

**STUDENTLIVING**<sup>®</sup>  
BY **UniLodge**<sup>®</sup>

ON FLINDERS

# RESIDENT HANDBOOK

# WELCOME

## Welcome to Student Living on Flinders

Dear Resident,

Welcome to Student Living on Flinders. We trust that your stay here will be both enjoyable and productive.

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

All the members of the Student Living 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 Resident Handbook are based on common sense and much of the content will already have been explained when you checked 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 Student Living 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.

Lisa Zailanee

Property Manager Operations

***Enjoy your stay!***

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# CONTACT DETAILS

## RECEIVING MAIL

### YOUR POSTAL ADDRESS IS:

(Your name)

(Your room number) /238 flinders street Melbourne VIC 3000

All mail will be delivered to 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.

## Sending mail

The closest Australia post office is located at 440 Collins Street, Melbourne VIC 3000.

## IMPORTANT CONTACTS

<b>OFFICE NUMBER</b>	03 9224 7888
<b>OFFICE ADDRESS</b>	339 Swanston Street, Melbourne VIC 3000
<b>OPERATION HOURS</b>  MONDAY TO FRIDAY SATURDAY SUNDAY	  8:30AM – 5:00PM CLOSED CLOSED
<b>EMERGENCY (POLICE, FIRE, AMBULANCE)</b>	000

# SETTLING IN

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 Student Living on Flinders. If you are having difficulty settling in or getting used to 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! Student Living on Flinders 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 and general information.

Student Living also has a program in place called the Project 100 that aims to check up on renters fortnightly. This is normally conducted through friendly chats in person or by phone.

In order to assist students, the Resident Handbook has simplified the rules of the Owners Corporation. For a more detailed and comprehensive look at these rules, we have sent the rules in your confirmation email. Alternatively, please see contact us to view the complete copy.

Please note that it is your responsibility to read the Resident Handbook and understand the rules of occupancy.

We hope that you enjoy your stay here at Student Living on Flinders! If you have any questions after reading this handbook, please do not hesitate to contact us and we will assist you in any way that we can.

# RULES OF OCCUPANCY

Residents must read the information contained in this handbook and sign the acknowledgement form.

## **RIGHTS & RESPONSIBILITIES**

Student Living on Flinders acts as the managing agent for the Landlord of your apartment.

### **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. Student Living on Flinders is a smoke free zone.
- Dispose of your rubbish in the garbage chute. If the item is bigger than a grocery shopping bag, please speak 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 neighbour.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.
- 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.

### **LANDLORD 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 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 substances within the premises.

### **LANDLORD 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 in 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 Student Living on Flinders.
- All Residents must be registered and sign a Residential Tenancy Agreement.
- Residents must not sub-let the apartment under any circumstances.

# RENTAL AGREEMENT

## Rent

Rent is to be paid in advance. Failure to pay rent in accordance with the Residential Tenancy Agreement may 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  
BSB: 113-879  
Account No: 420 220 350  
Reference: ***All rental payments MUST be transferred with your room number for Student Living to clearly identify your payment.***

**OR** We also accept EFTPOS & Credit Card payment. (Surcharges apply for these methods)

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

## Bond

The Bond is sent to the RTBA – a government organisation and held in trust for the term of the tenancy. 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 Student Living on Flinders representative. This condition report will be checked to inspect 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. Failure to do so will result in the original Condition Report forming the basis for any Bond claims at the end of your tenancy.

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date.
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 Flinders 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 reletting fees as set out in your Residential Tenancy Agreement.
- In all cases, a departure cleaning fee applies.

### **Important reminder to Residents**

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

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements.

### **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 by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement.

### **Noise Levels**

All residents must observe consideration for their neighbours. No excessive noise is permitted after 9:00pm to 7:00am. Noise disturbances can potentially lead to eviction and / or legal prosecution.

### **Smoking**

Smoking is NOT PERMITTED anywhere inside the building. Smoking is only permitted outside of the building so please exit before lighting up.

### **Alcohol**

Alcohol is NOT PERMITTED to be consumed in the common areas of the building.

### **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 this rule may result in eviction.

### **Insurance**

Residents acknowledge that the landlord's insurance does not provide cover for the resident's possessions.

### **Intruders**

- If you see anyone behaving suspiciously, please contact the building management.
- At no circumstances give access to unknown person/s.
- Do not give out another resident's room number to others.

# BUILDING SECURITY

- Your **door must be always locked.**
- Under no circumstances must residents loan out their proxy card or swipe card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown.

## Access to other apartments

To prevent trespassing and theft, all Residents should keep their doors closed and locked regardless of whether they are in or out of their apartment.

## Keys

- Keys should always be carried with you.

