

**UniLodge**

*Where I want to be*

2024

**RESIDENT  
HANDBOOK**

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## WELCOME TO UNILODGE DARWIN!

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It gives us great pleasure to welcome you to UniLodge Darwin. You are becoming a part of a vibrant and thriving learning community. We share our lives in this community within a culture of respect and an appreciation of diversity.

This Handbook provides clear policy and practical information to help you with your accommodation selection decisions and to inform you about how we live here in this community. Please consider it to be a guide for how we can all have a safe, comfortable, friendly, and an overall best experience while studying at your chosen education provider. While coming into a new and different environment can sometimes be a little challenging, you can take comfort in the fact that your fellow UniLodge Darwin residents are on the same journey with you and your shared experiences. This handbook is aimed to assist you to settle into your new home comfortably.

UniLodge Darwin proud itself in providing a world-class, scholastic environment to explore your unique potential. Under the direction of the General Manager, we create opportunities to participate in a wide range of academic, social, sporting, cultural, artistic and community activities. These are designed to enhance your experience at the Lodge and your future beyond it. We hope that you will take this opportunity and participate in these activities to your best potential. Our team shall work around the clock to make your arrival and stay here as interesting, happy, and comfortable as possible.

UniLodge Darwin is a community where cultural diversity, and the individuals are respected and where an inclusive and tolerant environment is cultivated. Academic excellence is actively encouraged and opportunities to gain experience in leadership roles flourish.

This Handbook shall be a useful tool to you in answering any questions and in assisting you with the most common issues that may occur during your stay with us.

We are always available to respond to any questions you may have about the Handbook, the broader Occupancy Agreement, or anything else. Your safety, comfort, and welfare are our priority. We very much look forward to meeting you and to welcoming you to UniLodge Darwin and all it has to offer you during your time in Darwin and beyond.

Enjoy your stay!

**UniLodge Darwin Team**

## YOUR TEAM

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### **Haseeb Khan** **General Manager**

My role is to ensure that the stay of every resident is rewarding, enjoyable, secure, and comfortable. I am committed to developing the UniLodge Darwin experience through collaborations and creating a community of engagement and respect.

My role also focuses on providing leadership and support in the Management and development of the pastoral care and Residential Life Programs. To assist me in achieving this, I have a great team who are active in both organising and participating in the Residential Life Program throughout the year.

E: [haseeb.khan@unilodge.com.au](mailto:haseeb.khan@unilodge.com.au)  
T: +(61) 08 8942 0706



### **Ray Yan** **Customer Service Manager**

I manage the Customer Service teams at UniLodge Darwin. I ensure that our properties and our common area facilities are being well cared for, arrears and any late payments are notified to our residents and that resident concerns are being addressed as fairly and as quickly as possible.

I work closely with the General Manager on key operational matters and can be an additional point of contact for any resident who would like to discuss any issues that come up during their stay at UniLodge Darwin.

E: [darwin@unilodge.com.au](mailto:darwin@unilodge.com.au)  
T: +(61) 08 8942 0706



### **Nelson Wu** **Customer Service Coordinator**

As a Customer Service Coordinator at UniLodge Darwin, I look after all your enquiries at the reception. I am here to assist you with your rental payments, general enquiries, maintenance issues, lease agreements, parcels, and letter collections. I will be the first point of contact for any concerns or issues that you might have during your stay. I am looking forward to meeting you at UniLodge Darwin.

E: [reception.darwin@unilodge.com.au](mailto:reception.darwin@unilodge.com.au)  
T: +(61) 08 8942 0706



### **Residential Advisors**

We are the after-hours staff and are responsible for looking after the building and matter that occurs outside of the reception opening hours. We also assist in arranging the Residential Life Program and other events that happen within the lodge.

We are onsite to respond to any urgent/emergency issues that occur outside of office hours. If you are locked out of your room, lost your key or any other emergency, you can call us, and we shall come to assist you.

## SETTLING IN

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Get ready to embrace the adventure of a lifetime in Darwin! When you arrive in a new country, it is completely normal to feel a bit overwhelmed. But don't worry, our team is here to assist you in settling in and to make most of your time.

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. But don't worry, you are not alone. A lot of students, including those from Australia feel the same. However, we guarantee you shall soon feel right at home.

