UniLodge

2026

RESIDENT HANDBOOK

WELCOME

Welcome to UniLodge School Street Studios

We trust that your stay here with us at your new home at UniLodge School Street Studios will be both enjoyable and productive.

This Resident Handbook is designed to ensure that everybody understands the building, knows their rights and responsibilities and observes the relevant lease agreement so that all residents can enjoy their stay. Most of the information in this Resident Handbook is based on common sense and may 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 you have, and in assisting you with the most common concerns that you may have.

UniLodge School Street Studios welcomes you to an environment that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane. Everyone in the UniLodge team is here to help you settle in and feel at home throughout your stay.

Welcome to your new home. We look forward to a great 2026 together.

Enjoy your stay!

UniLodge School Street Studios Team

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 Community Spirit 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 even if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

What is Residential Life?
Residential Life is an integrated, contemporary, community spirit program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, the Customer Service Coordinators and the Customer Service Manager .

UniLodge's multicultural vision
We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building to engage in 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 people.

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 as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What types of activities underpin the community spirit 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 go to UniLodge App for information, RSVP via the app or sign up with reception! Please be advised that the residential life membership is included in your rent. All residents are very welcome to join as many events as they wish!

UPON ARRIVAL

This handbook contains vital information which works in conjunction with your tenancy agreement. You must read these documents and, once understood, sign the acknowledgment form when you check in, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed tenancy agreement and this is generally given to you on your arrival.

The items you will receive on checking in are:

- A security swipe card and mailbox key
- A copy of the entry condition report for your unit
- A copy of your tenancy agreement
- RTA renting in QLD fact sheet

Security and swipe card

You are issued with a swipe card when you check in. The swipe card will give you access to the front door and your apartment. The swipe card should be carried by residents at all times. Your key must not be given to any other person.

Should you lose your key or be locked out of your unit, you must contact the reception immediately. Prices for the replacement of lost keys & lockout fees are as follows:

Letter Box Key	$30 each
Swipe card	$50 each
Lock out fee:	$75 (workday) & $150 (weekends & Holidays) per lockout applicable for after-hours assistance.

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.

Identification (ID)

Your ID should be carried at all times as it allows management to determine if a person is a resident at the property. It also allows afterhours access should you lose your key. **You should always keep your keys and ID separate.**

Office

The office is located on level 1 and our friendly 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. The office is open Monday to Friday 8:30am to 4pm.

Access to other units

Entering another resident's unit without authority will result in the same action as a member of the general public entering a home without approval. That is, offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed regardless of whether or not they are in their unit, and always escort guests/visitors to the property.

Absence from your unit

If you intend to leave your unit for an extended period of time, please ensure you advise our staff. We will note this on your file in case we need to contact you in an emergency. If you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid.

Additional furniture

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

OUR TEAM

No matter what your inquiry, question or requirement, our staff are here to assist and help you whenever they can.

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs. Please feel free to come to Reception and we will be happy to give you the information you need.

RESIDENTIAL ADVISORS

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience of and understand what it is like to live and study away from home. When the Reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with all requests that they issue.

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

UniLodge strives to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying.

As part of signing your Lease Agreement, you will be acknowledging that you have read this Handbook and will abide by the expectations and rules set out in it. Should any changes occur to this document during your stay, you will be notified by UniLodge School Street Studios management via your email.

UNILODGE SCHOOL STREET STUDIOS CONTACT DETAILS

The Building

Name	UniLodge School Street Studios
Address	33 School Street Kevin Grove QLD 4059
Main Reception phone	+61 7 3505 5709
Emergency Contact (Police, Fire, Ambulance)	Dial **000** from your mobile/cell phone

Reception

Our staff will not only assist with questions and queries regarding the property, but have a range of knowledge about the local area, food, travel and general information.

Reception hours
Monday to Friday 9am – 4pm

After hours contact

Monday to Friday
4pm – 8.30am

Weekends
24 hours

Phone
0419 370 580

The after-hours number is to be used when:

- There is an emergency
- You notice something unusual or suspicious in the building
- You have locked yourself out

If you are experiencing noise related problems that are affecting your study, please advise us immediately, by contacting Reception during office hours or via our after-hours contact.

