



## WHAT YOU NEED TO KNOW

### 1. What documents are required for a student accommodation application?

Students typically need to provide proof of enrolment and a passport (or other identification). Please check with us for any additional documentation required. We also require the students emergency contact upon application.

### 2. What is the application process?

Students must complete the online application form. After review, we will send an offer letter with a link to make the initial deposit payment, which consists of four weeks of rent (two weeks in advance and a two-week security bond deposit). Once payment is made, they will receive a lease agreement to sign.

### 3. What are the lease terms for student accommodation?

We currently offer two lease terms: 24-51 weeks at a rate of \$490\* NZD per week and 52 weeks at a rate of \$450\* NZD per week. Prices correct as at 22/01/2025.

### 4. Are utilities included in the rent?

Rent includes power, water, and Wi-Fi.

### 5. What happens if a student needs to cancel their booking or lease?

Cancellation policies vary depending on the circumstances. Full refunds are available only for specific reasons, such as visa cancellation. Otherwise, only the bond deposit will be refunded (2 weeks cancellation fees will apply).

### 6. Can students have guests stay in their rooms?

1 x guests are allowed to stay for up to three nights with prior approval.

**CONTACT US TODAY FOR MORE INFORMATION OR TO BOOK A TOUR.**

 [unilodge.com.au](https://unilodge.com.au)

 [aucklandcity@unilodge.co.nz](mailto:aucklandcity@unilodge.co.nz)

 [+64 9 3204790](tel:+6493204790)

 5 Whitaker Place, Grafton, Auckland 1010 New Zealand



## WHAT YOU NEED TO KNOW

### 7. What happens if the student does not pay rent on time?

Late payments may result in penalties, tenancy tribunal or eviction, as per the terms of the lease agreement. We encourage students to contact us immediately if they encounter any payment issues.

### 8. Are there any additional fees beyond rent?

There are no additional fees beyond the rent.

### 9. How do students submit maintenance requests?

Maintenance requests can be submitted by contacting the accommodation team directly via phone, email, or at reception.

### 10. What amenities are provided in student accommodation?

Common amenities include shared kitchens, study areas, laundry facilities, Wi-Fi, and 24/7 pastoral care.

### 11. Is parking available at the accommodation?

We have a limited number of parking spaces available. Parking is offered on a first come, first-served basis at a cost of \$100\* NZD per week.

### 12. How do students renew their lease?

Students wishing to renew their lease should contact us at least two weeks before their current lease expires. We will provide details on renewal options and updated rent rates.

**CONTACT US TODAY FOR MORE INFORMATION OR TO BOOK A TOUR.**

 [unilodge.com.au](https://unilodge.com.au)

 [aucklandcity@unilodge.co.nz](mailto:aucklandcity@unilodge.co.nz)

 [+64 9 3204790](tel:+6493204790)

 5 Whitaker Place, Grafton, Auckland 1010 New Zealand





## WHAT YOU NEED TO KNOW

### 13. What should students do if they need to leave early?

Students wishing to leave before their lease ends should notify us as soon as possible. Early termination fees of 4 weeks will apply as per the lease agreement.

### 14. Can students change rooms during their stay?

Before booking in the student can put a request i.e.; higher floor, away from lifts, in their booking, subject to availability. Room changes may be possible depending on availability. Students should contact us if they wish to change their room if there is an issue, and we will assist with the process. Room rates\* may vary if a room change is requested. The cost to change rooms is \$150\* administrative and cleaning fee. Prices correct as at 22/01/2025.

### 15. What is the check-in/check-out process?

Students are free to check in any time after their contract start date, by visiting reception upon arrival. For check-in's outside of working hours (Mon-Fri, 9am to 5pm), they can contact our team for assistance. Upon check-out, students must return their keys and complete a bond refund form by 3pm check-out date.

### 16. Can students transfer agreements between different UniLodges?

UniLodge's across Auckland are managed by different stakeholders, and we do not share our database. Therefore, agreements cannot be transferred directly. For example, if a student books with us and wishes to move to a different UniLodge, only the security deposit will be refunded, not the two weeks of advance rent. To commence a new lease at a different UniLodge property, a student needs to apply directly with that property.

### 17. Can students see examples of what the room will look like?

Sample room photos of our Studio Apartments are available on our website. Please note that these images provide an indication of the room layout, but the exact configuration may vary. All rooms are the same size but may differ in layout and design. Students can schedule an inspection online if they wish to visit the property in person.

## CONTACT US TODAY FOR MORE INFORMATION OR TO BOOK A TOUR.

 [unilodge.com.au](https://unilodge.com.au)

 [aucklandcity@unilodge.co.nz](mailto:aucklandcity@unilodge.co.nz)

 [+64 9 3204790](tel:+6493204790)

 5 Whitaker Place, Grafton, Auckland 1010 New Zealand