

**UniLodge**

**Metro Adelaide**

*Where I want to be*

**2022**

**RESIDENT  
HANDBOOK**

**30 VICTORIA STREET, ADELAIDE SA 5000**

# WELCOME

## Welcome to UniLodge @ Metro Adelaide

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

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

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

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

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

***Enjoy your stay***

# CONTACT DETAILS

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Property Phone Number                    +61 8 8385 9000

Your Direct Phone Number                +61 8 8385 \_ \_ \_ \_

Your Extension Number                    \_ \_ \_ \_

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

**Your Name**

Apartment Number \_\_\_\_\_ / 30 Victoria Street  
Adelaide SA 5000  
Australia

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

**The Building**

**Name**    UniLodge @ Metro Adelaide  
**Address**                                        **30 Victoria Street, ADELAIDE SA 5000**  
**Telephone**                                    +61 8 8385 9000  
**Reception**                                    Extension 9  
**Emergency Contacts**                    If dialling from your home phone dial zero for an outside line first then dial **000 (Police, Fire, and Ambulance)**

**After Hours Contacts & Residential Advisors**

At UniLodge @ Metro Adelaide there are always a number of Residential Advisors on hand to assist you. They are the first people to contact if you need help or lock yourself out, or if there is any emergency. You can contact our Residential Advisors on

**0437 334 178**

# SETTLING IN

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Most Students coming from overseas to live and study in a new country 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'.

There are many different nationalities represented at UniLodge. If you are having difficulty in settling in or with the language, we are here to help you. We have many students from different countries who are going through the same experience as you.

Please come and see us if only for a chat. UniLodge wants your stay to be a happy one. We want you to achieve your goals, but to also gain self-reliance, confidence, abilities and resourcefulness.

# ARRIVALS

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This handbook contains the “Rules of Tenancy” which forms an addendum to your “Residential Tenancy Agreement”. You must read this document and, once understood, sign the acknowledgment form located inside the back page, as agreement to abide by the Building Rules and Contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement and this is generally given to you on your arrival.

The items you will receive on checking in are:

- Copy of your Residential Tenancy Agreement
- Copy of the Inspection Sheet for your apartment
- Information Brochure (Electronic copy sent with Letter of Offer)
- Resident Handbook (Electronic copy sent with Letter of Offer)
- Electronic Swipe Card and Apartment Key
- Mattress Protector per tenant

**A compulsory Induction will need to be attended by you within 5 days of arrival.**

## Apartment Door Key

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

## Electronic Swipe Card

- The Electronic Swipe Card will give you 24/7 access to the foyer entrance door, the lifts and all public areas of the building.
- Your Swipe Card and Apartment Key should be carried by you at all times and should not be given to any other person.
- To open a door, hold the swipe card in front of the electronic reader and push the door handle to open, or press the floor level in the lift.
- To maintain security, please advise Reception if you lose your swipe card or key.

**There will be a cost incurred for the replacement of lost Swipe Cards or Apartment Keys.**

If you lock yourself out during office hours, we can let you in without any fees charged. Outside of the office hours, please call the Residential Advisor on **0437 334 178** and a fee will apply.

Please find the following prices for the replacement of lost swipe cards or keys and after hours lock out fees.

<b>Swipe Cards</b>	\$70.00 each
<b>Keys</b>	\$200.00 – 1 Bedroom Apartment; \$350.00 – 2 Bedroom Apartment Includes change of door lock, replacement key, replacement spare key, delivery and installation.
<b>After Hours Lockout Fees</b>	\$60.00 (Monday to Saturday) \$100.00 (Sunday and Public Holiday)

***Lockout Fees apply– No Exceptions – Fees to be pay within 48 hours.***

#### Shower Curtains and Mattress Protectors

At the start of your tenancy you will be issued with a brand new Shower Curtain and a Mattress Protector. The fees for Mattress Protector and shower curtain are included in the deposit payment when applying for the apartment.

