rules and regulations of the building and any Body Corporate By-Laws.
- Only use the premises for residential purposes unless otherwise agreed

UniLodge's Rights

- To send notices of breach to residents who break the terms of the Residential Tenancy Agreement. This includes not paying rent, causing damage to any parts or inclusions of the building, or causing inconvenience to others.
- To issue Eviction notices if rent is not paid or any breach of the lease is not remedied.
- To inspect the condition of the apartment during reasonable hours; prior notice will be given
- To ensure that By-Laws, and any other rules as permissible are maintained and followed. This includes the enforcement of all rules regarding the limitation and prohibition of drugs and alcohol within the premises.

UniLodge's Responsibilities

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- To provide a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises
- Maintain the premises and inclusions are in good repair.

YOUR AGREEMENT WITH US

Security Deposit (Bond)

Every resident must pay a Bond. This will be held by Consumer and Business Services on behalf of the owner of the apartment. Bond is 4 weeks rent if the weekly rent is up to \$800.00, and 6 weeks rent if the weekly rent is more than \$801.00.

The Bond cannot be used for rent unless authorised by the General Manager.

The Bond (Security Deposit) is refundable at the end of a Residential Tenancy Agreement if

1. All rent is paid up to date – and rent will be charged on a daily basis until all keys are returned.
2. All invoices are paid. There will be final charges for electricity usage, phone and internet usage, and cleaning.
3. The premises is cleaned to our standards and all belongings are removed
4. Any damages are repaired.
5. All items on the inventory must be returned to their original position, clean and in good order.
6. All keys and swipe cards must be returned to our office.

Rental Payments

Rent is to be paid 2 weeks in advance at all times, as per your Residential Tenancy Agreement. Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

RENT IS PAID ONLY VIA CONSOLE PAY (EZIDEBIT) OR EFTPOS AT RECEPTION

Please be aware that we do not accept personal or bank cheques or cash

Inspection Report

At the commencement of the Residential Tenancy Agreement, an Inspection Report will be completed electronically, signed by both the resident and a UniLodge representative. This Inspection Report will be used at the end of the Occupancy Agreement to assess any damage to the apartment, its furniture and equipment.

The Inspection Report must be completed **within 14 days of your arrival**. Failure to do so, report will automatically closed and result in the original condition report forming the basis for any Bond claims at the end of your occupancy.

Lease Renewals

Usually, UniLodge only offer 6 or 12 month leases. It is a right of UniLodge to deny a tenant of a lease renewal/extension based on the guidelines of the Residential Tenancies Act. Terms for not being offering a lease renewal will be outlined on the Form 9 which will be emailed to you directly.

Termination of Residential Tenancy Agreement

A Residential Tenancy Agreement may be terminated if:

- You fail to pay rent by the due date and Notices to remedy have not been satisfied.
- You incur any breach of the Residential Tenancy Agreement

At the termination of a Residential Tenancy Agreement all your personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act.

Eviction

UniLodge Rules of Occupancy promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore these guidelines, you shall receive written warnings from UniLodge management. Residents who have received warnings and continue with unacceptable behaviour will be issued with a Notice to Leave and an application will be made for eviction.

In addition to the termination provisions, Notice to leave will be given to any resident who is found to be:

- Carrying, using or distributing illegal drugs or other illegal substances
- Involved in the harassment of or discrimination against another resident, staff member or person
- Involved in the sexual/physical abuse of another resident, staff member or person
- Involved in theft of another person's property

These practices are against the law. Residents must note that these practices lead to immediate eviction and possible prosecution.

Under 18 Residents

UniLodge provide much more than just 'accommodation' for our Under 18s. Along with a happy, safe and comfortable community environment, UniLodge provides an extra level of special care for our Under 18s. In support of our Under 18s program, UniLodge have implemented a solid

operating platform of processes and procedures, staff training and development, all of which underpin the delivery of this niche service offering.

