

RESIDENT HANDBOOK

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WELCOME

Welcome to Student Living On Villiers

We trust that your stay here will be both enjoyable and productive. We are 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.

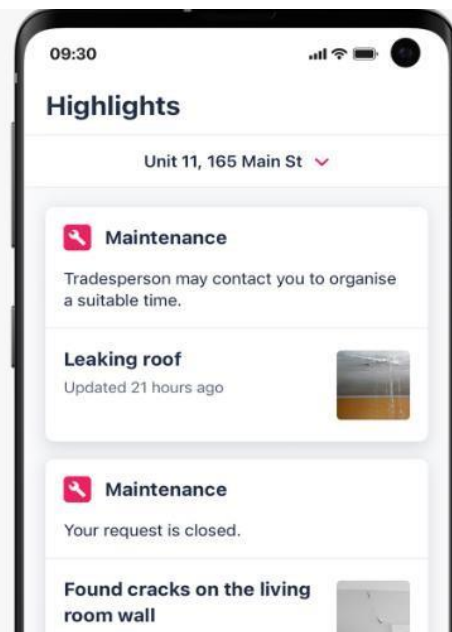
We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

We want to develop an atmosphere that provides students with the greatest to maximize their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

Student Living on Villiers Resident App

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



SETTLING IN

Most students coming from overseas experience a certain amount of 'culture shock'.

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.

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

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries who are going through the same experiences as you.

Please come and see us if only for a chat! Student Living on Villiers wants your stay to be a happy and prosperous one.

To assist students, the Resident handbook has simplified the rules of the Owners Corporation. For a more detailed and comprehensive look at these rules, please see reception to view the complete copy. Please note that it is your responsibility to read the Resident handbook and understand the rules of occupancy.

WE CARE ABOUT YOU! – PASTORAL CARE

Student Living On Villiers strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence 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 e.g., bank accounts etc.

Student Living On Villiers staff are 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 Property Manager. If necessary, we can refer you to Counselling Services for further support.

Student Living On Villiers 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 Student Living On Villiers. 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.

At Student Living On Villiers, we strive to provide community based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner, you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount, and confidences are kept.

As a new resident you may have trouble adjusting in some of the areas below – and we are here to help:

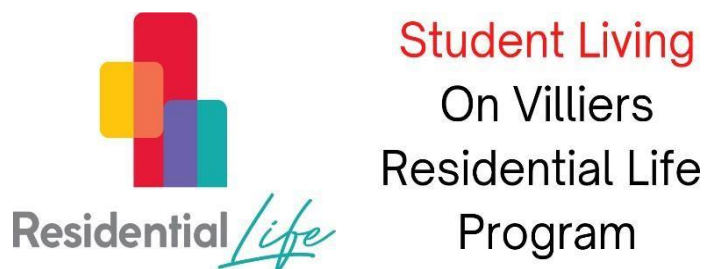
- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state, or a new country
- Language barriers
- Finding your way around i.e., transport, clubs, churches etc.
- Setting up bank accounts

Academic Support

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you 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 resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

RESIDENTIAL LIFE PROGRAM

Our Residential Life Program



What is Residential Life?

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

Student Living On Villiers's Multicultural Vision

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

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Residential Life Program?

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

Attending Events

Attending and signing up for events is easy, just follow the QR codes provided on the posters and/or email, some of them do not require registration. The wide range of events will be loaded on the APO for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception can assist you or answer any questions you may have.

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 Student Living On Villiers management. If you do come across some difficulty in your life at Student Living On Villiers, don't hesitate to raise it with the Property Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step 1 - Talk politely and openly to the person involved.

Step 2 - Inform the person that you will take the matter to Student Living On Villiers management

Step 3 - Inform Student Living On Villiers management of the complaint, and they will work with you to resolve the issue.

Financial Problems

If you are experiencing any financial difficulties, please speak to the Property 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.

Personal Problems

Don't be afraid to confide in the appointed Student Living On Villiers staff to discuss any personal issues that are getting you down. They are here to support you, 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.

