

StudentLiving®
by UniLodge®

on Lonsdale

2022

RESIDENT HANDBOOK

WELCOME

WELCOME TO STUDENT LIVING ON LONSDALE

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 enjoyable. We understand that you are here not just to study, but also to enjoy yourself and be at ease.

Student Living on Lonsdale is managed by UniLodge. 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 Residential 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. The regulations are designed for your comfort, safety, security, and wellbeing.

We hope you find this guide useful in answering any questions you may have – but should you still have any queries, please feel free to ask – we are here to help!

And remember, everyone in the Student Living team is here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Enjoy your stay!

Student Living on Lonsdale Team

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CONTACT DETAILS

Receiving Mail

Your postal address is:

(Your Name)

(Your Apartment Number) / 39 Lonsdale Street,
MELBOURNE VIC 3000

All mail will be delivered to the letterbox with your apartment number and can be collected 24/7.

For parcel/packages, the delivery person will contact you directly or deliver the parcel to the building reception.

If your mail does not include your name or apartment number, it will cause delays in delivery, and may result in being returned to sender.

The closest Australia Post Office is in Ground Floor 111 Bourke Street, Melbourne VIC 3000. 5 minutes' walk near the corner of Exhibition Street and Bourke Street.

IMPORTANT CONTACTS

Student Living on Lonsdale Management	
Office Hours Phone	03 9224 7888
After Hours Phone	0428 690 891
Email	onlonsdale@unilodge.com.au
Address	Reception / 339 Swanston Street, Melbourne VIC 3000
Reception Hours	Monday to Friday 8:30am to 5:00pm

On-Site Building Management	
Mobile	0406 952 813
Phone	1300 761 610
Email	39lonsdale@pacificbmg.com.au
Address	Reception / 39 Lonsdale Street, Melbourne VIC 3000
Reception Hours	Monday to Friday 9am to 4:30pm

Emergency (Police, Fire, Ambulance)	
000	

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country; you may experience a certain amount of "culture shock".

The people, the weather, the food, the buildings, etc. will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

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 student activities and events, so that you will make new friends and begin to feel more "at home".

There are many different nationalities represented at Student Living. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you.

To assist students, the student handbook has simplified the rules of the body corporate. For a more detailed and comprehensive look at these rules, please refer to the confirmation email or please ask the reception.

Please note that it is your responsibility to read the student handbook and understand the rules of occupancy. Ignorance is not an excuse!

We hope that you enjoy your stay here at Student Living on Lonsdale! If you have any questions, please do not hesitate to see us, or email us and we will assist you in any way that we can.

STUDENT LIFE

Connecting you to services, people and places is just one of the important roles we play here at Student Living on Lonsdale. So, whether you want to connect with other students, the local community or just know the best places to “hang out” we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely, and securely as possible so you can get on with the job of studying and enjoying your time here.

As a new resident you may experience difficulty adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state, or a new country
- Language barriers
- Lifestyle and culture changes, which can include such things as:
 - Finding your way around i.e., transport, clubs, churches etc.
 - Setting up bank accounts

OUR STAFF

Regardless of what your enquiry, question, or requirement, our staff are here to assist you wherever they can.

Please feel free to call us or pop by our office during office hours and we will give you the information you need.

If you are experiencing illness, an accident, or the death of a relative, please contact us at any time. We can connect you with appropriate counselors for additional support if needed.

GET 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 asking.
- Have consideration and respect for others in all facets of life.
- Remembering that most residents of Student Living 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 Student Living may be a great way to make new friends and meet more people!

FINANCIAL PROBLEMS

If you are experiencing any financial difficulties, please speak to us. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Student Services department.

Please advise us if there will be a delay with your rent payment on time. We understand that financial problems can occur, but you need to let us know and we can discuss it. Email onlonsdale@unildoge.com.au, so we can discuss this matter with the Residential Rental Provider(s) promptly.

RIGHTS & RESPONSIBILITIES

UniLodge acts as the Managing Agent for the Residential Rental Provider(s) of the apartment.

RESIDENT(S) RIGHTS

- Access to an apartment that is inhabitable to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease agreement.

RESIDENT(S) RESPONSIBILITIES

- Pay the rent by due dates and through 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 a neighbour.
- Keep the premises and inclusions clean.

- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to damage the premises or inclusions intentionally, maliciously, or negligently.
- Report to Student Living on Lonsdale any damage to the premises. Email to onlonsdale@unilodge.com.au
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and Rules and Regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.
- Be responsible to pay for any blown light bulbs or damage in your apartment.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your apartment.

RESIDENTIAL RENTAL PROVIDER(S) RIGHTS

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 8am and 6pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

RESIDENTIAL RENTAL PROVIDER(S) RESPONSIBILITIES

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

If you have any concerns, suggestions, or feedback, with the terms of your leasing agreement, please contact your Student Living on Lonsdale team on (03) 9224 7888 or onlonsdale@unilodge.com.au who will happily discuss any concerns you may have.

If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>

YOUR AGREEMENT WITH US

BOND

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation. There, the bond is 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 post departure.

CONDITION REPORT

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident(s) and a UniLodge representative.

This condition report will be used at the end of the lease to assess any damage to your apartment, its furniture and equipment. **The completed and signed condition report must be returned to Student Living on Lonsdale within five (5) business days of you receiving the report.**

Failure to do so, will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

RENTAL PAYMENTS

Rent is to be always paid in advance. Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

The preferred method of payment is by auto debit

We DO NOT accept EFTPOS, Credit Card, Cheque or Cash payment.

INSURANCE (IF APPLICABLE)

Residents acknowledge that the Residential Rental Provider's insurance does not provide cover for the tenant's possessions. Tenant's monthly rental does include limited content's insurance. If you feel that you require more, it will be the tenant's responsibility to purchase said insurance. (Note: it is strongly recommended the tenant take out contents insurance to adequately cover their possessions).

INTERNET (IF APPLICABLE)

Tenant's monthly rental does include unlimited Internet. You will be provided with your login details prior to move-in.

TERMINATION OF RESIDENTIAL 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 private property must be removed. Any 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 Student Living on Lonsdale management as soon as possible.

BREAKING THE RESIDENTIAL RENTAL AGREEMENT

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

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

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 special circumstances (with appropriate supporting documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee may apply.

IMPORTANT REMINDER TO RESIDENTS

The Residential Tenancy Agreement you have entered is a legally binding contract.

The Residential Rental Provider reserves the right to seek recovery of any monies owed, should you fail to meet your legal requirements.

RULES OF TENANCY

BEHAVIOUR

Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by Management. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement.

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)

NOISE LEVELS

All residents must observe consideration for their neighbours. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows 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.

SMOKING

Smoking is NOT PERMITTED anywhere inside the building, including apartment or balconies. Smoking is only permitted outside the building.

ALCOHOL

Alcohol is NOT PERMITTED anywhere in the foyer, communal area including corridor and stairwell.




DRUGS / ILLEGAL SUBSTANCES

The use of/or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This mean that under NO CIRCUMSTANCES are any illegal substances are permitted within the complex. Failure to comply with these rules may result in eviction.

GARBAGE



The bin room is located next to building's main entrance and is accessed using the building swipe card. All rubbish should be disposed of in the correct bins as per the below table. Please ensure no rubbish is left on the ground. Rubbish bags should be properly sealed when bring to the bin room, as leaking bags can cause stains or odours in all common area. The area is monitored, and incorrect disposal of rubbish can incur additional charges. The following bin types are in the bin room:

Garbage	Recycle	Cardboard
		
<p>Green Bin – For general waste</p> <p>Before disposing, residents to make sure garbage bags are tied to avoid any spillage in the hallways</p>	<p>Yellow Bin – Recycling Waste</p> <p>Clean foil trays, Empty aluminium, steel and aerosol cans, Empty glass bottles and jars, Empty plastic bottles and containers, Empty milk and juice cartons, Papers, envelopes, junk mail, brochures, magazines and telephone books</p>	<p>Blue Bin – For Cardboard</p> <p>Cardboard cartons must be flattened before disposal</p>

Large items such as mattresses, furniture, fridges, etc. are considered hard waste. Regular hard waste collections are provided by The City of Melbourne and are arranged by the Building Manager. If you have hard waste items to dispose of, please contact your Building Manager and