## Lockouts

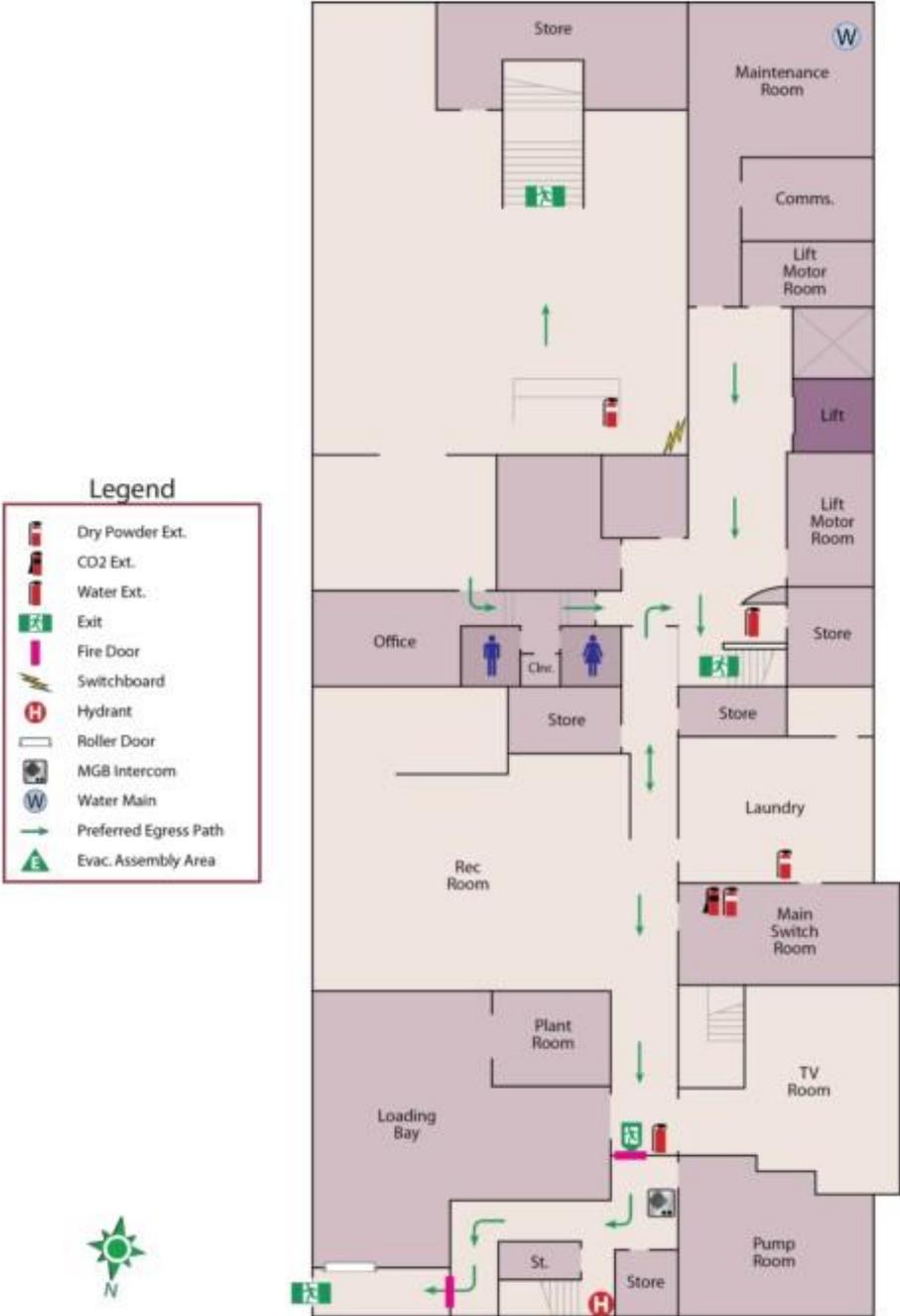
- A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.
- If you have lost your apartment swipe card and/or proxy card, charges will apply to replace it.
- A fee will be charged to replace a lost swipe card/proxy card, or if the card is not returned at the end of tenancy.