UniLodge has a solid understanding of the legislation in relation to accommodation for Under 18 year old student residents and delivers a service which meets the heightened duty of care and ensures the safety and wellbeing of our Under 18s. For all Under 18s, the Licence to Occupy/Occupancy Agreement (contract) must be signed by their parent or a legal guardian. To ensure their safety all residents (under 18's) must sign-in at reception nightly prior to 10.00pm. After signing in they are not to leave the building.

Our staff then check that all residents are in house and anyone who has not signed in is followed up to ensure that it is a simple oversight and that they are safe and secure within the building. Under 18 residents are only permitted to be absent from the building overnight with the prior written consent of the Parent/Guardian. To ensure that we obtain all relevant details we ask that Parents/Guardians complete our **Overnight Absence Form**, stating the number of nights of absence and providing emergency contact details.

BREAKING THE RESIDENTIAL TENANCY AGREEMENT

The Residential Tenancy Agreement is a legally binding document, which if broken will incur penalties. Where a resident believes that they cannot stay in the apartment or continue to pay the rent, they must notify UniLodge management as soon as possible.

When considering prematurely terminating your Residential Tenancy Agreement, it is your responsibility to do the following:

- Continue to pay the rental payments for at least 4 weeks or until the apartment is re-let plus a portion of the letting fee, calculated according to the Residential Tenancies Tribunal formula.
- You may help in finding another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases a departure cleaning fee applies

You have entered into a legally binding agreement and you are responsible for the payment of the rent under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.

Utilities

Electricity

You need to pay for your telephone and electricity. You will need to connect these utilities yourself. We can assist you with this through using a company called Sumo, but please speak to us if you wish to use this free service. Please ensure that you pay this bill within 14 days. The amount you pay for your utilities fee will vary depending on what electrical appliances you use and your general usage.

- Non-payment of bills may lead to a termination of account.
- If required, there may also be charges for cleaning and repairs. Invoices must be paid within 14 days.

Internet

Internet service is managed by SuperLoop to provide broadband internet for residents. Unlimited internet is included in the weekly rental amount.

REFUND POLICY – DEPOSIT AND ADVANCED RENT

Refunds

If an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all advance Rent instalments will be fully refunded. However, while we will try to offer applicants the rooms or apartments of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their lease or upon their arrival, but wish to decline this offer, a cancellation fee may apply.

If your application has been accepted and you have paid your deposit of 2 weeks rent and you change your mind, then you are not entitled to a refund. Once the deposit has been received, this is taken as confirmation that you will move into that room and sign the lease that has been offered.

No Refund

In the event of a resident being evicted for whatever reason, the resident will not be eligible for refund of any Rent paid until another resident is found.

At the end of a Residential Tenancy Agreement, where damage has been caused to UniLodge property and the Bond is not enough to cover the cost of rectification, the Bond will be claimed and the resident will remain liable for any additional costs.

Where a resident breaks a Residential Tenancy Agreement without cause, the resident is not eligible for any refund or advanced rent until another resident is found.

