

**UniLodge**

Wodonga East End

*Where I want to be*



2023

# RESIDENT HANDBOOK

87 McCoy Street, West Wodonga VIC 3690

# WELCOME

We trust that your stay here will be both enjoyable and productive. Management is aware that you are here not only 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 and familiarises themselves with your accommodation and how things work so that all residents can enjoy their stay.

We hope that the information provided in this Resident Handbook will prove useful in assisting you with the most common instances that may occur.

UniLodge Wodonga East End at Wodonga TAFE wants to continue in maintaining a positive, safe and secure atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Albury-Wodonga.

Enjoy your stay!

**UniLodge Wodonga East End at Wodonga TAFE Team**

# TABLE OF CONTENTS

---

SETTLING IN.....	5
WE ARE HERE FOR YOU! – PASTORAL CARE .....	6
Important Resources .....	6
Academic Support .....	8
Residential Life Program .....	8
What is Residential Life?.....	8
UniLodge Wodonga East End Multicultural Vision .....	8
What does the Program Aim to Achieve?.....	8
What Types of Activities Underpin the Residential Life Program? .....	9
Attending Events .....	9
Financial Problems .....	9
Living Together at UniLodge Wodonga East End .....	10
Multishare Cleaning.....	10
Personal Problems .....	11
Confidentiality.....	11
Bullying, Sexual Harassment and Assault, and Discrimination .....	11
Consent.....	11
Social Support.....	11
Workplace Health and Safety .....	12
Complaints.....	12
REFUND POLICY .....	12
Security Deposit and Advanced Residence Fee (Rent) .....	12
Breaking the Residence Agreement.....	13
ARRIVAL .....	14
Absent from Your Apartment .....	14
Access to Other Bedrooms/Units .....	14
Additional Furniture .....	14
Key.....	14
BUILDING FACILITIES.....	15
BBQ .....	15
Car Parking.....	15
Common Room.....	15
Mailboxes.....	15
Accommodation Office / After-Hours Staff .....	15
Rubbish/Recycle.....	15

Shopping.....	15
Utilities - Electricity and Water.....	15
Public Transport.....	15
COMMUNICATIONS.....	16
Internet.....	16
CONTACT DETAILS.....	16
Emergency Contacts.....	16
Property Address.....	16
Property Phone Number.....	16
EMERGENCY PROCEDURES.....	17
Assembly Location - Evacuation.....	17
Fire Sprinklers and Detectors.....	17
Upon Fire.....	17
First Aid.....	18
Local Dentist, Doctor, and Hospital Contact Details.....	18
OPERATING AND CARING FOR YOUR APARTMENT.....	19
Compulsory Departure Cleaning.....	19
Heating.....	19
Maintenance.....	19
Microwave Oven.....	19
Mirrors.....	19
Refrigerator.....	19
Smoke Detector.....	20
Stains – Removing Stains.....	20
Tiled Surfaces.....	20
Vacuum Cleaner.....	20
Walls.....	20
PAYMENTS.....	20
Residence Fee (Rent).....	20
Sundry Charges.....	21
Apartment Repairs.....	21
SECURITY.....	21
Insurance and Security for Your Apartment.....	21
Intruders.....	21

# SETTLING IN

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 our Residential Life Program, so that you will make new friends and begin to feel more 'at home'.

