

**STUDENTLIVING®**

BY **UniLodge®**

– 570 Lygon

# RESIDENT **HANDBOOK**

570 Lygon Street, Carlton VIC 3053

# WELCOME

## Welcome to Student Living – 570 Lygon

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here 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 Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

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 are designed for your COMFORT, SAFETY and SECURITY.

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

Student Living – 570 Lygon Management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Melbourne.

***Enjoy your stay!***

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# SETTLING IN

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

There are many different nationalities represented at UniLodge. 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.

Please come and see us at our office, even if it's only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

For after-hours assistance, the concierge desk has security on site who can help you with security problems, building management problems and facilities problems. Any issues relating to your room/apartment need to be sent to us via email.

**We hope that you enjoy your stay here at Student Living – 570 Lygon! If you have any questions after reading this handbook, please do not hesitate to contact us.**



# RIGHTS AND RESPONSIBILITIES

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## Resident Rights

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease

## UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Rental Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a Notice to Vacate to residents defaulting on their rental payments
- To inspect the condition of the property between 9am and 5pm 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.

## Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Residential Rental Agreement.
- Abide by the terms of the Residential Rental Agreement, rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

## UniLodge Responsibilities

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

## YOUR AGREEMENT WITH US

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### Condition Report

At the commencement of the Residential Rental Agreement, an Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of the Residential Rental Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 7 days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

### Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a “Notice to Vacate” and an application will be made for eviction.

In addition to the termination provisions, “Notice to Vacate” will be given to any Resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person’s property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found to have tampered or removed the smoke alarm in their room.

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

## Bond

The Bond is the equivalent to one month's rent.

The Bond is lodged with the Residential Tenancies Bond Authority which is a Government Authority. Residents are liable for damages caused to their apartment or any of the facilities at Student Living – 570 Lygon.

The Bond will be refunded providing the following conditions are met:

- The apartment is not damaged
- The apartment is cleaned to a professional standard
- The apartment carpets have been steam cleaned and furniture not stained
- All utility accounts and other charges are finalized
- Rent is paid to your lease end date/vacate date.

## Termination of Residential Rental Agreement

A Residential Rental Agreement may be terminated if:

1. The Resident fails to pay rent by the due date listed on their agreement OR on a notice to vacate.
2. The Resident permits a breach of the provisions of the Fixed Term Agreement or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Fixed Term Agreement, all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guidelines.

## WE CARE ABOUT YOU

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

New Residents often have trouble adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different demands.

- Living away from home and fending for themselves.
- 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, this may come as a shock, and may include:
  - Finding their way around i.e. Transport, clubs, churches etc.
  - Basic establishment tasks e.g. bank accounts etc.

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into our office or give us a call and we will be happy to give you the information you need.

**Anyone affected by illness, accident or death of a relative, should talk to the Manager. If necessary, we can refer you to the appropriate counsellors for further support.**

## Pastoral care

UniLodge is proud to offer a pastoral care network. When you join our community you will find there is always something to do and someone to talk to.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So whether you want to connect with other residents, the local community or just want to 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.

## Residential Life Program

### **What is Residential Life Program?**

Residential Life Program is an integrated, contemporary, student life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident.

### **UniLodge's Multi-cultural Vision**

We promote a cultural of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone: Feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, Interacts with, learns from, and values - all peoples.

### **What does the Program Aim to Achieve?**

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

### **What Types of Activities Underpin the Residential Life Program?**



Socially responsible activities such as getting residents involved in raising much needed funds for a charity, or participation in community activities like the “Clean up Australia” campaign. Barbeques and nights full of entertainment, that encourages integration, fun and friendship. Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons. Educational and special interest forums, seminars and focus groups. Games nights and movies nights. Sporting activities such as netball, basketball, footy, cricket – it’s up to you! International parties and cultural activities.

### **Attending Events**

Attending and signing up for events is easy. You will receive emails from our Residential life manager, containing QR codes and links to sign up for events. Some events will not require you to sign up! Our customer service staff can assist you or answer any questions you may have.

