

UniLodge

Where I want to be

2022

RESIDENT HANDBOOK

Welcome to UniLodge @ Shafston

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 the building and observes the rules of the building so that all residents can enjoy their stay. It also forms part of your short stay agreement or lease terms and obligations.

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

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

UniLodge @ Shafston management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane.

If you do not understand any of the pages within this booklet, please feel free to ask a member of staff at reception or the college for clarification.

For short stay residents, please check your inventory checklist with the items in your room as detailed under "ROOM INVENTORY (FOR SHORT STAY ONLY)" and sign and return to reception within 24 hours of your arrival.

For lease residents, please complete your Incoming Inspection Report, sign, and initial each page, date and return to reception within 3 days.

If office is closed, please use key return chute located in reception office door.

Thank you and most of all we hope you enjoy your stay!

CONTACTING RECEPTION

Reception hours are as follows:

Monday to Thursday **9:00 am – 5:00 pm**

Friday **9:00 am – 4:30 pm**

Saturday and Sunday **CLOSED**

Public holidays **CLOSED**

Phone 07 3249 7674

Address 9 Castlebar Street, Kangaroo Point QLD 4169

After Hours 07 3249 7674

Reception Extension **674**

Outside Office Hours Security Extension **674**

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

UniLodge @ Shafston HOUSE RULES

1. No Noise after 10pm

Ningún ruido después de las 10 - Nenhum ruído após 10h - Pas de bruit après 22 heures - Kein Lärm nach 10 Uhr - Nessun rumore dopo le 10 - 10 点以后禁止噪音 - 10 點以後禁止噪音 - 10 時以降はノイズない - 10 시 후 소음 없음 - 10:00 - 10:00 لا ضوضاء بعد کے باء کوئی شور - เสียงหลังจาก 10:00 ไม่มี - không có tiếng ồn sau 10:00

2. No Smoking in the Building, including balconies

No fumar en el edificio, incluyendo balcones - Não fumar no edifício, incluindo varandas - Interdiction de fumer dans le bâtiment, y compris les balcons - Kein Rauchen im Gebäude, einschließlich der Balkone - No Smoking nel Palazzo tra cui balconi -在建筑, 包括阳台禁止吸烟-在建築, 包括陽台禁止吸煙 -バルコニーを含む建物内禁煙ない -발코니를 포함하여 건물에서 금연 - ممنوع التدخين في البناء، بما في ذلك الشرفات - बालकनियों सहित भवन, धुमपान निषेध - Không hút thuốc trong tòa nhà, bao gồm ban công

3. No consumption of Alcohol in Public Areas. This includes Lobby, Outdoor Seating Areas & Gym/Resident Lounge. It is against the law, offenders will be reported to the police

El consumo de alcohol en las áreas públicas prohibidas - O consumo de álcool nas áreas públicas proibidas - Consommation d'alcool dans les espaces publics interdits - Der Konsum von Alkohol in öffentlichen Bereichen verboten - Il consumo di alcol nelle aree pubbliche vietate - 禁止在公共区域饮用酒精-禁止パブリックエリアにアルコールの消費 - 금지 된 공공 장소에서 알코올 소비 - استهلاك الكحول في الأماكن العامة محظور - निषिद्ध सार्वजनिक क्षेत्रों में शराब का सेवन - การบริโภคของเครื่องดื่มแอลกอฮอล์ในพื้นที่สาธารณะต้องห้าม - Tiêu thụ rượu ở khu vực công cộng bị cấm

4. Visitors not permitted in rooms after 10pm

Los visitantes no permitidos en las habitaciones después de 10 - Os visitantes não autorizados em salas depois das 10h - Les visiteurs non autorisés dans les chambres après 22 heures - Besucher nicht in Räumen nach 10 Uhr erlaubt - 晚上 10 点后, 房间不得有访客 - 10 時以降の部屋では許可されていない訪問者 - 오후 10 시 후 객실에서 허용되지 방문자 - لا يسمح للزوار 10:00 بعد 10:00 - في غرف بعد 10:00 के बाद कमरे में अनुमति नहीं आगंतुक - 10:00 - Du khách không được phép trong phòng sau 10:00

5. Residents must behave in a way not to interfere with the peaceful enjoyment of another person. Residents are responsible for the behavior of visitors