## EMERGENCY FIRE PROCEDURES

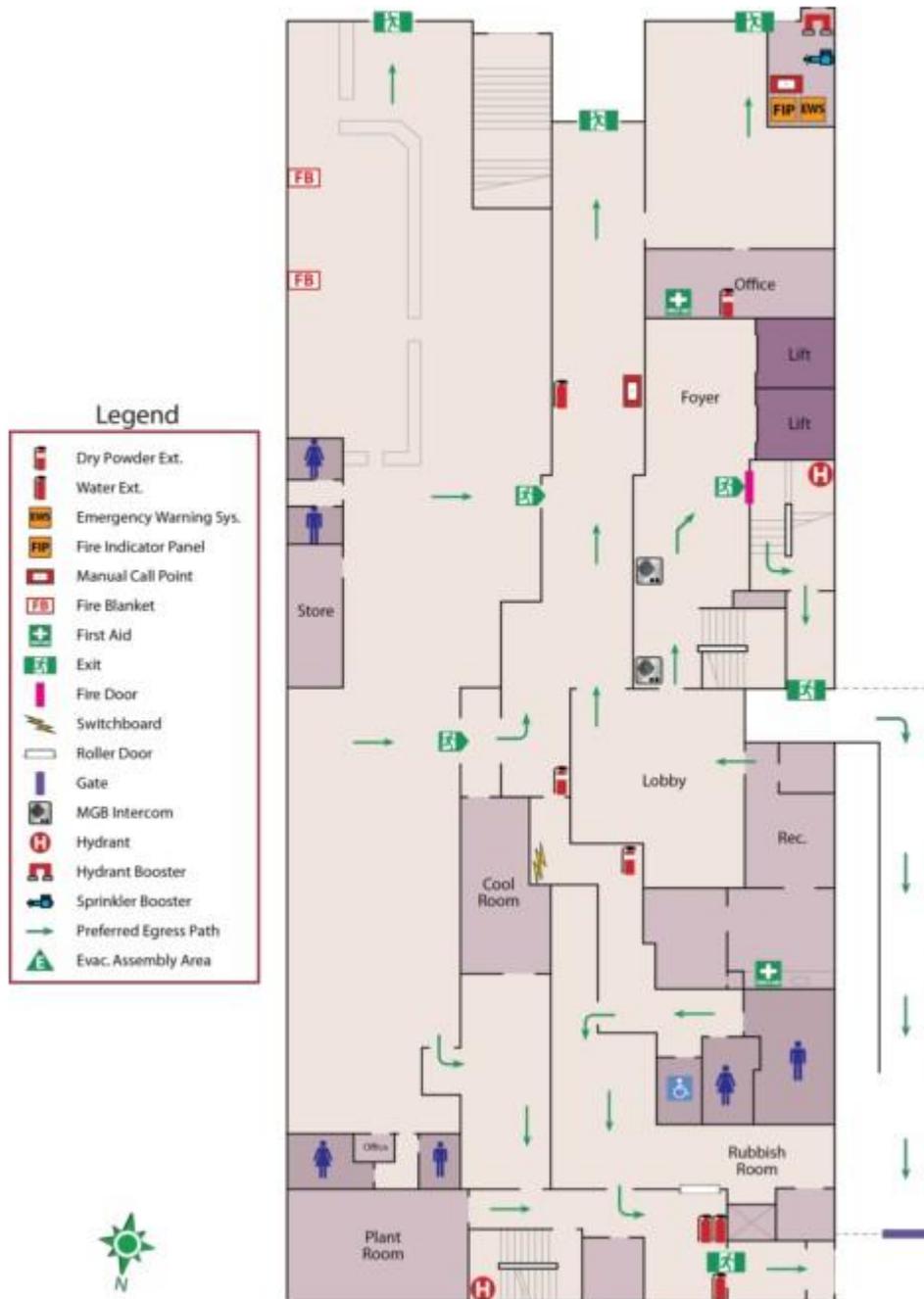
- Assist any person in immediate danger, only if safe to do so
- Call the fire brigade on 000
- Extinguish the fire if safe to do so
- Evacuate to the assembly area – do not use lifts if there is a fire  
*(evacuation details and instructions are on the back of your apartment door)*
- Remain at assembly area which is between Flinders Street and Swanston Street