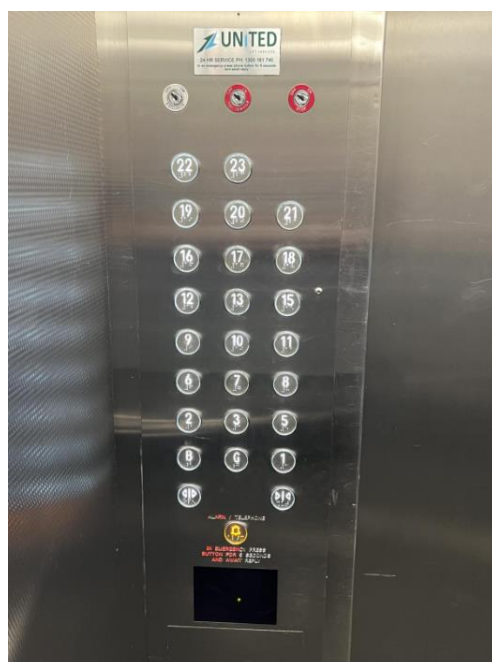
they will provide you with the next hard waste collection date, when and where to place for pickup. Fines may apply upon failure adhering to information.

Please refrain from leaving any rubbish on the premises. Bin collection take place on the follow days and please refer to notices in the bin room:

General Waste	Monday to Friday
Recycling	Monday & Wednesday
Cardboard	Tuesday & Thursday
Hard waste	4th Thursday of each month

Please consider the environment and dispose of all rubbish thoughtfully. If garbage is left on the ground, it will be investigated and costs charged to your account, with a Breach of Tenancy Agreement Notice issued.

LIFT



Please do not hold the lift doors open after they start to close automatically. If this happens, let the doors close naturally then open them again with up or down button. Holding them open after they start to close automatically only creates a safety risk, damages the lift doors and can cause lift failure or malfunction along with inconvenience to you and others.

If the lift becomes stuck:

- Don't panic
- Try pushing the "open" button to see if the doors will open
- Try pushing the "G" button for the ground floor

If both fail, press the "bell" button for at least 5 seconds. An operator will speak with you and organise a technician to attend site and free the lift doors.

MAINTENANCE

Student Living on Lonsdale can engage maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour.

Please follow the procedure below if there is something that requires maintenance in your apartment.

1. Kindly download the console tenant app
2. Provide full description of the issues and attach relevant photos.
3. The customer service team will give you an approximate time frame that you can expect for the maintenance to be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday. Please remember that they are not UniLodge direct employees therefore will schedule your repairs to be completed along with their existing workload.

FURNITURE AND EQUIPMENT

The furniture, and other items provided in the apartments and communal areas are to be used for the purposes which they are designed for. The Resident is liable for damage to any property.

The Resident is not permitted to make any alternations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by Management / Residential Rental Provider.

WALLS, DOORS & WINDOWS

Residents must submit a written request including a diagram if they wish to hang or install anything onto the walls and doors for approval by your Residential Rental Provider. Hanging items in common or shared areas including the front of apartment doors, balcony and windows is strictly prohibited.

CARPETS

Ensure to vacuum clean your floor regularly.

CLEANING

It is expected that you will always keep your apartment clean and tidy to avoid potential pest infestation. Building manager have monthly pest control plan in the building, please advise if you have any issues. Please see below some tips for living in healthy environment.

- Keep food covered!
- Clean and wash dirty dishes after every meal.
- Wipe down all bench-tops and stovetops, appliances including rangehood in the kitchen every night with a cloth containing warm soapy water.
- Garbage bins to be kept lidded and regularly disposed of.
- Sweep, vacuum & mop floor regularly!

FRIDGE, COOKTOP & MICROWAVE

FRIDGE

Do not use harsh, abrasive cloths or cleaners or highly perfumed, strong-smelling cleaners or solvents on any part of the refrigerator or freezer. The amount and types of food stored determines how often cleaning should be carried out. Ideally it is recommended that the refrigerator is cleaned every 2-4 weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

COOKTOP

Keep the cook top clean and free from food spillage, grease & oil. Keep an eye on your cooking as overflow water / soup may cause damage to the electrical cooktop.