MAIL

Each unit is allocated a mail slot, which is located on the Upper Ground level entrance near the elevators.
Mail being sent to you should be addressed as follows:

Name *(English name)*
UniLodge School Street Studios
(Unit Number) _ _ _ _ _ / 33 School Street
Kelvin Grove, QLD Australia 4059

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

It is possible that residents with a common surname may reside in the same unit during different time periods. Should you collect someone else's mail and then realised that it does not belong to you, you are to immediately return the mail to Reception.

Parcels

Parcels are accepted by Reception during office hours on behalf of the residents. No responsibility is taken for the state the parcel arrives in or when picked up by the Resident.

- If you have a parcel, you will receive a notification in your mailbox
- You can collect your parcel during office hours: Monday to Friday 9am to 4pm and 5:30pm to 6:30pm
- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family of residents. Ensure it is in the name in which you have signed your lease agreement so we can identify.
- If a parcel has not been collected within 2 weeks of delivery we will return the unclaimed delivery back to sender.

We will not accept parcels for departed residents. Any parcels or mail received for departed residents will be returned to sender.

Sending Mail

The closest Post Office is located:
C Block Qut Campus,
149 Victoria Park Rd,
Kelvin Grove QLD 4059
Phone: 13 13 18

RIGHTS & RESPONSIBILITIES

Resident's Rights

- Access to a unit that is fit to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.

UniLodge's Rights

- To send remedy of breach notices to residents who break the terms or conditions of the tenancy agreement, body corporate by-laws, cause damage to any parts or inclusions of the building or cause inconvenience to other residents.
- To issue remedy of breach notices to residents defaulting on their rental payments, and to send a notice to leave if not remedied.
- To inspect the condition of the unit during reasonable hours, after issuing the resident with an entry notice (Form 9).
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.
- To issue formal warnings or apply charges for persons in breach of this resident handbook.

Resident's Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage/maintenance issues to your unit in writing.
- Pay for charges as outlined in the tenancy agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building and anybody corporate by-laws that apply.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any consumables (e.g., blown light bulbs and batteries) or damages in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

UniLodge's Responsibilities

- To make sure the unit is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.
- Assist residents where possible in solving issues/problems that may arise.

GENERAL INFORMATION

House Rules

As part of your lease agreement, you will be supplied with the House Rules for UniLodge School Street Studios.

This document covers the rules and expectations in regards to:

- Common Areas and Share Facilities
- Maintenance procedures
- Resident behaviour
- Bike Parking
- Car Parking
- Alcohol
- Drugs and Illegal substances
- Gambling
- Smoking
- Noise
- Pets
- Visitors and Overnight guests
- Harassment
- Security
- Social Media
- Complaints and Disputes
- Requests by staff
- Abiding by House Rules

If you have any questions about any of these House Rules, please contact Reception.

Internet

As a resident of UniLodge School Street Studios, you are allocated an account with unlimited data. You will be able to connect 5 devices to this network. You will be provided with your login details upon arrival. There is a helpline for residents to call the provider directly if you are experiencing any issues with the service.

Video surveillance

UniLodge School Street Studios has 24 hour video surveillance. While these cameras can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.

Security

Apartment doors must remain closed at all times. They are not to be held open, propped open or held back by any objects whether the resident is in the apartment or not.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at UniLodge. Identification should include a photo and your name in English. It also allows after-hours access should you lose your access card. **You should always keep your access card and identification separate.**

Social Gatherings

Social gatherings are an important part of University life, and residents may gather together for social occasions. Resident's must consider the aspect of noise, security, and abide by the rules for the use of communal spaces.

Events in Common Spaces

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this, and is sober and present for the duration of the party.

You must complete an Event Request form (available from Reception) if you wish to use the common spaces. The Event Request form is designed to ensure that the interests of other residents not attending the party and people attending the party are adequately considered by the host.

Applicants are required to adequately describe the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge School Street Studios Handbook or House Rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

Events will conclude by 10 pm at the latest.

Non-residents of UniLodge

Unfortunately it is common for problems associated with social gatherings to be linked to guests of residents. We have several rules that apply to non-residents.

Hosts should be aware of these rules:

- Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

Visitors

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge's rules and regulations on the lease agreement, the House Rules and the UniLodge School Street Studios Resident Handbook. All visitors must leave by 10:00pm on Sunday – Thursday nights and 11 pm on Friday and Saturday nights.

All unwanted visitors or trespassers should be reported to UniLodge School Street Studios.

