

**UniLodge**

*Where I want to be*



# 2025 **RESIDENT HANDBOOK**

# WELCOME

## Welcome to UniLodge Royal Melbourne

*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 rental 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 Royal Melbourne

***Enjoy your stay!***

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# 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 an 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.

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on 0447 148 867.

# INDUCTION PROGRAM

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To introduce you to our building, we run an induction program that tells you more about who we are, what we do, and how you can make the most of your time here.

All residents are required to complete this induction program within three days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you will be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

**All residents are required to complete these modules within three days of moving in** – but as they contain handy information like video tours of the building and hints for getting around Melbourne, we recommend you complete them before you even arrive. You never know, it might just help you adjust what you pack to bring with you!

## How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting **RoyalMelbourne** as the organisation username, and using the password **UniLodge**.
- Complete all modules.

The second part of our induction program is after you arrive. During intake periods, we run one to two Welcome Evenings a week, where you will get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you are available for when you arrive!

Outside of our main intake periods, our reception team will advise you on how to arrange to meet with a Residential Advisor for a personalised tour around the building and induction session.

# ARRIVAL CHECKLIST

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## **Before you arrive**

- Book an arrival time.
- Upload your CoE or Confirmation of Enrolment and a copy of your student visa (if applicable) to the [Residential Portal](#)
- Have your passport (or other ID if you're an Australian citizen) and any other documentation you have been requested to provide ready to go for sighting at check in.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number (0447 148 867) and the Royal Melbourne reception (03 9113 8300) in your mobile phone.

## **Within three days of checking in**

- Complete your electronic Entry Condition Report and ADES modules.
- Attend an induction evening to meet an RA and other residents.
- Make sure you have gotten access to the Wi-Fi, UniLodge App and UniLodge Portal.

# RESIDENTIAL LIFE PROGRAM

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## What is Residential Life Program?

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Melbourne, do well in your studies, and make the most of your time here at Royal Melbourne. It is run by our Residential Life Coordinator and Residential Advisors – and we love suggestions from you too!

You will see our Events Calendar on our notice boards around UniLodge Royal Melbourne – but the best place to check is our UniLodge App on your smartphone, where you can find out more about the events and sign up for them!



## 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”, Food & gift donations to the Salvation Army, or participation in community activities.
- Barbeques and nights full of entertainment, that encourages interaction, fun and friendship.
- Trips to Aussie fun spots - go indoor rock-climbing, hiking, and on road trips to 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 tennis, soccer, footy, cricket – it’s up to you!
- International parties and cultural activities.

## The UniLodge App and registering for events

To find out more about the events on offer and start signing up, download the UniLodge App from the App Store or Google Play – just search for UniLodge.

You are already registered in the app – to log in, your username is the email address that you have previously given us, and your password will be provided to you by email. If you have lost your password, or are not sure what email address to use, come and see us at Reception or send us an email.

Many of our events require you to register to participate – make sure you register ahead of each event that you want to attend through the UniLodge App (and do not forget to put it in your calendar!).

# FACILITIES & SERVICES

## Laundry

A card-operated laundry with washing machines & dryers are located on the Ground floor, past the music room, gym and down the corridor. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. Items should not be left inside the machines. If items are left in the machines for more than an hour, we may move your items to allow other residents to use the machines after you. 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

Service	Cost
Lock out fee	\$ 1 <sup>st</sup> one is FREE \$30 during business hours \$75 afterhours
Replacement card	\$55 each
Printing	\$0.50 per page for black and white \$1.00 per page for colour \$0.75 per page black & white (A3) \$1.50 per page colour (A3)
Photocopy A4 & A3	\$0.50 per page black & white (A4) \$1.00 per page colour (A4) \$0.75 per page black & white (A3) \$1.50 per page colour (A3)
Vacuum Cleaner	FREE for 1 <sup>st</sup> hour, then penalties apply We have 2 available for hire
Iron	Included in the laundry
Trolley	FREE for 1 <sup>st</sup> hour, then penalties apply we have 2 available for hire

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

## BBQ

The BBQ is in the outdoor courtyard and is available to residents during the hours of 07:00 – 22.00. Please ensure that after you have used the BBQ that you have cleaned the BBQ, and no personal items are left in the area. There is also a BBQ located on the Level 8 Roof Top, same rules apply.

