

## Important Information

Please read this before completing your General Tenancy Agreement

Dear **YOUR NAME**,

If you rent a house, unit, share house and room in South Australia there are rules that must be followed.

These rules are set out in the Residential Tenancies Act 1995 (The Act).

- The Residential Tenancy Agreement forms a binding contract under the *Residential Tenancies Act 1995 (the Act)*;
- Special Terms, House Rules and The Resident Handbook forms a part of your lease, by signing the tenancy agreement you are accepting the terms and conditions set out in these documents as well;
- If you need advice on your rights and responsibilities, you may call Consumer and Business Service on **131 882** or [tenancy.advice@agd.sa.gov.au](mailto:tenancy.advice@agd.sa.gov.au);
- Please **initial** every single page and **sign and date** under your name on the signature page. Please ensure that you have someone **witness** below your signature;
- Please **sign** the forms enclosed below;
- Please be advised that the room number in the below lease agreement is not confirmed and may be changed if there are any material maintenance related issues. However, we will accommodate you to a different room under the same room type based on your application and letter of offer.

Enclosed below:

1. Residential Tenancy Agreement
  - a. Accommodation Details
  - b. General Terms
  - c. Special Terms
  - d. Appendix 1 - House Rules

## Residential Tenancy Agreement

### Part 1 Accommodation Details

#### Item 1 – Landlord

<b>Name/Trading Name</b>	The Trust Company (Australia) Ltd CAN 000 000 993 as Trustee for WH Gray Trust
<b>Address</b>	c/- Level 18, 123 Pitt Street Sydney NSW 2000

#### Item 2 - Tenant

<b>Tenant</b>	YOUR FULL NAME
<b>Phone</b>	YOUR PHONE
<b>Email</b>	YOUR EMAIL

#### 2.1 Tenant's Representative for Notices/Emergency Contact

<b>Name</b>	SAMPLE
<b>Relationship to Tenant</b>	SAMPLE
<b>Address</b>	SAMPLE
<b>Phone</b>	SAMPLE
<b>Email</b>	SAMPLE

#### Item 3 – Provider's Agent

<b>Name/Trading Name</b>	UniLodge South Australia Pty Ltd trading as UniLodge City Gardens
<b>Address</b>	UniLodge City Gardens 105 Gray Street, Adelaide SA 5000
<b>Phone</b>	+61 8 8317 1400
<b>Email</b>	<a href="mailto:citygardens@unilodge.com.au">citygardens@unilodge.com.au</a>

#### Item 4 – Address of the Rental Premises

<b>Accommodation Type</b>	YOUR ROOM TYPE
<b>Room Number</b>	YOUR ROOM NUMBER
<b>Address</b>	105 Gray Street, Adelaide SA 5000

#### 4.1 Inclusions provided

The Rent is inclusive of the following services and facilities:

- Fully furnished private bedroom and apartment common areas – Refers to **Condition Report**;
- UniLodge Community Spirit Program – refer to Resident Handbook;
- Unlimited Wi-Fi Internet;
- Air Conditioning and Heating;
- Utility Services including water and electricity (see Utilities policy contained in the House Rules).

**Item 5 – Lease Term**

<b>Lease Term</b>	The term of the agreement is fixed
<b>Starting on</b>	dd/mm/20xx
<b>Finishing on</b>	dd/mm/20xx

**Item 6 - Rent**

<b>Rental Payment</b>	<b>INSERT RATE per week</b>
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**Item 7 - Rent Package**

The Rent includes the accommodation specified in Item 4.1
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**Item 8 – Rent Payment**

<b>Payment Term</b>	<b>Fortnightly, when it is due on the dates specified in the payment calendar.</b>
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The Tenant is required to stay 2 weeks ahead in rent until the end of the last rental period

**Item 9 – Method of Rent Payment**

9.1 The Tenant can pay the rent by:

<b>Direct Debit</b>	if the prefer way for the rent payment. Direct Debit form can be collected from the reception
<b>Telegraphic Transfer</b>	online or at the bank to deposit rent payment into the nominated UniLodge Bank Account

For any other payment methods, please contact reception staff for details.

9.2 Details for Telegraphic Transfer

<b>Bank &amp; Address</b>	St George Bank – 80 George Street, Parramatta NSW 2150
<b>Account Name</b>	UniLodge South Australia PTY LTD T/A UniLodge City Gardens – Trust Account
<b>BSB</b>	105 - 900
<b>Account Number</b>	206 745 340
<b>SWIFT Code</b>	SGBLAU2S
<b>Payment Reference</b>	<b>YOUR ENTRYID</b>

**Item 10 – Place of Rent Payment**

If the Tenant elects to make rental payments via other methods in Item 9.1, the place of rent payment will be: UniLodge City Gardens, 105 Gray Street, Adelaide SA 5000.

**Item 11 – Rent Increases**

The rent cannot be increased during the term of this agreement.

**Item 12 – Rental Bond**

The Rental Bond payable by tenant on signing this agreement is:

<b>Rental bond Amount</b>	<b>BOND AMOUNT SIX (6) WEEKS RENT</b>
<b>Bond Payee</b>	Provider's Agent Bank Account (refer to Item 9.2)
<b>Payment method</b>	Telegraphic Transfer or other payment method in Item 9.1

The Landlord/Agent will lodge this bond with the Commissioner for Consumer and Business Affairs (CBS) as per the Residential Tenancies Act.

