

STUDENTLIVING®

BY **UniLodge®**

ON 570Swanston

RESIDENT HANDBOOK

WELCOME

To Student Living @ 570 Swanston By UniLodge

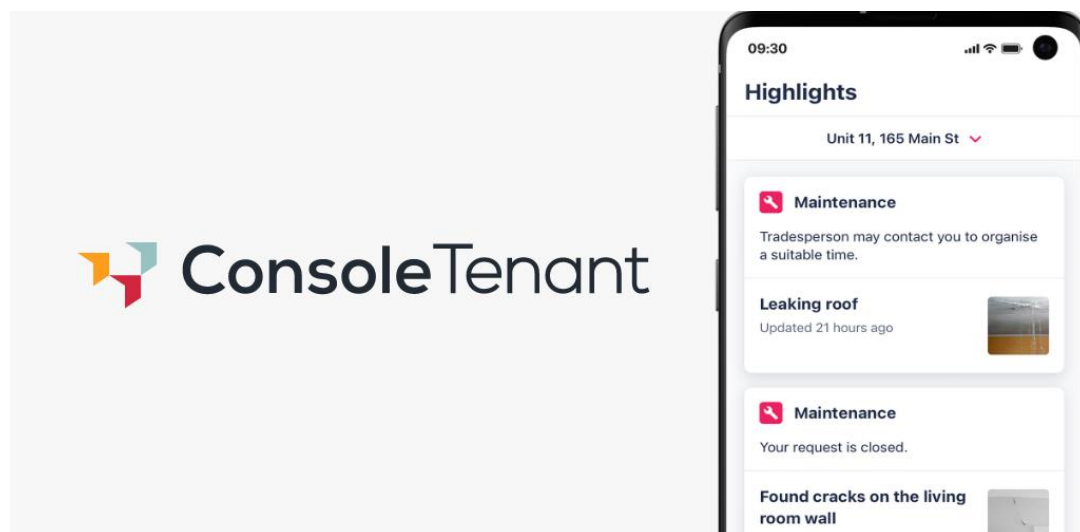
aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY. We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur. We want to develop an atmosphere that provides students with the greatest opportunity to maximize their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

[UniLodge 570Swanston Resident App](#)

Get started on the right track by downloading our FREE tenant app in Google Play Store or App store now!



Important Contacts

Office / Reception	+61 3 8686 7800
Email	570swanston@unilodge.com.au
Emergency - Police, Fire, Ambulance	dial 000
Building Caretaker Contact Number	0412 253 250

Mail

Your postal address is

(Your Name)

UniLodge @ 570

(Your Room Number) /570 Swanston Street

CARLTON, VIC, 3053

Your mail will be delivered to your private mailbox which is located in the mail room

If your mail does not include your name or apartment number it will cause delays in delivery and may result in mail being returned to sender.

A mailbox key will be provided to you at your check-in appointment.

If you are expecting items that will not fit in your letterbox please ensure when you order that you put your mobile number on the order. If you are not home to collect the item, the delivery driver will leave a card at the front door advising you how to collect your parcel.

The closest Australia Post Office is located in the University of Melbourne in the Union building.

Suggestions and Complaints

Should you at any time have any suggestions or complaints, please contact:

Property Manager Operations

Student Living @ 570 Swanston

Carlton VIC 3053

Email: 570swanston@unilodge.com.au

THE ROLE OF **STUDENTLIVING**[®]

BY **UniLodge**

We have been appointed by the owners of the apartments to manage the property on their behalf.

We have also been appointed by the owner of your apartment to manage the lease and tenancy on the apartment.

YOUR **STUDENTLIVING**[®] TEAM

BY **UniLodge**

No matter what your inquiry, question or requirement, our staff will be happy to assist and help you wherever they can.

Please feel free to pop by Unilodge D1 reception and we will be happy to give you the information you need. Anyone affected by illness, accident or death of a relative or friend, should talk to the manager at reception. If necessary, we can connect you to the appropriate counsellors for further support.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel and general information. They are always there to help you.

Please come and see us even if it's only for a chat! WE want your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country you may experience a certain amount of 'culture shock'.

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in resident activities and events. This can help build your network of new friends and hopefully make you begin to feel more 'at home'.

There are many different nationalities represented at 570 Swanston. If you are having difficulty settling in or are experiencing language barriers, please see our friendly staff. We are here to help you. For after-hours assistance, we have Residential Advisors on site who can help you with security problems, issues relating to your apartment and any other emergencies. For general questions or queries you have it is best to speak to the office during business hours.

Every building has rules. The Owners Corporation (which is made up of all the owners of the apartments) has set the rules for the building (not Student Living). All residents must comply with these rules. You will have received a copy of these rules with your confirmation email. If you would like a further look at these rules, please see us in the office.

