

UniLodge

PARK CENTRAL

2022

**RESIDENT
HANDBOOK**

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1. WELCOME TO UNILODGE PARK CENTRAL

We trust that your stay here will be both enjoyable and productive. The UniLodge Park Central Management Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Residency so that all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial signup process. The regulations ensure the COMFORT, SAFETY and SECURITY of all residents.

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

UniLodge Park Central welcomes you to an environment that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane. Everyone in the management team is here to help you settle in and feel at home throughout your stay. Welcome to your new home. We look forward to a great time together!

Ethos: “Your Trust, Our Commitment”

UniLodge Park Central’s motto “Your Trust, Our Commitment” seeks to place you at the heart of everything we do. We value your stay with us and aspire to work closely with you to ensure a fun and exciting residential life. We welcome residents of all backgrounds and talents, and believe diversity makes for a stronger and more vibrant residential community. We seek to provide a nurturing environment in which we will listen attentively to your needs and support you in your journey of learning and growth. At the same time, it is important to us that you feel safe, comfortable and rejuvenated after a long day out. At UniLodge Park Central, your trust in us drives our commitment to delivering an exceptional residential experience.

Mission

To deliver an outstanding Student LIFE experience during your stay with us at UniLodge Park Central:

- To Lead a vibrant, fun and exciting residential community.
- To Include students of all backgrounds and talents.
- To Foster friendships and connections.
- To Empower students in their learning and growth.

Our Values

Respect	To have respect for one another as members of the same community.
Safety	To always follow safety guidelines and look out for your fellow residents.
Inclusiveness	To welcome people of all backgrounds, cultures, and stages of life.
Fun	To create an interactive and enjoyable environment where people can connect, learn, and engage.
Trial	To always have an open mind and willing to step out of your comfort zone.

Our Team

Reception is your first point of contact for any residential enquiries including checking your accounts, lockouts during office-hours, collecting parcels, check-ins and checkouts. Please feel free to come to Reception and we will be happy to assist you with the information you need. Alternatively, you can also email parkcentral@unilodge.com.au for general enquiries.

Our front office team has a wide range of knowledge about the surrounding area, so come have a friendly chat with us outside of busy check-in and check-out periods.

Residential Life Team is here to assist our residents with welfare checks, general complaints, after-hours emergency situations, event related queries and flatmates dispute. If you need to get in touch with ResLife Team, email us at reslife.parkcentral@unilodge.com.au

Reservations Team is here to assist with booking related enquiries such as room types and paid room upgrades, please email reservations.parkcentral@unilodge.com.au when you want to get in touch.

Maintenance Team is here to assist with any faults you come across in the property like electrical, plumbing or bin chute issues. To lodge a maintenance job, go to GillyHub and access the Maintenance job request form with an image and details:

<https://sl1nk.com/23ywzy3>

Contact details

Building Name: UniLodge Park Central Tower Name(s): Metro Tower / Sky Tower

Address: 8 Gillingham Street, Woolloongabba, QLD 4102

Main Reception phone: +61 7 3556 9500

Email: parkcentral@unilodge.com.au

Emergency Contact: (Police, Fire, Ambulance) Dial 000 from your mobile/cell phone.

Reception Timing and After-Hours Contact

Reception Hours	After-Hours
Monday to Friday: 9 AM to 5 PM (Except Public Holidays)	Sky Tower Phone: 0455 944 106 Metro Tower Phone: 0436 361 851

The after-hours number is to be used in case of:

- Emergency situations.
- Unusual or suspicious activity in the building.
- Lockouts.
- Noise related issues.
- Health and mental-health concerns.
- Equipment borrowing till 7 PM (To be returned by 7 PM).
- Games accessories hire till 10 PM (To be returned by 10 PM).
- Maintenance issues that can pose a health hazard.
- Fire alarm set off.

Please avoid engaging the RAs for general or rent/booking related enquiries and instead come down to the reception during office-hours or send us an email.

Our Agreements and Acknowledgement of the Resident Handbook UniLodge strives to develop an atmosphere that provides an outstanding student experience that allows each resident the opportunity to maximise their success and enjoyment during their time studying.

