

UniLodge

Student Living on Lonsdale

Where I want to be

RESIDENT HANDBOOK

WELCOME

UniLodge

Welcome to **Student Living** on Lonsdale

Dear Resident/s,

You are now an official Resident of Student Living on Lonsdale. We trust your stay here will be both enjoyable and productive.

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

All the members of the UniLodge team understand that you are here not only to enjoy yourself but also to study and at times you will be under pressure to complete assignments and revise for exams, therefore the Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all Residents can have both an enjoyable and successful stay.

Most of the issues in the Residential Handbook are based on common sense and much of the content will already have been explained when you check-in. It is also important to remember that all the regulations are designed for your comfort, safety, and security.

We hope that this handbook will prove useful in answering any questions you may have and in assisting with common issues that may occur.

And remember, everyone on the UniLodge team is here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Nelson Li

Property Manager Operations

Enjoy your stay!

Contact Details

Receiving Mail

Your postal address is:

(Your Name)

(Your Room Number) /39 Lonsdale Street, MELBOURNE VIC 3000

All mail will be delivered to the letterboxes with your room number and can be collected 24/7.

Parcels will be delivered to your building reception.

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

The closest Australia Post Office is in Ground Floor 111 Bourke Street, Melbourne VIC 3000, 5 minutes' walk near the corner of Exhibition Street and Bourke Street.

Your Student Living on Lonsdale team!

UniLodge Office Phone Number	03 9224 7888 (Mon-Fri 8.30am – 5pm)
Reception location	339 Swanston Street, Melbourne VIC 3000 Monday to Friday 8.30am – 5.00pm
Emergency (Police, Fire, Ambulance)	000

SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in student activities and 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 settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. Please come and see us even if it’s only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities, and resourcefulness.

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

To assist students, the Resident handbook has simplified the rules of the Owners Corporation. For a more detailed and comprehensive look at these rules, please see Reception to view the complete copy.

Please note that it is your responsibility to read the Resident handbook and understand the rules of occupancy. Ignorance is not an excuse!

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

STUDENT LIFE

Connecting Students with Life

Connecting you to services, people and places is just one of the important roles with play here at UniLodge. So, whether you want to connect with other students, the local community or just know the best places to 'hang out' we can help you. We want to assist you were ever 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 confidence is kept.

As a new Resident you may have trouble adjusting to:

- 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
- Lifestyle and culture changes, which can include such things as:
- Finding your way around i.e. transport, clubs, churches etc.
- Setting up bank accounts

Our Staff

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

Please feel free to pop by 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 Reception. If necessary, we can connect you to the appropriate counsellors for further support.

Social Support

At UniLodge we organize social activities throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff and most importantly other Residents within the building. Participating in the organized social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students. Please feel free to talk with Reception should you have any suggestions or queries.

Get To Know Your Neighbors

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

- Introduce yourself to your neighbors and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise.
- Don't leave your belongings lying around in shared areas.
- Clean up after yourself!
- Have consideration and respect for others in all facets of life.
- Remembering that most residents of UniLodge are students. You could assist each other with study and/or have study groups together.
- Suggesting social activities that you and your neighbors could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

Personal Problems

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staff are here to support you and provide guidance, assistance, and referral where necessary. We have connections with university counsellors (for university students) or community provided health specialists, should you require specialist support.

Financial Problems

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

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

RIGHTS & RESPONSIBILITIES

UniLodge Acts as the managing agent of the Residential Rental Provider.

Resident 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.

Resident Responsibilities

- Pay the rent by due dates and through the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not smoke in your apartment or in the common areas such as hallways, common room, and stairwells. UniLodge in Swanston is a smoke-free zone.
- Dispose of your rubbish in the garbage chute. If the item is bigger than a grocery shopping bag bring it to reception during business hours and the customer service team will advise how to dispose of it.
- Do not leave boxes, rubbish, or furniture in the stairwells. These are fire exits and they must remain clear.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbor.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behavior.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to damage the premises or inclusions intentionally, maliciously, or negligently.
- Report to UniLodge on Swanston any damage to the premises. We understand accidents can happen.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building.
- Only use the premises for residential purposes.

Residential Renter Provider (RRP) Rights

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the apartment during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

RRP's Responsibilities

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Provide a reasonable level of peace, comfort, and privacy on the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep common areas clean.