**Item 13 – Services to be provided**

As detailed in Item 4.1

**Item 14 – Utility services for which the Tenant must pay**

Not Applicable

**Item 15 – House Rules**

The tenant has been provided with a copy of the House Rules – Appendix 1

**Item 16 – Number of people in accommodation**

16.1 Number of persons allowed to reside in the room: 1

16.2 Number of persons allowed to reside at the premises: 2 Bedroom Apartment = 2, 6 Bedroom Apartment = 6

**Item 17 – Pets**

17.1 No pets are to be kept in the room or elsewhere in the apartment or the building.

17.2 The types and number of pets that may be kept: NONE

SAMPLE

## PART A - GENERAL TERMS

### 1. Application of Act and Regulations

The provisions of the Residential Tenancies Act, 1995 (the "Act") and the Residential Tenancies (General) Regulations 1995 (the "Regulations") as amended from time to time apply to this Agreement and wherever there be any inconsistency or conflict between the terms of this Agreement and the Act or Regulations then the Act or Regulations will prevail and the terms and conditions herein will be read down but so as to preserve as far as possible the clauses or provisions of this Agreement.

### 2. Manner of Payment of Rent

The Tenant will pay rent to the Landlord for the apartment at the rate specified on page 3 and in the manner and place specified therein without setoff or abatement.

### 3. Community Spirit Program Member

All tenants are Community Spirit Member. The membership fee is included in the rent.

### 4. Internet

Unlimited WiFi Internet connection is included in the rent.

### 5. Utilities

Utility services including water, gas and electricity are included in the rent (see Utilities policy contained in the House Rules).

### 6. Rates Taxes and Charges

The Landlord will bear all statutory rates taxes and charges imposed in respect of the Premises. The Tenant is to pay excess water charges as invoiced by the Agent every quarter, for water usage over 136kL (as this may be amended by regulation from time to time) unless otherwise indicated in the Agreement.

### 7. Condition Report (Inspection Sheet)

The Tenant acknowledges and agrees that they have received two (2) signed copies of the inspection sheet upon entering into this agreement. The tenant must mark-up the inspection sheet to show any parts the tenant disagrees with, and sign and return one (1) copy to the Landlord/Agent not later than Three (3) business days after commencing the lease.

### 8. Rent Review

The rent will be reviewed from time to time in accordance with the Act and the Landlord also reserves the right to increase the rent during this Agreement and in the event the Landlord wishes to vary the rental payable then the Landlord must give notice pursuant to Section 55 of the Act or as prescribed from time to time. The rent will be calculated in accordance with CPI of up to 10%

### 9. Tenants Obligations

#### 9.1 The Tenant must:

- a. Pay for all services and connections to the Premises to include but not limited to gas, oil, electricity, water consumption, internet, satellite TV and telephone costs unless otherwise agreed to.
- b. Keep the Premises clean and secure and notify the Landlord of any damage to the property and report immediately to the Landlord any breakdown or fault in equipment, water, electrical or other services to the property.
- c. Keep all drains clear and only use sewers and plumbing in the normal course and use.
- d. Use the Premises only as a place of residence and not for any other purpose without the Landlord's written consent.
- e. Pay for the cost of any repairs to the Premises where damage to the Premises is a result of a breach by the Tenant or their invitees of this Agreement or caused by the wrongful and or negligent act of the Tenant and or their invitees.

- f. Maintain the Premises the grounds and gardens to at least the same standard as presented at the commencement of the term of the tenancy.
- g. The Tenant will comply with all reasonable directions of the Landlord in relation to the maintenance, care and use of the Premises.
- h. Keep the Premises clear of rubbish and comply with any by-laws concerning rubbish collection.
- i. To take reasonable care to ensure the Tenant's guests do not interfere with, the reasonable peace, comfort or privacy of another tenant, or another tenant's use of the common areas.

#### 9.2 The Tenant will not

- a. The Tenant will not smoke in any part of the building or in any area surrounding the building designated as a 'no smoking' area from time to time or in any other area where smoking is otherwise prohibited by law.
- b. Alter or remove a lock or security device or add a lock or security device without the consent of the Landlord and the Tenant will insure all the Tenant's belongings against all risks.
- c. Without the Landlord's written consent to make any alteration or addition to the Premises whatsoever.
- d. Use or cause or permit the Premises to be used for any illegal or unauthorised purpose or cause or permit a nuisance. The Tenant must not cause or permit an interference with the reasonable peace, comfort or privacy of another person who resides in the immediate vicinity of the Premises.
- e. Intentionally or negligently cause or allow damage to the Premises (including placing of nails, plugs or screws and or fixing any adhesives to any part of the Premises whatsoever).
- f. Fix any television antennae to the Premises without the prior written consent of the Landlord.
- g. Use any part of the Premises except in connection with the intended purpose of the fixture or fitting.
- h. Keep any animals (to include birds, poultry, fish, mammals and reptiles) at or on the Premises.
- i. Interfere with any plant, equipment or machinery on the Premises other than in accordance with consent of the Landlord and the manufacturer's instructions.
- j. Bring any bicycle, motor cycle into the living areas of the Premises.
- k. Erect or place any sign or notice on or in the Premises.