As part of signing your Lease Agreement, you will be acknowledging that you have read this Handbook and the Residence Rules and will abide by the expectations and rules set out in each. Should any changes occur to this document during your stay, you will be notified by UniLodge Park Central management via your email.

Common Room and Building Facilities Whether it's studying, socializing or relaxing, there is a space for you within the exciting common areas at UniLodge Park Central. You can book these areas by using the QR outside the rooms.

As a community we are all responsible for maintaining the environment in which we live. As Residents, you have a responsibility to maintain the complex in a state acceptable to all residents.

Level 2 common area

- Quiet study areas with booths and study tables.
- Kitchen and dining area in the Metro Tower and Sky Tower, equipped with cooking facilities.
- Music room - located in the Metro Tower.
- Gym located in the Sky Tower with a great range of exercise equipment. Please note the use of the gym is at your own risk.
- Outdoor Dining & Kitchen Deck which includes outdoor seating and tables. Common Areas offer large spaces in both Metro and Sky Towers.
- Cinema Room - HDMI facilities available to take your shows to the big screen.
- Games Area features pool tables, foosball table, table tennis, and vending machines.

Parking

Limited car park spaces are available at an additional charge. Please contact Reception for pricing and details. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge Park Central will be removed at the expense of the resident. There are no charging points for electric vehicles in the carpark. Please note, residents' cars are parked at their own risk.

E-Scooters/ E-Bikes/ Bicycles

Bike racks are available to residents and are undercover and secure. If you wish to store your bike, please visit reception to register your bike and receive your bike tag. This includes E-Bikes. Bikes that do not have an approved UniLodge Park Central bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the resident. Bicycles are NOT to be kept in your apartment or room. This is a fire/safety hazard and is strictly prohibited. Any Bikes found outside of the Bike shed will be removed and a breach will be issued. Please note, residents' bikes are parked at their own risk.

Study spaces

A Quiet Study Room is available to all ULPC residents and is located at the Metro tower on Level 2.

Laundry

The laundry room is located on Level 2 in both Metro Tower and Sky Tower. Facilities available for use include washing machines and dryers. Access to the laundry is available 24/7. Charges of \$4.5 per wash and \$4.5 per dry apply for the use of washing machines and dryers. You will need to supply your own detergent.

Rubbish

Please dispose your rubbish into the rubbish chutes located on each floor. There are chutes for both general waste and recyclable materials. Each chute is labelled clearly to avoid any contamination of waste.

Please read these carefully and abide by the instructions. Rubbish is NOT to be left in hallways, common areas or beside council bins. Residents found dumping rubbish will be fined \$500.

If the bin chutes are out of order or you have any large, bulky items, please dispose of rubbish in the bins on Lower Ground in the carpark. Please refer to the signage on the door of the bin chutes. Residents found blocking the bin chute with bulky items or leaving rubbish outside the chute, will also be fined.

Rights and Responsibilities of UniLodge Residents

Resident's 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.

If you have any concerns about the terms of your residential agreement, please contact your UniLodge property team on **(07) 3556 9500** or email parkcentral@unilodge.com.au, and we will be happy to discuss any concerns you have.

If you feel your concerns have not been resolved, please contact UniLodge Head Office at feedback@unilodge.com.au, and a member of the Operations Head Office team will contact you within three business days.

Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact RTA at <https://www.rta.qld.gov.au/>.

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff or email our Operations Head Office team.

UniLodge's Rights:

- To send remedy of breach notices to residents who break the terms or conditions of the lease agreement and/or cause damage to any parts or inclusions of the building, and/or cause inconvenience to others.
- To issue remedy of breach notices to residents defaulting on their rental payments, and to send a notice to leave if not remedied.
- To inspect the condition of the apartment during reasonable hours, after issuing the resident an entry notice. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, and use of drugs and alcohol within the premises.
- Request identification from residents.

Resident's Responsibilities:

- Ensure that rent is paid on time by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report any damage/maintenance issues to your apartment in writing.
- Pay for charges as outlined in the lease agreement.
- Abide by the terms of the lease agreement and the rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible for paying for any false fire alarm call-outs that may occur from your apartment.

