

UniLodge

2022

**RESIDENT
HANDBOOK**

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1. WELCOME TO UNILODGE

We trust that your stay here will be both enjoyable and productive. The UniLodge Residence Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in relation to the Residential Tenancies Act 1987. The aim is that through a better understanding, all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and outlined in your agreement and subsequent orientation. The Resident Handbook requirements and rules ensure the **COMFORT**, **SAFETY** and **SECURITY** of all Residents.

We hope that this Resident Handbook will prove useful in answering any questions and in assisting you with the most common issues that may occur.

UniLodge Residence Team wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Perth.

Enjoy your stay!

The UniLodge Residence Team

2. SETTLING IN

Renting in Western Australia is governed by a set of laws called the Residential Tenancies Act 1987 (The Act) and the Residential Tenancies Regulations 1989 (The Regulations).

This handbook contains the 'rules of tenancy', the 'terms and conditions of tenancy' and general information about UniLodge living. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the rules and contract obligations.

The items you will receive upon check in are:

- A security swipe card/key
- An electronic copy of the Entry Condition Report for your room/flat
- A signed copy of the Residential Tenancy Agreement
- Information for tenant Form 1AC
- A signed copy of the Resident Handbook
- Information of your allocated fridge and freezer and kitchen cupboard space

Most students coming from overseas experience a certain amount of 'culture shock'.

The people, the weather, the food, and the surroundings may be new, and it may take you a little time to get used to your new environment.

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 our Residential Life Events, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries who are going through the same experiences as you.

Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

Arrival Checklist

Before you arrive

- Book an arrival time
- Essential Documents
- Your passport (or other ID if an Australian citizen),
- Your student visa
- Any other documentation you've been requested to provide ready to go
- Save the RA phone number and the Perth Central office number in your mobile phone

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed

Your First Week

- As soon as possible after receiving the property condition report, you should inspect your premises and complete the tenant section of the report provided. Indicate agreement or disagreement with the condition noted by UniLodge by placing “Y” (YES) or “N” (NO) in the appropriate column and by making any appropriate comments on the form.
- Return one copy of the completed property condition report within 7 days after receiving it. Keep the second copy of the property condition report which will be referred to at the end of your agreement.
- Make sure you have obtained access to the Wi-Fi.

3. WE CARE ABOUT YOU! – PASTORAL CARE

UniLodge strives 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 experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and looking after 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 reception and we will be happy to give you the information you need.

Anyone affected by illness, accident, domestic violence or death of a relative, should talk to the Residential Life Manager or General Manager in confidence. If necessary, we can refer you to counselling service for further support.

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.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

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.

Academic Support

If you have an academic problem, please talk to us as soon as it arises – don't leave it until it is too late! Should you have 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. 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 Resident's study habits.**

Residential Life Program



What is Residential Life?

Residential Life is an integrated, contemporary, residential life program, run by UniLodge for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities carried out by Residential Advisors, the Residential Life Manager, the Customer Service Staff, and the General Manager.

UniLodge's Multicultural Vision

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

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, 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 such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which 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.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Game nights and movie 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. A wide range of events will be scheduled every month, giving you plenty of opportunities to connect with other residents, explore new interests, and enjoy your time at UniLodge. Our Customer Service Staff at reception can assist you or answer any questions you may have.

Photos at Events

Photos at CSP events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the General Manager. 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.

Living Together at UniLodge

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any 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 call the Residential Advisor to discuss your problem. If needed, the Residential Advisor will arrange a meeting with all relevant Residents to discuss concerns and help resolve the problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager or the General 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 may 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.

To assist Residents living in multi-share apartments, our Residential Advisors will host a Meet and Greet Induction early in the semester which will result in the signing of a written apartment agreement for the apartment to abide by. If you join a multi-share apartment who has already signed an agreement, you will have an opportunity to agree to the existing agreement or request another apartment meeting. Apartment meetings to discuss these arrangements are recommended for all multi-share Residents.

Personal Problems

Don't be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. They are here to help and support you, to provide guidance, and to assist with referrals where necessary.

To support your welfare and learning, UniLodge also has a Student Wellbeing hotline.

Phone: (08) 6555 6807

Email: perthcentral@unilodge.com.au

Confidentiality

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

Mental Health Support

Your mental health and emotional wellness are important to us. UniLodge aims to foster a safe, comfortable, and nurturing space for residents. We understand that living away from home is a time of personal transition and adjustment. While these changes are often exciting, positive, and fun, they also bring a range of personal challenges and emotional stresses.

These personal challenges include:

- Loneliness and/or social isolation
- Bullying and/or antisocial behaviour(s)
- Conflicts relating, but not limited, to identity, religion, culture, sexuality
- Depression
- Self-harm and suicidal thoughts
- Drug and alcohol dependencies and abuse

Reaching out to your Residential Life team for support

“The quality of our lives depends not on whether we have conflicts, but on how we respond to them.” (Thomas Crum)

It is important to focus on and cultivate your mental health and wellness, and the Residential Life team (Residential Life Manager and Residential Advisors) are here to address any worries or concerns you might have, and to support you every step of the way.

