



UniLodge on Gould

Resident Handbook 2020

22 Gould Street,
Turner, ACT 2612

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Welcome to UniLodge on Gould

On behalf of our community, I would like to welcome you to UniLodge on Gould for the 2020 academic year. We are the largest residential group at the ANU, with nearly 2500 residents across the 7 Lodges. Our residents and staff are drawn from all over the world, giving you the opportunity to be part of a truly global community now and in the future.

While our size is a great strength and source of diversity, we are also mindful that each resident comes to us with their own story and their own strengths.

The jump from high school to university can be daunting, but there are many making the same leap with you. This is a great chance to try new experiences, to break the mould, and to understand your unique strengths. Name an activity –be it music, sport, debate, study groups, leadership training, environmental awareness, special interest groups, or charity– and it is likely we either have an existing opportunity for you to participate in or will support you in starting such an activity.

UniLodge provides a world-class environment to explore your unique potential. Our facilities are the best of any residence in the southern hemisphere, and our learning environment is excellent. But our most important asset is our community. Many of the friendships you make here will go beyond your university experience and last you a lifetime.

To build a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of other residents. This Handbook lists the policies, rules, and structure of our community. It is also designed to ensure that everybody understands and observes the Occupancy Agreement for the safety and comfort of all Residents.

We are always available to respond to any questions you may have about the Handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority.

I wish you all the best over the coming academic year and I urge you to get involved in student, whether at UniLodge or in the University itself. I invite you to make the most of the academic and social opportunities we offer, and I look forward to meeting you as the year progresses.

James Jeffress

General Manager

UniLodge @ ANU



Background & History

UniLodge commenced with Davey Lodge in January 2007. Since then UniLodge has expanded to include Kinloch Lodge, Warrumbul Lodge, Lena Karmel Lodge and Academie House and On Gould.

Since 2012, UniLodge has been home to over 2,500 students, from Australia and all over the world, each one with the common goal of enriching their education at the Australian National University.

Our world-class facilities offer students a choice of accommodation ranging from single occupancy studios to six bedroom and mezzanine apartments. Each apartment provides self-contained living within a secure community environment, and all apartments have their own bathrooms and cooking facilities as well as televisions, and Internet and phone connection ports.



Your team – UniLodge @ ANU



James Jeffress, General Manager

James's role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. James is committed to the UniLodge @ ANU Community and can often be found cheering the Vipers on at the sports field, flipping sausages at a UniLodge @ ANU BBQ or even competing with the UniLodge @ ANU team in the gruelling Inward Bound race.

To assist James in achieving this, there is a great team of people listed below and the many residents who are active in both organising and participating in the Community Spirit events throughout the year.



Rachael Cumming, Assistant General Manager

Rachael plays an important role in assisting the General Manager in the many pastoral, social and administrative tasks that need to be addressed. Contact Rachael for any administration concerns on agm.anu@unilodge.com.au.

Our customer service team is managed by Tyler at [Davey Lodge](#), Shashi at [Kinloch Lodge](#), Mark at [Warrumbul Lodge](#), Elyssa and Bronwyn at [Lena Karmel Lodge](#), and Sammy at [Academie House](#) and [UniLodge on Gould](#).

We also have a dedicated team of casual & full time staff at reception, Resident Advisors and our Maintenance contractors. Say hello to them when you see them, they are here to help.



Contact Details

Your Mailing Address: Mail being sent to you should be addressed as follows:

<Your Name>
Apartment No ____
22 Gould Street, Turner,
Canberra, ACT, Australia, 2612

Your Mail:

All mail is delivered directly to your mailbox located at the front of the premises.

Lena Karmel Reception Hours

Monday to Friday 10:00am to 5:30pm

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, and all check-ins and check-outs. Staff at Reception can also help you with any general questions you may have about the ANU or the local area.

Facilities and Services

Services from Reception

Service	Cost
Afterhours Lockout (6:00pm – 12:00am)	\$170 per lockout. Cash or Credit Card at the time of callout.
Afterhours Lockout (12:00am – 7:00am)	\$215 per lockout. Cash or Credit Card at the time of callout.
Replacement of Apartment Key	\$70 per key
Replacement of Mailbox Lock/Key	\$20 per lock/key
Replacement of Carpark buzzer	\$50 per buzzer
Printing	\$0.20 per page
Photocopy	\$0.30 per A4 page



Getting Settled

We understand that it may take you a little time to get used to your new surroundings at UniLodge. Feeling homesick or lonely is not unusual. As many of you are living away from your family and friends for the first time, we encourage you to become involved in student activities and events, to make new friends and begin to feel more 'at home'.

There are numerous cultures and nationalities represented at UniLodge. If you are having any difficulty settling in, with language for example, or if there is anything you are unsure of, please be assured our friendly staff are here to help you. We welcome your contact during Reception hours and can help you with various issues ranging from security, and room-related issues, to general advice you may need.

Again, please feel free to come and have a chat with us – we aim to help you in gaining your independence and confidence.

RECEPTION ENQUIRIES

Our staff will be happy to assist with questions and queries you may have regarding the complex, but they also have a wide range of local area knowledge, medical assistance, travel, general information etc. Remember, we are here to help wherever we can.

ON ARRIVAL – Welcome to 'Your place'!

This handbook contains the 'Rules of Occupancy' and forms part of your signed 'Occupancy Agreement'. Upon taking up residence, Residents must read the information contained in this handbook and agree to abide by the Building Rules and Contract obligations. If you choose to ignore these obligations you may be evicted as a result.

The items you receive on arrival are:

- A copy of your Occupancy Agreement
- Resident Handbook Acknowledgement Form
- A copy of the Condition Report pertaining to your room and apartment
- An Apartment Key



IMPORTANT RULES & GUIDELINES ABOUT YOUR KEY

The apartment key must be carried by Residents at all times when moving around the building.

If you lose your key or are locked out of your apartment, immediately contact Reception on (02) 6262 8229 during office hours (Monday to Friday, 10:00 AM – 5:30 PM). If you are locked out outside of office hours, you can contact CLASS Locks on **(02) 6280 6611**.

A Resident's room key is for their sole use only and must not be given to any other person without the permission of UniLodge.

If UniLodge Staff find any person in unauthorised possession of a room key that is not their own that room key will be confiscated.

Furthermore, if any such person found in possession of a room key that is not a UniLodge Resident or an authorised visitor, they will be asked to leave the premises immediately.

After hours lockouts cost **\$170 before midnight and \$215 after midnight** to be paid to CLASS Locks via Cash or Credit Card at the time of callout.

The rules listed above are put in place to ensure the safety and security of all Residents. UniLodge Management treats any breaches of these rules very seriously.



Rights & Responsibilities

Resident's Rights

1. Access to an apartment that is fit to live in, reasonably clean, and in a reasonable state of repair
2. Quiet enjoyment of the premises
3. A reasonably secure environment

Resident's Responsibilities

1. Pay the Occupancy Fee, by the due dates and through the agreed method of payment
2. Do not use the premises for illegal purposes
3. Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour
4. Keep the premises and inclusions clean
5. Be responsible for your guests' behaviour
6. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions
7. Report to UniLodge any damage to the premises
8. Pay for charges as outlined in the Occupancy Agreement
9. Abide by the terms of the Occupancy Agreement and rules and regulations of the building
10. Only use the premises for residential purposes

UniLodge Rights

1. To issue notices of breach to Residents who break the terms of The Occupancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others
2. To issue notices of breach to Residents defaulting on their Occupancy Payments, and for continued offences to issue an eviction notice
3. To enter the apartment on reasonable grounds to carry out inspections or repairs and for other reasonable purposes.
4. To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises

UniLodge Responsibilities

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



Your Agreement with UniLodge

Security Deposit

All Residents are required to pay a Security Deposit. The Security Deposit is to be paid in full on the commencement of the agreement. The Security Deposit is then held on the Resident's behalf for the term of the occupancy and for any further period in which the Resident may occupy the apartment. The Security Deposit cannot be used for Occupancy Fees and the Resident is prohibited to run the Deposit down.