UniLodge's Responsibilities:

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

Rules of Your Lease

Eligibility of Residents

- All residents must be enrolled in or studying at a university, TAFE, college or school. If the apartment you have selected is for two people, there will be an additional charge of \$50 per week for the additional occupant.
- All residents and other occupants must be registered and sign a rooming agreement.
- UniLodge Park Central is **NOT** a suitable environment for children under the age of 17.

Residents must not sublet the apartment under any circumstances.

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.

Smoking

UniLodge is a smoke-free building which includes the apartments and all common areas, including outdoor 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. If you are going to smoke, please do so at least 5 metres away from the entrances and use the ashtrays located outside the building.

Alcohol

UniLodge Park Central promotes the responsible consumption of alcohol for residents over the age of 18. Alcohol is permissible (if you are over the age of 18) within the building only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below.

Designated Drinking Areas:

- Resident rooms.
- Second Floor Common Area till 10 PM (excluding the media room).
- BBQ Area till 10 PM.

Any alcohol is to be consumed in moderation, and there is to be no excessive noise. Intoxication will under no circumstances be accepted as an excuse for misbehaviour. The full consequences will apply for misbehaviour following any destructive or socially unacceptable acts, including where the resident cannot remember the wrongdoing. Any activities that may encourage rapid consumption are not permitted. Staff may shut down any activity at any time that is deemed in breach of this policy. Breakages of glass or items that may cause injury must be reported to staff immediately. It is the responsibility of those consuming alcohol to put all rubbish, including bottle tops, into the bins provided. Any alcohol left unattended may be confiscated by UniLodge.

Gambling

Gambling is not permitted on the premises.

Harassment

UniLodge Park Central is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Any resident of UniLodge Park Central who is found to have undertaken any form of discrimination or harassment will be issued with a breach notice which could potentially lead to termination of lease. The Anti-Discrimination Act makes discrimination unlawful on grounds including gender, race, age, sexual preference, religion, political belief or activity.

Harassment is any type of unwelcome behaviour that is based on one of the attributes covered by anti- discrimination law and which embarrasses, offends, humiliates, intimidates or scares the person being harassed. Harassment may include one or a combination of the following but is not limited to:

- Racist jokes.
- Verbal abuse or derogatory comments based on race.
- Derogatory comments based on pregnancy.
- Homophobic abuse and/or material displayed.
- Verbal or written abuse directed at a transgender person.
- Ethno-religion, marital status, actual or presumed homosexuality, or actual or presumed carers' responsibilities.
- Making derogatory comments or jokes at the expense of a person with a disability.
- Derogatory comments or abuse based on a person's age.

Sexual harassment is acting against Australian legislation and occurs where:

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

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 have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

If you think you have been subjected to any form of discrimination, please contact a manager or email: reslife.parkcentral@unlodge.com.au, and the appropriate steps will be taken.

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 these items. The resident is permitted to make alterations with the placing of furniture and equipment within the apartment, however all furniture and equipment must be placed in its original position at the end of the lease period.

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.

Pets

Pets or animals are not accepted at UniLodge Park Central – this includes fish. Guide dogs and other registered assistance animals permitted – if required please inform the team at.

Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their apartment. In addition to this, UniLodge staff will also conduct periodic inspections, after due notice is given for cleaning, faults or damage. We provide a vacuum for residents to hire out from reception

Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning

company that delivers a service that we believe is of a high standard and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet and mattress steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing). Should you wish to clean yourself, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment/bedroom after you have departed it to ensure it meets the expectations prior to releasing the bond. Should the apartment/bedroom not meet our departure clean standards, we have the right to take a cleaning fee from your bond refund.

Your Agreement with Us

Condition Report

At the commencement of the lease agreement, an entry condition report must be completed and signed by both the resident and a UniLodge representative. This condition report will be used at the end of the lease agreement to assess any damage to the apartment, its furniture and equipment. The completed condition report must be returned to the office within 72 hours of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your lease.

Formal Warning

UniLodge promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, they will receive a formal written warning from UniLodge management.

Breach

Residents who continue to engage in the same behaviour after receiving a formal warning will be issued with a written breach notice. A written breach notice may be issued to residents for conduct including, but not limited to:

- **Being found to be involved in the theft of another person's property.**

- Significantly interfering with the peace, comfort or privacy of another resident or staff member.