Los residentes no deben interferir en el disfrute pacífico de otra persona y son los responsables del comportamiento de los visitantes - Moradores não deve interferir com o gozo pacífico de outra pessoa e são responsáveis pelo comportamento dos visitantes - Les résidents ne doivent pas interférer avec la jouissance paisible d'une autre personne et sont responsables du comportement des visiteurs - Bewohner müssen nicht mit der Achtung des anderen Menschen stören und sind für das Verhalten der Besucher verantwortlich - I residenti non devono interferire con il pacifico godimento di un'altra persona e sono responsabili del comportamento dei visitatori -居民不得干扰他人的宁静享受，并需为访客的行为负责 -住民は別の人の平和的享受を妨害し、訪問者の行動に責任があるしてはならない -주민들은 다른 사람의 평화로운 즐거움을 방해하고 방문자의 행동에 대한 책임은 안 - السكان يجب ألا تتداخل مع التمتع - निवासियों को किसी अन्य व्यक्ति के शांतिपूर्ण आनंद के साथ हस्तक्षेप और दर्शकों के व्यवहार के लिए जिम्मेदार हैं नहीं चाहिए –

ที่อาศัยอยู่จะต้องไม่ยุ่งเกี่ยวกับความสุขสงบของบุคคลอื่นและมีความรับผิดชอบในพฤติกรรมของผู้เข้าชม -

Người dân không được can thiệp được hưởng hòa bình của người khác và chịu trách nhiệm về hành vi của khách

6. Residents are responsible for the costs incurred in the event the QLD Fire Service is called due to a Fire Alarm. Current Costs are \$1400 approx. Covering of Smoke Alarms is against the law

Los residentes son responsables de los costos debido a una alarma de incendio, 1,400 dólares aproximadamente. Cubrimiento de las alarmas de humo está en contra de la ley - Os residentes são responsáveis pelos custos devido a um alarme de incêndio, aproximadamente 1400 dólares. Cobertura de alarmes de fumaça é contra a lei - Les résidents sont responsables des coûts due à une alarme d'incendie, d'environ \$ 1400. Revêtement de détecteurs de fumée est contre la loi - Die Bewohner sind für die Kosten aufgrund eines Feuersalarm, etwa 1400 \$ verantwortlich. Verkleidung der Rauchmelder ist gegen das Gesetz - I residenti sono responsabili dei costi a causa di un allarme antincendio, 1400 dollari circa. Rivestimento di Smoke Allarmi è contro la legge -居民要负责因火警而产生约\$ 1400 左右的费用。覆盖烟雾报警器是违法的。-住民は、火災警報、約 1400 ドルのコストを担当している。煙警報のカバーは法律違反となり-주민 인해 화재 경보, 약 1400 비용에 대한 책임이 있습니다. 화재 경보기의 취재 불법입니다 - سكان هي المسؤولية عن التكاليف بسبب إنذار الحريق، \$ 1400 تقريباً. تغطية إنذار الدخان هو ضد القانون - निवासियों की वजह से एक फायर अलार्म, लगभग 1400 डॉलर तक की लागत के लिए जिम्मेदार हैं. धूम्रपान अलार्म के कवर कानून के खिलाफ है -

ชาวบ้านมีความรับผิดชอบในค่าใช้จ่ายที่เกิดจากการปลุกไฟ \$1400 ประมาณ

ครอบคลุมของสัญญาณเตือนภัยควันบุหรี่ผิดกฎหมาย - Người dân phải chịu trách nhiệm cho các chi phí do báo cháy, khoảng 1400 \$. Che các chuông báo khói là trái pháp luật

7. Rooms must not be used for illegal purposes. Offenders will be reported to the police

Las habitaciones no deben ser utilizados para fines ilegales - Os quartos não deve ser utilizado para fins ilegais - Les chambres doivent pas être utilisés à des fins illégales - Die Zimmer dürfen nicht für rechtswidrige Zwecke verwendet werden - Camere non devono essere utilizzati per scopi illegali -房间不得用于非法用途，违者将被举报 -客室には、違法な目的のために使用することはできません -객실은 불법적 인 목적으로 사용할 수 없다 - يجب ألا تستخدم لأغراض - कमरे अवैध प्रयोजनों के लिए उपयोग नहीं किया जाना चाहिए – غير قانونية الغرف

ห้องพักจะต้องไม่ถูกใช้เพื่อวัตถุประสงค์ที่ผิดกฎหมาย - Phòng không được sử dụng cho các mục đích bất hợp pháp