## **Complaints**

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don’t hesitate to raise it with the Property Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step1. Talk politely and openly to the person involved

Step2. Inform the person that you will take the matter to UniLodge Management

Step3. Inform the Property Manager that you will take the matter to the Tribunal

## **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 being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

## **Living Together @ UniLodge**

*Living Together @ UniLodge*

***Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. Follow these steps if conflicts arise.***

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



If you feel that you are unable to come up with a suitable solution you can speak with a UniLodge staff member to discuss your problem. If needed, the UniLodge staff member 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 conflicting issues are still present, please contact the Property Manager for further assistance with dealing with the matter.

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

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

## **Noise**

If a resident is asked to reduce noise from any area within the building by another resident or a UniLodge staff member, they must do so immediately. Excessive noise is a breach of the Residential Rental Agreement. If you believe someone is causing noise pollution please contact the front helpdesk for assistance.

Noise protection and control is regulated by the Environmental Protection Authority and enforced by the Police.

## **Personal Problems**

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary.

## Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. **All matters discussed will be kept confidential.**

## Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;
- And the person engaging in the conduct described above does so:
- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at UniLodge who indulges in any form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **Gender, race, age, sexual preference, religion, political belief or activity.**

If you think you have been subjected to any form of discrimination please contact the Manager and the appropriate steps will be taken.

## Social Support

UniLodge will organise events with our Residential Life Program, throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

## Study Problems

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here

to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other Residents' study habits.**

## Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As Residents you must not be negligent in terms of causing or contributing towards an accident e.g. preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment.

## RULES OF TENANCY

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

### Alcohol

***Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit.***

***Alcohol is NOT permitted in common areas including: resident lounge, barbeque area, swimming pool, fire escape stairways, and hallways.***

UniLodge Student Accommodation encourages a mature attitude towards the use of alcohol -- one that is consistent with an atmosphere of civility and respect for one another. Students will be held responsible for their behaviour when acting under the influence of alcohol.

### Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Residential Rental Agreement, however you will still be held responsible for rent until the unit is re-let.

### Building Security

All Residents and visitors agree to be bound by the security regulations and as instructed by management.

- Residents must carry ID at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances are Residents to loan out their Security Swipe Card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.
- Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

## Cleaning Inspections

All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, UniLodge units will also be inspected after due notice is given, for faults, damage and cleaning.

## Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The Resident is liable for all damages caused.

## Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

## Eligibility of Residents

- All Residents and other occupants must be registered and sign a Residential Rental Agreement.
- Residents must not sub-let the unit under any circumstances without prior approval from the residential rental provider OR agent.
- Residents must comply with the NRAS requirements and have given the correct documentation.

## Furniture and Equipment

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property.

The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by Management.

## Gambling and Gaming

Gambling is not permitted on the premises.

## Pets

If you wish to have a pet in the property, you will need to seek approval from the residential rental provider/agent first.

## Requests by Staff

Residents must comply with all reasonable requests from UniLodge Management and support staff.

## Smoking

UniLodge is a smoke free building which includes the unit, balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible.

## REFUND POLICY

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### Bond and Rent in Advance

#### No Refund

- In the event of a Resident being evicted, the Resident will not be eligible for refund of any Rent paid until another resident is found.
- At the end of a Residential Rental Agreement, where damage has been caused to UniLodge property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed and the Resident will remain liable for any additional costs.

- Where a Resident breaks a Residential Rental Agreement without cause, the Resident is not eligible for any refund of advanced rent.

### Partial Refund

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **28 days written notice** prior to either the commencement date of their Residential Rental Agreement or the UniLodge Semester start date, whichever is the earliest.
- Where the appropriate notice is given, then a portion of the security deposit **may** be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

### Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn within 28 days of the commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded.
- However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible.
- If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Residential Rental Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A security deposit is refundable at the end of a Residential Rental Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, telephone etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

## Breaking the Residential Rental Agreement

The Residential Rental Agreement is a legally binding document, which if broken may continue to attract costs for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible.

A Resident should give 28 days' notice in writing if they wish to break the Residential Rental Agreement early for exceptional reasons.