Overnight Guests

Each resident is allowed one overnight guest at a time, with a maximum stay of three nights within any seven-day period. Any stays longer than three nights will result in an additional occupant charge of $50.00. Extensions may be considered under certain circumstances.

Guests must comply with the rules and regulations as outlined in the lease agreement, the House Rules, and the UniLodge School Street Studios Resident Handbook.

Residents are responsible for the behaviour of their visitors and guests. All visitors and guests must abide by the rules and regulations outlined in your lease agreement, the House Rules, and the UniLodge School Street Studios Resident Handbook. Guests who do not adhere to UniLodge School Street Studios' rules may be asked to leave at any time.

Residents must complete an overnight guest request form prior to the guest's arrival. The form, the guest's photo ID, and the guest must all be presented and sighted by a staff member at reception. If this cannot be done before arrival, the tenant must complete the process within 24 hours after the guest arrives. In the event of office closure during weekends / afterhours, please contact the RA on duty to complete the registration process.

Please note that guest registration process is critical to ensure compliance with fire and safety regulations and in consideration of the rights of other residents residing in UniLodge School Street Studios.

During exam periods, residents should exercise caution when inviting guests.

Criminal Activity

Any criminal activity associated with a gathering or event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those under 18 years old.

Intruders

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

Remember:

- Do not swipe your card for any other person via front or back entry door
- 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.
- Tell the visitor to call Reception.
- UniLodge has 24 hour video surveillance.

If in doubt, contact UniLodge School Street Studios Staff.

Personal belongings and insurance

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they may not be covered by UniLodge policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge School Street Studios is no exception. UniLodge is not responsible for any damage caused to your personal items during your stay with us.

Transport

- Information on public transport can be obtained from the Transit Help Line Phone 13 12 30 (calling card or mobile only), or www.http://translink.com.au.
- UniLodge School Street Studios is also located with easy access to a number of bus routes as well as a free campus to campus shuttle for QUT students.
- The closest bus stops are located at Kelvin Grove Road.

Access to other apartments

Entering another Resident's apartment without authority will result in the same action as a member of the general public entering a home without approval. That is, offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

Absent from your apartment

If you intend to leave your unit for longer than 3 nights, please ensure you advise Reception. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Additional furniture

The installation of other furniture into a resident's apartment is not permitted unless a written application (with dimensions and all applicable details) is submitted to, and approved by UniLodge management. Every request will be looked at separately depending on the size of the unit and furniture required.

Health and Safety

As Residents you must not partake in any act or behave in a manner that will promote a hazard to yourself or someone else. This includes, but is not limited to: 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.

Social Media

UniLodge is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of UniLodge can share content, ideas and experiences, and find helpful information on UniLodge's various official and associated social media sites, such as the UniLodge School Street Studios Facebook page. We invite you to use them to connect with UniLodge and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms, and also observe the following guidelines. UniLodge reserves the right to remove posts that don't comply, or are judged to be unacceptable.

These guidelines will grow and change as the social media networks themselves grow and change.

General Principles

- *Think before you post.* The internet has a history of thoughtless posts that user's later regret.
- *Be respectful.* UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- *Be accurate.* Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
- *Be honest.* Be honest about who you are. State your sources when quoting others.
- *Be ethical.* Ensure your posts are fair to all concerned and do not exploit others in any way.
- *Don't breach copyright.* Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- *Add value and don't spam.* Supply and share information that is relevant and of interest to the UniLodge community.
- Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- *Protect your privacy.* Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

UniLodge recognises that your personal social media accounts are your private property and does not require you to engage with UniLodge online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

How to make a complaints

UniLodge aims to make it easy for you to bring any problem or complaint to our attention. You should first raise your issue with the agent, representative, or property manager who is managing your tenancy.

If you are not satisfied with the outcome, you can make a complaint to UniLodge management by addressing your complaint to tenant@unilodge.com.au. Please provide as much detail as possible about your complaint, including the outcome you would like to achieve.

Some of the things we might do include:

1. take steps to rectify the problem or issue you have raised
2. give you additional information or advice so you can understand what happened or how we have settled the complaint
3. take steps to change our policies or procedures if your complaint identifies a problem in the way UniLodge conducts work.

What if you are still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter to the Queensland Residential Tenancies Authority (RTA).The RTA can manage enquiries and complaints about real estate agents and offers information, advice, and dispute resolution services on real estate issues.

You can telephone the RTA on 1300 366 311 weekdays to discuss your complaint.