8. Lost or damaged keys. Cost of new lock, keys & card \$450. After hours lock out fee \$50.

El costo de la nueva cerradura, pérdida de llaves y tarjeta de \$450. Después de horas de bloqueo de cuota \$ 50 - Custo da nova fechadura, chaves perdidas e cartão de \$ 450. Depois taxa horas de bloqueio \$ 50 - Coût de la nouvelle serrure, clés perdues et la carte de 450 \$. Après frais heures de lock-out \$ 50 - Kosten der neuen Schleuse, verlorene Schlüssel & Karte 450 \$. Nach Stunden Sperrgebühr \$ 50 - Il costo della nuova serratura, ha perso le chiavi e carta di \$ 450. Dopo tassa di ore di blocco \$ 50 - 若遗失或损毁了钥匙，新锁，钥匙和卡的成本为 450 元。接待处办公时间外的开锁费为 50 元 - 新しいロックのコストは、キー&カード 450 ドルを失った。営業時間外のロックアウト料 50 ドル - 새로운 잠금 장치의 비용, 키 및 카드 450 달러 잃었다. 시간 후 잠금 수수료 50 달러 - 450 بطاقة جديدة، فقدت مفاتيح وبطاقة \$ 50 تكلفة تأمين جديدة، فقدت مفاتيح وبطاقة \$ 50 - नए ताला की लागत, चाबियाँ और कार्ड \$ 450 खो दिया है. बाद घंटे तालाबंदी शुल्क 50 \$ - ค่าใช้จ่ายของล็อคใหม่, ญญแจที่หายไปและบัตร \$ 450 หลังจากที่เราลืมกุญแจ \$ 50 - Chi phí của khóa mới, bị mất chìa khóa và thẻ \$ 450. Sau giờ hành chính lệ phí mo khóa 50 \$

9. Damages & Lost Items must be paid for by the resident

Daños y Artículos perdidos deben ser pagados por el residente - Danos e itens perdidos devem ser pagos pelo residente - Dommages et Objets perdus doivent être payés par le résident - Schäden und verlorene Gegenstände müssen von der ansässigen bezahlt werden - Danni e Oggetti smarriti devono essere pagati dai residenti - 损坏和遗失的项目必须由住客支付 - 損害賠償や紛失は、居住者のために支払わなければならない - 손해 및 손실 항목은 거주자가 지불해야 합니다 - يجب أن تدفع تعويضات والمفقودات لمن قبل المقيمين - नुकसान और खोया आइटम निवासी द्वारा भुगतान किया जाना चाहिए - ความเสียหายและรายการที่หายไปจะต้องมีการจ่ายเงินให้กับผู้อยู่อาศัย - Thiệt hại và mất mục phải được trả tiền cho các cư dân

ADDITIONAL BUILDING RULES AND REQUIREMENTS

Alcohol

UniLodge 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 eviction with no refund.

Building Security

All Residents and visitors agree to be bound by the security regulations and as instructed by management. Residents must carry ID at all times and, if requested, show it to Management, Security or Staff. Under no circumstances are Residents to loan out their Security Swipe Card/Unit key or try to copy their own keys.

Residents are responsible for the behaviour of their visitors. Residents are responsible for personally letting their guest/s in or out of the building after hours. The issued swipe card must not be given to the guest/s to enter or exit the building or the basement carpark by themselves.

Common Property

Residents 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.

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.

Eligibility of Residents

- All Residents must be registered and sign a Registration Form at check-in.
- Residents must not sub-let the unit under any circumstances.

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 and all costs of repairs or replacement.

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 in writing.

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

Under **NO** circumstances are you are permitted to bring any pets or animals into the building. This includes fish.

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) 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 tenant responsible. This includes all forms of E-Cigarettes.

Fire Sprinklers

DO NOT COVER the smoke detector or **HANG ANYTHING** on the fire sprinkler in your room.



NO SMOKING

This Includes:

ALL Rooms
ALL Balconies
ALL Bathrooms
ALL Stairwells
ALL Common Areas

FIRE SPRINKLERS

Penalties apply for non-compliance

DO NOT COVER the smoke detector in your room.

DO NOT HANG ANYTHING on the Fire Sprinkler



It is against the law. Regular inspections will be made by Management and Housekeeping to ensure compliance.

