

UniLodge

Student Living on A'Beckett

Where I want to be

RESIDENT HANDBOOK

106 – 116 A'Beckett St, Melbourne VIC 3000

WELCOME

Welcome to Student Living on A'Beckett

Dear Resident,

Welcome to UniLodge on A'Beckett. We trust that your stay here will be both enjoyable and productive.

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

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

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

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

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

Nelson Li

Property Manager Operations

Enjoy your stay!

CONTACT DETAILS

Receiving Mail

Your postal address is:

(your name)

UniLodge on A'Beckett

(your room number) /106 – 116, A'Beckett St, Melbourne VIC 3000

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

Sending Mail

The closest Australia post office is located at ground floor, 277 William St, Melbourne VIC 3000.

Important Contacts

RECEPTION HOURS 339 SWANSTON STREET, MELBOURNE MONDAY TO FRIDAY SATURDAY SUNDAY	+61 3 9224 7888 8:30AM TO 5:00PM CLOSED CLOSED
AFTER HOURS CONTACT	+61 428 690 891
EMERGENCY (POLICE, FIRE, AMBULANCE)	000

THE UNILODGE MANAGEMENT IS ON CALL 24 HOURS A DAY

SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in student activities and events, so that you will make new friends and begin to feel more ‘at home’.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after-hours assistance, we have Residential Advisors on site who can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

Please come and see us even if it’s only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities, and resourcefulness.

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

To assist students, the Resident handbook has simplified the rules of the Owners Corporation. For a more detailed and comprehensive look at these rules, please see 339 Swanston Reception to view the complete copy.

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

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

Nelson Li

Property Manager Operations

Enjoy your stay!

STUDENT LIFE

Connecting Students with Life

Connecting you to services, people and places is just one of the important roles with play here at UniLodge. So, whether you want to connect with other students, the local community or just know the best places to 'hang out' we can help you. We want to assist you were ever possible to fit into your home away from home as quickly, safely, and securely as possible so you can get on with the job of studying and enjoying your time here.

At UniLodge we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner, you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount, and confidences are kept.

As a new Resident you may have trouble adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and culture changes, which can include such things as:
- Finding your way around i.e. transport, clubs, churches etc.
- Setting up bank accounts

Our Staff

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

Our residential advisors are students themselves and know what it is like to live away from home. They can help with several different inquiries.

Please feel free to drop into UniLodge on 339 Swanston Reception and we will be happy to give you the information you need.

Anyone affected by illness, accident, or death of a relative, should talk to the Manager at our main office. If necessary, we can connect you to the appropriate counsellors for further 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 lying around in shared areas.
- Clean up after yourself.
- Have consideration and respect for others in all facets of life.
- Remembering that most residents of UniLodge are students. You could assist each other with study and/or have study groups together.
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

Personal Problems

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

Financial Problems

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

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

RIGHTS & RESPONSIBILITIES

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

Resident Rights

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.

Resident Responsibilities

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

Residential Rental Provider (RRP) Rights

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

RRP Responsibilities

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

Eligibility of Residents

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

Bond

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

Condition Report

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

The completed and signed condition report must be returned to Reception within 3 Business days of your arrival. Forms received after 3 Business days will not be accepted.

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

RENTAL PAYMENTS

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

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

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

Bank Name: Bank of Melbourne
Account Name: College House Management Trust
BSB: 113-879
Account No: 468 534 243
Reference: ***All rental payments MUST be transferred with your room number for UniLodge to clearly identify your payment.***

We **DO NOT** accept CASH, EFTPOS, & Credit Card payment.

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

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

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

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

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

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

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

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

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

Important reminder to Residents

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

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

Behaviour

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

Noise Levels

All residents must observe consideration for their neighbours. No excessive noise is permitted after 10:00pm to 7:00am. Noise disturbances can potentially lead to eviction and / or legal prosecution. Students are here to study, please use **common sense** and **consideration**.

Smoking

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

Alcohol

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

Drugs / Illegal Substances

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible.

We can certainly put you in touch with people who can help you.

Insurance

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

(Note it is strongly recommended the tenant takes out contents insurance to adequately cover their possessions.)

Intruders

- If you see anyone behaving suspiciously, call your residential advisor immediately and watch the person or persons from a distance, but do not put yourself at risk.
- At no circumstances give access to unknown person/s.
- Respect others privacy by referring visitors to Reception or the residential advisor.
- Do not give out another resident's room number to others.

If in doubt – please contact UniLodge Management.

Building Security

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you **always keep your doors locked**.
- Under no circumstances must residents loan out their proxy card or swipe card. Such an action will result in confiscation.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown.

Access to other apartments

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

Keys

Keys should always be carried with you. Your door should always be locked.

Apartment Door Key

Each apartment has its own individual restricted series key – which means it cannot be copied. Only 1 key is issued to each apartment.

Lockouts

A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.

If you have lost your apartment key, your entire lock will need to be replaced at a minimum cost of \$250 payable direct to the locksmith.

Additional keys such as mailbox or locker keys etc. will be charged at replacement cost.

Emergency Fire Procedures

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

Remain at assembly area and ensure everyone is accounted for.

Smoke Detector & Alarm

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

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

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Note: As already stated in your Residential Tenancy Agreement, residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for false call outs.

Garbage

Large green garbage bins are located outside the building in the carpark for general waste.

Please consider the environment and dispose of all rubbish thoughtfully.

Maintenance

UniLodge on A'Beckett employs maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour.

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

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

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

Furniture and Equipment

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

The Resident is not permitted to make any alterations or additions to the apartment or the furniture and equipment within the apartment unless the request has been given in writing and approved by Management.

Walls, Doors, and Windows

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

Requests of staff

Residents must comply with all reasonable requests from UniLodge Management.

YOUR AGREEMENT WITH UNILODGE

Cleaning

It is expected that you will always keep your apartment clean and tidy.

Blinds

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

Windows

No item is to be hung in or attached to your window. Clothing can be hung on a clothes horse in your room or can be dried by using the drier in the laundry.

Any item placed in your window is a direct breach of your tenancy agreement.

Furniture And Fixtures

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

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

Common Areas

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

Student Common Rooms

There is a First-floor common room available to all residents. Please show consideration by ensuring these areas are always constantly kept clean and tidy.

Common Area Cleaning

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

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

Car Park

Car Parking is available at UniLodge on A'Beckett

for an additional fee, the car parks are separately owned from the apartments. Unauthorised parking may result in the car being towed away.

FACILITIES & SERVICES

Internet

Superloop and UniLodge Australia have teamed up to deliver you the best available student Internet solution on a next generation high speed network.

At UniLodge you will be able to connect to Unlimited Internet plans that are generous enough to satisfy the hungriest Internet user.

Unlimited Internet is included in all rate packages. You will receive an activation token on arrival.

Sexual Harassment

Sexual Harassment contravenes Australian legislation and occurs where:

- A person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.

And the person engaging in the conduct described above does so:

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

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

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

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge on A'Beckett is recognized as a workplace and, as such, this puts responsibilities on both UniLodge Management and residents. As residents you must not be negligent in terms of causing or contributing towards an accident e.g. Preventing easy access 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.

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

Heavy fines will apply when used inappropriately.

Privacy

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

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

Nelson Li – Property Manager Operations 339 Swanston Street Melbourne

Email: onabeckett@unilodge.com.au

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

GETTING AROUND MELBOURNE

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

For more information on Melbourne or to check out local events visit

<https://whatson.melbourne.vic.gov.au/>.

Getting around Melbourne is easy with Flinders Station located 15 minutes by tram down St Kilda Road.

From here you can catch all metropolitan and interstate trains.

Trams run along St Kilda Road which is close to UniLodge. Trams on these lines head to St Kilda and the CBD.

Information on public transport can be obtained from:

<http://ptv.vic.gov.au/> & <http://www.yarratrams.com.au/>

Shopping Centres and Supermarkets

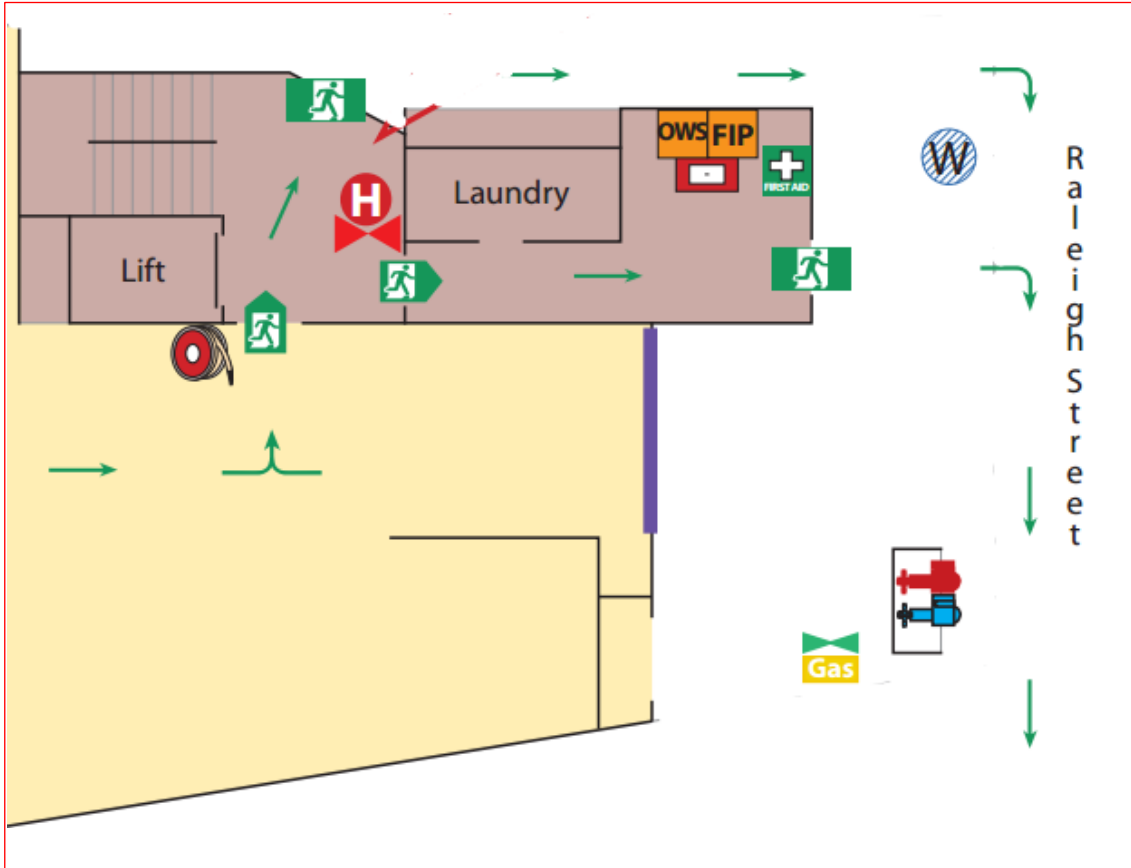
Supermarkets	Distance from UniLodge on A'Beckett
Coles CBD 211 Latrobe St	400 m
Woollies QV Centre	650 m
Shopping Centres	
QV Centre Corner Swanston and Lonsdale St	650 m
Melbourne Central Swanston St, Melbourne	400 m
Market	
QV Market	500 m

Hospitals and Emergency







Hospitals	Telephone Number
The Alfred Hospital Commercial Rd, Melbourne	(03) 9276 2000
Doctors	Telephone Number
High Street Medical Clinic 1/139 High Street Prahran VIC 3181	(03) 9510 5500
Dentists	Telephone Number
Royal Dental Hospital 720 Swanston St, Carlton	(03) 9341 1000

Councillors	Contact University
Melbourne University	www.services.unimelb.edu.au/counsel/
RMIT University	www.rmit.edu.au/counselling

Evacuation Assembly Area Diagram



Standard Fire Orders

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

Emergency Warning System

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

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

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

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