## Bicycle Storage

Bicycle racks are in the bike storage room. You are encouraged to use this secure bicycle storage, and you are not allowed to leave your bicycle and/or scooter outside your room. You are not permitted to leave your bike in your 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 communal 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
- Wiping the countertop and used surfaces

(Penalties may apply)

Any items left in the communal 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 the ground floor of the residency, past the music room and the gym and down the corridor. Payment method: tap and go service for credit or debit cards (no cash). For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact the company directly.

### **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). Parcels are restricted in size to be no larger than 430 x 315 x 317 mm. You will be notified by email once a parcel is received on your behalf. Please come and collect from reception at your earliest convenience, we can provide a trolley for your convenience.

### **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. Operating 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 on the ground floor and levels of the building, incorporating, large flat screen TV's and lounge chairs, tables, stools, pool table, table-tennis table, foosball table, communal kitchen, Media Rooms. Please show consideration to other residents by ensuring these areas are constantly always kept clean and tidy.

## **Communal Kitchen Oven**



Ensure main switch is on



Use centre button to set timer.

Use button on right to adjust temperature.

Use button on left to select function.

## **Rubbish**



Please empty your rubbish and recyclable items into the respective shoots (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, it is preferable you dispose of your rubbish and recyclable items in the Ground Floor garbage rooms located near the reception foyer (penalties apply for any rubbish and recyclable items left outside of the garbage shoots).

Note: The rubbish bin in your unit is to be used as an indication of the size of the rubbish bags that can fit into the bin chutes. If your rubbish bag is bigger than that, you will have to consider dividing it into smaller rubbish bags. If you are found liable for blocking the bin chutes, you will be charged for all fees associated with unblocking the chutes.

### **Recycling Tips:**

- Remember what is recyclable: paper, cardboard and packaging containers made from plastic, liquid paper board (e.g., 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**

Study project rooms are located on each level of the building. Flat screen TVs are in some of these rooms. Please note that no food or drink is allowed in the enclosed study room. A breach and a fine may be issued if you are this is not adhered to.

## 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. (Wi-Fi is also included in your utilities as well)



## Wall Heater

Please do not stand on the heater or the piping (circled in red below) for any reason. This could loosen equipment and cause flooding. Any malicious damage caused to the heater or piping will be at the resident's cost.



**To turn your heater on:** Turn knob on bottom right side of heater (closest to bed) **clockwise**. You will notice the knob is numbered **1 (for low)** – **5 (for high)** which are your heat settings.

**To turn your heater off:** Turn knob on bottom right side of heater (closest to bed) **anti-clockwise**.

## Kitchen Benchtop

Please ensure to always wipe down the kitchen bench (circled in red below) after use. DO NOT leave the area wet as this may cause damage to the bench that the resident may be liable for. If there are any issues with the area, please let management know right away.



## 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 wide 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! If you can make, contact with Your Shop [HERE](#)



## BE SUSTAINABLE

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We are trying to ensure life at Royal Melbourne is as environmentally friendly and sustainable as possible, which is why we have a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say ‘no’ to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutleries, straws, and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into it!
- Separate recycling and food waste from landfill and put each down in the right rubbish chute or in the right bin.
- Got some clothes or homewares you no longer need, but are too good to throw out? Take them to our laundry room and put them in our charity donations bins – they will go to Diabetes Victoria, who will sell them in their charity shops and put the profit to good use.
- Check out our specialist waste streams to recycle those ‘hard to recycle’ items, like batteries, spray bottle nozzles and more. These are stored in the hallway near the gym and laundry room.