EMERGENCY PROCEDURES

Upon Fire

- Assist any person in immediate danger only if safe.
- Close door.
- Call Fire Brigade (000) from your mobile phone.
- Mitigate fire if safe to do so.
- Evacuate to assembly area.
- Remain at assembly area and await instruction.

Assembly Location

Refer to posters and signage in building.

Fire Sprinklers and Detectors

Please be informed about the following points:

1. The smoke detector in your room is connected to a fire alarm system.

2. Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering 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 Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions (current fines exceed $1200). You may also be responsible for the cost of repairs to the system that tampering may cause.

3. 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 (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines (currently in excess of $1500). Please open your windows and fan the fumes away from your detector.

4. **Should there be a fire, dial 000 immediately.**

False alarm callouts can incur a fine which you will be responsible for paying.
With just a little extra care, we can all reduce the chance of false alarms.

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

REMEMBER: DO NOT USE LIFTS IN A FIREEMERGENCY

Smoke Detectors
Please be informed about the following points:

1. 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.
2. Do not touch or tamper with the smoke detectors and sprinklers. You may also be responsible for the cost of repairs to the system that this damage may cause.
3. Don't panic if there is a fire which has triggered the smoke detector.
4. Call the fire brigade on 000 if there is a fire and notify UniLodge on (07) 3870 5444 immediately.
5. In the event of excessive cooking fumes in your unit that cause your alarm to activate please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for unwanted alarms (currently in excess of $1,254.10). Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear.

YOUR AGREEMENT WITH US

Bond
A bond equivalent to four (4) weeks rent is required. 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 Customer Service Manager . 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 resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines. 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.

Renewing Your Lease
Renewing your lease is easy with UniLodge! All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals and we will be in contact with details.

PAYMENTS

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

Rent
Rent is to be paid as per the tenancy agreement, and must always be paid 4 weeks in advance.

Payments can be made by bank transfer into UniLodge Manors bank account

Bank Account Details

Bank name:	St George Bank
Bank branch address:	10 Felix Street, Brisbane CBD, QLD 4000
Account name:	BCA Management Pty Ltd T/A The Manors
ABN:	92 082 448 011
BSB No:	114-879
Account Number:	431- 063- 644
Swift Code:	SGBLAU2S

Please use your unit number and last name as a reference and email us a copy of the receipt.

EXAMPLE: SS101SMITH

Payment of rent must be received on or before the due date.
Should a direct debit payment be declined by the residnet's bank, you may be charged a processing fee.

Sundry charges
Sundry charges are payable by residents and include additional cleaning, light bulbs, lock out fees and lost swipe cards/room keys. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

Unit repairs
UniLodge engages maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided but does not include durable goods such as light globes, batteries and toilet paper. These are the resident's own responsibility. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs. **If maintenance is requested but the fault has been caused by user error or the item is not found to be faulty the tenant will be charged appropriately.**

PASTORAL CARE

WE CARE ABOUT YOU!
UniLodge 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 experience difficulty 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

- Life style and culture changes, this may come as a shock, and may include:
  - Finding their way around ie. Transport, clubs, churches etc
  - Setting up bank accounts

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into our reception and we will be happy to give you the information you need.

Our Residential Advisors are also happy to assist you with any issues, including after-hours assistance to all the residents. They have many roles and responsibilities, including building a residential community through Community Spirit Programs, acting as a para-counsellor for residents, being a familiar first resource for students with academic or institutional questions, and enforcing tenancy rules.

Any one affected by illness, accident or death of a relative, should talk to the Customer Serivice Manager. If necessary we can refer you to the appropriate counsellors for further support.

TROUBLESHOOTING AND COMPLAINTS

Studies
If you need help with your academics, 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, by calling the reception or after-hour number.

Residents must always be tolerant of other Residents' study habits.

Personal concerns
Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down, we are here to support you and provide guidance, assistance and referral where necessary.
Any one affected by illness, accident or death of a relative or friend, should talk to the Customer Service Manager. If necessary, we can assist you to find the most appropriate services for further support.

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

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.

Complaints
Should you at any time be unsatisfied with any outcome in regards to your rights of tenancy, please contact the Customer Service Manager. All complaints should be submitted in writing or via email to schoolstreet@unilodge.com.au where possible.