# RIGHTS & RESPONSIBILITIES

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## Tenants' Rights

- Access to an apartment 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

If you have any concerns with the terms of your leasing agreement, please contact UniLodge management who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au) and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, please contact Consumer and Business Services (SA) on 131 882, or visit <https://www.sa.gov.au/topics/housing/renting-and-letting>

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au)

## UniLodges' Rights

- To send notices of breach to residents who break the terms of the Residential Tenancy Agreement. This includes not paying rent, causing damage to any parts or inclusions of the building, or causing inconvenience to others.
- To issue Eviction notices if rent is not paid or any breach of the lease is not remedied.
- To inspect the condition of the apartment during reasonable hours; prior notice will be given
- To ensure that House Rules, Strata By-Laws, and any other rules as permissible are maintained and followed. This includes the enforcement of all rules regarding the limitation and prohibition of drugs and alcohol within the premises.

## Tenants' Responsibilities

- Pay the rent on time.

By signing your lease you agree to pay rent on time. Rent should be paid fortnightly via either Direct Debit (forms are available at Reception) or Novatti Payment Platform.

Your rent should always be paid 2 weeks in advance.

## **Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.**

- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of your neighbours.
- 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 to the premises.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement, rules and regulations of the building and any Body Corporate By-Laws that apply.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any damage in your unit/apartment.

- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

#### UniLodge Responsibilities

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- To 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 or safety of persons using or entering the premises
- Maintain the premises and inclusions in good repair and keep any common area clean.



# YOUR AGREEMENT WITH US

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## Breaking the Residential Tenancy Agreement

The Residential Tenancy Agreement is a legally binding document, which if broken will incur penalties. Where a resident believes that they cannot stay in the apartment or continue to pay the Rent, they must notify UniLodge management as soon as possible.

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

- Continue to pay the rental payments for the remainder of the agreement or until the apartment is re-let plus a portion of the letting fee, calculated according to the Residential Tenancies Tribunal formula.
- You may help in finding another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases a departure cleaning fee applies

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. 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 outside of Australia.

## Condition Report

At the commencement of the Residential Tenancy Agreement, an Inspection Sheet will be completed and signed by both the resident and a UniLodge representative. This Inspection Sheet will be used at the end of the Occupancy Agreement to assess any damage to the apartment, its furniture and equipment.

The completed Inspection Sheet must be **returned to the office within 14 days of your arrival**. Failure to return a copy will mean you accept the room condition as we have detailed on the incoming inspection sheet.

## Eviction

UniLodge Rules of Occupancy promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore these guidelines, you shall receive written warnings from 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 is found to be:

- Carrying, using or distributing illegal drugs or other illegal substances
- Involved in the harassment of or discrimination against another resident, staff member or person
- Involved in the sexual/physical abuse of another resident, staff member or person
- Involved in theft of another person's property

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

## Lease Renewals

Usually, UniLodge **ONLY** offer 6 or 12 month leases. It is a right of UniLodge to deny a tenant of a lease renewal/extension. Terms for not being offered a lease renewal do not have to be explained to the tenant however some reasons may include rental arrears, failure of routine inspections, breaches of lease.

## Security Deposit (Bond)

Every resident must pay a Bond. This will be held by Consumer and Business Services on behalf of the owner of the apartment. Bond is 4 weeks rent if the weekly rent is up to \$250.00, and 6 weeks rent if the weekly rent is more than \$251.00.

The Bond cannot be used for rent unless authorised by the Area General Manager.

The Bond (Security Deposit) is refundable at the end of a Residential Tenancy Agreement if

- All rent is paid up to date – and rent will be charged on a daily basis until all keys are returned;
- All invoices are paid. There will be final charges for electricity usage, phone and internet usage, shower curtains and mattress protectors;
- The premises is cleaned to our standards and all belongings are removed;
- Any damages are repaired;
- All items on the inventory must be returned to their original position, clean and in good order; and
- All keys and swipe cards must be returned to reception.

## Termination of Residential Tenancy Agreement

A Residential Tenancy Agreement may be terminated if:

- You fail to pay rent by the due date and Notices to Remedy have not been satisfied.
- You incur any breach of the Residential Tenancy Agreement

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

# WE CARE ABOUT YOU

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UniLodge strive to provide a 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. Confidences are 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 i.e. transport, clubs, churches etc
- Setting up bank accounts

UniLodge staff members are here to assist you with all these issues and more. Feel free to pop down to 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 Manager at the reception office. If necessary we can refer you to the appropriate counsellors for further support.**

#### Balanced Timetable

Residents need to work out a balanced timetable for themselves, one that will allow the work to be done, but without excluding participation in extra-curricular activities. Your time at university should be one in which you are prepared to move out of some of your routine patterns of experience, to discover new interests and talents - academic, religious, sporting, cultural or social. But do not spend too much time on any one activity, to the exclusion of others - and remember that study should be your first priority, and not left for the last week before examinations.

