

**UniLodge**

MELBOURNE CITY

*Where I want to be*



**2024**

# **RESIDENT HANDBOOK**

Wurundjeri Country

480 Elizabeth Street, Melbourne VIC 3000

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# WELCOME

## Welcome To Unilodge Melbourne City

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*On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose elder's past, present, and emerging we acknowledge.*

We trust that your stay here will be both enjoyable and productive. We understand that you are here to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Lease agreement. The aim is that through a better understanding 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 sign-up process, and subsequent orientation. The regulations are designed for your **COMFORT, SAFETY, SECURITY and WELLBEING**.

We hope you find the Guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we're here to help!

UniLodge management is committed to developing an atmosphere and environment that provides students with support you need, and the best possible opportunities to maximise your potential to achieve success, and an all-round student experience.

A very warm welcome to UniLodge Melbourne City.

The UniLodge Melbourne City Team

**Enjoy your stay!**

# SETTLING IN

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This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Tenancy Agreement.' You must read these documents and, once understood, sign the acknowledgment form issued to you, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room

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 Events, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staffs are here to help you! We also have many students from different countries that 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.

# WE CARE ABOUT YOU!

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UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone willing 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.

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
- Lifestyle 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 staff or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.**

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.

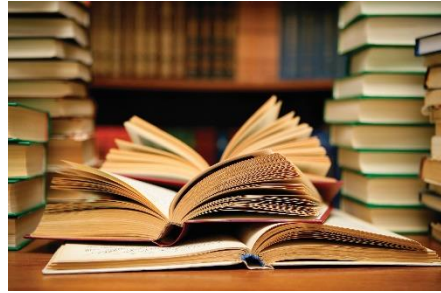
Our Residential Advisors are available during the night however, they are always available for a chat and to offer advice and sometimes referrals to other services.

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.

## **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 be experiencing 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 address 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 by calling the RA on duty.



## **ADES**

Prior to check-in you would have received an email from us regarding our ADES modules! UniLodge is committed to provide a safe and friendly environment for our residents and for this reason we have developed a series of modules covering everything from local tips and tricks to safety and security to a whole lot of other important information!

### **How to complete the modules:**

- Go to the link in the ADES email you receive.
- Verify the Organisation Details and complete your profile.
- Organisation Username: select "Melbourne City" from the drop-down menu.
- Check that your email, first name and last name are correct.

If you have not received this email or had a chance to complete the modules, please send us an email at [reslife.melbournecity@unilodge.com.au](mailto:reslife.melbournecity@unilodge.com.au) as soon as possible.

**RESIDENTS MUST ALWAYS BE TOLERANT OF OTHER RESIDENTS' STUDY HABITS.**

# RESIDENTIAL LIFE PROGRAM

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## What is Residential Life Program?

Residential Life is an integrated, contemporary, student 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 staff, the Customer service staff, and the General Manager.



## UniLodge's Multi-cultural Vision

We promote a cultural 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 people.

## What does the Program Aim to Achieve?

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

## What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment, that encourages interaction, 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 App, where you can register for events, or in some cases subscribe to an event locally, at Reception. The wide range of events will be loaded via UniLodge App 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 can assist you or answer any questions you may have.

## **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 staff or the General Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - 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 the UniLodge Manager of the complaint, and they will work with you to resolve the issue.

If you have a complaint against UniLodge Melbourne City, please come and speak with us about it; we will always do our utmost best to help you!