LEASE RESIDENTS – YOUR AGREEMENT WITH US

Bond

A bond equivalent to four (4) weeks rent is required before or at time of signing your lease. The bond is lodged with the Residential Tenancies Authority 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.

The bond cannot be used for rent unless authorised by the Customer Service Manager. The cost of repair or excessive cleaning may be deducted from the bond.

Entry Condition Report

At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and the UniLodge Property Manager - Operations. 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 72 hours** of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated by UniLodge 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 as decided by management on an appropriate end date, all the residents' personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guidelines. You may also be charged with any disposal fees. All remaining fees must be paid up.

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, he/she 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.

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

SHORT STAY- ACCOMMODATION TERMS AND CONDITIONS

1. Credit card details & photo ID must be provided upon check in. A 1.65% fee will apply for all credit card payments.
2. 2 weeks is the minimum booking & must be paid for in advance, rates are based on a full week & cannot be broken down by day.
3. A \$115.00 AUD Cleaning Charge per booking is payable in full in advance.
4. Accommodation extensions can only be made on a weekly basis in the same room & cannot be guaranteed.
5. The resident authorises the manager to charge their credit card for any loss, damage, or monetary contribution for which any resident is liable under this document or otherwise including extended stays.
6. Residents must pay their account in full, return their keys and check out before 10:00 am on day of departure. Late departures will incur a fee of \$20 AUD per hour.
7. Cancellations less than 14 days' notice of the arrival date will be charged 2 weeks accommodation for the room type booked and a \$100 AUD Administration Fee.
8. Early check out will incur a cancellation charge equal to 2 weeks rent and a \$100 AUD administration fee.
9. A minimum of 14 days' notice must be given before early check out without exception.
10. No refunds will be given to residents evicted for unacceptable behaviour or breach of terms by them or their guests.
11. Refunds incur an administration fee of \$100.00 AUD. Refunds are subject to terms & conditions.
12. Room Move – requests must be made in writing & will be considered by the Manager & are not guaranteed. Room moves will incur a charge of 2 weeks rent plus a \$100.00 AUD administration fee. A change of room is considered a new booking and the 2-week minimum applies plus a \$50.00 AUD cleaning fee applies.
13. Residents must not hang clothing, signage, or other items in a manner visible from the outside of the building or from ANY fixtures in the room, including sprinkler heads, frames, or doors.
14. Residents must not lend their keys or give lift access to another person under any circumstances.
15. Lost or stolen room keys & security cards must be reported to reception within 24 hours & will result in a change of door lock. Fees payable by the Resident/Tenant \$450.00 AUD for lock, \$50.00 AUD per swipe & \$50.00 letterbox key (if applicable) payable immediately.
16. Residents must behave in a way as not to interfere with the peaceful enjoyment of another person.
17. Residents must allow cleaners & maintenance uninterrupted access for the purpose of cleaning & routine maintenance. Failure to do so may result in a fee being charged and your room not being serviced.
18. Additional cleaning charges (\$100.00 AUD per hour) will apply for units left in a dirty/untidy condition. Constant un-cleanliness will result in fines & eviction without a refund. You are responsible for keeping your unit clean & tidy. A weekly linen change is provided.
19. If Residents re-arrange any furniture in the room, it must be put back in its original position on departure. A fee of \$100.00 AUD will be charged for not arranging furniture back to its original position.
20. Residents must not sub-let their unit or have guests stay overnight.
21. Residents are responsible for the costs incurred in the event the QLD Fire & Rescue Service is called due to a fire alarm of their doing. Current charges exceed \$1300.00 per call out however the amount recoverable from the resident is \$650.00 AUD. A \$75.00 AUD admin fee is also payable for repeated and false alarms caused by occupant interference & may result in your occupancy being terminated.
22. Visitors are not permitted to use bedding or facilities provided for the use of residents.
23. Residents are responsible for the behaviour of their visitors at all times.
24. Visitors are not permitted in rooms after 10 pm.
25. An after-hours lockout fee of \$50.00 AUD will apply & is payable at time of lockout; there is no charge during office hours for UniLodge Residents. If you get locked out of your unit after hours, please note entry is given by onsite staff and is not immediate. You may need to wait up to several hours for access.