Please approach us at Reception or drop us a note at perthcentral@unilodge.com.au if you would like to have a chat with us. The Residential Life team is well equipped to provide support as well as refer you to the relevant professional resources and channels. Rest assured that everything you share will be handled with great care and confidentiality.

Social Support

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Perth Central and your time spent as a student. If you wish to access our residential life calendar, please download the UniLodge Services APP.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and as such Staff and Residents alike are responsible for always maintaining a safe and secure environment. As a Resident, you must not directly cause or contribute towards an accident e.g., preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

Complaints Procedures

Stages of the Complaint Procedures

Stage 1: Lodging a Complaint

Complaints can be lodged via the online form or verbally by contacting the UniLodge team, General Manager or Licensee. Less serious complaints may be easily resolved by another member of staff without proceeding further with the complaint.

Stage 2: Response and Advice

The aim of Stage 2 – *Response and Advice* is to first respond to the complainant within 2 business days (earlier where possible) acknowledging receipt of the complaint and provide contact details of the appropriate senior member of staff who will be dealing with the complaint. The senior member of staff will attempt to clarify the problem as perceived by the complainant, to advise the complainant of the options available to them (including options for directing the complaint to an external agency for serious accusations) and to ensure the complainant is provided with support and advice to decide whether they wish to proceed with the complaint and how to do so.

Stage 3: Investigation and Determination

If the complaint is not satisfactorily resolved by Stage 2, and the complainant wishes to proceed, the senior member of staff will forward the complaint to the General Manager, Licensee/Regional General Manager, or nominee, for investigation and determination. If a matter requires an investigation that will take more than seven days, the complainant will be advised and offered support if appropriate.

Stage 4: Conciliation

Where possible, conciliation is the preferred option in dealing with complaints that involved two parties. However, the complaint process can only proceed to Stage 4 – *Conciliation* if the complainant is willing to be identified to the respondent and to detail the complaint in writing. For conciliation to proceed, the respondent must be provided with the written complaint, the complaints procedures, and be provided with the opportunity to respond in writing. Resolution may be achieved after meetings with the respondent and the complainant individually or together.

Stage 5: Determination and Resolution

Where the complaint is not able to be resolved at Stage 4 – *Conciliation*, the General Manager, Licensee/Regional General Manager or Nominee may make a determination and advise the complainant in writing.

Stage 6: Dissatisfaction with Determination

Complainants who remain dissatisfied with a determination have further rights to an external review and may seek the advice of any relevant independent 3rd party.

Your Shop

As a UniLodge Resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you - our UniLodge online shop, **Your Shop** is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive; items are available for purchase throughout your stay with us at UniLodge.

Offering a great variety of products, our prices are highly competitive and certainly comparable to shops and supermarkets in Australia, with Residents even comparing the quality of our linen to that of a 5-star hotel!

Visit <http://unilodge.com.au/shop> to place your order.

4. TENANCY AGREEMENT RIGHTS & RESPONSIBILITIES

Resident Rights

- a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- b) Peaceful enjoyment of the premises.
- c) A secure environment.
- d) To be given a copy of the Residential Accommodation Agreement and help page, Form 1AC Information for tenant, Property Condition Report, Lodgement of Security Bond and Resident Handbook.

UniLodge Rights

- e) To send Notice of Breach, Breach Notices or Notice of termination to Residents who break the terms or conditions of the Residential Tenancy Agreement.
- f) To issue Notice of Breach and Breach Notices to Residents for non-payment of rent, and to send a Notice or Termination if not remedied.
- g) To inspect the condition of the property at a time previously arranged.
- h) shall not use the premises, or cause or permit the premises to be used, for any illegal purpose, including but not limited to the use of drugs.
- i) Request ID from Residents.

Resident Responsibilities

- j) Pay all rent and charges by the due date and by the agreed method of payment.
- k) Do not use the premises for illegal purposes.
- l) Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other Resident.
- m) Keep the premises and inclusions clean.
- n) Be responsible for your guests' behaviour.
- o) Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- p) Report to UniLodge any damage/maintenance issues to your premises in writing.
- q) Abide by the terms of the Residential Accommodation Agreement.
- r) Only use the premises for residential purposes.
- s) Pay for any damage. The Entry Condition Report will always be referred to when considering damage and residents are not responsible for fair wear and tear to the property.
- t) Pay for any Miscellaneous Fees and Charges including fire alarm activation fee that may occur from your apartment.

UniLodge Responsibilities

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

These rules form part of your Residential Tenancy Agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise the Customer Service Staff at reception.