Student Living On Villiers is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at Student Living On Villiers 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 Property Manager and the appropriate steps will be taken.

Social Support

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

Workplace Health and Safety

Under the Workplace Health and Safety Act, Student Living On Villiers 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.

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 Student Living On Villiers Management. 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.

Heavy fines will apply when used inappropriately.

Your Shop



As a Student Living On Villiers resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you - our Student Living On Villiers 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 Student Living On Villiers.

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, Student Living On Villiers resident

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 & RESPONSIBILITIES

Rights & Responsibilities

Student Living On Villiers acts as the managing agent for the Landlord of the property.

Resident Rights

- To start the residency 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 Residential Tenancy Agreement.

Landlord Rights

- 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.

Resident Responsibilities

- Pay the rent by due dates and through the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not smoke in your apartment or in the common areas such as hallways, common rooms, and stairwells. Student Living On Villiers is a smoke free zone.
- Dispose of your rubbish in the garbage chute. If the item is bigger than a grocery shopping bag bring to reception during business hours and the customer service team will advise how to dispose of it.
- Do not leave boxes, rubbish, or furniture in the stairwells. These are fire exits and they must remain clear.
- 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 damage the premises or inclusions intentionally, maliciously, or negligently.
- Report to Student Living On Villiers any damage to the premises. We understand accidents can happen.
- 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.
- Only use the premises for residential purposes.

Landlord Responsibilities

- 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.

YOUR AGREEMENT WITH US

The Residential Tenancy Agreement you have entered is a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. Student Living On Villiers have the resources to recover monies owed outside of Australia.

Condition Report

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident and a Student Living On Villiers representative. This condition report will be checked upon you vacating to assess any damage to your apartment, its furniture and equipment.

The completed and signed condition report must be returned to Reception within 3 Business days of your arrival. Forms received after 3 Business days will not be accepted.

Failure to do so will result in the original Condition Report forming the basis for any Bond claims at the end of your tenancy.

Eviction

Student Living On Villiers Rules of Residency promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore or transgress these guidelines, you shall receive written warnings from Student Living On Villiers 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 apartment or in any other area of the building.
7. Is found to have tampered with or removed the smoke alarm in their apartment.

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

Bond

- A Bond equivalent to one (1) months’ rent is required. The Bond is sent to the RTBA – a government organisation and held in trust for the term of the tenancy.
- The Bond cannot be used for rent at any time.
- The cost of repair or excessive cleaning may be deducted from the Bond.
- The resident is not entitled to make a claim on any interest of the Bond.

Termination of Residential Tenancy Agreement

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the Resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify Student Living On Villiers on Swanston management as soon as possible.

When considering the premature termination of your Residential Tenancy Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends whichever comes first.
- Pay all associated costs including applicable advertising and re-letting fees as set out in your Residential Tenancy Agreement.
- In all cases, a departure cleaning fee applies.

RULES OF OCCUPANCY

These rules form part of your Residential Tenancies Agreement with Student Living On Villiers. Please read these rules and if you have any questions or need a translator advise the customer service staff at 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 apartment. You are **NOT** permitted to consume alcohol in common areas, which will be monitored by staff after hours.

Behaviour

Residents must agree to abide by the code of behaviour which is captured throughout this handbook. 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 Residential Tenancy Agreement; however, you will still be held responsible to pay your residency fees until the apartment is re-let.

Building Security

All residents and guests 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 swipe card to anyone.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Rules of Residency whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of his or her apartment. Apartments will also be inspected randomly, after due notice is given, for faults or damage.

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.

Cooking

To ensure your safety and other residents, residents must cook in a responsible manner, always using the rangehood exhaust fan. Residents will be charged the associated costs for any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade.

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 people who can help you.

Eligibility of Residents

- All Residents must complete an application form and receive approval to reside at Student Living On Villiers.
- All Residents must be registered and sign a Residential Tenancy Agreement.
- Residents must not sub-let the apartment under any circumstances.
- All Residents must be enrolled students to reside at Student Living On Villiers.