### 10. Landlord's Obligations

#### The Landlord will:

- a. Deliver the Premises at the commencement of the term in a reasonable state of cleanliness.
- b. Provide and maintain the Premises and ancillary property in a reasonable state of repair at the beginning of the tenancy and will keep them in a reasonable state of repair having regard to their age character and prospective life and abide by all legal requirements regarding the buildings and health and safety in respect of the Premises.
- c. Provide adequate locks and devices to secure the Premises.
- d. Grant the Tenant quiet enjoyment of the Premises during the term and not interfere with the peace, comfort or privacy of the Tenant and will take all reasonable steps to enforce this obligation upon any other tenant of the landlord in occupation of the Premises.

### 11. Number of People

Only one (1) person is allowed to occupy the apartment; or as approved by the agent based on the room type. The number of persons occupying the apartment must not exceed the number of agreements in place for the same apartment.

## 12. Right of Entry

The Landlord may subject to the Act enter the Premises in the following circumstances:

- a. Immediately in an emergency.
- b. To carry out necessary repairs or maintenance at a reasonable time where the Tenant has been given at least 48 hours notice.
- c. As may be arranged with the Tenant but not more than once each week to collect rent.
- d. To inspect the Premises but not more than once every 28 days and at a reasonable hour upon not less than 7 nor more than 14 days prior written notice.
- e. For the purpose of showing the Premises to prospective tenants at a reasonable hour and on a reasonable number of occasions during a period of 28 days prior to the end of the tenancy.
- f. For the purpose of showing prospective purchasers at such reasonable times upon giving reasonable notice to the Tenant.
- g. At any time with the consent of the tenant given immediately before the time of entry.

## 13. Alternative Premises

The Landlord reserves the right during the term of this agreement to move the Tenant to alternative accommodation which is of a reasonably comparable standard to the room occupied by the Tenant under this agreement (and which may be in a hotel) only in the case of an emergency, or for the purpose of completing essential building work, provide that:

- a. The Tenant is given reasonable notice: and
- b. The Tenant will occupy the alternative accommodation on the terms of this agreement on the terms of this agreement (as far as those terms are applicable to the alternative room)

## 14. Compensation for Damages and Indemnity

If the Tenant causes damage to the Premises by removing a fixture the Tenant must notify the Landlord and at the option of the Landlord repair the damage or compensate the Landlord for the costs of repairing the damage. The Tenant will indemnify and keep indemnified the Landlord against all claims whatsoever brought by any party against the Landlord or the occupier of the Premises arising from the Tenants breach of this Agreement and or any negligence arising from the Tenants use of the Premises.

## 15. Subletting and Assignment

The Tenant may not sublet the Premises or assign his interest under this Agreement without the prior written consent of the Landlord which consent will not be unreasonably withheld.

## 16. Termination

The Landlord may terminate this Agreement by notice given should there be any breach of the terms of this Agreement. Such notice is to be given in a written form specifying the breach and informing the Tenant that if the breach is not remedied within the specified period (which must be a period of at least 7 days) from the date the notice is given then the tenancy will be terminated by force of the Notice. Notice will be in the form prescribed under the Regulations. The Landlord may terminate the Agreement on the grounds of non-payment of rent where rent or any part thereof has been outstanding for a period of 14 days.

### 16.1 Termination by Landlord

#### a. For Fixed Term

If the tenancy is for a fixed term the Landlord can terminate for cause again subject to the Regulations as above in clause 16.

#### b. For Periodic Tenancy Only

If the tenancy is a periodic tenancy the Landlord may terminate this Agreement in accordance with Regulations and the form of Schedule 3 of the Regulations for cause. The

Landlord may further give the Tenant at least 120 days' notice of termination of the Agreement without specifying any grounds for the notice but again in the form regulated by Schedule 3 of the Regulations. Notice of termination can also otherwise be given of not less than 60 days if the Premises (property) is sold and of not less than 90 days if the Premises are required for personal use.

#### c. For Rent Arrears

Where termination is sought by the Landlord on the grounds of non-payment of rent, fourteen days of unpaid or part-paid rent must elapse before a termination notice can be issued.

### 16.2 Termination by Tenant - For Periodic Tenancy Only

If the tenancy is a periodic tenancy the Tenant may terminate this Agreement by giving a notice in writing to the Landlord of at least 21 days or a period equivalent to a single period of the tenancy (whichever is the longer) without specifying any ground for the notice.

### 16.3 Termination by Landlord or Tenant

#### a. For Breach of Agreement

Either the Landlord or the Tenant may terminate the tenancy by notice of termination given to the other for breach of any term of the Agreement. Such notice is to be in the written form required by regulation, specifying the breach and informing the Tenant or Landlord that if the breach is not remedied within a specified period (which must be a period of at least 7 clear days) from the date the notice is given, then the tenancy is terminated by force of the notice.

#### b. On Hardship Grounds

If the continuation of a residential tenancy agreement would result in undue hardship to the Landlord or the Tenant, the Residential

### 16.4 Termination not otherwise given

Except as stated in clause 16.3 of this document, neither the Landlord nor the Tenant may give notice of termination before the end of the term of this Agreement. If the Tenant vacates the premises before the end of the term of this Agreement without the approval (preferably in writing) of the Landlord, they may be liable to the Landlord for the costs associated with finding a new Tenant, reletting the premises and for any loss of rent.

## 17 Re-letting

If the Tenant breaches this Agreement during its term and the Landlord re-lets the Premises the Tenant will pay the Landlord's reasonable re-letting costs including advertising out of pocket expenses and legal fees together with the rent until the property is re-let. The Landlord or its manager may make a charge for processing an application for consent to sublet or re-let the property.