The cost of repair or excessive cleaning may be deducted from the Security Deposit upon departure. Upon departure, the resident is required to return a Security Deposit Refund form and all outstanding fees are to be paid in order to process your security deposit refund. A refund is then payable within 4-6 weeks after the Occupancy Agreement has expired.

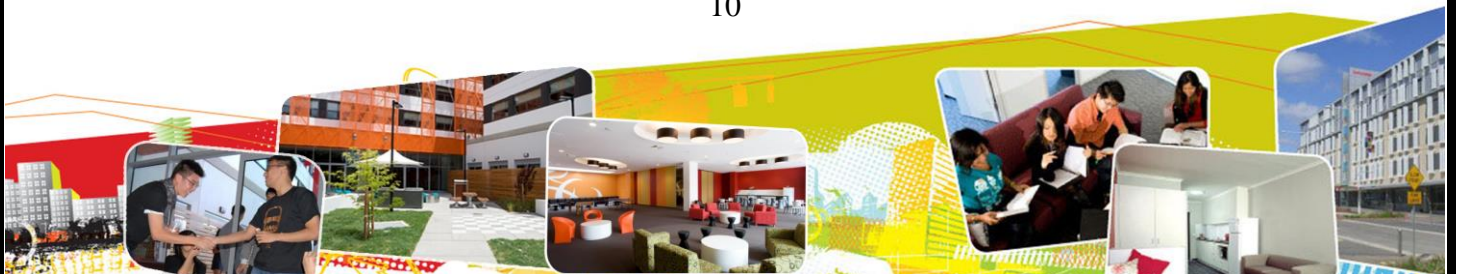
Condition Reports

At the commencement of the Occupancy Agreement, a Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of the Occupancy Agreement to assess any damage to your bedroom or apartment, its furniture and equipment.

The completed Condition Report must be returned to Reception within 48 hours of your arrival.

EXTENDING YOUR STAY AT UNILODGE

To assist us with future room allocations, you must provide the Reception with no less than 4 weeks written notice regarding your intention to sign a new Agreement or to vacate at the end of the fixed term of the Agreement. All Agreement extensions are subject to UniLodge Management approval. If you fail to give the required notice, UniLodge is entitled to charge the Occupant an occupancy fee until we receive this notice and 28 days has expired or your room is re-occupied, whichever occurs first



Termination of Your Occupancy Agreement

Your Occupancy Agreement may be terminated if:

- a) You fail to pay the Occupancy Fee within seven days of the date upon which it was due.
- b) If the Resident fails to pay all outstanding expenses within seven days after receiving their account.

Eviction notices give a 7-day notice to leave.

You permit or allow any breach or fail to comply with the Terms and Conditions of the Occupancy Agreement or Rules of Occupancy, and the breach continues for 14 days or non-compliance (Note: some breaches or failures to comply with the Occupancy Agreement or Rules of Occupancy are “acts which justify immediate eviction” - see Clause 8 in your Occupancy Agreement).

You resort to or take advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

The Resident commits an act, which justifies ‘immediate eviction’, as outlined in the Rules of Occupancy.

If a Resident’s Occupancy Agreement is to be terminated under any one or more of the above grounds, UniLodge will issue the Resident with an Eviction Notice.

Once a Resident is issued with an Eviction Notice, the Resident’s Occupancy Agreement will terminate on the 7th day after the Eviction Notice is issued. The Resident must leave the premises then.

At the termination of your Occupancy Agreement, all of your personal property must be removed. Any property left in the apartment will be disposed of in accordance with clause 8 (e) of your Occupancy Agreement and could result in a fee being charged to you for costs of removal of these items.



Paying for your accommodation is easy

Direct Transfer

Residents pay directly into the UniLodge on Gould bank account within 7 days of the start of each month. Please label each transaction with **your last name** and **room number** for identification purposes.

Utilities are exclusive to your accommodation fee and must be set up and paid by the resident to the provider of your choosing.

UniLodge on Gould does not accept cash, EFTPOS or credit card payments and is not equipped to handle any of these forms of payment. All payments must be made online or at your bank.

Royal Pay

We can accept payment via transfer through AliPay, WePay, or BestPay. This is payable by scanning the below QR code.



KEEP TRACK OF YOUR ACCOUNT

To check your account and statements, please contact the Customer Service Manager or visit Reception during opening hours.



OCCUPANCY FEES

The Occupancy Fee is the fee for occupying a room at UniLodge and enjoying the facilities available. Occupancy Fees are to be paid at the commencement of the Occupancy Agreement and at the start of each month.

Accounts must remain in credit throughout the term of the Occupancy Agreement.

UTILITIES FEES AND OTHER SERVICES

Utilities, internet and phone are not included in the rent. These must be set up and paid by the resident to the provider of your choosing.

OTHER CHARGES

Other charges payable by Residents include repairs and/or replacements required for apartment maintenance. Apartment repairs include consumable items (such as batteries for remote controls) and damages or loss caused by negligence or misuse. Residents may be charged for any costs associated with apartment repairs including labour. These charges are to be paid in full once accrued.

Fines may also be imposed for any action that poses a threat to or disrupts the overall wellbeing of the UniLodge community. Examples include but are not limited to smoking in the building, leaving shopping trolleys in or around the building, leaving garbage in public areas, not cleaning up after events, causing repeated noise issues that disrupt residents' sleep or study, intoxicated behaviour, consumption of illegal drugs, or making a mess that requires professional cleaning. These fines are charged in addition to the cost of repair, replacement, or rectification of the problem.

TABLE OF SUNDRY CHARGES

Application Processing Fee	\$300 (non-refundable)
Room Change Fee	\$150.00
Early termination Fee	1 Weeks rent plus obligations under the contract
After Hours Lockout Fee (6PM – 12AM)	\$170 per lockout – Cash or Credit Card at time of call out
After Hours Lockout Fee (12AM – 7AM)	\$215 per lockout – Cash or Credit Card at time of call out
Replacement of Apartment Key	\$70 per key
Replacement of Mailbox Lock/Key	\$20 per lock/key
Departure Clean	\$200. Every hour after that \$50.00
Rubbish removal	\$50 per bag
Maintenance	Fees are varied according to damages/repairs
Internet Data Usage	Are to be arranged and paid for by resident.
Fines for posing a threat to or disrupting the community	\$50.00 for a minor or first offence \$100.00 for a major or repeated offence *Greater or lesser amounts may be levied at the discretion of senior management
Car Parking	Reserved bay provided on site free of charge
Utilities (gas, electricity, data connections)	Are to be arranged and paid for by resident.
Utilities (Water)	Based on usage



Refunds & Termination of Agreements – the Fine Print

APPLICATION PROCESSING FEE

Your application processing fee is *non-refundable*.

SECURITY DEPOSIT AND ADVANCED OCCUPANCY FEE

In certain circumstances these fees may be *partially or fully refundable*.