Furniture and Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property.

Residents are not permitted to make alterations or additions to the apartment, or the furniture and equipment within the apartment, unless the request has been given in writing and approved by management.

Gambling

Gambling is not permitted on the premises.

Holiday/Vacations

Kindly inform Reception if you plan to be away for an extended period. It is important to ensure that your rent continues to be paid promptly during your absence.

Lockouts

A lockout fee will apply should you lock yourself out of your apartment or the building and require a Student Living On Villiers staff member to provide you access. Please note that charges will vary depending on whether the service is requested during office hours or after hours. If you have lost your Swipe Card/ FOB or key, you will be issued with a new FOB/key – a fee will be charged.

To replace a lost Swipe Card/ FOB, or if the Swipe Card/ FOB is not returned at the end of tenancy, a fee will be charged.

Noise

All residents must observe consideration for their neighbours. No excessive noise is permitted after 10:00pm to 7:00am. Noise disturbances can potentially lead to eviction and / or legal prosecution. Students are here to study, please use common sense and consideration.

Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three nights. Residents must visit reception to complete a Guest Form advising their guest's full names and dates of stay.

Student Living On Villiers does not provide extra bedding for guests, and therefore residents must accommodate their guest within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must stay within the bedroom and not common lounge areas within the apartment.

To ensure compliance with fire and safety regulations and in consideration of the rights of other residents of an apartment (if within a multi-share apartment), the following procedures must be followed:

- A guest must be registered at reception.
- A guest must be always accompanied by a resident.
- A guest cannot stay more than three consecutive nights.

Any resident found to occupy an apartment where the above procedure has not been followed will be considered in breach of their Residential Tenancy Agreement.

Residents must ensure that any guest in the building at the invitation of the resident complies with the Rules of Residency and reasonable directions given by management. If requested to do so by management, a non-resident must leave the building immediately.

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 Student Living On Villiers management and support staff.

Smoking

Student Living On Villiers is a smoke-free building which includes the apartments 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.

REFUND POLICY

Bond and 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 Residential Tenancy Agreement, where damage has been caused to Student Living On Villiers property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed and the resident will remain liable for any additional costs.
- Where a resident breaks a Residential 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 either the commencement date of their Residential Tenancy Agreement or the Student Living On Villiers 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 Student Living On Villiers management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by Student Living On Villiers but the offer of accommodation at Student Living On Villiers is withdrawn more than 28 days from commencement of the lease, or if Student Living On Villiers 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 Student Living On Villiers representatives will try to offer applicants the apartments of their choice, this may not always be possible.
- If applicants are offered similar alternative accommodation within the same Student Living On Villiers facility before commencement of their Residential Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A security deposit is refundable at the end of a Residential Tenancy Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any Student Living On Villiers property for which the resident is liable, and expenses such as cleaning, 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.

Breaking the Residential Tenancy Agreement

The Residential 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 apartment or continue to pay the residency fees, they must notify Student Living On Villiers management in writing as soon as possible.

There is no set amount of notice a resident can give if they wish to break the Residential Tenancy Agreement early for exceptional reasons. However, it is in the resident's best interest to give as much notice as possible two weeks' notice should be the minimum time.

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

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases the apartment 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 rent under this agreement for the agreed term. Student Living On Villiers reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.

ARRIVAL

This handbook contains the 'Rules of Residency' which forms an addendum to your 'Residential 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 Residential Tenancy Agreement.

You will be provided with a brief induction upon arrival and the items you will receive upon check in are:

- A security Swipe Card/ FOB
- A copy of the Entry Condition Report for your apartment
- A copy of the Residential Tenancy Agreement
- A copy of the Resident Handbook

A full induction will be provided within 5 days of arrival.

Absent From Your Apartment

If you intend to leave your apartment for more than one night, please ensure you advise reception. 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 residency fees are always prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all residency fee payments prior to going on holiday.