We hope that you enjoy your stay here at 570 Swanston. If you have any questions after reading this handbook, please do not hesitate to see reception and we will assist you in any way we can.

Social Support

At 570 Swanston Street, we organize social activities throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff member associated to the 570 Swanston Street complex and most importantly other residents within the building that are managed by UniLodge. Participating in the organized 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 at 570 Swanston Street and your time spent as students. Please feel free to talk with customer service manager should you have any suggestions or queries.

Get to Know Your Neighbours

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others in all facets of life
- Remembering that some residents of 570 Swanston Street are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of 570 Swanston Street may be a great way to make new friends and meet more people!

Personal Problems

Please talk to us if you are experiencing any difficulties, personal issues, study problems or anything that may be getting you down. Our team is here to support you and provide guidance, assistance and referral where necessary. The universities or colleges also provide counselling services to all students, you can always check with your university.

Financial Problems

If you are experiencing any financial difficulties, please speak to us. 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 Students Services department.

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it. Email to 570swanston@unilodge.com.au, therefore we can discuss this matter to the landlord(s) promptly.

YOUR SHOP



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

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

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

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

Visit [Your Shop](#) now and order today!



RIGHTS AND RESPONSIBILITIES

This handbook contains the Rules of Occupancy and forms, along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at Student Living on 740 Swanston.

Resident Rights and Responsibilities

- Pay the rent by due dates and through 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 a neighbour.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.
- Report to UniLodge @ 740 any damage to the premises.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.

Owners Rights and Responsibilities

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident Handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the apartment during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.
- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Provide a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep common areas clean.

BOND

The Bond is sent to the RTBA – a government organization and held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

GENERAL RULES

Behaviour

Unacceptable behaviour includes interfering with another person's living conditions or personal security. Unacceptable behaviour is taken very seriously and will be dealt with by Management accordingly. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement, however, they will still be held responsible for rental until the apartment is re-let.

Noise Levels

No excessive noise is permitted after 9:00pm to 7:00am. Noise disturbances can potentially lead to eviction and/or legal prosecution. Residents are here to study, please use **common sense** and **consideration**.

Balcony

If your apartment has a balcony, please ensure you DO NOT smoke in this area. Please also refrain from throwing items over the railing. Not only is this dangerous, it causes a nuisance to people below you

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Smoking

Smoking is NOT PERMITTED anywhere inside the building including balconies or common area terraces.

Alcohol

Alcohol is NOT PERMITTED in the common rooms.

Drugs / Illegal Substances

The use of, or being under the influence of, or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will 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 put you in touch with people who can help you.

Insurance

Tenants acknowledge the landlord's insurance DOES NOT provide cover for the tenant's possessions. Your rent provides you with contents insurance to a limited value of \$3000. If you require more cover, we can assist you with taking out an additional insurance policy at your own cost.

Intruders

If you see anyone behaving suspiciously, call the Management Team or if it is after hours, the Residential Advisor duty immediately and watch the person or persons from a distance, but do not put yourself at risk.

- Under no circumstances give access to unknown person/s.
- Respect others privacy by referring visitors to reception or the Residential Advisor.
- Do not give out another resident's apartment number to others. If in doubt – please contact Student Living D1 management or the on-duty Residential Advisor

Building Security

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

We suggest that you keep your doors locked at all times and should bring your keys and security swipe with you at all times.

Under no circumstances must residents loan out their security access or any other apartment keys.

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.

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

Each apartment has its own individual restricted series key – which means it cannot be copied unless authorised and ordered by UniLodge staff member associated with 570 Swanston Street.

Access to Other Apartments

Entering another Resident's apartment without consent will result in the same action as a member of the general public entering anyone's home without approval.

That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and, in particular theft, all Residents should keep their doors closed regardless of whether or not they are in their apartment.

KEYS AND LOCKOUTS

Keys

Keys should be carried with you at all times.

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

Replacement Keys

A fee of \$525 will be charged to replace a lost or damaged key.

Replacement mailbox keys are \$75 each.

Please note this fee is subject to change

FOBs

Your FOBs will give you general building access. To open the front door or use in the lift, hold your FOB against the proximity sensor box.

Replacement FOB

To replace a lost FOB, or if the FOB is not returned at the end of tenancy, a fee of \$110 will be charged.

Lockouts

A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.