- In the event that you have fulfilled all obligations as defined by UniLodge but the offer of accommodation by UniLodge is withdrawn, or
- If UniLodge Management is unable to provide accommodation in accordance with our obligations.

UniLodge tries to offer applicants rooms or apartments of their choice; however, this may not always be possible. If you are offered similar alternative accommodation within the same UniLodge facility before commencement of your Occupancy Agreement or when you arrive at UniLodge, but you decide to decline the accommodation, **a total refund of your security deposit and advance Occupancy Fees will not be applicable**, but a partial refund may apply.

If after accepting the offer of accommodation and paying the Security Deposit and/or Advance Occupancy Fee you change your mind and wish to withdraw your application for accommodation, you must give at least **28 days written notice** prior to the commencement date of your Occupancy Agreement. Where the appropriate notice is given, then a proportion of the Security Deposit may be refunded **at the discretion of UniLodge Management**, dependent on the subsequent re-letting of the apartment to another party. **(NB: This applies only if the Occupancy Agreement has not yet been entered into).**

The Security Deposit is refundable when your Occupancy Agreement ends and is not renewed. There are some important conditions for this: the Occupancy Fees are paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which you are liable, and expenses such as utilities, sundries, cleaning, internet and telephone accounts are fully paid. Any outstanding costs related to damage, rubbish removal or excessive cleaning costs will be deducted from the Security Deposit.

Any part of the Security Deposit not applied towards these charges will be refunded to you. The Resident remains responsible for any outstanding fees greater than the Security Deposit. At the end of an Occupancy Agreement, where damage has been caused to the UniLodge property and the Security Deposit is not enough to cover the cost of rectification, the Security Deposit will be claimed and the Resident will remain liable for any additional costs.

Any interest earned on the Security Deposit shall not form part of the Security Deposit and is not payable to the Resident or prospective Resident under any circumstances.



TERMINATION OF YOUR OCCUPANCY AGREEMENT

The Occupancy Agreement is a legally binding document, which, if terminated, will incur penalties. If you believe that you cannot stay in the apartment or continue to pay the Occupancy Fees, you must notify UniLodge Management as soon as possible.

Residents must give UniLodge **28 days written notice** if they intend to terminate their Occupancy Agreement *before* the Agreement's expiry date. Please note that we can only perform terminations on business days.

If there is an emergency, let us know.

If it is deemed that you have sufficient and exceptional grounds for terminating your Occupancy Agreement, then you may be entitled to a full refund of the Security Deposit and Advance Occupancy Fees. Such circumstances may include illness or disability; death of the resident or a close family member, that is, parent, sibling or child; Political, civil or natural event, which prevents fulfilment of the obligations of the contract.

In the event of the early termination of an Occupancy Agreement, whether due to the Resident's breach of the Occupancy Agreement or at the resident's request, Occupancy Fees must be paid according to your signed Occupancy Agreement until a new resident takes over your Occupancy Agreement, or the Agreement ends, whichever comes first. If the remainder of the Occupancy Fees cannot be paid up-front upon your departure, UniLodge will use your Security Deposit to pay Occupancy Fees until the apartment is re-let. An early termination fee equal to one week's rent will apply. In all cases, a departure-cleaning fee applies.

READMISSIONS POLICY

Readmission to UniLodge following the end or termination of an occupancy agreement is not automatic. It is subject to the following:

- Good track record of observing all rules and procedures in the UniLodge Handbook and broader Occupancy Agreement
- Satisfactory academic performance
- Good track record of meeting all financial payments on time; no repeated history of arrears
- Potential to contribute/track record of contributing positively to the general UniLodge residential community experience
- Demonstrated respect and appropriate behaviour towards all residents, staff & visitors to the UniLodge buildings and broader ANU.



Your Room, Your Apartment – Your Place

WHAT IS PROVIDED?

All Apartments are fully furnished! We hope you find your rooms cosy and comfortable.

Each Apartment comes furnished with:

Dining table + chairs
Sofas
Coffee table and entertainment unit
Fridge
Microwave
Electric cook top
TV & remote control
Washing Machine
Dryer
Split system air conditioner

Each bedroom comes furnished with:

Desk + desk drawer
Bookshelf
Wardrobe
Bed
Mattresses + mattress protector
Network port
Study lamp

WHAT DO I NEED TO BRING?

You'll need to supply the following items for your room or apartment or you can conveniently order them online through <http://unilodge.com.au/shop/> and items will be delivered to your apartment:

- Bed linen, quilts/blankets and pillow
- Towels and tea towels
- Cooking equipment, crockery, cutlery, glasses, cooking utensils
- Laundry detergent and dish washing detergent
- All food and meals

ACCESS TO SOMEONE ELSE'S APARTMENT

Entering another Resident's apartment without consent is not allowed – it's going to result in the same action as a member of the general public entering anyone's home without approval. You could face being detained and charged with trespass by the appropriate authorities.

To prevent trespassing and in particular theft, everyone needs to keep their doors closed and locked regardless of whether or not they are in their apartment.

KEYS & LOCKS

Residents are responsible for any cost associated with the replacement of their apartment key and also changes or repair of door / window locks.

WHAT ELSE IS IN YOUR APARTMENT?

a) Smoke Detectors

Smoke detectors and fire alarms save lives – it's that simple. You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building. Interfering with a smoke detector is a serious breach of your responsibilities. If you are caught tampering with a smoke detector in your room, apartment or anywhere else in the buildings, there will be severe penalties, including fines and possible eviction.



The smoke detector in your room is connected to the automated fire alarm system. The smoke detectors in corridors are connected directly to the Fire Control Panel.

If you are cooking and the smoke alarm goes off in your apartment, stop cooking immediately! Ensure the extractor fan is pulled out, open the windows and if necessary vacate the room with any other residents or guests in your apartment. The Resident Advisor needs to be notified immediately. Be sure not to open your apartment door to clear any smoke or steam, as this will cause the corridor alarms to go off, automatically calling the Fire Brigade and sending the building into full evacuation. The call out fee for the Fire Brigade starts from \$1330, which will be directly passed onto the responsible resident. With just a little extra care, we can all reduce the chance of false alarms.

Also, be careful when using items such as irons, electric blankets, aromatherapy supplies, heaters, or cooking equipment. Residents are solely responsible for ensuring that any equipment they bring in does not present a fire hazard. Any breach of these rules may result in people getting hurt. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in costs and fines being borne by residents. They may also serve as grounds for eviction.

DO NOT TAMPER WITH OR COVER THE SMOKE DETECTORS – it is against the law!

b) Walls and Ceilings

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks such as 3M adhesive / removable hooks from supermarkets or hardware stores, which are designed to not damage the walls once removed. Do not fix sticky stars, blue tac or other adhesives to the walls, ceiling or elsewhere in your room or apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls, and require patching, you will be charged for the cost of repairs.

c) Roller Blinds

Operating Instructions: You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly to either raise or lower your window blinds.

d) Kitchen Benches, Tables, Study Desk Tops and Cupboards

Chopping and cutting directly onto the kitchen tables and benches will damage the surfaces. To prevent this happening, always use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Cleaning Instructions: A wipe over with a clean, soft damp cloth should be sufficient to keep all surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent.

e) Glass, Mirrors, Aluminium and Other Surfaces

Please note the following suggested points for the care and maintenance of the glass and aluminum in your apartment. *Cleaning Instructions:* Gently wipe with a damp cloth.