## GETTING HELP

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We promote a culture of mutual respect, inclusion, and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

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

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state, or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more.
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to visit reception and we will be happy to give you the information you need or direct you to other people and services who can assist further.

**If you, or a fellow resident, is affected by illness, accident, death of a relative, or any other challenges, please contact our Residential Life Coordinator or Property Manager. If necessary, we can refer you to the appropriate counsellors for further support. We are here to help in any way we can.**



## **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 Property 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 Royal Melbourne, please come and speak with us about it; we will always do our utmost best to help you! Please note complaints must be processed with UniLodge and not with the University unless you wish to escalate an unresolved complaint.

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.

## **Financial Difficulties**

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

# LIVING TOGETHER @ UNILODGE ROYAL MELBOURNE

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***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.***

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution you can call the Residential Advisor to discuss your problem. If needed, the Residential Advisor will follow up with the Residential Life Coordinator, who will discuss concerns with all relevant residents and help resolve the problem.



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

## ***Tips for happy living in a multi-share apartment***

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom, and vacuuming
- Be aware of the noise you and any guests you have 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.
- 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 pro-active in ensuring that it remains so. Anyone at UniLodge who indulges in any form of discrimination or sexual harassment 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 discrimination, please contact the Residential Life Staff or Property 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.

# YOUR AGREEMENT WITH US

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## **Condition Report**

At the commencement of the rental 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 Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 5 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 organization 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 Tenancy Agreement**

A Residential Tenancy Agreement may be terminated if:

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

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

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

At the termination of a Residential Tenancy Agreement, the Resident's personal property must be removed. Any 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 Royal Melbourne management as soon as possible.

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

14.1 Immediately inform the managing agent in writing of their desire to do so and request the agent to find an acceptable person who will execute a new agreement.

14.2 The renter acknowledges that where the premises are let exclusively to students that enquiry levels are higher during the beginning of each semester, therefore there may be a delay in attracting a renter.

14.3 The renter must pay the agents letting fee equal to 2 (two) weeks rental + GST

14.4 The renter agrees to pay the fair and reasonable advertising and marketing expenses incurred in relation to the reletting of the premise, which will not exceed \$150 plus GST.

14.5 Pay rent on the premises until such time as a new renter enters into an agreement or the expiry of the tenancy, whichever first occurs.

14.6 The renter agrees to present the premises in a clean and undamaged state for viewing by prospective renters.

In all cases, a departure cleaning fee applies if the apartment/room is not satisfactory cleaned.

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

The payment of the first month's 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 exceptional 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 weeks' rentals 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 depending on how serious the issue is.

A Breach Notice, explaining what part of the 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 notices or Order from the Victorian Civil and Administrative Tribunal (VCAT)

# RULES OF TENANCY

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

## **Alcohol**

UniLodge 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 communal areas, hallways, or outside the entrance of the building. Under 18's is 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 always carry ID 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 communal areas.

### **Cooking**

To ensure your safety and other residents, you must cook in a responsible manner, always using the rangehood exhaust fan. 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 (e.g. cooking sausages, chicken, even toast!). There is a switch for the stove knob and rangehood which will allow you turn on and off with a flick of a button.

**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 very 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 a rental agreement Children are not permitted to reside at UniLodge.
- 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 building rules and regulation and the rental agreement whilst in the building. Residents are responsible for personally letting their guest(s) 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 and a breach may be issued for non-compliance with the building rules and regulations.

### **Lockouts**

We give you the first lockout for FREE, subsequent lockout fees 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 later. Please remember to always keep your room key with you, 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 notice.

### **Parties**

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

### **Pets**

The renter must seek consent from the rental provider before keeping a pet on the premises and must be approved by the owner of UniLodge Royal Melbourne. This includes having a pet fish.

### **Requests by Staff**

Residents must comply with all reasonable requests from UniLodge Management and support staff. Note that Resident Advisors are UniLodge staff and often represent Management in 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 especially important.

### **Smoking**

UniLodge is a smoke free building which includes the unit, balconies / terraces (if applicable) and communal 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 Royal Melbourne property. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.