26. Cigarettes, rubbish, or any other item must not be thrown from windows or balconies.
27. Smoking is NOT permitted in the building. Cleaning charges will apply if smoking is detected in the room.
28. COVERING SMOKE ALARMS IN AN OFFENCE AND IS ILLEGAL UNDER QUEENSLAND LAW, CHARGES WILL APPLY.
29. Alcohol is NOT permitted in public areas including the foyer, gym, and lounge.
30. Rubbish must only be placed in the "Garbage Bins" room located on each floor; rubbish must be removed from room daily.
31. The room must not be used for any unlawful purpose.
32. Damage, loss, or removal of any item or fitting must be paid for by the resident.
33. Bicycles, roller blades, skateboards and ball games are not permitted in the building.
34. Animals or pets are not permitted in the building.
35. Residency is governed by the Shafston University Mansions By-Laws. A copy of the By-Laws is available at reception and has been provided to you upon check-in or confirmation of your booking.
36. Residence must comply with the 'House Rules' provided in this handbook. A copy is also available at reception.
37. Repeated valid complaints from your room mate with regards to being unable to sleep, noise, or cleanliness will result in eviction from UniLodge with no refund.
38. UniLodge @ Shafston take no responsibility for items left on the bed and subsequently removed during the weekly service, or any personal items left behind after departure.
39. Management's decision is final. Terms and conditions are subject to change without notification at any time.

BUILDING FACILITIES

Bicycle Storage

Bicycle racks are located on the South-Eastern (Thorn Street) side of the building. Please note that any bikes/scooters are left here at the residents' own risk. This is not a secured or locked area; however, 3 security cameras are in use and security sensor light. A city cycle station is located right next door on Shafston Avenue. You must register your bike with reception. Any bikes not registered will be removed and disposed of from time to time by Management.

Gym

There is a well-equipped gym on 4th floor with a range of machines inside. There are toilet and shower facilities in the recreation room. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The gym is accessible via your swipe card. The gym is open each day from 7:00am until 10:00pm and is free for use for all residents and residents only. Any guests providing access to gym for non-residents will need to pay a fee.

Laundry

The laundry is open 24/7 and is located on the 3rd floor. It has coin-operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. Your items are to be removed promptly from the washing and drying machines and items left in machines for extended times may be removed. Please be considerate to other residents in the building by not leaving your items unattended in the machines for extended times after the cycle period.

Mail

Each apartment has its own mailbox located at reception. Mail being sent to you should be addressed as follows:

Resident Full Name
UniLodge @ Shafston
(Unit Number) _ _ _ _ / 9 Castlebar Street
Kangaroo Point QLD 4169 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.

UniLodge does not hold mail for residents who have departed. Prior to departing contact Australia Post to redirect your mail so that you don't miss any important mail.

Recreation Room

There is a recreation room on the 4th floor. The room contains a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. If you have moved the furniture, please ensure that you place back in original position and take any rubbish with you. The recreation room is accessible via your swipe card and room key to open the recreation room doors. The recreation room is open each day from 7:00am until 10:00pm.

Rubbish

Please empty your rubbish into the rubbish bins which are located on each level – in front of _04 & _03 units. You must remove your waste and rubbish from your room daily. Failure to do so may result in fines being issued, notice to remedy being issued or further invoices for treatment of common area as result of infestation. It is your responsibility to remove your rubbish DAILY.

Utilities - Electricity, Gas & Water

Electricity, gas, and water consumption is included in your rent.

SECURITY, BUILDING ACCESS AND KEYS

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, in particular theft, all residents are strongly advised to keep their doors closed and locked at all times, regardless of whether or not they are in their unit.

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.

Identification

Identification should and must be carried at all times 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 or key. **You should always keep your keys and ID separate.**

Security and Swipe Card/Unit Key

- You are issued with a swipe card when you check in. The swipe card will give you access to the foyer front door, your apartment level, and level 4 (recreation room and gym).
- The swipe card should be carried by residents at all times. Your swipe card or unit key must not be given to any other person. The key and card is your responsibility.
- Your unit key also allows access to the recreation room/gym on level 4.
- Please remember to lock your door when leaving your apartment as the door may or may not self-lock on closing.
- Should you lose your key or be locked out of your unit, you must contact Reception immediately. Reception phone number (07 3249 7674) operates 24 hours per day and after office hours is diverted to our afterhours reception. If a key is missing for more than 24 hours, it is classed as lost and a replacement key will be issued at your cost.