Condition Report

A property condition report detailing the condition of the premises must be completed by or on behalf of the lessor and 2 copies provided to the tenant within 7 days of the tenant moving into the premises.

If the tenant disagrees with any information contained in the property condition report, the tenant must note his or her disagreement on a copy of the property condition report and return this to the lessor or property manager within 7 days of receipt of the property condition report from the lessor. If the tenant does not give a copy of the property condition report back to the lessor, the tenant is taken to accept the property condition report as a true and accurate description of the condition of the premises.

A final property condition report must be completed by or on behalf of the lessor and provided to the tenant as soon as practicable but in any event within 14 days of the termination of the tenancy. The tenant must be given a reasonable opportunity to be present at the final inspection.

Security Deposit

The security bond is held by the Bond Administrator.

The lessor agrees that if the lessor or the property manager applies to the Bond Administrator for all or part of the security bond to be released to the lessor, the lessor or property manager will provide the tenant with evidence to support the amount that the lessor is claiming.

The Bond Administrator can only release the security bond when it receives either:

- a) a Joint Application for Disposal of Security Bond form signed by all the parties to the tenancy agreement; or
- b) an order of the court.

If the parties cannot agree on how the security bond is to be dispersed, either party can apply to the Magistrates Court to have the dispute decided.

Warning: It is an offence for a lessor or a property manager to require a tenant to sign a Joint Application for Disposal of Security Bond form unless the residential tenancy agreement has terminated, the rent to be paid under the tenancy agreement is decreased or a pet is no longer kept at the premises, and the amount of the security bond to be paid to the tenant or lessor is stipulated on the form.

Behaviour

Residents must agree to abide by the requirements and code of behaviour which is described throughout this Resident Handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. A single finding of "unacceptable behaviour" may result in the termination of your Accommodation Agreement without prior breach notice/warning (see **5.3 Grounds for ending Agreement**).

Cleaning and Inspections

All Residents are responsible for the day-to-day cleaning of their bedroom/apartment. The lessor, property manager or person acting on behalf of the lessor, can only enter the premises to conduct up to 4 routine inspections in a 12-month period after giving the tenant at least 7 days, but not more than 14 days', written notice;

Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. Common property cannot be removed from the area in which it is designed to be in. The Resident is liable for all damages caused or relocation of furniture back to its original placement.

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, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in termination of your agreement.

If someone you know is being affected by the use of Illegal substances, you may like to seek assistance or advice from one or all of the following:

- 5.6.1 UniLodge Manager
- 5.6.2 Counsellors
- 5.6.3 The University
- 5.6.4 A Doctor

Furniture and Equipment

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

Residents are not permitted to make alterations or additions to the apartment (including balconies) or the furniture/equipment within the apartment unless the request has been given in writing and approved by the Residence Team.

Lockouts

If you lock yourself out of your room during business hours, we will let you back in free of charge. Afterhours, the first time you are locked out of your room is no charge to you, however a charge will apply each time after this. If you have lost your swipe card, you will be issued with a new swipe card – note, a fee will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund your money if you find your card later. Please remember to always keep your room key with you, including during fire alarms.

Overnight Guests

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. Guests are not permitted to stay overnight. Maximum occupancy is limited to one person in studio rooms, two in twin and 2-bedroom apartments, and three in 3-bedroom apartments. Four- and five-bedroom apartments must not exceed these limits unless otherwise approved by management. These limits are in place to comply with fire safety regulations. Guests who are found to be staying overnight will be asked to leave immediately.

An overnight guest is considered to be a non-resident in the apartment building later than 10pm.

Flat Parties

Residents are permitted to have parties in the communal area. The number of guests allowed for each requested event in a common area will be assessed on an individual basis. To make sure you can use it at any time when you check in, we will ask you to sign an event request form that acknowledges your use of the common area is at your own risk. Please clean and tidy up the area after your event. Take note that residents are not permitted to have parties in their rooms and management reserves the right to shut down a party if necessary.

Pets

Under no circumstances are you are permitted to bring any pets or animals into the building. This includes fish.

Smoking

UniLodge is a smoke-free building which includes the apartments, balconies, surrounding areas, grounds, 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 Resident responsible.

Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. As a general rule, noise must be always kept to a minimum and especially from 10pm, or during Examination Study Week and exam periods.

If the noise of one of your neighbours is bothering you, we recommend asking the Resident to lower the volume. If you don't feel comfortable asking or this does not solve the issue, speak with reception (or the Duty RA if after hours) for further assistance. Noise complaints are monitored by the Residence Team; repeat offenders will be liable to disciplinary action.

Additional Furniture

The installation of other furniture into a Resident's apartment is not permitted unless a written application is submitted to and approved by UniLodge Residence Team, this includes furnishing balconies with pot of plants, chairs, tables, etc. Every request will be looked at separately depending on the size of the apartment and furniture required.