## 18 Definitions

A reference to an Act of Parliament or to a section of an Act includes any amendment thereto or re-enactment thereof for the time being in force. Where 2 or more persons are named in this Agreement their liability will be joint and several. A person will mean and include a corporation. A reference to the Landlord will mean and include the Manager of the Landlord from time to time acting and will include the servant agents and employees of the Landlord and or the Manager. Premises will mean and include the land together with any chattels included and ancillary property of the Landlord existing at the Premises. The Manager will be the party described in this Agreement being the Agent or other party acting for the Landlord in the management of the Premises.

## 19 GST

Rental will not include GST. The Tenant will pay all GST unless excluded by law. GST will mean any Goods and Services tax imposed to include A New Tax System (Goods and Services Tax) Act 1999 or any amending or replacing Act.

## Part 3 Special Terms

### Resident Handbook & The House Rules

- The House Rules (Appendix 1) and the UniLodge City Gardens Resident Handbook (emailed to Tenant) forms part of this lease and tenants have read all terms and conditions accepted and abided by as a Tenant of UniLodge City Gardens.

### Common Areas

- The tenant agrees that the common areas are intended for use by all Tenants and the quiet, safety and enjoyment must not be prohibited.

### Damages and Maintenance

- For all maintenance issues please contact Reception and complete a Maintenance Request Form
- Costs to fix damage or maintenance in the apartment caused by the tenant will be charged to the tenant.
- If the damage or maintenance has occurred in the common areas of a multi share apartment the cost will be charged to the responsible tenant. If the damage or maintenance is not claimed by an individual tenant/s then the charge will be shared equally across all tenants of the apartment.

### Fire Alarms

- If, due to the actions of the tenant, a fire alarm within the building is triggered and, as a result, the relevant fire authority charges the UniLodge City Gardens a false call-out charge or any other charge associated with the triggered alarm, the tenant will reimburse to UniLodge City Gardens the full extent of those charges within 14 days of receipt of an invoice from UniLodge City Gardens. The fines currently in excess of \$1500.

### Keys/ Access cards

- Access cards to your room/ apartment will be issued at check in time. If your Access card is lost or stolen, the access cards need to be replaced on tenant's cost. It will cost between \$50.00 to \$100 to replace.
- Do not under any circumstance, lend your access card to another person. This compromises the integrity of the security of the complex and can put the safety of all tenants at risk.
- The Tenant acknowledges and agrees that the following fees apply if the Tenant lock themselves out or if swipe card are lost/stolen. Cost of replace lost swipe card and lock out fees are:
  - Replace of Access Card – cost between \$50.00 - \$100.00 per card
  - Lock out during office hours – FREE of cost
  - Lock out after Hours - \$60.00 (Monday to Saturday)/ \$100.00 (Sunday and Public Holiday)

### Reference Number

- Payment reference number stated on the item 9.2 is to be used at all times when depositing rents, fees or any other charges in to UniLodge City Gardens Account, to enable all payments to be identified. If Tenants do not use this reference number, we may not be able to allocate the rent, and may result in falling behind in rent payment and possible eviction proceeding.

### Personal Information

- The tenant acknowledges and agrees that the Provider will handle the tenant's personal information (and all third party personal information provided by the tenant) in accordance with the Privacy Act.
- The tenant consents to UniLodge City Gardens disclosing their personal information to related entities and emergency services staff in the event of a serious event. The tenant's nominated emergency contacts and related entities may also be contacted in these instances.

### Tenant Responsibilities and Obligations

- The tenant uses and occupies the room, the apartment, the common areas and equipment provided at his or her risk.
- The tenant releases the Provider/Manager from any claim for injury or loss of property which the tenant has, claims or suffers during the term of this agreement except where it is caused as a result of the negligence of the Provider/Manager.
- Pay the rent by the due date and by the agreed method of payment
- Do not use the premises for illegal purposes
- Do not cause a nuisance or interfere with the reasonable pace, comfort or privacy of any other Tenant
- Keep the premises and inclusions clean
- The tenant agrees that cleaning of common area spaces inside any multi share apartment remains the responsibility of all tenants in that apartment as this space is provided to only a minority of the providers tenants.
- All guests/visitors must abide by the rules of the building and tenants are responsible for your guests' behavior

### **Tenant Responsibilities and Obligations**

- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions
- Abide by the rules of the Rooming House Agreement and rules and regulations of the building
- Only use the premises for residential purposes unless otherwise agreed in writing
- Report to UniLodge City Gardens any damage/maintenance issues to your apartment immediately
- Report any damage/required maintenance of building common areas immediately
- No additional hooks or nail of any type are to be placed in wall, doors or ceiling for the purpose of hanging pictures, plants or anything similar. Should the tenant not comply with the above instructions, the landlord reserves the right to have the walls or ceiling professionally restored at the tenants' expense.

### **Smoking**

- Smoking is prohibited inside the premises at all times. This includes all apartments, in door common areas and fire stairs.

### **Smoke Detectors**

- The tenant acknowledges that it is an offence to tamper with, cover or remove any fire detector, smoke alarm or sprinkler. Fines will apply.

### **Sub-letting**

- The tenant may not grant other person/s a license to occupy or use the whole or part of the premises for the tenant's commercial gain, whether by written or verbal agreement with the other person/s, without the lessor's consent having first been obtained. The lessor must act reasonably.