EMERGENCY PROCEDURES

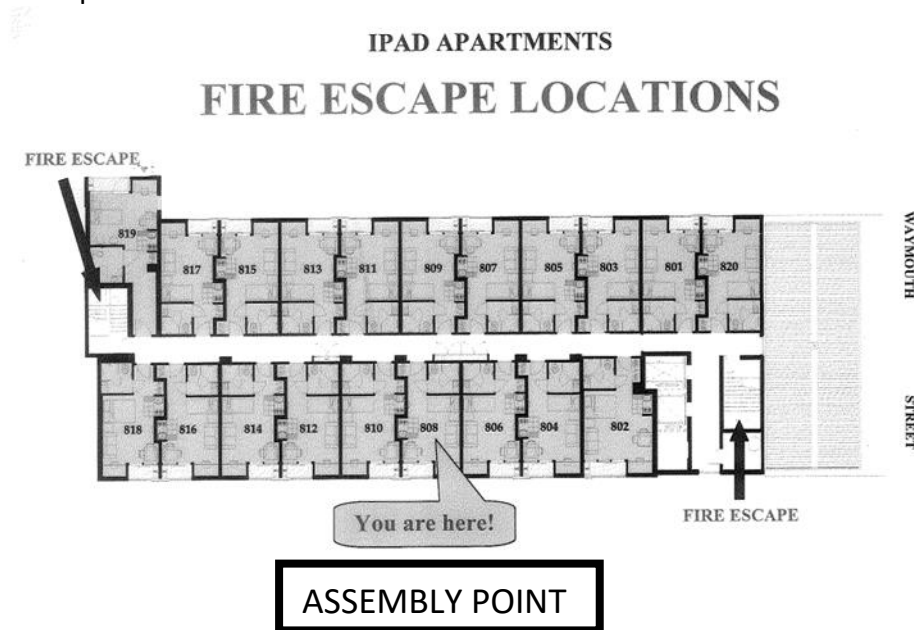
Fire Alarm

- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe)
- Evacuate to assembly area – as directed
- Remain at assembly area and await roll call
- Listen to ALL directions from Emergency Services Personnel

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest FIRE EXIT and continue down the stairs to Ground Level. The evacuation plans are on the back of the door of your apartment.

Example Fire Plan:



**DO NOT USE THE LIFTS IN ANY FIRE EMERGENCY
IN CASE OF AN EMERGENCY DIAL 000**

Fire Sprinklers & Detectors

Your Apartment is fitted with smoke detectors and sprinklers

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will incur severe fines and will put everyone else in the building at risk.
- Any interference or alteration of any fire exit or fire door is also a serious breach and will incur severe fines.
- Do not leave your apartment door open when cooking or boiling water, as the steam may activate the alarm, automatically calling the Fire Brigade. You will be liable for any costs incurred for the attendance of the Fire Brigade should the cause be identified to have been your fault.

DO NOT TOUCH THE SMOKE DETECTORS OR FIRE SPRINKLERS DO NOT HANG ANY ITEM ON ANY SPRINKLER DEVICE

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below. Severe damage costs will be imposed on any person who damages a fire sprinkler.

SMOKE ALARMS AND FIRE CALLOUTS

Every time there is a false call out the tenant must pay the callout fee, currently approximately

AUD\$1,050.00

It is important that you understand how the fire alarm works.

If the smoke alarm is activated, you only have a total of 180 seconds (3 minutes) to clear the smoke to avoid MFS (Fire) Callout.

- Press/Hold down the black silence button until the sounder(AAM) stops, acknowledge the alarm is activated; smoke detector will continue beeping with a red light blinking. This is not a time delay button, clearing smoke is the only way to deactivate alarm.
- Turn on kitchen exhaust fan
- Open balcony sliding door
- Fan the smoke detector with a book or magazine to clear smoke
- **DO NOT OPEN YOUR APARTMENT DOOR**
- **Smoke must be cleared in 180 seconds (3 minutes)**

PREVENTION is the best way not to have a false alarm!

When cooking a meal in your apartment please do the following:

- Turn on the exhaust fan above the stove top and have it set to high
- Open windows
- Put your air conditioner onto FAN so that it can circulate air through the apartment.
- If smoke starts to build up, immediately stop cooking and clear the smoke before commencing cooking.

THE SMOKE ALARM WILL CONTINUE TO ACTIVATE IF THERE IS TOO MUCH SMOKE IN THE APARTMENT AND IT WILL BE TOO LATE TO STOP THE FIRE DEPARTMENT AND THEY WILL CHARGE YOU.

Please also remember that it is an offence to cover smoke alarms or tamper with the sprinklers. You may be fined up to \$15,000 for doing this.

GENERAL BUILDING INFORMATION AND FACILITIES

Please show consideration to other residents by ensuring shared areas are kept clean and tidy at all times.

Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. In the case of a shared common area, **all residents are all equally liable for the common areas.**

Absent from Your Apartment

If you intend to leave your apartment for any length of time, please let us know via email the dates you are away, and an alternative contact if possible. You can send this to onwaymouth@unilodge.com.au. This will be kept on file should we need to contact you in an emergency. Please remember that your rent must still be paid on time if you are away – even better to pay your rent **before** you go. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Additional Furniture

The installation of other furniture into a resident's apartment is not permitted without approval of UniLodge Management.