### **Before you arrive – ADES Module Completion**

As part of your stay with us, we require you to complete a set of online modules that introduce you to our building prior to moving in, including video tours and an opportunity to get to know some of our staff. You must complete these within seven days of moving into your apartment, but we recommend that you work through them now.

Please follow the instructions below to log in and complete the modules:

1. Go to <http://unilodge.adesaustralia.com/sign-up>
2. Enter the Organisation Details and complete sign-up form.
  1. Organisation Username: **RoyalMelbourne**  
Organisation Password: **UniLodge**
3. Complete all the modules
  1. Send us an email with the PDF of your certificate of completion to [rlc.royalmelbourne@unilodge.com.au](mailto:rlc.royalmelbourne@unilodge.com.au)
  2. Please click [here](#) to have access to the FAQ'S, Resident Handbook and Residential Tenancies Agreement.

### **ARRIVAL**

This handbook contains the 'Rules of Tenancy' which forms an addendum to your '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 digital copy of the Entry Condition Report for your unit
- A digital copy of the Tenancy Agreement
- A compulsory induction will be provided on the day of arrival.

### **Absent from your Unit**

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 always prepaid. 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 a room, and subsequently asked to leave, the resident will do so immediately. To prevent trespassing and, theft, all residents should keep their doors closed and windows locked regardless of 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, between 8:00 – 18:00. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors. This includes the weekends and public holidays.

### **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 always carried by residents. 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 Resident 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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# OPERATING AND CARING FOR YOUR UNIT

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## Departure Cleaning

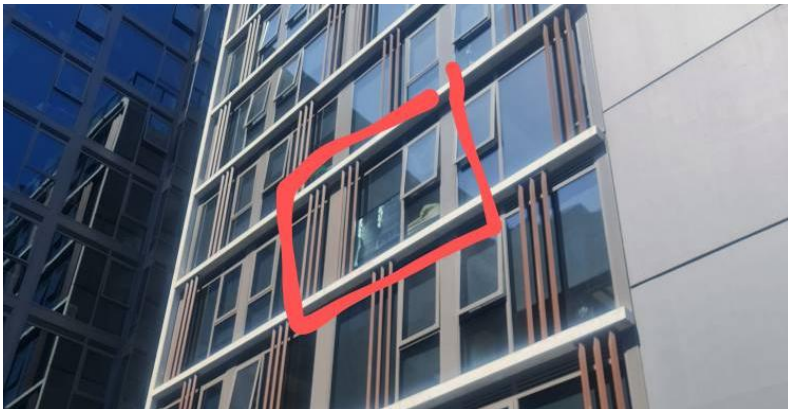
Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a requirement of your rental agreement you must leave your premises in the same condition as when you entered. To take some of the stress out of your exit process, UniLodge has been able to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

### **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).
- Do not stick anything on the windows (e.g., stickers, tape, blue tack, etc...) - this may stain the glass
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e., Do not splash hot water on cold glass or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.



## Heating

There is a Hydronic heater installed in your apartment. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard. Refer to [Wall Heater](#) on how to operate.

## Benchtop 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 any item or equipment inside your room 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 5-bedroom 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 or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off, it will be at your cost to have it re-attached.

### **Smoke Detector**

Your unit has been installed with a smoke alarm. These are generally located on the ceiling in the living/bedroom areas. Each one is connected to the central fire panel. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined more than \$3,000 by Melbourne Fire Brigade.**



### **Stains – Removing Stains**

DO NOT use any powders or abrasive liquid cleaners on any surfaces that may be exhibiting a stain. For any tips or advice on removing stains please come and ask a staff member from reception.

### **Bathroom Unit – Maintaining your bathroom**

DO NOT flush anything other than toilet paper down the toilet. This includes, but is not limited to, wet wipes, menstrual products, hair, gum, dental floss and medication.

If there is hair left on the shower drain, remove the cover, and empty the shower waste trap (if applicable) integrated to the shower. DO NOT push the rest of the hair down the shower drain.

