



# Student Living On Gould

## Owners Cooperation Rules 2026

22 Gould Street,  
Turner, ACT 2612

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# Welcome Statement

Welcome to Student Living On Gould! We are absolutely delighted to have you join our vibrant community. Whether you are here for your studies, work, or simply to enjoy a new chapter of your life, we are committed to providing you with a comfortable, welcoming, and safe environment throughout your stay. If you need anything, don't hesitate to reach out.

We look forward to making your experience here a memorable one!



## Contact Details

**Your Mailing Address:** Mail being sent to you should be addressed as follows:

<Your Name>  
Apartment No \_\_\_\_  
22 Gould Street, Turner,  
Canberra, ACT, Australia, 2612

### **Your Mail:**

All Mail is delivered directly to your mailbox located at the front of the premises.

### **Your Parcel:**

Parcels will be delivered to the address you provided. If you are not home, they may be left at the front door or taken to the nearest post office.

### **Reception Hours**

Monday to Friday 9:00 am to 5:00 pm  
Saturday, Sunday & Public Holidays it is closed  
Contact: 0499 755 007

### **Please Note:**

Reception is located at 34 Marcus Clarke Street. There is no reception at the On Gould property.

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, and all check-ins and check-outs. Staff at Reception can also help you with any general questions you may have about the local area.

# Facilities and Services

## Services from Reception

Service	Cost
Afterhours Lockout Monday - Sunday (5:00pm – 9:00am)	Charged by Class Locksmith (Resident pay for this service)
Replacement of Apartment Key	\$70 per key
Replacement of Carpark buzzer	\$50 per buzzer
Departure Clean/ End of lease cleaning	Residents can hire a professional cleaner at their own cost, or management can arrange one and forward the invoice to the resident for payment.
Rubbish Removal	\$50.00 per bag/box
Maintenance	Fees are varied according to damages/repairs
Internet Data Usage	Are to be arranged and paid for by resident.
Utilities (gas, electricity and data connections)	Are to be arranged and paid for by resident.
Water fee	Quarterly invoices are issued based on water meter readings.
Vacuum Cleaner	Are to be arranged by resident.

# Getting Settled

We understand that it may take you a little time to get used to your new surroundings at Student Living. Feeling homesick or lonely is not unusual. As many of you are living away from your family and friends for the first time, we encourage you to become involved in student activities and events, to make new friends and begin to feel more 'at home'.

There are numerous cultures and nationalities represented at Student Living. If you are having any difficulty settling in, with language for example, or if there is anything you are unsure of, please be assured our friendly staff are here to help you. We welcome your contact during Reception hours and can help you with various issues ranging from security, and room-related issues, to general advice you may need.

Again, please feel free to come and have a chat with us – we aim to help you in gaining your independence and confidence.

## **RECEPTION ENQUIRIES**

Our staff will be happy to assist with questions and queries you may have regarding the complex, but they also have a wide range of local area knowledge, medical assistance, travel, general information etc. Remember, we are here to help wherever we can.

## **ON ARRIVAL**

This handbook outlines the 'Rules of Occupancy' and forms part of your signed 'Residential Tenancy Agreement.' In accordance with the relevant legislation, residents are required to review the contents of this handbook upon taking up residence and agree to comply with the building rules and contract obligations. Failure to adhere to these obligations may result in eviction, in accordance with the applicable tenancy laws.

The items you receive on arrival are:

- A digital copy of your Residential Tenancy Agreement
- A digital copy of the Owner Cooperation Rules
- A digital copy of the Renting Book
- A copy of the Condition Report for your room and apartment
- An Apartment Key

## IMPORTANT RULES & GUIDELINES ABOUT YOUR KEY

The apartment key must be carried by Residents at all times when moving around the building.

If you lose your key or are locked out of your apartment, immediately contact Reception on 0499 755 007 during office hours (Monday to Friday, 9:00 am to 5:00 pm). If you are locked out outside of office hours, you can contact CLASS Locksmith on **(02) 6280 6611** at your own expense.

A Resident's room key is for their sole use only and must not be given to any other person without the permission of Student Living.

If Student Living Staff find any person in unauthorised possession of a room key that is not their own that room key will be confiscated.

Furthermore, if any such person found in possession of a room key that is not a Student Living Resident or an authorised visitor, they will be asked to leave the premises immediately.

After hours lockouts are to be paid to CLASS Locksmith via Cash or Credit Card at the time of callout.

The rules listed above are put in place to ensure the safety and security of all Residents. Student Living Management treats any breaches of these rules very seriously.

# Rights & Responsibilities

## Resident's Rights

1. Access to an apartment that is fit to live in, reasonably clean, and in a reasonable state of repair
2. Quiet enjoyment of the premises
3. A reasonably secure environment

## Resident's Responsibilities

1. Pay the Rental Fee, by the due dates and through the agreed method of payment
2. Do not use the premises for illegal purposes
3. Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour
4. Keep the premises and inclusions clean
5. Be responsible for your guests' behaviour
6. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions
7. Report to Student Living any damage to the premises
8. Pay for charges as outlined in the Residential Tenancy Agreement
9. Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building
10. Only use the premises for residential purposes

## Student Living Rights

1. To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others
2. To issue notices of breach to Residents defaulting on their Rental Payments, and for continued offences to issue an eviction notice
3. To enter the apartment on reasonable grounds to carry out inspections or repairs and for other reasonable purposes.
4. To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises

## Student Living Responsibilities

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

# Your Agreement with Student Living

## **Bond**

All Residents are required to pay a Bond (worth 4 weeks of rent). The bond is to be paid in full on the commencement of the agreement. The bond is then held on the Resident's behalf by ACT Rental Bonds for the term of the tenancy and for any further period in which the Resident occupy the apartment. The bond cannot be used for rental fees.

The cost of repair or excessive cleaning may be deducted from the bond upon departure. Upon departure, the resident is required to return a Bond Refund form which can be submitted via email or paper, and all outstanding fees are to be paid in order to process your bond refund. A refund is then payable within 4-6 weeks after the Residential Tenancy Agreement has expired.