When considering prematurely terminating your Residential Rental Agreement, it is your responsibility to do one of the following:

- Continue to pay rent as per the agreement until the unit is re-let.
- Find another suitable person to take over your unit so there is a continuation of payments to the unit Residential Rental Provider.
- In all cases the unit must still be returned to the same standard that it was in at the commencement of the lease.
- Pay a lease break fee or a lease transfer fee.

**You have entered into a legally binding agreement, and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.**

## ARRIVAL

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This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Rental Agreement'.

The items you will receive upon check in are:

- A security swipe card/fob and a form to give to concierge regarding your swipe
- A copy of the Entry Condition Report for your unit
- A copy of the Residential Rental Agreement
- 1 apartment key for each resident listed on the Residential Rental Agreement
- 1 security swipe card/fob for each resident listed on the Residential Rental Agreement
- 1 mailbox key.

## Absent from your Unit

Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

## Access to other Units

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed and windows locked regardless of whether or not they are in their unit.



## Access to the Building

You will need to use your swipe card/fob to enter and exit the building.

## Additional Furniture

The installation of other furniture into a resident's unit is **not permitted** unless a written application is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the unit and furniture required.

## Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card/fob and ID separate.**

## Security and Swipe Card/Fob

- You are issued with a swipe card/fob when you check in. The swipe card/fob will give you access to the main entrance door of the building during after hours.
- The swipe card/fob should be carried by residents at all times. Your swipe card/fob must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured. You must use your apartment key to lock the door.
- Should you lose your swipe card/fob or be locked out of your unit, you must contact management immediately.

Please find following the prices for the replacement of lost swipe cards/fobs:

FOBs	\$130.00 each.
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## BUILDING FACILITIES

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### Barbeque Area

A barbeque area is in the courtyard outside the South Building. To use the barbeque, you must sign in at the front helpdesk with a photo ID. The usage time may vary depending on the demand at the time. The barbeque area must be cleaned by you before you return the key to the front helpdesk.

### Basketball Court

A cemented basketball court is located outside the South building. The basketball court may be used between the hours of 9.00am – 8.00pm. A basketball can be hired for 2 hours at the front helpdesk with a photo ID.

## Bicycle Storage

Student Living – 570 Lygon provides bicycle parking for residents and guests. Residents & guests are only permitted to park bicycles in the allocated area. A lockable bicycle cage is located in the lower ground Central car park. To access the bicycle cage, please speak with one of our friendly customer service staff members at the front helpdesk.

**All bikes including motorbikes must be parked in designated parking area and must not be chained to handrailing or obstruct entrances especially fire escapes. Any bikes not parked in designated areas will be removed.**

## Car Parking

Limited car parking is available at Student Living – 570 Lygon. Residents who are seeking car parking should speak with one of our friendly customer service staff members at our office.

Prices for car park are \$200 per calendar month.

## Gym

The gym is located on the lower ground floor of the South building with a great range of equipment. The gym is for resident use only.

Residents using the gym must ensure no food is brought into the gym and that music cannot be heard outside the gym and residents in nearby apartments are not disturbed.

Residents using the gym equipment must ensure it is used in accordance with the instructions provided. Misuse of equipment will lead to residents being restricted access to the gym. The use of gym equipment is at the resident's risk. The gym is not staffed and UniLodge is not liable for inappropriate use of the equipment.

## Laundry

The North, South, and Central buildings have laundry rooms located near the lifts on each floor. The laundry room in Drummond building is located on the left hand side stairwell on each floor.

They have coin-operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact the front helpdesk for assistance.

Guidelines:

- This is a shared space and needs to be kept in a clean and tidy condition.
- Let the machines finish their cycle otherwise they will not work for the next person.
- Collect your clothes/items from the machines as soon as they are finished with their cycle. UniLodge holds no responsibility if your items are taken.
- Washing machines and dryers only accept Australian currency. Any other currency will cause the machines to malfunction.
- The machines only accept one dollar coins.