At UniLodge Darwin, we do not simply provide accommodation; we also provide a unique and amazing experience to our resident. Our Residential Life Program is design to promote cultural harmony and celebrating the diversity. That is why we encourage you to participate in vibrant Residential Life Events we hold throughout the year. Not only you make lifelong friends in these events, but you'll also start feeling a sense of belonging.

At UniLodge Darwin, our mission is to ensure your stay is nothing short of incredible. So, get ready to make memories, create connection, and have the time of your life!

## WE CARE ABOUT YOU!

UniLodge Darwin strives to provide community-based support. One of the big advantages of living with UniLodge Darwin 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. Confidentiality is kept, 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 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.
- Lifestyle and culture changes, this may come as a shock, and may include:
  - Finding their way around i.e., transport, clubs, churches etc.
  - Basic establishment tasks i.e., bank accounts etc.

UniLodge Darwin staff is here to assist you with all these issues and more. Feel free to pop into Reception 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 staff. If necessary, we can refer you to the appropriate counsellors for further support.**

### Pastoral Care

UniLodge is proud to offer a pastoral care network. When you join our community, 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 in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge Darwin. So, whether you want to connect with other residents, 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.

### Residential Life Program



**Residential** *Life*



## What is Residential Life Program?

Residential Life Program is an integrated, contemporary, student 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, and the Property Manager.

## UniLodge Multi-Cultural Vision

We promote a culture of mutual respect, tolerance, and a celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. The aim is for everyone to feel respected, look out for one another, share a sense of belonging, interact with, learn from, and value - all people.

## What does the RESIDENTIAL LIFE 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?

Events are mix of social, community, academic, cultural, health and wellbeing activities. Barbeques and nights full of entertainment, that encourage integration, fun and friendship are common. Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons are part of the mix. Educational, special interest forums, seminars, focus groups, game nights and movie nights are made available. Sporting activities such as netball, basketball, footy, table tennis, pool table, cricket – it's up to you! International parties and cultural activities.

## Attending Events

Shall be through UniLodge App.

## Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge Darwin, don't hesitate to raise it with the reception staff. 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:

Step1. Talk politely and openly to the person involved.

Step2. Inform the person that you will take the matter to the reception team.

Step2. Inform the reception team that you will take the matter to the Property Manager of UniLodge Darwin

Step3. Inform the Property Manager that you will take the matter to the Tribunal.

## Financial Problems

If you are experiencing any financial difficulties, please speak to the customer service manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Student Services Department.

## Living Together @ UniLodge Darwin



***Living in a close community like UniLodge Darwin can be a lot of fun, but it will take effort and compromise. Follow these steps if conflicts arise.***

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.

If you feel that you are unable to come up with a suitable solution you can call the staff to discuss your problem. If needed, the team member will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact (via email) customer service manager for further assistance with dealing with the matter.

### ***Tips for happy living in a multi-share apartment***

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom, and vacuuming.
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

Do not be afraid to confide in the appointed UniLodge 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.

### 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 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 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, religion, political belief, or activity.**

If you think you have been subjected to any form of discrimination, please contact the Manager and the appropriate steps will be taken.

### Social Support

Unilodge will organise Residential Life events throughout the year, and you are encouraged to attend these events, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Engaging 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 and your time spent as students.

### 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! Should you be 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 student 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.**

### Workplace Health and Safety

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

## RIGHTS & RESPONSIBILITIES

### Resident Rights

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease (when requested)

### UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their Rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 7am and 9pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

### Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not loan your key swipe access card to your visitors.
- Escort your visitors throughout the building as a safeguard for other residents.
- 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/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Tenancy Agreement.
- Abide by the terms of the Tenancy Agreement, rules, and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

### UniLodge Responsibilities

- To make sure the unit is clean and fit to live in at the start of the agreement.
- Providing 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 in good repair and keep the common areas clean.

## YOUR AGREEMENT WITH US

### Condition Report

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

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

### Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, They shall receive written warnings from the 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:

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

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

### Security Deposit or Bond

A security deposit equivalent to four (4) weeks rent is required. It is held in a trust account on behalf of the resident for the term of the tenancy and / or for any further period in which the resident may occupy the unit. It cannot be used for rent unless authorised by the Property Manager. The cost of repair or excessive cleaning may be deducted from the security deposit.