### **Tradesman Access**

- The tenant agrees to permit access to all tradesmen when required. Should the tenant not be home when the tradesmen have arranged to be at the property, the tenant agrees to allow access to the tradesman with UniLodge's Access card'

### **Terminating an Agreement or Breaking a fixed term lease**

- If a tenant wishes to end the agreement early they must sign and return a Tenant Agreement Break Lease Notice Form, which can be obtained from the Reception. As per the procedure outlined in the form UniLodge City Gardens can assist the tenant with Tenancy take overs, however UniLodge City Gardens makes no guarantees about finding a replacement tenant and encourages the tenant to conduct their own search for a replacement tenant e.g. advertising on social media.
- All replacement tenants must be:
  - Enrolled as a either fulltime, part-time or casual student and able to prove their study status
  - Same gender student must apply eg. Male with Male
  - New UniLodge City Gardens Tenants eg. The replacement tenant cannot be a person who already resides at UniLodge or who has a confirmed booking held with UniLodge City Gardens.
  - Payment for breaking the agreement:
    - Any rent which falls due until the new tenant is found; and
    - A pro rata letting fee up to the equivalent of two (2) weeks rent (as calculated by the Residential Tenancy Tribunal Formula)
  - Any advertising costs associated with the re-letting of the premises.
  - Any other costs reasonably incurred by the Landlord as a result of the breach by the TENANT.

### **Vacating your apartment at the end of the lease**

- The unit has been professionally cleaned prior to your arrival and must be returned at the same or better condition at the end of the lease agreement.
- Tenant may elect to have UniLodge City Gardens organize a professional end of lease clean. See Reception for prices.
- If the tenant elects to undertake their own cleaning of the apartment, a cleaning checklist is to be obtained from reception. UniLodge City Gardens reserves the right to deduct appropriate costs from the rental Bond should the apartment not meet the expected standard after the Tenant has cleaned.
- If additional cleaning is required in the apartment common areas and responsibility is not claimed by an individual/s then the costs will be shared equally across all Tenants of the apartment.
- The tenant must remove all their belongings by the date and time stated in this agreement.
- Return all security access swipe cards to building management on the lease ending date.

**Signature of Resident**

<b>Name</b>	<b>YOUR NAME</b>
<b>Signature</b>	
<b>Date</b>	____/____/____

**Signature of Manager/Provider**

<b>Name/trading name</b>	UniLodge South Australia Pty Ltd trading as UniLodge City Gardens
<b>Signature</b>	
<b>Date</b>	____/____/____

SAMPLE

## Appendix 1

### UniLodge City Gardens – House Rules

#### Introduction

The House Rules (Rules) are a supplement to the Agreement and form part of the Residential Tenancy Agreement and any applicable legislative provisions aimed at providing guidance and additional information on UniLodge City Gardens policies and procedures.

Tenants are required to comply with the House Rules during their stay. Any failure by Tenants to comply with these Rules will constitute a failure to comply with the provisions of the Residential Tenancy Rooming House Agreement and may lead to disciplinary action including termination of a Tenant's right to reside in the Property.

UniLodge City Gardens Management will give 7 day's written notice to any updates to the Rules. If the update relates to risk and safety, the amendment to the Rules will come into effect immediately.

#### 1 Property Induction

Tenants are required to attend compulsory inductions within 72 hours of checking-in to the Property. Inductions cover fire safety, maintenance, the residential life program, health and safety and support service.

#### 2 Property Access and Security

UniLodge City Gardens has policy and procedure in place to provide Tenants with a safe and secure environment. However, Tenants must ensure the following measures are taken to maintain an appropriate level of security:

- (1) Room Access card must not be left unattended;
- (2) Room Access card are for individual use only and must not be shared with other Tenants or non-Tenants;
- (3) Ensure that the apartment/ room door closes and locks behind them when leaving or entering;
- (4) Tenants must NOT allow anyone to follow them into the property;
- (5) Tenant must not access unauthorized areas of the property (i.e. roof areas not designed for Tenant's use, back office, control rooms etc.) under any circumstances
- (6) Tenant must not obstruct access to fire exists, property access points or Room/apartment doors.
- (7) If Tenant is locked out of the room, please contact the Residential Advisors or Reception Staff to gain access to the Room and appropriate identification MUST be provided.
- (8) Cost of replace lost Access card and lock out fees are:
  - (a) Access Card – cost between \$50.00 - \$100.00 per card
  - (b) During office Hours – FREE of cost
  - (c) After Hours Lock out fees
    - \$60.00 (Monday to Saturday)
    - \$100.00 (Sunday and Public Holiday)
- (9) Lockout Fees APPLY – No Exceptions – Fees to be pay within 48 hours.
- (10) Tenants must report any suspicious people or behavior to the UniLodge City Gardens staffs; trespassers and any persons deemed to be unauthorized by the staffs will be asked to leave the property immediately.

Please be aware above prices are subject to change.

## General Information of Occupancy

### 3 Additional Furniture

The installation of other furniture into a Tenant's apartment is not permitted unless a written application (with dimensions and all applicable details) is submitted to and approved by UniLodge management.

### 4 Absent from Your Apartment

If you intend to leave your unit for longer than 3 nights, please ensure you advise reception. You will need to fill in an extended leave form and reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday Entry condition report.

Every request will be looked at separately depending on the size of the unit and furniture required.

### 5 Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow Tenant 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 a staff member. In most cases, problems can be resolved through informal enquiries and discussions.