Sexual harassment and racism

UniLodge School Street Studios is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge School Street Studios who is found to have undertaken any form of discrimination or sexual harassment will be issued with a breach notice which could potentially lead to termination of lease.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **Gender, race, age, sexual preference, religion, political belief or activity.**

Harassment is any type of unwelcome behaviour that is based on one of the attributes covered by anti-discrimination law and which embarrasses, offends, humiliates, intimidates or scares the person being harassed.

Harassment may include one or a combination of the following, but is not limited to:

- racist jokes;
- verbal abuse or derogatory comments based on race;
- derogatory comments based on pregnancy;
- homophobic abuse and/or material displayed (eg. on the notice board);
- verbal or written abuse directed at a transgender person;
- ethno-religion, marital status, actual or presumed homosexuality, or actual or
- presumed carers' responsibilities;
- making derogatory comments or jokes at the expense of a person with a disability;
- derogatory comments or abuse based on a person's age.

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 n to the other person;

And the person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

UniLodge School Street Studios is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge School Street Studios who indulges in <u>any</u> 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 or sexual harassment, or have witnessed any of these, please contact the Customer Service Manager and the appropriate steps will be taken.

<u>Social Support</u>

UniLodge will organise Community Spirit Events throughout the year. 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 may assist in overcoming any loneliness you could experience, give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

<u>Study Problems</u>

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 refer you to the relevant department or faculty that will be able to assist with your concerns. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide an environment in which you can maximise your academic achievements.

HEALTH

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres. If you need to visit the hospital remember to bring your health insurance card and any medicines you are currently taking.

If it's not an emergency, go to a doctor or GP ('general practitioner') or visit a medical centre.

In case of an emergency dial 000 from a mobile

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended. *Please check with your individual health cover what you are covered for.*

The non-emergency transport to hospital is a private matter. Where appropriate, UniLodge will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, UniLodge will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel. If staff accompany a resident to a hospital there is no requirement for them to remain after medical care has commenced.

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

General health care

In case of an emergency dial 000

Do not go to the emergency centre of a Queensland public hospital if you have a minor illness. This should only be used for an emergency. You could call 1300 HEALTH or 1800 IM SICK, a government sponsored medical helpline available 24 hours per day.

Health Services

The following health services are available near UniLodge School Street Studios. Before using the services, please ensure you enquire about the costs and services offered with regards to your personal health cover.
(These services are only provided as a guide and are not endorsed by UniLodge School Street Studios.)

Hospital and Emergency	Doctor	Dentist
Royal Brisbane and Women's Hospital Bowen Bridge Rd & Butterfield St, Herston Phone: 07 3646 8111	**QUT Medical Centre** Level 2/44 Musk Ave, Kelvin Grove QLD 4059 Phone: (07) 3138 3161	**Urban Dental** 5/44 Musk Ave, Kelvin Grove QLD 4059 Phone: (07) 3839 9488

Short Term Illness
UniLodge accepts the possibility that residents may suffer a debilitating illness that is neither communicable nor notifiable, for a short time. In such cases, UniLodge undertake to extend every reasonable support, and to encourage residents in the pursuit of their studies.

Communicable Disease
In the case of contracting an infectious disease such as measles, a resident must notify UniLodge management immediately. To ensure the health and safety of all residents, the resident is to cooperate with UniLodge to ensure they abide by instructions given.

Some strategies may include

- in-house isolation by: Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the building;
- Excluding himself/herself from any UniLodge activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route;
- Care with coughing, sneezing in common areas, etc.

If there is a breakout of an infectious disease involving a significant number of residents, Management will seek medical advice from relevant Health Services about how best to contain it.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to Management. Where Management reasonably believes the resident has a notifiable disease, it will refer the resident to a health service or the resident's own GP for a medical assessment of whether the resident has a notable disease.

Medical conditions

To assist UniLodge to support our community, residents may wish to disclose medical information to staff which will assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with the Manager and this will be conducted in a confidential environment.

RULES OF TENANCY

These rules form part of your tenancy agreement with UniLodge. Please read these rules and if you have any questions or need a translator please contact the reception

Eligibility of Residents

- All residents must be registered and sign a Tenancy Agreement
- Residents must not sub-let the unit under any circumstances

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
- Under no circumstances must Residents loan out their Security Swipe Card/Unit key or copy try to copy their own keys
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building
- Residents are responsible for personally letting their guest/s enter or exit the building after hours. The issued swipe card must not be given to the guest/s to exit the building by them.