### Termination of Tenancy Agreement

A Tenancy Agreement may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the Tenancy Agreement or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

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

## RULES OF TENANCY

These Rules form part of your Tenancy Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator advise Reception.

### 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 unit. Alcohol is **NOT** permitted in common areas.

### 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 constitute grounds for early termination of your Tenancy Agreement; however, you will still be held responsible for rent until the unit is re-let.

### Building Security

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

- Residents must always carry ID and, if requested, show it to Management, Security or Staff.
- Under no circumstances are Residents to loan out their Security Swipe Card.
- All VISITORS are required to always sign in at the front desk. A visitor log is available for the guests sign in at the reception all times.
- Written permission is required for guests who are staying overnight and/or more.
- In Multi-share units, all other flatmates must approve for your guest to stay overnight or more days.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.
- Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

### Cleaning and Inspections

- All Residents are responsible for the day-to-day cleaning of their unit. In addition to this, UniLodge reserves the right to inspect a unit if it is believed there is property damage. This includes keep shower silicone clean and free of mould. Units will also be inspected quarterly, after due notice is given, for faults or damage.
- Do not use a knife, fork, or other sharp objects to clean frost from your fridge. Residents will be responsible for damage and replacement of the appliance. Refrigerators should be cleaned and defrosted regularly. Excess build-up of frost in the freezer compartment will diminish the cooling capability of the lower fridge compartment.

### Common Property

Common property refers to any property that is owned by UniLodge Darwin that is provided for the use of residents and their guests in the common area of the property. This includes all fixtures, furniture, structures, materials, equipment, appliances, and other items that are in the common area, common kitchen, and original apartment furnishings.

Residents and their guest must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The Resident is liable for all damages caused. UniLodge Darwin does not take any responsibility for any items left in communal areas.

- Properly dispose of rubbish at least once a week. Ensure the rubbish bag is closed.
- Do not leave your rubbish in the common areas. This is unsanitary and disrespectful of fellow residents. If your rubbish bag is leaking and spills onto the common area, promptly tidy your mess.
- Do not block the main corridor or fire exit doors or fire escape route.
- Do not block fire exits with trolleys and do not bring shopping trolleys into the building.
- Do not leave any of your personal belongings outside of your apartment or in the hallway, study room or common areas.

### Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can 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 professionals who can help you.

### Eligibility of Residents

- All Residents and other occupants must be registered and sign a Tenancy Agreement.
- Children are not permitted to reside at UniLodge.
- Residents must not sub-let the unit under any circumstances.
- Residents must comply with the NRAS requirements and have given the correct documentation.

### Gambling and Gaming

Gambling is not permitted on the premises.

### Pets

Under no circumstances Resident/s are permitted to bring any pets or animals into the building. This includes fish, reptiles, birds, cats, dogs, etc. Anyone found in breach shall be served with a final warning letter. Resident/s shall be liable for any charges associated with the cleaning and /or maintenance and/or other charges.

Please note the above excludes approved trained guide pets. For example, dogs, cats, etc. The Management may ask for all the appropriate paperwork and/or professional referrals.

Please note the Management reserve the right to decline the request under reasonable circumstances.

### Requests by Staff

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

### Smoking

UniLodge is a smoke free building which includes the unit, balconies (if applicable), car park and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the Resident responsible.

### Noise Levels

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

You are expected to ensure that the noise you make is reasonable and considerate of your roommates and the wider community.

Residents are expected to be considerate of the needs of others. If you are disturbed by noise from other people, please be confident in your right to express your concerns in an appropriate manner to the people involved.

Should you feel uncomfortable talking directly to the people or if your request is ignored, please call the Residential Advisor.

If you have a noise complaint, please contact the duty RA. We cannot assist unless we are notified.

## REFUND POLICY

### Security Deposit and Advanced Rent

#### **No Refund**

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

#### **Partial Refund**

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **28 days written notice** prior to the commencement date of their Tenancy Agreement or the UniLodge Semester start date, whichever is the earliest.
- Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge Management**, dependent on the subsequent re-letting of the apartment to another party.