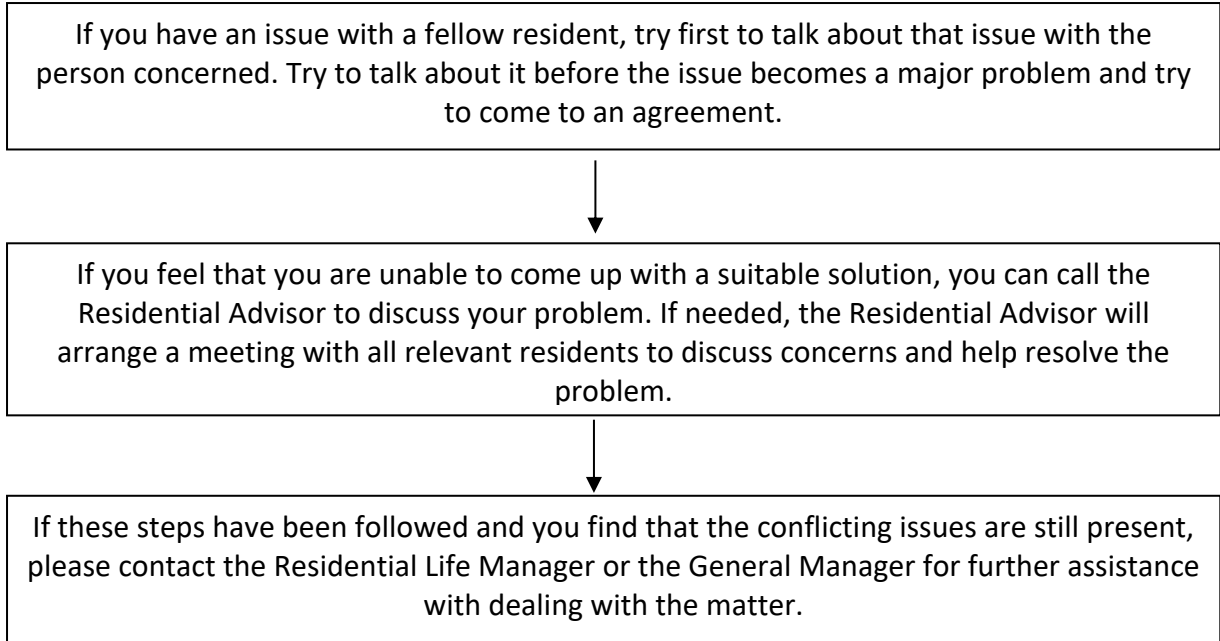
## **Financial Difficulties**

If you are experiencing any financial difficulties, please speak to the Residential Life Manager, the Customer Service Manager, or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan. The Residential Life Manager can also help connect you to the Universities or outside organisations, whom may be able to offer some form of assistance.



# LIVING TOGETHER @ UNILODGE MELBOURNE CITY

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



## ***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 over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room.
- Be considerate with your use of shared facilities and equipment.

## **Personal Problems**

Do not 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 and provide guidance, assistance, and referral where necessary.

## **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.**

## **Sexual Harassment**

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.
- And the person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Anyone at UniLodge who indulges in any form of harassment, discrimination or abuse will be asked to leave.

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

If you think you have been subjected to any form of harassment, abuse, or discrimination, please contact the Residential Life Manager or General Manager and the appropriate steps will be taken.

## **Social Support**

UniLodge will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. 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.

## **Workplace Health and Safety**






Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As Residents you must not be negligent in terms of causing or contributing towards an accident e.g., preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits or interfering with any fire safety notice or equipment.