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## RESIDENTIAL LIFE PROGRAM



## What is Residential Life Program?

Residential Life is an integrated, contemporary, student life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents, Residential Advisors, and the General Manager.

## UniLodge's Multi-cultural 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?

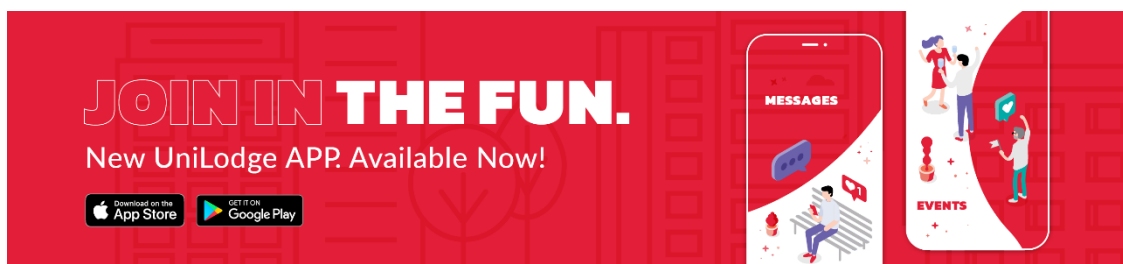
It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

## What Types of Activities Underpin the Residential Life Program?

Socially responsible activities such as getting residents involved in raising much needed funds for a charity, or participation in community activities like the "Clean up Australia" campaign. Barbeques and nights full of entertainment that 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. 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! You can register for events through our UniLodge App! The wide range of events will be loaded onto the App, posted on our Facebook at the beginning of months and as well as Residential Life calendar in the common area, so you can see what events are coming up and choose the ones you wish to attend – so simple! Our customer service staffs at reception are able to assist you or answer any questions you may have. If you register for an event and fail to attend we will have to charge you the per person cost of the event.



# COMPLAINTS

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

Step1. Talk politely and openly to the person involved

Step2. Inform the person that you will take the matter to your Residential Advisor or Customer Service Manager.

Step3. Inform the Residential Advisor or Customer Service Manager that you will take the matter to the General Manager of UniLodge

Step4. Inform the General Manager that you will take the matter to Tribunal

## **Principles of Student Complaint/Dispute Resolution**

Before initiating the formal resolution procedures, students should try to resolve the complaint directly with the person/s concerned wherever possible. Students are strongly encouraged to seek advice about how to resolve their complaint. The Customer Service Manager can mediate between the parties involved where appropriate.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred.

The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints.

Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

## **Financial Problems**

If you are experiencing any financial difficulties, please speak to the Manager at the Reception Office. Often these difficulties can be managed with a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Students Services department.

# PASTORAL CARE

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UniLodge is proud to offer a pastoral care network. When you join our community you will find there is always something to do and someone to talk to.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. 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 UniLodge 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 experience difficulty 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

## Personal Problems

Do not be afraid to confide in the appointed UniLodge specialist staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary. Our staffs also have relations with University provided counsellors (for University students) or community provided health specialists, should you require specialist support.

# WE CARE ABOUT YOU

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## 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 against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;

**And** the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or
- In circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

UniLodge @ Metro Adelaide 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 @ Metro Adelaide 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, physical, religion, political belief or activity**. If you think you have been subjected to any form of discrimination please contact the Manager at the Reception Office and the appropriate steps will be taken.

## Study Problems

If you have an academic problem, talk to us as soon as it arises - don't leave it until it is too late! If you are 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 Reception immediately, or after hours contact the on duty Residential Advisor, by dialling 9.

**Residents must always be tolerant of other resident's study habits.**

## Translators

If for any reason you require a translator please contact the Reception and we can arrange for assistance.