#### **Total Refund**

- If an Applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn more than **28 days** from commencement of the lease, or if UniLodge Management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded.
- However, whilst UniLodge representatives will try to offer applicants the rooms or units 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 Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee may apply.
- A security deposit is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, telephone etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

### Application Cancellation Policy

A Refund will be considered due to the following situations:

- Flight Cancellation
- Border Restriction
- Changes of circumstance on Visa

Conditions of refund apply as below:

- The supporting documents to prove the change of your circumstances are required to be provided.
- Applicant needs to give a notice to UniLodge at least **28 days** in-advance.
- Refund will be processed within 7 to 9 business days after cancellation is confirmed by UniLodge Darwin
- Charges apply if the Resident is failed to notify UniLodge in 28 days.

### Failed Arrival Policy

The cancellation policy will apply to the applicant who fail to arrive on/after the check-in appointment.

Exemption may apply.

### Breaking the Tenancy Agreement

The Tenancy 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 rent, they must notify UniLodge Management in writing as soon as possible.



There is no set amount of notice a Resident can give if they wish to break the Tenancy Agreement early for exceptional reasons. However, it is in the Resident's best interest to give as much notice as possible. As a guide, we recommend at least 28 days' notice.

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

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

*You have entered into a legally binding agreement, and you are responsible for the payment of the tenancy fees 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 may contact debt collection agency if needed and resident shall be liable for all the cost associated with the debt recovery.*

## ARRIVAL

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Tenancy Agreement. The items you will receive upon check in are:

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

### Absent from your Unit!

If you intend to leave your unit for more than 5 days, please ensure you advise reception. The staff shall send you a digital holiday form. Please complete the form, reception 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 rent is always prepaid per the agreement. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

### Access to other Units

Entering another resident's unit without authority is **not** permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, theft, all residents should keep their doors closed and windows locked where possible.

### Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

### Additional Furniture

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

### Identification

Identification should be always carried as it allows Management and Security to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card. *You should always keep your key card and ID separate.*

### Security and Swipe Card

UniLodge Darwin takes the safety of residents seriously and the building is secured by electronic key cards, security cameras and 24/7 on site staff. Be security conscious for yourself, fellow residents and for your home.

- You are issued with a key card when you check in. The key card will give you access to the main entrance door and level one common areas, your apartment level via the elevators, your apartment front dooryou're your bedroom.
- The key card should be always carried by residents. Your key card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact Reception immediately and we shall deactivate the lost key card so that it cannot be used.
- Please don't allow people to tail-gate you through access key door. If you don't recognise someone as a fellow Resident, don't open the door form them.

Please find following the prices for the replacement of lost swipe cards:

<b>Swipe Cards</b>	\$50.00 each.
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## BUILDING FACILITIES

### Bicycle Storage

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

### Car Parking

UniLodge Darwin

UniLodge Darwin has limited number of parking bay that the resident use to park their car and/or motor bikes. Charges apply for using the UniLodge Darwin ground floor car parking facility.

Casuarina Square Car Park

UniLodge residents are allowed to park their vehicles in following areas in Casuarina Square after registration. UniLodge Darwin registered Residents recommended parking area is in the basement on Dripstone Road (underneath McDonalds). To access this area, take right turn after the McDonalds Drive thru signage (do not turn right at the McDonalds Drive thru).

Please ensure that you have registered your vehicle via the hyperlink below:

<https://www.casuarinasquare.com.au/centre-info/centre-services/staff-parking-registration-2023/>

### Laundry

The laundry is open 24/7 and is located on the 1st floor. It has tap & go washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact reception. Please take care to load your detergent directly into the laundry wash tub. Charges apply for the usage.

### Mailboxes

All mail and parcels are received by reception and can be collected during office hours. to ensure the delivery, please entre correct postal address. Example is shown below:

{YOUR NAME}

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

### Reception

Our staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows:

Monday to Friday 9:00am – 5:00pm

Saturday / Sunday Closed

Public holidays Closed

### Recreation Room

There is a recreation room on the 1st floor. The room contains a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are constantly always kept clean and tidy. The recreation room is accessible via your swipe card.

### Rubbish

Please empty your rubbish into the rubbish chutes which are located on each level. This should be done on a regular basis to avoid insects inhabiting your premises. Do not through large items down the rubbish chutes and ensure that your rubbish bag is closed.

### Transport

Information on public transport can be obtained from the Department of Transport website. There is also a Casuarina Bus Interchange office which can answer any queries you have about the bus services.