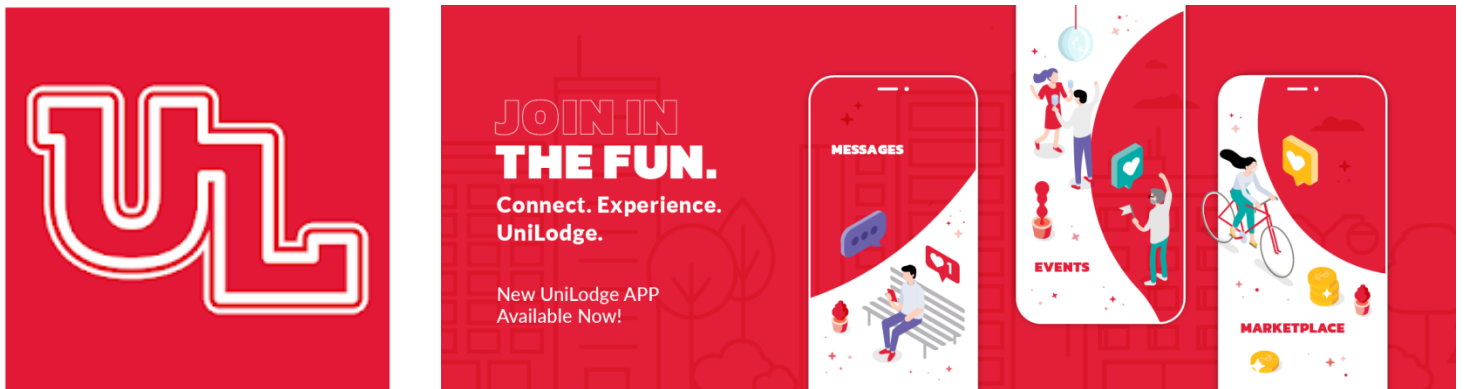
If you are having difficulty settling in, our staff and Residential Advisors are here to help you! Please come and see us if only for a chat! The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

UniLodge Wodonga East End at Wodonga TAFE would like your stay to be a happy and prosperous one.

## UniLodge Wodonga East End Resident Services Hub

Get started on the right track by downloading our FREE student app in the Google Play store or from the Apple Store now!

<https://apps.apple.com/au/app/unilodge-resident-services-hub/id1437122639?platform=iphone>



# WE ARE HERE FOR YOU! – PASTORAL CARE

UniLodge Wodonga East End strives to provide community-based support. One of the big advantages of living in a community is that there is always someone here to help. Do not keep your worries or problems to yourself – the sooner we know, the sooner we can help you to resolve any issues that you may be dealing with. Our staff will keep conversations confidential, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New residents often have trouble adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and being responsible for themselves
- Being away from the support of family and friends
- Settling into a new town, a new state or a new country
- Lifestyle and cultural changes, which may include:
  - Finding their way around e.g. transport, clubs, churches etc.
  - Basic establishment tasks e.g. setting up bank accounts etc.

**UniLodge Wodonga East End staff are here to assist you with all these issues and more. Feel free to pop into the Accommodation Office, located in the La Trobe University Administration Building 4, 1<sup>st</sup> Floor in room 4109, and we will be happy to give you any information or support that you may need.**

**Anyone affected by illness, accident, or other incident, should take the time and talk to the Customer Service Manager, Maddison Wells. If necessary, we can refer you to the TAFE or La Trobe Counselling Services for further support.**

## Residential Life

UniLodge Wodonga East End is proud to offer a pastoral care network. When you join our community at East End, you will find there is always something to do and someone to talk to.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you around campus to find out about your weekend. They are always available for a chat, offer advice and sometimes refer to other services.

Connecting you to services, people and places is just one of the important roles we play here at Wodonga TAFE. So, whether you want to connect with other residents, engage with the local community or just want to know the best places to 'hang out' we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely and securely as possible, so you can get on with the job of studying and enjoying your time here.

<b>Important Resources</b>	
<b>Accommodation Office</b>	02 6024 9719
	Building 4, 1 <sup>st</sup> Floor, Room 4109
<b>Duty Phone</b>	0401 029 772
<b>La Trobe Security</b>	9479 8888
	(After Hours)
	Administration Building 4, 1 <sup>st</sup> Floor
<b>Emergency</b>	
<b>Police, Fire, Ambulance</b>	000