# WORKPLACE HEALTH AND SAFETY

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

## Your Shop



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

Here's what one of our current residents had to say about Your Shop: *"I am satisfied with my product. It was very good value for money, & having everything already in my apartment when I moved in was a great relief."* – Tom, UniLodge @ ANU

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

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





# GENERAL INFORMATION OF OCCUPANCY

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## Absent from Your Apartment

If you intend to leave your apartment for any length of time, please complete a '**Vacation form**' and hand it to reception or email to [metroadelaide@unilodge.cm.au](mailto:metroadelaide@unilodge.cm.au). This will be kept on file should we need to contact you in an emergency. Please remember that your rent must still be paid on time if you are away – even better to pay your rent **before** you go. 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 without approval of UniLodge Management. Washing machines and any machines requiring alternations to plumbing are NOT allowed in the apartments, Residents may also wish to bring pot plants, posters, etc. Please do not use sticky tapes as removal may damage the wall.

## Room moving Fee

If you would like to move to another room during your tenancy please contact our Reception who will be able to inform you of the availability of other apartments and the terms and conditions. There is an administration cost of \$160 if you do move rooms.

## Utilities

Gas, Water and Electricity connection are included in your rent. But you need to pay for your telephone and electricity usage. You will be billed on 15th of each month. Please ensure that you pay this bill within 14 days. The amount you pay for your utilities fee will vary depending on what electrical appliances you use and whether you live alone or share an apartment.

- Non-payment of bills may lead to a termination of the lease.
- If required, there may also be charges for cleaning and repairs. Invoices must be paid within 14 days.

# RULES OF OCCUPANCY

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These Rules form part of your Residential Tenancy Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator ask for help 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. All common areas are **ALCOHOL FREE**.

## 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 lead to early termination of your Occupancy Agreement, however you will still be held responsible for rent until the apartment is re-let.

## Drugs & Illegal Substances

The use of / or being under the influence of any illegal substance in the building is strictly forbidden. Under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply may 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 be enrolled in, studying or teaching at a university, TAFE, college or school.
- All residents must be 18 years of age as of the start of their lease date.
- All residents and other occupants must be registered and sign a Residential Tenancy Agreement.
- Children are not permitted to reside at UniLodge @ Metro Adelaide.
- Residents must not sub-let the apartment and have more the allowed number of tenant stay in the apartment under any circumstances.

## Furniture & 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. The resident is 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 and Gaming

Gambling and Gaming is NOT PERMITTED anywhere on the premises at UniLodge @ Metro Adelaide.

## Noise

All residents must observe consideration for their neighbours. If a resident is asked to reduce noise from any area within the building by Residential Advisors or management staff, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement. If you believe someone is causing noise pollution please contact Reception on (08) 8385 9000 or Residential Advisor on duty on 0437 334 178. If the issue persists, please contact the police by calling "000".

In line with the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm. Please use **common sense** and **consideration**.

## Overnight Guests

Residents may have a guest stay overnight for a maximum stay of 7 nights. Residents must visit reception to complete a Guest Form advising their guest's full names and dates of stay.

UniLodge does not provide extra bedding for guest, and therefore residents must accommodate their guest with their own bedroom/apartment.

**If you are residing within a two bedroom share apartment, an overnight guest is NOT allowed.**

To ensure compliance with fire and safety regulation, the following procedures must be followed:

- A guest must be registered at reception prior the dates of stay.
- A guest must be accompanied at all times by a resident
- A guest cannot stay more than 7 consecutive nights.

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

## Pets

***PETS are NOT ALLOWED into the Building under any circumstances.***

## Request of Staff

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

## Smoking

Smoking is NOT PERMITTED on the premises in any room, stairwells, on any balcony inside the building including common area or carpark area, 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.

# REFUND POLICY

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## Deposit and Advance Rent

### No Refund

- In the event of a resident being evicted for whatever reason, 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 UniLodge 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 or 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 security deposit must give a least 28 days written notice prior to the commencement date of their Tenancy Agreement.
- Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

### Total Refunds

- If 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 advance Rent instalments will be fully refunded. However, while we will try to offer applicants the rooms or apartments 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 lease or upon their arrival, but wish to decline this offer, a cancellation fee may apply.
- If your application has been accepted and you have paid your deposit – 2 weeks rent and you change your mind, then you are not entitled to a refund.

