

STUDENTLIVING®

BY **UniLodge®**

2024

**RESIDENT
HANDBOOK**

Welcome to **Student Living** - Shafston

We trust that your stay here will be both enjoyable and productive. Management is aware that some of our residents are here not only to enjoy lives but also to study, and we understand that at times you will be under pressure to complete assignments or work tasks. The Resident Handbook is designed to ensure that everybody understands the building and observes the rules of the building so that all residents can enjoy their stay. It also forms part of your short stay agreement or lease terms and obligations.

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

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

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

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

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

For lease residents, please complete your Entry Inspection Report, sign, and initial each page, date and return to reception within 7 days. You may also confirm the report digitally on the Console app, which is more preferred.

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

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

CONTACTING RECEPTION

Reception hours are as follows:

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

Friday **8:30 am – 4:30 pm**

Saturday and Sunday **CLOSED**

Public holidays **CLOSED**

Phone 07 3249 7674

Address 9-19 Castlebar Street, Kangaroo Point QLD 4169

After Hours 07 3249 7674

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

Student Living - Shafston HOUSE RULES

1. No Noise after 10pm

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

2. No Smoking in the Building, including balconies, or any common areas

No fumar en el edificio, incluyendo balcones - Não fumar no edifício, incluindo varandas - Interdiction de fumer dans le bâtiment, y compris les balcons - Kein Rauchen im Gebäude, einschließlich der Balkone - Vietato fumare nell'edificio, compresi i balconi - 在大樓里，包括陽台，禁止吸烟 - 在大樓裡，包括陽台，禁止吸煙 - バルコニーを含む建物内禁煙ない - 발코니를 포함하여 건물에서 금연 - ممنوع التدخين في البناء، بما في ذلك الشرفات - बालकनियों सहित भवन, धूमपान निषेद - Không hút thuốc trong tòa nhà, bao gồm ban công

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

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

4. Visitors not permitted in rooms after 10pm

Prohibida la entrada de visitantes en las habitaciones después de las 10.- Visitantes não permitidos nos quartos após as 22h - Les visiteurs non autorisés dans les chambres après 22 heures - Besucher nicht in Räumen nach 10 Uhr erlaubt - 晚上 10 点后，房间不得有访客 - 10 時以降の部屋では許可されていない訪問者 - 오후 10 시 후 객실에서 허용되지 방문자 - لا 10:00 يسمح للزوار في غرف بعد 10:00 - 10:00 के बाद कमरे में अनुमति नहीं आगतुक - ผู้เข้าชมไม่ได้รับอนุญาตในห้องพักหลังจาก 10:00 - Du khách không được phép trong phòng sau 10:00

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

Los residentes no deben interferir en el disfrute pacífico de otra persona y son responsables del comportamiento de los visitantes - Moradores não devem interferir com o gozo pacífico de outra pessoa e são responsáveis pelo comportamento dos visitantes - Les résidents ne doivent pas interférer avec la jouissance paisible d'une autre personne et sont responsables du comportement des visiteurs - Bewohner müssen sich so verhalten, dass sie nicht in die friedliche Freude einer anderen Person eingreifen, und sind für das Verhalten der Besucher verantwortlich - I residenti non devono interferire con il pacifico godimento di un'altra persona e sono responsabili del comportamento dei visitatori - 居民不得干扰他人的宁静享受，并需为访客的行为负责 - 住民は別の人の平和的な楽しみを妨げず、訪問者の行動に責任を持たなければなりません - 주민들은 다른 사람의 평화로운 즐거움을 방해하지 말아야 하며 방문자의 행동에 책임을 져야 합니다 - السكان يجب ألا يتداخلوا مع استمتاع الآخرين بسلام وهم مسؤولون عن سلوك الزوار - निवासियों को किसी अन्य व्यक्ति के शांतिपूर्ण आनंद के साथ हस्तक्षेप नहीं करना चाहिए और यात्री के व्यवहार के लिए उत्तरदाता हैं - ที่อาศัยอยู่ต้องไม่ยุ่งเกี่ยวกับความสงบสุขสงบของบุคคลอื่น และมีความรับผิดชอบในพฤติกรรมของผู้เข้าชม - Người dân không được can thiệp vào niềm vui bình yên của người khác và chịu trách nhiệm về hành vi của khách

6. Residents are responsible for the costs incurred in the event the QLD Fire Service is called due to a Fire Alarm. Current Costs are \$1500 approx. Covering of Smoke Alarms is against the law.