Eviction

Residents who receive multiple written breaches and continue to engage in unacceptable behaviour may be issued with a Notice to Leave, and an application may be made to terminate their residency in accordance with the applicable legislative requirements.

The accumulation of three written breaches for the same offence will result in the commencement of the eviction process.

In addition to the termination provisions, a Notice to Leave may be issued immediately to any resident whose conduct includes, but is not limited to:

- Being found in possession of, using, or distributing illegal drugs or other prohibited substances on the premises.
- Engaging in harassment, bullying, discrimination, or intimidation of another resident, staff member, visitor, or any other person.
- Engaging in sexual abuse, physical assault, or any other form of violence against another resident, staff member, visitor, or any other person.
- Smoking or vaping in their room or in any non-designated smoking area within the building.
- Tampering with, disabling, removing, or otherwise interfering with a smoke alarm or other fire safety equipment.
- Engaging in any other serious misconduct that places the safety, security, or wellbeing of residents, staff, visitors, or the property at risk.

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

Bond

Bond equivalent to four (4) weeks rent is required. The bond is a security deposit which is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease in which the resident may occupy the apartment. The bond cannot be used for rent unless authorised by the General Manager. The cost of repair or cleaning may be deducted from the bond.

2. SETTLING IN FOR AN ENJOYABLE STAY

This handbook forms part of your 'lease agreement'. You must read these documents and, once understood, sign the lease agreement acknowledging your intent to abide by the building rules and contract obligations. You will receive a copy of the signed lease agreement, and this will be provided to you on your arrival once signed by all parties.

Getting You Set Up on Arrival

The items you will receive on checking in are:

- Access card
- Copy of your lease agreement
- Internet details

Access Card

You are issued with an access card when you check-in. The access card will give you entry to the front entrance, lifts, and your apartment/ bedroom. The access card should be always carried by residents. Your access card **MUST NOT** be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact Reception immediately. **PLEASE NOTE: Subletting your unit is STRICTLY PROHIBITED at Unilodge Park Central. Any persons found doing this will be issued with a breach notice of \$500.**

Replacement of access card

There will be a cost to the resident to replace their access card if it is lost. If a key is missing for more than 24hours it is classed as lost, and a replacement card will be issued. Prices for the replacement of lost access cards and lock out fees: Lock out fee: Free of charge for the first time in each contract. \$65.00 per lockout applicable for after-hours

assistance. No charge if you get locked out during office hours. Replacing lost swipe card: \$65.00 each.

Mail, Parcel and Delivery

We have a dedicated parcel delivery space, which is located at Sky Reception Tower

Mail being sent to you should be addressed as follows:

Your Full Name (Legal Name)

UniLodge Park Central
<Tower Name>

Unit Number) _ _ _ _ _ / 8 Gillingham St Woolloongabba QLD 4102 Australia

If your mail does not include your unit number or your full legal name, it will cause delays or losses. This may result in your mail being returned to sender. Mail will not be accepted or given out if the name on parcel is not a resident of ULPC.

It is possible that residents with a common surname may reside in the same unit during different time periods. Should you collect someone else's mail and then realise it does not belong to you, you are to return it to Reception immediately.

Parcels

- Reception accepts parcels during office hours on behalf of the residents. No responsibility is taken for the state the parcel arrives in or when picked up by the Resident or delivered after hours.
- Parcels must be in the name of the resident only. We do not accept parcels on behalf of friends or family of residents.

- Ensure it is in the name in which you have signed your lease agreement so we can identify.
- Please bring identification with you to collect parcel.
- We do not accept food or perishable items (e.g. supermarket deliveries, UberEATS orders, etc.). You must meet the delivery driver in the lobby.
- If a parcel has not been collected within 2 weeks of delivery we will return the unclaimed delivery back to sender.
- We will not accept parcels for departed residents. Any parcels or mail received for departed residents will be returned to sender.

Sending Mail

The closest Post Office is located:

Shop 3, 62 Cleveland Street, STONES CORNER, QLD, 4120

Phone: +61 7 3336 5730

Paying Your Rent

Rent is to be paid as per the lease agreement and must always be 2 weeks in advance. Residents whose payments are in arrears will be issued with breach notices.