# EVACUATION PLAN

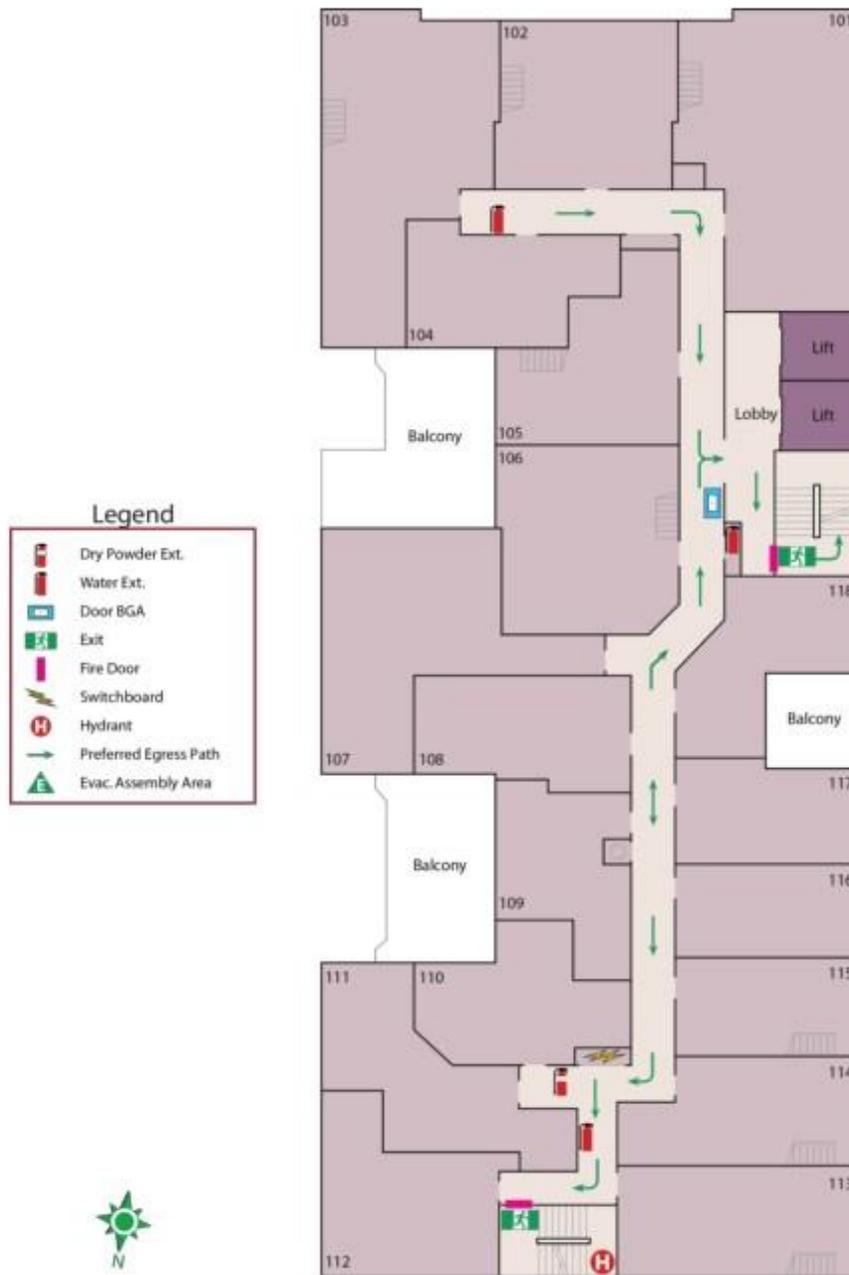
## I) Evacuation Diagram Basement



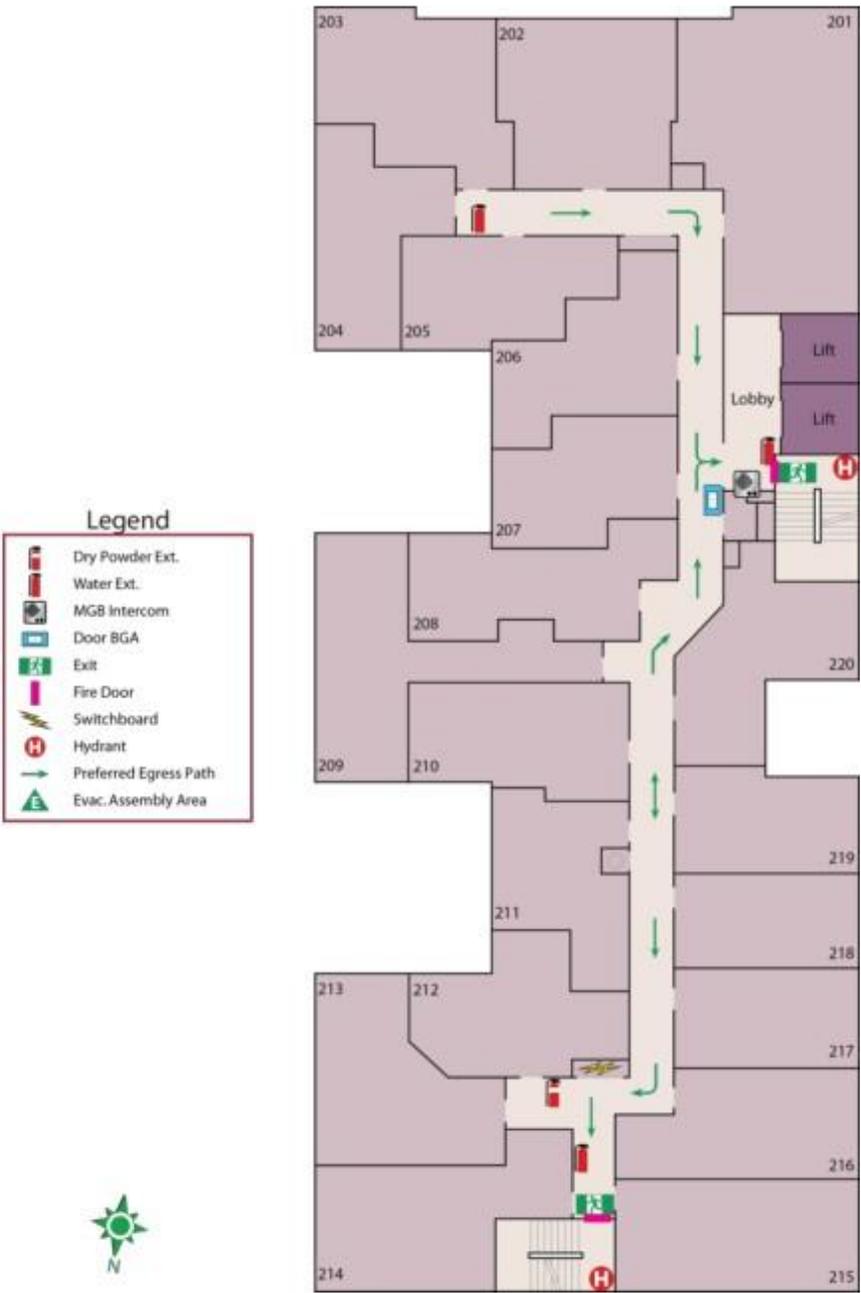