Los residentes son responsables de los costos debido a una alarma de incendio, aproximadamente \$1,500. Cubrir las alarmas de humo está en contra de la ley - Os residentes são responsáveis pelos custos devido a um alarme de incêndio, aproximadamente \$1,500. Cobrir alarmes de fumaça é contra a lei - Les résidents sont responsables des coûts dus à une alarme d'incendie, d'environ 1 500 \$. Recouvrir les détecteurs de fumée est contre la loi - Die Bewohner sind für die Kosten aufgrund eines Feueralarms, etwa 1.500 \$, verantwortlich. Das Abdecken von Rauchmeldern ist gegen das Gesetz - I residenti sono responsabili dei costi a causa di un allarme antincendio, circa \$1,500. Rivestire gli allarmi ant fumo è contro la legge - 居民要负责因火警而产生约\$ 1500 左右的费用。覆盖烟雾警报器是违法的 - 住民は、火災警報、約 1,500 ドルのコストを担当している。煙警報のカバーは法律違反です - 주민은 화재 경보로 인한 비용, 약 1,500 달러에 대한 책임이 있습니다. 화재 경보기의 덮개는 불법입니다 - سكان هي المسؤولة عن التكاليف بسبب إنذار الحريق، 1,500 \$ تقريبًا. تغطية إنذار الدخان هو ضد القانون - निवासियों की वजह से एक फायर अलार्म, लगभग \$1,500 की लागत के लिए जिम्मेदार हैं. धूम्रपान अलार्म के कवर कानून के खिलाफ है - ชาวบ้านมีความรับผิดชอบในค่าใช้จ่ายที่เกิดจากการปลุกไฟประมาณ \$1,500. การปกป้องสัญญาณเตือนภัยควันเป็นการละเมิดกฎหมาย. - Người dân phải chịu trách nhiệm cho các chi phí do báo cháy, khoảng \$1,500. Che các chuông báo khói là trái pháp luật.

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

Las habitaciones no deben ser utilizadas para fines ilegales - Os quartos não devem ser utilizados para fins ilegais - Les chambres ne doivent pas être utilisées à des fins illégales - Die Zimmer dürfen nicht für rechtswidrige Zwecke verwendet werden - Le camere non devono essere utilizzate per scopi illegali - 房间不得用于非法用途，违者将被举报 - 客室には、違法な目的のために使用することはできません。違反者は警察に報告されます - 객실은

불법적인 목적으로 사용할 수 없다. 위반자는 경찰에 신고됩니다 - يجب ألا تستخدم لأغراض غير
الشرطية. سيتم الإبلاغ عن المخالفين إلى الشرطة. कमरे अवैध प्रयोजनों के लिए उपयोग नहीं किया जाना
चाहिए. उल्लंघकर्ताओं की पुलिस को सूचित की जाएगी। -
ห้องพักจะต้องไม่ถูกใช้เพื่อวัตถุประสงค์ที่ผิดกฎหมาย - Phòng không được sử dụng cho các mục đích
bất hợp pháp

8. Lost or damaged keys. Cost of new lock, keys & card, or after hours lock out fee – please refer to the section on page 15.