# FACILITIES & SERVICES

## Laundry

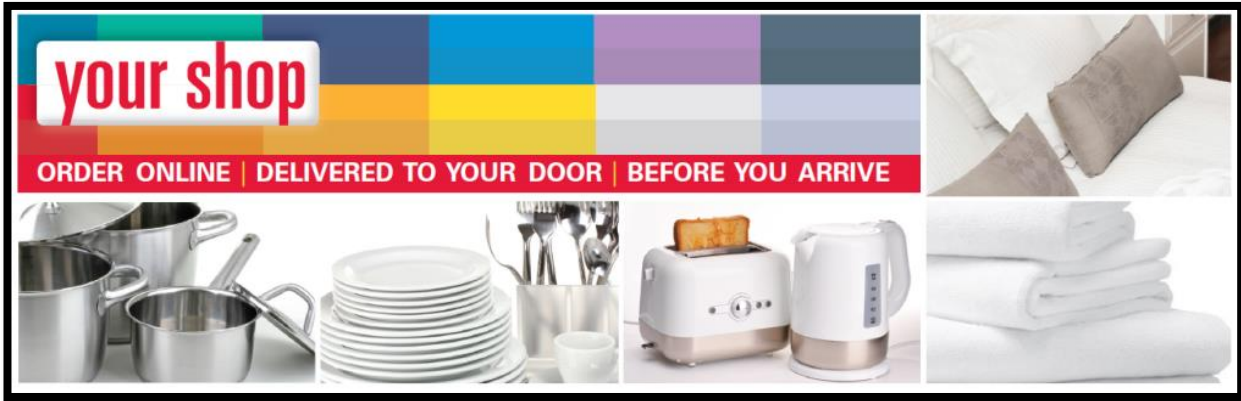
A card operated laundry with washing machines and dryers is located on Level 7. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. If you experience a problem with one of the machines, please contact the number on the machines, or fill out a Maintenance report.

## Services from Reception

<b><u>Service</u></b>	<b><u>Cost</u></b>
Lock out fee	\$30 during business hours \$75 afterhours
Replacement card	\$55 each
Printing 	\$0.20 per page for black and white \$1.00 per page for colour
Photocopy 	\$0.20 per page black & white \$1.00 per page colour
Vacuum Cleaner 	Free for 1 <sup>st</sup> hour, then penalties apply.
Iron 	Included in the laundry.
Trolley 	Free for 1 <sup>st</sup> hour, then penalties apply

Please note that vacuums and trolleys cannot be hired after 5:30pm.

# YOUR SHOP



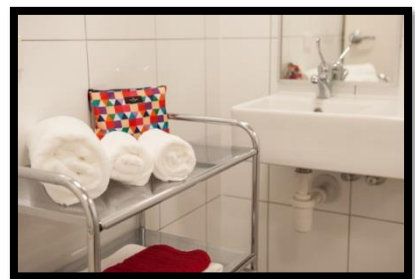
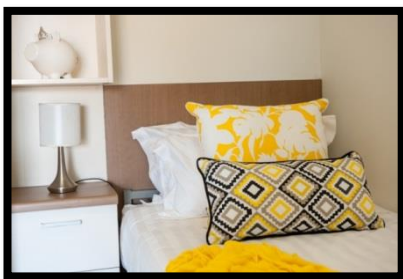
UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop, is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and available for purchase throughout your stay with us at UniLodge.

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

***"I am satisfied with my product. It was very good value for money & having everything already in my apartment when I moved in was a great relief." – Tom, 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!



# RIGHTS & RESPONSIBILITIES

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## **Resident Rights**

- The premises are in a reasonable condition that complies with health and safety regulations.
- Quiet enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease.

## **UniLodge Rights**

- To send Breach notices to residents who break the terms or conditions of the Residential Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Breach notices to residents defaulting on their rental payments, and to send a Notice to Vacate if not remedied.
- Request ID from residents.

## **Resident Responsibilities**

- Pay the rent by the due date and 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 to UniLodge any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement, rules, and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

## **UniLodge Responsibilities**

- To make sure the unit 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.

If you have any concerns with the terms of your leasing agreement, please contact **your UniLodge property team** on **03 9118 4000** or [melbournecity@unilodge.com.au](mailto:melbournecity@unilodge.com.au) who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au) and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>.

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au).

# YOUR AGREEMENT WITH US

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## **Condition Report**

At the commencement of the Residential Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of the Residential Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 3 business days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any bond claims at the end of your tenancy.

## **Bond**

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

## **Termination of Residential Tenancy Agreement**

A Residential Tenancy Agreement may be terminated if:

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

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

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

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

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

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

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

Residents are responsible for cleaning the property upon departure, and in some cases, professional cleaning may be required.

