

UniLodge

-Southern Cross University

Where I want to be



2025

RESIDENT HANDBOOK

WELCOME

We trust that your stay here will be both enjoyable and productive. Management is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands and familiarises themselves with the building and how things work so that all residents can enjoy their stay.

We hope that the information provided in this Resident Handbook will prove useful in assisting you with the most common instances that may occur.

UniLodge - Southern Cross University wants to continue in maintaining a positive, safe and secure atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying at Southern Cross University

Enjoy your stay!

UniLodge - Southern Cross University

Contents

SETTLING IN	6
WE ARE HERE FOR YOU!	7
Contacts	7
Residential Life Department.....	10
Academic Support	10
What is Residential Life?	11
UniLodge’s Multicultural Vision	11
What does the Program Aim to Achieve?.....	11
What Types of Activities Underpin the Residential Life Program?	11
Attending Events.....	11
Photos at Events.....	11
Financial Problems.....	12
Living Together @ UniLodge.....	12
Multishare Cleaning.....	12
Personal Problems.....	12
Confidentiality.....	13
Bullying, Sexual Harassment and Assault, and Discrimination.....	13
Social Support/Student Association’s.....	15
Workplace Health and Safety.....	15
Complaints.....	15
REFUND POLICY	17
Security Deposit and Advanced Residence Fee (Rent).....	17
Breaking the Residence Agreement.....	17
ARRIVAL.....	19
Absent from Your Apartment	19
Access to Other Bedrooms/Apartments.....	19
Additional Furniture	19
Identification	19
Security and Room Key.....	19
BUILDING FACILITIES.....	20
BBQ	20
Bicycle	20
Car Parking.....	20
Recreation rooms	20

Laundries	20
Mail Deliveries.....	20
Reception / After-Hours Staff.....	21
Rubbish/Recycle.....	21
Food.....	21
Sporting Facilities	21
Utilities - Electricity and Water.....	21
Public Transport.....	21
COMMUNICATIONS.....	22
Email.....	22
Internet	22
Printing	22
EMERGENCY PROCEDURES.....	23
Assembly Location - Evacuation	23
Fire Detectors.....	23
False Fire Alarms.....	23
Upon Fire	23
OPERATING AND CARING FOR YOUR APARTMENT	24
Annual Cleaning Fee.....	24
Glass.....	24
Heating.....	24
Bathroom Floor Cleaning	24
Appropriate Use of Kitchen Surfaces	24
Maintenance.....	24
Microwave Oven	25
Mirrors	25
Refrigerator.....	25
Roller Blinds	25
Fly Screens.....	25
Smoke Detector	25
Stains – Removing Stains	25
Tiled Surfaces	25
Walls.....	25
PAYMENTS.....	26
Residence Fee (Rent).....	26

Sundry Charges 26
Apartment Repairs..... 26
SECURITY 27
Insurance and Security for Your Apartment 27
Intruders 27

SETTLING IN

Many new students are living away from their family and friends for the first time so we encourage you to become involved in our Residential Life Program, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! Please come and see us even if only for a chat! We have a diverse range of students residing with us who may be going through the same experiences as you.

International students may experience a certain amount of 'culture shock'.

The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

UniLodge - Southern Cross University would like your stay to be a happy and prosperous one.

WE ARE HERE FOR YOU!

Contacts

UniLodge contacts	
Reception Lismore Coffs Harbour	02 5643 6203 02 5642 4920
Duty Phone Lismore Coffs Harbour	Orion - 0402 458 192/Magellan - 0401 720 322 Carina - 0402 072 552

University Student support contacts

1800 SC HELP is the one stop number for students to solve your enquiries on student safety, support, courses, admissions, accommodation, campus life or are seeking security support

Southern Cross University

Student Support

We've got you covered!