Payments can be made in the following ways:

- Direct Debit: The Direct Debit Form must be completed separately from a nominated Australian bank account.
- Stripe online payment platform (Debit/Credit Card, Direct Debit, WeChat Pay, Alipay, Union Pay)
- At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Credit card payments incur a surcharge.

Payment of Rent must be received on or before the due date

All receipts to be emailed immediately after every payment to:
receipts.parkcentral@unilodge.com.au.

Direct Debit Decline Fee

Should a direct debit payment be declined by the resident's bank, you may be charged a processing fee.

Other Charges

Sundry charges are applicable to residents and include additional cleaning, lock out fees, equipment repairs, etc. The resident must make payments for outgoings within 7 days of the invoice.

Getting 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.
- Don't use other people's things without consent.
- Have consideration and respect for others in all facets of life.
- Remembering that all 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.

Living together at UniLodge

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, should any conflict arise:

- If you have an issue with a fellow resident, try first to talk about the issue with the person concerned before the issue becomes a major problem. Try to come to an agreement.
- If you feel that you are unable to come up with a suitable solution you can email ResLife to discuss your problem.
- If needed, the ResLife team 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 conflict is still not resolved, the ResLife Manager or the Property Manager will step in to take necessary measures to solve the problem.

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 make. This is a common courtesy which should extend to all residents. 10 PM to 8 AM is strictly Quiet Hours.
- 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.

Learning to Live Together Harmoniously

Short term illness

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

Communicable diseases

In the case of contracting an infectious disease, a resident must notify UniLodge management immediately to ensure the health and safety of all residents. It is essential the resident cooperates with UniLodge to ensure they abide by instructions given.

Some strategies may include

- In-house isolation - restricting areas of use to personal bedroom and a dedicated bathroom area.
- Avoiding common areas of the building.
- Exclusion from any UniLodge activities during the infectious period.
- Careful hand washing.
- Care with coughing, sneezing in common areas, etc.

If there is a breakout of an infectious disease involving a significant number of residents, management will seek medical advice from relevant health services.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to management immediately. Where management reasonably believes the resident has a notifiable disease, it will refer the resident to the University's health service or the resident's preferred GP for a medical assessment of whether the resident has a notifiable disease.

Medical Conditions

To assist UniLodge to support our community, residents may wish to disclose medical information to staff which may assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with the Residential Life Manager or Property Manager, and this will be conducted in a confidential environment.

Visitors

- Residents are responsible for their visitors and will be accountable for their actions.
- All visitors must obey UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge Park Central Resident Handbook.
- All visitors must leave by 10pm.
- All unwanted visitors or trespassers should be reported to UniLodge Park Central. If you are expecting visitors, you must personally come down to reception to verify and pick up your visitors.
- If you are in a shared apartment, you need to get your flatmates' consent before you can bring in any guest.

Overnight Guests

- Only one overnight guest is permitted at a time.
- All residents must complete a guest request form available from reception and have their guest approved by UniLodge Park Central at a minimum of 24 hours prior to the guest's arrival.
- A guest can only stay for a maximum of three (3) consecutive nights for free in a month, at UniLodge Park Central and will not be permitted to be signed in by another resident to extend their stay at the property
- A guest can stay for a maximum of four weeks after getting the guest approved and paying \$50 per week for the guest.

- In a shared apartment, only one guest will be approved at a time and will need all flatmates to consent prior to the arrival of the guest.
- Overnight stays during examination periods will be considered on a case-by-case basis.
- Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

Noise

Residents are expected to be respectful of others and maintain a comfortable living environment. Quiet hours commence from 10:00pm, and residents must ensure there is no loud noise, loud music, parties, or disruptive behaviour after this time. Residents are also responsible for ensuring their guests follow the same expectations. Repeated noise complaints may result in further action in line with UniLodge policies and procedures.

Looking After Your Apartment

Maintenance

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

- Fill in the maintenance form online through Gilly Hub online portal or the QR available in reception.
- Photos of the damage or concern are very helpful.
- If there is an emergency related to the facilities, please call reception or the after-hours contact immediately.