Llaves perdidas o dañadas. Costo de nueva cerradura, llaves y tarjeta, o tarifa por cierre fuera de horario: consulte la sección en la página 15 - Chaves perdidas ou danificadas. Custo da nova fechadura, chaves e cartão, ou taxa de bloqueio após o expediente – consulte a seção na página 15 - Clés perdues ou endommagées. Coût de la nouvelle serrure, des clés et de la carte, ou frais de verrouillage après les heures d'ouverture – veuillez vous référer à la section à la page 15 - Verlorene oder beschädigte Schlüssel. Kosten für neues Schloss, Schlüssel und Karte, oder Sperrgebühr außerhalb der Geschäftszeiten – siehe Abschnitt auf Seite 15 - Chiavi smarrite o danneggiate. Costo di nuova serratura, chiavi e scheda, o tariffe per blocco dopo l'orario di chiusura – fare riferimento alla sezione a pagina 15 - 钥匙丢失或损坏。新锁、钥匙和卡片
的费用，或下班后闭锁费用 - 请参阅第 15 页的部分 - キーの紛失または破損。新しいロッ
ク、キー、カードの費用、または時間外のロックアウト料金 - 15 ページのセクション
を参照してください - 키 분실 또는 손상. 새 자물쇠, 열쇠 및 카드의 비용, 또는 시간 외
잠금 요금 - 15 페이지의 섹션을 참조하십시오 - مفاتيح فقدت أو تالفة. تكلفة قفل جديد، مفاتيح
15 - الرجوع إلى القسم على الصفحة 15 - खोए या क्षतिग्रस्त कुंजी। नए
ताले, कुंजी और कार्ड का खर्च, या कार्यक्रम के बाद का ताले का शुल्क - कृपया पृष्ठ 15 पर दी गई धारा का
संदर्भ करें। - ภัยแจหายหรือเสียหาย ค่าล็อก ภัยแจ และการ์ดใหม่, หรือค่าล็อกเอาต์นอกเวลาการทำงาน -
โปรดดูหัวข้อในหน้า 15 - Mất hoặc hư chìa khóa. Chi phí ổ khóa, chìa khóa & thẻ mới, hoặc phí
khóa cửa sau giờ làm việc – vui lòng tham khảo phần trên trang 15.

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

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

ADDITIONAL BUILDING RULES AND REQUIREMENTS

Alcohol

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

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for eviction with no refund.

Building Security

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

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

Common Property

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

Drugs/Illegal Substances

The use of or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction.

Eligibility of Residents

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

Furniture and Equipment

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property and all costs of repairs or replacement.

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

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

Under NO circumstances should you bring or allow any pets or animals into the building without the Body Corporate's and the Owner's written approval. This includes fish.

If the animal is an assistance animal, the occupant must submit a completed declaration form for such animal and submit relevant supporting documentations, together with the written approval from the body corporate. Such animal will still have to obtain written approval first by the Body Corporate and notify the owner prior to bringing the animal into the building. The declaration form is obtainable from the reception office by request.

The animal can only be classified as an assistance animal if the animal satisfies the definition set out in section 9(2) of the Disability Discrimination Act 1992 (Cth). Section 9(2) defines an assistance animal as a dog or animal that is:

- (a) accredited under a law of a state or territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability; or
- (b) accredited by an animal training organisation prescribed by the Disability Discrimination Regulations 2019; or
- (c) trained to:
 - (i) assist a person with a disability to alleviate the effect of the disability; and
 - (ii) meet the standards of hygiene and behaviour appropriate for a public place.

The assistance animal should be desexed, vaccinated and registered as required under the Queensland and national laws and the required evidence should be submitted to the body corporate and the owner.

If an animal is accredited and approved, the Management strongly encourages residents to display their animal's accreditation on the animal's harness or collar as appropriate.

Please note that any damage caused by the animal will not be considered as normal wear and tear and the tenant will be responsible for such costs for repairs or replacements as necessary.

A pest control service to be paid by the tenant should be arranged at the end of lease and when it is deemed necessary by the Management.

Requests by Staff

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

Smoking

Student Living - Shafston is a smoke free building which includes the unit, balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. This includes all forms of E-Cigarettes.