Maintenance

For any urgent maintenance requests call **reception or the Residential Advisor (RA)**.

For any non-urgent requests these should be logged at reception, or by calling the Residential Advisor (RA).

Contract End Date and Leaving

This residential tenancy agreement can only be terminated in certain circumstances.

The tenant agrees, when this agreement ends, to give vacant possession of the premises to the lessor. Before giving vacant possession to the lessor the tenant must:

1. remove all the tenant's goods from the residential premises; and
2. leave the residential premises as closely as possible in the same condition, fair wear and tear excepted, as at the commencement of the tenancy; and
3. return to the lessor all keys, and other opening devices or similar devices, provided by the lessor.

The tenant may be liable for losses incurred by the lessor if the above requirements are not met.

If this agreement is a fixed-term agreement it may be ended:

1. by agreement in writing between the lessor and the tenant; or
2. if either the lessor or tenant does not want to renew the agreement, by giving written notice of termination. The notice must be given to the other party at least 30 days prior to the date on which vacant possession of the premises is to be delivered to the lessor. The notice may be given at any time up until the end of the fixed term but cannot take effect until the term ends.

Grounds for Ending Agreement

A tenant's interest in a residential tenancy agreement may be ended:

1. by the tenant under the Residential Tenancies Act 1987 section
2. if the tenant or a dependant of the tenant is, during the tenancy period, likely to be subjected or exposed to family violence; or
3. by the tenant under the Residential Tenancies Act 1987 section 60(1)(bb) if the tenant receives a copy of a notice of a termination referred to in paragraph 41A.1 from another tenant; or 41A.3 by a court under the Residential Tenancies Act 1987 section

60(1)(bc) if a family violence order is in force against a tenant to protect another tenant or if the court is satisfied that the tenant has committed family violence against another tenant or their dependant during the tenancy period.

The Residential Tenancies Act 1987 also authorises the lessor and tenant to end this agreement on other grounds. The grounds for the lessor include sale of the residential premises, breach of this agreement by the tenant, where the agreement is frustrated (e.g. where the premises are destroyed or become uninhabitable) and hardship. The grounds for the tenant include breach of this agreement by the lessor, where the agreement is frustrated (e.g. where the premises are destroyed or become uninhabitable) and hardship.

For more information, refer to the Residential Tenancies Act 1987 or contact the Department of Mines, Industry Regulation and Safety on 1300 304 054 or visit www.dmirs.wa.gov.au/renting

Warning: 44.1 It is an offence for any person to obtain possession of the residential premises without an order of the Magistrates Court if the tenant does not willingly move out (a termination notice issued by the lessor or property manager is not a court order). The court may order fines and compensation to be paid for such an offence. 44.2 It is an offence for a tenant to fail to provide the lessor with a forwarding address when vacating the premises.

Grounds for Ending Agreement

The Bond Administrator can only release the security bond when it receives either:

1. a Joint Application for Disposal of Security Bond form signed by all the parties to the tenancy agreement; or
2. an order of the court.

If the parties cannot agree on how the security bond is to be dispersed, either party can apply to the Magistrates Court to have the dispute decided.

5. GUIDELINES FOR AN ENJOYABLE STAY

Alcohol

Alcohol is permitted in common areas and apartments; however, residents are responsible for ensuring that common areas are left in clean and tidy condition (with all alcohol containers removed and disposed of appropriately), and that there is no damage to property. Responsible consumption of alcohol also includes the respectful consideration of the effects of your consumption on your flatmates, neighbours, staff, other students and any guests on premises. Noise should be controlled during times where alcohol is consumed, and at times this can be forgotten or not understood while under the influence. Should noise levels or acceptable behaviour not be followed while consuming or under the influence of alcohol you may be asked to leave the premises, end any event/gathering/party early and send non-resident home, and more serious consequences may be applicable such as breach notices/formal warnings and/or termination in serious instances. Alcohol cannot be consumed within hallways, corridors or around the grounds and we ask that students responsibly consume within those designated areas above.

Alcohol does not excuse unacceptable behaviour. Alcohol drinking paraphernalia, such as beer bongs, are prohibited.

The consumption of alcohol is permitted for Residents of legal age but must be kept to a sensible level so as not to cause stress or inconvenience to other people. The following Rules apply:

- a) Alcohol must not be supplied to any person under the age of eighteen (18) – nor must it be shared in a manner which makes it accessible to any underage person
- b) Alcohol must not be supplied to any person who is intoxicated

- c) Drunkenness is unacceptable in residence, and residency may be terminated on these grounds
- d) Residents are NOT permitted to allow any non-resident who is under the influence of alcohol entry to the residence or their apartment/unit to visit or sleep. This includes people who reside at other on-campus residences
- e) Drinking games – and the use of implements for drinking games (like funnels) that encourage binge drinking and the excessive consumption of alcohol – are prohibited.