## **Cancellation of confirmed booking prior to arrival**

The payment of the first fortnights rental and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee equivalent to two week's rental plus GST will apply.

## **Disciplinary Action**

We would always attempt to resolve any issues by mutual consent. However, your tenancy is under Victorian Law and covered by the Residential Tenancies Act 1997 and there are responsibilities for both parties.

We will discuss face to face and explain what the issue is. A note will go on your file.

A caution letter may be issued depending on how serious the issue is.

A Breach Notice may be issued, explaining what part of the Residential Tenancy Agreement is not being complied with and an opportunity and timeframe to rectify.

Possibly a Notice to vacate the apartment by a certain day.

Possibly an eviction notice or Order from the Victorian Civil and Administrative Tribunal (VCAT).

# **RULES OF TENANCY**

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These Rules form part of your Residential Tenancy Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator advise reception.

## **Alcohol**

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building. Under 18's are strictly NOT allowed to consume alcohol on the UniLodge premises.

## **Behaviour**

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with, by management. Repeated offences could constitute grounds for early termination of your RTA (Residential Tenancy Agreement); however, you will still be held responsible for rent until the unit is re-let.

## **Building Security**

All residents and visitors 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 Security Swipe Card.
- Residents must not let non-residents enter behind them, if in doubt; they must call the RA on duty or notify reception.

## **Candles**

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the Melbourne Fire Brigade (see Cooking).

## **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.



## Cleaning and Inspections

All Residents are responsible for the day-to-day cleaning of their unit. In addition to this, UniLodge units will also be inspected per the Residential Tenancy Act, after due notice is given, for cleanliness and damage.



## 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. It is forbidden for residents to remove furniture (chairs, beanbags) from common areas.

## Cooking

To ensure the safety of yourself and other residents, you must cook in a responsible manner, using the **rangehood exhaust fan at all times**. The rangehood is located above your cooktop, make sure it is switched on (you will be able to hear a flow sound) at all times – even when you don't anticipate smoke (i.e., cooking sausages, chicken, even toast!). There is a switch for the cooktop and rangehood which will allow you turn on and off with a flick of a button.

**If in the case, you do set the alarm off due to cooking fumes in your room you can push the Alarm Acknowledgement button located in the kitchen. This will give the occupier 180 second to clear any smoke by opening the window (do not open the main door). If the alarm still exists, a fire alarm will be announced which will activate the signal to the fire brigade and emergency warning system. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs. This can be a costly exercise – please take care when cooking and never leave your food unattended.**



## 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, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. 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.

## Eligibility of Residents

- All Residents and other occupants must be registered and sign an RTA (Residential Tenancy Agreement).
- Resident requires to be a student as per the development application.
- Residents must not sub-let the unit under any circumstances.
- Residents must agree that if they reside in an Under 18 apartment, they must continue to follow the Under 18 policy after turning 18 years of age until they vacate that apartment at the completion of the contract.

## Empty Rooms

It is forbidden to occupy empty rooms by letting friends stay or storing possessions in there. These rooms are reserved for your new housemates, who could be moving in soon! If a door is left open to a vacant room, please alert reception or shut it behind you.

## Furniture and Equipment

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

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

### **Gambling and Gaming**

Gambling is not permitted on the premises.

### **Guest Policy**

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.

Residents are responsible for personally letting their guest/s in and out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves. Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is 1. Guests who are found to be staying overnight will be asked to leave immediately.

### **Lockouts**

A lockout fee of \$30.00 during business hours and \$75.00 for after hours will apply each time you lock yourself out of your apartment (by forgetting your card) If you have lost your swipe card, you will be issued with a new swipe card – Note, a fee of \$55 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund you if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

### **Noise**

All residents must observe consideration for their neighbours. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted during the following hours: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm. Please use **common sense** and **consideration**.

### **Neighbours**

You are further reminded to keep noise down when entering and exiting the building, especially at night. Please be respectful of your neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach.