- Counselling
- Disability Support
- First Year Advisers
- Peer Assisted Learning Support (PALS)
- International Student Support
- Learning Coaches
- Student Safety
- Indigenous Australian Student Services (IASS)
- Accommodation Support
- Student Loans
- Sport & Recreation
- Gender & Sexuality Support
- Careers & Employability
- Peer Mentoring
- Library services
- Orientation & Student Events

Need help?
Security & Student Support Services

1800 SC HELP
1800 72 4357

Security and Student Support

security@scu.edu.au

Whether you need Security or need to speak with one of our university support services you can contact us here, follow the prompts, and the relevant person will help you find the answers you need.

Client Services

enquiry@scu.edu.au

Client Services is a gateway to all university services, they look after things like student ID cards, managing your enrolment, class registrations and unit selection and can refer students on to other services.

Counselling

counselling@scu.edu.au

A free and confidential service available to all students. An experienced team of compassionate counsellors who are dedicated to helping you navigate the challenges and transitions that come with university life.

Student Loans

studentloans@scu.edu.au

Provide small interest free loans to currently enrolled students, who can demonstrate genuine need and meet select criteria.

Student Equity & Inclusion

equity@scu.edu.au

Student Equity & Inclusion provides assistance to students of diverse identities and cultures, develop and deliver programs, provide resources and consult the University community to progress and promote inclusion.

Student Safety

studentsafety@scu.edu.au

Student Safety is responsible for developing and nurturing various self-help resources, activities, and initiatives to prevent and address student safety concerns. For more information, please refer to the website or email student safety should you have a question about a student safety matter.

Accommodation

unistays@scu.edu.au

Accommodation Services can help you find private off campus rentals (UniStays) or accommodation at one of our on-campus residential colleges (UniLodge Lismore and Coffs Harbour).

Student Disability Support

inclusion@scu.edu.au

Disability Support is in place to assist students with a disability (and carers of persons with a disability) or medical condition to equitably access and participate in study.

Careers & Employability

careers@scu.edu.au | scu.edu.au/careers

Need a part-time job or want a head start on securing your dream role? Book an appointment with the Careers & Employability team or use our online resources to access the SCU student jobs board, sample resumes, job interview help and self-paced online modules.

Unilife

unilife@scu.edu.au

Unilife program and services include everything from recreational trips and team sports, to cheering on elite athletes and peers at student awards.

Library

library@scu.edu.au

For access to information resources and readings, facilities and study spaces, referencing guides and expert advice, SCU Library is here to help you succeed in your studies.

Indigenous Australian Student Services IASS

iass@scu.edu.au

The Indigenous Australian Student Services (IASS) unit is a first point of contact for Aboriginal and Torres Strait Islander students, providing a wide range of information, advice, and support in a culturally appropriate, safe, friendly, and supportive environment.

First Year Advisers

firstyear@scu.edu.au

First Year Advisors can support domestic, first year students to navigate study and student life at Southern Cross University.

Learning Advisers (Study Support)

learningzone@scu.edu.au

The Learning advisers support student self management, learning and critical thinking skills as well as the development of academic literacy, numeracy and integrity. The service is available by referral only for students with low GPAs.

International Student Support

ioadviser-gc@scu.edu.au

ioadviser-lis@scu.edu.au

ioadviser-coffs@scu.edu.au

Committed to helping international students from application to acceptance and throughout their studies.

SCU After Hours Crisis Line 1300 782 676 or 0488 884 143 (SMS)

Please call 000 (emergency services) if you or another person is at immediate risk of harm. If you are on campus, please contact campus security. The After Hours Crisis Counselling Support Line is available between 5pm and 9am weekdays; 24 hours on weekends, public holidays and during university shutdown periods. A qualified crisis support specialist will help you find relief from emotional distress and explore coping strategies for the current crisis.



Student Self-help Hub

A rich array of information, support resources, self-guided tutorials, and connections; designed to aid students in their academic and personal growth. Covers an array of topics including mental health & wellbeing, academic supports, student safety, gender & sexuality, & careers & employability, Find it in your Information and workgroup sites in Blackboard.