## **Condition Reports**

At the commencement of the Residential Tenancy Agreement, a Condition Report will be completed and signed by both the Resident and a Student Living representative. This Condition Report will be used at the end of the Residential Tenancy Agreement to assess any damage to your bedroom or apartment, its furniture and equipment.

**The completed Condition Report must be returned to Reception within 7 days of your arrival. If it is not submitted within this timeframe, we will assume that everything in the apartment is in satisfactory condition.**

## **EXTENDED/ENDING YOUR STAY AT STUDENT LIVING**

To assist us with future room allocations, you must provide the reception with no less than 6 weeks written notice regarding your intention to sign a new Agreement or to vacate at the end of the fixed term of the Agreement. All Agreement extensions are subject to Student Living Management approval. If you fail to give the required notice, Student Living is entitled to charge the Occupant an occupancy fee until we receive this notice, and 28 days has expired, or the end of the fixed term agreement has concluded.

## Paying for your accommodation is easy

### 1) Direct Transfer:

Residents pay directly into On Gould bank account and agrees to pay two weeks in advance, from the check in date to the End Date. Please label each transaction with your last name and room number for identification purposes.

### 2) Direct Debit:

We offer a direct debit facility so that rent can be deducted from your account fortnightly. Reminders will be sent to you 3 days prior to your account being debited so that you can ensure you have enough funds to cover the deduction.

### 3) Stripe Payment:

Stripe is a secure online payment system that makes paying rent easy and safe. You will receive a payment link via email, simply click the link to pay using your credit or debit card online (Surcharge may apply). You will receive an instant confirmation email once your payment is completed.

A Schedule of Fees, including rental payments was included in your letter of offer.

Utilities are exclusive to your accommodation fee and must be set up and paid by the resident to the provider of your choice.

Student Living on Gould does not accept cash, EFTPOS or credit card payments and is not equipped to handle any of these forms of payment. All payments must be made online (Direct Transfer/Stripe Link) or via direct debit.

### **KEEP TRACK OF YOUR ACCOUNT**

To check your account and statements, you can either contact the Customer Service Manager/visit Reception during opening hours or log in into your Residents Portal.

### **RENTAL FEES**

The Rental Fee is the fee for occupying a room at Student Living and enjoying the facilities available. Rental Fees are to be paid at the commencement of the Residential Tenancy Agreement and to pay two weeks in advance, from the check in date to the End Date

Accounts must remain in credit throughout the term of the Residential Tenancy Agreement.

### **UTILITIES FEES AND OTHER SERVICES**

Utilities (electricity, gas, internet, and phone services ) are not included in the rent. It is the resident's responsibility to set up and pay for these services with the provider of their choice.

Water charges will be billed quarterly. We will notify you at least 48 hours in advance prior to accessing your water meter for reading. After the reading, we will send you the invoice for the water charges.

### **OTHER CHARGES**

Other charges payable by Residents include repairs and/or replacements required for apartment maintenance. Apartment repairs include consumable items (such as batteries for remote controls) and damages or loss caused by negligence or misuse. Residents may be charged for any costs associated with apartment repairs including labour. These charges are to be paid in full once accrued.

Fines may also be imposed for any action that poses a threat to or disrupts the overall wellbeing of the Student Living community. Examples include but are not limited to smoking in the building, leaving shopping trolleys in or around the building, leaving garbage in public areas, not cleaning up after events, causing repeated noise issues that disrupt residents' sleep or study, intoxicated behaviour, consumption of illegal drugs, or making a mess that requires professional cleaning. These fines are charged in addition to the cost of repair, replacement, or rectification of the problem.

### **TABLE OF SUNDRY CHARGES**

After Hours Lockout Fee (5PM – 9AM)	Rates set by CLASS Locksmith – Cash or Credit Card at time of call out
Replacement of Apartment Key	\$70 per key
Departure Clean	Residents can hire a professional cleaner at their own cost, or management can arrange one and forward the invoice to the resident for payment.
Rubbish removal	\$50 per bag
Maintenance	Fees are varied according to damages/repairs
Internet Data Usage	Are to be arranged and paid for by resident.
Car Parking	Reserved bay provided on site free of charge
Utilities (gas, electricity, data connections)	Are to be arranged and paid for by resident.
Utilities (Water)	Based on usage and invoiced quarterly

# Your Room, Your Apartment – Your Place

## WHAT IS PROVIDED?

All Apartments are fully furnished! We hope you find your rooms cosy and comfortable.

### Each Apartment comes furnished with:

Dining table + chairs  
Sofas  
Coffee table and entertainment unit  
Fridge  
Microwave  
Electric cook top  
Washing Machine  
Dryer  
Split system air conditioner

### Each bedroom comes furnished with:

Desk + desk drawer  
Wardrobe  
Bed  
Mattresses + mattress protector  
Study lamp

## WHAT DO I NEED TO BRING?

You'll need to supply the following items for your room or apartment, or you can conveniently order them online through <https://www.unilodge.com.au/unilodge-shop> and items will be delivered to your apartment:

- Bed linen, quilts/blankets and pillow
- Towels and tea towels
- Cooking equipment, crockery, cutlery, glasses, cooking utensils

## ACCESS TO SOMEONE ELSE'S APARTMENT

Entering another Resident's apartment without consent is not allowed – it's going to result in the same action as a member of the general public entering anyone's home without approval. You could face being detained and charged with trespass by the appropriate authorities.

To prevent trespassing and in particular theft, everyone needs to keep their doors closed and locked regardless of whether or not they are in their apartment.

## KEYS & LOCKS

Residents are responsible for any cost associated with the replacement of their apartment key and also changes or repair of door / window locks.

## WHAT ELSE IS IN YOUR APARTMENT?

### a) Smoke Detectors

Smoke detectors and fire alarms save lives – it's that simple. You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building. Interfering with a smoke detector is a serious breach of your responsibilities. If you are caught tampering with a smoke detector in your room, apartment or anywhere else in the buildings, there will be severe penalties, including fines and possible eviction.