Fire Sprinklers

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



NO SMOKING

This Includes:
ALL Rooms
ALL Balconies
ALL Bathrooms
ALL Stairwells
ALL Common Areas

FIRE SPRINKLERS

Penalties apply for non-compliance

DO NOT COVER the smoke detector in your room.

DO NOT HANG ANYTHING on the Fire Sprinkler



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

LEASE RESIDENTS – YOUR AGREEMENT WITH US

Bond

A bond equivalent to four (4) weeks rent is required before or at time of signing your lease. The bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of the tenancy and/or for any further period in which the resident may occupy the unit.

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

Entry Condition Report

At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and the UniLodge Property Manager - Operations. This Condition Report will be used at the end of the Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 7 calendar days** of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated by UniLodge if:

1. The Resident fails to pay rent by the due date and all notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the tenancy agreement or the rules of tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

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

Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings

and continue with unacceptable behaviour, will be issued with a “Notice to Leave” and an application will be made for eviction.

In addition to the termination provisions, “Notice to Leave” will be given to any Resident who:

1. Is found to be carrying, using, or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person’s property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.

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

BUILDING FACILITIES

Bicycle Storage

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

Gym

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

Laundry

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

Mail

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

Resident Full Name
Student Living - Shafston
Unit (Unit Number) _ _ _ _ / 9 Castlebar Street
Kangaroo Point QLD 4169 Australia

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

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

Recreation Room

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

Rubbish

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

Large items that cannot fit into the bins should not be disposed into our common area bins. These should be handled by the residents by either donating or delivering to dumping facilities. You will be charged if oversized items are disposed of in any common area.

You may refer to the Brisbane City Council for more information for other possible solutions:

<https://www.brisbane.qld.gov.au/clean-and-green/rubbish-tips-and-bins/rubbish-collections/kerbside-large-item-collection-service>

Utilities - Electricity, Gas & Water

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

SECURITY, BUILDING ACCESS AND KEYS

Access to other Units

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents are strongly advised to keep their doors closed and locked at all times, regardless of whether or not they are in their unit.

Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Identification

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

Security and Swipe Card/Unit Key

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

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

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

Keys	\$385.00 Includes change of door lock, replacement key, and 1 replacement spare key.
Lost Swipe	\$55.00 per card
Letter box key	\$70.00 if applicable
Lockout Fee UniLodge Resident	During office hours: UniLodge Residents: \$30 After-hours: When security is conducting a patrol: \$75 When security is not conducting a patrol and immediate access is required: \$175

All fees payable at time of lockout via Eftpos to Security or Staff Member attending.

Insurance and Security for your unit

All residents are strongly advised to take out personal/content insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by Student Living Shafston policies. Any large complex is vulnerable to natural disaster or accidental or deliberate vandalism or petty theft, and Student Living Shafston is no exception. We suggest that you **keep your door locked at all times**, even when you are home.

Intruders

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

- **UniLodge has 24-hour video surveillance.**
- **Do not show any person to a resident's unit or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**

FIRE EVACUATION PROCEDURE



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

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on the grassed area in front of the main entrance directly in front of the main building (Shafston Avenue) until instructed by the fire department that it is safe to re-enter the building.

Fire Sprinklers and Detectors

Never hang anything from, cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions will cause a system fault and/or a false alarm. **Do not hang anything to the fire sprinkler because it can cause flooding.** In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has it within its powers to levy fines and commence prosecutions (current fines exceed \$1400). You will also be responsible for the cost of repairs to the system that this damage may cause. Repeat false alarms to our main fire system caused by any resident may result in you being charged an admin fee of \$100.00 per event and your occupancy being terminated.

Upon Fire

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

ROOM SERVICING

All rooms can be scheduled for a weekly room service at your request at a cost of \$88.00 AUD per service. Rooms do not receive a service during the first or last week of the stay.

It is a condition of your stay at Student Living Shafston that you allow the housekeepers access to your room for the scheduled service. The reception staff will communicate the service day with you prior to the entry.