Eligibility of Residents

- All Residents must complete an application form and receive approval to reside at UniLodge on Swanston.
- All Residents must be registered and sign a Residential Tenancy Agreement.
- Residents must not sub-let the apartment under any circumstances.

Bond

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

Condition Report

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

The completed and signed condition report must be returned to Reception within 5 Business days of your arrival. Forms received after 5 Business days will not be accepted.

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

RENTAL PAYMENTS

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

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

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

Bank Name: Bank of Melbourne

Account Name: College House Management Pty Ltd Trust

BSB: 113-879

Account No: 491 074 652

Reference: **All rental payments MUST be transferred with your room number for UniLodge to clearly identify your payment.**

We **DO NOT** accept EFTPOS, Credit Card, Cheque or Cash payment.

All rental payments MUST be transferred with your room number for UniLodge to clearly identify your payment.

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account.

Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

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

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

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

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

Cancellation of confirmed booking prior to arrival:

The payment of the first month's rental and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee equivalent to one week's rental plus GST will apply.

Important Reminder to Residents

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

The RRP reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

Behavior

Acceptable behavior includes not interfering with another person's living conditions or personal security. Unacceptable behavior will be dealt with by Management. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement, however, they will still be held responsible for rental payments until the apartment is re-let.

Disciplinary Action

We would always attempt to resolve any issues by mutual consent. However, your tenancy is under Victorian Law and covered by the Residential Tenancies Act 1997 and there are responsibilities for both parties.

- We will discuss face to face and explain what the issue is. A note will go on your file. A caution letter depending on how serious the issue is.
- A Breach Notice, explaining what part of the Tenancy Agreement is not being complied with and an opportunity and timeframe to rectify.
- Possibly a Notice to vacate the apartment by a certain day.
- Possibly an eviction notices or Order from the Victorian Civil and Administrative Tribunal (VCAT)

Escalation Policy

UniLodge has a variety of people available to assist you or to resolve an issue. If you are unsatisfied with the resolution, we recommend that firstly you meet with us and discuss. If there is a need to escalate the issue further as you are still unsatisfied, please present in writing to the next person on the list below:

1. Student Living on Lonsdale - Customer Service Manager - 03 9224 7888
onlonsdale@unilodge.com.au
2. UniLodge Australia Pty Ltd Administration Assistant - 07 3233 3700
info@unilodge.com.au
3. Consumer Affairs Victoria
www.consumer.vic.gov.au consumer@justice.vic.gov.au 1300 55 81 81

Noise Levels

All residents must observe consideration for their neighbors. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows hours: 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**.

Smoking

Smoking is NOT PERMITTED anywhere inside the building or apartments. Smoking is only permitted outside the Student Living on Lonsdale building.

Alcohol

Alcohol is NOT PERMITTED anywhere in the foyer, common area including corridor and stairwell.

Drugs / Illegal Substances

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO CIRCUMSTANCES are any illegal substances permitted within the complex. Failure to comply with these rules will result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to us who are here to assist in every way possible and put you in touch with people who can help you.

Insurance

Tenants acknowledge that the landlord's insurance does not provide cover for the tenant's possessions. Tenant's monthly rental does include limited content's insurance. If you feel that you require more, it will be the tenant's responsibility to purchase said insurance. *(Note: it is strongly recommended the tenant take out contents insurance to adequately cover their possessions).*

Intruders

- If you see anyone behaving suspiciously, call Reception or the Caretaker on duty immediately and watch the person or persons from a distance, but do not put yourself at risk.
- At NO CIRCUMSTANCES give access to unknown person/s.
- Respect others privacy by referring visitors to reception or the caretaker. Do not give out another resident's room number to others.
- If in doubt – please contact UniLodge Management or the on-duty caretaker.

Building Security

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you keep your doors always locked and should always take your keys and proxy card with you.
- Under no circumstances must residents loan out their proxy card or any other apartment keys.
- Residents are responsible for the behavior of their visitors and must understand that visitors are also bounded by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown.
- **Each apartment has its own individual restricted series key – which means it cannot be copied unless authorized and ordered by Student Living on Lonsdale.**

Access To Other Apartments

Entering another Resident's apartment without consent will result in the same action as a member of the public entering anyone's home without approval. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and theft, all Residents should keep their doors closed and locked regardless of whether they are in their apartment.