The smoke detector in your room is connected to the automated fire alarm system. The smoke detectors in corridors are connected directly to the Fire Control Panel.

If you are cooking and the smoke alarm goes off in your apartment, stop cooking immediately! Ensure the extractor fan is pulled out, open the windows and if necessary, vacate the room with any other residents or guests in your apartment. The Customer Manager needs to be notified immediately. Be sure not to open your apartment door to clear any smoke or steam, as this will cause the corridor alarms to go off, automatically calling the Fire Brigade and sending the building into full evacuation. The call out fee for the Fire Brigade starts from \$1522, which will be directly passed onto the responsible resident. With just a little extra care, we can all reduce the chance of false alarms.

Also, be careful when using items such as irons, electric blankets, aromatherapy supplies, heaters, or cooking equipment. Residents are solely responsible for ensuring that any equipment they bring in does not present a fire hazard. Any breach of these rules may result in people getting hurt. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in costs and fines being borne by residents. They may also serve as grounds for eviction.

***DO NOT TAMPER WITH OR COVER THE SMOKE DETECTORS – it is against the law!***

### b) Walls and Ceilings

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 such as 3M adhesive / removable hooks from supermarkets or hardware stores, which are designed to not damage the walls once removed. Do not use sticky stars, blue tac or other adhesives to the walls, ceiling or elsewhere in your room or apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls, and require patching, you will be charged for the cost of repairs.

### c) Roller Blinds

*Operating Instructions:* You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly to either raise or lower your window blinds.

#### **d) Kitchen Benches, Tables, Study Desk Tops and Cupboards**

Chopping and cutting directly onto the kitchen tables and benches will damage the surfaces. To prevent this happening, always 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.

*Cleaning Instructions:* A wipe over with a clean, soft damp cloth should be sufficient to keep all surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent.

#### **e) Glass, Mirrors, Aluminium and Other Surfaces**

Please note the following suggested points for the care and maintenance of the glass and aluminum in your apartment. *Cleaning Instructions:* Gently wipe with a damp cloth.

Never use abrasive cleaners on glass such as scouring pads or other harsh materials to clean windows. Other glass products and powder-based cleaners are to be avoided to prevent scratching.

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).

#### **f) Tiled Surfaces**

Please don't clean tiles with any abrasive materials, and please don't place pot plants directly onto tiles.

#### **g) Windows**

Due to strict regulations by the ACT Government, please be aware that all laundry or display of clothing on windows is forbidden. If you prefer, use a clothes rack in your apartment or placed discreetly behind the roller shades.

#### **REMOVAL OF PROPERTY IS PROHIBITED**

Residents are asked not to remove from their apartment any item, furniture or piece of equipment that has been provided by Student Living.

#### **PETS**

Under no circumstances are residents permitted to bring pets or animals into the complex without seeking prior written approval from the owner.

#### **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.

- All rubbish must be placed in the appropriate bins and not left for others to pick up.
- Shopping trolleys are not permitted within the building.

- Clothes or other articles must not be hung on any landing, stairway or any other part of the common property (that is, outside your apartment), or on any part of the exterior of the building.
- Only those residents authorised by Student Living can occupy a car park. This authorisation is subject to availability and must always be paid at least one month in advance. Residents with a car park can only use the car park allocated to them and under no circumstances park in another car park.
- Bicycles must be stored in the Ground Floor Bicycle Room only
- No signs in relation to sale or lease of an apartment or advertising material are allowed to be displayed without prior approval of the general or customer service manager.

### **GARBAGE & RECYCLING**

Garbage bins (Rubbish + Recycling) are located in the garbage room at the south of the buildings courtyard and are available for use 24/7. These are to be emptied every Thursday/Friday by Student Living cleaners.

**Any items left in a room after checking out will be considered as rubbish as charged for removal (\$50/ bag or box).**

Anyone caught dumping rubbish on the property may be charged for cleaning costs. The charge will vary, starting from \$50 per bag or box, depending on the amount and type of waste.

## **Cleaning & Maintenance**

### **WHAT AM I EXPECTED TO CLEAN?**

All residents are expected to:

- Clean and vacuum the room on a regular basis;
- Maintain their room in a hygienic manner; and
- Clean internal windows and walls in their room
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove garbage from the Apartment regularly.

Where it is brought to the attention of management that a Room/Apartment is not being cleaned or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may seek to end the tenancy under the terms of the agreement.

## ***MAINTENANCE REQUESTS AND REPAIRS***

All maintenance issues are to be reported immediately.

Student Living has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the buildings are maintained in an excellent condition. All maintenance is carried out by qualified trades' people.

All requests for repairs or replacements in your Room or Apartment can be logged via email at [ongould@studentliving.com.au](mailto:ongould@studentliving.com.au). Maintenance is typically carried out on Wednesdays or at the availability of contractors. Residents should report any problem that may constitute a safety or security risk to Reception as soon as possible.

Depending on the nature of the problem, our staff do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at Student Living nor are they permitted to contract with any third party for such repairs.

All Residents are liable for replacement costs of consumable items in their apartment (i.e. light globes) as well as all costs to repair and/or replace damaged or misused items, fittings and fixtures.

It is sometimes necessary for maintenance costs to be passed on to Residents as Student Living has an obligation to ensure all apartments, common areas and general facilities are maintained to the highest of standards for the enjoyment and comfort of both current and future Residents. However, in all instances Student Living strives to keep Resident's maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and suppliers.

### **Maintenance Emergencies**

If there is an emergency situation such as a flood, a shower that won't turn off, a room door that won't lock etc. please call Reception during business hours (Monday – Friday, 9:00 am to 5:00 pm) or the applicable contractor listed below if after hours. Depending on the nature of the call-out, these costs may be passed onto the residents.