# BUILDING FACILITIES

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Please show consideration to other residents by ensuring shared areas are kept clean and tidy at all times.

**Any personal items left or stored in a common area is the responsibility of the owner of the personal items. UniLodge accepts no responsibility for the security of and/or any loss (due to theft) or damage to any personal items within the Common Areas and/or property. UniLodge accepts no financial responsibility for residents personal items.**

## Barbeque

A Barbeque is located on the 7<sup>th</sup> floor terrace. Please contact reception for use. A fee will apply. Please ensure that the barbeque is cleaned after use.

## Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are **NOT** to be brought into the reception area, lifts or any apartment. Bicycles must be stored in the allocated area and chained to the bike racks provided in the basement car park. Please ask at reception for details.

It is recommended that your bicycle is securely locked to the bicycle rack. You are responsible for providing your own locks and chains. UniLodge accepts no responsibility for the security of and/or any loss (due to theft) or damage sustained to any bicycle within the property. UniLodge accepts no financial responsibility for residents bicycle and/or locks and chains.

## Car Parking

Only those residents who have signed and paid for a car parking space are authorised to park their vehicle in the car park. If you would like to lease a car parking space please ask at reception. If any **NON authorised cars** are found parking at any of car parking spaces (including staff car park area), the unauthorised car will receive fines up to **\$500.00** under Body Corporate By-law

## 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.

## Games Area

A games area is on the 7<sup>th</sup> floor and consists of a pool table and table tennis table.

## Kitchen/Dining Areas

There are two communal kitchen and dining areas. One is located on the ground floor and the other on the 7<sup>th</sup> floor. You must supply your own cooking utensils. There are ovens in the kitchens if you wish to bake or roast. Food and beverage vending machines are located on the 7<sup>th</sup> floor for your convenience.

## Laundry

Laundry area is located in the basement and has coin-operated washing machines and dryers available for residents. For effective cleaning and drying, do not overload the machines. Irons and ironing boards are available from reception free of charge to all residents.

**Cost:**

Washing - \$4.00 per wash

Drying - \$3.00 per dry

**Lounge Area**

The student lounge is located on the 8<sup>th</sup> level mezzanine above the 7<sup>th</sup> floor kitchen/dining area. A TV with FOXTEL is available for your enjoyment so please use appropriately.

**Reception**

Our staff will assist with questions and queries regarding the complex, and also have a range of knowledge regarding the local area, medical assistance, food, travel, general information etc.

Reception hours are as follows:

- Monday to Friday 8:30am – 4.30pm
- Saturday / Sunday Closed
- Public Holidays Closed

**Study Room**

We have 2 new study rooms that are located on Ground Floor common area for residents to use. The study room can be booked at the reception with a maximum of a 2 hour block per resident per booking.

# COMMUNICATION

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## **Internet**

The internet service is managed by SuperLoop to provide broadband internet for residents. Internet is **unlimited** allowance per month is included in your rent!!

## **Telephone**

### **Internal Lines**

You can make internal calls from apartment to apartment as well as apartment to reception.

Please refer to a four digit extension number on page 1. This number can be given to other residents at UniLodge @ Metro Adelaide so they can call you from their apartment at no cost.

### **External Lines**

To receive incoming calls directly to your room, people will need to dial your apartment's telephone number - see page 1.

We will not give a resident's telephone number or extension number to anybody outside of this building; please do not hand out anybody else's number. Residents should be contacted through their direct number ONLY. Calls will not be directed through the switchboard.

## **WE DO NOT ACCEPT REVERSE CHARGES CALLS**

To make a **local call** dial '0' then enter the telephone number (i.e. 8385 9000). This will be automatically charged to your room account at a local call cost.

To make an **international, interstate or a mobile call** please refer to our International Calls Rates Sheet or contact reception.

All phone charges must be paid by the 1<sup>st</sup> of each month. Line disconnection and reconnection fees will apply to all unpaid accounts.

## **Voicemail in Your Apartment**

Each apartment has voicemail where you can record your own personal message, which is activated if your line is engaged or if you are absent. To activate your voicemail follow the steps outlined below:

Notification of a message left: The light on your phone will GLOW indicating to you that there is a message.