Balconies

Residents are not permitted to hang clothing or other items on their balcony rails. We also ask students not to mount, lean or sit on balcony railings. Balconies are viewable and therefore student property should not be visible so as not to detract from the building façade. Items can also potentially fall from balconies which poses a safety risk and therefore we ask for items to be placed in student rooms and not on balconies. Balconies have a max loading of 2 persons in most cases, therefore please do not overload the weight restrictions.

Building Security

- ☐ Residents must always carry ID and, if requested, show it to the UniLodge Residence Team, Security or Staff.
- ☐ Under no circumstances are Residents to loan out their swipe card/physical key to anyone.
- ☐ Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the requirements and rules of the Resident Handbook whilst in the building.
- ☐ Residents are responsible for personally letting their guests out of the building after hours.

Cooking

To ensure your safety and that of other Residents, Residents must cook in a responsible manner, always using the range hood exhaust fan. Also ensuring only appropriate containers and no metal or foil is placed in microwaves while in use. Microwave times should also be appropriate for the food being cooked and not used in excess of the appropriate cooking time. Smoke alarms can be triggered by cooking fumes, steam, or smoke so it is essential that all cooking is done in the kitchen, and on or near the range hood exhaust fan. Residents will be charged the activation fee for any cooking that triggers the smoke alarms and other associated costs related to the fire alarm activation. (For more detail, see Section 12.3 Detectors.)

Gambling

Gambling is not permitted on the premises.

Requests by Staff

Residents must comply with all reasonable requests from UniLodge Residence Team and Support Staff.

Security and Swipe Card/Key

You are issued with a key or swipe card when you check in. The key/swipe card will give you access to the main entrance door of the building after hours, your apartment front door and your bedroom if you are living within the multi-share apartments.

The key/swipe card should always be carried by a Resident. Your key/swipe card must not be given to any other person.

Please remember to close your door when leaving your apartment to ensure it is secured. Should you lock yourself out of your apartment and/or room during business hours please go to reception and they will assist you. After hours call the Duty RA. Please note that a \$## fee is applicable in this instance.

Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge Staff Member immediately.

The charge for a replacement of a lost swipe card starts at \$## each. Should further repairs or replacement of hard keys, locking mechanisms or security/fire/apartment doors be required this will be on-charged to the resident responsible.

6. BUILDING FACILITIES

Barbeques

Barbeques are provided at each residence and are available for use by students. Please ensure that you clean the BBQ after use and no personal items are left in the area.

Bicycles/E-Bikes/Scooters/Skateboards

Bicycles must be stored in storage sheds where provided. Bicycles must not be kept out the front of your apartment, in your bedroom, in or near emergency exits, passageways, common areas, balconies or stairwells as they cause a safety hazard. Residents are restricted to storing one (1) bicycle per person.

Charging of e-bikes is permitted only at approved charging stations inside the e-bike storage; use of apartment outlets or extension cords for charging is not allowed due to fire safety risks.

Please register your bicycle at reception on arrival. You will be provided with a UniLodge tag to attach to your bike.

We also suggest you register your Bicycle on 'Bikelinc' to assist the WA police force find your bike if it is misplaced or stolen. To find out more information please go to: <https://bikelinc.com.au/register-your-bike/>

Gymnasium

Residents have access to an on-site gymnasium facility designed to support health and wellbeing. The gymnasium is open daily from 7:00 AM to 10:00 PM and is accessible via swipe card. The gymnasium is not continuously monitored by management, and residents use the facility and its equipment at their own risk. Management accepts no liability for any injury resulting from use of the gymnasium or its equipment.

Residents must follow all instructions displayed on signage within the gymnasium, including any guidance provided on the equipment. Use of the gymnasium is permitted only if the resident does not have any medical condition or impairment—including being under the influence of drugs or alcohol—that may limit their ability to use the equipment safely. By using the gymnasium, residents agree and consent to receive first aid or medical treatment if required, at their own expense.

Cinema Room

The cinema room is available for resident use. Residents must maintain the space in a clean and orderly condition and are responsible for any damage caused during use. Food and drink are permitted but must be cleaned up immediately after use. Noise levels must be kept to a reasonable level to avoid interfering with the peaceful enjoyment of other residents.

Only films and media suitable for general viewing may be played. Residents must not stream or screen copyrighted content unless they hold the appropriate license or rights. Emergency exits must remain unobstructed at all times. Management reserves the right to restrict access or revoke use of the cinema room if the facility is misused. Misuse may include excessive noise, damage to property, unauthorized access, or failure to comply with safety requirements.

Car Parking

There are no car park facilities at the residence. It is your responsibility to follow parking signs around the building.

Kitchen

Always turn on the exhaust fan prior to cooking and never leave cooking food unattended. Never attempt to extinguish an oil or fat fire with water and do not move burning pots or pans. Instead extinguish them with the fire blanket, which is affixed to the kitchen wall, if possible and safe to do so.