Emergency (Fire Police Ambulance)	000
Lifeline	13 11 14
Beyond Blue	1300 224 636
1800RESPECT	1800 737 732
13YARN	13 92 76
QLife	1300 555 727

Poison info line	13 11 26
Legal Aid Helpline	6621 1000
Medical Services	
Base Hospital	Lismore – 6624 0200 / Coffs Harbour - 6656 7000
GP Super clinic	Lismore - 6624 1411 / Coffs Harbour – 6691 3573
University Health Centre - Lismore	6626 9131

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone here to help. Do not keep your worries or problems to yourself – the sooner we know, the sooner we can help you to resolve any issues that you may be dealing with. Our staff will keep conversations confidential, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New residents often have trouble adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and being responsible for themselves
- Being away from the support of family and friends
- Settling into a new town, a new state, or a new country
- Language barriers
- Lifestyle and cultural changes, which may include:
 - Finding their way around e.g. transport, clubs, churches etc.
 - Basic establishment tasks e.g. setting up bank accounts etc.

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into Reception, and we will be happy to give you any information or support that you may need.

Anyone affected by illness, accident, or death of a relative, should take the time and talk to one of our amazing Managers. If necessary, we can refer you to the appropriate student support services for further support.

Residential Life Department

When you join our community at UniLodge SCU, you will find there is always something to do and someone to talk to.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you in the grounds to find out about your weekend. They are always available for a chat, offer advice and sometimes refer to other services.

Connecting you to services, people and places is just one of the important roles we play here at UniLodge SCU. So, whether you want to connect with other residents, engage with the local community or just want to know the best places to 'hang out' we can help you.

Academic Support

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you have any concerns regarding course and unit selection, your course progression, applying for special consideration due to sickness or family troubles or any other administrative matter, we can help. Contact Client Services on [1800 72 4357](tel:1800724357) or enquiry@scu.edu.au.

The Student Learning Zone offers an extensive range of learning support resources and programs to support students. Please visit our website at scu.edu.au/current-students/learning-zone

As a resident you may experience differing levels of stress at various times, particularly when assessments are due. We are here to provide an environment to support you achieve successful academic achievements so please reach out for assistance if required. All residents are required to consider noise levels and how they may be impacting students that are studying.



What is Residential Life?

Residential Life is an integrated, contemporary, Residential Life Program, run by UniLodge for our Residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, and the Residential Life Coordinator.

UniLodge's Multicultural Vision

We promote a culture of respect, acknowledgement and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for each other. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity or participation in community-based activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, trips to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Game nights and movie nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy. Just call into reception and sign up for those events you wish to attend. So simple! Our Residential Life Team can assist you or answer any questions you may have.

Photos at Events

Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Coordinator or the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan to assist with rental payments. Students who are experiencing financial difficulties, please call 1800 SC HELP (1800 72 4357) to contact Student Loans or email studentloans@scu.edu.au for financial support and assistance.

Living Together @ UniLodge

Proactive Communication

Living with someone requires a balance of mutual respect, cooperation, and consideration. The best way to create this atmosphere? Proactive communication, which is the essential foundation for successful roommate relationships – really, for all relationships!

TOPICS OF CONVERSATION

Get to know each other to cut down on the feeling of living with a "stranger."

- ▶ *Where are each of you from?*
- ▶ *What do you each like to do for fun?*

If you already know each other, then get reacquainted. Catch up on what classes you'll be taking, activities you'll be involved with and jobs you might be starting.

Discuss right away what each of you wants and needs in order to live together peacefully - don't wait until a problem comes up. Some examples:

- ▶ *How do each of you like to study; with background music/TV on or in total silence?*
- ▶ *What about your sleeping styles; do you need the room as dark as possible or is some light OK?*
- ▶ *What sets you off?*

By the way, this step is crucial with any roommate, whether you've just met or are friends who have known each other for years. In fact, many students find living with a friend can be tough at times - they can get nervous speaking up about issues for fear of losing a close friend. Ironing out these details at the start can help you avoid or minimise many problems.