Washing machines and any machines requiring alterations to plumbing are NOT allowed in the apartments.

Residents may also wish to bring pot plants, posters, etc.

Please do not use sticky tape as removal may damage the wall.

Pets

PETS are NOT ALLOWED into the building under any circumstances.



GENERAL RULES AND BEHAVIOUR

Request of Staff

Residents must comply with all reasonable requests from UniLodge Management and staff and security.

Common Areas

There is a library, kitchen, gym, and a study room available for all residents to use. These areas are public property, and it is expected you treat them with care, and be courteous to all other residents, keeping noise to a minimum when it is late, and keeping all the areas tidy for others.

Common Area Cleaning

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

Any items left out in any common areas will be thrown away into the rubbish.

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could lead to early termination of your Occupancy Agreement, however you will still be held responsible for rent until the apartment is re-let.

Drugs & Illegal Substances

The use of / or being under the influence of any illegal substance in the building is strictly forbidden. Under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply may result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Smoking

Smoking is **NOT PERMITTED** anywhere within UniLodge buildings including apartments and all communal areas of the building.

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own apartment. All common areas are **ALCOHOL FREE**.

Gambling and Gaming

Gambling and Gaming is not permitted anywhere on the premises at UniLodge buildings.

Apartment, Furniture & Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property. The resident is not permitted to make alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by management.

Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are **NOT** to be brought into any Resident's apartment. Bicycles must be stored in the allocated area. Please ask the customer service manager for further details.

It is recommended that your bicycle is securely locked to the bicycle rack. You are responsible for providing your own locks and chains. UniLodge accepts no responsibility for the security of and/or any loss (due to theft) or damage sustained to any bicycle/E-scooters within the property. UniLodge accepts no financial responsibility for residents bicycle and/or locks and chains.

E-Bikes and E-Scooters

Electric Bikes and Scooters must not under any circumstances be stored in your apartment. Electric Bikes and Scooters must not be left on charge in any common spaces, see flyer on page 34.

Batteries and Charging Devices

Only use the chargers that are provided with the device. This guarantees the charger has come from the manufacturer and has been manufactured to the required standard. **AVOID GENERIC CHARGERS**

Do not leave batteries or devices in direct sunlight where they can overheat.

Never use a damaged or warped battery.

Avoid charging a device immediately after using it as the battery will already be hot.

Avoid charging overnight.

Ensure proper storage when not in use. Tape over the charging terminals and store batteries at room temperature away from heat sources and combustible items.

Replace the battery regularly but, do so immediately if the battery is showing signs of wear or physical damage.

Another risk for lithium-ion batteries is damage after disposal, therefore it is imperative that batteries are disposed of using local recyclers.

DO NOT DISPOSE OF IN GENERAL WASTE.

Up to 95% of the materials that make up a lithium-ion battery can be re-used. Please look in your local area for recyclers or click this link for information.

<https://envirostream.com.au/recycle-yourbatteries/>

REPAIRS AND MAINTENANCE FOR ON WAYMOUTH

It is your responsibility to look after your property. If you notice any problems, please let us know as soon as possible. If you have broken or damaged something you will need to pay for the repair.

ALL maintenance and repairs **MUST** be sent in writing by completing our online maintenance request form via this [link](#) or via QR code below.



In the event of an **emergency**, we request that you call the Residential Advisor on 0448 500 066.

An emergency is defined as something that may harm someone, or cause further damage to the property if left unattended.

After Hours Emergency

On Waymouth Residential Advisor
0448 500 066

We also require you to co-operate with trades people when giving access into the building, and this is what you agree to when you submit a maintenance request. If you fail to allow access at a time agreed between you and the tradesperson they may bill you for their time wasted.

Lockouts

If you lock yourself out of your apartment outside of office hours, you will need to call the Residential Advisors at 0448 500 066 and you will be charged a lockout fee - AUD\$55 for after hours, AUD\$110 on all public holidays and AUD\$40 during office hours. You will need to show identification to prove you belong in the apartment.