If you get locked out of your unit after hours, please note entry is given by onsite staff and is not immediate. You may need to wait up to several hours for access. For Lock Outs call (07) 3249 7674

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

Keys	\$450.00 Includes change of door lock, replacement key, replacement spare key, delivery and installation.
Lost Swipe	\$50.00 per card
Letter box key	\$60.00 if applicable (Not for Short Stay Residents. Fee for Lease Residents Only)
Lockout Fee UniLodge Resident	\$50.00 payable at time of lockout via Eftpos to Security or Staff Member attending.

Insurance and Security for your unit

All residents are strongly advised to take out personal/content insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by UniLodge @ Shafston policies. Any large complex is vulnerable to natural disaster or

accidental or deliberate vandalism or petty theft, and UniLodge @ Shafston is no exception. We suggest that you **keep your door locked at all times**, even when you are home.

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately (07) 3249 7674, and watch the person or persons from a distance but do not put yourself at risk.

- **UniLodge has 24-hour 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.**

FIRE EVACUATION PROCEDURE



On hearing the Fire Alarm, you should EXIT the building using the nearest exit.

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 grassed area in front of the main entrance directly in front of the main building (Shafston Avenue) until instructed by the fire department that it is safe to re-enter the building.

Fire Sprinklers and Detectors

Never hang anything from, cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions will cause a system fault and/or a false alarm. **Do not hang anything to the fire sprinkler because it can cause flooding.** In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has it within its powers to levy fines and commence prosecutions (current fines exceed \$1300). You will also be responsible for the cost of repairs to the system that this damage may cause. Repeat false alarms to our main fire system caused by any resident may result in you being charged an admin fee of \$75.00 per event and your occupancy being terminated.

Upon Fire

1. Assist any person in immediate danger only if safe.
2. Close door.
3. Call Fire Brigade (000).
4. Attack fire if safe to do so.
5. Evacuate to assembly area.
6. Remain at assembly area and await roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

ROOM SERVICING

All Short Stay rooms are scheduled for a weekly room service and linen change. Rooms do not receive a service during the first or last week of the stay.

It is a condition of your stay at UniLodge @ Shafston that you allow the housekeepers access to your room for the scheduled service. All rooms must be serviced on the designated service day and cannot be changed.

Room Servicing Days	
Tuesday	Levels 10 and 11
Wednesday	Levels 8 and 9
Thursday	Levels 6 and 7
Friday	Levels 4 and 5

It is important that you remove **ALL** your personal belongings off the beds on your designated service day. You are responsible for the removal of your own rubbish daily from the unit and for washing the dishes, pots and utensils.



The cleanliness of the whole room is your responsibility. Reasonable standards of cleanliness and hygiene are expected from all residents. Failure to do so will result in a fine of \$100 and additional cleaning charges of \$100 per hour at the end of your residency.

ROOM INVENTORY (SHORT STAY)

Glasses x 4		Fry Pan x 1	
Mugs x 4		Microwave	
Large Plates x 4		Chopping Board x 1	
Small Plates x4		Toaster	
Bowls x 4		Kettle	
Knives x 4		Clothes Airer	
Forks x 4		Iron & Ironing board	
Spoons x 4		Saucepan x 2 with lids	
Teaspoons x 4		Spatula	
Sharp Knife		Dust Pan & Brush	
1x Towel & 1x Bathmat per bed		Rice Cooker & Vegetable Steamer (for Microwave only)	

Please let Reception know if you are missing any items in your room. Pictures may vary from objects in your room.

COMMUNICATIONS

Internet

Our high-speed internet supplier is Urban Wireless. You will have received your username and password during check-in.

If you are experiencing internet difficulties, you can contact Urban Wireless via:

Website: <https://urbanwireless.com.au/>

Email: info@urbanwireless.com.au

Phone: 1300 301 946

Ethernet cables are also available at reception for \$15.

Please note we do not accept cash.

Telephones

Some apartments have a wall telephone that can accept incoming calls free of charge. They also operate as an internal intercom system between apartments, reception, and the front door where applicable. To dial out, it is necessary for residents to purchase a phone card.

Free Taxi Phone are located next to pay phones in the lobby.

Your Room phone number when calling from outside UniLodge @ Shafston is 07 3249 7xxx (extension as shown below).