Never use abrasive cleaners on glass such as scouring pads or other harsh materials to clean windows. Other glass products and powder-based cleaners are to be avoided to prevent scratching.

Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass).

f) Tiled Surfaces

Please don't clean tiles with any abrasive materials, and please don't place pot plants directly onto tiles.



g) Windows

Due to strict regulations by the ACT Government, please be aware that all laundry or display of clothing on windows is forbidden. There are clothes dryers provided in the Laundry. If you prefer, use a clothes rack in your apartment or placed discreetly behind the roller shades.

REMOVAL OF PROPERTY IS PROHIBITED

Residents are asked not to remove from their apartment any item, furniture or piece of equipment that has been provided by UniLodge.

PETS

Under no circumstances are residents permitted to bring pets or animals into the complex.

ADDITIONAL FURNITURE

The installation of other furniture into a Resident's apartment is not permitted unless a written application is submitted to and approved by UniLodge Management. Every request will be considered separately and is dependent on the size of the apartment and furniture required.

COMMON PROPERTY

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

- All rubbish must be placed in the appropriate bins and not left for others to pick up.
- Shopping trolleys are not permitted within the building.
- Clothes or other articles must not be hung on any landing, stairway or any other part of the common property (that is, outside your apartment), or on any part of the exterior of the building.
- Only those residents authorised by UniLodge can occupy a car park. This authorisation is subject to availability and must always be paid at least one month in advance. Residents with a car park can only use the car park allocated to them and under no circumstances park in another car park.
- Bicycles must be stored in the Ground Floor Bicycle Room only
- No signs in relation to sale or lease of an apartment or advertising material are allowed to be displayed without prior approval of the general or residential manager.

GARBAGE & RECYCLING

Garbage bins (Rubbish + Recycling) are located in the garbage room at the south of the buildings courtyard and are available for use 24/7. These are to be emptied every Friday by Unilodge cleaners.

Any items left in a room after check out will be considered as rubbish as charged for removal.

Anyone caught dumping rubbish will be charged \$50 per bag



Cleaning & Maintenance

WHAT AM I EXPECTED TO CLEAN?

All residents are expected to:

- Clean and vacuum their room on a regular basis;
- Maintain their room in a hygienic manner; and
- Clean internal windows and walls in their room
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove garbage from the Apartment regularly.

Where it is brought to the attention of management that a Room/Apartment is not being cleaned or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may arrange for the Room/Apartment to be cleaned at the expense of the Room/Apartment resident(s).

MAINTENANCE REQUESTS AND REPAIRS

All maintenance issues are to be reported immediately.

UniLodge has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the buildings are maintained in an excellent condition. All maintenance is carried out by qualified trades' people.

All requests for repairs or replacements in your Room or Apartment can be logged via email at ongould@unilodge.com.au. Maintenance is typically carried out on Wednesdays or at the availability of contractors. Residents should report any problem that may constitute a safety or security risk to Reception as soon as possible.

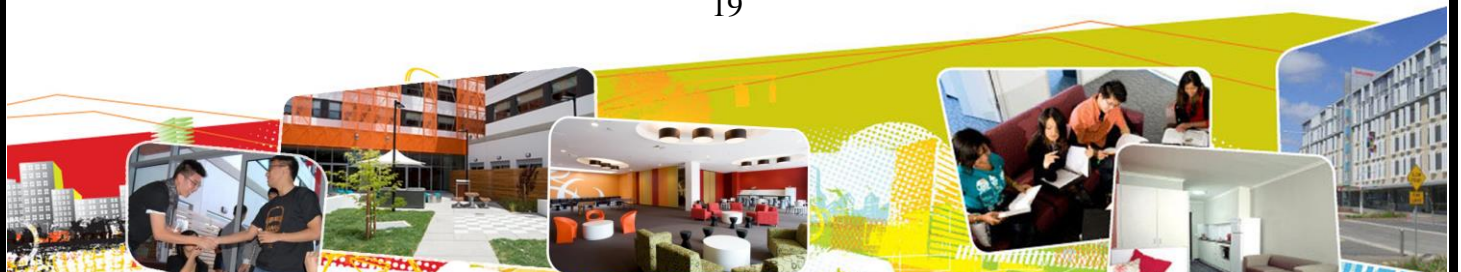
Depending on the nature of the problem, our staff do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at UniLodge nor are they permitted to contract with any third party for such repairs.

All Residents are liable for replacement costs of consumable items in their apartment (i.e. light globes) as well as all costs to repair and/or replace damaged or misused items, fittings and fixtures.

It is sometimes necessary for maintenance costs to be passed on to Residents as UniLodge has an obligation to ensure all apartments, common areas and general facilities are maintained to the highest of standards for the enjoyment and comfort of both current and future Residents. However in all instances UniLodge strives to keep Resident's maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and supplies.

Maintenance Emergencies

If there is an emergency situation such as a flood, a shower that won't turn off, a room door that won't lock etc. please call Reception during business hours (Monday – Friday, 9:30am - 5:30pm) or the applicable contractor listed below if after hours. Depending on the nature of the call-out, these costs may be passed onto the resident.



Afterhours Emergency Contacts

Issue	Name	Contact Number
EMERGENCY (Police/ Fire/ Ambulance)	EMERGENCY SERVICES	000
Plumbing	Twin City Plumbing	0415 624 656
Power and Electricity	Protected Electrical and Data	0468 849 710
Locks	CLASS Locks	(02) 6280 6611

If you submit a 'maintenance request', you are deemed to have given UniLodge permission to immediately enter your Room/Apartment to carry out the requested maintenance/ repair.

In Case of Emergencies

FIRE

All apartments are equipped with smoke or fire detection devices. All rooms have information about what to do if you hear a fire alarm and evacuation procedures. Please do exactly as your fire warden asks in an emergency.

You must familiarise yourself with the location of alarms and firefighting equipment and emergency exits.

Call 000 for any life-threatening emergency

WHAT CAN CAUSE A FIRE?

Cooking Fires: Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners.

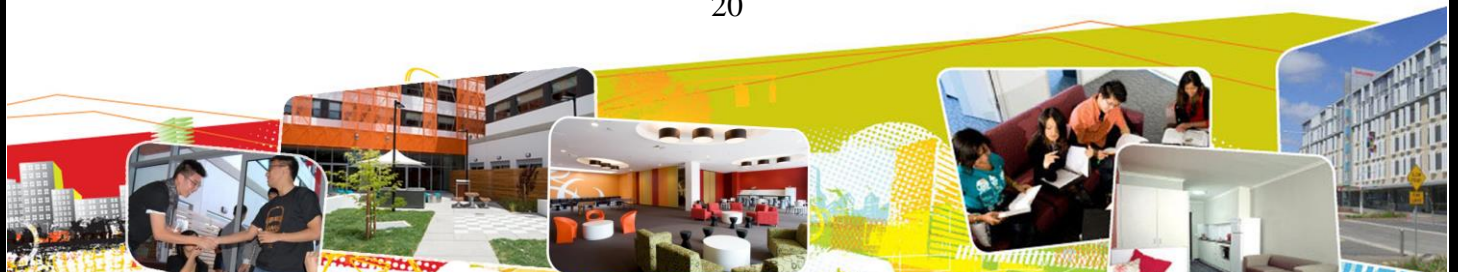
When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguisher. Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner. Do not pour water on an oil fire!

Furniture Fires: Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking and naked flames are not allowed at UniLodge.

Electrical Fires: Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, replace immediately. NEVER use water on Electrical fires. Turn appliance off if safe to do so.