CARING FOR YOUR APARTMENT

Cooking In Your Apartment

Cooking is permitted inside your apartment and the range hood exhaust fans must be used at all times. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs. Range hood filters should be cleaned monthly to ensure they run efficiently.

If Smoke Detector triggers in your apartment while cooking open your balcony door or window in order to air the apartment. Do NOT open your apartment front door in order to air the apartment.

Cleaning & Inspection

You are responsible for the day to day cleaning of your apartment. UniLodge apartments will also be inspected from 2-3 times per year, or as required and permissible by the law. You will be given notice for routine inspections and are expected to ensure that the apartment is clean on the day of inspection. For extra help with cleaning please contact our office for details of our cleaners.

Microwave Oven

Your apartment may be equipped with a microwave oven located in the kitchen.

Care and maintenance: Regularly wipe over the outside and inside of your microwave with a damp cloth and dishwashing detergent.

Refrigerator

Your apartment is equipped with an electric refrigerator. On arrival check that the fridge is plugged in and switched on; you may need to adjust the cooling setting within the refrigerator. To be effective, the refrigerator should be constantly left on.

When you leave or before going onto holiday, freezer will need to be defrosted. Simply turn the unit off, place towels inside and around fridge doors to avoid water from ice melting goes onto carpet floorings, keep the power switched off, leave the door slightly open otherwise it begins to smell.

Care and maintenance: Regularly defrost to avoid over built of ice, wipe over the outside and inside of your refrigerator with a damp cloth and dishwashing detergent.

LCD Television

Your apartment may be equipped with LCD television. The remote control may require two new AAA batteries if operation fails.

Care and maintenance: Gently dust your television with a feather duster or dry soft cloth. Do not use chemicals on the screen.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas.

Care and maintenance: Not required. DO NOT cover or touch smoke detector or sprinkler. Fines will apply.

Window Roller Blinds

Blinds do need gentle care when using, as they break very easily.

Care and maintenance: Gently dust blinds with a feather duster or a clean damp cloth and water.

Mirrors and Glass

Your bathroom is fitted with a wall mirror. The mirror glass is fragile and can break or shatter if not treated with care.

Your apartment windows are made of glass. Do not store or place items in contact with the glass as this may damage the glass or create a heat trap causing the window to break. Avoid extreme temperature changes such as splashing hot water on cold glass or cold water on hot glass as this may lead to thermal fracture of the glass.

Care and maintenance: Clean mirrors and windows with either glass cleaner such as Windex or a damp lint-free cloth. DO NOT use scouring pads or abrasive cleaners.

Aluminium and Stainless Steel Surfaces

Your apartment's kitchen sink is made of stainless steel and your apartment's window and door frames are made of aluminum. These are soft metals which will mark and scratch easily.

Care and maintenance: A kitchen sponge/cloth and dishwashing liquid should clean these surfaces adequately or alternately use a specialist kitchen/bathroom spray cleaner. DO NOT use scouring pads or abrasive powder based cleaners on any metal surface.

Vinyl Flooring/Tiling

Your apartment's kitchen area is fitted with tiles. While durable be careful not to scratch or mark flooring with sharp or hot objects.

Care and maintenance: Clean grime and spillages on the floor immediately to avoid staining and permanent damage. Clean with a damp cloth and cleaning liquid.

Carpet

Your apartment's bedroom and living room floor is fitted with carpet. Avoid any hot items on the carpet as it may burnt the carpet permanently; spilling food and drinks on the carpet as permanent stains can occur.

Care and maintenance: Regularly vacuum all carpeted areas with the vacuum cleaner available. Should you mark or stain the carpet, advice our office so we can assist with the correct cleaning remedy. You may need to have the carpet professionally cleaned at your cost.

Kitchen Cabinets & Bench Tops

Your apartment's kitchen is made from laminated timber cupboards and stone bench tops. Chopping directly on the bench top or placing hot objects on the surface will cause permanent damage. ALWAYS use a chopping board when cutting up food and DO NOT place hot objects on the bench top – it may burn and you will be held responsible.