TIP: It's a good idea to write down what each of you needs and agrees to. This is known as your Roommate Agreement. You can refer to it later if you ever need to remind yourselves of what was said.

YOU CAN BE FRIENDLY WITHOUT BEING FRIENDS

While it can be great when roommates are also friends, don't expect that to happen. The main goals are for you to live together peacefully and respect one another. Ultimately, that's what makes a true roommate relationship work.

Resolving Conflicts

Don't be discouraged if a roommate is doing something that bothers you, or vice versa. This is inevitable at some point in any shared living arrangement. Make note of these Do's and Don'ts to address situations most effectively...

DO:

- Bring concerns up right away
- Use "I" statements to describe how you feel
- Avoid generalizing behaviors unfairly with words like "always" or "never"
- Be specific so your roommate understands exactly what you need

DON'T:

- Drop hints; many people won't pick up on them and you'll get frustrated
- Resort to social media or text message; be discreet yet direct
- Delay bringing up an important issue; you'll only get more upset
- Bring up a long list of issues all at once and overwhelm your roommate

SAMPLE STATEMENTS

DO SAY:

"I have a hard time sleeping with bright lights on. Could you please use your desk lamp after midnight instead of the ceiling light?"

Very clear and fair.

DON'T SAY:

"Ugh, I'm so tired, I haven't been able to get a good night's sleep all week"

Too vague.

"You're always so rude! You don't even care that I haven't slept well for a week!"

Too heated. Plus, it sounds like other issues besides sleep have been bothering you. Bottling things up until you explode won't help anyone.

CAN'T I JUST SWITCH ROOMS?

Seems like the obvious solution, doesn't it? Not so fast. Not only can space on campus be limited, but roommate conflicts will follow you if you're not willing to anticipate them beforehand and resolve them once they happen. Many students are surprised when room changes don't solve their problems - sometimes, things are worse! Try working it out with your current roommate(s). If there's no improvement, speak with residential life staff for assistance.

Multishare Cleaning

All residents of each apartment must participate in regular cleaning. Scheduled inspections will occur throughout the year and failure to clean properly may result in professional cleaners being bought in at your cost.

Personal Problems

Do not be afraid to confide in UniLodge SCU staff to discuss any personal issues that may be affecting you. We are here to support you, provide guidance, assistance, and referral where necessary.

Confidentiality

Your confidentiality is important to us. Should you wish to discuss any matter in private, please ask your Residential Life Coordinator. “Staff will not disclose your personal information to anybody else without your consent, unless you or someone else is in danger, or we are required to do so by law.”

Bullying, Sexual Harassment and Assault, and Discrimination

Bullying, sexual assault, sexual harassment and discrimination is **NOT tolerated** and is against the law in Australia. UniLodge is committed to providing a respectful and safe place to study and live.

Sexual Assault is any unwanted or forced sexual act or behavior without consent, including when consent is withdrawn. This covers any attempts to do this. It includes forcing another person to commit or see a sexual act. Rape is the most serious form of sexual assault.

Sexual harassment is any unwelcomed sexual advance, request for sexual favors or conduct of a sexual nature that is done either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel this way. It may include sexually suggestive comments about a person’s appearance, indecent exposure or repeated invitations to develop intimate relationship after prior refusal.

To understand what constitutes as sexual assault/sexual harassment, please visit SCU’s Sexual assault and sexual harassment [webpage](#) and read the [Sexual Misconduct \(Prevention and Response\) Policy](#)

UniLodge SCU is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Anyone at UniLodge SCU who engages in any form of bullying, sexual harassment, assault, or discrimination will be asked to leave and legal action may be taken.

The Anti-Discrimination Act makes discrimination unlawful based on a person’s **gender, race, age, sexual preference, disability, religion, political beliefs, or activities.**

Students are encouraged to notify the University about incidents of sexual violence and threatening or concerning behaviour. Students can disclose or report an incident to someone at SCU at any time and have the option to self-report through the University's risk management site, **Riskware.**



Students can also self report incidents of sexual misconduct by emailing the APO complaints officer at complaints@scu.edu.au Your wellbeing is our priority and we are committed to providing a safe and respectful community for all our students. For more information on making a report and lodging an incident in Riskware please visit the SCU Student Safety webpage: [Student Safety](#) . Further information is also available within the Student Critical Incident Management Policy and Procedure.