### ***To Access Voicemail***

Lift handset

Dial 5049

Enter your password (default 0000)

New messages will be automatically played to you.

### ***To Change Voicemail Password***

Access voicemail (as above)

Dial # (personal services)

UNILODGE METRO ADELAIDE HANDBOOK 2020

Dial 7 (personal admin)

Dial 1 to change password

### ***Recording your Personal Voicemail Message***

Access voicemail (as above)

Dial 5 (personal greetings)

Dial 7 (mailbox greetings)

The existing greeting will be played to you or you will be prompted to record a new greeting.

To save your greeting press #

Dial 3 if you wish to delete greeting and re-record

## **EMERGENCY PROCEDURES**

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### **Assembly Location**

If you are instructed to evacuate the building, make your way to the nearest FIRE EXIT and continue down the stairs to Ground Level. Please assemble at the corner of North Terrace and Victoria Street – in front of Service SA Building.



## Fire Alarm

- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe)
- Evacuate to assembly area – as directed
- Remain at assembly area and await roll call
- Listen to ALL directions from Emergency Services Personnel

### **DO NOT USE THE LIFTS IN ANY FIRE EMERGENCY**

### **IN CASE OF AN EMERGENCY DIAL 0, 000**

## Fire Sprinklers & Detectors

Your Apartment is fitted with smoke detectors and sprinklers

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will incur severe fines and will put everyone else in the building at risk.
- Any interference or alteration of any fire exit or fire door is also a serious breach and will incur severe fines.
- Do not leave your apartment door open when cooking or boiling water, as the steam may activate the alarm, automatically calling the Fire Brigade. You will be liable for any costs incurred for the attendance of the Fire Brigade should the cause be identified to have been your fault.

### **DO NOT TOUCH THE SMOKE DETECTORS OR FIRE SPRINKLERS**

### **DO NOT HANG ANY ITEM ON ANY SPRINKLER DEVICE**

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below. Severe damage costs will be imposed on any person who damages a fire sprinkler.

## Smoke Alarms and Fire Callouts

Your apartment is fitted with a Smoke Alarm Silence Button.

Every time there is a call out the tenant must pay the callout fee, approximately **\$900.00**

It is important that you understand how the fire alarm works.

### **Your apartment is fitted with a Smoke Alarm Silence Button**

- If you accidentally set off the Fire Alarm in your apartment you have **30 SECONDS** to activate the silence button
- Hold down the Red Silence Button until ALARM STOPS
- Fan smoke detector with a book or paper to get rid of smoke
- Open all windows
- **DO NOT open your apartment door**
- Repeat the process until smoke is cleared and the alarm is silenced

- Dial 9 to advise reception

**DO NOT THINK THAT THE SILENCE BUTTON WILL STOP THE FIRE DEPARTMENT ATTENDING ONCE THE APARTMENT IS FILLED WITH SMOKE.**

PREVENTION is the best way not to have a false alarm!

**When cooking a meal in your apartment please do the following:**

- Pull out the exhaust fan above the stove top and have it set to high
- Open windows
- Put your air conditioner onto FAN so that it can circulate air through the apartment.
- If smoke starts to build up immediately stop cooking and clear the smoke before commencing cooking.

**THE SMOKE ALARM WILL CONTINUE TO ACTIVATE IF THERE IS TOO MUCH SMOKE IN THE APARTMENT AND IT WILL BE TOO LATE TO STOP THE FIRE DEPARTMENT FROM ATTENDING. CALLOUT FEES APPLY.**

Please also remember that it is an offence to cover smoke alarms or tamper with the sprinklers. You may be fined up to \$15,000 for doing this.

If you need help with the Smoke Alarm Silence Button or if you are unsure please contact Reception. Residential Advisers can hold Training Sessions for Smoke Alarms; please let us know if you would like to attend.

## HEALTH

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### Hospitals and Emergency

Royal Adelaide Hospital

Port Road, Adelaide

Telephone 7074 0000

Doctor (General Practice)

Global Medical	21 Hindmarsh Square, Adelaide
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	T: 8232 7372
Adelaide City General Practice	Level 2/ 29 King William Street, Adelaide T: 8410 1322
Dr Michael Cavas	129 Hindley Street, Adelaide T: 8211 7515

### Dentist

North Terrace Dental

Level 5, 231 North Terrace, Adelaide

Telephone 8223 5862

### Counsellors

Contact the Reception for help to refer you or go to the relevant links on your university website.