Emergency Fire Procedures

Residents are asked to familiarize themselves with the following evacuation procedures:

- On hearing the alert tone (intermittent beeping), prepare to leave.
- Listen for announcements over the public address system.
- On the evacuate tone (whopping sound) leave the building by the nearest available emergency exit without delay.
- Before opening your door, use the back of your hand to check the temperature of the door and doorhandle. **If HOT – DO NOT OPEN** and remain in the room and attract attention at the window.
- **DO NOT RUN & DO NOT USE LIFTS**
- Assist any person in immediate danger, only if safe to do so.
- Take your wallet, mobile phone, wear warm clothes and wear shoes, then close your door.
- Call the fire brigade on 000 and notify Reception on 03 8102 7499 or after hour caretaker on 0400 090 208.
- Extinguish the fire if safe to do so.
- Evacuate to the assembly area by the stairwell; follow any instructions given by the caretaker, floor warden, or Emergency Personnel.
- Assemble Point – **Corner of Lonsdale Street and Spring Street** on the right of Student Living on Lonsdale main entrance.
- Wait at the assembly point for further instructions. Do not leave the area without informing Emergency Personnel.

FIRE EQUIPMENT – There is a fire alarm system throughout UniLodge. The building is fitted with many fire hose points and fire extinguishers. Please take all fire alarms seriously.

If you interfere with fire alarms or firefighting equipment, including sprinkler systems and smoke detectors, you will be liable for rectifying any damage caused. If a fire cannot be controlled due to the equipment being damaged, anyone found responsible for that damage could also be held legally responsible for the damage caused by the fire.

DO NOT TAMPER WITH ANY FIRE EQUIPMENT

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

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

Please note the following points:

The smoke detector in your apartment is not connected to the automated fire alarm system. If you have an alarm sound (intermittent beeping) from your smoke detector in your room, ensure that you open the window and the range hood above the stove is on. However, do not open the front door.

- Please **never cover your smoke detector or disconnect the battery** in your apartment, as this will put everyone else in the building at risk and the Fire Brigade will fine you over \$3,000.
- The smoke detectors in the corridors are connected directly to the Fire Control Panel, which calls the Fire Brigade automatically when it is activated. **If you have opened your door while you are cooking, or boiling water and the smoke or steam from your apartment activates the alarm, you are liable for any costs incurred from the fire brigade.** A false alarm may incur a fine of \$3,000.00.
- Utmost care should be taken when moving furniture etc. into or around your apartment, not to hit a sprinkler head.
- **DO NOT under any circumstances HANG ANY ITEMS** from sprinkler heads. Activating the sprinklers system will result in flooding the apartment and other apartments, this may incur costs up to \$25,000 damage.

39 Lonsdale Street Melbourne Evacuation Diagram Ground

Standard Fire Orders

- 1** If safe, assist anyone in immediate danger
- 2** Close the door to isolate fire and smoke
- 3** Call the Fire Brigade on **000**
Operate Manual Call Point
- 4** If safe, extinguish fire
DO NOT PLACE YOURSELF IN DANGER!
- 5** If required, or if the evacuation tones sound, evacuate to Assembly Area
Do NOT use the lifts
- 6** Remain at Assembly Area as directed

Emergency Warning System

Alert Tone "Beep... Beep... Beep"

1. Be aware there is a potential Emergency
2. Do not commence evacuation, unless it is unsafe in your area
3. Await "All Clear" message, OR

Should an Evacuation be required you will hear an **Evacuation Tone "Whoop... Whoop... Whoop"**

1. Evacuate via exit
2. Do NOT use the lifts
3. Proceed to Assembly Area
4. Follow all instructions given by Emergency Service

Evacuation Assembly Area Diagram

Garbage

Several large bins are located on the front left-hand side of the building (ground floor) Please be aware that you need to separate normal rubbish (green bins), recycling bins (small green bins with yellow lids) and cardboard recycling bins (blue bins). **Cardboard cartons must be flattened before disposal.** Signs are located outside for further instructions. There is no rubbish collection during weekends, please disposal all the rubbish during Monday to Friday morning to help us keep the building clean and tidy.

Large items like mattresses, fridges, etc. are considered as hard waste, please advise Reception and they will update you with the hard waste collection date to put those unwanted items in the rubbish bin area. Failure not adhering to information, fines will be given.

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

Maintenance

Student Living on Lonsdale can engage maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labor.