### **Portable Washing Machine**

Residents are not permitted to use or install portable washing machines in their units. The discharge from portable washing machines can negatively impact the plumbing system, potentially causing clogs or damage to the pipes. Any such damage resulting from unauthorized use of portable washing machines will be the responsibility of the resident, including repair and maintenance costs.

### **Tiled Surfaces**

Do NOT clean the tiles with ACID or with any 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. If unsure, please come and ask a staff member from reception.

### **Modification to fixtures and fittings**

Residents are not permitted to make any modifications to the fixtures and fittings within their unit. This includes, but is not limited to, replacing or altering shower heads, taps, light fixtures, or any other installed equipment. Any unauthorized modifications can compromise the integrity of the building's systems and may result in damage, for which the resident will be held financially responsible.

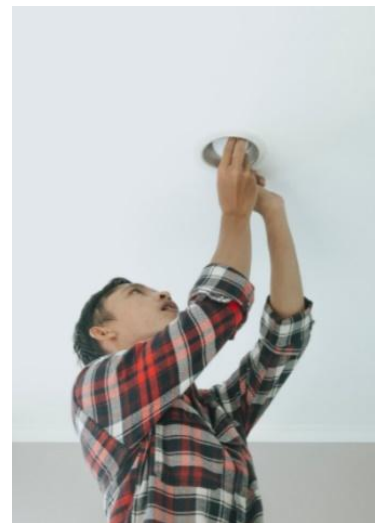
### **Walls**

#### **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 facilities manager 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 Royal Melbourne will utilise the facilities manager for quality of work, legislative compliance, and site inductions. If a suitable tradesperson is sourced by the resident, it must meet the requirements as stated above.



### **How to make a maintenance request**

1. Login to the portal; if you are logging in for the first time, follow the “forgot password” steps.  
<https://unilodge.starrezhousing.com/StarRezPortal/Login>
2. Click on the drop-down menu (top right ≡ ) and click on “Your Room Maintenance”
3. Create a Maintenance enquiry and follow the instructions; provide as much detail as possible and submit.

We highly recommend granting authorization for our maintenance staff to enter your room for repairs. This will expedite the process and facilitate our team’s ability to assist you effectively. Please ensure that you select "**Save Job**" rather than "Save & Continue" at the end of the maintenance request page. Afterward, refresh the page to confirm that the job has been successfully submitted.

# 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 rental agreement (a copy will be provided via Inspection Express once signed)

## UniLodge Rights

- To send breach notices to residents who break the terms or conditions of the rental 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, for constant noise disruption 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 using the UniLodge Portal.
- Pay for charges as outlined in the rental agreement.
- Abide by the terms of the rental agreement, rules, and regulations of the building.
- Only use the premises for residential purposes
- 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 9113 8300** or **royalmelbourne@unilodge.com.au** who will happily discuss any concerns you may have.

# PAYMENTS

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## **Rent**

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

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Deposit at the bank into the nominated UniLodge Bank Account.
- c) Credit card at the reception desk during business hours (3% surcharge may apply)
- d) Set up a Direct Debit using the form on the [Unilodge Portal](#).

Bank Name:	St George Bank
Account Name:	Australian Education (Holdings) 3 Pty Ltd ATF Cedar Pacific Investment No.1 Trust
BSB:	334-040
Account No:	555 491 755
Swift No:	SGBLAU2S
Reference:	Student name & Room number

*Please instruct your Bank to reference your deposit/transfer with the  
**STUDENT FULL NAME/ROOM NUMBER***

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

# COMMUNICATIONS

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## **Internet**

Wi-Fi is included in your rent!

Whilst this is ample for even high-end users. You will be provided with your login details (username & password) upon your arrival.