Room	Ext	Room	Ext	Room	Ext	Room	Ext	Room	Ext	Room	Ext	Room	Ext	Room	Ext
401	501	501	517	601	539	701	561	801	583	901	605	1001	627	1101	649
402	502	502	518	602	540	702	562	802	584	902	606	1002	628	1102	650
403	503	503	519	603	541	703	563	803	585	903	607	1003	629	1103	651
404	504	504	520	604	542	704	564	804	586	904	608	1004	630	1104	652
405	505	505	521	605	543	705	565	805	587	905	609	1005	631	1105	653
406	506	506	522	606	544	706	566	806	588	906	610	1006	632	1106	654
407	507	507	523	607	545	707	567	807	589	907	611	1007	633	1107	655
408	508	508	524	608	546	708	568	808	590	908	612	1008	634	1108	656
409	509	509	525	609	547	709	569	809	591	909	613	1009	635	1109	657
410	510	510	526	610	548	710	570	810	592	910	614	1010	636	1110	658
411	511	511	527	611	549	711	571	811	593	911	615	1011	637	1111	659
412	512	512	528	612	550	712	572	812	594	912	616	1012	638	1112	660
413	513	513	529	613	551	713	573	813	595	913	617	1013	639	1013	661
414	514	514	530	614	552	714	574	814	596	914	618	1014	640	1114	662
415	515	515	531	615	553	715	575	815	597	915	619	1015	641	1115	663
416	516	516	532	616	554	716	576	816	598	916	620	1016	642	1116	664
		517	533	617	555	717	577	817	599	917	621	1017	643	1117	665
		518	534	618	556	718	578	818	600	918	622	1018	644	1118	666
		519	535	619	557	719	579	819	601	919	623	1019	645	1119	667
		520	536	620	558	720	580	820	602	920	624	1020	646	1120	668
		521	537	621	559	721	581	821	603	921	625	1021	647	1121	669
		522	538	622	560	722	582	822	604	922	626	1022	648	1122	670

HEALTH

Dentist	Doctor	Hospital
East Brisbane Dentists 80 Lytton Road East Brisbane 07 3391 2504	CBD 7 Day Medical Centre & The Travel Clinic Brisbane Level 1 / 245 Albert 07 3210 0932	Mater Hospital Raymond Terrace South Brisbane 07 3163 8111

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.

13 HEALTH

If you are unsure as to whether you need to go to a hospital or just the general doctor Queensland health has a number that you can call 24hrs to help you – 13 HEALTH (13 43 25 84). They can also assist in getting you a number for an after-hours doctor that can visit your residence.

WHAT TO DO: SETTING OFF THE SMOKE ALARM

When cooking food in your room be **aware** of the smoke alarm above you.



- When cooking, please make sure the windows and/or the **balcony doors are open**, and you are using your **exhaust fan**.
- If the alarm in your room goes off **DO NOT open your front door** as this may set off the whole buildings fire alarm.
- If you do set off the main smoke alarm and the fire brigade attends, it will be at a **personal cost of \$2600.00**

Please familiarise yourself and any of your guests with the evacuation sign and diagram located next to the lifts on your floor.



FIRE STAIRWELLS

The Fire Stairwells are located on every level of the building and are to be used in the event of a fire or emergency **ONLY**.

These doors are alarmed and monitored 24/7.

Anyone captured on CCTV using these stairwells outside of an emergency or fire will be fined \$150.00 and issued a Breach Notice.

Any door displaying this sticker is for Emergency Access Only.



HOW TO FIX: POWER FAILURE IN ROOM



Try pressing the blue power reset button in your bathroom.

If this doesn't resolve the issue, please come down to reception.

HOW TO USE: AIR-CON AND ROOM VENTILATION

VENTILATING YOUR ROOM

For at least **30 minutes a day** (during good weather), please leave the window open to ventilate your room, especially whilst you use the shower.

If your room has an Air Conditioner you may use it by getting a key from reception .

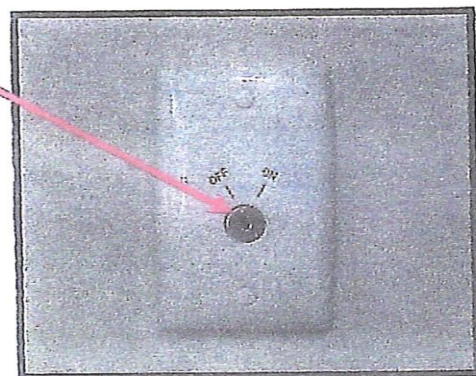
There are some responsibilities to consider when using your Air Conditioner:

While using your Air Conditioner please ensure all windows and doors are closed.

Please ensure the air conditioner is switched off upon leaving your room .