Care and maintenance: Clean grime and spillages on the bench top and cupboards regularly to avoid staining and buildup of grime. Clean with a damp cloth and dishwashing liquid. You may prefer to use Spray & Wipe type products to clean your kitchen tops and cupboards.

Walls

The walls in your apartment have a painted finish which can be damaged if you do not take care. Be careful of what you do in your apartment as the walls can become damaged & marked. If you need to stick items on the wall please use only special hooks from supermarkets or hardware stores, which are designed not to damage the walls when removed. There are called 3M Brand adhesive/removable hooks. DO NOT use sticky tape or blue tack.

Care and maintenance: Marks on walls can be removed by a gentle wipe with a damp clean cloth and mild cleaning liquid.

Tiled Surfaces

Your apartment's bathroom and balcony/terrace (if applicable) is tiled. DO NOT place potted plants directly onto tiled balconies as staining will occur.

Care and maintenance: Clean tiled surfaces regularly as grime build-up is more difficult to remove the longer it is left. Mold will grow on grout especially in the bathroom if the tiles are not cleaned and the bathroom aired. Clean tiles with specially designed tile cleaning products available from supermarkets.

WE CARE ABOUT YOU!

Settling In

Most Students coming from overseas to live and study in a new country experience a certain amount of 'culture shock'.

The people, the weather, the food and the buildings will be new and may even seem different in the beginning. It may take you a little time to get used to your new surroundings, and a feeling of homesickness or loneliness is not unusual.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in Student Activities and Events, so that you will make new friends and begin to feel more 'at home'.

There are many different nationalities represented at UniLodge. If you are having difficulty in settling in or with the language, we are here to help you. We have a number of students from various countries here to help you settle in. These students may have at some stage during their early days here also experienced loneliness or homesickness.

Please come and see us if only for a chat. UniLodge wants your stay to be a happy one. We want you to achieve your goals, but to also gain self-reliance, confidence, abilities and resourcefulness.

RESIDENTIAL LIFE PROGRAM

Our Residential Life Program



What is Residential Life?

Residential Life is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Advisors, the customer service staff, and the General Manager.

UniLodge's Multicultural Vision

We promote a cultural of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone: Feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, Interacts with, learns from, and values - all peoples.

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, you can register for events via QR codes on notice boards in common areas or via monthly event registration emails. Residential Life calendar are displayed in common areas, so you can see what events are coming up and choose the ones you wish to attend. Our customer service staffs at reception are able to assist you or answer any questions you may have. If you register for an event and failed to attend, we will have to incur a charge to you per person for the cost of the event.

YOUR SHOP



UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and available for purchase throughout your stay with us at UniLodge.

Here's what one of our current residents had to say about Your Shop:

"I am satisfied with my product. It was very good value for money, & having everything already in my apartment when I moved in was a great relief." – Tom, UniLodge @ ANU

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

Visit <http://unilodge.com.au/shop/> now and order today!

COMMUNICATIONS

Our Staff

UniLodge strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself - the sooner we get on to them, the sooner we can help you to resolve the problem. Confidences are kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem. New residents often experience difficulty adjusting to:

- The transition from school to tertiary / university life
- A different education system and different demands
- Living away from home, and fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Life style and culture changes, this may come as a shock, and may include:
- Finding their way around i.e. transport, clubs, churches etc.
- Setting up bank accounts

UniLodge staff members are here to assist you with all these issues and more. Feel free to pop down to our office and we will be happy to give you the information you need.

Anyone affected by illness, accident or death of a relative, should talk to the Manager at the office. If necessary we can refer you to the appropriate counsellors for further support.

UniLodge Residential Advisors (RAs)

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. Our Residential Advisors are students themselves and know what it is like to live away from home. They can help with a number of different inquiries. Please feel free to pop by reception and we will be happy to give you the information you need.

When the reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with all requests that they issue. They can be contacted outside the normal office hours on 0448 500 066.