Access to Other Apartments

Entering another resident's apartment 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 regardless of whether or not they are in their apartment.

Access to the Building

The automatic foyer doors are designed to always operate exclusively with the use of a Swipe Card/ FOB.

Additional Furniture

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

Identification

Identification should be carried at all times as it allows Student Living On Villiers to determine if a person is a resident at Student Living On Villiers. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

Swipe Card/ FOB / Keys

- You are issued with a FOB and apartment key when you check in. The Swipe Card/ FOB will give you access to the main entrance door of the building and the lifts. The key will allow you to access your apartment.
- The Swipe Card/ FOB and key should be always carried by residents. Your Swipe Card/ FOB or key must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lose your Swipe Card/ FOB or key, or be locked out of your apartment, you must contact a Student Living On Villiers staff member immediately.
- The charge for a replacement of a lost Swipe Card/ FOB is \$110 each.
- The charge for a replacement of a lost key is \$ 88 each.
- The charge for a replacement of a lost mailbox key is \$88 each.

BUILDING FACILITIES

BBQ

The BBQ is located on the outdoor terrace on level six and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items are left in the area. All residents are expected to clean the BBQ after each use.

Bicycle Storage

Bicycle racks are located on lower ground floor, are undercover and secure. All bicycles must be registered at reception for security purposes and stored in the allocated area.

To preserve carpets and other fittings and fixtures, bicycles are not to be brought into any of the apartments. Bicycles are not permitted to be stored on any part of the common property within the building.

Common 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 resident is liable for all damages caused.

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment. Any item left out in any common areas will be thrown away into the rubbish. Charges will apply to the person who left the item in the common area.

Laundry

The laundry is open 24/7 and is located on Lower Ground Floor. It has 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.

Mailboxes

All mail will be delivered by Australia Post directly into your mailbox. Parcels will be received by reception and a parcel slip will be placed in your mailbox. Parcels can be collected during office hours.

Resident Lounge

There is a lower ground floor common room for all residents. Please show consideration by ensuring these areas are constantly always kept clean and tidy and be considerate to other people using these areas.

Rubbish/Garbage

A garbage chute is in the garbage room closest to the elevator on each level. Only small items and bags are to be placed in the garbage chute. Larger items are to be taken to reception where the customer service team will advise you on how to dispose of. Do not put large cardboard boxes, doonas, pedestal fans etc. into the chute as it will block it.

We can identify who caused the blockage and the tenant will be responsible for all costs to resolve the blockage which can be extensive. Residents found incorrectly disposing of garbage or leaving garbage in common area will be heavily fined. The stairwells must remain clear of rubbish as these are fire exits and in the event of an emergency evacuation you would not want to be tripping over items left on the ground. Please assist us in helping you stay safe and do the right thing.

Please consider the environment and dispose of all rubbish thoughtfully.

Shopping Centres & Supermarkets

	Location	Distance from Student Living On Villiers
Supermarkets		
IGA	Corner Villiers Street & Flemington Road North Melbourne	20m
Coles	Melbourne Central – Elizabeth Street Melbourne	1.7km
Shopping Centres		
Melbourne Central	Swanston or Elizabeth Street entry Melbourne	1.7km
QV Centre	Corner Swanston Street & Lonsdale Street Melbourne	1.9km
Market		
Queen Victoria Market	Corner Victoria Street & Elizabeth Street Melbourne	1.1km
Restaurants		
Lygon Street Restaurants	Lygon Street, Carlton	2km
China Town	Corner Swanston Street & Little Bourke Street Melbourne	2.3km

Transport

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 <https://whatson.melbourne.vic.gov.au/>
- Getting around Melbourne is easy with a Yarra Tram stop located within 200 metres of the building.
- Trams run along Flemington Road and will take you directly into the CBD.
- Information on public transport can be obtained from the [Public Transport Victoria](#) website or you can download the PTV app on your phone.

Our friendly customer service staff can assist you to navigate the website or the app.