Set the temperature to 21 degrees and the thermostat will control the rest.

To activate the power to your unit, use the key in the on - off switch on your wall.



HOW TO FIX: ICED OVER FREEZER



You may need to defrost your fridge if there is a lot of ice in and around your freezer.

If this is the case please press the grey button on the temperature control dial or if you cannot located the defrost button, turn your fridge off for 3-4 hours. This will allow the ice to melt.

Please do not use a knife or any other sharp metal object to scrape ice out of the freezer. If you damage the refrigerator, it will nee to be replaced at your cost.

Make sure to put some towels under and around the fridge and a bowl or bucket inside the fridge to catch any melted ice.

SUPPLIED KITCHEN ITEM RULES

The **kettle** is for **BOILING WATER ONLY.**

Please do not put anything into the kettle other than water.

No Tea – No Coffee – No Rice – No Eggs or Food of Any kind



The **toaster** is for **TOASTING DRY BREAD ONLY.**

Please do not put anything in the toaster other than dry bread. If you damage the toaster it will need to be replaced at your cost.



Please do not leave any metal objects in the **microwave oven** when cooking. Metal objects will damage the microwave oven and it will need to be replaced at your cost.

ALWAYS CLEAN THE INSIDE OF YOUR MICROWAVE AFTER USE.



PUBLIC TRANSPORT

Information on catching public transport in Brisbane can be found at www.translink.com.au

Using the Journey Planner will allow you to easily navigate around the city & get you to where you need to go. UniLodge @ Shafston is conveniently located within easy access to a number of bus routes, the Mowbray Park City Cat stop & the City Hopper.

City Hopper

One of the advantages of living at UniLodge @ Shafston is having access to the City Hopper. The City Hopper is a free transport option from Kangaroo Point to the City & Southbank. The closest ferry stops are Dockside or Thornton Street.

The ferry stops at the following ferry terminals:

- North Quay, Brisbane City
- South Bank 3, South Brisbane
- Maritime Museum, South Brisbane
- Thornton Street, Kangaroo Point
- Eagle Street Pier, Brisbane City
- Holman Street, Kangaroo Point
- Dockside, Kangaroo Point (Our Closest Stop)
- Sydney Street, New Farm.



FREQUENTLY ASKED QUESTIONS

How do I extend my booking?

Please come to reception as soon as you would like to extend your booking. Extensions can only be made in weekly blocks. As UniLodge @ Shafston is a very busy place, it is important to notify reception quickly possible to avoid disappointment. Extensions for your existing room cannot be guaranteed.

What if I need to leave early? (Short Stay)

Please advise reception if you would like to depart your accommodation early. Cancellation charges of two (2) weeks rent plus a \$100 administration fee will apply. **If leaving less than 2 weeks prior to original departure date, there will be no charge or refund.**

How do I break my lease?

Please advise reception with as much notice as possible if you need to break your lease/depart earlier than your end date of your lease. Fees do apply for breaking your lease including Advertising fee \$110.00, Re-letting fee of 2 weeks rent + GST. Your weekly rent will remain payable until a new tenant can be found. We highly recommend you advertising to find your own replacement tenant and can provide you with application forms if required. Please discuss with reception for more details.

How do I request a room change?

All requests must be made directly with the staff at the reception desk and will be considered by the Manager & are not guaranteed. If you wish to change rooms during your stay and it can be accommodated, you will need to pay any extra charges for upgrades and another \$115 cleaning fee that is not negotiable.

What do I do if something is broken or damaged in my room?

On check-in you would have been given an inventory checklist. This checklist is to identify what was in your room when you arrived.

If something in your room is broken & requires maintenance, please come to reception to complete a Maintenance Request Form.

What do I do if I have issues with my roommate?

If you are in a Twin or Triple share room, you will have at some point during your stay a roommate. Please treat your roommate with the respect that you would want. Please keep your personal belonging to your designated wardrobe & desk. If you do have issues with your roommate try & talk to them calmly about the issues you are having. If you are unable to resolve the problems or have any other issues or questions, please come down to reception.

For more details regarding your Rental Tenancy Agreement please visit reception or go to rta.qld.gov.au website or contact RTA customer service team on 1300 366 3

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CityHopper – Free Ferry



Purchase a Go Card at IGA



Bus to the Valley & City

UniLodge

Where I want to be

2021

RESIDENT HANDBOOK