Please check the Northern Territory government website <https://nt.gov.au/driving> for details.

### Utilities

Electricity and water consumption is included in your rent.

### Common Area Kitchen and Fridges

Common area kitchens and dining areas are available for use by residents and their guests. Be considerate of your fellow residents and leave the kitchens clean and neat when you finish using the

space. Dirty dishes and appliances uncovered, or expired food will be assumed unwanted and will be thrown out. UniLodge Darwin has a monthly common area fridge cleaning schedule. You shall be emailed about the cleaning dates during your stay.

When using the shared fridges, please be sure to label your food with your name, room number and the date you put the food into the fridge. Be conscious that many residents use the fridges, so store your food in a neat and confined way so there is room for everyone's food.

In our common kitchens, we supply ovens, stove tops, microwaves, fridges, and bins. Residents supply their own crockery and cooking utensils.

Please don't take other residents' food. If you are caught stealing from another resident, you may face eviction. UniLodge Darwin has zero tolerance of any theft or other criminal behaviour.

#### Furniture and Equipment

The furniture, and other items provided in the units 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 unit or the furniture and equipment within the unit unless the request has been given in writing and approved by Management. The Resident is not to install a washer or dryer in the unit. Electronic monitoring detention equipment is not permitted on UniLodge premises.

## COMMUNICATIONS

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### Internet

The property features high speed wireless broadband throughout the building, so no matter where you are within the property you can access the free unlimited WiFi internet. More options available through our provider VostroNet. Package options can be viewed <https://www.vostronet.com/join-us/> .

### Customer Service Details

- **Email:** [help@vostronet.com](mailto:help@vostronet.com)
- **Telephone:** 1300 262 047
- **Online:** <https://www.vostronet.com/help>

### Telephones

All rooms have a telephone that operate as an internal intercom system between apartments, reception, and the front door.

## CONTACT DETAILS

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Property Phone Number

+61 8942 0706

Reception Phone Extension

Dial 9

Outside Office Hours Phone Extension

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

**OR**

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

Address

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

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

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

The Building

**Name**

UniLodge Darwin

**Address**

**6 Dripstone Road, Casuarina NT 0810**

**Telephone**

+61 8 8942 0706

**Reception**

Dial 9

**Outside Office Hours Security** Dial 88#

**Emergency Contacts**

If dialling from your room phone dial zero for an outside line first then dial **000**

**(Police, Fire, Ambulance)**

## EMERGENCY PROCEDURES

### Evacuation & 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. Please assemble on the foot path area in front of the building and await further instructions from the UniLodge Darwin staff. Before re-entering the building, please wait until instructed by the fire department/lodge staff that it is safe to re-enter the building. Assembly point is outside UniLodge garage gate next to the BigW loading dock.

### Personal Emergency Evacuation Plan

A PEEP is a Personal Emergency Evacuation Plan. It is an 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period in the event of any emergency. PEEPs may be required for staff and students with an ongoing presence in the building with mobility/visual/hearing/cognitive impairments. Please be mindful to send an email to request and discuss your PEEP via [reception.darwin@unilodge.com.au](mailto:reception.darwin@unilodge.com.au).

### Fire Sprinklers and Detectors

Please **DO NOT** cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Northern Territory Fire & Rescue Service has it within its powers to levy fines and commence prosecutions (current fines exceeds \$1,600.00). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for "Unwanted Alarms". Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

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

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit 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). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone who may be unable to assist themselves.
- Remain at assembly area and await roll call.

### **REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

### Cyclone Season & Procedures

The cyclone season in Darwin begins on the 1<sup>st</sup> November and extends until the end of April; however cyclones have been known to occur outside of this period. During this season many cyclones will form off the coast of Darwin however very few will cause destruction to the city. The Bureau of Meteorology monitors the development and movement of cyclones across the Northern Territory and issues warnings accordingly. All newly constructed buildings, including the UniLodge Darwin property are designed and built to standard to resist wind loads with the objective to reduce the danger to life. Preparing for a cyclone is one of the most important steps to ensure your personal safety.

If there is a threat of a cyclone, the UniLodge Darwin staff will initiate the emergency procedures to help keep residents safe.