MEDICAL

Please call 000 if you or a neighbor has experienced a serious medical emergency. They will attend, assess the situation and contact the relevant people, ambulance, security etc. For matters of a less urgent nature, visit the [ANU Health Service](#) if you are an ANU student.



Fire Safety

Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the cancellation of your Occupancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.

Fire alarm

During a fire alarm, a loud signal will sound in the building. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards.

There will be fire drills during the year. For your own safety, please treat them seriously.

False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms or disobeying the instructions of a Fire Warden can result in the termination of your Occupancy Agreement.

Nuisance (False) Fire Alarm Call-out Fine

Nuisance and damage Activation of the fire alarms in UniLodge On Gould's building either by accident or malicious acts will result in a fine being applied to the person responsible for setting of the alarm. The call out fee for a False Fire Alarm is \$1500. This fine covers the costs incurred by UniLodge On Gould from the ACT fire department and external contractors whenever a fire alarm is activated.

All residence will be provided advice and guidance at the beginning of your contract on how to avoid triggering the fire alarms. Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

Fire safety prohibited activity

The use of candles and incense in rooms is strictly prohibited.

Items in the corridors

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of UniLodge On Gould. These constitute a safety issue in the event of an evacuation.



Rules of Occupancy

These Rules form part of your Occupancy Agreement with Unilodge. Please read these Rules carefully, and if you have any questions or need a translator, please contact reception.

All Residents must be registered and sign an Occupancy Agreement. Residents must not sub-let the apartment under any circumstances.

IMMEDIATE EVICTION

UniLodge Rules of Occupancy promotes tolerance, courtesy and care for others and the different needs within the community. If you ignore or transgress these guidelines, you shall receive a written warning from Management. Residents, who have received a warning and continue with unacceptable behaviour, will be asked to leave immediately, that is, be issued with an eviction notice.

In addition, such acts that may be considered for immediate eviction are:

- Carrying, using or distributing illegal drugs or other illegal substances;
- To be involved in the harassment of or discrimination against another Resident, staff member or person;
- To be involved in the sexual and/or physical abuse of another Resident, staff member or person;
- To be involved in theft of another person's property;
- To continue to engage in unacceptable behaviour as described in clause 3.3(a) of the Occupancy Agreement after Management has issued a warning.

Engaging in any of these behaviours may result in termination of the Occupancy Agreement in accordance with clauses 7 and 8 of that Agreement.

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

REQUESTS OF STAFF

Residents must comply with all reasonable requests from UniLodge Management, Residential Advisors and Support Staff.

BEHAVIOUR

Residents must agree not to engage in unacceptable behaviour. Unacceptable behaviour includes interfering with another person's living conditions or personal security and is further described in clause 3.3(a) of your Occupancy Agreement. Management will deal with unacceptable behaviour.

All Residents and visitors agree to be bound by the security regulations or as instructed by Management. Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.

Any damages caused by your visitors will become your responsibility to rectify.



NOISE LEVELS

All residents must observe consideration for their neighbours. No excessive noise is permitted between 10:00pm to 7:00am, as in accordance with Australian Law. Noise disturbances can potentially lead to eviction and / or legal prosecution.

You are expected to ensure that the noise you make does not cause problems for others during the hours of 10:00pm to 7:00 **and** during the hours of 7:00am to 10:00pm. Loud in-room parties during the latter period are not allowed if they disrupt other residents. When a UniLodge staff member requests that noise levels be kept down and/or an event is to be shut down due to noise issues, residents are obliged to comply. Failure to comply may lead to fines and warning letters.

Residents are expected to be considerate of the needs of others. If, however, you are disturbed by noise from other people, please be confident in your right to express your concerns in an appropriate manner to the people involved. Should you feel uncomfortable talking directly to the people or if your request is ignored please see Reception the following day during office hours.



Social Media Guidelines

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. We invite you to use them to connect with UniLodge and our community of residents.

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. Please contact ongould@unilodge.com.au if you believe these guidelines need to be changed, or additional guidelines added.

GENERAL PRINCIPALS

- Think before you post. The internet has a history of thoughtless posts that user's 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 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.



Drugs, Alcohol, Smoking & Gambling

ALCOHOL

UniLodge encourages a responsible attitude towards the use of alcohol in the community and reminds residents and their guests that they each share a duty of care toward fellow residents and guests within UniLodge and in all situations including events and functions where alcohol is made available.

This policy is intended to allow residents to live and socialise happily in UniLodge, respecting the rights of other residents.

The objective of this policy is to enable those residents to enjoy alcohol responsibly and in moderation. Equally, UniLodge is respectful of those residents who choose not to consume alcohol. Thus, there is an obligation upon all residents who consume alcohol to do so responsibly and with consideration for others.

UniLodge will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms. Within the University, the sale, supply, consumption and advertising of alcohol is regulated by the Alcohol Statute 2006.

Alcohol – the Rules

- Alcohol is only permitted within your Apartment at UniLodge on Gould. Residents must keep noise to a minimum.
- Alcohol may only be sold or supplied to a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at UniLodge.



SMOKING

Smoking of any substance is NOT PERMITTED in any room, apartment, stairwell (fire stairs), on any balcony, or indoor area of the building.

Smoking is not permitted in the courtyards or within 15 metres of any entrance or exit to the building

Smoking is not permitted at any of the cafes or restaurants at UniLodge

The Australian National University maintains a smoke-free environment. Smoking is prohibited in all University buildings and vehicles in addition to those locations where smoking is legally prohibited or otherwise restricted by the ACT Smoke-Free Public Places Act 2003.

Persons who wish to smoke outside UniLodge on Gould are required, while smoking, to keep at least 15 metres away from any entranceway, doorway, window or ventilation intake of the building, and are strongly urged to use any designated outdoor smoking area determined by UniLodge.

If you feel you must smoke, please:

- DO NOT smoke near non-smokers. People should be able to come and go without walking through a cloud of cigarette smoke.
- Ensure that you are at least 15 metres away from the windows of first floor apartments. It is intolerable and unhealthy for residents to have cigarette smoke blow into their rooms.
- Please dispose of your cigarette butts responsibly. We take pride in our building, and litter (cigarette butts are litter) gives a very poor impression of the calibre of our community.

Residents who wish to stop smoking should contact the [University Health](#) service for assistance, visit the [Quit now](#) website or call the Quit line 13 78 48

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GAMBLING

Gambling is not permitted on the premises.

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 will result in immediate eviction. If you feel you are having problems due to drug use (or know somebody in the building who is), please talk to your Customer Service Supervisor, or ANU Counselling. We can certainly put you in touch with people who can help you.



Party Policy

Social gatherings are an important part of University life and residents may hold parties at UniLodge. UniLodge needs to balance social gatherings against issues such as noise, security, and the use of communal space by other residents. The following policy has been formulated to assist in ensuring that social gatherings can take place at UniLodge while being mindful of the needs of other residents. Other benefits of the policy include minimising risks to the organiser and residents of an apartment in which a party is held.

EVENTS IN-ROOM

Residents may generally hold small events in their room without filling an event request form. In 2 Bedroom apartments, they require the unanimous consent of all residents before having these events. Any in-room event which has the potential to be disruptive to the community will be shut down if required.

NON-RESIDENTS AT UNILODGE

Unfortunately, it is common for problems associated with parties and social functions to be linked guests of residents. UniLodge has several rules that apply to non-residents.

CONDUCT ISSUES

Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community. Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause. Any non-compliant non-residents may be asked to leave the premises.