## J) Evacuation Diagram Ground Floor



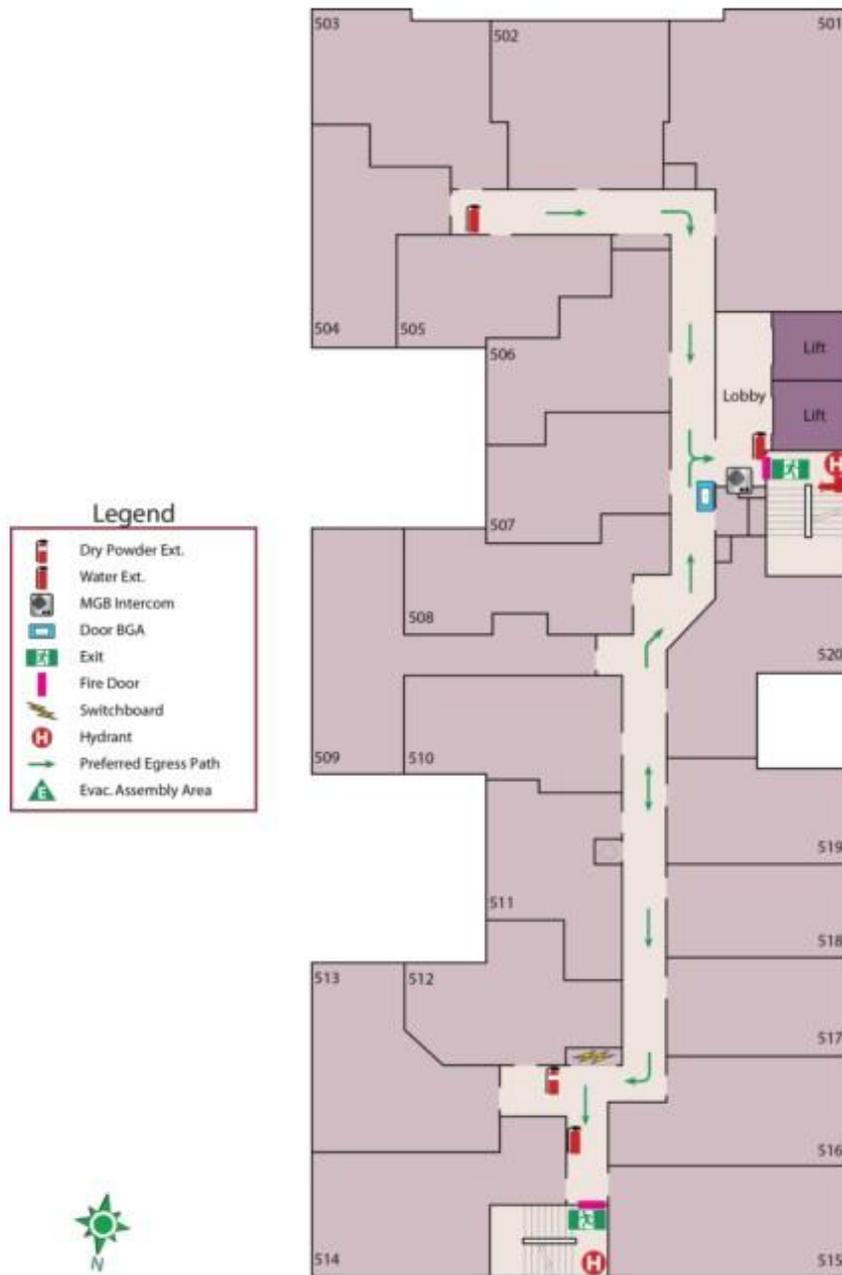
## K) Evacuation Diagram Level 1



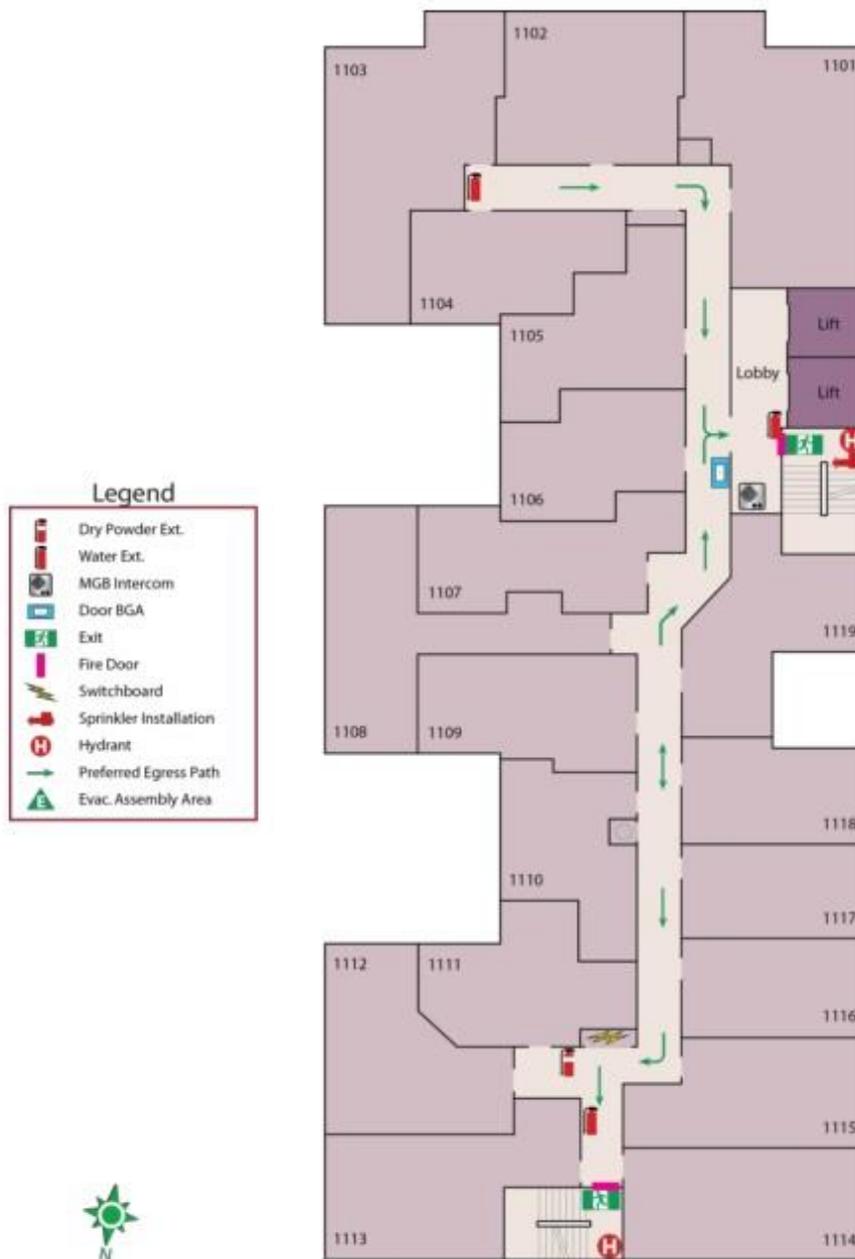