Balanced Timetable

Residents need to work out a balanced timetable for themselves, one that will allow the work to be done, but without excluding participation in extra-curricular activities. Your time at university should be one in which you are prepared to move out of some of your routine patterns of experience, to discover new interests and talents - academic, religious, sporting, cultural or social. But do not spend too much time on any one activity, to the exclusion of others - and remember that study should be your first priority, and not left for the last week before examinations.

Study Problems

If you have an academic problem, talk to us as soon as it arises - don't leave it until it is too late! If you are experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements.

Residents must always be tolerant of other resident's study habits.

Personal Problems

Do not be afraid to confide in the appointed UniLodge specialist staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary. Our staff also has relations with University provided counsellors (for University students) or community provided health specialists, should you require specialist support.

Financial Problems

If you are experiencing any financial difficulties, please speak to the Manager at the Office. Often these difficulties can be managed with a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Students Services department.

Translators

If for any reason you require a translator please contact the office and we can try to arrange for assistance.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask.
All matters discussed will be kept confidential

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;

And the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or
- In circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

UniLodge On Waymouth is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge On Waymouth who indulges in **any** form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **gender, race, age, sexual preference, physical, religion, political belief or activity**. If you think you have been subjected to any form of discrimination please contact the Manager at the Office and the appropriate steps will be taken.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge On Waymouth is recognised as a workplace and this puts responsibilities on both Management and Residents. As residents you must not be negligent in terms of causing or contributing towards an accident, for example, preventing easy access to or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment.

HEALTH

Hospitals and Emergency

Royal Adelaide Hospital
Port Rd, Adelaide SA 5000
Telephone (08) 7074 0000

Doctor

Adelaide City General Practice | Level 2, 29 King William Street, Adelaide | 08 8410 1322

Dentist

North Terrace Implant and Dental Care | 5, 172 North Terrace, Adelaide | 08 8221 2609

Councillors

Contact our office for help to refer you, or go to the relevant links on your university website.

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC paid is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming your re-enrolment.

Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.

Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

Ambulance service in Australia is very expensive and ambulance cover is recommended.

SECURITY

All residents and visitors agree to be bound by the security regulations or as instructed by management.

- Residents must carry Identification at all times and, if requested, show it to Management, Security or UniLodge Staff.
- Under no circumstances may residents loan their Security Swipe Card/Apartment key or copy their own or any other room keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.
- Residents are responsible for letting their guest/s out of the building after hours. The issued security pass must not be given to the guest/s to exit the building by themselves.

Access to Other Apartments

Do not enter other people's apartments. Entering another resident's apartment without authority may result in criminal charges. To prevent trespassing and, in particular theft, please always keep your doors locked.

Insurance & Security for Your Apartment

If parties want to insure their personal property; the landlord is responsible to insure the dwelling, fixtures and fittings. The tenant is responsible to insure their personal belongings and furnishings. Content insurance as indicated upon our terms and conditions is included in the rent. However, we do suggest that you **keep your apartment door locked at all times**. Please find our contents insurance product disclosure statement at – [Combined Product Disclosure Statement, Policy Terms & Conditions and Financial Services Guide](#)

Building Security

All Residents and visitors agree to be bound by the security regulations or as instructed by Management.

We suggest that you keep your doors locked at all times.

Under no circumstances must residents loan out their proxy card or any other apartment keys. Residents are responsible for the behavior of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.

Residents should NOT allow access into the building to person/s unknown

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call the police or 000 immediately and watch the person or persons from a distance, but **do not** put yourself at risk.

- Never show any person to a resident's apartment, or tell them where they live. The Resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts.

COMPLAINTS AND SUGGESTIONS

Should you at any time wish to give suggestions or be unsatisfied with any outcome in regards to your rights of occupancy, please contact the:

Internal

Property Manager - Operations
UniLodge On Waymouth – Felix Chow
304 Waymouth Street
ADELAIDE SA 5000
felix.chow@unilodge.com.au

External

General Manager Portfolio - SA
UniLodge South Australia – Claire Liao
30 Victoria Street
ADELAIDE SA 5000
claire.liao@unilodge.com.au

HELPFUL TIPS!