Support is available for students who have experienced or are experiencing sexual violence, domestic family violence, bullying, or harassment please contact your Residential Life

Coordinator and/ or the SCU Counselling Service (counselling@scu.edu.au) or phoning 1800 SC HELP/1800 72 4357. For a comprehensive list of support services available for students please visit the SCU Student Support webpage: [Student Support](#)

For information and advice external to Unilodge and the university please call 1800 RESPECT.

If you are feeling unsafe and or experiencing threatening or unwanted behaviour, please contact your Residential Life Coordinator and/or SCU security services on 1800 SC HELP/1800 72 4357. If your emergency is life-threatening, please contact 000 immediately,

SCU Ally Network members are also available to act as a confidential point of contact for students who may have a query or concern about their university experience relating to their gender identity, sex or sexuality diversity. The [list of Allies](#) is available in the Self-help Hub in MySCU (*log-in required*). More information available on the [Ally Network webpage](#).

Affirmative Consent

UniLodge strives to create a safe, respectful, and inclusive community at SCU for all residents. Part of this is making sure that our residents understand the meaning of consent and how to give it freely. Upon arrival you will need to complete our Resident Induction session in person, as well as our Online Induction Modules that will include a Respectful Relationships Module.

NSW has Affirmative Consent Laws in place. Affirmative consent requires both parties to openly communicate their willingness to engage at each stage without fear, coercion or assumptions. Consent is an individual's free agreement to participate in an activity. (Australian Law Reform Commission, 2010; Powell, 2010).



All students residing in Unilodge accommodation are required to complete the University's Respectful Relationships Module, **Respect@SCU**

Respect@SCU is a mandatory online learning module that takes an intersectional approach, covering respectful relationships, bystander intervention, and the complexities of sexual consent. The online module is informative, easy to navigate and takes around 60 minutes to complete.

Every student who completes Respect@SCU strengthens a culture of support, safety, and well-being. The module is hosted in MySCU in the Self-Help Hub and is listed under the Information Site. Should you have any inquiries, require support, or encounter technical issues, please direct them to studentsafety@scu.edu.au.

For more information on consent please watch this video [Watch the Tea Consent video](#)

Social Support/Student Association's

UniLodge SCU will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Taking part in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

Why not look at joining your local student association for other ways to connect with your peers, they have a range of clubs and activities throughout the year. [Students Associations Webpage](#)

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace. As such staff and residents alike are responsible for always maintaining a safe and secure environment. As a resident, you must not directly cause or contribute towards an accident e.g. preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

Complaints

Life in a community means that sometimes challenges can arise that are difficult to manage on your own. You might have a problem with a fellow resident, staff member, or a decision that has been made by UniLodge management. If you do come across some difficulties at UniLodge SCU, don't hesitate to contact the Residential Life Coordinator, or the General Manager. 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:

Step 1 – Try to address the situation with the resident first. If you do not feel comfortable talking to the resident, then continue to step 2.

Step 2 - If the problem is not resolved after step 1, contact the Residential Life Coordinator.

Step 3 - The Residential Life Coordinator or UniLodge Management will assist you with working through the situation. If UniLodge management make a decision related to your complaint, you are able to have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge Chief Operating Officer.