### **Afterhours Emergency Contacts**

<b>Issue</b>	<b>Name</b>	<b>Contact Number</b>
EMERGENCY (Police/ Fire/ Ambulance)	EMERGENCY SERVICES	000
Plumbing	O'Neil & Brown	02 6297 2022
Gas and Electricity	O'Neil & Brown	02 6297 2022
Afterhours Lockouts	CLASS Locks	02 6280 6611
Lift	Schindler	02 6129 8600

## IMPORTANT:

Before calling a plumber or electrician for electricity or gas issues, please contact Evo Energy for emergencies, faults, and outages (24/7):

Electricity: 13 10 93

Gas: 13 19 09

If you submit a 'maintenance request', you are deemed to have given Student Living permission to enter your Room/Apartment to carry out the requested maintenance/ repair.

Non-Urgent Maintenance: We will provide you with at least 24 hours' written notice before entering the room for maintenance or repairs.

Urgent Maintenance: We will inform you asap before entering the room without providing the usual 24-hour notice.

## In Case of Emergencies

### MEDICAL

Please call 000 if you or a neighbor has experienced a serious medical emergency. They will attend, assess the situation and contact the relevant people, ambulance, security etc.

### FIRE

All apartments are equipped with smoke or fire detection devices. All rooms have information about what to do if you hear a fire alarm and evacuation procedures. Please do exactly as your fire warden asks in an emergency.

**You must** familiarise yourself with the location of alarms and firefighting equipment and emergency exits.

**Call 000 for any life-threatening emergency**

### WHAT CAN CAUSE A FIRE?

**Cooking Fires:** Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners.

When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or

use a fire extinguisher. Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner. Do not pour water on an oil fire!

**Furniture Fires:** Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking and naked flames are not allowed at Student Living.

**Electrical Fires:** Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, replace immediately. NEVER use water on Electrical fires. Turn appliance off if safe to do so.

### **Fire Safety**

Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the cancellation of your Residential Tenancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.

### **Fire alarm**

During a fire alarm, a loud signal will sound in the building. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards. The assembly area is the grassed area opposite the corner of Gould street and Watson street.

The Fire Alarm at Gould does NOT connect to the Fire Brigade. Please CALL triple zero '000' ask for 'fire' if the Fire Alarm is activated. Please note that until the Fire Brigade arrives and investigates the situation, the Fire Alarm will continue to go off.

There will be fire drills during the year. For your own safety, please treat them seriously.

False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms or disobeying the instructions of a Fire Warden can result in the termination of your Residential Tenancy Agreement.

### **Nuisance (False) Fire Alarm Call-out Fine**

Nuisance and damage Activation of the fire alarms in Student Living On Gould's building either by accident or malicious acts will result in a fine being applied to the person responsible for setting of the alarm. The call out fee for a False Fire Alarm is starting from \$1575. This fine covers the costs incurred by Student Living On Gould from the ACT fire department and external contractors whenever a fire alarm is activated.

All residents will be provided advice and guidance at the beginning of your contract on how to avoid triggering the fire alarms. Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

### **Fire safety prohibited activity**

The use of candles and incense in rooms is strictly prohibited.

### **Items in the corridors**

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of Student Living On Gould. These constitute a safety issue in the event of an evacuation.

## **What to Do in Case of a Power Outage**

Power outages can occur for various reasons, including weather conditions, overloaded circuits, or maintenance work. Please follow these steps if the power goes out in your unit:

### **1. Check Your Unit**

- Look around your apartment to see if the whole unit is affected or just certain areas.
- If only part of the unit has lost power, it may be a tripped circuit breaker.

### **2. Check the Circuit Breaker**

- Locate your fuse box or circuit breaker panel (usually in a hallway cupboard or Wardrobe)
- Look for any switches that are in the “off” position or not aligned with the others.
- Flip the tripped switch fully off, then back on to reset it.
- If the switch trips again, unplug all the appliances in that area and try resetting again.

### **3. Check with Neighbours**

- Ask nearby residents if they are also experiencing a power outage.
- If they are, the issue may be building-wide or related to the electricity provider or schedule power outage.
- Call 13 10 93 to see if it is emergencies faults and outages

### **4. Report the Issue**

- If the problem is not resolved by checking the breaker or if you suspect a building-wide outage, contact Student Living Staff immediately during trading hours.
- In case of emergency or if there are sparks, burning smells, or smoke, evacuate the area and call emergency services (000 in Australia).

### **5. Use Caution**

- Avoid using candles—opt for a flashlight or phone light instead.
- Keep refrigerator and freezer doors closed to preserve food.

- Unplug electronics to prevent damage when power returns.

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**Reminder:**

Do not attempt electrical repairs yourself. Always report electrical issues to the Student Living Staff

## What to Do in Case of a Gas Leak

Gas leaks are dangerous and should be treated seriously. If you smell gas (often described as a rotten egg or sulfur-like smell) or suspect a gas leak, follow these steps immediately:

### 1. Do Not Use Electrical Devices or Flames

- Do not turn on/off lights, appliances, or electronics.
- Do not use matches, lighters, or smoke.
- A spark can ignite gas and cause an explosion.

### 2. Ventilate the Area

- Open all windows and doors to allow gas to escape.
- Do not use exhaust fans or range hoods.

### 3. Turn Off the Gas Supply

- If safe to do so, locate and turn off the main gas valve (usually found outside the unit in the balcony/ front yard).
- Turn the valve to the “off” position (usually perpendicular to the pipe)

### 4. Evacuate Immediately

- Leave the apartment and building immediately.
- Warn other residents as you exit, but do not use doorbells or alarms.

### 5. Contact Emergency Services

- Once safely outside, call 000 (in Australia) or 13 19 09 to report the gas leak.
- Notify Student Living Staff as soon as possible.

## What to Do in Case of a Burst Pipe

A burst pipe can cause serious water damage very quickly. If you discover a burst pipe in your apartment or building, please act immediately by following these steps:

### 1. Turn Off the Water Supply

- Locate the main water shut-off valve for your unit and turn it off immediately.
- This valve is usually found near the hallway or Wardrobe
- If the leak is severe and the unit valve is not accessible, contact building management or emergency maintenance to shut off the main supply.