Do not cook with the apartment door open, as this may trigger the fire alarm.

MICROWAVE

Please ensure cooking times are correctly set as over cooking may result in the food catching fire and subsequent damage to oven.

When food is heated or cooked in disposable containers of plastic, paper, or other combustible material, check the oven frequently due to the possibility of ignition. If smoke is observed, switch off, keep door closed.

Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.

Utensils should be checked to ensure that they are suitable for use in microwave oven. Never use metal or aluminium utensils inside the microwave.

HEATING & COOLING (IF APPLICABLE)

Please allow the air-conditioner in the living area to run for 10 – 15 minutes until it blows out hot or cold air. At no time should this be covered or obstructed in anyway. Keep the vent clean at all times. Clothing and laundry cannot be hung over the heater, as this is a dangerous fire hazard.

BLINDS, WINDOWS & BALCONY (IF APPLICABLE)

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.

No items are to be hung in or attached to your window. Clothing can be hung on a clotheshorse in your apartment or can be dried by using the dryer in the laundry. Any item(s) placed on your window or balcony area (if applicable) is a direct breach of your tenancy agreement.

NO SMOKING, NO HANGING CLOTHES, NO ITEMS SHOULD BE PLACED IN BALCONY AREA.

Avoid condensation inside the apartment. This can cause dampness, mould issues, wood rot and corrosion inside the apartment. Please keep the windows open, ventilate bathroom, kitchen, cupboards, and wardrobes to let the air circulate freely inside your apartment. Ensure to regularly wipe down windows, frames, and other affected areas with a fungicidal mould-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo mouldy carpets. Report ongoing issues to reception or email onlonsdale@unilodge.com.au

LIGHT GLOBE & FLUORESCENT LIGHT FITTING

Residents are responsible for replacing their own light globe. These can be purchased from a supermarket or department store. UniLodge staff can arrange the replacement of light globe or fluorescent light fitting at cost to you, please contact our office for more details.

COMMON AREAS

Residents must not interfere with or damage any common property or equipment, nor leave anything on or obstruct the use of common property. The Residents are liable for all damages caused. When bringing a bike into the apartment, please take care to avoid damaging any common areas.

Laundry area is located in the Basement "B" which has washing machines and dryers with card payments available for resident's use. Laundry operation hours are limited. Please check laundry signage for further information. Ensure your belongings are collected promptly after use to avoid loss or theft.

PETS

Pets are not permitted unless approved by Rental provider.

REQUESTS OF STAFF

Residents must comply with all reasonable requests from Student Living on Lonsdale Management, Building Manager and support staffs.

ARE YOU GOING ON A VACATION?

Please email to onlonsdale@unilodge.com.au if you will be giving anyone access to your apartment while you are away.

EMERGENCY PROCEDURES

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

- Building emergencies (e.g. fire or storm damage)
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (e.g. excessive noise, trespassing, other disturbances)

FIRE EMERGENCY

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).
- 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

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

Assembly location point: **Corner of Lonsdale Street and Spring Street**

FIRE SPRINKLERS AND SMOKE DETECTORS

Never cover or attempt to remove the smoke detector in your apartment. In the event of a false alarm that is caused by interference with smoke detector, the Fire Rescue Victoria has within its powers to levy fines and commence prosecutions. You may also be responsible for the cost of repairs to the system that this damage may cause.

FALSE ALARM CALLOUTS CAN RESULT IN FEES IN EXCESS OF \$3,000 THAT YOU MAY BE REQUIRED TO PAY.

Please open your external windows, turn on exhausts and "fan" the fumes away from the detector which will then cease its alarm, once fumes clear.

Each bedroom has a fire sprinkler. In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger, closing the fire-rated apartment door behind you.

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS FROM THE SPRINKLER DEVICE

Touching the sprinkler head may result in activation, causing hundreds of litres of water to gush into your apartment, which will flood not only your apartment but also those below. Severe damage costs **in excess of \$25,000** may incur upon anyone who interferes with a fire sprinkler or a smoke detector!

FIRE ESCAPE DOOR

Fire escape doors, where provided, must not be tampered with, and must be used only in an emergency.