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



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

ROOM INVENTORY (SHORT STAY)

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

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

COMMUNICATIONS

Internet

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

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

Website: <https://moveupinternet.com/>

Email: info@moveupinternet.com

Phone: 1300 301 946

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

Please note we do not accept cash.

Telephones

Some apartments have a wall telephone which is up to the occupant to purchase any landline phone plans as needed. This is not a service offered by us. Residents will have to look for their individual service provider if needed.

The closest public payphone is on Thorn Street.

HEALTH

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

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six- or twelve-month period. On arriving in Australia, you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re-enrolment.
- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

In case of an emergency dial 000

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

13 HEALTH

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

WHAT TO DO: SETTING OFF THE SMOKE ALARM

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



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

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



FIRE STAIRWELLS

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

These doors are alarmed and monitored 24/7.

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

Any door displaying this sticker is for Emergency Access Only.



HOW TO FIX: POWER FAILURE IN ROOM



Please try pressing the blue power reset button in your bathroom.

If this does not resolve the issue, please come down to the reception.

HOW TO USE: AIR-CON AND ROOM VENTILATION

VENTILATING YOUR ROOM

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

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

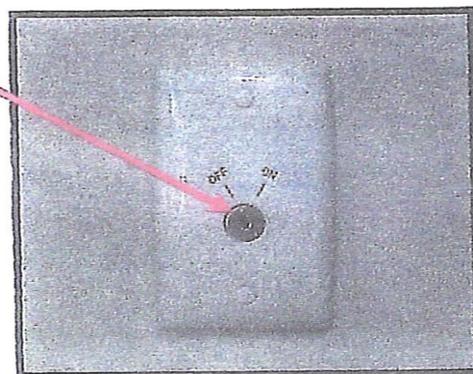
There are some responsibilities to consider when using your Air Conditioner:

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

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

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

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



HOW TO FIX: ICED OVER FREEZER



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

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

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

Make sure to put some towels under and around the fridge and a bowl or bucket inside the fridge to catch any melted ice. Any maintenance work carried out due to mishandling when defrosting a fridge would be at your costs.

SUPPLIED KITCHEN ITEM RULES

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

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

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



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

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



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

ALWAYS CLEAN THE INSIDE OF YOUR MICROWAVE AFTER USE.



PUBLIC TRANSPORT

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

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

CityHopper / KittyCats

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

The ferry stops at the following ferry terminals:

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



FREQUENTLY ASKED QUESTIONS

How do I extend my booking?

Please come to reception as soon as you would like to extend your booking. Standard extensions are in 12-month lease term. As Student Living Shafston is a very busy place, it is important to notify reception quickly possible to avoid disappointment. Extensions for your existing room cannot be guaranteed.

How do I break my lease?

Please advise reception with as much notice as possible if you need to break your lease/depart earlier than your end date of your lease. Fees do apply for breaking your lease including Advertising fee of a week's rent + GST, and Re-letting fee of a week's rent + GST. Your weekly rent will remain payable until a new tenant start their lease. Please discuss with the reception for more details.

How do I request a room change?

All requests must be made directly with the staff at the reception desk and will be considered by the Manager & are not guaranteed. If you wish to change rooms during your stay and it can be accommodated, you will need to pay any extra charges for upgrades and another \$350 cleaning fee that is not negotiable.