<b>La Trobe Security - Emergency</b>	9479 2222
<b>Wodonga TAFE Generalist Counselling (TAFE Students)</b>	1300 698 233
<b>Wodonga TAFE Welfare Support (TAFE Students)</b>	1300 698 233
<b>La Trobe Counselling and Mental Health (La Trobe Students)</b>	9479 2956
<b>Albury Wodonga Mental Health Service (24 hours)</b>	1300 104 211
<b>Centre Against Sexual Assault (24 hours)</b>	1800 806 292
<b>Victorian Poisons Information Centre</b>	13 11 26
<b>CATT- Crisis Assessment and Treatment Team</b>	1300 721 927
<b>Centre Against Violence (Sexual Assault) Wodonga</b>	1800 806 292
<b>Support Lines</b>	
<b>Grief Line (12pm–12am)</b>	9935 7400
<b>Lifeline (24 hours)</b>	13 11 14
<b>Victorian Suicide Line (7pm – 12am)</b>	1300 651 251
<b>Beyond Blue (24 hours)</b>	1300 22 4636
<b>Direct Line (24 hours drugs/alcohol info)</b>	1800 888 236
<b>Australian Parenting and Relationships Helpline</b>	1300 365 859
<b>Sexual Health Hotline</b>	9227 6178
<b>Abortion Counselling (24 hours)</b>	1300 737 732
<b>Victoria Legal Aid Helpline</b>	1300 792 387
<b>Medical Services</b>	
<b>Albury-Wodonga Family Medical Centre</b>	6024 3588
<b>Elmwood Medical Centre</b>	6056 2011
<b>Wodonga West Medical Centre</b>	6056 2447
<b>Albury Wodonga Health (24hr Emergency)</b>	6058 4444
<b>Prime Care Dental</b>	6024 1516
<b>13cure After Hours Home Doctor</b>	13 28 73

<b>Wodonga TAFE Services</b>	
<b>Skills and Jobs Centre</b>	The Skills and Jobs team offer one-on-one career advice for all job seekers, career explorers & retrenched workers within the Border region.
	1300 698 233
<b>Academic Skills and Study Support</b>	Academic Skills and study support for all Wodonga TAFE students, including support for culturally and linguistically diverse students.
	1300 698 233
	TUTORspace in Upper Building A
	<a href="mailto:academicskills@wodongatafe.edu.au">academicskills@wodongatafe.edu.au</a>
<b>Apprenticeship Support Program</b>	Apprenticeship Support Officers provide mentoring and welfare support to address any issues that may be impacting on students' apprenticeship and assist them in staying engaged with their training and work.
	1300 698 233
	<a href="mailto:info@wodongatafe.edu.au">info@wodongatafe.edu.au</a>
<b>Library</b>	The David Mann Library is a joint-use facility with La Trobe University. You have access to both print/physical

	collections of both Wodonga TAFE and LTU. Student use computers and wireless connections are attached to their institutional networks so you will need to use the designated TAFE computers.
	6055 6694
	Building 1 – La Trobe University
<b>Computer and Account Support</b>	If you need help with your computer or software please contact the Helpdesk
	6055 6565
	<a href="mailto:helpdesk@wodongatafe.edu.au">helpdesk@wodongatafe.edu.au</a>

### **Academic Support**

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you have 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. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

### **Residential Life Program**



#### **What is Residential Life?**

Residential Life is an integrated, contemporary, Residential Life Program, run by UniLodge Wodonga East End for our Residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, and the Residential Life Supervisor.

#### **UniLodge Wodonga East End Multicultural Vision**

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

#### **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, 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 or participation in community-based activities.
  - Barbeques and nights full of entertainment which encourages integration, fun and friendship.
  - Trips to Aussie fun spots - go surfing, indoor rock-climbing, trips 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 workshops.
  - Game nights and movie 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 the UniLodge Wodonga East End Resident Hub App. The wide range of events will be loaded via the UniLodge Wodonga East End Resident Hub App for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our Residential Life Team can assist you or answer any questions you may have.

### **Photos at Events**

Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

### **Financial Problems**

If you are experiencing any financial difficulties, please speak to the [Customer Service Manager](#) or the [Property Manager – Operations](#). Often, these difficulties can be managed by the implementation of a financial plan to assist with rental payments. In addition, Wodonga TAFE has [Support Services Team](#) that can assist with broader living expenses.