### Preparation

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

- Where possible, block your windows from the inside using a mattress and some strong sturdy furniture.
- Remove pictures and valuables from walls and shelving.
- Place valuables and precious items in strong water-proof garbage bags and tape up.
- Pack away all loose items into cupboards and secure cupboard doors if possible.
- Remove all furniture and personal belongings from balconies.
- Prepare your shelter with blankets, pillows, bottled water, personal medication, first aid kit, mobile phone, canned food or basic snacks and a battery-operated radio.

### Cyclone Evacuation

Casuarina Senior College and Dripstone Middle School are two of the nearest designated cyclone shelters to UniLodge Darwin. Please see details below:

### **Darwin Designated Cyclone Accommodation Shelters**

*IMPORTANT: Check first with authorities that a shelter is open before going to a shelter.*

**Casuarina Senior College**                      **61 Trower Road, Moil**  
**Dripstone Middle School**                      **326 Trower Road, Tiwi**

### **Darwin Region Designated Carpark Shelter**

**Casuarina Square Parking Lot – Basement Level Only**

### **Location**

**247 Trower Road, Casuarina, NT**

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

### **Bureau of Meteorology Cyclone Updates**

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

### **Bureau of Meteorology Cyclone Tropical Cyclone Knowledge Centre**

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

### **Northern Territory Government – Cyclone information & Preparation**

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

### Where can I get information on Cyclones?

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

### **Bureau of Meteorology**

#### **Automated Telephone Messages:**

Cyclone Advice (Watch/Warning)                      1300 659 211

#### **Emergency services agencies**

**Emergency Management Australia**                      131 444  
[www.em.gov.au](http://www.em.gov.au)

### **Northern Territory Emergency Services**

Emergency kit checklist, how to prepare for a cyclone, what to do during a cyclone  
<https://www.pfes.nt.gov.au/emergency-service/publications>



## HEALTH

Dentist	Doctor	Hospital
Casuarina Square Dental Care Shop 383A Casuarina Square 247 Trower Road Casuarina NT 0810	MedCentral GP Clinic 54 Bradshaw Terrace Casuarina NT 0810 <b>(1km away)</b>	Royal Darwin Hospital 105 Rocklands Drive Tiwi NT 0810 <b>(3km away)</b>
08 8927 9418 <a href="http://casuarinasquaredentalcare.com.au">casuarinasquaredentalcare.com.au</a>	08 8992 9955 <a href="http://www.gp.medcentralclinic.com.au">www.gp.medcentralclinic.com.au</a>	08 8922 8888 <a href="http://www.health.nt.gov.au">www.health.nt.gov.au</a>

### Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC 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.

**In case of an emergency dial 000**

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended.

For more information on ambulance cover go the St. John Ambulance Australia website <http://www.stjohnnt.org.au/ambulance-service/ambulance-cover>

In the event where a student causes self – harm to oneself or UniLodge deems that there is a high risk regarding self-harm, UniLodge Darwin reserves the right upon conversation with occupant to withhold personal belongings which relate to self-harm. These personal belongings will be kept safe and returned in its original condition after Resident has been cleared to return to their room.

### Mental Health

Mental Health can affect anyone, and we need to take care of each other. If you or another Resident is struggling with mental health please get in contact with the RA, Customer Service Manager or in severe cases emergency services on 000.

UniLodge staff will attempt to ensure that appropriate supports are in place and that follow up with concerned Residents is undertaken.

There are mental health support services that we can connect Residents too including NT Mental Health, University Counselling Centre or with another medical service provider. A 'Safety Plan' may also be developed in collaboration with the Resident.

For more information and support for mental health issues please visit [www.beyondblue.org.au](http://www.beyondblue.org.au).

### Notifiable Disease and Communicable disease

If Management reasonably suspects a Resident has a notifiable disease, it will direct the Resident to the nearest Health Services or the Resident's GP for a medical assessment to confirm. If the Resident does have a notifiable disease the Health Services or GP is required to report the disease in accordance with the Public Health Act 1997.

They (or the Chief Health Officer of the NT) may direct UniLodge Darwin on how any public health aspects of the disease are to be managed within the Lodge, where applicable.

If the Resident does not attend the GP examination as directed by Management, they may be excluded from UniLodge Darwin until they have obtained medical advice demonstrating that they do not pose a disease risk to other Residents. Their return is dependent on them obtaining medical advice demonstrating that they are fit to return and present minimal or no risk to fellow Residents.

