

UniLodge

JOHN GREY HALL

Where I want to be

2024

**RESIDENT
HANDBOOK**

WELCOME

Welcome to Country

At James Cook University, we acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Traditional Owners of the lands on which our campuses and study centres are located and where we conduct our business. We pay our respects to ancestors and Elders, past, present and future. JCU is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to JCU and society.

Welcome to UniLodge John Grey Hall

We trust that your stay here will be both enjoyable and productive. Our team is aware that you are not only here 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 the building and observes the rules of occupancy so that all residents can enjoy their stay. It also forms an important part of your agreement terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

UniLodge John Grey Hall Management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Cairns.

Enjoy your stay!

The UniLodge Team

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1.SETTLING IN

Most students coming from overseas 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.

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 our Residential Life Program Events, 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! We also have many students from different countries who are going through the same experiences as you.

Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

2. WE CARE ABOUT YOU!

UniLodge strives to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

JCU Student Equity and Wellbeing:

<https://www.jcu.edu.au/learning-and-teaching/students/student-equity-and-wellbeing>

JCU Safety and Wellbeing – Sexual Harassment and Sexual Assault:

<https://www.jcu.edu.au/safety-and-wellbeing/sexual-harassment-and-sexual-assault>

MySafety - <https://jcu.mysafety.org.au/>

MySafety is a new website for JCU students who are worried about something that happened during sex, who are concerned about their relationship, or who are trying to help a friend. It's a safe, inclusive & completely anonymous space.

UniLodge Student Health and Wellbeing:

<https://www.unilodge.com.au/student-wellbeing>

Cairns Sexual Assault Service – True 07 4031 3590

New residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Life style and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. transport, clubs, churches etc.
 - Basic establishment tasks e.g. 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 the information you need.

Anyone affected by illness, accident or death of a relative, should talk to the Residential Life Manager or General Manager. If necessary we can refer you to the JCU Counselling Service for further support.

UniLodge is proud to offer a pastoral care network. When you join our community 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 hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

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

We want to assist you wherever 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.

2.1 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 subject selection, preparation for examinations, dealing with tutors and lecturers, applying for 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. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

2.2 Our Residential Life Program

What is Residential Life Program?

Residential Life Program 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 senior residents - Residential Advisors, the Residential Life Manager, the customer service staff, and the Area General Manager.

UniLodge's Multicultural Vision

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone: feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, Interacts with, learns from and values - all peoples.

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 as a whole, 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 such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding 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 workshop.
- Games nights and movies 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 go to the UniLodge John Grey Hall webpage, where you can register for events via the UniLodge App, which can be downloaded from the Google Play Store and the Apple Store. The wide range of events loaded for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception are able to assist you or answer any questions you may have.

2.3 Financial Problems

If you are experiencing any financial difficulties, please speak to the UniLodge staff. Often, these difficulties can be managed by the implementation of a financial plan.

- There are a few options available to students to support them including:
- [JCU Access Funds](#)
- [JCU Scholarships](#)
- [JCU Student Loan](#)
- [Centrelink](#)

2.4 Living Together

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any conflicts arise...

If you have an issue with a fellow resident, try first to talk about that issue 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 call the Residential Advisor to discuss your problem. If needed, the Residential Advisor will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager or the General Manager for further assistance with dealing with the matter.

Tips for happy living in a multi-share 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 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.

To assist residents living in multi-share apartments, our team including Residential Advisors will host flat meetings with you and your flatmates early in the semester which will result in the signing of a written flatmate agreement for the apartment to abide by. If you join a multi-share apartment who has already signed an agreement, you will have an opportunity to agree to the existing agreement or request another flat meeting. Please note that flat meetings are compulsory for all multi-share apartments

2.5 Personal Problems

Don't be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. They are here to support you, provide guidance, assistance and referral where necessary.

2.6 Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. **All matters discussed will be kept confidential.**

2.7 Bullying, Discrimination and Hazing

Bullying, Discrimination and any form of hazing is not tolerated in any form.

UniLodge is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at UniLodge who engages in any form of bullying, discrimination or hazing will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on the basis of a person's **gender, race, age, sexual preference, religion, political beliefs or activities.**

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate or threaten another person. Examples include: behaving aggressively, teasing or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Contact your Residential Life Manager with any concerns about bullying, discrimination or hazing.

2.8 Sexual Harassment, Sexual Assault

Unilodge JCU Halls of Residence are committed to fostering a safe and respectful college community, and we work in an integrated way with JCU to prevent, and respond to, sexual harassment and sexual assault. These behaviours are never appropriate within our college, within our university community, or in the broader society.

You can find detailed information about support available to you, and how to report any issues that occur at University or at JCU Halls of Residence at <https://www.jcu.edu.au/safety-and-wellbeing>. You can talk confidentially with a JCU [Sexual Misconduct Officer](#) about any matter that is causing you concern, no matter how big or small the issue might seem.

As part of your residential contract, you are required to complete the:

1. JCU Respect online module: all students and staff at James Cook University are required to complete a series of online training modules which clearly outline JCU and UniLodge's expectations regarding respectful and appropriate behaviour. It provides introductory content on recognising a problem (including basic consent/bystander behaviours), responding to disclosures by others, referring to appropriate support services, and reporting to the University and other agencies.

