

UniLodge

PARK CENTRAL

2024

**RESIDENT
HANDBOOK**



TABLE OF CONTENTS

1.WELCOME TO UNILODGE PARK CENTRAL	3
a) ETHOS	4
b) OUR TEAM	6
c) CONTACT DETAILS	7
d) OUR AGREEMENTS	9
e) COMMON ROOM AND BUILDING FACILITIES	10
2. SETTLING IN AND ENJOYING YOUR STAY WITH US	13
a) GETTING YOU SET UP ON ARRIVAL	13
b) MAIL, PARCELS AND DELIVERY	15
c) PAYING YOUR RENT	17
d) GETTING TO KNOW YOUR NEIGHBOURS	19
e) LEARNING TO LIVE TOGETHER HARMONIOUSLY	22
f) LOOKING AFTER YOUR APARTMENT	24
g) WHAT TO DO IN AN EMERGENCY? DON'T PANIC!	29
h) YOUR SHOP	31
i) SETTING UP A BANK ACCOUNT IN AUSTRALIA	32

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 should be your first point of contact for any residential enquiries including checking your accounts, lockouts during office-hours, collecting parcels and 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.

Our staff will not only assist with questions regarding the property but have a range of knowledge about the local area, food, travel and general information.

UNILODGE RESIDENTIAL ADVISORS

Dedicated Residential Advisors are on site after-hours to help look after your welfare and safety. They understand what it is like to live and study away from home. Residential Advisors will be on duty to assist with emergency situations when reception is closed. Residential Advisors work closely with UniLodge Management and relay all issues that arise within the building after-hours. Be mindful, that Residential Advisors only be contacted in urgent and emergency situations. Things like rent payment, parcel collection, booking enquiries are to be brought to the attention of office-hours staff members only.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all residents must comply with all requests that they issue.

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

CONNECT WITH US AT UNILODGE PARK CENTRAL

Facebook: UniLodgeParkCentral

Instagram: @unilodgeparkcentral

Reception Timing and After-Hours Contact Numbers

Reception Hours	After Hours Contact	
Monday to Friday 9:00am to 5:00pm (Except Public Holidays)	Metro Tower Phone 0436 361 851	Sky Tower Phone 0455 944 106

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

- Emergency situations
- Unusual or suspicious activity in the building
- Lock outs
- Noise related issues
- Health and mental-health concerns

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.

e) COMMON ROOM AND BUILDING FACILITIES

Whether it's studying, socialising 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.

LEVEL 2- COMMON AREAS

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. TV Lounge - Enjoy Netflix, Live TV and Foxtel on the 75-inch TV 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

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 left in the corridors outside of your room. This is a fire/safety hazard and is strictly prohibited. Bikes found outside rooms will be removed

E-SCOOTERS / E-BIKES

E-Scooters and E-Bikes have increased in popularity however there are a number of risks associated with the charging of batteries and the potential for fire. E-Scooters (as well as any bike, including E-Bikes) must be registered at Reception upon arrival. Residents using E-Scooters take full responsibility to ensure E-devices are always monitored when charging, the charger is unplugged when not in use and the charger being used has been provided with the device and is not a generic charger.

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.

STUDY SPACES

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

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.

2. SETTLING IN AND ENJOYING YOUR STAY WITH US

2.1) GETTING YOU SET-UP ON ARRIVAL

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
- Entry condition report for your unit
- Copy of your lease agreement
- Residential Tenancy Authority information on renting in QLD
- Wifi 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 or the Residential Advisor if it is after hours.

PLEASE NOTE: Subletting your unit is **STRICTLY PROHIBITED** at Unildoge 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.

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

- Lock out fee: Free of charge for the first week, commencing from the lease start date.
- Swipe Cards: \$65 each
- \$65 per lockout applicable for after-hours assistance

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 realise that it does not belong to you, you are required 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 correctly
- Please bring identification with you to collect parcels
- We do not accept food or perishable items (eg. supermarket deliveries, UberEats orders, etc.). You must meet the delivery driver in the lobby before the delivery arrives.
- 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.
- UniLodge Park Central accepts no responsibility for missing deliveries

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 ways:

1. Bank Transfer into the UniLodge Bank Account
2. Direct Debit from a nominated Australian bank account
3. At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Credit card payments incur a surcharge
4. WeChat Pay, AliPay, BestPay or JD Pay. Surcharge applies

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.

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 payable by residents and include additional cleaning, lock out fees, fire alarm fees, rubbish dumping, equipment hire and repairs. Please refer to the schedule of fees in your lease agreement for further details. Residents 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 other's sleeping and studying habits by not creating excessive noise
- Don't leave your belongings unattended in common/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 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. Try to talk about it before the issue becomes a major problem and try to come 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 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.
- 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.

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. External

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.

Joinery Items

- Wipe 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

Mirrors

Gently wipe with a damp, lint-free cloth

Tiled Surfaces

- Do NOT clean the tiles with ACID.
- Do NOT clean tiles 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.

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.

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.

Microwave

- Your apartment is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.
- Wipe over inside of microwave regularly with warm soapy cloth

Microwave dish can be remove and washed

Residents are asked not to remove any item from their apartment that has been provided by UniLodge. Please note, residents need approval from UniLodge to place extra furniture in the apartment.

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

Assembly Location

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

Smoke Detector

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:

- 1.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.
- 2.Tampering, removing or permanently covering smoke detectors and sprinklers is an offense and residents found doing so will be fined accordingly. Each detector in the building is connected to the main fire panel and alerts of removal and tampering. You may also be responsible for the cost of repairs to the system that tampering may cause.
- 3.In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not open the door in an attempt to clear these into the building common areas (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire Service who has within its power to levy fines (currently in excess of \$1400). 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 as well as the aircon.
4. **Should there be a fire, dial 000 immediately.**

False alarm callouts can incur a fine exceeding \$1400

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) 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 delivered to your apartment prior to 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!



2.9) 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