

UniLodge

PARK CENTRAL

Where I want to be

RESIDENT HANDBOOK

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1. WELCOME TO UNILODGE PARK CENTRAL

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

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

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

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

Welcome to your new home. We look forward to a great time together!

1.1 ETHOS

“Your Trust, Our Commitment”

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

Mission

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

To Lead a vibrant, fun and exciting residential community

To Include students of all backgrounds and talents

To Foster friendships and connections

To Empower students in their learning and growth

Our Values:

Fun

We want to build a fun and engaging space.

Inclusiveness

We welcome people of all backgrounds.

Respect

To have respect for one another as members of the same community.

Safety

To always follow safety guidelines and look out for your fellow residents.

Trial

To always have an open mind and willing to step out of your comfort zone.

1.2 OUR TEAM

Reception is your first point of contact for any residential enquiries including checking your accounts, lockouts during office-hours, collecting parcels, check-ins and check-outs.

Please feel free to come to Reception and we will be happy to assist you with the information you need.

Alternatively, you can also email parkcentral@unilodge.com.au for general enquiries.

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

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

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

Maintenance Team is here to assist with any faults you come across in the property like electrical, plumbing or bin chute issues. To lodge a maintenance job, go to **GillyHub** and access the Maintenance request form with an image and details: <https://form.jotform.com/200682286031449>

1.3 CONTACT DETAILS

Building Name : UniLodge Park Central

Tower Name(s): Metro Tower / Sky Tower

Address: 8 Gillingham Street, Woolloongabba, QLD 4102

Main Reception phone: +61 7 3556 9500

Email: parkcentral@unilodge.com.au

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

Reception Timing and After-Hours Contact

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

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

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

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

1.4 OUR AGREEMENTS

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

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

Common room and building facilities

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

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

Gym

The 24 hour gym has a range of equipment for your use. Please visit reception to complete the required forms to allow access to this area.

Please note the use of the gym is at your own risk.

Level 2 common area

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

Parking

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

Bicycles

Limited car park spaces are available at an additional charge. Please contact Reception for pricing and details. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge Park Central will be removed at the expense of the resident. Bicycles are NOT to be kept in your apartment or room. This is a fire/safety hazard and is strictly prohibited. Any Bikes found outside of the Bike shed will be removed and a breach will be issued.

E-Scooters/ E-Bikes

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

Study spaces

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

Laundry

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

Rubbish

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

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

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

2.1 SETTLING IN FOR AN ENJOYABLE STAY

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

The items you will receive on checking in are:

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

Access Card

You are issued with an access card when you check-in. The access card will give you entry to the front entrance, lifts, and your apartment/ bedroom.

The access card should be carried by residents at all times. Your access card **MUST NOT** be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact Reception immediately.

PLEASE NOTE: Subletting your unit is **STRICTLY PROHIBITED** at Unilodge Park Central. Any persons found doing this will be issued with a breach notice of \$500.

Replacement of access card

There will be a cost to the resident to replace their access card if it is lost. If a key is missing for more than 24hours it is classed as lost and a replacement card will be issued.

Prices for the replacement of lost access cards and lock out fees:

Lock out fee: Free of charge for the first time in each contract. \$65.00 per lockout applicable for after-hours assistance. No charge if you get locked out during office hours.

Replacing lost swipe card: \$65.00 each

2.2 MAIL, PARCELS AND DELIVERY

Each unit is allocated a mail slot, which is located at your Reception in the Tower you live.

Mail being sent to you should be addressed as follows:

Your Full Name (*Legal Name*)

UniLodge Park Central

<Tower Name>

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

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

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

Parcels

- Parcels are accepted by Reception during office hours on behalf of the residents. No responsibility is taken for the state the parcel arrives in or when picked up by the Resident.
- Parcels must be in the name of the resident only. We do not accept parcels on behalf of friends or family of residents.
- Ensure it is in the name in which you have signed your lease agreement so we can identify.
- Please bring identification with you to collect parcel.
- We do not accept food or perishable items (eg. supermarket deliveries, UberEats orders, etc.). You must meet the delivery driver in the lobby.
- If a parcel has not been collected within 2 weeks of delivery we will return the unclaimed delivery back to sender.
- We will not accept parcels for departed residents. Any parcels or mail received for departed residents will be returned to sender.

Sending Mail

The closest Post Office is located:

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

Phone: +61 7 3336 5730

2.3 PAYING YOUR RENT

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

Payments can be made in the following way:

1. Bank Transfer into the UniLodge Bank Account.
2. Direct Debit from a nominated Australian bank account.
3. Through the Novatti Links emailed on Rent day.
4. At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Credit card payments incur a surcharge.