## Mailboxes

Mailboxes at Student Living – 570 Lygon are used for correspondence between official Australia Post items and the resident. UniLodge asks that residents do not place items in another resident’s mailbox without their permission.

If you are expecting a delivery, please make arrangements to be available when it arrives. Please contact the Australia Post Office or the appropriate company for delivery of packages.

Please remember to bring your keys down to your mailbox to collect your mail.

Prior to moving out you should contact Australia Post to have your mail redirected so that your forwarding address can be updated.

## Multipurpose Room

The multipurpose room is available for use by all residents. Please leave the room as you found it and do not remove furnishings.

All bookings to use the multipurpose room must be made 2 weeks in advance through the front helpdesk.

## Notice Boards

There are several notice boards located throughout the complex. If you have a notice you would like displayed on the notice boards, please contact reception for approval.

## Property Reception/Concierge

The front concierge desk staff have a range of knowledge concerning the local area, food, travel and general information. They can also assist with any building management/facilities or security issues.

Reception hours are as follows:

Monday to Friday	24/7
Saturday	24/7
Sunday	24/7

Public holidays 24/7

Outside these hours, security is available for emergency issues or concerns via the Help Desk.

To contact the 570 Concierge you can either call **0457 057 004** or email [concierge570lygon@fmv.com.au](mailto:concierge570lygon@fmv.com.au)

## Recreation Equipment / Trolleys on Loan

Trolleys are available for resident use. You will be required to leave your student ID at the front helpdesk when borrowing any recreational equipment or trolleys.

When the equipment is returned, you will be required to sign off acknowledging the return and your student ID will be returned.

All equipment is to be returned within the timeframe provided by helpdesk staff unless prior arrangements have been made. If the equipment is not returned and/or found damaged, the resident will be liable for damages or replacement costs.

## Resident Lounge

There is a resident lounge on the lower ground floor of the South building. The room contains a large flat screen TV with Foxtel (paid TV) and lounge chairs. The lounge also includes table tennis, pool table, video games, and vending machines.

Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The resident lounge is accessible any time.

## Rubbish

Please empty your rubbish into the rubbish shoots which are located on each level. This should be done on a regular basis to avoid insects inhabiting your premises.

Rubbish is to be securely bagged, tied and placed in the rubbish chutes on each floor. Do not leave rubbish on the ground. Do not place glass, liquids, cardboard boxes, mattresses, doonas, pillow, etc. in the chutes; you need to take these items to the Garbage room next to the Basketball court. Please ask Reception for directions.

## Recycling

A Recycling bin is in the laundry rooms on every other floor and is for recycling paper, cardboard, glass and plastic bottles only.

Recycle right: Ensure you know what you can and can't recycle. Make sure the glass and plastic bottles are emptied before placing them in the recycling bin.

Sort and separate: Separate garbage from your recycling and don't place recyclable items in the garbage chute or bin.

Cut contamination: After you empty recyclables into the recycling bin, throw the plastic bag into the garbage bin.

## Sauna

There is a sauna available for resident use only and can be accessed on the lower ground floor of the South building. Please collect a key from helpdesk with a photo ID.

## Storage

Storage areas are available for rent at Student Living – 570 Lygon for residents only. The price starts from \$45 per month. Storage hire can be arranged with our staff however you will need to provide your own padlock.

Please be aware that if you move out of your apartment, you must also vacate your storage space.

## Swimming Pool

The swimming pool is located in the courtyard outside the South building. The swimming pool is available for residents to use between the hours of 6.00am to 10.00pm. The pool is not staffed.

To access the pool, please collect a key from the front helpdesk with a photo ID.

For safety reasons, we ask that you respect the guidelines displayed at the pool.

## Common Area Maintenance

Should you wish to report a common area maintenance issues, please head down to the front helpdesk and advise them.

## Transport

Information on public transport can be obtained from the Public Transport Victoria (PTV) website. <http://ptv.vic.gov.au/>

## Tutorial Rooms

Tutorial rooms are available to all residents for study purposes. As tutorial rooms are in great demand during exam study periods, please be respectful of others when using this space.