TRESPASSING

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.

EXAM PERIODS

During official University exam periods, no social gatherings can be held that disturb other residents. Large social gatherings should be held off-site. Residents who finish their exams early and wish to celebrate are advised to hold parties outside the UniLodge. Official UniLodge functions held during this time will normally be low key and aimed at providing residents with the opportunity to take a quiet break from study.

CRIMINAL ACTIVITY

Any criminal activity associated with a party will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those less than 18 years old.





Summer Holiday Guests (1st Dec till 25th Jan)

ARE YOU GOING ON A VACATION?

If you intend to leave your apartment for any length of time, please complete a “**Vacation Form**” and submit it to Reception. Once completed these forms will be kept on file should we need to contact you in the event of an emergency. Please note if you are away when your Occupancy Fees are due, it is your responsibility to ensure that your Occupancy Fees and all sundry charges are paid in full on time. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all payments prior to going on holiday.

GUESTS IN YOUR ROOM

UniLodge understands that some residents would like to allow a guest stay in their room while they are on vacation.

During the period 1st December till 25th January, residents are permitted to have a guest stay in their room for more than 4 nights.

The guest **must** complete a ‘Guest Form’ and provide a copy of ID which gives them access to your room during their stay. You will still remain responsible for paying rent to UniLodge during their stay and will also be accountable for any additional charges and damage that occurs for the time they are occupying your room.

UNILODGE RULES & EXPECTED BEHAVIOUR

All guests are expected to read the UniLodge handbook and comply with all our Rules and regulations during their time with us.

Residents are responsible for the actions of their guests. Any damages or losses will be charged to the resident.

UniLodge reserves the right to refuse entry to any guests or may terminate your guests contract may they be found breaching the Rules and Regulations in anyway during their stay.



Living Together

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. Follow these steps if conflicts arise

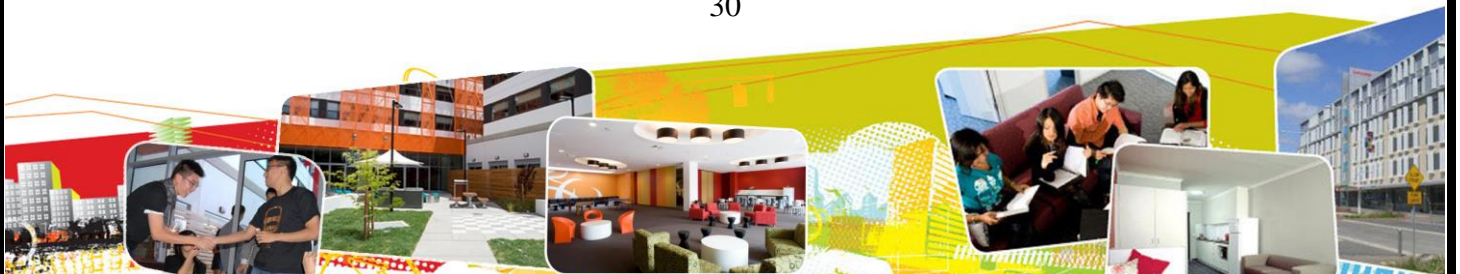
If you have an issue with a flatmate or a neighbour, try first to talk about that issue respectfully and politely with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.

If you feel that you are unable to come up with a suitable solution you can contact your Reception Staff to discuss your problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact the Customer Service Supervisor for further assistance with dealing with the matter. Keep in mind that it is very difficult to arrange a room move.

TIPS FOR A HAPPY APARTMENT

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.



Personal Issues

Do not be afraid to confide in any UniLodge staff to discuss any personal issues that are getting you down. They are here to support you and provide guidance, assistance and referral where necessary. We work closely with the ANU Counselling Centre and other community provided health specialists, should you require specialist support.

GET TO KNOW YOUR NEIGHBOURS!

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

- Introduce yourself to your neighbours 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 or rubbish lying around in shared areas. Clean up after yourself
- Don't use other people's things without asking
- 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 flatmates could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

FINANCIAL ISSUES

If you are experiencing any financial difficulties, please speak to the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, the ANU has a number of [services](#) to help students in financial need. Please advise us if there will be a delay with your Occupancy Fees being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

STUDY ISSUES

If you have an academic problem, talk to the Customer Service Manager as soon as it arises - don't leave it until it is too late! Should you experience any concerns regarding; course and subject selection; preparation for examinations; dealing with tutors and lecturers; or special consideration due to sickness or family troubles we can help to refer you to the relevant department or faculty that will be able to resolve any issues.

ACADEMIC SKILLS AND LEARNING CENTRE

The Academic Skills and Learning Centre offers ANU students free and confidential help with their academic work. The Centre is located on the lower ground floor of the Pauline Griffin Building (building no. 11) and is open during term and vacations, working with students on such issues as: Academic adjustment and transition, Listening and note-taking, Research and reading, Oral presentations, Academic writing, Exam preparation

Visit academicskills.anu.edu.au for more information



EXAMS – SPECIAL ARRANGEMENTS

Special arrangements are in place for the week before exams until the completion of the last exam during exam periods:

- Residents are requested to be particularly careful not to disturb others, particularly on residential floors.
- Non-urgent maintenance work likely to create disturbance will not be scheduled during the exam period.
- Parties and events are not to be held at UniLodge– celebrate by all means when you finish your exams, but do it away from UniLodge out of respect for those still studying for exams.

Special consideration letters

As a general rule, UniLodge Management will not issue letters requesting special consideration for exams and assignments. It is the responsibility of the student to approach their lecturer, Counselling, the Health Service, the Academic Skills and Learning Centre or other ANU service to obtain such letters if needed. The Customer Service Supervisor is available to refer residents to these services as appropriate.

HARASSMENT

UniLodge will not accept any discrimination or bullying from residents against a person on the grounds of gender, marital status, family status, sexual preference, transgender identity, race, social origin, colour, nationality, national extraction, age, political opinion, religion, impairment, mental disability, physical disability, psychiatric disability, intellectual disability, criminal record, medical record, and trade union activity.

UniLodge is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge who indulges in any form of discrimination or sexual harassment may be asked to leave.

If you think you have been subjected to any form of discrimination please contact the Management and the appropriate steps will be taken.



Health & Wellbeing

ANU HEALTH SERVICE

The [ANU Health Service](#) offers primary health care to students. They have both male and female General Practitioners and a nurse who is also available for health advice and assistance. Phone 6125 3598 for an appointment.

ANU COUNSELLING CENTRE

It is often helpful to talk things over with someone professionally trained and skilled in offering help to students. The University runs an excellent counselling service it is confidential and freely available to all ANU students. Phone 6125 2442 for an appointment.

HEALTH AND SAFETY @ UNILODGE

As Residents 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.

EMERGENCY MEDICAL PROCEDURES/TRANSPORT TO HOSPITAL

The non-emergency transport to hospital is a private matter. Where appropriate, UniLodge will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, UniLodge will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel.

If staff/Residential Scholars accompany a resident to a hospital there is no requirement for them to remain after medical care has commenced.

INFORMING EMERGENCY CONTACT PERSON(S)

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

SHORT-TERM ILLNESS

UniLodge accepts the possibility that residents may suffer a debilitating illness that is neither communicable nor notifiable, for a short time. In such cases, UniLodge undertake to extend every reasonable support, and to encourage residents in the pursuit of their studies.