## Living Together at UniLodge Wodonga East End

### Proactive Communication

Living with someone requires a balance of mutual respect, cooperation, and consideration. The best way to create this atmosphere? Proactive communication, which is the essential foundation for successful roommate relationships - really, for all relationships!

#### TOPICS OF CONVERSATION

Get to know each other to cut down on the feeling of living with a "stranger."

- ▶ **Where are each of you from?**
- ▶ **What do you each like to do for fun?**

If you already know each other, then get reacquainted. Catch up on what classes you'll be taking, activities you'll be involved with and jobs you might be starting.

Discuss right away what each of you wants and needs in order to live together peacefully - don't wait until a problem comes up. Some examples:

- ▶ **How do each of you like to study; with background music/TV on or in total silence?**
- ▶ **What about your sleeping styles; do you need the room as dark as possible or is some light OK?**
- ▶ **What sets you off?**

By the way, this step is crucial with any roommate, whether you've just met or are friends who have known each other for years. In fact, many students find living with a friend can be tough at times - they can get nervous speaking up about issues for fear of losing a close friend. Ironing out these details at the start can help you avoid or minimise many problems.

**TIP:** It's a good idea to write down what each of you needs and agrees to. This is known as your Roommate Agreement. You can refer to it later if you ever need to remind yourselves of what was said.

#### YOU CAN BE FRIENDLY WITHOUT BEING FRIENDS

While it can be great when roommates are also friends, don't expect that to happen. The main goals are for you to live together peacefully and respect one another. Ultimately, that's what makes a true roommate relationship work.

### Resolving Conflicts

Don't be discouraged if a roommate is doing something that bothers you, or vice versa. This is inevitable at some point in any shared living arrangement. Make note of these Do's and Don'ts to address situations most effectively...

#### DO:

- Bring concerns up right away
- Use "I" statements to describe how you feel
- Avoid generalizing behaviors unfairly with words like "always" or "never"
- Be specific so your roommate understands exactly what you need

#### DON'T:

- Drop hints; many people won't pick up on them and you'll get frustrated
- Resort to social media or text message; be discreet yet direct
- Delay bringing up an important issue; you'll only get more upset
- Bring up a long list of issues all at once and overwhelm your roommate

#### SAMPLE STATEMENTS

##### DO SAY:

"I have a hard time sleeping with bright lights on. Could you please use your desk lamp after midnight instead of the ceiling light?"

**Very clear and fair.**

##### DON'T SAY:

"Ugh, I'm so tired, I haven't been able to get a good night's sleep all week."

**Too vague.**

"You're always so rude! You don't even care that I haven't slept well for a week!"

**Too heated.** Plus, it sounds like other issues besides sleep have been bothering you. Bottling things up until you explode won't help anyone.

#### CAN'T I JUST SWITCH ROOMS?

Seems like the obvious solution, doesn't it? Not so fast. Not only can space on campus be limited, but roommate conflicts will follow you if you're not willing to anticipate them beforehand and resolve them once they happen. Many students are surprised when room changes don't solve their problems - sometimes, things are worse! Try working it out with your current roommate(s). If there's no improvement, speak with residential life staff for assistance.

## Multishare Cleaning

Once a week, the kitchen and lounge room areas of multishare apartments will be cleaned by professional cleaners. Cleaners will be addressing the following areas:

- Stovetop
- Oven
- Microwave
- Range-hood
- Glass splashback
- Spills in the fridge
- Living area floor

You will be notified of the cleaning schedule for your apartment after you have moved in. The cost of this service is included in your fees.

Residents will still be responsible for:

- Disposing of any rubbish (including old food)
- Cleaning bedrooms
- Cleaning bathrooms
- Wiping everyday surfaces (such as the bench, table, coffee table, shelves around the TV).
- Washing dishes

### **Personal Problems**

Do not be afraid to confide in UniLodge Wodonga East End staff to discuss any matters that may be affecting you. We are here to support you, provide guidance, assistance, and referral where necessary.