## **Customer Service Details**

- Email: [royalmelbourne@unilodge.com.au](mailto:royalmelbourne@unilodge.com.au)
- Telephone: **03 9113 8300**
- Online: <https://www.unilodge.com.au/unilodge-royal-melbourne>

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

**After hours contact (Residential Advisors):** **0447 148 867**

## 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 Royal Melbourne**  
**Wurundjeri Country**  
**Apartment Number \_ \_ \_ / 15-27 Wreckyn Street,**  
**North Melbourne VIC 3051 Australia**

**Example:**  
**Mr John Citizen**  
**Wurundjeri Country**  
**UniLodge Royal Melbourne**  
**1234-5 / 15-27 Wreckyn Street,**  
**North Melbourne Vic 3051 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:*** +61 3 9113 8300

### ***Operating Hours***

***(Open from Monday – Friday 8.00am - 6.00pm)***

***(Closed on Weekends & Public Holidays)***

***Outside Office Hours (Resident Advisor) – Call mobile +61 (0)447 148 867***

# 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)
- Building and rental agreement 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 corner of [Wreckyn Street and Courtney Street](#) (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 communal 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

Dentist	Doctor	Hospital
<b>North Melbourne Dental</b> 91 Errol St, North Melbourne Vic 3051 (8-minute walk) <b>03 9328 1477</b> <a href="https://northmelbournedental.com.au/">https://northmelbournedental.com.au/</a>  <b>Open</b> Mon – Fri: 8.00am till 6.00pm Weekends & Public Holidays: Closed	<b>Errol Street Medical Centre</b> 1/65 Errol Street, North Melbourne Vic 3051 (9-minute walk) <b>03 9329 7011</b> <a href="http://www.carewisehealth.com.au/errol_street_medical_centre.html">http://www.carewisehealth.com.au/errol_street_medical_centre.h tml</a>  <b>Open</b> Mon – Sat: 9am till 5pm Sunday & Public Holidays: Closed	<b>The Royal Melbourne Hospital (incl. emergency room)</b> 300 Grattan Street, Parkville Vic 3050 (300m – 6-minute walk) <b>03 9342 7000</b> <a href="https://www.thermh.org.au/">https://www.thermh.org.au/</a>  <b>Open 24/7</b>

### Health Services

#### **First Aid**

If you require minor first aid, please go to reception, or call for assistance at (+ 61 3) 9113 8200. You can also contact the Residential Advisor on duty after hours at 0438 014 252.

#### **Nurse-on-Call**

For 24/7 health advice from a registered nurse, call the free Victorian government nursing service, Nurse-on-Call, on **1300 60 60 24**. This service is free (except for any costs associated with making a call) and is available 24 hours a day, seven days a week.

#### **University of Melbourne Eyecare**

Optometry services are available through [University of Melbourne Eyecare](#). University of Melbourne students and staff receive discounted treatment. This service is available to all, regardless of where they study.

200 Berkeley St, Carlton; (03) 9035 6666; Monday - Friday, 08:45am – 5:30pm



## **Health Smart Pharmacy VCCC**

The closest pharmacy to Royal Melbourne is the 24-hour [Health Smart Pharmacy](#) at the Victorian Comprehensive Cancer Centre (VCCC). This is a 'super pharmacy' – open 24/7 and staffed with nurses from 6-10pm each evening.

311 Grattan St, Parkville; (03) 9045 9777; open 24/7

## **Health information**

### **Overseas Student Health Cover**

International students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six- or twelve-month period. On arriving in Australia, you will need to confirm your OSHC with the insurance company and complete an Application for OSHC. 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 every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming you 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 does not cover ambulance, 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.

### **Ambulances in Australia**

Ambulance services in Australia are extremely expensive and ambulance insurance cover is recommended if it is not already included in any insurance you have. Ambulance insurance cover is included in most forms of health insurance (either Overseas Health Cover or standard health insurance plans that your parents may have you listed on if your parents live in Australia) – please make sure you check your health care plan before you need it for this information. If you are an Australian on a Health Care Card, and you are also covered for clinically necessary transport. For more information on ambulance cover go to the [Ambulance Victoria website](#).