L) Evacuation Diagram Levels 2-4 (Typical)



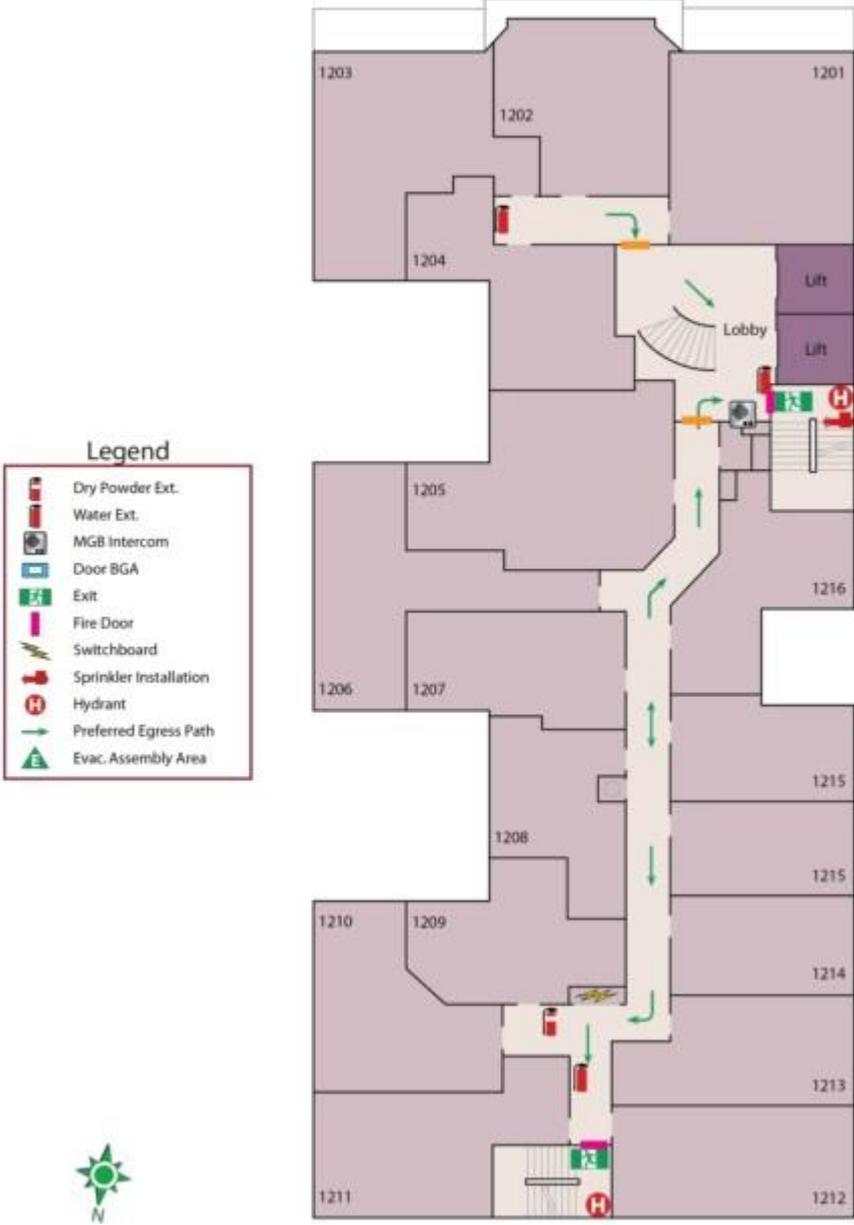
### M) Evacuation Diagram Levels 5-10 (Typical)