Online training modules are provided (1) within your LearnJCU, and (2) as part of the pre-arrival online training package provided by UniLodge:

1. All students and staff are automatically enrolled into the module, and you will find it listed under the subjects tab after logging into [LearnJCU](#):
 - All residents must complete the online module before arriving to UniLodge John Grey Hall.
 - Returning residents who have already completed the module are not required to repeat the module.
2. Details of online training are sent to all residents with their letter of offer and can be accessed through the link on this email

Residents are required to complete all online training modules from both JCU and UniLodge prior to arrival.

2. JCU Respectful Relationships Workshops: all residents are required to attend a Respectful Relationships workshop every year. These are face to face interactive workshops that support you to take an active role in ensuring a fun, strong and safe residential college community, free from sexual harassment and sexual assault. You will be advised of the workshop time you are required to attend.

(Note: the module and workshops include discussion of sexual harassment and assault, and are designed to be completed by all residential college students. If you feel unable to complete the module or workshop for personal reasons, please contact a [Sexual Misconduct Officer](#) to arrange a confidential exemption).

2.9 Social Support

UniLodge will organise Residential Life Program 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. Partaking 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.

2.10 Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and as such staff and residents alike are responsible for maintaining a safe and secure environment at all times. 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. Penalties will be imposed for tampering with any fire detection, equipment (fire extinguishers, etc) or fire-fighting systems.

2.11 Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow 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 Residential Life 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 - Talk politely and openly to the person involved

Step 2 - Inform the person that you will take the matter to UniLodge management

Step 3 - Inform UniLodge management of the complaint, and they will work with you to resolve the issue.

If UniLodge management make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, 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.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

Reports/Complaints about Sexual Harassment and Sexual Assault

Reports and Complaints about Sexual Harassment and Sexual Assault are made to a [JCU Sexual Misconduct Officers](#), and are treated with the highest confidentiality. Find more information about [support](#), and [reporting](#).

2.12 Your Shop



As a UniLodge resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you - our UniLodge online shop, Your Shop 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.

Here's what a couple of our current residents had to say about Your Shop:

"I am satisfied with my product. It was very good value for money, and having everything already in my apartment when I moved in was a great relief." Tom, UniLodge resident

"My All-In-One Essentials set will be so helpful when taking the big step of moving out of home to study. Thanks to this set I won't have to worry about shopping for the day to day things used around the home." Chloe, UniLodge Resident

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

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

3. RIGHTS & RESPONSIBILITIES

3.1 Resident Rights

- a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- b) Peaceful enjoyment of the premises.
- c) A secure environment.
- d) To be given a copy of the Residential Agreement.

3.2 UniLodge Rights

- a) To send Breach notices to residents who break the terms or conditions of the Residential Agreement, this Handbook, and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b) To issue a fine to a resident and/or issue a Breach notice to a resident in the event of a breach of the terms and conditions of the Residential Agreement and/or this Handbook.
- c) To issue Breach notices to residents defaulting on their Residential Fee payments, and to send a Notice to Leave if not remedied.
- d) To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- e) Request ID from residents.
- f) Amend noise restrictions during swotvac and exam periods.

3.3 Resident Responsibilities

- a) Pay the Residential Fees by the due date and by the agreed method of payment.
- b) Do not use the premises for illegal purposes.
- c) Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- d) Keep the premises and inclusions clean.
- e) Be responsible for your guests' behaviour.
- f) Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- g) Report to UniLodge any damage/maintenance issues to your premises in writing.
- h) Pay for charges as outlined in the Residential Agreement and this Handbook.
- i) Abide by the terms of the Residential Agreement, rules and regulations of the building.
- j) Only use the premises for residential purposes unless otherwise agreed in writing.
- k) Pay for any damage in your apartment.
- l) Pay for any false fire alarm call outs that may occur from your apartment.

3.4 UniLodge Responsibilities

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

4. YOUR AGREEMENT WITH US

You have entered into a legally binding agreement and you are responsible for the payment of the Residential Fees under this agreement for the agreed term. UniLodge and JCU reserves the right to seek recovery of these monies should you fail to meet your legal obligations and your results may be withheld if you have a debt with JCU. We have the resources to recover monies owed to us outside of Australia.

4.1 Condition Report

At the commencement of your Residential Agreement, an Entry Condition Report will be required to be completed. This will be emailed to you upon check in and you will have 24 hours from receiving it to complete and submit it online.

This Condition Report is an important document that provides you with a means of recording any damage or wear to the apartment at the point of your arrival. It will be used at the end of the Residential Agreement to assess any damage to the apartment, its furniture and equipment. The completed Condition Report must be returned to the office within 48 hours of you receiving the report.

In the event that the condition report is not returned within 24 hours of receiving the form, at the end of your agreement you may become responsible for the cost of repairing or rectifying any damage that is found to have occurred to the apartment that has not been previously recorded by our staff.

For **Multi-share Apartments**, an inspection of your living areas including kitchen and bathroom may be required each time a resident sharing your apartment moves in or departs. If any damages occur in these areas, the charges will be divided between all residents, unless the Staff and Management are notified of who is responsible for the damages.