### **Parties**

Residents are not permitted to have parties in their apartments and Management reserves the right to shut down a party if necessary.

### **Pets**

Under no circumstances are you permitted to bring any pets or animals into the building. This includes fish.

### **Requests by Staff**

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

Note that Residential Advisors are UniLodge staff and often represent Management after hours.

Requests by UniLodge Management/Administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always very important.

### **Smoking or Vaping**

UniLodge is a smoke free building which includes the unit, balconies / terraces (if applicable) 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 tenant responsible. Residents who wish to smoke must do **outside** of the building and are not permitted to smoke on UniLodge Melbourne City property. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.



## **ARRIVAL**

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This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Tenancy Agreement' You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card
- A copy of the Entry Condition Report for your unit
- A copy of the Residential Tenancy Agreement
- A compulsory induction will be provided on the day of arrival.

### **Absent from your**

If you intend to leave your unit for any length of time, 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 rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

### **Access to other Units**

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If a Resident is invited into an apartment/unit and subsequently asked to leave, the resident will do so immediately. To prevent trespassing and, in particular theft, all residents should keep their doors closed whether or not they are in their unit.

### **Access to the Building**

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

### **Additional Furniture**

**The installation of other furniture into a resident's unit 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 unit and furniture required.

**Identification**

Identification should always be carried as it allows management and security 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.**

**Security and Swipe Card**

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your apartment, (and/or your bedroom door) and the recreation areas.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact reception or the Residential Advisor on duty, immediately to regain access and/or replace your card accordingly.

Please find the following prices for the replacement of lost swipe cards:

<b>Swipe Cards</b>	\$55.00 each (replacement)  Lockout Fees as follows; \$30.00 during business hours \$75.00 afterhours
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# BUILDING FACILITIES

## **BBQ**

The BBQ is in the outdoor courtyard on level 6 and is available to residents for use. Please ensure that after you have used the BBQ that you have cleaned the BBQ, and no personal items are left in the area.

## **Bicycle Storage**

Bicycle racks are located in the security bike storage room. You are encouraged to use this secure bicycle storage, and not leave your bike outside your apartment/room. You are not permitted to leave your bike in your apartment/room, as it can cause damage to the walls that you will be liable for.

**All bikes must be registered with reception and a bike ID attached.**



## **Kitchen**

The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge. The cleaners' 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.

(Penalties may apply)



Any items left in the common area kitchen will be thrown away into the rubbish. Any sink blocked by food must be reported to a UniLodge staff member.

## **Laundry**

A laundry room with washing machines and dryers is located on Level 7 of the residency, past the creative workspace and the gym. Payment method: tap and go service for credit or debit cards. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact the company directly. The phone number can be found on the machines.



## **Mailboxes**

All mail and parcels are received by reception and can be collected during office hours (grocery, meal deliveries or perishable items will not be accepted by UniLodge).

## **Reception**

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 as follows:

Monday to Friday	08:00 – 18:00
Saturday / Sunday	Closed (RA on duty)
Public holidays	Closed (RA on duty)

## **Resident Lounge/Study Rooms /Open Areas**

There are numerous recreation areas throughout the building, incorporating large flat screen TV's and lounge chairs, tables, stools, pool tables, communal kitchens, and cinema room. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times.

## **Rubbish**

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, do not try to force it down as this will cause the chutes to block. Please take it to the bins located on the Ground Floor. (Penalties apply for any rubbish and recyclable items left outside of the garbage chutes and for oversized items that have blocked the chutes).

### **Recycling Tips:**

- Remember what recyclable is: paper, cardboard and packaging containers made from hard plastic, liquid paper board (i.e., milk cartons), glass, steel, and aluminium.
- Make sure recyclables are empty – remove solid food scraps.
- Keep recycling out of plastic bags – or else it may end up in landfill.

## **Study Rooms**

Varying size study rooms are located on Level 27 of the building.