### Overseas Student Health Cover

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

Ambulance service in Australia is very expensive and ambulance cover is recommended.

## OPERATING AND CARING FOR YOUR UNIT

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### Aluminum and Stainless Steel Surfaces

Your apartment's kitchen sink is made of stainless steel and your apartment's window and door frames are made of aluminum. These are soft metals which will mark and scratch easily.

**Care and maintenance:** A kitchen sponge/cloth and dishwashing liquid should clean these surfaces adequately or alternately use a specialist kitchen/bathroom spray cleaner. DO NOT use scouring pads or abrasive powder based cleaners on any metal surface.

### Carpet

Your apartment's bedroom and living room floor is fitted with carpet. Avoid spilling food and drinks on the carpet as permanent stains can occur.

**Care and maintenance:** Regularly vacuum all carpeted areas with a vacuum cleaner available at reception. Should you mark or stain the carpet, advise reception so we can assist with the correct cleaning remedy. You may need to have the carpet professionally cleaned.

## Cleaning & Inspection

You are responsible for the day to day cleaning of your apartment. UniLodge apartments will also be inspected from 2-3 times per year, or as required and permissible by the law. You will be given notice for routine inspections and are expected to ensure that the apartment is clean on the day of inspection. For extra help with cleaning please contact Reception for details of our cleaners.

## Kitchen Cabinets & Bench Tops

Your apartment's kitchen is made from laminated timber cupboards and bench tops. Chopping directly on the bench top or placing hot objects on the laminate will cause permanent damage. ALWAYS use a chopping board when cutting up food and DO NOT place hot objects on the bench top – it may burn and you will be held responsible.

**Care and maintenance:** Clean grime and spillages on the bench top and cupboards regularly to avoid staining and buildup of grime. Clean with a damp cloth and dishwashing liquid. You may prefer to use Spray & Wipe type products to clean your kitchen tops and cupboards.

## LCD Television

Your apartment is equipped with LCD television. The remote control is located in the top kitchen draw. The remote control may require two new AAA batteries if operation fails.

**Care and maintenance:** Gently dust your television with a feather duster or dry soft cloth.

## Maintenance

It is your responsibility to look after your property. If you notice any problems please let us know as soon as possible. If you have broken or damaged something you will need to pay for the repair.

Fill out a maintenance form (available at Reception) or email [metroadelaide@unilodge.com.au](mailto:metroadelaide@unilodge.com.au) as soon as you become aware of the problem.

## Microwave Oven

Your apartment is equipped with a microwave located in the kitchen.

**Care and maintenance:** Regularly wipe over the outside and inside of your microwave with a damp cloth and dishwashing detergent.

## Mirrors and Glass

Your bathroom is fitted with either a wall mirror or mirrored vanity cupboard. The mirror glass is fragile and can break or shatter if not treated with care.

Your apartment windows are made of glass. Do not store or place items in contact with the glass as this may damage the glass or create a heat trap causing the window to break. Avoid extreme temperature changes such as splashing hot water on cold glass or cold water on hot glass as this may lead to thermal fracture of the glass.

**Care and maintenance:** Clean mirrors and windows with either glass cleaner such as Windex or a damp lint-free cloth. DO NOT use scouring pads or abrasive cleaners.

## Refrigerator

Your apartment is equipped with an electric refrigerator. 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.

**Care and maintenance:** Regularly wipe over the outside and inside of your refrigerator with a damp cloth and dishwashing detergent.

## Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas.

**Care and maintenance:** Not Required. Don Not touch smoke detector or sprinkler.

Fines will apply.

## Tiled Surfaces

Your apartment's bathroom and balcony/terrace (if applicable) is tiled. DO NOT place potted plants directly onto tiled balconies as staining will occur.

**Care and maintenance:** Clean tiled surfaces regularly as grime build-up is more difficult to remove the longer it is left. Mould will grow on grout especially in the bathroom if the tiles are not cleaned and the bathroom aired. Clean tiles with specially designed tile cleaning products available from supermarkets.