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

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

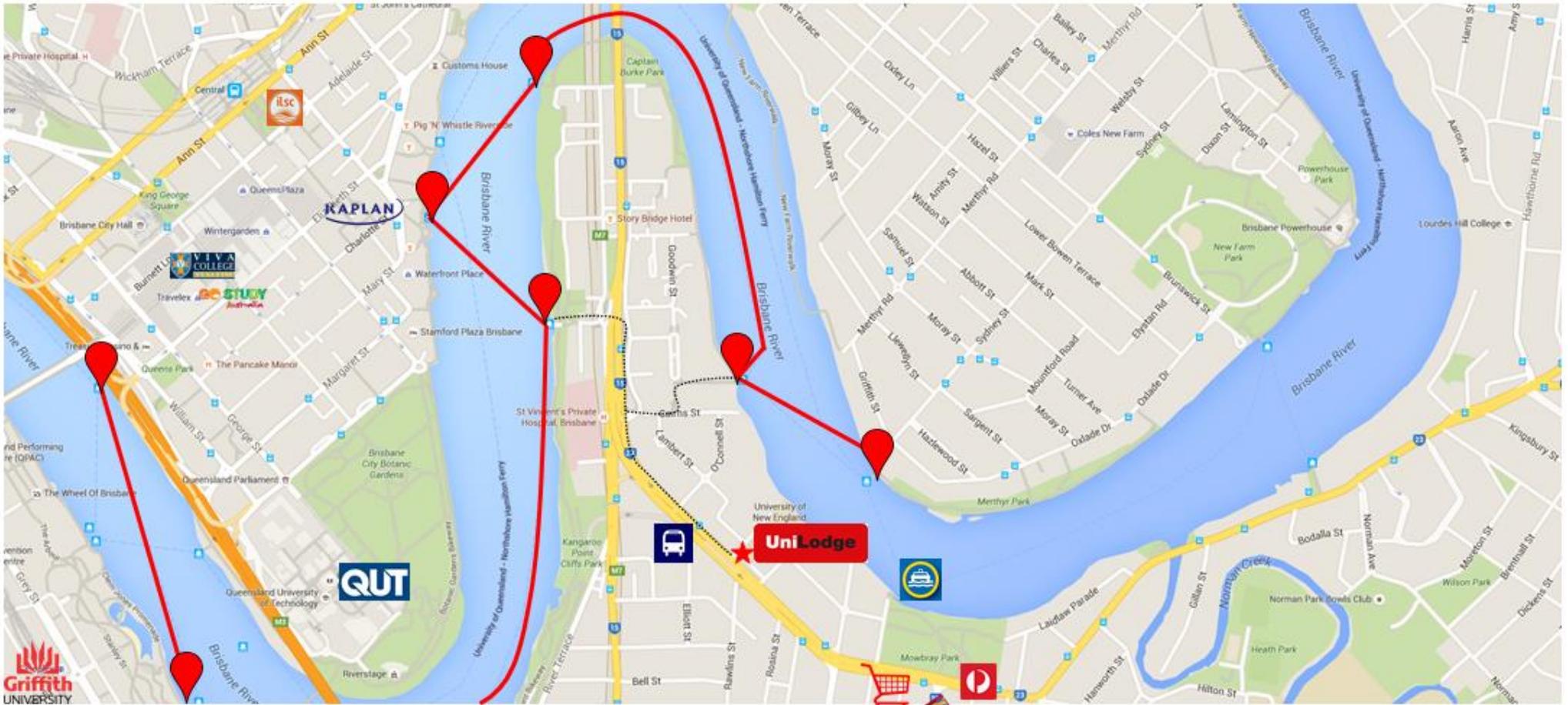
If something in your room is broken and requires maintenance, please come to reception to complete a Maintenance Request Form.

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

In case you have a roommate, please treat your roommate with the respect that you would want. Please keep your personal belongings to your designated wardrobe and desk. If you do have issues with your roommate, please try and talk to them calmly about the issues you are having. If you are unable to resolve the problems or have any other issues or questions, please come down to reception.

For more details regarding your Rental Tenancy Agreement, please visit the reception or go to rta.qld.gov.au website or contact RTA customer service team on 1300 366 311.

UniLodge @ Shafston - Local Map



Closest Shops – IGA



CityHopper – Free Ferry



UniLodge @ Shafston



Brisbane City Cat Stop



Purchase a Go Card at IGA



Post Office



Bus to the Valley & City

STUDENTLIVING[®]

BY **UniLodge[®]**

2024

**RESIDENT
HANDBOOK**