Residents are permitted to bring a maximum of four non-residents to use the room (example

when working on a group assignment). The Student Living by UniLodge resident must be present at all times when non-residents are visiting the property and tutorial rooms.

Tutorial room usage is for a maximum of 2 hours only and your ID will need to be left with the front helpdesk when using the tutorial rooms.

If the room is not left in a satisfactory condition, you may be denied further use of the facilities and be held responsible for any cleaning or repair costs.

## Utilities – Electricity and Water

Student Living by UniLodge does not manage the electricity and water connections and billing services at Student Living – 570 Lygon.

The electricity company is Energy On.

The water company is Greater Western Water ([www.gww.com.au](http://www.gww.com.au)).

Residents are responsible for the payment of all electricity and water service and usage in their apartment.

## COMMUNICATIONS

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### Internet

We do not supply or organise internet for you. You will need to organise this on your own.

NBN is also available. Please contact an NBN provider of your choice for more information.

## CONTACT DETAILS

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**Property Phone Number**

(03) 9000 6398

Each unit is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

<p style="text-align: center;"><b>Resident Full Name</b> <b>Student Living – 570 Lygon</b> <b>(Unit Number) _ _ _ _ / 570 Lygon Street</b> <b>CARLTON VIC 3053</b> <b>Australia</b></p>
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If your mail does not include your unit number it will cause delays in delivery to your letterbox, and may result in being returned to sender.

## The Building

<b>Name</b>	Student Living – 570 Lygon
<b>Property Address</b>	570 Lygon Street, Carlton VIC 3053
<b>Office Address</b>	800 Swanston Street, Carlton, VIC, 3053
<b>Telephone</b>	+61 3 9000 6398
<b>Emergency Contacts</b>	Dial '000' (Police, Fire, Ambulance)

## HEALTH

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<b>Hospitals</b>	<b>Telephone Number</b>
Royal Melbourne Hospital, Poplar Rd, Parkville	(03) 8387 2000
Royal Melbourne Hospital, Grattan St, Parkville	(03) 9342 7000
The Alfred Hospital, Commercial Rd, Melbourne	(03) 9276 2000
<b>Doctors</b>	<b>Telephone Number</b>
Carlton Clinic 88 Rathdowne St, Carlton	(03) 9347 9422
Elgin Medical Centre, 54 Elgin St, Carlton	(03) 9347 2788
<b>Dentists</b>	<b>Telephone Number</b>
Royal Dental Hospital 720 Swanston St, Carlton	(03) 9341 1000

<b>Councillors</b>	<b>Contact University</b>
Melbourne Uni	<a href="http://www.services.unimelb.edu.au/counsel/">www.services.unimelb.edu.au/counsel/</a>
RMIT Uni	<a href="http://www.rmit.edu.au/counselling">www.rmit.edu.au/counselling</a>

# Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC).

**IN CASE OF AN EMERGENCY DIAL 000**

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended.

For more information on ambulance cover go to the St. John Ambulance Australia website <https://www.ambulance.vic.gov.au/membership/>

## OPERATING AND CARING FOR YOUR UNIT

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### Maintenance

Upon moving in, you would have been asked to download and create an account to the Console Tenant App. This is where you will lodge all of your maintenance requests. Please ensure you upload pictures with your requests and a clear description of the issue. Allow 48 hours for us to action urgent maintenance, and at least 4 business days for non-urgent righmaintenance.

### Departure Cleaning

Your unit has been professionally cleaned prior to your arrival and as a condition of your lease you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, Student Living by UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations. You are more than welcome to engage a cleaner of your choice and should you wish to do so, please contact one of the team to obtain a checklist of items that need to be addressed. Our team will then inspect your unit after you have cleaned it to ensure it meets the expectations of the Residential Rental Provider prior to releasing any bonds.

### Candles

Residents are not permitted to light candles, oil burners, burn incense, paper or any other material in the premises or in their apartments.



## Carpet

At the end of the agreement the carpets will be cleaned at the residents' expense as well as any necessary cleaning and repairs.