## **Transport**

Information on public transport can be obtained from the [Public Transport of Victoria website](#) or you can download the PTV app on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app.

## **Utilities - Electricity, Gas & Water**

Electricity, gas, and water consumption is included in your rent.

# OPERATING AND CARING FOR YOUR UNIT

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## **Departure Cleaning**

Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a requirement of your lease you must leave your premises in the same condition as when you entered. To take some of the stress out of your exit process, UniLodge has been able to assist and recommend a cleaning company that delivers a service that we believe is of a very high standard which meets our expectation.

## **Glass and Aluminium**

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

### **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.

## **Joinery Items Cleaning**

A wipe over with a clean, soft damp cloth should be enough 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 from happening, use a cutting or chopping board. Sliding 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 unit any item or equipment that has been provided by UniLodge.

## **Microwave Oven**

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

## **Mirrors**

The manufacturer recommends gently wiping with a damp, lint-free cloth.

## **Refrigerator**

Your unit 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. To be effective the refrigerator should be constantly left on. If you are living in a multi share apartment, please be mindful of your roommates and only use your allocated space.

### **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.

### **Smoke Detector**

Tampering with Fire Alarm Systems is strictly prohibited! A disconnected smoke detector or one stuffed with a plastic bag is worthless if there is a fire. These detectors are there to save your life when you least expect it. Removing or tampering with detectors will get you in trouble or worse!

### **Stains – Removing Stains**

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

### **Tiled Surfaces**

Do NOT clean the tiles with ACID or with any abrasive materials.

### **Walls**

#### **Hanging items on the walls**

Please be incredibly careful of what you stick onto the walls. The walls could become damaged or chipped 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 that damage will not occur. These are 3M Brand adhesive/ removable hooks. Please ensure you remove these hooks at the end of your tenancy. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can damage the walls.

### **Unit Repairs**

A UniLodge maintenance personal is there 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. For any damage caused, UniLodge Melbourne City will utilise the maintenance personal for quality of work, legislative compliance, and site inductions. If a suitable tradesperson is sourced by the resident, it must meet the requirements stated above.

### **Mould Management**

Preventing mould:

- Allow sunlight into the room as much as possible.
- Open doors and windows to allow air to circulate.
- Clean apartment and bathroom regularly.
- Clean up water leaks and spills indoors immediately.
- Clean wet areas regularly by wiping away moisture from windows, walls and near taps.

Any mould found in rooms/apartments must be reported to reception IMMEDIATELY.



# PAYMENTS

## Rent

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

**Direct Debit Signing up** - If you would like to setup one so we could resume your fortnightly automatic rental payments please do so by filling in the form using the button below:

- Direct debits are handy for paying regular bills such as Rent. Automatic payment means you don't have to remember to pay the bill, and you don't risk any late fees/arrears notice.
- It's safe for you and saves you time.

[Sign Up to Direct Debit](#)

**Online Payments** - for one-stop solution to process all types of payments such as Credit Card/Debit Card, Direct Debit from your Australian Bank Account and Wechat/Alipay as well. Securely pay your Fortnightly Rent to **UniLodge Melbourne City**. **Click through OR Copy & Paste** the link provide via email to your internet web browser of choice and follow the steps to complete the payment.

Note – UniLodge preferred option of payment would be direct debit.

## **Direct Deposit Details**

Bank Name:	St George Bank
Account Name:	Australian Education (Holdings) 3 Pty Ltd ATF Cedar Pacific Investment No.3 Trust
BSB:	334-040
Account No:	555-598-042
Swift No:	SGBLAU2S
Reference:	Student name & Room number

Please instruct your Bank to reference your deposit/transfer with:

**STUDENT FULL NAME/ROOM NUMBER**

(Note: we are unable to secure your booking if we cannot identify your full name clearly).

**Payment of Rent must be received by the due date. Residents whose payments are in arrears will be issued with breach notice or notice to vacate.**

# COMMUNICATIONS

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## **Internet**

Unlimited Wi-Fi is included in your rent!