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

- (1) Talk politely and openly to the person involved. It is best to be open and honest and try to resolve the issue with the person directly. This isn't always easy, but will give you the chance to voice your concerns personally.
- (2) If you feel the matter has not been dealt with, inform the person that you will take the matter to UniLodge staff
- (3) If you feel the matter has not been dealt with, you can take the matter to the Property Manager of UniLodge City Gardens and submit a complaint form to reception. Your complaint will remain confidential.

Should you at any time be unsatisfied with any outcome in regard to your rights of tenancy, please contact reception to fill in our complaints form that can be submitted to: [citygardens@unilodge.com.au](mailto:citygardens@unilodge.com.au)

The house rules, and the following, form part of your lease agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise reception.

### 6 Internet

As a Tenant of UniLodge City Gardens, you receive unlimited Wi-Fi. Please refer to the information given in your arrival pack and on the signage around the building for assistance and troubleshooting with your internet connection. Wi-Fi is available throughout the entire building.

## 7 Utilities

- (1) Water Usage – Tenants must ensure that all taps and showers are turned off completely and not left dripping. Toilet have a dual flush function – a half flush instead of a full flush will save 9 liters of water each time it is used. If there is any dripping or leaking taps, please report them to UniLodge City Gardens as a matter of urgency.
- (2) Electricity Usage – To avoid excessive and unnecessary electricity costs, all Tenants are to ensure that key card are not left in the apartment/ room key card slot when on one is home. Tenants must seek permission for any additional appliances to be kept in the room (i.e. fridges) additional charges may apply, if approved.
- (3) Garbage Collection – All Tenants of the Property are responsible for placing their rubbish in the waste bin/chute provided. All Tenants must place recyclable rubbish only in the recycle bins/chute provided. Please do not try to squash large items down the bin chute as it will cause the blockage of the chute. Please ask the staff at the reception for the location of large rubbish items.

## 8 Room Moving Fee

If you wish to upgrade or simply move to a different room, you can request for a room move by simply sending us an email or speak to our Reception staffs. All requests will need to be submitted in writing and are subject to availability. You will be required to pay a room move fee and organize departure cleaning from your current room.

## 9 Room Inspection and Access to Tenant Rooms

UniLodge conduct regular Room inspections to identify potential issues and hazards and ensure that health, safety and cleanliness standards are maintained at a high level.

Tenants are expected to pass inspections and adhere to the prescribed standard. Repeated failure to pass inspections will result in charges for professional cleaners and/ or removalists to return the Room to the original condition.

UniLodge City Gardens reserves the right to enter any Room on the following basis:

Reason for Entry	Notice Period
General Inspection	7 days
UniLodge repairs and maintenance	48 hours
Tenant requested maintenance	None
Emergencies (determined by UniLodge team at the discretion) ie: urgent repairs, concerns around Tenant's health and welfare	None
Civil and Administrative Tribunal Order	None

## Rules of Occupancy

### 10 Access to other Apartments

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

## 11 Alcohol

UniLodge City Gardens promotes the responsible consumption of alcohol for Tenants over the age of 18. UniLodge opposes excessive consumption of alcohol and binge drinking, as we are home for all Tenants and should not be treated as a drinking place. All Tenants should be able to study and sleep without being disturbed by other Tenants. While UniLodge permits responsible consumption between friends it opposes groups or individuals who wish to consume more than a few quiet drinks.

Alcohol is permissible (if you are over the age of 18) only if consumed within the designated drinking areas. Alcohol is NOT permitted in any area outside of Tenant Apartments/ Bedrooms.

Any alcohol is to be consumed in moderation and there is to be no excessive noise. Noisy students will be asked to quiet down or directed to leave the building. Intoxication will under no circumstances be accepted as an excuse for misbehavior. The full consequences will apply for misbehavior following any destructive or socially unacceptable acts, inclusive of where the Tenant cannot remember the wrongdoing. Kegs, funnels, yard glasses, beer bong and other related implements that may encourage rapid consumption are not permitted.

Breakages of glass or items that may cause injury must be reported to UniLodge City Gardens reception or the RA on duty immediately. It is the responsibility of those consuming the alcohol to put all rubbish, including bottle tops, into the bins provided. Empty alcohol containers must be disposed of appropriately and in a timely manner. Please respect the opening hours of the common areas. UniLodge staff and RA's may shut down any activity at any time that is deemed in breach of this policy.

All empty glass bottles and cans must be properly disposed off in the recycling bin chute.

## 12 Behaviour

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

## 13 Gambling and Gaming

Gambling is not permitted on the premises. Any member of UniLodge City Gardens who is found to have undertaken actions not in accordance within this rule will be issued with a breach notice which could potentially lead to termination of lease.

## 14 Cleaning

All tenants are responsible for the day to day cleaning of their apartment, rooms and shared areas clean to ensure the prescribed standards of hygiene and cleanliness are maintained. For extra help with cleaning please contact Reception for details and cost of our appointed cleaners. You can sign out/borrow a vacuum cleaner from reception.

## 15 Common Property

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

## 16 Departure Clean

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Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain, prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it.

To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations.

We can offer this service to you which includes professional cleaning and carpet steam cleaning. (please contact reception for pricing).

You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond. If the cleaning is unsatisfactory we will engage our professional cleaner at an additional cost.

For the cleaning of multi share apartments, please see reception for rates for common areas.

## 17 Drugs & Illegal Substances

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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.