### **Confidentiality**

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

### **Bullying, Sexual Harassment and Assault, and Discrimination**

Bullying, sexual harassment and discrimination is **NOT tolerated** and is against the law in Australia. UniLodge Wodonga East End is committed to providing a respectful and safe place to study and live at UniLodge Wodonga East End at Wodonga TAFE.

UniLodge Wodonga East End at Wodonga TAFE is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at UniLodge Wodonga East End at Wodonga TAFE who engages in any form of bullying, sexual harassment, assault or discrimination will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful based on a person's **gender, race, age, sexual preference, disability, religion, political beliefs or activities.**

If you are feeling unsafe, unsure what to do about threatening or unwanted behaviour, or if you or someone you know has experienced sexual harassment or assault, support services can provide support, advice and options.

### **Consent**

Wodonga TAFE and UniLodge Wodonga East End strive to create a safe and inclusive community at East End for all residents. Part of this is making sure that our residents understand the meaning of consent and how to give it freely. Upon arrival you will need to complete our Resident Induction session in person, as well as our Online Induction Modules that will include Respectful Relationships Module.

Want a better understanding about what sexual consent is? Then watch this video [Watch the Tea Consent video](#).

If you think you have been subjected to bullying, sexual harassment or discrimination please contact our Customer Service Manager at [eastend.wodonga@unilodge.com.au](mailto:eastend.wodonga@unilodge.com.au) and the appropriate steps will be taken.

### **Social Support**

UniLodge Wodonga East End at Wodonga TAFE will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Taking part in the

organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge Wodonga East End and your time spent as students.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge Wodonga East End is recognised as a workplace. As such staff and residents alike are responsible for maintaining a safe and secure environment at all times. As a resident, you must not directly cause or contribute towards an accident e.g. preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

### **Complaints**

Life in a community can sometimes challenges can arise that are difficult to manage on your own. You might have a problem with a fellow resident, staff member, or a decision that has been made by UniLodge Wodonga East End management. If you do come across some difficulties at UniLodge Wodonga East End at Wodonga TAFE don't hesitate to contact the Residential Life Manager Portfolio, ([sahil.puri@unilodge.com.au](mailto:sahil.puri@unilodge.com.au)) or the Property Manager Operations, Laura De Lorenzo ([laura.delorenzo@unilodge.com.au](mailto:laura.delorenzo@unilodge.com.au)). 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** – Try to address the situation with the resident first. If you do not feel comfortable talking to the resident, then continue on to step 2.

**Step 2** - If the problem is not resolved after step 1, contact the Residential Life Manager Portfolio, ([sahil.puri@unilodge.com.au](mailto:sahil.puri@unilodge.com.au))

**Step 3** - UniLodge Wodonga East End Management will assist you with working through the situation. If UniLodge Wodonga East End management make a decision related to your complaint, you are able to have the decision reviewed by the General Manager. An appointment to speak with the Property Manager Operations may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the Property Manager is not appropriate, the matter may be reviewed by the General Manager Portfolio for UniLodge Wodonga East End.

In addition to the above, you have the right to an external review may seek the advice of any relevant independent 3<sup>rd</sup> party, such as the Victorian Ombudsman.

## **REFUND POLICY**

### **Security Deposit and Advanced Residence Fee (Rent)**

#### **No Refund**

- In the event of a resident being evicted, the resident will not be eligible for a refund of any rent paid until another resident is found.
- At the end of a Residence Agreement, where damage has been caused to Wodonga TAFE property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed, and the resident will remain liable for any additional costs.
- Where a resident breaks a Residence Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

### ***Partial Refund***

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to the commencement date of their Residence Agreement.
- Where the appropriate notice is given, the security deposit may be refunded **at the discretion of UniLodge Wodonga East End management**, dependent on the subsequent re-letting of the apartment to another party.

At the end of a Residence Agreement which is not renewed, a partial refund will be issued if there are any outstanding fees, damages to the room, or additional cleaning required.