## Cleaning

It is each resident's responsibility to ensure their apartment is kept clean. If you are unable to keep the apartment in a satisfactory condition you can obtain a list of cleaning companies from our staff.

## Doors

For safety reasons residents are not permitted to attach locks, snibs or any other devices to the apartment doors or door frames. Do not hang hooks over the top of the front door as these hooks can break the fire seals. Also do not hang hooks over the top of the bathroom door as this can jam the door closed and you may become locked in. This can also cause damage to the doors which you will be responsible to pay the cost of repair.

## Furniture and Fittings

The furniture, fittings and all facilities at College Square on Swanston must be treated with care and not vandalised. You are responsible for the condition of your apartment and its contents.

You are not permitted to remove equipment or furniture from the premises without the written consent of UniLodge Management. You are not permitted to bring beds into the apartment.

## Glass and Aluminium

Please note the following suggested points for the care and maintenance of the glass in your apartment.

### **What Not To Do!**

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- 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

## **Cleaning**

A 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, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

## **Scratches and Cuts**

Chopping and cutting directly onto the surface can damage laminex surfaces. To prevent this happening, 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.

Residents are asked not to remove from their unit any item or equipment that has been provided by UniLodge.

# Light Globes

Whilst UniLodge aims to have all light globes operational on your arrival, please report immediately if any globes are not working. Remember that there are two globes per light fitting except in the bathroom.

If any globes stop working whilst you are residing in the apartments, you are responsible for the replacement and paying for the replacement.

# Kitchen

## **Convection Microwave Oven**

Your apartment is provided with a convection microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

The microwave oven has the capability to microwave (defrost, reheat and cook by microwave power), cook on grill and cook on convection. To ensure best cooking results it is recommended that the oven is cleaned regularly.

Sometimes if power has been disconnected, the unit will revert back to DEMO mode. To enable it to heat up food, press the 'Clock' button three times.

## **Gas Cook Top Stove**

Take time to learn how the cooktop works. Some might need to have the knob held down for some time to light, and this is normal. If there is no gas, check underneath that the gas lever is turned on.

For safety and convenience the cook tops have a 'flame failure' safety feature. If the flame is extinguished the gas supply is automatically cut off to the burners. Due to the inclusion of this special feature there is a special lighting procedure required, which you will get used to quite easily.

1. Press down the gas control knob all the way and turn to maximum heat --- the knob must be pushed in at all times.
2. Continue to hold the control knob down for a further 5-10 seconds after the gas is lit.
3. Release knob and set flame to desired heat setting.

Never cover your splashback in cling film or plastic as this is very dangerous.

To ensure the stove works properly, please clean the stove regularly with a damp (but not dripping wet) cloth. If the electrical contacts below the burner get wet, the automatic igniters' will spark/click continuously. Please

### **Rangehood/Exhaust Fan**

The rangehood is located above the stove. Always turn on the Range hood when cooking to help prevent the smoke detector from being activate.

To turn on the rangehood/exhaust fan:

- Slowly pull the front of the rangehood towards you, this must be done before it will work.
- Turn on the switch, there is one for the lights and one for the fan, which are either under the front or at the right hand side of the rangehood.

It is your responsibility to ensure the rangehood and its filters are clean at all times. Please clean the filters under running hot water every month. Oil filled rangehood filters can become a fire risk.

There are two lights in the rangehood to provide adequate light whilst cooking. You are responsible for replacing the globes if they stop working.

### **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. To be effective the refrigerator should be constantly left on.

Regularly clean your fridge to keep it hygienically clean - this will help to keep your food fresh.

Ice build-up in the freezer compartment will stop the fridge from cooling. If your fridge is becoming warm please turn the whole unit off until the ice in the freezer melts.

Defrost fridge every 4-6 weeks recommended by pushing the grey button on the temperature control dial. This will keep the fridge operating (only to defrost small amounts of ice buildup). When a large amount of ice has buildup around the freezer and the fridge door does not

close properly, turn off the power point behind the fridge. Place towels on floor to soak up melting ice water.