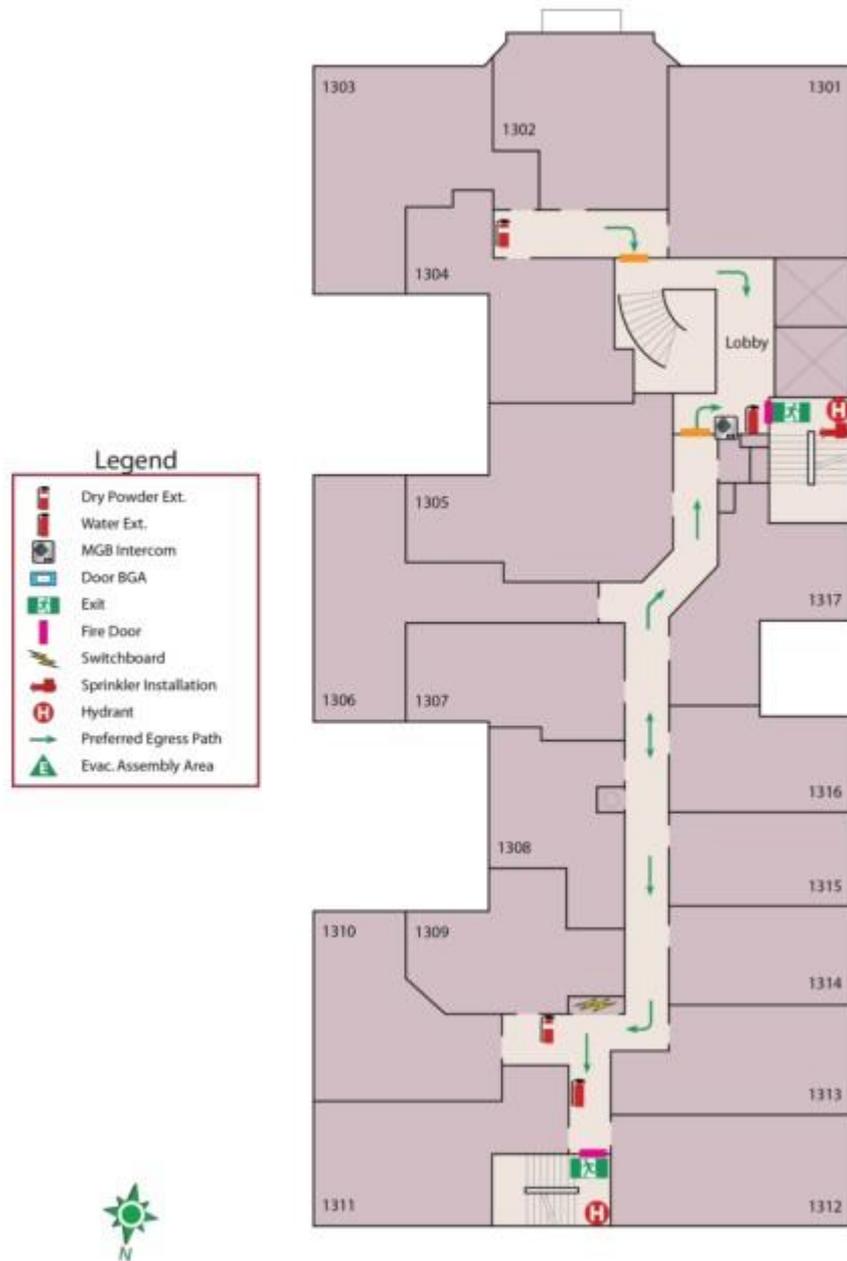
## N) Evacuation Diagram Level 11



O) Evacuation Diagram Level 12



## P) Evacuation Diagram Level 13



## **SMOKE DETECTOR & ALARM**

Smoke detectors and alarms are located throughout the building including inside your own apartment. Please take note of the following:

1. Never cover or remove your smoke detector in your room, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are penalties in place.
2. The common area smoke detectors are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$1500 minimum charge.
3. In the event of your smoke detector activating in your apartment and there is no fire, turn on your rangehood and open your windows to allow the cooking smoke to dissipate. Do not open the apartment door if there is no fire as you could activate the common area smoke alarm and the Fire Brigade will attend. They can identify which apartment caused the false fire alarm and charges can exceed \$1500.00 at the tenant's expense.