- A \$30 charge applies during office hours
- A \$75 charge applies after office hours

Please note the above prices are subject to change

SMOKE ALARMS AND EMERGENCY PROCEDURES

Emergency Fire Procedures

- ASSIST ANY PERSON IN IMMEDIATE DANGER, ONLY IF SAFE TO DO SO
- CALL THE FIRE BRIGADE ON 000
- EXTINGUISH THE FIRE IF SAFE TO DO SO
- EVACUATE TO THE ASSEMBLY AREA – DO NOT USE LIFTS IF THERE IS A FIRE
- REMAIN AT ASSEMBLY AREA UNTIL AUTHORISED PERSONS CAN UPDATE YOU ON WHEN YOU CAN RE-ENTER THE BUILDING

Smoke Detector and Alarm

Smoke detectors and alarms are located throughout the building including inside your own apartment. Please take note of the following:

- The smoke detector in your apartment is connected to the automated fire alarm system.
- Never cover or remove your smoke detector in your apartment, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
- The smoke detectors in the apartments are very sensitive. If you set the alarm off in your room, and there is NO fire, you need to clear any smoke from your room by turning on your rangehood above your stove, turning on your air conditioner and opening your window or balcony door.
- **DO NOT open your front door and allow smoke into the common area hallway. This will set off the building alarm triggering the Metropolitan Fire Brigade to attend.**
- Common area alarms are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated.
- If you are cooking or boiling water and the smoke or steam activates the alarm, you will be liable for any costs from the fire brigade - \$3000 minimum charge.
- **DO NOT TOUCH OR COVER THE SMOKE DETECTORS**

Note: As already stated in your Residential Tenancy Agreement, residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for call outs. False alarms include those caused by tenant negligence in the event of accidentally setting off the common area alarms.

EMERGENCY FIRE PROCEDURES

Resident is asked to familiarize themselves with the following evacuation procedures:

- On hearing the alert tone (intermittent beeping), prepare to leave.
- Listen for announcements over the public address system.
- On the evacuation procedure (a whopping sound), leave the building by the nearest available emergency exit without delay.
- Before open your door, use the back of your hand to check the temperature of the door and door handle. **If HOT – DO NOT OPEN** and remain in the room and attract attention at the window.
- **DO NOT RUN & DO NOT USE LIFTS**
- Assist any person in immediate danger, only if safe to do so
- Bring your wallet, mobile phone, wear warm clothes and wear shoes, then close your door.
- Call the fire brigade on 000 and notify your Customer Service Manager on 0427 465 678.
- Extinguish the fire if safe to do so
- Evacuate to the assembly area by the stairwell; follow any instructions given by the caretaker, floor warden, or Emergency Personnel.
- Assemble Point – **Lincoln Park** located across the apartment complex.
- Wait at the assembly point for further instructions. Do not leave the area without informing Emergency Personnel.

FIRE EQUIPMENT – There is a fire alarm system throughout 570 Swanston Street, fitted with many fire hose points and fire extinguishers. Please take all fire alarms seriously.

If you interfere with fire alarms or fire fighting equipment, including the little heat sensors in the ceilings and smoke detectors, you will be liable to pay for any costs involved in rectifying the problem. If a fire could not be controlled because the fire fighting equipment was damaged, anyone found responsible for that damage could also be held legally responsible for the damage caused by the fire.

DO NOT TAMPER WITH ANY FIRE EQUIPMENT

FIRE ESCAPE DOORS – Fire escape doors, where provided, must not be tampered with and must be used only in an emergency.

FIRE SAFETY – All residents have a legal and personal responsibility to assist in maintaining a safe environment within 570 Swanston Street. 570 Swanston Street has been fitted with the most up to date technology in terms of fire and smoke detection. Each apartment has been fitted with a smoke alarm, sprinkler system and a warning device.

GENERAL INFORMATION

Cooking

Cooking is permitted inside your apartment in the kitchenette area provided. We recommend you use the rangehood exhaust fan at all times. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs. Rangehoods are fitted with filters which can be removed for cleaning. We recommend this is done on a monthly basis at a minimum.

Garbage

Several large bins are located in the car park of the building (first floor) Please be aware that you need to separate normal rubbish (green bins), recycling bins (small green bins with yellow lids) and cardboard recycling bins (blue bins), cardboard cartons must be flattened before disposal. Signs are located outside for further instructions. There is no rubbish collection during weekends, please dispose of all rubbish during Monday to Friday mornings to help us to keep the building clean and tidy.

Large items like mattresses, fridges, tables, etc., are considered as hard waste, please advise building caretaker and they will update you with the hard waste collection date to put those unwanted items in the rubbish bin area.

Please consider the environment and dispose of all rubbish thoughtfully. If garbage is left on the floor it will be investigated and costs will be charged to your account, with a Breach of Tenancy Agreement Notice issued.

Maintenance

Unilodge employs maintenance staff and contractors to attend to any damage or problems that occur in the apartment. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour.

To report any maintenance, please take a photo or video and submit to the Console Tenant App with your name, apartment number and providing full details of what and where the problem is. If you would like to be present when a maintenance contractor attends to the problem, please indicate the period for us to organise with the maintenance team.