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

1. Kindly download the console tenant app
2. Provide full details of what and where the problem is and be specific as to the problem under the maintenance section in the App.
3. The customer service team will give you an approximate time frame that you can expect for the maintenance to be completed.

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

Furniture And Equipment

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for. The Resident is liable for damage to any property.

The Resident is not permitted to make any alternations 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 / landlord/s.

Walls, Doors & Windows

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

Carpets

Please vacuum clean your floor regularly.

Cleaning

It is expected that you will always keep your apartment clean and tidy to avoid potential pest infestation. Student Living on Lonsdale have monthly pest control plan in the building, please advise if you have any issues. Please see below some tips for living in healthy environment.

- Keep food covered.
- Clean and wash dirty dishes after every meal.
- Wipe down all bench-tops and stovetops, appliances including rangehood in the kitchen every night with a cloth containing warm soapy water.
- Garbage bins to be kept lidded and regularly disposed of.
- Sweep, vacuum & mop floor regularly.

Fridge, Cooktop & Microwave

Fridge - Do not use harsh, abrasive cloths or cleaners or highly perfumed, strong-smelling cleaners or solvents on any part of the refrigerator or freezer. The amount and types of food stored determines how often cleaning should be carried out. Ideally it is recommended that the refrigerator is cleaned every one to two weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

Cooktop - keep the cook top clean and free from food spillage, grease & oil. Keep an eye on your cooking as overflow water / soup may cause damage to the electrical cooktop.

Microwave - Please ensure cooking times are correctly set as over cooking may result in the food catching fire and subsequent damage to oven.

When food is heated or cooked in disposable containers of plastic, paper or other combustible material, check the oven frequently due to the possibility of ignition. If smoke is observed, switch off, keep door closed.

Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.

Utensils should be checked to ensure that they are suitable for use in microwave oven. Never use metal or aluminum utensils inside the microwave.

Heating & Cooling

Please allow the reverse air-conditioning in the living area to run for ten to fifteen minutes until it blows out hot or cold air. At no time should this be covered or obstructed in anyway. Always keep the return air duct (at the base of the unit) clean. Clothing and laundry cannot be hung over the heater, as this is a dangerous fire hazard.

Blinds, Windows & Balcony (If Applicable)

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

No items are to be hung in or attached to your window. Clothing can be hung on a clotheshorse in your apartment or can be dried by using the dryer in the laundry. Any item(s) placed on your window or balcony area (if applicable) is a direct breach of your tenancy agreement.

No Smoking, No Hanging Clothes, No Items Should Be Placed in Balcony Area.

Avoid condensation inside the apartment. This can cause dampness, mold issues, wood rot and corrosion inside the apartment. Please keep the windows open, ventilate the bathroom, kitchen, cupboards, and wardrobes to let the air circulate freely inside your apartment. Please regularly wipe down windows, frames, and other affected areas with a fungicidal mold-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo moldy carpets. Please report of ongoing issues to email onlonsdale@unilodge.com.au

Light Globe & Fluorescent Light Fitting

Residents are responsible for replacing their own light globe. These can be purchased from a supermarket or department store.

Common Areas

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

Common area is located at Basement "B" has a large TV screen; free futsal table available to all Residents.

Laundry area is in the Basement "B" which HAS COIN-OPERATED WASHING MACHINES AND DRYERS AVAILABLE FOR Resident's use. Operation hours from 7:00am to 11:00pm every day, please put your last load of laundry at the latest 10:00pm to ensure having enough time to collect your belongings before 11:00pm. (Please note that the dryers only accept \$1.00 coins)

Coin-operated vending machine stocked with snacks and drinks is located on the Ground Floor.

Bicycles Storage

To preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment or corridor. Bicycles must be parked in the allocated area. Please ask Reception for registration details.

Are You Going on a vacation?

Please notify us by email to onlonsdale@unilodge.com.au if you will be giving anyone access to your apartment while you are away.

FACILITIES & SERVICES

Telephone & Internet

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Students find VostroNet Internet is the smart, safe and easy solution for their internet needs. No waiting to be connected, upon arrival you will be issued with your coupon for Unlimited Internet.

VostroNet

Sexual Harassment

Sexual Harassment contravenes Australian legislation and occurs where:

- A person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favors 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.

Moreover, the person engaging in the conduct described above does so:

With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would anticipate the possibility that the other person would be offended, humiliated, or intimidated.