### 2. Turn Off Electricity (If Needed)

- If water is leaking near electrical outlets or appliances, turn off the power at the circuit breaker to prevent electrical hazards.
- Do not touch wet electrical equipment.

### 3. Contain the Water

- Use buckets, towels, or mops to contain or absorb the water and prevent it from spreading to other areas.
- Remove valuable items or electronics from affected areas.

### 4. Contact Building Management Immediately

- Report the issue to building management or emergency maintenance right away.
- Provide details such as the location of the burst, how much water is leaking, and whether electricity is affected.

## Using Appliances: Resident Guide

### 1. Oven and Stovetop

- **To Use the Oven:**
  1. Turn the temperature dial to your desired heat setting.
  2. Allow the oven to preheat before placing food inside.
  3. Use oven-safe cookware only.
  4. Turn off the oven after use.

Note: Oven will not work if the time is not set.
- **To Use the Stovetop:**
  1. Choose the correct burner for your pot or pan.
  2. Turn the knob to the desired heat setting.
  3. Never leave cooking unattended.
  4. Turn off the burner after cooking.

## 2. Microwave

- Plug in the microwave and keep the interior clean.
- Place food in a microwave-safe container (no metal or foil).
- Close the door firmly.
- Use preset buttons or manually set the cooking time and power level.
- Press Start, and monitor food as it heats.
- Clean any spills after use to prevent odors or damage.
- Do not close the door after use if there is condensation inside as it will rust.

## 3. Refrigerator and Freezer

- Adjust the temperature using the internal dial (typically set to medium).
- Keep the doors closed as much as possible to maintain cold temperature.
- Do not block the air vents inside.
- Avoid placing hot food directly inside let it cool first.
- Report excessive frost, water leakage, or noise to Student Living Staff

## 4. Washing Machine

- Open the lid or door and load clothes evenly (don't overload).
- Add detergent as directed on the label or machine drawer.
- Select a wash cycle (e.g., Normal, Delicate, Quick).
- Press Start.
- Leave the door open after the cycle ends to prevent mould or odors.
- Use Exhaust fan.

## 5. Dryer

- Clean the lint filter before each use.
- Load clothes loosely (don't overfill).
- Choose the correct drying setting.
- Press **Start**.
- Allow items to cool before removing.
- Never place items with rubber, foam, or plastic in the dryer.
- Use Exhaust Fan

## 6. Dishwasher

- Scrape off large food scraps from dishes before loading.
- Load dishes securely with space between items.
- Add dishwasher detergent to the dispenser (not dish soap).
- Close the door and select a wash cycle.
- Press **Start** and let the cycle complete fully before opening.
- Clean the filter in the base prior to each use

- **Important Note:** Closing all the windows and running the heating can lead to condensation running down the windows which encourages mould growth. Air your apartment by opening windows and exhaust fan regularly.

## 7. Shower Mould Prevention

- Use the Exhaust fan during and after showers (10-15 mins)
- Clean the shower at least once a week.
- Focus on the grout lines and corners.
- Report any leaks

## Rules of Occupancy

These Rules form part of your Residential Tenancy Agreement with Student Living. Please read these Rules carefully, and if you have any questions or need a translator, please contact reception.

All Residents must be registered and sign a Residential Tenancy Agreement. Residents must not sub-let the apartment under any circumstances.

### REQUESTS OF STAFF

Residents must comply with all reasonable requests from Student Living Management, Residential Advisors and Support Staff.

### BEHAVIOUR

Residents must agree not to engage in unacceptable behaviour. Unacceptable behaviour includes interfering with another person's living conditions or personal security and is further described in clause 3.3(a) of your Residential Tenancy Agreement. Management will deal with unacceptable behaviour.

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

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.

Any damages caused by your visitors will become your responsibility to rectify.

## NOISE LEVELS

All residents must observe consideration for their neighbours. No excessive noise is permitted between 10:00pm to 7:00am, as in accordance with Australian Law. Noise disturbances can potentially lead to eviction and / or legal prosecution.

You are expected to ensure that the noise you make does not cause problems for others during the hours of 10:00pm to 7:00 **and** during the hours of 7:00am to 10:00pm. Loud in-room parties during the latter period are not allowed if they disrupt other residents. When a Student Living staff member requests that noise levels be kept down and/or an event is to be shut down due to noise issues, residents are obliged to comply. Failure to comply may lead to fines and warning letters.

Residents are expected to be considerate of the needs of others. If, however, you are disturbed by noise from other people, please be confident in your right to express your concerns in an appropriate manner to the people involved. Should you feel uncomfortable talking directly to the people or if your request is ignored, please call the police or see Reception the following day during office hours.

### Social Media Guidelines

Student Living is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of Student Living can share content, ideas and experiences, and find helpful information on Student Living's various official and associated social media sites. We invite you to use them to connect with Student Living and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms, and also observe the following guidelines. Student Living reserves the right to remove posts that don't comply or are judged to be unacceptable.

These guidelines will grow and change as the social media networks themselves grow and change.

Please contact [ongould@studentliving.com.au](mailto:ongould@studentliving.com.au) if you believe these guidelines need to be changed, or additional guidelines added.

## General Principals

- Think before you post. The internet has a history of thoughtless posts that user's later regret.
- Be respectful. Student Living is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- Be accurate. Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
- Be honest. Be honest about who you are. State your sources when quoting others.
- Be ethical. Ensure your posts are fair to all concerned and do not exploit others in any way.
- Don't breach copyright. Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- Add value and don't spam. Supply and share information that is relevant and of interest to the Student Living community.
- Don't use Student Living sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- Protect your privacy. Your comments are visible to all. Never include yours or others phone number, email address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.
- Student Living recognises that your personal social media accounts are your private property and does not require you to engage with Student Living online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

# Drugs, Alcohol, Smoking & Gambling

## ALCOHOL

Student Living encourages a responsible attitude towards the use of alcohol in the community and reminds residents and their guests that they each share a duty of care toward fellow residents and guests within Student Living and in all situations including events and functions where alcohol is made available.