### **DO NOT TOUCH OR COVER THE SMOKE DETECTORS**

#### **Garbage**

A garbage chute is in the hallway on each level. Only small, bagged items are to be placed in the garbage chute. Larger items are to be taken to reception where the customer service team will advise you on how to dispose of. Do not put large cardboard boxes, doonas, pedestal fans etc into the chute as it will block it. We can identify who caused the blockage and the tenant will be responsible for all costs to resolve the blockage which can be extensive.

Residents found incorrectly disposing of garbage or leaving garbage in common area may be heavily fined. The stairwells must remain clear of rubbish as these are fire exits and in the event of an emergency. Please assist us in helping you stay safe. Please consider the environment and dispose of all rubbish thoughtfully.

#### **Maintenance**

Student Living on Flinders employs 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 labour. Please follow the procedure below if there is something that requires maintenance in your apartment.

1. Please contact us so then we can provide a maintenance request form.

2. Provide full details of what and where the problem is and be specific as to the problem.

**Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday. Please remember that they are not Student Living on Flinders 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 this property.

The Resident is not permitted to make any 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.

### **Walls, Doors and Windows**

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

### **Cleaning**

Please ensure that you regularly maintain the cleaning of your apartment. It is recommended that you clean on a weekly basis to prevent a thorough clean towards the end of your tenancy. It is also for your general health to be in an environment that is clean and tidy. It helps clear your mind!

## **BLINDS**

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached. Do not leave the blinds in the down position with the windows open. Any damage will require you to pay for a new blind to be installed.

## **WINDOWS**

No items are to be hung in, on, at or attached to your window. Clothing can be hung on a clothes horse in your room or can be dried by using the drier in the laundry.

Any item placed in, on, at or attached to your window is a direct breach of your tenancy agreement.

## **FURNITURE AND FIXTURES**

It is expected that all care will be taken to avoid damage to fittings inside the apartment. This includes carpets, blinds and furniture.

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided at Student Living on Flinders. Also, items in common areas are not to be moved or taken to your room.

## **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 resident is liable for all damages caused. Please ensure when entering and occupying the common areas to always keep it neat and tidy.

## **FIRE STAIRWELLS**

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.

## **COMMON AREA CLEANING**

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

Any Item left out in any common areas will be thrown away into the rubbish. Charges will apply to the person who left the item in the common area.

# FACILITIES & SERVICES

## INTERNET

VostroNet and Student Living on Flinders have teamed up to deliver the best available student internet solution on a next generation high speed network. Once connected you also have access to the VostroNet network. Students find VostroNet Internet is the smart, safe and easy solution for their internet needs. No waiting to be connected, connect in minutes from the comfort of your room.

## 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

If you have any concerns with the terms of your leasing agreement, please contact your Student Living property team on 03 9224 7888 or [csm.flinders@unilodge.com.au](mailto:csm.flinders@unilodge.com.au) who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact Head office on [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au) and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>

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

# GETTING AROUND MELBOURNE

Melbourne is one of the most liveable 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

<https://whatson.melbourne.vic.gov.au/things-to-do>

Getting around Melbourne is easy with Flinders Street Train Station located across the road from our building and Tram Stops directly out front. From here you can catch all metropolitan and interstate trains.

Trams run along Swanston Street and Flinders Street which are both close to Student Living on Flinders. Trams on these lines head to all suburbs including the CBD.

Information on public transport can be obtained from:

<https://www.ptv.vic.gov.au/>

## SHOPPING CENTRES & SUPERMARKETS

<b>Supermarkets</b>	<b>Distance from Student Living on Flinders</b>
Coles Central Melbourne CBD	150m
Woolworths Metro Flinders Street	83m
<b>Shopping Centres</b>	<b>Distance from Student Living on Flinders</b>
QV Centre - Corner Swanston and Lonsdale Street	800m
Melbourne Central - Swanston Street	1.0km
<b>Markets</b>	<b>Distance from Student Living on Flinders</b>
Queen Victoria Market, Victoria and Elizabeth St, Melbourne	1.7km
<b>Restaurants</b>	<b>Distance from Student Living on Flinders</b>
Italian restaurants - Lygon Street	2.0km
China Town - Corner Swanston and Little Bourke Street	1.0km

## **HOSPITALS & EMERGENCIES**

### Hospitals

### Telephone Number

Royal Melbourne Hospital

(03) 8387 2000, 34-54 Poplar Rd, Parkville

Royal Melbourne Hospital

(03) 9342 7000, 300 Grattan St, Parkville

The Alfred Hospital

(03) 9076 2000, 55 Commercial Rd,

Melbourne

### Doctors

### Telephone Number

Carlton Family Medical Clinic

(03) 8330 3900, 88 Rathdowne St, Carlton

Swanston Street Medical Centre

(03) 9205 7500, 3/255 Bourke Street,

Melbourne

### Dentists

### Telephone Number

Royal Dental Hospital

1300 360 054 or (03) 9341 1000

720 Swanston St, Carlton

## **COUNSELORS**

Melbourne Uni - <https://services.unimelb.edu.au/counsel>

RMIT - <https://www.rmit.edu.au/students/support-and-facilities/student-support/counselling>