Students can also make direct complaints to Southern Cross Universities, by contacting the Complaints Assistance Officer: T: +61 2 6620 3849 E: complaints@scu.edu.au

Please use the links below to access further information

[Complaints Policy - Students \(scu.edu.au\)](#)

[SCU Complaint webpage](#)

ALL-IN-ONE-ESSENTIALS KIT

As a UniLodge resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you – UniLodge online shop, for our All-in-one essentials kits. It is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive. Items are available for purchase throughout your stay with us at UniLodge. **There is currently a wait time due to the regional location of the SCU campus.**

Visit [Your Shop](#) now and order today



REFUND POLICY

Security Deposit and Advanced Residence Fee (Rent)

No Refund

- In the event of a resident being evicted, the resident will not be eligible for a refund of any rent paid until another resident is found.
- At the end of a Residence Agreement, where damage has been caused to SCU 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.
- Where a resident breaks a Residence Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to the commencement date of their Residence Agreement.
- Where the appropriate notice is given, a portion 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. A further cancellation fee may apply.

At the end of a Residence Agreement which is not renewed, a partial refund will be issued if there are any outstanding fees, damages to the room, or additional cleaning required.

Total Refund

- A security deposit is refundable at the end of a Residence Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any SCU property for which the resident is liable, and expenses such as cleaning, are fully paid.
- If the student does not receive an academic offer from SCU, or they do not receive their visa, provided the resident notifies UniLodge SCU within the penalty free period in January, their booking will be cancelled without financial penalty. UniLodge SCU may ask you to provide proof. Please check with reception for official date per annum.

Breaking the Residence Agreement

The Residence Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the residency fees, they must notify Reception, sculismore@unilodge.com.au OR scucoffsharbour@unilodge.com.au in writing as soon as possible.

If the resident wishes to terminate the Residence Agreement before the end date the resident must notify UniLodge management in writing of their intention to terminate their Residence Agreement. The resident must give UniLodge management no less than 28 days' notice and continue to pay the Residence Fees until the earlier of:

- The expiry of the Residence Agreement; or
- The commencement date of a new Residence Agreement between a replacement resident and UniLodge management.

In addition, a cancellation fee equivalent to 2 weeks rent is payable.

Under extenuating circumstances UniLodge management have the ability to reduce the notice period or fee associated with termination of a Residence Agreement.

When considering terminating your Residential Agreement, it is your responsibility to do the following:

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

By accepting your offer, you have entered into a legally binding agreement, and you are responsible for the payment of the residence fees under this agreement for the agreed term. UniLodge SCU reserves the right to seek recovery of these monies should you fail to meet your legal obligations.

ARRIVAL

Upon check in, you will receive the following items:

A Room Key and a copy of the Entry Condition Report for your apartment.

You will also be required to attend a **compulsory** induction session. The Induction Session provides an overview of important information related to your residency, as well as everything you need to know about living at UniLodge - SCU.

Absent from Your Apartment

If you intend to leave your apartment for more than two nights, please ensure you advise reception. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your residency fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all residency fee payments prior to going on holiday.

Access to Other Bedrooms/Apartments

Entering another resident's bedroom or apartment without authorisation is not permitted. Culprits may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, theft, all residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

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 looked at separately depending on the size of the apartment and furniture required.

Identification

Identification should always be carried as it allows UniLodge SCU to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your Room Key.

Security and Room Key

- You are issued with a Room Key when you check in. The Room Key will give you access to your apartment front door and bedroom.
- The Room Key should be always carried by residents. Your Room Key must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room please call the Duty RA phone. A \$10 fee is applicable for all lockouts.
- Should you lose your Room Key or be locked out of your apartment, you must contact a UniLodge staff member immediately.

Lost keys result in the entire apartment requiring re-keying at a cost of 80.00 per lock. This charge is passed on to the resident who lost the initial key.

BUILDING FACILITIES

BBQ

The BBQ is located at the common areas of each college and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items are left in the area. Portable BBQ's, open fires and gas bottles are **strictly** prohibited on UniLodge – SCU property.

Bicycle

To preserve carpets and other fittings and fixtures, bicycles are not to be brought into any of the apartments. Bicycles are not permitted to be stored on any part of the common property within the building. Transgressions will lead to bikes being removed; any locks or mechanisms securing the bike will be removed at the expense of the resident.

Car Parking

Parking on site is done so at your own risk. You must park in the spaces provided only, Please do not park in accesible parking without a government issued disability parking permit. You will be subject to fines by NSW police if you do not abide by the laws surrounding accesible parking.