## 18 Eligibility of Tenants

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- (1) Enrolled as a either fulltime, part-time or casual student and able to prove their study status
- (2) All Tenants and other occupants must be registered and sign a Residential Tenancy Rooming House Agreement.
- (3) UniLodge City Garden is NOT a suitable environment for children under the age of 16
- (4) Tenants must not sub-let the apartment and have more the allowed number of Tenant stays in the apartment under any circumstances.

## 19 Events in the Room

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Tenants may hold small events in their room without filling out an event request form. A small event is deemed to be

- (1) no more than 6 extra guests in a 6 bedroom apartment
- (2) no more than 3 extra guests in a Studio and a Two Bedroom apartment

If an event is being held with more people than the guidelines above, an event request form must for completed at reception. Any in-room event which has the potential to be disruptive to the community should instead take place in a common area.

## 20 Events in Common Space

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Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this and is sober and present for the entire duration of the party. In multi share apartments, they require the unanimous consent of all Tenants before having these events. An event cannot exceed:

- (1) 20 guests in total in a 6 bedroom apartment
- (2) 6 guests in total in a Studio and a Two Bedroom apartment

The number of guests allowed for each requested event in a common area will be assessed on an individual basis. The use and set up of the space, activities being conducted within it and the room's capacity within safety regulations will all be part of the decision.

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

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

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

Most events that are non-academic in nature will not be approved during the Exam period. **Events must conclude by 11pm.**

For a gathering in a multi share apartment, the host must always have the unanimous consent of all other Tenants in that multi share.

## 21 Exam and Study Time

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During official university study and exam periods, no social gatherings can be held that disturb other Tenants. Tenants who finish their exams early and wish to celebrate are advised to celebrate outside of UniLodge.

Official UniLodge events held during this time will normally be low key and aimed at providing Tenants with the opportunity to take a quiet break from study.

## 22 Furniture & Equipment

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

## 23 Pest Control

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Tenants are expected to maintain good housekeeping in their room and shared areas and ensure appropriate measures are taken to prevent infestations. If an infestation has been found to be caused by a tenant, the tenant will be charged for the cost incurred to eradicate the infestation.

## 24 Noise

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All Tenants must observe consideration for their neighbors. If a Tenant 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 Rooming House Agreement. If you believe someone is causing noise pollution, please contact Reception or Residential Advisor on duty. If the issue persists, please contact the local on 131 444.

In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows hours:

- (1) Monday to Thursday before 7:00am and after 10:00pm;
- (2) Friday, Saturday & Public Holidays before 9:00am and after 11:00pm;
- (3) Sunday before 9:00am and after 10:00pm.

**Please use common sense and consideration.**

## 25 Non-Tenants of UniLodges

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

Hosts should be aware of these rules:

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

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

## 26 Overnight Guests

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Only one overnight guest is permitted at a time for the Studio Apartment.

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

All Tenants must complete a guest request form available from reception and have their guest approved by UniLodge City Gardens at a minimum of 24 hours prior to the guest's arrival. A guest can only stay for a maximum of three (3) consecutive nights at UniLodge City Gardens and will not be permitted to be signed in by another Tenant to extend their stay at the property.

Overnight stays during examination periods will be considered on a case by case basis.

All guests must obey all of UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge City Gardens Tenant Handbook. Tenants will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

Guests who do not abide by the rules and regulations of UniLodge City Gardens can be asked to leave at any time.

## 27 Pets

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Pets or animals are not accepted at UniLodge City Gardens – this includes fish.

Guide dogs and other registered assistance animals permitted – if required please inform the team at UniLodge City Gardens and obtain a registration form.

## 28 Smoking

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Smoking of any substance, including e-cigarettes is strictly prohibited in the room and or apartment and all buildings, including all indoor and outdoor 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.

However, if Tenants must smoke, there is a designated smoking area in the courtyard and rules will apply.

## 29 Visitors

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Tenants are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge City Gardens Tenant Handbook. **All visitors must leave by 10pm.** All unwanted visitors or trespassers should be reported to UniLodge City Gardens. If you are expecting visitors, you must personally come down to reception to verify and pick up their visitors.

## Building Facilities

### 30 BBQ Facility

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A Barbeque is located on the Ground Floor – Outdoor courtyard area. Please contact reception for use. Please ensure that the barbeque is cleaned after use, otherwise, a cleaning fee may apply.

### 31 Bicycles Storages

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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 kept and secured only in the purpose built storage area.

It is strongly 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 the loss of Tenants' bicycle and/or locks and chains. Where bicycles are parked at an unauthorized spot, UniLodge management reserves the right to remove the bicycle without prior notice.

### 32 Common Property

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

### 33 Reception

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Our staff will assist with questions and queries regarding the property, and 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 – 5:00pm
Saturday / Sunday	Closed
Public Holidays	Closed

### 34 Communal/ Common Areas

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The Building's common areas are for the use and enjoyment of all tenants. Non-tenants who are registered with reception and tenant's guests are also allowed to use Building facilities, if accompanied by a tenant except for gyms. **Gyms are for use of Tenants ONLY.**

UniLodge City Garden does not encourage the use of Building's common areas by non-tenants on a regular basis and reserve the right to restrict non-tenant use and/ or access to the recreational facilities.

All tenants must leave all common areas neat, clean and tidy after use.

All kitchen appliances and benches are to be cleaned after use. Personal cooking utensils, cutlery and crockery must be washed, dried and removed from the communal kitchen area.

All tenants of the building are responsible for placing their rubbish in the waste bins provided.

Tenants are not permitted to sleep in the Building's common area.