Apartment Repairs

UniLodge employs a dedicated maintenance staff and contractors to repair any damage or problems that occur on the premises. General maintenance of the apartment is provided. The resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs

Multi-share Damages

In multi-share apartments, if maintenance is required to fix damage in the apartment common areas, and responsibility is not claimed by an individual/s, costs will be shared equally across all residents of the apartment.

Appliances and systems

Refer to instruction manual for correct usage. Please contact reception to obtain one.

Cleaning Glass & Aluminium

- 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.

Mirrors

- Gently wipe with a damp, lint-free cloth. Joinery items
- Wiping 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. Wax or other polishes are unnecessary and should not be used.
- Note: Please refrain from using any caustic cleaning agent on any surfaces.

Scratches and cuts

- Chopping and cutting directly onto the surface can damage Laminex/stone surfaces.
- 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.

Stains

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

Microwave

Your apartment is provided with a microwave located in the kitchen. Wipe over inside of microwave regularly with warm soapy cloth. Microwave dish can be removed and washed.

Hanging items on the walls

- Do not staple, stick, or pin any items to the walls.
- No sticky tape is to be used. No blue tack is to be used as it can stain paint.

NOTE: The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur.

Tiled surfaces

- Do NOT clean the tiles with ACID or abrasive materials.
- Do NOT place-potted plants directly onto tiled balconies –remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

Refrigerator

Your apartment is provided with an electric 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.

Note: Do not overfill the freezer as this can cause the fridge section to lose cooling.

Emergency Situations

Fire Alarms

Call the Fire Brigade (000) from your mobile phone.

If a fire alarm is heard, you have to evacuate the building immediately using the Fire Escape route. Follow the Fire Warden's instructions at all times. Evacuate to assembly area (add map) Remain at assembly area and await instruction.

Evacuation Point

Refer to posters and signage throughout the building and make sure you know where this location is.

Smoke Detectors

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas. Tampering with fire safety equipment is strictly prohibited. If you cover or remove your smoke alarm, you will be fined. Smoking in your room or anywhere within Unilodge PC is strictly prohibited and breach notice of \$500 will be issued if discovered. This includes ecigarettes.

Fire Sprinklers and Detectors

Please be informed about the following points:

- The smoke detector in your room is connected to a fire alarm system. If you set the alarm off in your kitchen due to smoke while cooking, quickly get a tea towel or something similar and fan under the detector.
- Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering 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 Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions (current fines exceed \$1475). You may also be responsible for the cost of repairs to the system that tampering may cause.
- In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines (currently in excess of \$1475). Please open your windows and fan the fumes away from your detector. For the rooms where the windows are sealed, please ensure that your rangehood extraction fans are running.

Should there be a fire, dial 000 immediately.

False alarm callouts can incur a fine exceeding \$1475

With just a little extra care, we can all reduce the chance of false alarms.

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS.

Setting Up a Bank Account in Australia

The Big 3 Banks

There are many regional banks, local credit unions and building societies – but it's the Big 3 banks that are the key players in Australia.

These are:

Commonwealth Bank – www.commbank.com.au

NAB – www.nab.com.au ANZ – www.anz.com.au

Westpac – www.westpac.com.au

Your Shop

We make settling into your new lodge easy by pre-purchasing your basics from our online store.

Click Your Shop and have them ready for you to collect at the reception on your arrival.

Please place orders at least 10-14 days prior to arrival to ensure they arrive in time. Our most popular pack is the All-in-One Essentials Pack which includes bed linen, pot, pan, cutlery, plates, cups, and cooking utensils.

*Bed sizes are as per your room types. Studio = King Single size, Studio Double = Double Size, Studio Accessible = Double, Studio Deluxe = Double and 6 Bedroom = King Single. Prices include shipping and GST.

Visit Your Shop on the Unilodge website now and order today.

3. RESIDENTIAL LIFE PROGRAM

RESLIFE is responsible for overseeing the Residential Life and Wellbeing Program at UniLodge Park Central. Our program aims to offer an array of diverse, fun, and inclusive events, hoping to tailor to each resident in one way or another. You will have the opportunity to be a part of a holistic calendar of events planned for our residents, to enrich your educational, cultural, and social experience.