Getting Around Adelaide

Adelaide is one of the most livable cities in the world and is well known for its festivals, parks, sporting events and café culture.

Trains

Getting around Adelaide is easy with Adelaide Train Station located 1-15 minute walk away from your apartment! From here you can catch all metropolitan trains.

Visit <https://www.adelaidemetro.com.au/> for more information, including timetables, fares and route information

Trams

To catch the tram through the CBD – it's free!!!! Hop on and off whenever you like for no charge.

The tram travels from the famous Glenelg Beach to the Adelaide Entertainment Centre. Visit <https://www.adelaidemetro.com.au/timetables/trams> for more information, including timetables, fares and route information

Bus

Bus stop locations are found through the entire Adelaide CBD. Catch an Adelaide City Free Bus or travel to metropolitan locations.

Visit <https://www.adelaidemetro.com.au/timetables/buses> for more information, including timetables, fares and route information

Walking

The River Torrens is one of the most popular walking tracks in the whole of Adelaide and is only a short walk from your apartment. There are good walking paths from the east and west.

Cycling

An on-road bike lane runs the length of most Adelaide main roads. Side streets are made wider in order to allow motorists and cyclists to share the road safely.

Bicycles can be hired either from the Adelaide CBD or Glenelg Beach

You will find secure bike parking hoops in Rundle Mall, Rundle Street, King William Street and all of the main terraces throughout the Adelaide CBD.

Shopping Centres and Supermarkets

Supermarkets	Distance from On Waymouth
Woolworths Supermarket 80-88 Rundle Mall, Adelaide SA 5000	15 Minute walk
Coles Supermarket 9200 Grenfell St, Adelaide SA 5000	15 minute walk
Kim Wang Asian Grocery 62-63 Grote St, Adelaide Central Market, Adelaide SA 5000	15 Minute walk
Shopping Centers	
Rundle Mall Rundle Mall, Adelaide SA 5000	15 Minute walk
Market	
Adelaide Central Market Situated between Grote & Gouger Street, Adelaide SA 5000	15 Minute walk
Restaurants/Fast Food Outlets	
Australia Pizza House 60 West Terrace Adelaide SA	1 Minute walk
Hawker's Corner – Indian, Chinese & Thai 141 West Terrace, Adelaide SA 5000	5 Minute walk
McDonalds 20 West Terrace, Adelaide SA 5000	5 Minute walk
Sushi Planet 1/60 West Terrace, Adelaide SA 5000	1 Minute walk

Annual Events in South Australia

Event Name	Event Dates
Santos Tour Down Under	January
Australia Day Parade	26 th January
Schutzenfest (German Festival)	January
The Fringe Festival	February - March
ICC Cricket World Cup	February - March
Adelaide Festival	February - March
WOMAdelaide (Music, Arts & Dance)	March
Adelaide Cup (Horse Racing)	March
OakBank Racing Carnival (Horse Racing)	April
Barossa Airshow	April
Sunday Mail City-Bay Fun Run	April
Sea & Vines (wine festival)	June
Adelaide Cabaret Festival	June
Southern University Games	July
The Royal Adelaide Show	September
Sunday Mail City-Bay Fun Run	September
The Credit Union Christmas Pageant	November
Feast Festival (queer arts & culture celebration)	November
Adelaide 500 (Car Race)	November - December
Carols By Candlelight	December



Unleash the potential of your e-scooter or e-bike battery with these tips and tricks

ALWAYS

- ✓ 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 or handing them to Reception

NEVER

- ✗ Leave your device in a hallway or common area
- ✗ Leave your device or its battery in direct sunlight
- ✗ Use a generic unnamed battery or charger
- ✗ Be too lazy to do a quick check
- ✗ Use a damaged or warped battery
- ✗ Continuously charge your battery unattended or overnight
- ✗ Charge your device immediately after using it
- ✗ Throw batteries in the bin

We're here to help! Contact us with questions or to register your device.