SEVERE PSYCHOLOGICAL DISTRESS

Where a resident seems to be showing signs of significant psychological distress (such as self-harming behavior, symptoms of a psychotic episode or suicidal ideation), a designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or wellbeing of a resident. UniLodge may contact the emergency contact person(s) nominated by a resident in their Room Agreement.



LONG-TERM ILLNESS/DISABILITY

In addition to communicable diseases, which may have a direct impact on the operation of UniLodge, residents occasionally suffer from long-term illnesses or disabilities. Where a resident suffers from a long-term illness or disability that imposes a significant burden upon UniLodge, and it is unreasonable for UniLodge to continue to make further adjustments for this illness or disability, UniLodge reserves the right to terminate a resident's Room Agreement. Before considering whether to terminate a Room Agreement, UniLodge will:

- advise the resident of the impact that their illness has upon the operation of UniLodge and the other residents; and
- hold discussions with other relevant areas of the University, including Disability Services Unit, the University Health Service and their academic area to examine alternative methods and reasonable adjustments that will enable UniLodge to assist in the management of the illness.

See also the [Disclosure of Information by Students with a Disability or Illness Policy](#): Only if the above discussions/resultant actions do not produce a reasonable and appropriate management process will Management exercise its discretion to terminate the Occupancy Agreement.

COMMUNICABLE DISEASE

In the case of contracting an infectious disease such as measles, a resident should, if possible, leave UniLodge for the infectious period. If this is not possible, the resident is to cooperate with UniLodge to ensure in-house isolation by: Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area; Avoiding common areas of the building; Excluding himself/herself from any UniLodge activities during the infectious period; Careful hand washing etc if the infection is contagious by that route; and Care with coughing, sneezing in common areas, etc. If there is a breakout of an infectious disease involving a significant number of residents, Management will seek medical advice from University Health Service about how best to contain it.

NOTIFIABLE DISEASE

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to Management. Where Management reasonably believes the resident has a notifiable disease, it will refer the resident to the University's Health Service or the resident's own GP for a medical assessment of whether the resident has a notable disease.

If the resident does have a notifiable disease the Health Service or GP is required to report the disease in accordance with the *Public Health Act 1997*. They (or the Chief Health Officer of the ACT) may direct the University (and UniLodge) on how any public health aspect of the disease is to be managed within the University or Hall, where applicable.

If a resident fails to attend a GP examination on request of Management, they may be excluded from UniLodge until such time as they obtain medical advice demonstrating that they do not pose a disease risk to other residents.

If a resident who does attend a GP examination is required to leave UniLodge because they have a communicable disease, their return is dependent on them obtaining medical advice demonstrating that they are fit to return and present minimal or no risk to fellow residents.

Where a resident is required to leave because they have a communicable disease, UniLodge will provide reasonable assistance to enable the resident to locate suitable alternative accommodation. Financial hardship for relocation will be assessed on a case-by-case basis.



Security

INSURANCE & SECURITY FOR YOUR APARTMENT

All Residents 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 are not covered by UniLodge policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge is no exception. We suggest that you keep your doors locked at all times and windows closed if you are not home.

UniLodge is not responsible for any damage caused to personal items during your stay with us.

INTRUDERS

Although we take all possible precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, contact Reception immediately if during business hours, or emergency services (dial 000) if after hours. You may watch the person or persons from a distance, but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

Do not show any person to a Resident's apartment, or tell them where they live - the Resident concerned may not wish to see the visitor.

Do not unlock or open the front door, any common areas or the lifts for any person.

Tell the visitor to see the Reception during business hours.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at UniLodge, please discuss your concerns with ANU Security on (02) 6125-2249, or with management during office hours.



Transport

PUBLIC TRANSPORT (BUSES)

ACTION is the ACT Government provider of local bus services. Call 13 17 10 for bus information or visit www.action.act.gov.au.

ANU UNISAFE BUS

The ANU campus is quite large (145 hectares), with in excess of 150 buildings. If you have to move around the campus at night or travel to or from UniLodge, it makes sense to catch the free UniSafe Bus.

Collect a timetable from ANU Security or the ANU Students Association in Union Court or view it and other useful information at [Unisafe site](#).

The [UniSafe Bus](#) operates from Monday to Friday evenings during semester. You can contact the driver, Brian, on 0428 632 201.

Air Line Shuttle

Operates a service every hour between the Canberra International Airport and Canberra City. Please call 02 6299 3722 for more details or go to www.deanesbuslines.com.au/queanbeyan/ for timetables and route map or ask Reception.

BICYCLE STORAGE

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any part of the building or any Resident's apartment. We have a dedicated bicycle shed located at the rear of the building.



When things go wrong – UniLodge Complaints Procedure

Life in a community as large and as complicated as the Lodges can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Customer Service Supervisor. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step1. Talk politely and openly to the person involved

(Not resolved?)

Step2. Inform the person that you will take the matter to the Customer Service Manager

(Not resolved?)

Step2. Inform the Customer Service Supervisor of Residents that you will take the matter to the General Manager of UniLodge

(Not resolved?)

Step3. Inform the General Manager that you will take the matter to the Director Residential and Campus Communities

ANU PRINCIPLES OF STUDENT COMPLAINT/DISPUTE RESOLUTION

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

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

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

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

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



Useful Contact Numbers

Emergency, Police, Fire, Ambulance

000

Alcohol And Drug Crisis Management	6205 4545
Lifeline (24 Telephone Counselling)	13 11 14
Poisons Information Centre	13 11 26

UniLodge On Gould 6262 8229

UniLodge @ ANU

Warrumbul Lodge Office	6125 7500
Lena Karmel Office	6125 7900
Davey Lodge Office	6184 5000
Kinloch Lodge Office	6184 5600

ANU

Academic Skills & Learning Centre	6125 2972
ANUSA Student Welfare Officer	6125 5849
ANUSA Legal Advisor	6125 2444
Careers Centre	6125 3593
Counselling Centre	6125 2442
Dean of Students	6125 4184
Disability Support Unit	6125 5036
Health Service (Medical Doctors)	6125 3598
International Student Services	6125 4643
Jabal Indigenous Centre	6125 3520
Residential and Campus Communities	6125 1196