Bank Account Details

Bank Name: St George Bank

Bank Address: 12/1 Eagle Street, Brisbane QLD 4000

Account Holder Name: UniLodge Park Central

BSB Number: : 114-879

Account Number: 450728322

SWIFT CODE: SGBLAU2S

Reference: Entry ID issued to you. If you are unsure of what this is, please contact Reception.

Payment of Rent must be received on or before the due date All receipts to be emailed immediately after every payment to receipts.parkcentral@unilodge.com.au.

DIRECT DEBIT DECLINE FEES

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

OTHER CHARGES

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

2.4 GETTING TO KNOW YOUR NEIGHBOURS

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common.
- Respect others' sleeping and studying habits by not creating excessive noise.
- Don't leave your belongings lying around in shared areas.
- Clean up after yourself.
- Don't use other people's things without consent.
- Have consideration and respect for others in all facets of life.
- Remembering that all Residents of UniLodge are students. You could assist each other with study and/or have study groups together.
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people.

Living together at UniLodge

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

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

Tips for happy living in a Multi-share apartment

- Always do your fair share of cleaning.
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming.
- Be aware of the noise you and any guests make. This is a common courtesy which should extend to all residents. 10 PM to 8 AM is strictly Quiet Hours.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room.
- Be considerate with your use of shared facilities and equipment.

2.5 LEARNING TO LIVE TOGETHER HARMONIOUSLY

Short term illness

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

Communicable diseases

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

Some strategies may include

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

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

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

MEDICAL CONDITIONS

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

Visitors

- Residents are responsible for their visitors and will be accountable for their actions.
- All visitors must obey UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge Park Central Resident Handbook.
- All visitors must leave by 10pm.
- All unwanted visitors or trespassers should be reported to UniLodge Park Central. If you are expecting visitors, you must personally come down to reception to verify and pick up your visitors.

Overnight Guests

- Only one overnight guest is permitted at a time.
- All residents must complete a guest request form available from reception and have their guest approved by UniLodge Park Central at a minimum of 24 hours prior to the guest's arrival.
- A guest can only stay for a maximum of three (3) consecutive nights at UniLodge Park Central and will not be permitted to be signed in by another resident to extend their stay at the property.
- Overnight stays during examination periods will be considered on a case by case basis.
- Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

2.6 LOOKING AFTER YOUR APARTMENT

Maintenance

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

- 1.Fill in the maintenance form online through Gilly Hub online portal or the QR available in reception.
- 2.Photos of the damage or concern are very helpful.

If there is an emergency situation, please call reception or the after-hours contact immediately.

APARTMENT REPAIRS

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

MULTI-SHARE DAMAGES

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

Appliances and systems

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

CLEANING

Glass & Aluminium

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.
- Powder based cleaners are to be avoided. Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. do not splash hot water on cold glass, or freezing water on hot glass).
- Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Mirrors

- Gently wipe with a damp, lint-free cloth.

Joinery items

- Wiping over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean.
- Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used.
- Note: Please refrain from using any caustic cleaning agent on any surfaces.

Scratches and cuts

- Chopping and cutting directly onto the surface can damage laminex/stone surfaces.
- Use a cutting or chopping board Sliding of heavy objects can cause scuffing of the surface.
- Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Stains

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

Microwave

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

Hanging items on the walls

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

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

Tiled surfaces

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

Refrigerator

Your apartment is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator.

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

2.7 EMERGENCY SITUATIONS

Fire Alarms

Call Fire Brigade (000) from your mobile phone Evacuate to assembly area (add map) Remain at assembly area and await instruction

Evacuation Point

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

Smoke Detectors

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

Fire Sprinklers and Detectors

Please be informed about the following points:

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

Should there be a fire, dial 000 immediately.

False alarm callouts can incur a fine exceeding \$1475

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

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS.

2.8 SETTING UP A BANK ACCOUNT IN AUSTRALIA

The Big 4 Banks

There are many regional banks, local credit unions and building societies – but it's the Big 4 banks that are the key players in Australia.

These are: Commonwealth Bank – www.commbank.com.au

NAB – www.nab.com.au

ANZ – www.anz.com.au

Westpac – www.westpac.com.au

2.9 YOUR SHOP

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

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

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

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

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



3. RESIDENTIAL LIFE PROGRAM

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

The 5 RESLIFE pillars of Unilodge Events are:

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

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

3.1 EVENTS AND APP

Please download the UniLodge App to register for the events. Events are updated on a weekly basis, so make sure to check weekly for new events!

3.2) WELLBEING AND HEALTH CONCERNS

Please email us at resife.parkcentral@unilodge.com.au if you are struggling or someone you know might need some support.

3.3) RESIDENTIAL ADVISORS

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

3.4) SOCIAL MEDIA

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

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

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