Please note that there is no cost if you or someone else calls an ambulance – costs are only charged if someone is transported (taken to hospital) in an ambulance. You should never hesitate to call an ambulance for yourself or someone else in a life-threatening situation.

<b><u>IN CASE OF AN EMERGENCY DIAL 000</u></b>
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## **Important Numbers**

<b>Emergency (Fire, Police, Ambulance) 000</b>			
<b>Melbourne Uni Student Services</b>	13 63 52	<b>Lifeline (24 Hours)</b>	13 11 14
<b>RMIT Uni Student Services</b>	03 9925 5000	<b>Trinity College General Contact Details</b>	03 9348 7127 03 9348 7100
<b>Monash College Student Services</b>	03 9903 8800	<b>Monash Connect</b>	03 9902 6011
<b>AIDS Helpline</b>	1800 133 392 1800 022 222	<b>Medicare</b>	13 20 11
<b>Asthma Victoria</b>	1800 645 130 1800 278 462	<b>Mental Health Foundation of Australia (Victoria)</b>	03 9427 0406
<b>Cancer Hotline</b>	13 11 20	<b>Men's Line Australia</b>	1300 789 978
<b>Centre Against Sexual Assault (CASA) Crisis Line</b>	1800 806 292	<b>National Security Hotline</b>	1800 123 400
<b>Centrelink</b>	13 10 21	<b>Nurse on call 24 Hours</b>	1300 606 024
<b>Direct Line (Drug &amp; Alcohol Counselling 24 Hour Line)</b>	1800 888 236	<b>Poisons Info Line</b>	13 11 26
<b>Eating Disorders Foundation of Victoria</b>	1800 33 4673	<b>Pregnancy Help Line (24 Hours)</b>	13 22 29 1300 139 313
<b>Epilepsy Association</b>	1300 374 537	<b>Quit (Smoking/Vaping) Line</b>	13 18 48
<b>Gambling Helpline</b>	1800 156 789	<b>SANE Mental Illness Hotline</b>	1800 187 263
<b>Gay and Lesbian Switchboard (Victoria)</b>	03 9663 2474	<b>Suicide Call Back Service</b>	1300 659 467
<b>Grief Line</b>	03 9935 7400	<b>Suicide Help Line (24 hours)</b>	1300 651 251
<b>Immigration / Multicultural Affairs</b>	13 18 81	<b>Victorian Deaf Society</b>	03 9473 1111
<b>Information Victoria</b>	1300 366 356	<b>Women's Domestic Violence Crisis Service</b>	1800 015 188 1800 737 732
<b>Interpreting Service (24 Hours)</b>	13 14 50	<b>Women's Info and Referral Exchange (WIRE)</b>	1300 134 130
<b>Kids Helpline</b>	1800 551 800	<b>Tenants Union of Victoria</b>	03 9416 2577
<b>Victorian Legal Aid</b>	1300 792 387	<b>Lifeline</b>	13 11 14

# SECURITY

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## IN AN EMERGENCY, PLEASE CALL 000

### Local Police Station

North Melbourne Police Station: 03 8379 0800

**Crime Stoppers: 1800 333 000**

**Resident Advisor: Dial 0447 148 867**

**Call Triple Zero (000) when an immediate response is required, when a crime is happening or if someone is in immediate danger.**

### Non-emergency crime incidents

You can report some non-urgent crime and events anytime, anywhere by calling our [Police Assistance Line](#) on [131 444](#) or [submitting an online report](#).

### Security for your apartment

We suggest that you keep your door always locked.

### 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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University	University of Melbourne	RMIT University	Trinity College University	Monash College
Contact Phone Number	13 63 52	03 9925 5000	03 9348 7127	03 9903 8800



## RESIDENT HANDBOOK AND ORIENTATION ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room \_\_\_\_\_

At UniLodge Royal Melbourne have read, fully understand, and accept the contents of the current Resident 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:

\_\_\_\_\_

# EMERGENCY EVACUATION POINT