### ***Total Refund***

- A security deposit is refundable at the end of a Residence Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any Wodonga TAFE property for which the resident is liable, and expenses such as cleaning, are fully paid.
- If the student does not receive an academic offer from Wodonga TAFE or La Trobe University, or they do not receive their visa, provided the resident notifies UniLodge Wodonga East End at Wodonga TAFE within the penalty free period in January, their booking will be cancelled without financial penalty. Please check with reception for official date per annum.

### **Breaking the Residence Agreement**

The Residence Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the unit or continue to pay the residency fees, they must notify Customer Service Manager [csm.wodonga@unilodge.com.au](mailto:csm.wodonga@unilodge.com.au) in writing as soon as possible.

If the resident wishes to terminate the Residence Agreement before the end date the resident must notify UniLodge Wodonga East End management in writing of their intention to terminate their Residence Agreement. The resident must give UniLodge Wodonga East End management no less than 28 days' notice and continue to pay the Residence Fees until the earlier of:

- The expiry of the Residence Agreement; or
- The commencement date of a new Residence Agreement between a replacement resident and UniLodge Wodonga East End management.

In addition, a cancellation fee equivalent to 2 weeks rent is payable.

Under extenuating circumstances UniLodge Wodonga East End management have the ability to reduce the notice period or fee associated with termination of a Residence Agreement.

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

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

**By accepting your offer, you have entered into a legally binding agreement, and you are responsible for the payment of the residence fees under this agreement for the agreed term.**

**UniLodge Wodonga East End at Wodonga TAFE reserves the right to seek recovery of these monies should you fail to meet your legal obligations.**

---

## **ARRIVAL**

Upon check in, you will receive the following items:

- A key
- A Check in Form
- A copy of the Entry Condition Report for your apartment
- A Direct Debit Form and Calendar

Within 5 days of arrival, you will also be required to attend a compulsory induction session. The Induction Session provides an overview of important information related to your residency, as well as everything you need to know about living in East End.

### **Absent from Your Apartment**

If you intend to leave your apartment for more than one night, please ensure you advise the Accommodation Office. The Accommodation Office will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your residency fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all residency fee payments prior to going on holiday.

### **Access to Other Bedrooms/Units**

Entering another resident's bedroom or unit without authorisation is not permitted. Culprits may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

### **Additional Furniture**

**The installation of other furniture into a resident's apartment is not permitted** unless a written application is submitted to and approved by UniLodge Wodonga East End management. Every request will be looked at separately depending on the size of the apartment and furniture required.

### **Key**

- You are issued with a key when you check in. The key will give you access to your Unit front door and bedroom.
- The key should be carried by residents at all times. Your key must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room during business hours come to the Administration Office and they will assist you. After-hours call the Duty RA. Please note that a \$10 fee is applicable in this instance.
- Should you lose your key or be locked out of your apartment, you must contact a UniLodge Wodonga East End staff member immediately.

The charge for a replacement of a lost key is a charge of \$155 .

# BUILDING FACILITIES

---

## **BBQ**

The BBQ is located outside East End 4 and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items are left in the area.

## **Car Parking**

Dedicated car parking is available at the property.

## **Common Room**

The common room has TV monitors for watching movies, playing lectures, or gaming. We also have a pool table, tennis table, and futsal. Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

## **Mailboxes**

All mail and parcels are received by La Trobe University and can be collected from the Customer Service Manager during office hours.

## **Accommodation Office / After-Hours Staff**

Our staff will assist you with any questions and queries regarding the property and also have a range of knowledge concerning the local area, food, travel and general information.

Accommodation Office hours are as followed:

- Monday to Fridays – 9am to 5pm
- Saturdays, Sundays and Public Holidays – Closed

The phone number for reception is **+61 3 6024 9719**.

When reception is closed, you can reach the Duty RA on **0401 029 772**.

## **Rubbish/Recycle**

Please empty rubbish and recyclables into the bins which are located around East End. This should be done on a regular basis to avoid pests inhabiting our premises.