In the case of contracting an infectious disease such as measles, a Resident should take protective measures such as: leaving UniLodge Darwin for the infectious period, using face masks and limiting their interactions.

Should there be concern regarding an illness, Management will seek medical advice from NT Health Services about how best to contain it.

### Long-Term Illness and Disability

UniLodge Darwin strongly supports the right of people with disabilities to enjoy student accommodation while enrolled in university.

If a long-term illness or disability is disclosed prior to arrival, UniLodge Darwin reserves the right to request a medical certificate confirming the Resident's capacity for independent living.

Residents may seek adjustments to their accommodation to help them manage their disability and UniLodge Darwin may offer adjustments or support services appropriate to the Resident's needs. Significant changes to existing infrastructure or services are considered on a case-by-case basis and depending on the nature of the adjustments may incur, with consultation to the Resident, additional expenses, and owner.

In a situation where a Resident suffers from a long-term illness or disability and seeks assistance beyond a duty of care that is reasonably practical for our staff, it may become unreasonable for UniLodge Darwin to continue to make further adjustments for this illness or disability. If this were to occur UniLodge Darwin reserves the right to explore more suitable accommodation options on a case-by-case basis, but also reserves the right to terminate a Resident's Tenancy Agreement.

### Emergency Medical Procedure / Transport to hospital

In the case of an emergency, call 000 for an ambulance. Ambulance costs are the responsibility of the person requiring medical care. It is highly recommended that Residents have health cover that includes ambulance travel.

Any non-emergency transport to a hospital is a private matter. The use of a taxi and/or ride share services (uber, Ola) as transport is recommended if no personal vehicle is available. It is recommended that a friend or companion should also escort the Resident to the hospital for safety reasons.

### Informing Emergency Contact Persons

In cases where there is considerable concern for the health or wellbeing of a Resident or the Resident is unable to communicate their wishes, UniLodge Darwin Management may contact the emergency contact persons nominated by the Resident.

Persons under the age of 18 will have their emergency contact or guardian contacted in all cases.

## Health and Wellbeing Contact List

- Emergency Services (Police, Fire, Ambulance): 000
- Nearest Police Station: 08 8999 0800
- Fire Station: 08 8946 4107
- Casuarina Square Security 08 8920 2300
- Nearest Medical Centre: 08 8927 1899
- Hospital: 08 8922 8888
- Home Doctor Service: 13 74 25
- Lifeline: 13 11 14
- Beyond Blue: 1300 224 636
- NT Mental Health Line: 1800 682 288

## OPERATING AND CARING FOR YOUR UNIT

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### 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. Log the job via the UniLodge app portal. The UniLodge app login details and how to log maintenance job has been sent you along with your arrival information.

### Glass and Aluminium

Please note the following suggested points for the care and maintenance of the glass in your apartment.

#### **WHAT NOT TO DO**

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

### Joinery Items

#### **Cleaning**

A wipe over with a clean, soft damp cloth should be sufficient to keep all Laminex 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.

#### **Scratches and Cuts**

Chopping and cutting directly onto the surface can damage Laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove from their unit any item or equipment that has been provided by UniLodge.

#### **Microwave Oven**

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

#### **Mirrors**

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

#### **Refrigerator**

Your unit is provided with an electric 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. **IMPORTANT:** if your freezer has excess ice and requires defrosting, failure to do so will cause the fridge to fail to cool refrigerated items. Therefore, make sure you defrost your fridge regularly.

To defrost,

1. Remove the belongings from the fridge.
2. Turn off the fridge from main power.
3. Put dry cloth underneath the fridge to catch dripping water and to avoid water spilling on the floor.
4. Open the fridge door and let the ice to melt.
5. Once all ice is melted, take a dry cloth, and clean the fridge.
6. Turn the power ON, the fridge is now defrosted and ready to use after 10 - 15 minutes.

#### **Smoke Detector**

Your unit 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 240V power supply via your unit switchboard. If you attempt to tamper, cover or remove your smoke alarm you may be fined in excess of \$1500 by NTFRS.

## 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.

Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

## 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, and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores, which are designed not to damage the walls 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 tenancy. Any damage caused because of removing these hooks however will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can stain.