Requests by staff
Residents must comply with all reasonable requests from UniLodge management.

Behaviour
Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Tenancy Agreement, however you will still be held responsible for rent until the unit is re-let.

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.

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. Please note that there are fines applicable for smoking in the property.

Alcohol
Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is **NOT** permitted in common areas.

Gambling and Gaming
Gambling is not permitted on the premises.

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

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

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.

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

Cleaning and Inspections
All residents are responsible for the day to day cleaning of their unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for faults, damage or cleanliness. Vacuum cleaners are provided on every lvel and are free for all residents to use. Please empty these after use.

Departure Cleaning
Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing). You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond.

Workplace Health and Safety
Under the Workplace Health and Safety Act, UniLodge School Street Studios is recognised as a workplace and, as such, this puts responsibilities on both management and residents.

As a resident, 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).

CARING FOR YOUR UNIT

If there is an emergency situation such as a flood, a shower that won't turn off, a room door tht wont lock etc. please call Reception or the after-hours contact details immediately.

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

1. Identify the problem and prepare to give the associated details.
2. Contact reception and fill in the maintenance work order / authorisation form.
3. Photos of the damage or concern are very helpful.

Appliances and Fixtures

a) Microwave Oven
Your kitchen is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. Do not place metal items inside the microwave.

b) Refrigerator
Your kitchen is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

c) Smoke Detector
Your unit has been installed with a smoke alarm. Generally, they are located on the ceiling in the kitchen areas and outside in the common area hallways on each floor. Each one is connected to a 240V power supply via your unit switchboard. Please see page 9 for more information. If you attempt to tamper, cover or remove your smoke alarm you will be fined.

d) 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 of damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

e) 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. Notify the reception immediately if this cannot be removed.

f) Tiled Surfaces
- Do NOT clean the tiles with ACID.
- Do NOT clean tiles with any abrasive materials.
- Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

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

h) Laminex and tile 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. **N.B** Please refrain from using any caustic cleaning agent on any surfaces.

i) Scratches, cuts and burn marks
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. Do not leave hot pans on the bench directly. Residents will be charged for replacement of the surface if severe cuts, scratches or burns occur.

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

j) Hanging Items on the walls
Please be very careful of what you stick onto the walls. In the event that paint is damaged when removing posters or other hanging items we are required to paint the whole wall and you will be responsible for the cost. Do not staple, stick, or pin any items to the walls. No sticky tape is to be used. No blue tack is to be used as it can stain paint.

k) Periodic inspections
UniLodge inspects every tenanted apartment biannually to ensure that the unit is in good care and condition. Photos will be taken during this process and an inspection report will be sent to the owner of your apartment. It is strongly recommended to clean and tidy your unit regularly.

Extra inspections may be organised, breaches issued and fines placed on your account should your room not be kept in a hygienic state.

l) Foods with strong Odours
We ask that all our tenants are mindful of other residents when it comes to cooking and consuming foods with strong smells. We need to remember that not everyone has the same tastes or even sensitivity when it comes to smells. While we don't want to discourage you from enjoying your favourite foods here is a list of things to be careful of.

- Some herbs and spices
- Some fruits (such as Durian)
- Some seafoods – especially seafood waste
- Some curries

Please be mindful that some of these smells may cause issues for some residents especially if you can smell this in the hallways. Also be aware that some strong odours can linger in your apartment and in some cases may require extra cleaning or in extreme situations could require carpets to be replaced when it's time to move out.

Apartment Repairs
UniLodge employs maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs.

Appliances and Systems

Refer to instruction manuals located in your studio for correct usage.

REFUND POLICY

Deposit and Advanced Rent - Total Refund
In the event that an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all deposit payments and advance rent instalments will be fully refunded. However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.

The bond is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: Rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property

for which the Resident is liable and expenses such as cleaning etc are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond.

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 tenancy agreement or the UniLodge Semester start date, whichever is the earliest. Where appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

No Refund
In the event of a resident being evicted, the resident will not be eligible for refund of any Rent paid until another resident is found.

At the end of a tenancy agreement, where damage has been caused to UniLodge property and the security deposit is not enough to cover the cost of rectification, the bond will be claimed and the Resident will remain liable for any additional costs.

Where a Resident breaks a tenancy agreement without cause, the Resident is not eligible for any refund of advanced rent and payment must be made until another resident is found.