Recreation rooms

Each property has a recreation room for your use, these rooms contain TV's, pool tables and other activities. They are open between 9am and 10pm daily.

Laundries

The laundries are open 24/7 and are located at each site. They have coin operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception.

Mail Deliveries

Mail being sent to you should be addressed as follows:

Coffs Harbour

**Resident Full Name
UniLodge SCU – Coffs Harbour
Southern Cross University
Hogbin Drive
Coffs Harbour NSW 2450**

Staff at the property will collect mail from the central mail room and you will receive an email from Reception advising you that mail has been received. You can collect your mail from the Study Centre mail room all hours.

Lismore

**Resident Full Name
UniLodge SCU – Lismore
Shop 11D, Goodman Plaza
Southern Cross University
Military Rd
Lismore NSW 2480**

Staff at the property will collect mail from the central mail room and you will receive an email from Reception advising you that mail has been received. You can collect your mail during business hours at Reception.

Reception / After-Hours Staff

Our staff will assist you with any questions and queries regarding the property and also have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as followed:

- Monday to Fridays – 9am to 5pm
- Saturdays, Sundays and Public Holidays – Closed
- After hours contact – by phone – 0402 072 552

Rubbish/Recycle

Each site has industrial bins for your use, they are emptied regularly. There are separate skip bins for recycling and general waste. We encourage you to empty your apartment bins daily.

Food

SCU campuses have a range of food options open Monday to Friday on site, please see website for trading hours.

Sporting Facilities

SCU have gym and other sporting facilities on campus for your enjoyment.

Utilities - Electricity and Water

Electricity and water consumption are included in your residency fees.

Public Transport

SCU campuses are regular bus stops for local bus services please contact reception for more information regarding the bus services.

COMMUNICATIONS

Email

To contact Reception via email please feel free to address your emails as below,

Coffs Harbour – scucoffsharbour@unilodge.com.au

Lismore - sculismore@unilodge.com.au

Please note: these email accounts are monitored during normal business hours only and we will endeavour to respond as soon as practical.

Internet

Internet access is provided Southern Cross University and available wirelessly throughout the campus and interior of the building and selected areas externally. Use of the network is only available via the use of SCU credentials and is subject to the SCU IT Conditions of Use Policy in relation to the use of SCU Technology Services infrastructure and Internet. Please be advised that online gaming is not supported through the SCU network.

Internet Customer Service Details Superloop

Phone:1800 661 407

Email: wifisupport@superloop.com

Printing

SCU has printing services available including the Library and Student associations.

EMERGENCY PROCEDURES

UniLodge SCU will provide residents with emergency assistance in the event of:

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building infrastructure emergencies (e.g. fire or storm damage)
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances)
- Lockouts – where a resident locks themselves out or misplaces their key.

Assembly Location - Evacuation

If you are instructed to evacuate the building, make your way to the nearest emergency assembly location. Please await instruction from Emergency services and UniLodge staff before re entering any buildings during an emergency evacuation.

Fire Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm systems and these actions may cause a system fault and or a false alarm. Do not smoke, vape or use an electronic cigarette in the building as these actions may also cause the system to fault or set off a false alarm. Candles and any item with a naked flame (including incense) are strictly prohibited.

False Fire Alarms

In the event of a false alarm emergency services have it within its powers to levy fines and commence prosecutions (current fines exceed \$2,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call 000
- Evacuate to assembly area using the stairs.
- Remain at assembly area and await roll call.

OPERATING AND CARING FOR YOUR APARTMENT

Annual Cleaning Fee

Your apartment has been professionally cleaned and you have been supplied with a new mattress protector prior to your arrival. The mattress protector is yours to take with you when you leave if you wish. On application you will be paying a compulsory cleaning fee of \$120.00

A condition listed in your Residence Agreement is that you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

Glass

Please note the following suggested points for the care and maintenance of the glass in your apartment.