## **Shopping**

Biralee Village Shopping Centre is a 30-minute walk away from the property, basic shopping needs. Wodonga Plaza is a larger retail hub and is a 40-minute walk away from the property. There are bus services available.

## **Utilities - Electricity and Water**

Electricity and water consumption are included in your residency fees.

## **Public Transport**

The property has a conveniently located bus stop (T Wodonga Route) connecting residents to Wodonga and Albury. Information on public transport can be obtained from the [Public Transport Victoria](#) website or you can download the PTV app on your phone. Our friendly customer service staff can assist you to navigate the website or the app.

# COMMUNICATIONS

---

## Internet

WIFI access will be issued to each student upon check in. if you have not received the login details, please see the Customer Service Manager **Maddison Wells** and she will be able to assist in providing access.

# CONTACT DETAILS

---

## Emergency Contacts

Dial **000**

(Police, Fire, Ambulance)

## Property Address

Mail being sent to you should be addressed as follows:

<b>Resident Full Name</b> <b>UniLodge Wodonga East End</b> <b>(Unit Number) _ _ _ _ / 133 McKoy St, West Wodonga, VIC 3690</b>
--

If your mail does not include your unit number, it may result in being returned to sender.

## Property Phone Number

+61 3 6024 9719

When you dial the property phone number after hours, your call will be diverted to a voicemail so please contact the Duty RA on for further assistance.



# EMERGENCY PROCEDURES

---

UniLodge Wodonga East will provide residents with emergency assistance in the event of:

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Build infrastructure emergencies (e.g. fire or storm damage)
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances)
- Lockouts – where a resident lock themselves out or misplaces their swipe card

## **Assembly Location - Evacuation**

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT**. Please assemble in the emergency assembly area (located in the residential carpark) and await further instructions from UniLodge Wodonga East End staff. Before re-entering your Unit please wait until instructed by the fire department that it is safe. You will be able to find an Evacuation Diagram on the back of your apartment door that instructs you of your nearest fire exit and evacuation point.

## **Fire Sprinklers and Detectors**

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm systems and these actions may cause a system fault and or a false alarm. Do not smoke, vape or use an electronic cigarette in the building as these actions may also cause the system to fault or set off a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

**\*\*False Alarm Callouts by Fire Brigade currently exceed \$3,000  
This cost will be passed on to the responsible resident\*\*.**

**DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS**  
**DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE**

In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these fumes into the building common areas by opening your apartment door. This will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$3,000)”. Please open your windows, turn on your rangehood and fan the fumes away from your detector which will cease its alarm once clear.

Touching the sprinkler head may result in it activating hundreds of litres of water to gush into your apartment, which will flood not only your apartment but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

## **Upon Fire**

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Evacuate to assembly area using the stairs.
- Remain at assembly area and await roll call.

# HEALTH

---

## First Aid

All UniLodge Wodonga East End staff have completed first aid training and hold a valid First Aid and CPR certificate.

### Local Dentist, Doctor, and Hospital Contact Details

<b>Dentist</b>	<b>Doctor</b>
<p>Daintree Family Dental Clinic 7 Daintree Way Wodonga VIC 3690 (1.5km, 19-minute walk)</p> <p>02 6059 3311 <a href="https://daintreedentalclinic.com.au">https://daintreedentalclinic.com.au</a></p> <p>Monday: 8.30am – 6.00pm Tuesday: 8.30am – 5.30pm Wednesday: 8.30am – 5.30pm Thursday: 8.30am – 5.00pm Friday: 8.30am – 4.30pm Saturday: By Appointment Sunday: Closed</p>	<p>Wodonga West Medical Clinic 60 Waratah Way Wodonga VIC 3690 02 6056 2447</p> <p>Monday – Friday 8.30am – 5.30pm Saturday and Sunday: Closed</p>
<b>Hospital</b>	
<p>Albury Wodonga Health, Wodonga Campus 53-81 Vermont St Wodonga VIC 3690</p> <p>02 6051 7111 <a href="https://www.awh.org.au">https://www.awh.org.au</a></p> <p>Open 24/7</p>	