This policy is intended to allow residents to live and socialise happily in Student Living, respecting the rights of other residents.

The objective of this policy is to enable those residents to enjoy alcohol responsibly and in moderation. Equally, Student Living is respectful of those residents who choose not to consume alcohol. Thus, there is an obligation upon all residents who consume alcohol to do so responsibly and with consideration for others.

Student Living will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms. Within the University, the sale, supply, consumption and advertising of alcohol is regulated by the Alcohol Statute 2006.

## Alcohol – the Rules

- Alcohol is only permitted within your Apartment at Student Living on Gould. Residents must keep noise to a minimum.
- Alcohol may only be sold or supplied to a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at Student Living.

## SMOKING

Smoking of any substance is NOT PERMITTED in any room, apartment, stairwell (fire stairs), on any balcony, or indoor area of the building.

Smoking is not permitted in the courtyards or within 15 metres of any entrance or exit to the building

Smoking is not permitted at any of the cafes or restaurants at Student Living

Persons who wish to smoke outside Student Living on Gould are required, while smoking, to keep at least 15 metres away from any entranceway, doorway, window or ventilation intake of the building, and are strongly urged to use any designated outdoor smoking area determined by Student Living.

If you feel you must smoke, please:

- DO NOT smoke near non-smokers. People should be able to come and go without walking through a cloud of cigarette smoke.
- Ensure that you are at least 15 metres away from the windows of first floor apartments. It is intolerable and unhealthy for residents to have cigarette smoke blow into their rooms.
- Please dispose of your cigarette butts responsibly. We take pride in our building, and litter (cigarette butts are litter) gives a very poor impression of the calibre of our community.

Residents who wish to stop smoking should contact the [University Health](#) service for assistance, visit the [Quit now](#) website or call the Quit line 13 78 48



#### **GAMBLING**

Gambling is not permitted on the premises.

#### **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 means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will result in immediate eviction. If you feel you are having problems due to drug use (or know somebody in the building who is), please talk to your Customer Service Manager, or RA's. We can certainly put you in touch with people who can help you.

## **Party Policy**

Social gatherings are an important part of University life and residents may hold parties at Student Living. Student Living needs to balance social gatherings against issues such as noise, security, and the use of communal space by other residents. The following policy has been formulated to assist in ensuring that social gatherings can take place at Student Living while being mindful of the needs of other residents. Other benefits of the policy include minimising risks to the organiser and residents of an apartment in which a party is held.

## **EVENTS IN-ROOM**

Residents may generally hold small events in their room without filling an event request form. In 2 Bedroom apartments, they require the unanimous consent of all residents before having these events. Any in-room event which has the potential to be disruptive to the community will be shut down if required.

## **NON-RESIDENTS AT STUDENT LIVING**

Unfortunately, it is common for problems associated with parties and social functions to be linked guests of residents. Student Living has several rules that apply to non-residents.

## **CONDUCT ISSUES**

Residents and their guests at Student Living are to show respect for each other and for our building as members of the Student Living community. Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause. Any non-compliant non-residents may be asked to leave the premises.

## **TRESPASSING**

Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

## **EXAM PERIODS**

During official University exam periods, it is important to be considerate and respectful of your neighbors, many of whom may be focused on studying. We kindly recommend that social gatherings, especially large ones, be held off-site to avoid disturbing those who need a quiet environment. By showing respect for your fellow residents, you contribute to a peaceful atmosphere that benefits everyone during this busy and stressful time. Let's all be mindful of each other's needs and create a supportive community for studying and well-being.

## **CRIMINAL ACTIVITY**

Any criminal activity associated with a party will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those less than 18 years old.

## Personal Issues

Do not be afraid to confide in any Student Living 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. We work closely with the community which provide health specialists, should you require specialist support.

### 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 or rubbish 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 flatmates could attend together within or outside of Student Living may be a great way to make new friends and meet more people!

### FINANCIAL ISSUES

If you are experiencing any financial difficulties, please speak to the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition if you are student, the university has a number of [services](#) to help students in financial need. 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.

### STUDY ISSUES

If you have an academic problem, talk to the Customer Service Manager as soon as it arises - don't leave it until it is too late! Should you experience any concerns regarding; course and subject selection; preparation for examinations; dealing with tutors and lecturers; or 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.

### EXAMS – SPECIAL ARRANGEMENTS

Special arrangements are in place for the week before exams until the completion of the last exam during exam periods:

- Residents are requested to be particularly careful not to disturb others, particularly on residential floors.
- Non-urgent maintenance work likely to create disturbance will not be scheduled during the exam period.
- Parties and events are not to be held at Student Living— celebrate by all means when you finish your exams, but do it away from Student Living out of respect for those still studying for exams.

### **Special consideration letters**

As a general rule, Student Living Management will not issue letters requesting special consideration for exams and assignments. It is the responsibility of the student to approach their lecturer, Counselling, the Health Service, the Academic Skills and Learning Centre to obtain such letters if needed. The Customer Service Manager is available to refer residents to these services as appropriate.

### **HARASSMENT**

Student Living will not accept any discrimination or bullying from residents against a person on the grounds of gender, marital status, family status, sexual preference, transgender identity, race, social origin, colour, nationality, national extraction, age, political opinion, religion, impairment, mental disability, physical disability, psychiatric disability, intellectual disability, criminal record, medical record, and trade union activity.

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

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

# Health & Wellbeing

## **HEALTH AND SAFETY @ STUDENT LIVING**

As Residents you must not partake in any act or behave in a manner that does that will promote a hazard to yourself or someone else. This includes, but is not limited to: 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 notice or equipment.

## **EMERGENCY MEDICAL PROCEDURES/TRANSPORT TO HOSPITAL**

The non-emergency transport to hospital is a private matter. Where appropriate, Student Living will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, Student Living will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel.