4.2 Sanctions/Fines/Breaches

- a) Where a resident has been found in breach of the Residential Agreement or Resident Handbook, a resident may receive a sanction. These sanctions are designed to hold residents accountable for inappropriate behaviour and are imposed **as a means of underlining the importance which JCU and UniLodge attach to promoting a safe, friendly environment for all residents.**
- b) In determining an appropriate sanction for a misconduct matter, the situation and each resident will be evaluated individually. Multiple factors will be considered, including the details of the current breach, the resident's previous conduct, history and attitude in arriving at the best sanction for that individual.
- c) The resident may receive either a fine, a breach, or both. An order for restitution for damage caused to or misappropriation of property and/or an alcohol ban may also be imposed.
- d) Attending the JCU Respectful Relationships workshop is mandatory (unless you have a confidential exemption from a Sexual Misconduct Officer). Non-attendance can result in termination of the residential agreement.
- e) If a fine is imposed, the total amount must be paid to UniLodge within 7 days. Failure to comply is constituted as being a serious breach of the Resident Handbook, loss of privileges/use of facilities/services or more severe penalties will apply. Additionally, failure to pay a fine within 7 days may result in the swipe card access expiring until the fee is paid in full.
- f) Please note, where a resident has been found in breach of the Residential Agreement or Resident Handbook, they may also receive a breach notice which will be recorded on their file. Three breaches in any contract term period may result in termination of the Residential Agreement.
- g) The fines that may be applied for misconduct matters are outlined below:

Misconduct:	Sanction/Fine (plus community service):
Burning of incense, candles or other flammable substance	\$25 and/or confiscation (if applicable)
Cooking in non-cooking areas	\$30
Smoking, vaping, or the use of other devices or items (such as "nangs" upon any part of the UniLodge John Grey Hall	\$50
Creating or permitting noise which disturbs or is likely to disturb residents	Maximum \$70 and/or loss or restriction of privileges (if applicable)

Failure to sign in overnight guests	Maximum \$50 and/or loss or restriction of privileges
Drunk and disorderly behaviour	Maximum \$50 and/or imposition of alcohol ban and/or loss or restriction of privileges (if applicable)
Possession of, or consuming alcohol, if under the age of 18 years	Maximum \$50 and/or imposition of alcohol ban, and/or loss or restriction of privileges (if applicable) and/or confiscation/disposal of alcohol
Consuming alcohol in any public part of the UniLodge John Grey Hall outside of permitted hours and areas	\$20
Failure to return communal areas to a clean, reasonable condition after use including food spills or rubbish not disposed of in any common areas including corridors	\$30 and/or loss or restriction of privileges (if applicable) and restitution payable for cleaning cost if applicable
Failure to attend compulsory induction or training without prior approval of absence	\$20 per failure
Calling upon a Residential Advisor or staff between midnight and 8.00am for a lock-out, or having 3 or more lockouts	\$10
Littering upon any part of the UniLodge John Grey Hall	\$20
Urinating or vomiting or anything similar on/from any part of the UniLodge John Grey Hall other than the designated amenities	\$50 and restitution payable for cleaning costs (if applicable)
Failure to arrange a flatmate meeting at a mutually agreeable time with housemates by week 3 of semester, or; Failure to attend confirmed flatmate meeting	\$20 each resident
Being in possession of more than one room room key	\$50 plus warning/breach, possible requirement to compensate JCU for excess power use)
Tampering with any fire equipment, lighting, movement sensors, hard-wired electrical equipment, TV cables, air-conditioning controllers or similar	\$70 plus the cost to any repairs to rectify damage caused, plus breach
Obstructing a fire door	\$20
Failure to inform UniLodge if you are away for more than one night	\$20
Failure to return the share car within the allocated booking time or failure to show up for a booking	\$20 and warning or total ban from car use
Driving without required 'P' Plates while using the share car	\$20 plus warning/breach and/or possible legal implications
Returning the share car dirty inside/outside or with rubbish left behind	\$20 plus cleaning costs and warning or total ban from car use
Failure to evacuate the building in the event of an emergency in less than 4 minutes or not complying with directions of the Fire Warden	\$20 plus warning/breach and/or possible legal implications

Giving your access card to the possession of others	\$20
Losing or failing to return car parking permit (except upon expiry)	\$50
Failure to attend a Residential Life Program event following RSVP or failure to remove yourself from the event on the APP	\$5 per event (Please note that you will not be reimbursed for events that you have already paid for)
Failure to provide an arrival date and time at least two business days prior to intended arrival	\$50
Not responding to emails of importance such as rental or fee arrears, induction requests, meeting requests, inappropriate behaviour)	\$10
Damages to any part of the property	\$20 standard fee plus the cost to any repairs to rectify damage cause plus breach
Not leaving the share apartment common areas clean and tidy prior to the fortnightly professional cleaning	\$20 per resident and/or residents charged the cost of re-booking apartment cleaning

4.3 Eviction

UniLodge Rules of Residency promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore or transgress these guidelines, you shall receive written warnings from UniLodge management. Residents who have received warnings and continue with such behaviour will face termination of their Residential Agreement.