Whilst this is ample for even high-end users, there are upgrade plans available for purchase.

Details can be found at Reception.

## **Customer Service Details**

- Email: [melbournecity@unilodge.com.au](mailto:melbournecity@unilodge.com.au)
- Telephone: 03 9118 4000
- Mobile: 0419 430 348
- Online: <https://www.unilodge.com.au/student-accommodation-melbourne/melbourne-city>

**Wellbeing Related Issues:** [melbournecity@unilodge.com.au](mailto:melbournecity@unilodge.com.au)

# CONTACT DETAILS

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## **Emergency Services Contacts**

(Police, Fire, Ambulance)

Dial 000

Please also remember to contact your RA on duty.

## **Property Address**

Please address your mail and parcels with full details (name, apartment number, and street address). Each apartment is allocated a pigeonhole mailbox, located at Reception, available during office hours only. Example of Mail should be addressed as follows:

**Resident Full Name**  
**UniLodge Melbourne City**  
**Apartment Number \_\_\_\_\_ /480 Elizabeth Street,**  
**Melbourne Vic 3000 - Australia**

**Example:**  
**Mr John Citizen**  
**UniLodge Melbourne City**  
**1234-5 / 480 Elizabeth Street,**  
**Melbourne Vic 3000 - Australia**

If your mail does not include your unit number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender.

**Property Main Telephone Number:** 03 9118 4000

## **Reception Hours:**

(Open from Monday – Friday 9.00am – 5.30pm)

(Closed on Weekends & Public Holidays)

Outside Office Hours (Residential Advisor) – Call mobile 0419 430 348

# EMERGENCY PROCEDURES

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

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Build 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)
- Tenancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a resident lock themselves out or misplaces their key.

## **Assembly Location Point - Evacuation**

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 assembly point (as outlined in the Evacuation Diagrams throughout the building) and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.

## **Fire Sprinklers and Smoke 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 Metropolitan Fire Brigade has 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 in your unit that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for “False” Alarms.**

**\*\*False Alarm Callouts by Metropolitan Fire Brigade can exceed \$3,000 fees for you to pay!!!**

Please open your windows and “fan” the fumes away from your detector which will then cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR TO RELEASE FUMES**

**Each kitchen is fitted with a Smoke Alarm.**

**In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger closing the doors behind you.**

**The building has fire rated doors and advanced systems for your safety.**

**DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS**

**DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE**

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

### In the event of Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

## **HEALTH & SAFETY**

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### Key Contacts

<p style="text-align: center;"><b><u>Dentist</u></b> <b>Gorgeous Smiles Dentistry</b> 121 Exhibition Street, Melbourne VIC 3000 (21-minute walk) <b>03 9042 0483</b></p> <p style="text-align: center;"><a href="http://www.gorgeoussmiles.com.au/">http://www.gorgeoussmiles.com.au/</a></p> <p style="text-align: center;"><b>Open</b> Mon – Fri: 8.30am till 6.30pm Saturday: 10.00am till 5.00pm Sunday &amp; Public Holidays: Closed</p>	<p style="text-align: center;"><b><u>Doctor</u></b> <b>Medical One</b> Level 3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000 (10-minute walk) <b>03 8663 7000</b></p> <p style="text-align: center;"><a href="https://www.medicalone.com.au/centre/medical-one-qv">https://www.medicalone.com.au/centre/medical-one-qv</a></p> <p style="text-align: center;"><b>Open</b> Mon – Friday: 8am till 7pm Sat – Sun: 9am till 1pm Public Holidays: 9am till 1pm</p>	<p style="text-align: center;"><b><u>Hospital</u></b> <b>The Royal Melbourne Hospital</b> 300 Grattan Street, Parkville VIC 3052 (300m – 17-minute walk) <b>03 9342 7000</b></p> <p style="text-align: center;"><a href="https://www.thermh.org.au/">https://www.thermh.org.au/</a></p> <p style="text-align: center;"><b>Open</b> 24/7</p>
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## Important Numbers