FIRE SAFETY

All residents have a legal and personal responsibility to assist in maintaining a safe environment within the building. The building is fitted with the most up to date technology in terms of fire and smoke detection. Each apartment is fitted with a smoke alarm, sprinkler system and a warning announcement device.

BUILDING SECURITY

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you keep your doors always locked and take your keys and proxy card with you.
- Under no circumstances must residents loan out their proxy card or apartment keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bounded by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person unknown.
- Each apartment has its own individual restricted series key – which mean it cannot be copied unless authorised and ordered via UniLodge.

INTRUDERS

Although we take all precautions, intruders may occasionally gain entry to our building. If you see anyone behaving suspiciously, call the building manager immediately notifying of the location. Do not approach the person as it may put you at risk.

- The building 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 building proxy card for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call the person they are visiting.
- Do not write your apartment number (or your name) on your key card (if lost, it should not indicate where or who it belongs to).

ACCESS TO OTHER APARTMENTS

Entering another Resident's apartment without consent will result in the same action as trespassing. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and theft, all Residents should keep their doors closed and locked regardless of whether they are in their apartment.

LOCKOUTS

A lockout fee will apply should you lock yourself out your apartment. Please contact Wynn's locksmith on (03) 9690 8888 for assistance.

LIVING TOGETHER AT STUDENT LIVING ON LONSDALE

PRIVACY

Your privacy is important to us. Our [privacy policy](#) clearly outlines how we handle all confidential matters. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, Student Living on Lonsdale is recognised as a workplace and, as such, this puts responsibilities on both Student Living 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 any thoroughfare including exits, or interfering with any fire safety notices or equipment.

At no times are Residents to use the fire stairs as a form of access in and out of the building. Fire stairs and fire doors are only for evacuation purposes in an emergency.

SEXUAL HARRASSMENT

Sexual Harassment is unacceptable and contravenes the law. It 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.
- Anyone 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 anticipate the possibility that the other person would be offended, humiliated, or intimidated.

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

Student Living on Lonsdale is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so. If you think you have been subjected to any form of discrimination, please contact Student Living on Lonsdale.

COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome regarding your rights of occupancy, please contact our office.

Address – Reception/339 Swanston Street, Melbourne VIC 3000

Phone – 03 9224 7888

Email – onlonsdale@unilodge.com.au

ESCALATION POLICY

UniLodge has a variety of people available to assist you or to resolve an issue. If you are unsatisfied with the resolution, we recommend that firstly you meet with us and discuss. If there is a need to escalate the issue further as you are still unsatisfied, please present in writing to the next person on the list below:

1. Student Living on Lonsdale - Customer Service Manager
03 9224 7888 csmlonsdale@unilodge.com.au
2. Student Living on Lonsdale – Property Manager Operations
04 2735 1821 nelson.li@unilodge.com.au
3. UniLodge Australia Pty Ltd - Administration Assistant
07 3233 3700 info@unilodge.com.au
4. Consumer Affairs Victoria
1300 55 81 81 www.consumer.vic.gov.au consumer@justice.vic.gov.au

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For information on Melbourne or to check out local events visit [What's On - City of Melbourne](#).

Information on public transport can be obtained by visiting the [Public Transport Victoria website](#). You can find information on timetables, fares, routes and the journey planner.

BUSES

There is a bus stop in front of the building which takes you to the heart of CBD.

Bus stop located on the opposite side of the building takes you to the eastern suburbs of Melbourne.

CYCLING

Melbourne has dedicated on-road bike lanes that run throughout the CBD.

Cycling without a bike helmet is illegal. You can purchase helmets from [Big W](#), [Target](#) and other stores.

TRAINS

Getting around Melbourne is easy with Parliament train station located a two-minute walk from your front door.

TRAMS

There is a free tram service throughout the Melbourne CBD. Trams also run throughout the Melbourne suburbs. Tram routes can be found on the [Public Transport Victoria website](#).

WALKING

39 Lonsdale Street is conveniently located within 10 minutes' walk of [QV](#), [Melbourne Central](#), [Emporium](#), [Chinatown restaurants](#), [Australian Catholic University](#), [Holmes College](#), [Oxford College](#), [RMIT University](#), [Victoria University City Campus](#)

EMERGENCY CONTACTS

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