Where a resident's behaviour is deemed to be "unacceptable" by UniLodge in connection with any incident, their Residential Agreement can be terminated without prior warning. Unacceptable behaviour may include but is not limited to:

- a) In possession of, using or distributing illegal drugs or implements or other illegal substances.
- b) Harassment, abuse or discrimination of another resident, staff member or person.
- c) Sexual/physical abuse of another resident, staff member or person.
- d) Theft or intentional damage of another person's property.
- e) Significant interference with the peace, comfort or privacy of another resident or staff member.
- f) Smoking within an apartment or in any other area of the building.
- g) Tampering with or removal of the smoke detector in their apartment.
- h) Tampering with or unwarranted use of fire-fighting equipment.
- i) Obstructing or tampering with fire doors.
- j) Entering another Resident's room illegally or uninvited.
- k) Intoxication or consuming alcohol in times and areas other than permitted.

Many of these behaviours are against the law. Residents should be aware that in addition to eviction, matters may be referred to police, and/or JCU for consideration under the University's student Code of Conduct.

4.4 Cancellation Prior To Arrival

If you choose to cancel your accommodation following payment of your initial fees and accepting your Letter of Offer, you will be entitled to a refund as per the stipulations outlined below;

1. Written notice of cancellation is provided more than 28 days before the contract start date, all initial fees paid are refundable except for the \$350 Administration Fee and \$55 Application Fee.
2. Written notice of cancellation is provided less than 28 days before your contract start date, all fees are non-refundable. No refunds will be provided.
3. If travel restrictions due to COVID-19 impede on your ability to attend James Cook University, a full refund of the initial payments (excluding the Application Fee) will be made, when written notice of cancellation is received up to 7 days prior to your contract start date and supporting documentation regarding the travel restrictions is provided.

4.5 Termination of Residential Agreement

If in the case you wish to terminate or cancel your agreement and your contract date has started whether you have moved in or not, this is considered a lease break and lease break conditions apply (*see section 4 of your Residential Agreement).

5. RULES OF RESIDENCY

These rules form part of your Residential Agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise the customer service staff at reception.

5.1 Alcohol

Management promotes a responsible attitude towards the consumption of alcohol. Alcohol is permissible (if you are over the age of 18) when responsible consumption within your own apartment, and in the common areas Sunday to Thursday until 10pm and Friday to Saturday until 11pm, which will be monitored by staff or Resident Advisors after hours. Drunk and disorderly behaviour will not be tolerated and you will be in breach of your Residential Agreement. Management reserves the right to change these rules at any time.

5.2 Behaviour

Residents must agree to abide by the code of behaviour which is captured throughout this Handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Breaches of the code of behaviour will be dealt with by management. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Residential Agreement; you will still be responsible for payment of your residency fees until the apartment is re-let. A single finding of "unacceptable behaviour" may result in the termination of your Residential Agreement without prior warning (see 4.3 Eviction in this Resident Handbook).

5.3 Building Security

All residents and guests agree to be bound by the security regulations and as instructed by management.

- Residents must carry ID at all times and, if requested, show it to management, Security or staff.
- Under no circumstances are residents to loan out their swipe card to anyone, or to allow any other person to use their swipe card at any time. Residents must carry their swipe card with them at all times to access the building.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Rules of Residency whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

Under no circumstances are residents to have more than one swipe card. Where residents lose their swipe card, are provided with a replacement and subsequently recover their original card, the replacement card must be immediately returned to reception.

5.4 Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

5.5 Cleaning and Inspections

The cleaning of each apartment is the responsibility of the resident. Residents need to provide their own cleaning products. To make it more convenient, vacuums can be borrowed from Reception during office hours.

All share apartments include fortnightly cleaning of specific areas of the common areas, such as floors, benches and bathroom. Residents must ensure that their apartment is maintained in a clean and tidy condition between these cleans and that their bedroom and all other areas not included in this scheduled cleaning session are also cleaned regularly.

Residents should also ensure that personal items are removed from areas which cleaners are required to access. Where residents have not sufficiently tidied communal areas prior to their scheduled cleaning and the cleaners are unable to complete their scheduled cleaning because of this, the cleaning session will be re-booked at the resident's expense.

Apartments will also be inspected, after due notice is given, for condition, faults or damage. Apartments may also be randomly inspected if there is suspicion of criminal behaviour or that a breach of the residential agreement has taken place or is likely to take place. Residents agree that photos may be taken during routine inspections for the purpose of recording the condition or findings of the inspection.

5.6 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.

5.7 Cooking

To ensure your safety and that of other residents, residents must cook in a responsible manner, using the range hood exhaust fan at all times. Residents will be charged the associated costs for any cooking that triggers the smoke alarms resulting in the attendance of the Fire Brigade.

5.8 Drugs/Illegal Substances

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

5.9 Eligibility of Residents

- All residents must sign a Residential Agreement
- Children are not permitted to reside at UniLodge John Grey Hall
- Residents must not sub-let the apartment under any circumstances

5.10 Furniture and Equipment

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

Residents are not permitted to make alterations or additions to the apartment, or the furniture and equipment within the apartment, unless the request has been given in writing and approved by management.

5.11 Gambling

Gambling is not permitted on the premises. You will be asked to immediately stop and breached under your Residential Agreement.

5.12 Lockouts

A lockout fee will apply should you lock yourself out of your apartment or the building and require a UniLodge staff member to provide you access. If you have lost or broken your swipe card, you will be issued with a new swipe card – a fee will be charged.