## Mould

Mould grows from a combination of:

- Moisture, which can be from a spill, leak, or sustained humid conditions.
- Lack of airflows such as a closed room or wardrobe
- Lack of UV light, such as in a wardrobe or under a bed
- A nutrient such as dust, or other organic matter

When these conditions are combined it is common for mould to grow more quickly.

To prevent mould growth:

- When the air conditioning is not running open the window to allow airflow
- Do not leave damp or wet items such as towels or shoes in the room, these need to be dried in a dryer or outside.
- Clean dust in your room weekly to avoid it turning into mould.
- Wash your sheets including your mattress protector at least weekly.
- Wash your clothes regularly.
- Regularly air your room out by opening the blinds and balcony door for at least a few hours each day.
- If an item starts to grow mould, clean, or dispose of the item immediately as the growth will spread if untreated.
- Mould can be cleaned with a solution of:
  - a) 80% white vinegar, 20% water (vinegar is safe to handle)
  - b) Products with 80% ethanol (be careful using large amounts of these products as they can stain or damage items in your room)
  - c) Mould specific products purchased from shops.

Note that bleach is generally **NOT** as effective in preventing mould growth and can easily damage items in your room/apartment.

### What to do if you find mould in your room:

Small patches of mould (e.g., <30cm), can be wiped away with a vinegar solution, ensuring that the surface is dried afterward and not left damp.

Heavy growth on one item (such as a shoe or wet towel)

## PAYMENTS

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

### Rent

Rent is to be paid as per the Tenancy agreement and must always be in advance. Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Deposit at the bank into the nominated UniLodge Bank Account.
- c) Credit card at the reception desk during business hours
- d) Direct Debit
- e) Royal Pay

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

### Late Checkout Fee

If the Occupant fails to vacate the Room by 10AM on contract End Date, The Management reserve the right to charge the occupant the Late Checkout Fee set out in the Other Fees and Charges in lease agreement for each day or part day that the occupant remains in occupation of the Room after the End Date.

### Additional Departure Cleaning Fee

If extra cleaning is required to clean the Occupant's Room, including but not limited to:

- (a) steam cleaning of furniture or floors.
- (b) acid washing of bathroom tiles; or
- (c) removal of excess rubbish or items left by the Occupant,

then the Management may charge the Additional Departure Cleaning Fee to the Occupant, which will be determined at the Management's discretion (acting reasonably).

### Lockout Fee

There will be a \$15.00 cost to the Resident per lockout.

### Replacement of Swipe Card

There will be a \$50.00 cost to the Resident to replace their Security Swipe Card if they are lost. If a swipe card is missing for more than 24hours it is classed as lost and a replacement will be issued. Payment for a new card is required at the time of replacement. Credit will not be extended for new cards.

### Residential Life Program Fee

There will be a \$50.00 charge to the Resident every 12-month as a contribution to Residential Life Program. The Residents in UniLodge Darwin are free to sign up for all the Residential Life events held on weekly basis.

### Additional Charges

Additional charges are payable by Residents and include costs for property damage and resulting repair, removal of smoke detectors and subsequent replacement and repairs. These charges are to be paid in full by the beginning of each month. If you request maintenance for items that are your responsibility to clean (i.e., shower drains, air con filters, hair from bathroom basins) or cause property damage (i.e., blocked basin drain, grease poured down the sink, mouldy silicone, stained mattress) you will be charged the full cost charged by the contractor. No exceptions. No excuses.

### Unit Repairs

UniLodge employs 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

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### Insurance and Security for your unit

All Residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by UniLodge Darwin insurance policies. Any large complex is vulnerable to petty theft, and UniLodge Darwin is no exception. We suggest that you **keep your door always locked**.

### Intruders

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

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- *UniLodge has 24-hours video surveillance.*
- *Do not show any person to a Resident's unit 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 or open the front entry door.*
- *Tell the visitor to call reception.*



**UniLodge Darwin  
Resident Handbook Acknowledgement Form**

**IMPORTANT**

By signing this form, you acknowledge your responsibilities as a UniLodge Darwin resident, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I, \_\_\_\_\_ from Room \_\_\_\_\_ at

UniLodge Darwin, acknowledge that I have read, fully understand, and accept the contents of the **2024 Resident Handbook.**

I acknowledge my responsibilities as a UniLodge Resident of the building, the community standards expected of me, and will follow them accordingly.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_