PLEASE NOTE: Non-urgent repairs require approval from your owner before we can arrange maintenance.

Furniture and Equipment

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for.

The Resident is not permitted to make any alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by the Landlord.

It is expected that all care will be taken to avoid damage to fittings inside the apartment. This includes carpets, blinds and furniture.

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided by the apartment owners. Please do not store any furniture on your balcony. Items in common areas are not to be moved or taken to your apartment. If you move the furniture about during your stay, we ask that you return it to its original location within the apartment prior to your departure.

Walls, Doors and Windows

Residents must submit a written request including diagram to hang or install anything onto the walls and doors for approval by your owner. Hanging items in common or shared areas including the front of apartment doors and windows is strictly prohibited. Please note you can purchase hooks that do not damage the walls from your local supermarket or hardware store.

No item is to be hung in or attached to your window. Clothing can be hung on a clothes horse in your apartment or can be dried by using the dryer in the laundry. Any item placed in your window is a direct breach of your tenancy agreement.

Pets

Under no circumstances are you permitted to bring pets and animals into the complex.

Cleaning

It is expected that you will keep your apartment clean and tidy at all times in accordance with your tenancy agreement. This includes regular scrubbing of the bathroom (including the toilet) and kitchen area, as well as removal of all rubbish daily. Failure to do so can result in breach notices being served and cleaning costs passed on to you.

BLINDS, WINDOWS & BALCONY

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either rise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached. Blinds are very easily damaged by even a slight breeze if left down and a window is opened. If you wish to open a window or door, pull the Venetian blind up to avoid the blind being damaged.

No item is to be hung up or attached to your window. Clothing can be hung on a clothes horse in your apartment or can be dried by using the drier in the laundry. Any item placed in your window or balcony area (if applicable) is a direct breach of your tenancy agreement.

NO SMOKING, NO HANGING CLOTHES, NO ITEMS SHOULD BE PLACED IN BALCONY AREA.

Avoid condensation inside the apartment, which may cause dampness, mold health issues, wood rot, and corrosion and energy loss due to increased heat transfer. Please keep the window wide open, ventilate bathroom, kitchen, cupboards and wardrobes to let the air circulate freely inside your apartment. Please regularly wipe down windows, frames and other affected areas with a fungicidal mold-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo mouldy carpets. Please report of ongoing issues to reception or email to 570swanston@unilodge.com.au.

LIGHT GLOBE & FLUORESCENT LIGHT FITTING

Residents are responsible for replacing their own light globes which can be purchased from a supermarket or department store. UniLodge staff can arrange the replacement of light globe or fluorescent light fittings, please speak to your Customer Service Manager for details.

RECREATION AREAS

Residents must not interfere with or damage any common property or equipment, nor leave anything on or obstruct the use of common property. The Residents are liable for all damages caused.

Laundry area is located on Level 1 which has coin operated washing machines and dryers for resident's use.

ARE YOU GOING ON A VACATION?

Please notify the customer service manager associated with 570 Swanston Street via email to 570swanston@unilodge.com.au if you will be giving anyone access to your apartment while you are away.

TELEPHONE & INTERNET

There are no internet connections available at the building, this will be at tenants' own cost to set up. Please contact customer service manager associated with 570 Swanston Street

SEXUAL HARRASSMENT

Sexual Harassment contravenes 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 anticipate the possibility that the other person would be offended, humiliated or intimidated.

The Anti-Discrimination Act makes discrimination unlawful on grounds including:

gender, race, age, sexual preference, physical, religion, political belief or activity.

UniLodge is a friendly and supportive community, and it is expected that residents will be proactive in ensuring that it remains so. If you think you have been subjected to any form of discrimination please contact the Manager.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, this puts responsibilities on both UniLodge 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 any thoroughfare including exits, or interfering with any fire safety notice or equipment.

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by caretaker at 570 Swanston Street. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time.

GETTING AROUND MELBOURNE






Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture. For more information on Melbourne or to check out local events visit www.thatsmelbourne.com.au

Getting around Melbourne is easy with Melbourne Central Station located 15 minutes by walking or 7 minutes by tram down Swanston Street. From here you can catch all metropolitan and interstate trains.

Trams run along Swanston Street and Victoria Street which are both close to Student Living on @740. Trams on these lines head to all suburbs including the CBD.

Information on public transport can be obtained from: www.ptv.vic.gov.au

Useful Apps

<p>Embark - http://getembark.io/</p> 	<p>Healthengine - https://healthengine.com.au/</p> 
<p>Spotcycle - http://www.spotcycle.net/</p> 	<p>Localscope - https://cynapse.com/localscope/</p> 
<p>Beanhunter - https://www.beanhunter.com/australia</p> 	<p>Stocard - https://stocardapp.com/</p> 