5.13 Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights. Residents may have a guest stay up to three times a semester only. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay. You must also seek approval from your housemates prior.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must sleep within the bedroom and not the common areas within the apartment.

To ensure compliance with fire and safety regulations (and in consideration of the rights of other residents in multi-share apartments), the following process must be followed:

- A guest must be registered at reception
- A guest must be accompanied at all times by a resident
- A guest may not be provided with a resident's room access card
- A Guest Form must be completed by the resident
- A guest cannot stay more than three consecutive nights (a penalty may be charged if this is breached)

Failure to follow this process will render the resident liable to disciplinary action.

Residents must ensure that their guests comply with the Rules of Residency and reasonable directions given to them by management. If requested to do so by management, a guest must leave the building immediately.

5.14 Pets

Pets or animals are not permitted within the building unless prior consent is granted from UniLodge management.

5.15 Requests by Staff

Residents must comply with all reasonable requests from UniLodge management and support staff.

5.16 Smoking

JCU is a smoke-free university, including all buildings, land and car parks.

UniLodge is a smoke-free building which includes the apartments and common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible.

Please visit this website for further information <https://www.jcu.edu.au/work-health-and-safety/smoke-free-campus>

5.17 Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. As a general rule, noise must be kept to a minimum at all times and especially after 10pm, or during swotvac and exam periods. If you are disturbed by noise, speak to the resident making the noise and ask that they desist. If they do not, or if you don't feel comfortable asking, speak to reception if during business hours, or the Duty RA if after hours, immediately so the matter can be investigated. Noise complaints are monitored by management; repeat offenders will be liable to disciplinary action.

6. ARRIVAL

This handbook contains the rules of residency which form part of your 'Residential Agreement'. You must read this document and, once understood, sign the acknowledgment form issued to you upon arrival, which will evidence your agreement to abide by the building rules and your contractual obligations. You are entitled to a copy of your signed Residential Agreement. Upon check in, you will receive the following items:

- A security swipe card that provides access to the lifts and accommodation
- A copy of the Entry Condition Report for your apartment

We will also take your photo for our internal records only.

You will be required to attend a compulsory induction session within 1 business day of arrival. The induction provides an overview of important information related to your residency, as well as everything you need to know about living at UniLodge John Grey Hall.

Kindly note, all online compulsory training must be completed before you are able to gain access to your room.

6.1 Compulsory Training

Compulsory training includes:

- UniLodge's ADES (online)
- UniLodge Induction (face to face upon arrival)
- JCU Respect online module (listed under your subjects tab after logging into [LearnJCU](#))
- Respectful Relationships workshop (you will be emailed with time/venue for this workshop)

6.2 Arrival Date Notification

Residents are required to provide at least two days business days notice prior to intended arrival to ensure we are prepared for your arrival. Failure to do so may incur a late notice fine.

6.3 Absent From Your Apartment

If you intend to leave your apartment for more than one night, 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 Residential 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 Residential Fees payments prior to going on holiday.

6.4 Absence Due To Placement

Residents who are required to undertake placement in another town/city for their course are applicable for a placement discount with the following conditions:

- \$50 per week discount
- Absence must be minimum of 3 weeks
- Written notice to UniLodge must be sent at least one month in advance to departing for placement detailing absence dates and placement details. Must provide evidence of placement dates and accommodation payable
- Only applicable if the accommodation fee where placement is held is payable. If accommodation costs are covered, no discount is applicable

6.5 Absence Due To "Sorry Business"

If you need time away from campus for Sorry Business, you are able to leave. We will be here to support you during this time just by letting a UniLodge staff member know. Please also complete a Holiday form available on the UniLodge APP.

6.6 Access to Other Bedrooms/Apartments

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

6.7 Access to the Building

All areas of the building including apartments and common areas are accessible only with a swipe card. It is necessary to carry your swipe card at all times.

6.8 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.

Please note that residents are not permitted to own or operate additional fridges or freezers on site at John Grey Hall, including portable/camping-style fridges/freezers.

6.9 Identification

Identification should be carried at all times as it allows UniLodge to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

6.10 Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to your apartment front door and bedroom if living within the multi-share apartments and common areas within the building.
- Residents are not permitted to possess additional keycards under any circumstances. Where residents lose their swipe card, are provided with a replacement and subsequently recover their original card, the replacement card must be immediately returned to reception. Sanction and breach apply if this is not followed.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person and staff find any person in unauthorised possession of a swipe card that is not their own, that swipe card will be confiscated. Furthermore, if any such person found in possession of a swipe card is not a resident or an authorised visitor, they will be asked to leave the premises immediately.
- 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 during business hours come to reception and they will assist you. After hours call the Duty RA on 0409 333 208. Please note that a \$10 fee is applicable in this instance.
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge staff member immediately.

The charge for a replacement of a lost or damaged swipe card is \$30.00 each.

7. BUILDING FACILITIES

7.1 BBQ

There are two BBQ areas located on the ground floor atrium and the outdoor terrace on level 7. Residents must ensure that you clean the BBQ after use and no personal items are left in the area. BBQ utensils can be borrowed from reception or calling the Duty RA after hours.

7.2 Bicycle Storage

Bicycle racks are located on ground floor, are undercover and secure. All bicycles must be registered at reception for security purposes, and stored in the allocated area.

In order 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.