Utilities - Electricity and Water

Electricity and water consumption are not included in your residency fees and are paid directly to the supplier.

COMMUNICATIONS

Internet

Vostronet and Student Living On Villiers Australia have teamed up to deliver you the best available student Internet solution on a next generation high speed network. At Student Living On Villiers you will be able to connect to internet plans with fast broadband speeds and download limits that are generous enough to satisfy the hungriest Internet user.

You will be provided with your login details for Vostronet upon your induction. Vostronet allows you to connect up to 5 devices simultaneously to its network through WiFi access.

CONTACT DETAILS

Emergency Contacts

Dial **000**

(Police, Fire, Ambulance)

Property Address / Mail

Each apartment is allocated a mailbox, which is located next to reception on ground floor and your mail will be delivered directly to your mailbox by Australia Post.

Mail being sent to you should be addressed as follows:

<p style="text-align: center;">Resident Full Name Student Living On Villiers (Apartment Number)____/ 55 Villiers Street North Melbourne VIC 3051</p>

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

Parcels

Parcels will be delivered to reception for you to collect and a notice will be placed in your mailbox advising you to see reception. Please note that you will be required to sign for the parcel upon collection.

Sending Mail

The closest Australia Post Office is located at Errol Street, North Melbourne.

Property Phone Numbers

Phone	+61 3 8319 4100
After Hours	+61 0417 121 753

Reception Hours

Monday to Friday	9:30am to 4:30pm
Saturday & Sunday	Closed
Public Holidays	Closed

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.

After-Hours Staff

When reception is closed, you can reach the Residential Advisor that is on call to assist you. Their mobile number is available at reception, and a copy of their business card will be provided to you upon check-in.

When you dial the property phone number after hours, your call will be diverted to the Residential Advisor on duty.

EMERGENCY PROCEDURES

Student Living On Villiers will provide residents with emergency assistance in the event of:

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

Assembly Location - Evacuation

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT**, and continue down the stairs to ground level. Please assemble on the footpath area in front of the building and await further instructions from the Student Living On Villiers staff. Before re-entering the building, please wait until instructed by the fire department that it is safe to re-enter the building.

Fire Sprinklers and Smoke Detectors

Never 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 Metropolitan Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

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

****As stated in your Residential Tenancy Agreement, residents causing False Alarm Callouts will be responsible to pay the callout fee by Metropolitan Fire Brigade - currently exceed \$3,000. This cost will be passed on to the responsible resident.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). 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

HEALTH

Local Dentist, Doctor, and Hospital Contact Details

Dentist	Doctor
<p>Royal Dental Hospital 720 Swanston Street, Carlton (1.1km, 17-minute walk)</p> <p>1300 360 054 www.dhsv.org.au/clinic-locations/the-royal-dental-hospital-of-melbourne</p> <p>Monday – Friday: 8.30am – 5.00pm Saturday & Sunday: Closed</p>	<p>Carlton Clinic 88 Rathdowne Street, Carlton (1.9km, 27-minute walk)</p> <p>03 8330 3900 www.carltonfamilymedical.com.au</p> <p>Monday – Thursday: 8.30am – 6.00pm Friday: 8.30am – 5.00pm Saturday: 9.00am – 1.00pm Sunday: Closed</p>
Doctor	Hospital
<p>Swanston Street Medical Centre 393 Swanston Street, Melbourne (1.6km, 24-minute walk)</p> <p>03 9205 7500 www.swanstonstreetmedicalcentre.com.au/</p> <p>Monday – Thursday: 8.00am – 6.00pm Friday: 8.00am – 5.00pm Saturday: 9.00am – 12.30pm Sunday: Closed</p>	<p>Royal Melbourne Hospital Grattan Street, Parkville (290m, 5-minute walk)</p> <p>03 8387 2000 www.thermh.org.au</p>

In case of an emergency dial 000

OPERATING & CARING FOR YOUR APARTMENT

Blinds

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 raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached. Do not leave the blinds in the down position with the windows open. Any damage will require you to pay for a new blind to be installed.