Please respect the opening hours of the common areas.

### 35 Mail boxes

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The mail boxes for each individual apartment are located behind the reception area.

UniLodge City Gardens accepts no responsibility for any lost, damaged, misplaced or misdirected mail or items delivered to the Property. Any mail not address to a Tenant registered with UniLodge City Gardens will be returned to the sender. All mail no collected within one calendar month will be returned to the sender.

### 36 Laundry Facilities

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Tenants are required to provide their own laundry detergent/ powder and any other laundry product they wish to use.

- (1) Tenants must not leave items in the machine after the cycle is finished;
- (2) Tenants are always to keep the laundry area clean and tidy and not to store personal items in the laundry area;
- (3) Irons and ironing boards are available at the laundry area to all Tenants.
- (4) Charges apply for the use of a washing machine and a dryer
- (5) If any items are left behind in the laundry or machines, these will be placed into the lost property box, and if not retrieved within 7 days, will be disposed of by the cleaners.

### 37 Gym

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The gym is intended for the exclusive use of UniLodge City Gardens Tenants ONLY. No visitors/guests are allowed to access or use the gym or equipment.

- (1) Tenants are responsible for their own property and must not leave any valuables unattended.
- (2) A gym towel must be used at all times to place on benches and wipe down equipment after use.
- (3) Exercise gear fit for purpose and enclosed shoes must always be worn. Thongs, sandals, bare feet, denim trousers, shorts with studs and bare chests are strictly prohibited.
- (4) In peak times or when other Tenants are waiting, equipment must be shared where possible; use of cardio equipment must be limited to 20 minutes.
- (5) Each piece of equipment must be used for its intended purpose only. Tenants must follow the instructions provided and are prohibited from making up their own ways of using equipment.
- (6) Tenants are prohibited from bringing their own fitness equipment (i.e. weights, benches etc.) to use in the gym.
- (7) Using facilities while under the influence of alcohol or drugs, bringing or using alcohol or drugs in the gym is strictly prohibited.
- (8) Only drink in plastic or aluminum bottles containing water and sports drinks are allowed in the gym. No food or other beverages should be brought or consumed in the gym.
- (9) If unsure of anything or require assistance, please ask reception staff for help.
- (10) Any Tenant who causes damage to equipment in the gym will be held responsible and will be required to pay for such damage.
- (11) If any equipment is broken or unsafe to be sure to notify Reception staff immediately.
- (12) **In case of any emergency, call 000 immediately.**

### Emergency Procedures

#### 38 Assembly Location

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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 **227 Currie Street – MSY Technology Car park area** (Refers to **Appendix 2 – Assembly location map**).

#### 39 When you hear the Fire Alarm:

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

**DO NOT USE THE LIFTS IN ANY FIRE EMERGENCY  
IN CASE OF AN EMERGENCY DIAL 000**

## 40 Fire Sprinklers & Detectors

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### Your Apartment is fitted with smoke detectors and sprinklers

- (1) The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- (2) 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.
- (3) Any interference or alteration of any fire exit or fire door is also a serious breach and will incur severe fines.
- (4) 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 liters 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 - Every time there is a call out the tenant must pay the callout fee, approximately from \$850.00**

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

## 41 Cooking in your apartment

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All Tenants are strongly recommended to do the following:

- (1) Pull out the exhaust fan above the stove top and have it set to high
- (2) Open windows
- (3) Put your air conditioner onto FAN so that it can circulate air through the apartment.
- (4) 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.**

## 42 Criminal Activity

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

## Health & Safety

As Tenants you must not partake in any act or behave in a manner that does that will promote a hazard to yourself or someone else. This includes, but is not limited to, preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notice or equipment.

## 43 Building Security

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

- Tenants must carry identification at all times and, if requested, show it to management, security or staff
- Under no circumstances may Tenants loan out their access card
- Tenants are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the rules of the lease whilst in the building
- Tenants are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves

## 44 Identification

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

## 45 Informing Emergency Contact Person(S)

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As a general rule, informing the nominated emergency contact person(s) is at the option of the Tenant. However, in cases where there is grave concern for the health or wellbeing of a Tenant, management may contact the emergency contact person(s) nominated by a Tenant in their Room House Agreement.

## 46 Intruders

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

Remember:

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

If in doubt, please contact UniLodge City Gardens staff.

## 47 Personal belongings and Insurance

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

Contents insurance can be purchased through UniLodge for an additional cost on top of your normal rental payments. Please contact reception for more information.

## 48 Security

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

## 49 Social Media

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

UniLodge APP is the place to go to find out what is going on at your UniLodge property. Get access to important links and information, find out what events are running, and sign up and pay via our online payment gateway.

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

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

Think before you post. The internet has a history of thoughtless posts that users later regret.

Be respectful. UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.

Be accurate. Please check your facts before you post and ensure you use the most up to date information available.

Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.

Be honest. Be honest about who you are. State your sources when quoting others.

Be ethical. Ensure your posts are fair to all concerned and do not exploit others in any way.

Don't breach copyright. Be particularly careful in regard to music (including video soundtracks), videos and photographs.

Add value and don't spam. Supply and share information that is relevant and of interest to the UniLodge community.

Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.

Protect your privacy. Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

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

## 50 Video Surveillance

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UniLodge City Gardens has 24-hour video surveillance. While these cameras can be of assistance in managing issues, the best defense is for all Tenants to maintain a vigilant attitude towards safety and security.