Only use approved plastic or glass containers in the microwave ovens. Never place anything metallic in the microwave ovens. Cover all containers being heated in the microwave to prevent food splatters. Food splatters cause rapid deterioration of the microwave so clean immediately after each use.

Always cover food when stored in the fridge. Do not leave food in opened packaging or cans and place any remaining contents in a sealed container and refrigerate if required. Do not refreeze food that has been defrosted. **This is a health risk!** Regularly clear out food that has expired or gone bad from the fridge and the kitchen cupboards into the outside rubbish bins provided.

As you are required to keep your bedroom/apartment clean on a daily basis, we recommend that you share the cost of purchasing good quality cleaning products that are appropriate for the various cleaning tasks required with your flatmates. Using dishwashing liquid to make soapy water for cleaning will not remove the build-up of grease around the stove - nor will its clean mould and soap scum from shower recesses. Ensure you are using the correct cleaning agent for the job at hand.

The kitchen rubbish/waste bin and kitchen recycling bin must be emptied on a daily basis or when required. Do not allow internal rubbish bin to overflow and cause a health risk or hazard. Do not accumulate bottles, cans, boxes, plastic bags, papers, and magazines as it attracts vermin, and this is also deemed to be a hazard.

Laundry

For a fee, Residents can make use of the building laundry facilities. Residents can access the laundry facilities from 7am – 10pm. Residents are expected to provide their own washing supplies and must ensure that they leave the area in a tidy state.

To guard against theft of clothing and misuse of the laundry, do not provide access or allow non-Residents to enter the laundry or leave washing unattended on the clotheslines. Clothes should be pegged, not draped, to the clotheslines. Clothes found lying around will be removed and treated as lost property. Do not string lines for drying clothes in your bedroom, the common areas, or balconies/patios in your apartment.

The cost of repairing or replacing damaged laundry appliances and an administration fee of a reasonable amount as determined by management will be charged to the person responsible for the damage or to all residents of the Village if the person(s) responsible cannot be identified. Faulty appliances will be repaired at no charge.

Mailboxes

Mail is delivered on weekdays to each reception or letterbox. Parcels, express post, registered and certified mail is delivered to Reception and held for collection. You will receive either a notification card in your letterbox or via email to collect your mail. Please bring photo ID to collect. If mail not collected within 2 weeks, we would return it to the sender.

Mail will not be held or redirected after your departure. Once you depart, please change your address at the university and with all relevant parties or have your mail held by Australia Post.

Australia Post:

<https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail>

Reception / After-Hours Staff

Our Staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are 9am to 5pm (excluding weekends and public holidays).

The phone number for your Residence reception will be emailed to you upon check in.

When reception is closed, you can reach the Duty Residential Advisor that is on call to assist you. Their mobile number is available at reception, and a copy of their business card will be provided to you upon check-in.

Resident Common Rooms

Facilities vary according to each residence. Some may include table tennis, a pool table, dartboard, TV lounge, kitchen, and barbeques. Common Room facilities can be booked by Residents for special occasions such as parties/gatherings. If you wish to hold a gathering of 20 people or more, a party request must be submitted at least 48 hours in advance and approved by the Residential Life Manager.

Rubbish

Please ensure that your rubbish is disposed of into the designated rubbish bins provided at each of the Residences. This should be done on a regular basis to avoid pests inhabiting our premises. Please ensure you don't overfill the garbage bag, so you are able to safely carry it to your nearest bin.

There are also separate bins for recycling. Please ensure you follow the signage and only place recyclable items within the recycling bins.

Shopping

Shops are located within walking distance of each residence. Larger shopping complexes can be easily accessed by public transport.

Utilities - Electricity and Water

Electricity, water, and gas consumption is included in your Residence Fees.

7. COMMUNICATIONS

Internet

The Wireless Network provides students and staff with enhanced teaching and learning opportunities through more flexible access to online materials.

External Internet access is currently provided by a contracted external Internet Service Provider (ISP) and will incur charges that are in addition to your Residential Licence Fees. Please contact your Residence Office for information on current Internet Service Providers available in your bedroom, via ethernet and wireless and for other alternatives are available.

Printing

Printing/photocopying services are available at reception for a reasonable cost., please check with your reception team for costings.

8. CONTACT DETAILS

Emergency Contacts

Dial **000**
(Police, Fire, Ambulance)

Property Contacts

Reception

Address: UniLodge Perth Central, 325 Wellington Street, Perth WA 6000

Phone: (08) 6555 6807

Email: perthcentral@unilodge.com.au

Property Manager

Phone: (08) 6555 6807

Email: perthcentral@unilodge.com.au

Residential Advisor

Phone: (08) 6555 6807

Property Address

Mail being sent to you should be addressed as follows:

Resident Full Name Building Name Apartment/Room Number, 325 Wellington Street Perth, WA, 6000

If your mail does not include your apartment/room number, it may cause delays in delivery to your residence and may result in it being returned to sender.