If staff/Residential Scholars accompany a resident to a hospital there is no requirement for them to remain after medical care has commenced.

## **INFORMING EMERGENCY CONTACT PERSON(S)**

As a general rule, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or wellbeing of a resident, management, staff, or student leaders may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

## **SHORT-TERM ILLNESS**

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

## **SEVERE PSYCHOLOGICAL DISTRESS**

Where a resident seems to be showing signs of significant psychological distress (such as self-harming behavior, symptoms of a psychotic episode or suicidal ideation), a designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or wellbeing of a resident. Student

Living may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

### **LONG-TERM ILLNESS/DISABILITY**

In addition to communicable diseases, which may have a direct impact on the operation of Student Living, residents occasionally suffer from long-term illnesses or disabilities. Where a resident suffers from a long-term illness or disability that imposes a significant burden upon Student Living, and it is unreasonable for Student Living to continue to make further adjustments for this illness or disability, Student Living reserves the right to terminate a resident's Room Agreement. Before considering whether to terminate a Room Agreement, Student Living will:

- advise the resident of the impact that their illness has upon the operation of Student Living and the other residents; and
- hold discussions with other relevant areas of the University, including Disability Services Unit, the University Health Service and their academic area to examine alternative methods and reasonable adjustments that will enable Student Living to assist in the management of the illness.

See also the [Disclosure of Information by Students with a Disability or Illness Policy](#): Only if the above discussions/resultant actions do not produce a reasonable and appropriate management process will Management exercise its discretion to terminate the Residential Tenancy Agreement.

### **COMMUNICABLE DISEASE**

In the case of contracting an infectious disease such as measles, a resident should, if possible, leave Student Living for the infectious period. If this is not possible, the resident is to cooperate with Student Living to ensure in-house isolation by: Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area; Avoiding common areas of the building; Excluding himself/herself from any Student Living activities during the infectious period; Careful hand washing etc if the infection is contagious by that route; and 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 University Health Service about how best to contain it.

### **NOTIFIABLE DISEASE**

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to Management. 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 own GP for a medical assessment of whether the resident has a notable disease.

If the resident does have a notifiable disease the Health Service or GP is required to report the disease in accordance with the *Public Health Act 1997*. They (or the Chief Health Officer of the ACT) may direct the University (and Student Living) on how any public health aspect of the disease is to be managed within the University or Hall, where applicable.

If a resident fails to attend a GP examination on request of Management, they may be excluded from Student Living until such time as they obtain medical advice demonstrating that they do not pose a disease risk to other residents.

If a resident who does attend a GP examination is required to leave Student Living because they have a communicable disease, their return is dependent on them obtaining medical advice demonstrating that they are fit to return and present minimal or no risk to fellow residents.

Where a resident is required to leave because they have a communicable disease, Student Living will provide reasonable assistance to enable the resident to locate suitable alternative accommodation. Financial hardship for relocation will be assessed on a case-by-case basis.

## GENDER-BASED VIOLENCE

At UniLodge, we are committed to fostering safe, respectful, and inclusive environments across all our student accommodation properties in line with the [National Higher Education Code to Prevent and Respond to Gender-based Violence 2025](#).

Gender-based violence (GBV) includes any form of harm, coercion, or control rooted in gender dynamics, including (but not limited to) sexual assault, harassment, stalking, coercive control, and technology-facilitated abuse. Recognising that GBV disproportionately affects women, and is compounded by intersectional factors like cultural background, disability, or diverse sexual orientation and gender identity, our whole-of-organisation approach prioritises primary prevention through evidence-based strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code. Our Plan integrates dynamic policy, continuous education programs, and a 'No Wrong Door' disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

To learn more about our initiatives and how we are driving long-term change, view our full [Strategic Plan here](#).

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### DISCLOSURE

If you or someone you know has experienced Gender-based Violence, there is support available. You can make a Disclosure via any of the following channels:



Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).



Call your Res Life Team or General Manager on the number provided for them.



Use the online Disclosure and Support Form via the QR Code. You can remain anonymous.



Facilitate access to support services:

<b>ORGANISATION NAME</b>	<b>PHONE</b>
1800 RESPECT	1800RESPECT OR 1800 737 732
NO TO VIOLENCE	1300 766 491
MENSLINE AUSTRALIA	1300 78 99 78
LIFELINE AUSTRALIA	13 11 14
13 YARN	13 92 76
BEYOND BLUE	1300 22 4636
RELATIONSHIPS AUSTRALIA	1300 364 277
Q LIFE	1800 184 527
FULL STOP AUSTRALIA	1800 385 578

## Security

### INSURANCE & SECURITY FOR YOUR APARTMENT

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are not covered by Student Living policies. Any large complex is vulnerable to petty theft and unfortunately Student Living is no exception. We suggest that you keep your doors locked at all times and windows closed if you are not home.

Student Living is not responsible for any damage caused to personal items during your stay with us.

### INTRUDERS

Although we take all possible precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, contact Reception immediately if during business hours, or emergency services (dial 000) if after hours. You may 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.

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 unlock or open the front door, any common areas or the lifts for any person.

Tell the visitor to see the Reception during business hours.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at Student Living, please discuss your concerns with police (000) or with management during office hours.

## Transport

### **PUBLIC TRANSPORT (BUSES)**

ACTION is the ACT Government provider of local bus services. Call 13 17 10 for bus information or visit [www.action.act.gov.au](http://www.action.act.gov.au).

### **Air Line Shuttle**

Operates a service every hour between the Canberra International Airport and Canberra City. Please call 02 6299 3722 for more details or go to [www.deanesbuslines.com.au/queanbeyan/](http://www.deanesbuslines.com.au/queanbeyan/) for timetables and route map or ask Reception.

### **BICYCLE STORAGE**

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any part of the building or any Resident's apartment. We have a dedicated bicycle shed located at the rear of the building.