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

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

Workplace Health and Safety

Under the Workplace Health and Safety Act, Student Living on Lonsdale is recognized as a workplace and, as such, this puts responsibilities on both UniLodge Management and residents. As residents, you must not be negligent in terms of causing or contributing towards an accident. E.g., preventing easy access to or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notices or equipment.

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

Privacy

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

Complaints And Suggestions

Should you at any time be unsatisfied with any outcome regarding your rights of occupancy, please contact the Building Manager, Sagar Godbole.

Address – 39 Lonsdale Street, Melbourne VIC 3000 Email – onlonsdale@unilodge.com.au

Our grievance policy outlines steps for making a complaint at UniLodge; please ask reception if you require a copy.

Getting Around Melbourne

Melbourne is one of the most loveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For more information on Melbourne or to check out local events visit www.thatsmelbourne.com.au.

Information on public transport can be obtained by visiting the [Public Transport Victoria website](#). You can find information on timetables, fares, routes, and the journey planner.

Buses

There is a bus stop in front of the building which takes you to the heart of CBD.

Bus stop located on the opposite side of the building takes you to the eastern suburbs of Melbourne.

Cycling

Melbourne has dedicated on-road bike lanes that run throughout the CBD.

Cycling without a bike helmet is illegal. You can purchase helmets from [Big W](#), [Target](#) and other stores.

Trains

Getting around Melbourne is easy with Parliament Train Station located a two-minute walk from your front door.

Trams

There is a free tram service throughout the Melbourne CBD. Trams also run throughout the Melbourne suburbs. Tram routes can be found on the [Public Transport Victoria website](#).

Walking

39 Lonsdale Street is conveniently located within 10 minutes' walk of [QV](#), [Melbourne Central](#), [Emporium](#), [Chinatown restaurants](#), [Australian Catholic University](#), [Holmes College](#), [Oxford College](#), [RMIT University](#), [Victoria University City Campus](#)

Shopping Centers and Supermarkets

Supermarkets	Distance from 39 Lonsdale St
IGA X-press Lonsdale Street 35 – 41 Lonsdale Street, Melbourne	Downstairs
Woolworths Supermarket (QV) Corner of Lonsdale Street & Swanston Street, Melbourne	5-minute walk
Coles Supermarket 211 Latrobe Street, Melbourne Central, Melbourne	10 Minute walk
Tang Food Emporium Asian Groceries 185 Russell Street, Melbourne	5-minute walk
Spring Street Grocer 157 Spring Street, Melbourne	5-minute walk
ALDI Melbourne 501 Swanston Street, Melbourne	15-minute walk
Shopping Centres	
QV Swanston Street & Lonsdale Street, Melbourne	7-minute walk
Melbourne Central Shopping Centre 211 La Trobe Street, Melbourne	10-minute walk
Melbourne's GPO 338-352 Bourke Street, Melbourne	10-minute walk
Emporium 287 Lonsdale Street, Melbourne	10-minute walk
Markets	
Queen Victoria Market 513 Elizabeth Street, Melbourne	20-minute walk

Hospitals and Emergency

Hospitals	Contact Information
Royal Dental Hospital 720 Swanston Street, Carlton	(03) 9009 3800
Epworth Freemasons 320 Victoria Parade, East Melbourne	(03) 9418 8188
St. Vincent's Private Hospital 51 Victoria Parade, Fitzroy	(03) 9288 2211
The Royal Victorian Eye and Ear Hospital 32 Gisborne Street, East Melbourne	(03) 9929 8666
Doctors	Contact Information
Melbourne City Podiatry 68 Lonsdale Street, Melbourne	(03) 9947 1947
QV Medical Centre 55/292 Swanston Street, Melbourne	(03) 9662 2256
Dentists	Contact Information
East Melbourne Dental Group 1/126 Wellington Parade, East Melbourne	(03) 9417 5874
Gorgeous Smiles Dentistry 68 Lonsdale Street, Melbourne	(03) 9639 9600
Counselling Services	Contact Information
The University of Melbourne	(03) 8344 6927
RMIT University	(03) 9925 4365
Central Queensland University	13 27 86
Australian Catholic University Level 1, Mary Glowery Building	Website Booking
Swinburne University	Website Booking
Melbourne Counselling Services 69 Bourke Street, Melbourne	(03) 9658 3250
Beyond Blue	1300 22 4636
Suicide Helpline	13 11 14
Gamblers Help	1800 858 858
Better Health Channel	13 11 14