Breaking the Tenancy Agreement
The tenancy agreement is a legally binding document, which if broken may continue to attract costs for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible.

There is no set amount of notice a resident can give if they wish to break the tenancy agreement early for exceptional reasons. However, it is in the resident's best interest to give as much notice as possible and, as a guide, four-week notice should be the minimum time.

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

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let. Reletting can be done in two ways:
  (1) Find another suitable person to take over your unit so there is a continuation of payments to the unit owner OR
  (2) UniLodge will find a suitable replacement to take over the lease agreement.
- In either case, rent must be paid until the suitable replacement is found. The unit must be returned to the same standard that it was at the commencement of the lease.
- Suitable replacement means the person must be a university student, not currently living in any UniLodge property and is willing to stay until the end date of the lease agreement (with option to extend the lease).

You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us inside or outside of Australia.

BUILDING/ROOM FACILITIES

Whether it's studying, socialising or relaxing, there is a space for you within the exciting common areas at UniLodge School Street Studios.

As a community we are all responsible for maintaining the environment in which we live. As Residents, you have a responsibility to maintain the complex in a state acceptable to all residents.

Laundry
The laundry is open 24/7 and is located on the 1st floor. It is equipped with a front loading washing machine and dryer. For effective cleaning and drying, do not overload the machines. It has coin and online payment options for resident use. Washing machines and dryers cost $4.00 per use and $5.00 if you wish to wash with hot water. There is communal washing powder available for resident use.

Please ensure to place your washing powder and other cleaning products into the appropriate container as shown by signage. If you encounter any difficulties with the laundry equipment, please contact reception.

Bicycles/Storage
Bike racks are available to residents and are uncover and secure (located in the garage). The bicyle spaces are limited in the garage and it is recommended that residents use a lock and key once their bicyle is placed on the hanging racks on the wall.

Parking
Limited car park spaces are available at an additional charge of $15 p/w. Should you wish to park your vehicle in the car park located on the ground floor please complete and submit an Application Form, available from reception. If your application is approved, you will be issued a card programmed to allow access to the car park. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge School Street Studios will be removed.

In addition, there is street parking along School Street with car parks for residents and visitors within a 2 hour limit Monday to Friday Monday to Friday - 7am to 6pm and Saturday - 7am to midday. If you have a car but there are no car parks available we suggest getting a council permit to park on the street for longer than the 2 hour limit. More information is available from reception.

Rubbish
Please empty your rubbish into the rubbish chutes located on each floor. There are bins for both general waste as well as recyclable materials. Please make sure your rubbish is properly secured in a tied up garbage bag. No loose garbage is to be placed down the garbage chutes. Rubbish is not too be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

Recycling bins are available at the front of the building; the bin is located in front of the garage doors and it is the one with the yellow lid. The large red bins are of any large items, house hold items or loose items. These items are not to be placed down the garbage chutes.

Study Spaces
Studying is an integral part of living at UniLodge and we want to ensure you have enough space to study. There are dedicated study areas available on many of the floors. Please respect these spaces and abide by the expectations.

Intercom
All residents have access to the intercom with the provided telephone in their room which allows you to be notified when your visitors have arrived. If you are unsure if the visitor is for you, do not let them in.
If there is suspicious activity at the front of the building or you are unsure if a person waiting outside the building should be let in, please contact the residential advisors on the after-hours mobile number.

SECURITY

Insurance and security for your unit
All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are **not covered** by UniLodge School Street Studios policies.

Any large complex is vulnerable to petty theft, and UniLodge School Street Studios is no exception. We suggest that you **keep your door locked at all times.**

Intruders
Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call central office 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.

- 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.