9. EMERGENCY PROCEDURES

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

- Personal, physical, or psychological emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building infrastructure emergencies (e.g., fire or storm damage, lift breakdown)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a Resident locks themselves out or misplaces their swipe card

For assistance with any of the above please contact your Duty Residential

Advisor: **After Hours Contact (Duty Residential Advisor):**

Residential Advisor

Phone:

For life-threatening emergencies (Fire, Police or Ambulance)

- Call 000

Only call 000 if you are seeking an emergency response from Police, Fire or Ambulance Services.

If you have a speech or hearing disability the triple zero service (000) can be accessed via the National Relay Service, call TTY 106.

Website: <https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service>

For general Police assistance, call 131 444 when it is not an emergency:

- Press '1' if you require immediate Police attendance
- Press '2' to report an incident that does not require immediate police attendance or for general information.

Website: <https://www.police.wa.gov.au/Contact-Us>

For fire alerts and warnings: <https://www.dfes.wa.gov.au/Pages/default.aspx>

For ambulance information: <https://stjohnwa.com.au/>

Assembly Location - Evacuation

In the event of an emergency where you are required to evacuate the building, please refer to the Evacuation diagrams located on the back of your bedroom/apartment door and common areas.

Fire Safety

Instructions to be followed in case of fire are on the inside of your bedroom door. Please read them carefully. Should the alarm indicate evacuation, please do so in an orderly manner. Congregate at the Emergency Assembly Area until the all clear is given. Fire drills will take place at random times. Treat evacuation drills seriously. Failure to evacuate the apartment if the alarm is activated will result in disciplinary action and could result in the termination of your Accommodation Agreement. Any resident who activates the fire alarm for any non-essential reason – including tampering and/or misuse of the equipment or break glass alarms – will be held liable. Please be aware that aerosols such as bug spray, deodorant, and hair spray can set off your fire detector. We advise that you use these minimally and as far away from your detector as possible. Cooking fumes, steam and smoke may also set off a fire detector, as explained in Section 6.6.

*****Important note: the burning of candles or incense – or any object that has either a naked or contained flame – is prohibited within the apartment as this is deemed an extreme fire hazard.***

Any resident/s who activates the fire alarm for any reason may be charged for the fire alarm activation fee. If any equipment is damaged during the activation this could also result in additional costs charged to the student as per the student damage policy.

This amount can be from \$1337.00 per incident.

Interfering with the closing mechanism on any door or obstructing the Emergency or Fire Exit are also considered breaches of the Accommodation Agreement. Objects that are found to be obstructing Emergency Exits or doorways will be confiscated. Any costs associated with inspecting, re-setting, or recalibrating any part of the system will be charged to the Resident(s) responsible. In the case of this charge being incurred and the person responsible is unknown and does not come forward, the cost will be equally divided between all members of the apartment/unit

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, residents will be charged the associated costs resulting from the fire detector activation and any other associated costs related to the fire alarm activation. 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 apartment that cause your alarm to activate please do not attempt to clear these into the building common areas. This will automatically call the Fire Brigade; residents will be charged alarm activation fee and any other associated costs related to the fire alarm activation.

Please open your windows and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

****A Fire alarm activation fee of \$1337 will be charged to the resident.**

DO NOT TOUCH THE SMOKE DETECTORS

In Case of Fire

- 10.1.1 Assist any person in immediate danger only if safe.
- 10.1.2 Close doors to stop oxygen fuelling the fire.
- 10.1.3 Call the Fire Brigade (000).
- 10.1.4 Extinguish fire if safe to do so.
- 10.1.5 Evacuate to Assembly Area using the stairs or Fire Exit stairs, please assist anyone who may be unable to assist themselves.
- 10.1.6 Do not use the elevator.
- 10.1.7 Remain at Assembly Area until advised it is safe to leave

10. HEALTH

Residents feeling unwell may contact their Residence Staff for assistance in making a doctor's appointment.

If an ambulance is required for emergency medical attention, dial 000 and request an ambulance. You should also provide all requested information to the operator.

In the case of illness that needs hospital attention but is not an emergency, transport to the hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend in addition to the driver accompany you. The only suitable

transport in an emergency is an ambulance, and staff may call an ambulance if they deem it necessary. Ambulance costs are the responsibility of the person seeking, requiring or having been deemed to require urgent medical care. It is recommended that you have health cover that includes ambulance travel.

First Aid

All UniLodge Staff have completed first aid training and hold current First Aid Certificates.

Hospital Contact Details

The local area has many available medical services.

For convenience, the closest available services are listed in the table below.