The JCU Green Bike Fleet Program repairs second hand bikes and sells them at low cost to JCU students. The program provides affordable and convenient transport, saves energy, reduces carbon emissions, improves health, improve resource efficiency and reduce waste.

<https://www.jcu.edu.au/tropeco-sustainability-in-action/sustainable-campuses/sustainable-transport/bicycle-travel-at-jcu/tropeco>

7.3 Share Car

For residents who do not have a car, JCU has provided a share car for residents to book and use for a two hour period up to once a day. Residents are required to book the share car via the UniLodge APP for use between 9am to 10pm each day. The car can be used for such things like shopping trips for groceries or medical appointments.

The JCU share car is fitted with a vehicle management system which monitors the following:

- Live alerts to vehicle speeding over speed limit
- Live alerts to harsh braking/acceleration
- Live tracking of the vehicle location
- Harsh cornering
- Idle time (Vehicle not in use)
- Set up of no go areas and notifications if the vehicle goes into these areas
- Odometer reading
- Score cards for drivers to show the good drivers from the bad

Residents who owe any fees will not be eligible to use the car until the fees are paid in full. Residents who also hold a car park permit at John Grey Hall are not eligible to use the car.

Share car users found to return the car late, misuse the car, leave the car dirty (inside or outside) drive illegally or in breach of their licence conditions within Queensland, will be banned from using the car.

Eligible residents are covered by JCU insurance while using the car. Any damage (at your fault or not) will be your responsibility for any costs and damages involved up to the amount of \$1000.

7.4 Car Parking & Permit

Car parking is available at the property and permits must be applied for at Reception. The permit is a 'permit to look' for a park within the accommodation car park. The permit does not entitle the Resident to access a specific parking space. Car parking permits does not guarantee availability of a parking space and at certain time parking is oversubscribed and permit parking is not available.

The permit is not valid in any other part of the university except for John Grey Hall.

Once you are no longer a resident of John Grey Hall, your car parking permit is no longer valid and you must return your car parking permit. Failure to return your permit, will result in a \$50 fine.

If you lose your car parking permit, you will required to pay \$50 for a new permit.

Guests visiting residents must have a permit to avoid a fine, please see reception for a guest permit. Please note, once Resident car park permits issued exceed the number of car parks available, guest parking will not be available in the John Grey Hall car park.

7.5 Recreational Area

The recreational area contains a kitchen and bar dining table and chairs, a large flat screen TV, a table tennis and pool table.

The common areas are regularly cleaned by cleaners however the cleaner's duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins
- Wiping down the bench tops and sink area from your mess

Any items left in the common area kitchen will be thrown away into the rubbish. Items left within the refrigerator must be labelled with the resident's name and apartment number; otherwise it will be thrown away. Any sink blocked by food must be reported to a UniLodge staff member. Residents must ensure to leave the kitchen clean and tidy otherwise they will be charged for cleaning costs.

Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

7.6 Board Games

Board games are available for resident use. They are stored in the cupboards in the recreational room.

7.7 Laundry

The laundry is open 24/7 and is located on the ground floor. There are washing machines and dryers available for resident use, which are debit/credit card operated. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception.

7.8 Mail Boxes

All mail and parcels are received by reception and can be collected during office hours only. Mail will be sorted in surname order.

7.9 Reception / After-Hours Staff

Our staff will not only assist with questions and queries regarding the property, but have a range of knowledge concerning the local area, food, travel and general information. Reception hours are Monday to Friday 9am to 5pm.

When reception is closed, you can reach the Residential Advisor that is on call to assist you. Their mobile number 0409 333 208 and is also listed in at the reception front window and inside the lifts.

7.10 Rubbish

Garbage bins and recycle bins are located on every floor near the lift where you can dispose of your rubbish except the level 4 red lift lobby however you can access the bins on level 4 yellow lift lobby.

Please do not leave your rubbish in the hallways, you will be in breach of this Handbook. Emptying your rubbish should be done on a regular basis to avoid pests inhabiting our premises.

There is a separate bin for recycling. Please ensure you follow the signage and only place recyclable items within the recycling in this bin.

7.11 Shopping

The Campus Shopping Village, located 400 metres from the start of the University, includes an IGA Supermarket, medical centre, pharmacy, video store, bottle shop and food outlets. The larger shopping centre Smithfield Shopping Centre is approximately 1km south of the JCU campus.

7.12 Study Rooms

Study rooms are located on the ground floor and available 24/7 for residents to use. The rooms have wifi access. The study rooms can be booked for private study and exams via the UniLodge APP.

7.13 Media Room

The property features a great media room located on the ground floor with seating for your comfort and enjoyment.

7.14 Skydeck

There is a great observatory deck and recreational space available for resident use on level 7, accessible from the blue lift. The space has an indoor and outdoor area with a TV, BBQ's and seating. The area is available 24/7, however, please be conscious of noise after 10pm on weeknights and 11pm on weekends as there are apartments near by.

7.15 Printing Facilities

A printer is available in the study rooms and can be accessed through your JCU credentials.

7.16 Transport

Sunbus provides a regular bus service to and from the campus, city and suburbs. Information on public transport can be obtained from the [Public Transport Cairns](#) website. Our friendly customer service staff can assist you to navigate the website or the app.

7.17 Utilities – Electricity, Water and Internet

Electricity, water and internet consumption are all included in your Residential Fees.

8.COMMUNICATIONS

8.1 Internet

There is internet available in the apartments and common areas. Internet access via the JCU network is available through a data point in each bedroom and wireless throughout the interior of the building and selected areas externally. Use of the JCU network is only available via the use of JCU credentials, and is subject to the same conditions of use as the rest of the campus. Please be advised that online gaming is not supported through the JCU network.

Internet Customer Service Details

Phone +61 7 4232 1777 or extension 21777 (option 1)
Web Form ithelpdesk@jcu.edu.au

9.CONTACT DETAILS

9.1 Emergency Contacts

Dial 000
(Police, Fire, Ambulance)

9.2 Property Address

Mail being sent to you should be addressed as follows:

Resident Full Name UniLodge John Grey Hall (Room Number) _ _ _ _ / 14-88 McGregor Road Smithfield QLD 4878 Australia

9.3 Property Phone Number

Business Hours: +61 7 4214 3300 / 07 4214 3300
After Hours: +61 409 333 208 / 0409 333 208

10. EMERGENCY PROCEDURES

UniLodge 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 swipe card

In emergency, residents should contact Emergency Services (Police, Fire, Ambulance) on 000

10.1 Evacuation & Assembly Area

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level. Please assemble at the Emergency Assembly Area located in grass area of the front of the building and await further instructions from the Fire Warden.

You must evacuate the building in under 4 minutes. Failure to do so may result in a breach or fine.

Before re-entering the building please wait until instructed by the fire department that it is safe to re-enter the building.

10.2 Fire Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes (but no fire) in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas. This will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$3,000)” plus fire service contractors attendance. **DO NOT OPEN YOUR MAIN DOOR UNLESS YOU NEED TO EXIT THE BUILDING IN CASE OF A FIRE.**

****False alarm callouts by Fire Brigade currently exceed \$3,000. This cost will be passed on to the responsible resident/s involved.**

DO NOT TOUCH OR TEMPER WITH THE SMOKE DETECTORS OTHERWISE YOU MAY BE CHARGED

10.3 Fire Doors

In the 6 bedroom share apartments, there are a number of fire doors inside the apartments that will be activated and released when the fire alarms are activated. The fire doors are located:

1. In the living room where the TV is positioned in the cavity
2. The kitchen door
3. Back door
4. Front door

Under no circumstances are you to obstruct the area that these doors are located or place anything next to them where they will not allow them to shut properly and freely when an alarm is activated. If you attempt to obstruct or tamper with the doors and their ability to close automatically, you may place yourself and others in danger, and you may also be liable for any damages caused.

After a fire alarm activation has stopped, the doors can be opened again and magnetised to their correct open position.

10.4 Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone who may be unable to assist themselves.
- Remain at assembly area and await roll call.

11. HEALTH

11.1 First Aid

There are a number of UniLodge staff that have completed first aid training and hold a current certificate.

11.2 Local Dentist, Doctor, and Hospital Contact Details

Dentist	Doctor
JCU Dental 9 McGregor Road, Smithfield QLD 4870 (on JCU campus) 1800 050 763 www.jcudental.com Monday – Friday: 9.00am – 5.00pm Saturday & Sunday: Closed	Smithfield Medical Centre Campus Village Shopping Centre 1-3 Faculty Close, Smithfield, QLD 4878 (across the road from the JCU campus) 07 40577300 www.smithfieldmedicalcentre.com.au Monday – Friday: 8.00am – 5.00pm Saturday & Sunday: Closed
Hospital - Public	Hospital - Private
Cairns Hospital 165 Esplanade, Cairns North QLD 4870 (15.2km, 43 minutes by bus) (07) 4226 0000 www.health.qld.gov.au/services/cairns- hinterland/cairns_cairns_hosp Open 24/7	Cairns Private Hospital 1 Upward Street, Cairns City QLD 4870 (15.4km, 40 minutes by bus) (07) 4052 5200 www.cairnsprivate.com.au/ Open 24/7

In case of an emergency dial 000

12. OPERATING AND CARING FOR YOUR APARTMENT

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

Residents who live in Multi-share Apartments are also expected to:

- Participate equally with other residents in keeping the apartment common areas clean;
- Clean all appliances and surfaces within an Apartment;
- 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).

12.1 Compulsory Departure Fee

Your apartment has been professionally cleaned and fitted with new mattress protectors prior to your arrival. A compulsory fee is payable with your initial payment to cover the cost of a professional clean and replacement mattress protector and shower curtain/carpet cleaning. This fee is non-negotiable. A condition of your lease is you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean included in the Departure Fee will be at the resident's expense and the resident will be liable.

If you choose to change apartments during the course of your contract, another Departure Fee is payable for your new room along with the Apartment Move Fee.

12.2 Glass and Aluminium

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.

12.3 Joinery Items

Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex 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.

Scratches and Cuts

Chopping and cutting directly onto the surface can damage laminex surfaces. To prevent this happening, 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.

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

12.4 Maintenance

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and be prepared to give the associated details.
2. Submit the issue via one of these options:
 - Via the UniLodge APP through the link on the Home Page
 - Submit a maintenance request via Frequently Asked Questions on the UniLodge John Grey Hall website page

12.5 Microwave Oven

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

12.6 Mirrors

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

12.7 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.

Where the fridge and freezer areas are over-filled this can impair the performance of your refrigerator and in some cases permanently damage the unit. Please ensure that the back of the fridge and freezer areas are unobstructed and that there is adequate airflow around the interior at all times.

12.8 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 it will be at your cost to have it re-attached.

12.9 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 240V power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined in excess of \$3,000 by Fire Brigade.

12.10 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.

12.11 Tiled Surfaces

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

12.12 Vacuum Cleaner

A vacuum cleaner is available for you to borrow. If you accidentally damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise a UniLodge staff member. A broom is available in the share apartments only.

12.13 Walls

Hanging Items on the Walls

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 from Supermarkets or Hardware Stores, which are designed not to damage the walls 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 as a result of removing these hooks however will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blu-tack is to be used as it can stain.

12.14 Air-Conditioning

The air-conditioner temperature in the apartments are set at a specific temperature range for certain reasons including avoiding condensation due to the tropical weather in Cairns. JCU monitor the air-conditioning temperature in each room via a BMS (a remote system) and can see when the controllers have been tampered with to alter the temperatures to less than the set minimum 22 degrees. They can see the exact date and time that a temperature is altered. If a resident is found to have tampered with their controller, they will be responsible for the costs of the contractor to attend to site to reset the controller. In addition, if any damage is caused to the apartment or its contents, the resident will also be responsible for these costs.

We ask that you please do not tamper or reset the controller outside of the required settings.

12.15 Mould

Mould is a regular occurrence in the tropics due to the high humidity levels and regular rain so residents should ensure that they do everything possible to help reduce the likelihood of mould to grow in their rooms.

Mould grows from a combination of:

- Moisture, which can be from a spill, leak or sustained humid conditions
- Lack of airflow such as a closed room or wardrobe
- Lack of UV light, such as in a wardrobe or under a bed
- A nutrient such as dust, or other organic matter

When these conditions are combined it is common for mould to grow more quickly.

To prevent mould growth:

- When the air conditioning is not running open the window to allow air flow
- Do not leave damp or wet items such as towels or shoes in the room, these need to be dried in a dryer or outside
- Clean dust in your room weekly to avoid it turning into mould
- Wash your sheets including your mattress protector at least weekly
- Wash your clothes regularly
- Regularly air your room out by opening the blinds and balcony door for at least a few hours each day
- If an item starts to grow mould, clean or dispose of the item immediately as the growth will spread if untreated
- Mould can be cleaned with solution of:
 - 80% white vinegar, 20% water (vinegar is safe to handle)
 - Products with 80% ethanol (be careful using large amounts of these products as they can stain or damage items in your room)
 - Mould specific products purchased from shops

Note that bleach is generally NOT as effective in preventing mould growth and can easily damage items in your room.

What to do if you find mould in your room:

Small patches of mould (e.g. <30cm)

Wipe away with a vinegar solution, ensuring that the surface is dried afterwards and not left damp

- Vinegar solution and a cloth can be obtained from the JGH office during office hours

Heavy growth on one item (such as a shoe or wet towel)

Quickly remove the item before the mould continues to spread. We strongly recommend disposing of items severely affected by mould (or soak in vinegar if there is a sentimental attachment to the item). Take note that once an item has had mould growth it is likely to still have spores in the item, and when exposed to favourable conditions the growth will most likely return

- If there are larger patches or you are not sure contact UniLodge staff. Please provide a description of the location in the room
- If there is clothing/fabric in the location wash and dry before the growth occurs

13. PAYMENTS

Residents whose payments are in arrears will be issued with breach notices

13.1 Residential Fee (Rent)

Rent is to be paid as per the Residential 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

Bank Account Details

Account Name: JAMES COOK UNIVERSITY - UNILODGE
BSB: 064817
Account No: 10797480
Address: 151-173 Sturt Street, Townsville QLD 4810
Swift Code: CTBAAU2S

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.

If any Residential Fees are outstanding for more than three days, the resident's swipe card may expire until the fee is paid in full.

13.2 Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings within 3 days of the due date.

13.3 Apartment Repairs

UniLodge 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.

14. SECURITY

14.1 Insurance and Security for Your Apartment

The Resident will, at the Resident's discretion, take out personal property insurance to cover all property held in the Building by the Resident, and the Resident acknowledges that failure to do so will not in any way be cause for the Building Owner to compensate the Resident.

Items may include, and not limited to, stereos, computers, bicycles, clothing, mobile phone and appliances. No personal items are **covered** by UniLodge or JCU insurance policies. Any large complex is vulnerable to petty theft, and UniLodge John Grey Hall is no exception. We suggest that you **keep your door locked at all times**.

14.2 Intruders

Although we take all possible precautions, intruders 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.

- **The building has 24 hour video surveillance.**
- **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 swipe your card for any other person in the lifts or open the front entry door.**

14.3 JCU Safe APP

The JCU Safe APP provides in one place information about the safety, security and support services available to students, including emergency alerts, incident management procedures around evacuation, shelter in place and lockdown, easy access to both physical and virtual security escorts or to call or chat with JCU security, immediate contacts for health, disability, counselling and other services, and incident and reporting capabilities including those for sexual misconduct. Download it from your favourite App store.