**In case of an emergency dial 000**

# OPERATING AND CARING FOR YOUR APARTMENT

---

## **Compulsory Departure Cleaning**

Your Room has been professionally cleaned and fitted with new mattress protector and shower curtain prior to your arrival. These items are yours to take with you when you leave if you wish. Prior to departure, a **\$100** compulsory cleaning fee will be charged to your account. This fee must be paid at reception prior to your departure. This fee covers the cost of:

- a professional clean
- replacement shower curtain, and
- replacement mattress protector

A condition listed in your Residential Agreement is that you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

## **Heating**

There is a heater installed in your apartment. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.

## **Cleaning**

A wipe over with a clean, soft damp cloth should be enough to keep all countertops and surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

## **Appropriate Use of Kitchen Surfaces**

When cooking utensils please use heat pads and cutting or chopping boards, as this could damage the countertops and surfaces. Sliding of heavy objects can cause scuffing of the surface.

Residents will be charged for any damage that occurs or replacements to the countertop and surfaces. Residents are asked not to remove from their apartment any item or equipment that has been provided by Victoria Regional Student Accommodation.

## **Maintenance**

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and be prepared to give the associated details.
2. Contact the Customer Service Manager in the Accommodation Office to create a maintenance request.

## **Microwave Oven**

Your apartment is provided with a microwave oven located in the kitchen. The microwave is connected to a 240-volt single-phase electric power supply.

## **Mirrors**

The recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

## **Refrigerator**

Your unit includes a refrigerator connected to a 240-volt electric power supply. 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.

### **Fly Screens**

There is a fly screen fitted to the door within your Unit. Should you have any problems with your fly screen please do not attempt to fix it yourself, please see reception and we will log a maintenance job.

### **Smoke Detector**

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240-volt power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined more than \$3,000 by Fire Rescue Victoria.

### **Stains – Removing Stains**

DO NOT use any powders or abrasive liquid cleaners. A light application of METHYLATED SPIRITS or cleaning liquid that does not contain solvents can be used.

### **Tiled Surfaces**

Do NOT clean the tiles with ACID or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

### **Vacuum Cleaner**

Vacuums will be provided in each unit that are placed in the communal space.

### **Walls**

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores, which are designed to leave the walls un-damaged once removed. However, there is no guarantee damage will not occur. These are “3M Brand Adhesive/ Removable Hooks.” Please ensure you remove these hooks at the end of your residency. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape blu-tack is to be used as it can stain.

## **PAYMENTS**

---

**Residents whose payments are in arrears will be issued with breach**

### **Residence Fee (Rent)**

Rent is to be paid as per the Residence Agreement. Payments can be made in the following way:

- a) Direct debit (per agreed direct debit schedule dates)
- b) One lump sum payment for the upcoming semester

### **Bank Account Details**

**Account Name:** Victoria Regional Student Accom Estate Agency Business Statutory Trust A/c

**BSB No:** 193-879

**Account Number:** 459548740

Please use your name and apartment number as a reference and provide reception with the receipt.

**Payment of rent must be received on or before the due date.**

### **Sundry Charges**

Sundry charges, such as lock outs, are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings by the next Residence Fee instalment date.

### **Apartment Repairs**

UniLodge Wodonga East End employs TAFE contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs.

## **SECURITY**

---

### **Insurance and Security for Your Apartment**

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc... as they are **not covered** by UniLodge Wodonga East End Australia's insurance policies. Any apartment is vulnerable to petty theft, and UniLodge Wodonga East End is no exception. We suggest that you **always keep your door locked**.

### **Intruders**

Although we take all possible precautions, non-residents may occasionally gain entry. If you see anyone behaving suspiciously, call reception or the Residential Advisor immediately and watch the person or persons from a distance but do not put yourself at risk.

The onsite carpark is open for any person to access on foot. Please don't leave bags or valuables in your car, and make sure your car is always locked.