## Vacuum Cleaner

You can borrow a vacuum cleaner from Reception during office hours. Vacuum hire fee of \$2.5 will apply for every 30mins of hire.

## Vinyl Flooring

Your apartments kitchen area is fitted with a timber look vinyl floor. While durable be careful not to scratch or mark flooring with sharp or hot objects.

**Care and maintenance:** Clean grime and spillages on the floor immediately to avoid staining and permanent damage. Clean with a damp cloth and cleaning liquid.

## Walls

The walls in your apartment have a painted finish which can be damaged if you do not take care. Be careful of what you do in your apartment as the walls can become damaged & marked. If you need to stick items on the wall please use only special hooks from supermarkets or hardware stores, which are designed not to damage the walls when removed. They are called 3M Brand adhesive/removable hooks. DO NOT use sticky tape or blue tack.

**Care and maintenance:** Marks on walls can be removed by a gentle wipe with a damp clean cloth and mild cleaning liquid.

## **Window Roller Blinds**

Your apartment has been fitted with white roller window blinds. To raise and lower the blind gently pull the silver chain cord. Do not continue to pull the cord when the blind is fully up or down as damage may be caused.

**Care and maintenance:** Gently dust blinds with a feather duster or a clean damp cloth and water.

# PAYMENTS

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

## Rent

Rent is to be paid as per the Residential Tenancy Agreement, and must always be in advance.

Payments can be made in the following way:

- a) **Bank Transfer** into the UniLodge Bank Account.
- b) **Direct Deposit** at the bank into the nominated UniLodge Bank Account.
  - o Bank Name: St George Bank (Bank of South Australia)
  - o Bank Address: 97 King William Street, Adelaide SA 5000
  - o Account Name: Metro Adelaide Rental Trust Account
  - o BSB #: 105 - 900
  - o Account #: 168 401 940
  - o Swift Code: SGBLAU2S

### c) Royal Pay



Scan QR Code



Type In Amount



Successful

Please use your name and room number as a reference and provide Reception with the receipt. If your Reference Code is not attached to your payment, we may NOT be able to track where it has come from and it may put your account in arrears. You may simply bring a copy of the receipt to the reception or scan and email receipt to [metroadelaide@unilodge.com.au](mailto:metroadelaide@unilodge.com.au)

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

## Replacement of Swipe Card and/or Keys

There will be a cost to the resident to replace their Security Swipe Card and/or Unit Key if they are lost. If a key is missing for more than 24hours it is classed as lost and a replacement key will be issued.

## **Sundry Charges**

Sundry charges are payable by residents and include additional cleaning and repairs. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings by the due date.

## **Unit Repairs**

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

# **SECURITY**

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All residents and visitors agree to be bound by the security regulations or as instructed by management.

- Residents must carry Identification at all times and, if requested, show it to Management, Security or UniLodge Staff.



- Under no circumstances may residents loan their Security Swipe Card/Apartment key or copy their own or any other room keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.
- Residents are responsible for letting their guest/s out of the building after hours. The issued security pass must not be given to the guest/s to exit the building by themselves.

### **Access to Other Apartments**

Do not enter other people's apartments. Entering another resident's apartment without authority may result in criminal charges. To prevent trespassing and, in particular theft, please always keep your doors locked.

### **Content Insurance**

Content insurance up to value of AUD\$5,000 is included in your rent. This insurance will cover your personal belongings. We suggest that you **keep your apartment door locked at all times.**

### **Intruders**

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

- Never 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 for any other person in the lifts.
- Tell the visitor to call at reception.

If in doubt, call reception by dialling 9 or the After-Hours mobile number as listed previously.



**PLEASE COMPLETE AND DETACH THIS PAGE AND RETURN TO RECEPTION WITHIN 48 HOURS OF YOUR ARRIVAL AT UNILODGE @ METRO ADELAIDE.**

I/We \_\_\_\_\_ from

Apartment Number \_\_\_\_\_, Bedroom Number \_\_\_\_\_ (if applicable)

At UniLodge @ Metro Adelaide acknowledge that I have read, fully understand and accept the contents of the Residential Handbook.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Tenancy Agreement.

**Signature** \_\_\_\_\_

**Full Name** \_\_\_\_\_ (please print)

**Date** \_\_\_\_\_