Departure Cleaning

Your apartment has been professionally cleaned and fitted with new mattress protectors prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, Student Living On Villiers has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations. We can offer this service for you for only \$350. You are more than welcome to undertake the works yourself or engage a cleaner of your choice and should you wish to do so, please contact one of the team to obtain a checklist of items that need to be addressed. Our team will then inspect your apartment after you have cleaned it to ensure it meets the expectations of the owner prior to releasing any security deposit.

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.

Heating

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

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 apartment any item or equipment that has been provided by Student Living On Villiers.

Maintenance

Student Living On Villiers employs maintenance staff and contractors to attend to any damage or problems that occur on the premises. 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.

Please follow the procedure below if there is something that requires maintenance in your apartment.

1. Report maintenance request via Console or send an email, see reception for further information.
2. Provide full details of what and where the problem is and be specific as to the problem.
3. The customer service team will give you an approximate time frame that you can expect for the maintenance to be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday. Please remember that they are not Student Living On Villiers direct employees therefore will schedule your repairs to be completed along with their existing workload.

Microwave Oven

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

Mirrors

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

Refrigerator

Your apartment includes a refrigerator connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

Smoke Detector

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

Stains – Removing Stains

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

Tiled Surfaces

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

Walls

Residents must submit a written request including diagram to hang or install anything onto the walls and doors for approval by your landlord. Hanging items in common or shared areas including the front of apartment doors and windows is strictly prohibited.

Windows

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

PAYMENTS

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

Rent

Rent is to be always paid in advance. Failure to pay rent in accordance with the residential tenancy agreement will result in eviction.

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

Direct Bank Deposit at any Bank of Melbourne bank or Internet Banking Transfer to:

Bank Name:	Bank of Melbourne
Account Name:	746 Student Services Pty Ltd
BSB:	193-879
Account No:	430 837 425
Reference:	All rental payments MUST be transferred with your room number in order for Student Living On Villiers to clearly identify your payment.

OR

Bank Cheque or money order made payable to 'Student Living On Villiers.'

We also accept EFTPOS & Credit Card payment. (Surcharges apply for these methods)

Please be aware that we do not accept personal cheques or cash. All rental payments MUST be transferred with your room number in order for Student Living On Villiers to clearly identify your payment.

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

Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings within 3 days of the due date.

Apartment Repairs

Student Living On Villiers 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

Insurance and Security for Your Apartment

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc. as they are **not covered** by Student Living On Villiers insurance policies. Any large complex is vulnerable to petty theft, and Student Living On Villiers 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.

- **Student Living On Villiers has 24 hour video surveillance.**
- **Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card / FOB for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call reception.**

Resident Handbook & Induction Acknowledgement Form

Student Living On Villiers strives to develop an atmosphere that provides students with the greatest opportunity to maximize their success, enjoyment and experience from their time studying.

To assist students, the Resident Handbook along with the building induction which is a requirement for all residents helps assist you with building safety, rules, and regulations.

Building Inductions take place at the property and will take approximately 15 minutes to complete. Your Building Induction date will be scheduled on check in. Please note that it is your responsibility to read the Resident Handbook and understand the rules of occupancy. We hope that you enjoy your stay here at Student Living On Villiers.

If you have any questions after reading this handbook and taking place in the building induction, please do not hesitate to ask the customer service team who will be able to assist you.

IMPORTANT

Please sign and detach this page which will be collected by the Customer Service Manager after completing the building induction and must be returned within 3 business days of moving in.

I acknowledge that I have read, fully understand, and accept the contents of the Resident Handbook. I acknowledge I have completed the resident building induction. I acknowledge my responsibilities as a resident of the building and the standards expected of me.

Full Name _____

Address _____/55 Villiers Street North Melbourne VIC 30

Date of Induction _____

Signature _____ **Date** _____

Mobile Number _____

Email Address _____

Student Living On Villiers Staff Member Sign Off

Name _____ **Signature** _____ **Date** _____