WHAT NOT TO DO

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- 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). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heating

Colleges do not allow heaters with exposed elements or fan heaters. Please speak with Reception if you require clarification

Cleaning

A wipe over with a clean, soft damp cloth should be enough to keep all countertops and surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Bathroom Floor Cleaning

Sweep up dust and dirt. Use a microfibre mop to apply a diluted alkaline cleaning solution to the floor. Scrub with a deck scrubber cleaning pad. Rinse the floor with warm clean water, removing the dirty water from the floor with a microfibre mop and allow to dry.

Appropriate Use of Kitchen Surfaces

When cooking utensils please use heat pads and cutting or chopping boards, as this could damage the countertops and surfaces. Sliding heavy objects can cause scuffing of the surface. Residents will be charged for any damage that occurs or replacements to the countertop and surfaces. Residents are asked not to remove from their apartment any item or equipment that has been provided by UniLodge.

Maintenance

Please log maintenance requests through the residential portal, if you are having any problems, please let reception staff know.

Microwave Oven

Your apartment is provided with a microwave oven located in the kitchen. The microwave is connected to a 240-volt single-phase electric power supply.

Mirrors

The manufacturer's recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

Refrigerator

Your apartment includes a refrigerator connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

Roller Blinds

You will find a chain on the side of the window. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off; a charge will apply for any maintenance and replacement costs.

Fly Screens

There is a fly screen fitted to the opening window/s within your apartment. Should you have any problems with your fly screen please do not attempt to fix it yourself, please see reception and we will log a maintenance job.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240-volt power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined up to \$1000.

Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of METHYLATED SPIRITS or cleaning liquid that does not contain solvents can be used.

Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

Walls

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint could be removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores, which are designed to leave the walls undamaged once removed. However, there is no guarantee damage will not occur. These are "3M Brand Adhesive/ Removable Hooks." Please ensure you remove these hooks at the end of your residency. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape or blu-tack is to be used as it can stain.

Wildlife

Please be mindful of the rural setting on campus at SCU. We are often visited by snakes and other wildlife, and sometimes snakes have been known to enter apartments through open doors.

To avoid this please keep your apartment doors closed and the area around your apartment clear of rubbish and clutter. If you do find a snake or other wildlife in your apartment please notify staff immediately, DO NOT approach any wildlife as this may cause distress to the animal which in turn may bite.

PAYMENTS

Residents whose payments are in arrears will be issued with breach

Residence Fee (Rent)

Rent is to be paid as per the Residence Agreement and must always be in advance. Payments can be made in the following way:

- a) Direct debit (per agreed direct debit schedule dates)
- b) One lump sum payment for the upcoming semester

SCU Village Bank Account Information

Account name: Southern Cross Campus Services Ltd

Bank: ANZ

BSB number: 012 715

Account number: 8384 16253

Branch address: 82 Woodlark Street, Lismore NSW 2480 Australia

SWIFT code: ANZBAU3M

Please use your name and apartment number as a reference and provide reception with the receipt.

Payment of rent must be received on or before the due date.

Sundry Charges

Sundry charges, such as lock outs, are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings by the next Residence Fee instalment date.

Apartment Repairs

UniLodge SCU employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs.

SECURITY

Insurance and Security for Your Apartment

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc... as they are **not covered** by UniLodge Australia's insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **always keep your door locked**.

Intruders

Although we take all possible precautions, non-residents may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and 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.**
- **Tell the visitor to call reception.**

The onsite campus carpark is open for any person to access on foot. Please don't leave bags or valuables in your car, and make sure your car is always locked.

If you feel unsafe during your stay, campus security is available to assist you.



The banner features the Southern Cross University logo on the left, which consists of a stylized 'S' and 'C' inside a shield-like shape. To the right of the logo, the text 'Southern Cross University' is written in a small font. The main text of the banner is 'Need help?' in a large, bold, white font. To the right of this, the text 'Security & Student Support Services' is written in a smaller font, followed by the phone numbers '1800 SC HELP' and '1800 72 4357' in a large, bold, white font.