<b>Police Assistance Line - 131 444</b>		<b>Emergencies 000</b>	
Melbourne Uni Student Services	136 352	Lifeline (24 Hours)	13 11 14
RMIT Uni Student Services	9925 5000	Trinity College General Contact Details	03 9348 7127
AIDS Helpline	1800 133 392	Medicare	13 20 11
Asthma Victoria	1800 645 130	Mental Health Foundation of Australia	03 9427 0406
Cancer Hotline	13 11 20	Men's Line Australia	1300 789 978
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	National Security Hotline	1800 123 400
Centrelink	13 10 21	Nurse on call 24Hours	1300 606 024
Direct Line (Drug & Alcohol Counselling 24 Hour Line)	1800 888 236	Poisons Info Line	13 11 26
Eating Disorders Foundation of Victoria	03 9885 0318	Pregnancy Help Line (24 Hours)	1300 139 313
Epilepsy Association	1300 374 537	Quit Line	13 18 48
Gambling Helpline	1800 156 789	SANE Mental Illness Hotline	1800 187 263
Gay and Lesbian Switchboard	03 9663 2474	Suicide Call Back Service	1300 659 467
Grief Line	03 9935 7400	Suicide Help Line (24 hours)	1300 651 251
Immigration / Multicultural Affairs	13 18 81	Vicdeaf	03 9473 1111
Information Victoria	1300 366 356	Women's Domestic Violence Crisis Service	1800 015 188
Interpreting Service (24 Hours)	13 14 50	Women's Info and Referral Exchange (WIRE)	1300 134 130
Kids Helpline	1800 551 800	Tenants Union of Victoria	03 9416 2577
Victorian Legal Aid	1300 792 387	Consumer Affairs	1300 558 181

## Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC) unless you fall in one of the exemption categories. Your OSHC must cover the length of your course at a minimum. Before applying for your visa, you will need to confirm your OSHC with the Insurance Company. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or your OSHC expires. To do this you will need your membership card, passport and a letter from your college, university etc. confirming your re enrolment.
- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC provides limited ambulance cover and does not cover dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

**IN CASE OF AN EMERGENCY DIAL 000**

Please note that ambulance services in Australia are very expensive and ambulance insurance cover is recommended.

For more information on ambulance cover go to the Victoria Ambulance website. <https://www.ambulance.vic.gov.au/membership/>

# SECURITY

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## IN AN EMERGENCY, PLEASE CALL 000

### Local Police Station

Melbourne East Police Station: **03 9637 1100**

**Crime Stoppers: 1800 333 000**

**Residential Advisor: 0419 430 348**

### Security for your apartment

We suggest that you **keep your door locked at all times.**

### 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.

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

- **UniLodge 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.**
- **Tell the visitor to call reception.**
- **DO NOT WRITE YOUR ROOM NUMBER (NOR YOUR NAME) ON YOUR KEY CARD (If lost, it should not indicate who or where it belongs to).**

Please ask at reception if there is anything we can assist you with.

# STUDENT SERVICES

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<b>University</b>	<b>Contact Phone Number</b>
<b>University of Melbourne</b>	136 352
<b>RMIT University</b>	03 9925 2000
<b>Monash University</b>	03 9902 6000
<b>Victoria University</b>	03 9919 6100
<b>Swinburne University of Technology</b>	1300 794 628
<b>Trinity College</b>	03 9348 7100
<b>Deakin University</b>	1800 693 888
<b>Monash College</b>	03 9903 8800





# HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room/Apartment \_\_\_\_\_

At UniLodge Melbourne City have read, fully understand, and accept the contents of the current Residential handbook.

I acknowledge that I have also read, fully understand, and accept the contents of the orientation.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Tenancy Agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Full Name (Please print name in English)

\_\_\_\_\_  
Date