ANU Security 6125 2249

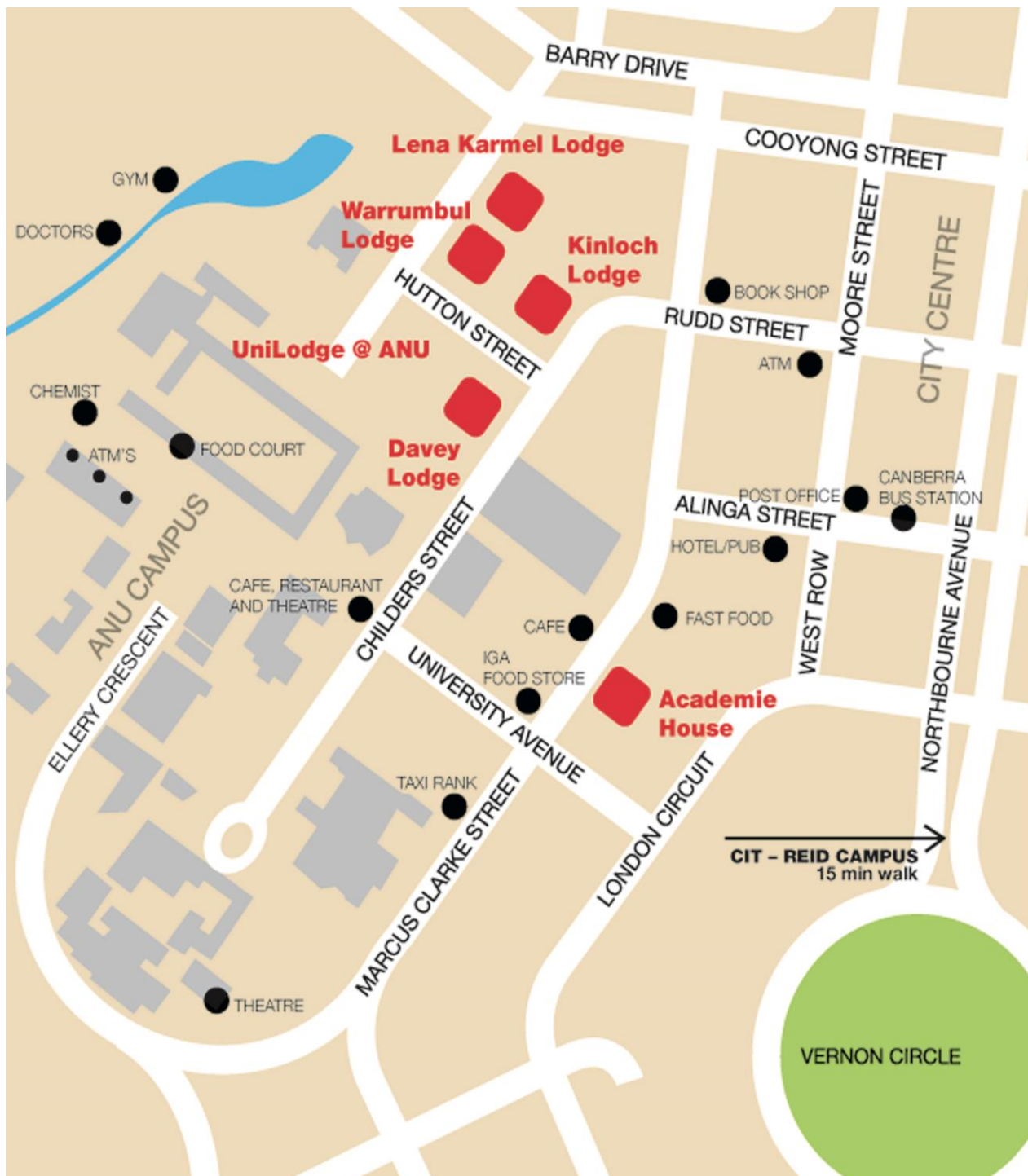
Civic Police	6256 7777
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Other Numbers

Abortion Counselling	1300 363 550
Alcohol & Drug Information Service	1800 422 599
Calvary Hospital, Haydon Drive, Bruce	6201 6111
Canberra Hospital, Yamba Drive, Garran	6244 2222
Canberra Rape Crisis Centre	6247 2525
Domestic Violence Crisis Service	6280 0900
Sexual health information	1300 658 886



UniLodge @ ANU Location Map



Hospital: 000

Calvary Hospital

02 6201 6111

Cnr Belconnen Way and Haydon Drive

Bruce ACT 2617



Police Station: 000

02 6256 7777

London Cct

Civic ACT 2601



Fire Station: 000

(02) 6207 8520

Wakefield Ave, Ainslie ACT 2602



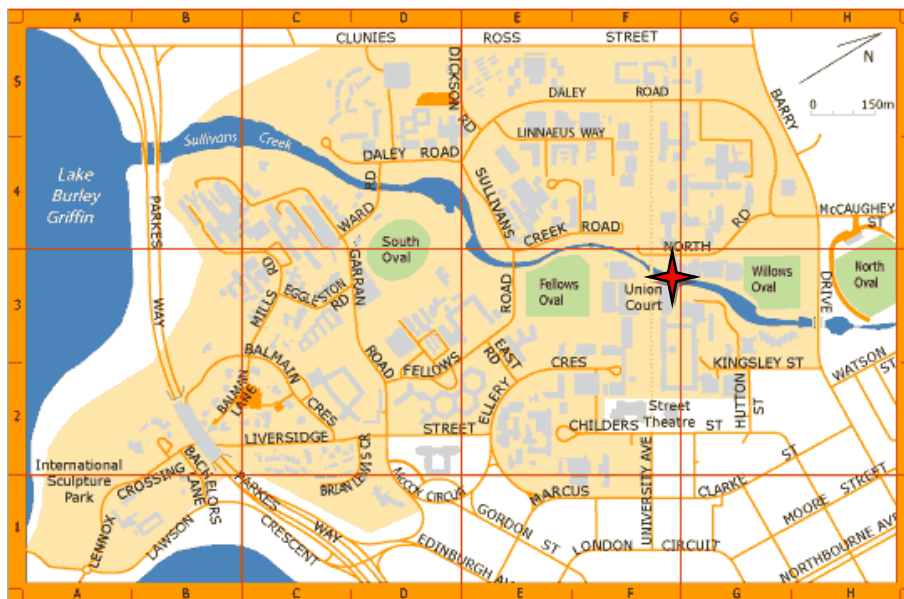
Doctors

ANU University Health Services

(02) 6125 3598

Ground Floor, Sports Union Building

North Road, ANU Campus



Sexual Health Clinic

Sexual Health & Family Planning

(02) 6247 3077

<http://www.shfpact.org.au>

1/28 University Avenue, Canberra ACT 2601



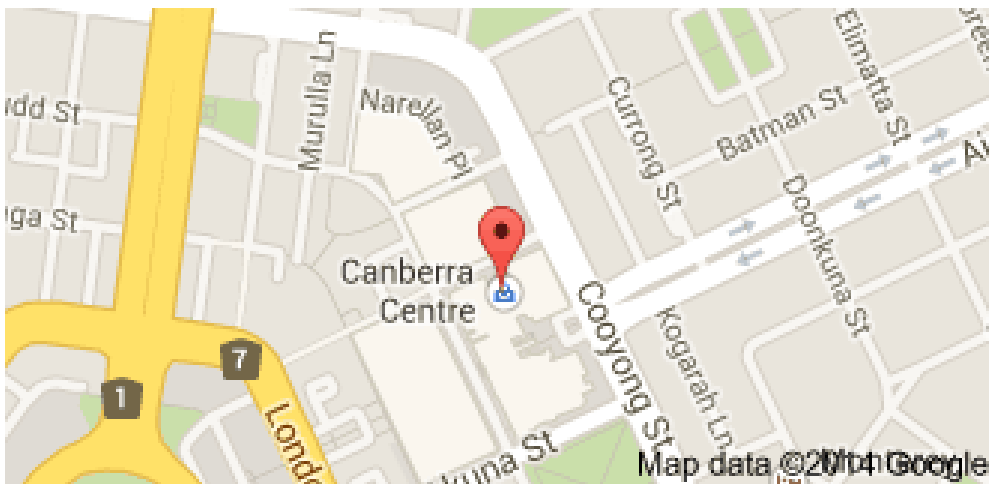
Shopping Centre

Canberra Centre

(02) 6247 5611

<http://www.canberracentre.com.au>

Bunda St, Canberra ACT 2601



Civic Bus Interchange

20/22 E Row Canberra ACT 2601

13 17 10

<http://www.action.act.gov.au/>



Library

Civic Library

Civic Square, London Circuit, Canberra City ACT 2600

(02) 6205 9000

<http://www.library.act.gov.au>