Do NOT chip at ice with any object, this will damage the fridge beyond repair and will require replacement costs.

Please note: Due to safety concerns, any damaged refrigerator or electrical appliance will be disposed of by UniLodge.

## Mirrors

The manufacture's recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

## Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. They are connected to your apartment electricity supply and are a life saving device. Building regulations in the state of Victoria require self-contained smoke detectors to be installed in all residential dwellings.

Please do not detach the smoke detector from the ceiling or render the smoke alarms inoperable, this includes:

- Covering it with tape or plastic to muffle the beep
- Removing it from the power source
- Removing the battery
- Interfering with it in any matter

If you turn off the power when you leave your apartment it will cause damage to the smoke detector. You will be responsible for all costs due to any tampering of the smoke detectors. If you attempt to tamper, cover or remove your smoke detector you may be fined by the Metropolitan Fire Brigade (MFB).

Smoke detectors are serviced each year however, if the smoke detector emits a beep every few minutes it means that the battery is flat and needs to be replaced.

## Stains – Removing Stains

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

## Switchboard

Switches that must remain on at all times include:

- Main Isolator
- Circuit Breaker / Safety Switch

- Light main switch

## Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials.

## Walls

### Hanging Items on the Walls

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores, which are designed not to damage the walls once removed, however there is no guarantee damage will not occur. These are 3M Brand adhesive/ removable hooks. Please ensure you remove these hooks at the end of your tenancy. Any damage caused as a result of removing these hooks however will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can stain.

## Windows / Balconies

Residents and visitors are prohibited from throwing any objects from any windows or balconies. This is extremely dangerous and puts others at risk.

Residents are not permitted to hang clothes from windows, balconies or areas visible to the public. Windows are not permitted to be covered by any covering other than the blinds provided.

## PAYMENTS

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**Residents whose payments are in arrears will be issued with a notice to vacate**

## Rent

Rent is to be paid as per the Residential Rental Agreement and must always be in advance.

All rental payments are due on the date in which your lease started. Your rent due date will be listed on your Residential Rental Agreement. If you have any difficulties paying your rent on time, we encourage you speak with a UniLodge customer service staff member or Manager immediately.

To pay your rent at Student Living on Lygon we use the DEFT/BPAY system. You will require an Australian bank account to access the DEFT system. All details will be provided at the beginning of your tenancy.

**Payment of Rent must be received on or before the due date.**

### **What will happen if you don't pay your rent?**

Residents who are more than 14 days late paying their rent can be issued with a Notice to Vacate. Legal action may be taken to recover all funds outstanding.

Any resident who vacates Student Living on Lygon without paying their rent or other charges will be placed with a Debt Collection Agency and the National Tenancy Database.

## **Replacement of Swipe Card/Fob**

There will be a cost to the resident to replace their Security Swipe Card if they are lost. If a swipe card is missing for more than 24hours it is classed as lost and a replacement will be issued.

## **Unit Repairs**

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

# **SECURITY**

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## **Insurance and Security for your Unit**

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by UniLodge insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **keep your door locked at all times.**

## **Intruders**

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call the concierge immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **The concierge has 24-hour video surveillance.**

- Do not show any person to a resident's unit or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person.
- Tell the visitor to call concierge desk.

## EMERGENCY PROCEDURES

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### Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on the foot path area in front of the building and await further instructions from the UniLodge staff. Before re-entering the building please wait until instructed by the fire department that it is safe to re-enter the building.

### Fire sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and/or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade (MFB) has it within its powers to levy fines and commence prosecutions (current fines exceed \$2000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate, please do not attempt to clear the smoke into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for "Unwanted Alarms (currently in excess of \$2000)". Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

**\*\*False Alarm Callouts by MFB currently exceed \$2000.**

***DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS***

***DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE***

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

### Upon Fire

Assist any person in immediate danger only if safe.

- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Evacuate to assembly area using the stairs (do not use the lifts), assist anyone who may be unable to assist themselves.
- There is an evacuation plan on the back of each door.
- Remain at assembly area and await roll call.

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