The 5 RESLIFE pillars of UniLodge Events are:

- Community
- Academic
- Social
- Cultural Health and Wellbeing
- Cultural

Every resident is welcome to email suggestions of events they would like to be organised at reslife.parkcentral@unilodge.com

Events and Eventbrite

Events will be published on Eventbrite, and the link will be shared with all in-room residents to register. Events are updated on a weekly basis, so make sure to check weekly for new events!

Events Expression of Interest

For larger events, participation will be managed through an Expression of Interest (EOI) process. This approach ensures a fair and equitable opportunity for all residents to participate, particularly where places are limited.

Submitting an EOI does not guarantee a ticket. Events using an EOI process will be clearly identified, and residents who are allocated a place will be notified after registrations close.

Residential Advisors

After-hours Residential Advisors are here to assist in emergencies while the office remains closed. For all general services, please visit us during office hours.

Reslife Support and Reporting

Reslife Consultation

The Reslife team is here to support you throughout your residential experience. If you would like to speak with a ResLife Staff member, scan the QR code to request a consultation about **welfare concerns, such as, but not limited to:**

- Stress/Anxiety/Isolation
- Mental Health and Wellbeing Concerns
- Peer Conflict
- Cultural Adjustment
- Safety Concerns

*Tell us more
about how
you feel!*



All information will be treated with care and handled in accordance with the policies and privacy requirements.

Urgent Wellbeing and Health Concerns

If you are struggling, or if you are concerned that someone you know may need immediate support, please call us at (07) 35569500 or email us at reslife.parkcentral@unilodge.com.au during office hours (Monday - Friday, 9 am to 5 pm). For urgent after-hours assistance (Monday - Friday, 5:00 pm–9:00 am, and all day on Saturdays and Sundays), please contact the **RA Phone** on 0455 944 106. Additional health and crisis support services are also available. Please refer to the Healthlines section at the end of this handbook for further information.

Social Media

Follow us on Instagram and Facebook to keep yourself updated on the latest events and activities.

<https://www.instagram.com/unilodgeparkcentral/>
<https://www.facebook.com/UniLodgeParkCentral>

4. GENDER-BASED VIOLENCE (GBV)

Our Commitment

UniLodge is committed to fostering a community where every resident is treated with dignity, respect, and fairness. We encourage residents to look out for one another, speak up when something doesn't feel right, and seek support whenever it is needed. No one should experience violence, harassment, or discrimination while living in our community.

What is Gender-Based Violence?

Gender-Based Violence (GBV) refers to any form of physical or non-physical violence, harassment, abuse, intimidation, or threats that are based on a person's gender, gender identity, or gender expression.

GBV includes behaviours that result in, or are likely to result in:

- Physical or psychological harm
- Coercion or controlling behaviour
- Fear or intimidation
- Deprivation of a person's liberty, autonomy, or sense of safety

Gender-Based Violence may be:

- Driven by unequal gender power dynamics or relationships;
- Connected to gendered expectations or stereotypes, and/or
- Directed towards a person's gender identity or gender expression.

Every resident has the right to feel safe, respected, and supported in their home.

Disclosure and Reporting

If you, or someone you know, has experienced or witnessed Gender-Based Violence, support is available.

You can make a disclosure by:

- Speaking with a member of the Residence Life team, including the Residential Life Manager (RLM), Residential Life Coordinator (RLC), General Manager, or a Residential Advisor (RA).
- Contact your Residential Life Team or General Manager using the contact details provided in this handbook.
- Complete the online Disclosure and Support Form by scanning the QR code provided below. Anonymous disclosures are welcome.



Making a disclosure allows the Residential Life team to provide support and discuss available options. You are not required to make a formal complaint to access support.

Emergency Assistance

If you or another person is in immediate danger, or you require urgent medical or police assistance:

- Call 000 immediately.
- If it is safe to do so, notify your Residential Assistant (RA) or a member of the Residence Life Team as soon as possible.

Your safety is our highest priority.

Mental Health

HELPLINES



SCAN ME

Beyond Blue



SCAN ME

Lifeline



SCAN ME

QUT Student Support



SCAN ME

UQ Student Support



SCAN ME

Griffith Student Support