## When things go wrong – Student Living Complaints Procedure

Life in a community as large and as complicated as the Lodges 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 Student Living Management. If you do come across some difficulty in your life at Student Living, don't hesitate to raise it with the Property Manager - Operations. 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**

(Not resolved?)

**Step2. Inform the person that you will take the matter to the Property Manager - Operations**

(Not resolved?)

**Step3. Inform the Property Manager - Operations that you will take the matter to the Regional General Manager of Student Living**

## **PRINCIPLES OF RESIDENTS COMPLAINT/DISPUTE RESOLUTION**

Before initiating the formal resolution procedures, residents should try to resolve the complaint directly with the person/s concerned wherever possible. Residents are strongly encouraged to seek advice about how to resolve their complaint. The Customer Service Manager can mediate between the parties involved where appropriate.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred.

The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints.

Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

# Useful Contact Numbers

## Emergency, Police, Fire, Ambulance      000

Alcohol And Drug Crisis Management	6205 4545
Lifeline (24 Telephone Counselling)	13 11 14
Poisons Information Centre	13 11 26

<b>Student Living On Gould</b>	<b>6125 7900</b>
Civic Police	6256 7777

## **Other Numbers**

Abortion Counselling	1300 363 550
Alcohol & Drug Information Service	1800 422 599
Calvary Hospital, Haydon Drive, Bruce	6201 6111
Canberra Hospital, Yamba Drive, Garran	6244 2222
Canberra Rape Crisis Centre	6247 2525
Domestic Violence Crisis Service	6280 0900
Sexual health information	1300 658 886

Hospital: 000

Calvary Hospital

**02 6201 6111**

Cnr Belconnen Way and Haydon Drive

Bruce ACT 2617



Police Station: 000

**02 6256 7777**

London Cct

Civic ACT 2601



## Fire Station: 000

(02) 6207 8520

Wakefield Ave, Ainslie ACT 2602



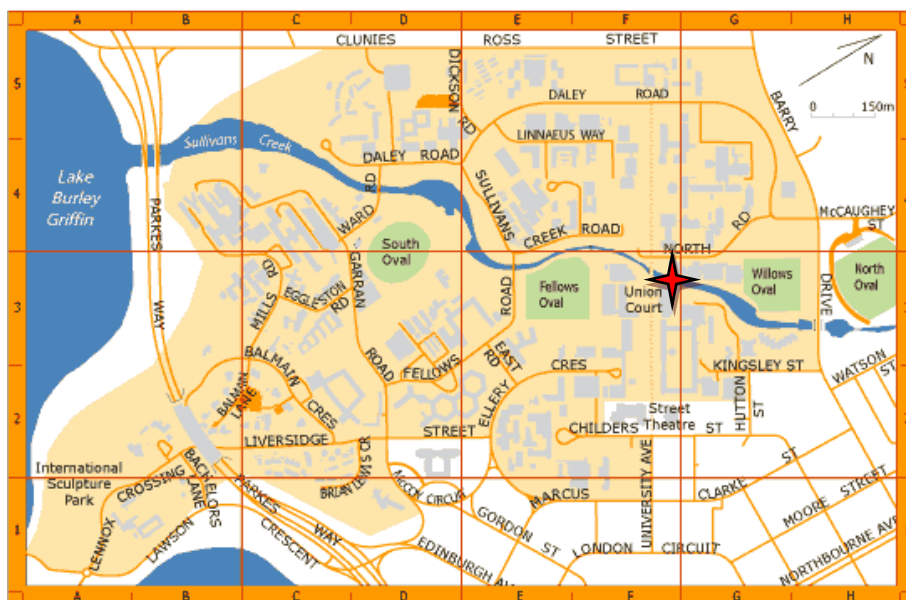
## Doctors

*ANU University Health Services*

(02) 6125 3598

Ground Floor, Sports Union Building

North Road, ANU Campus



## Sexual Health Clinic

*Sexual Health & Family Planning*

(02) 6247 3077

<http://www.shfpact.org.au>

1/28 University Avenue, Canberra ACT 2601



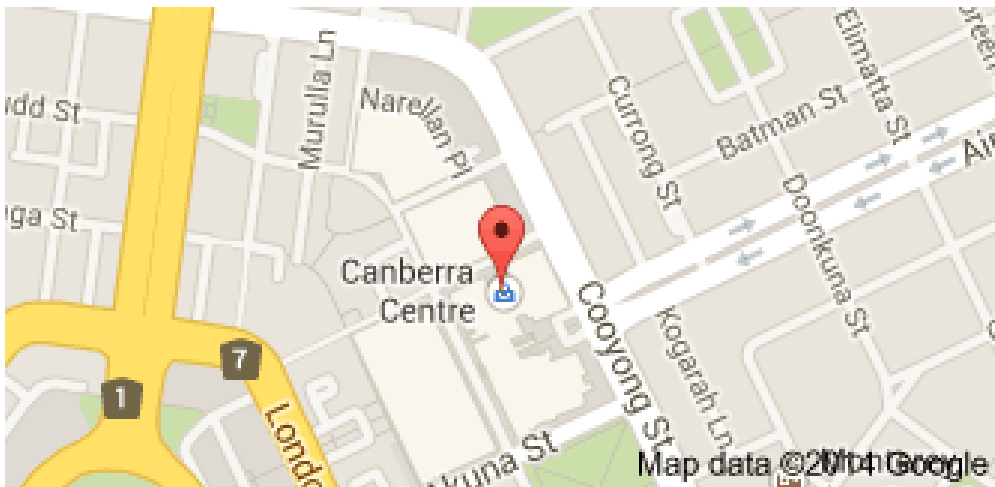
## Shopping Centre

*Canberra Centre*

(02) 6247 5611

<http://www.canberracentre.com.au>

Bunda St, Canberra ACT 2601



## Civic Bus Interchange

20/22 E Row Canberra ACT 2601

13 17 10

<http://www.action.act.gov.au/>



## Library

*Civic Library*

Civic Square, London Circuit, Canberra City ACT 2600

(02) 6205 9000

<http://www.library.act.gov.au>