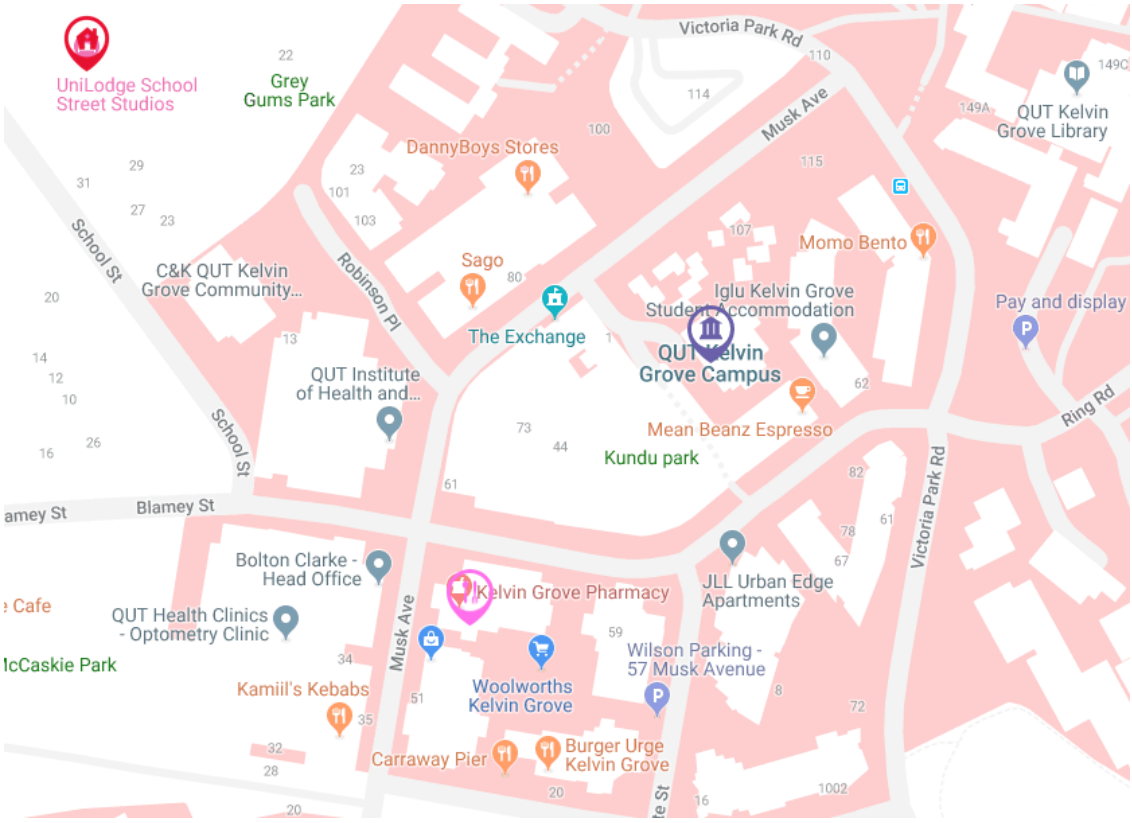
TRANSPORT

Information on public transport can be obtained from the Transit Help Line. Please visit www.translink.com.au for more information.

Buses such as 340 and run from Queensland University of Technology Kelvin Grvoe campus all across the city. The translink app “Journey Planner” is a very usefull tool for planning trips around Brisbane and surround cities.

LOCAL FACILITIES

- Woolworths Kelvin Grove – 57 Musk Avenue, Kelvin Grove Qld 4059.
- Coles Newmarket – Edmonstone Street and Enoggera Rd, Nemarket Qld 4051.
- ALDI Kelvin Grove- 329/345 Kelvin Grove Rd, Kelvin Grove QLD 4059.
- Local eateries are available near woolworths in the village or at C Block on the Kelvin Grove QUT campus.
- Gym, swimming pool,hair salon, post office, chemist, dentist etc are located in the Kelvin Grove Urban Village near woolworths.



USEFUL CONTACTS

UniLodge School Street	07 3505 5709
Afterhours Residential Advisor	0419 370 580
Queensland University of Technology	
Student services	07 3138 2000
Campus security	07 3138 5585
Health Services	07 3138 9777
Library	07 3138 2000
Student union/Student help on campus	07 3138 1666
University of Queensland	
Student services	07 3365 1704
St Lucia campus security	07 3365 3333
Health Services	07 3365 6210
Library	07 334 64312
Tutors	07 3365 2788
Student union/Student help on campus	07 3377 2200
Mental Health Support Call Centers	
Lifeline	13 11 14
Beyond Blue	1300 224 636
Brisbane Public Hospitals	
Royal Brisbane Hospital	07 3646 8111
Princess Alexandra Hospital	07 3176 2111
Logan Hospital	07 3299 8899
Mater Hospital	07 3163 8111
Queen Elizabeth II Jubilee Hospital	07 3182 6111
Translink	13 12 30
Department of Transport and Main Roads	13 23 80
Police/Fire/Ambulance	000
Non-urgent incidents - PoliceLink	131 444