Hospital - Public	Hospital - Private
Royal Perth Hospital 197 Wellington St Perth WA 6000 (8.6km, 17- B minutes by car) 08 9224 2244 http://www.rph.wa.gov.au/ Open 24/7	St John of God Murdoch Hospital 100 Murdoch Dr Murdoch WA 6150 (11.3km, 16 minutes by car) 08 9438 9000 https://www.sjog.org.au/murdoch Open 24/7

In case of an emergency dial 000

11. OPERATING AND CARING FOR YOUR APARTMENT

Air Conditioning

Should your room have an air conditioning unit, this must not be tampered with or obstructed. It is important the air conditioning unit is turned off when not in the room to conserve electricity. Air cons are designed to operate with all other windows and doors closed so they can cool/heat the space. These devices will be operated via the central control device, with ability to turn on and adjust temperature (within a range). In some cases, your room swipe key will need to be inserted into the power slot for anything electrical to operate (including air cons).

Filing cabinet drawers

Your room may come with a filing cabinet under the study desk. These have wheels however we recommend that they are not moved within the room. If you do need to move it, you must unlock the wheels so it can move freely. Any negligence can result in scratching the floor and this can be on-charged to the student responsible.

Glass and Aluminium

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.

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

Heating

If there is a heater in your room, at no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over a heater as this is a dangerous fire hazard.

Joinery Items

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 apartment any item or equipment that has been provided by UniLodge.

Maintenance

All maintenance issues should be logged with reception as soon as they come to your attention. To log a maintenance request, follow the below steps:

- 12.1.1 Identify the problem i.e., plumbing, electrical, furniture etc.
- 12.1.2 Include a detail description of the issue
- 12.1.3 Include a photo if possible

Please note that if the issue is urgent, please contact the reception team or your Duty RA. In the case of a fire or other type of emergency call 000.

Microwaves

Your apartment is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. You should clean your microwave regularly with a damp cloth to remove food splatter.

Mirrors

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

Refrigerator

Your apartment includes a refrigerator connected to a 240V 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.

Roller Blinds

You will find a chain on the side of the window. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached.

Pin boards

Pin boards may be available inside your room, and in some case adjacent to the front door. We recommend purchasing pins designed for pinboards to attach items to it. Any pin board that is in a public space should ensure that anything posted on it is respectful and inclusive of other thoughts, beliefs, cultures, and ideologies. Should an item on a pinboard not meet these criteria it may be removed by UniLodge staff.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your apartment switchboard. If you attempt to tamper, cover, or remove your smoke alarm you are liable to be fined.

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.

Tiled Surfaces

Do not clean the tiles with acid or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

Vacuum Cleaner

A vacuum cleaner is available for you to borrow from reception. If you accidentally damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise staff at reception upon returning it.

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 residency. Any damage caused because of removing these hooks however will be your responsibility and repair will be at your cost.

No sticky tape is to be used.

No blu-tack is to be used as it can stain.

12. PAYMENTS

Resident whose payments are in arrears will be issued with breach notices
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Residence Fee ('Rent')

Residence Fees are to be paid as per the Accommodation Agreement and must always be in advance. Payments can be made in the following way:

- a) Direct debit (per agreed fortnightly direct debit schedule dates).

Below are the account details for the purposes of paying your security deposit or lump sum Residence Fees payment:

Bank: Westpac Bank

Account Name: Australian Unity Funds Management Limited as trustee for Australian Unity Purpose-Built Student Accommodation Fund No. 1

BSB 033 009

Account #: 845086

Description: Last Name + Entry ID

Miscellaneous Fees and Charges

Miscellaneous Fees and Charges are payable by the Residents and include additional cleaning and repairs. The Resident must make payments for outgoings by the due date specified.

Apartment 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.

13. SECURITY

Insurance for Your Apartment

All Residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **keep your door locked at all times.**

UniLodge will not be held liable for the malfunctioning, loss, or damage of Resident's property.

UniLodge offers Contents Insurance through an insurance provider that is designed just for you as a student at a competitive rate of \$4 per week. A copy of the Product Disclosure Statement can be requested through reception. Payment can be organised via lump sum or as part of direct debit payments.

Resident can organise coverage either through a third-party insurance provider, or by speaking with the staff at UniLodge.

Trespassers

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

UniLodge has 24-hour video surveillance.

Do not show any person to a Resident's apartment or tell them where they live - the Resident concerned may not wish to see the visitor.

Do not swipe your card for any other person or open the front entry door for someone that you don't know, or to allow someone to tailgate you into the building.

Tell the visitor to call reception number during office hours or the Duty RA after hours.

Resident Handbook Acknowledgement Form

IMPORTANT

By signing this form, you acknowledge your responsibilities as a Resident of UniLodge, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I,

from UniLodge Perth Central

at UniLodge, I acknowledge that I have read, fully understood, and accept the contents of the **Resident Handbook**.

I acknowledge my responsibilities as a Resident at UniLodge, the community standards expected of me, and I will follow them according.

Signature(s):

Date: