

UniLodge

Metro Adelaide

2020

**RESIDENT
HANDBOOK**

TABLE OF CONTENTS

WELCOME LETTER	4
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ON ARRIVAL INFORMATION	5
• ACKNOWLEDGEMENT OF RESIDENT HANDBOOK	5
• RECEPTION	5
• AFTER HOURS CONTACT	5
• POLICE, FIRE, AND AMBULANCE	5
• INDUCTION	6
• MAIL & PARCEL DELIVERY	6
• FOOD DELIVERY	6
• SHOWER CURTAINS AND MATTRESS PROTECTORS	6
• APARTMENT KEY & SWIPE CARD	7
• LOCK OUTS	7

RIGHTS & RESPONSIBILITIES	8
• TENANT RIGHTS	8
• TENANT RESPONSIBILITIES	8
• UNILODGE RIGHTS	9
• UNILODGE RESPONSIBILITIES	9

YOUR AGREEMENT WITH US	10
• BOND (SECURITY DEPOSIT)	10
• PROPERTY CONDITION REPORT	10
• LEASE RENEWALS	11
• EARLY TERMINATION	11
• EVICTION	11

PAYMENT INFORMATION	12
• RENT	12
• SUNDRY CHARGES	12

RULES OF OCCUPANCY	13
• ELIGIBILITY OF RESIDENTS	13
• BEHAVIOUR	13
• ALCOHOL	13
• SMOKING	13
• DRUGS & ILLEGAL SUBSTANCES	13
• NOISE	14
• OVERNIGHT GUESTS	14
• REQUEST OF STAFF	15
• FURNITURE & EQUIPMENT	15
• BALCONY USE	15
• PETS	15
• GAMBLING	15

GENERAL INFORMATION OF OCCUPANCY	16
• ABSENT FROM YOUR APARTMENT	16
• MAINTENANCE	16
• ROOM MOVE	16
• UTILITIES & INTERNET	16



TABLE OF CONTENTS

BUILDING FACILITIES & AMENITIES	17
• CONDITIONS OF USE	17
• LAUNDRY	17
• CAR PARKING	17
• RUBBISH DISPOSAL	17
• AIR CONDITIONER	18
• PRINTING	18
• LOANABLE ITEMS	18
• BICYCLE STORAGE	19
• E-BIKES, E-SCOOTERS & LITHIUM-ION BATTERIES	19
• GROUND FLOOR COMMON AREA	20
• LEVEL 7 COMMON AREA	20
• LEVEL 8 COMMON AREA	20
FIRE, SAFETY & EVACUATION	21
• FIRE, SAFETY & EVACUATION RULES	21
• FIRE SPRINKLERS & DETECTORS	22
• SMOKE ALARMS & FIRE CALLOUTS	22
OPERATING & CARING FOR YOUR APARTMENT	23
RESIDENTIAL LIFE PROGRAM	25
WE CARE ABOUT YOU	26
• PASTORAL CARE AND COMMUNITY SUPPORT	26
• MEDICAL CONTACTS	27
• COUNSELLORS	27
• OVERSEAS STUDENT HEALTH COVER	27
• MENTAL HEALTH	28
• ASSISTANCE FOR COMMON CONCERNS	28
• GENDER BASE VIOLENCE	30
SECURITY	34
REFUND POLICY	35
• SECURITY DEPOSIT, RENT AND BOND	35
COMPLAINTS	36
YOUR SHOP	37





WELCOME

Welcome to UniLodge Metro Adelaide

This Resident Handbook has been prepared to help all residents understand the building, their rights and responsibilities, and the requirements of the lease agreement. By following these guidelines, we aim to ensure that everyone can enjoy a comfortable and positive living experience.

The House Rules (Rules of Tenancy) are in place to support your comfort, safety, and security. We hope this handbook will serve as a helpful reference and assist in answering any questions you may have.

UniLodge Metro Adelaide welcomes you to a supportive environment designed to help students make the most of their time studying in Adelaide—academically, socially, and personally.

Our team is here to assist you as you settle in and to help you feel at home throughout your stay. We trust that your time with us will be both enjoyable and rewarding.

Enjoy your stay!

ON ARRIVAL INFORMATION

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

This handbook outlines the House Rules (Rules of Tenancy) which forms an addendum to your Tenancy Agreement. As part of signing your Tenancy Agreement, you are acknowledging that you have read this handbook prior the date of check-in and will adhere to the rules and regulations stated.

RECEPTION

UniLodge Metro Adelaide
30 Victoria Street, ADELAIDE SA 5000

Opening Hours

8:30am - 4:30pm Monday - Friday

Closed Saturday & Sunday

Closed Public Holidays

 metroadelaide@unilodge.com.au

 (08) 8385 9000

AFTER HOURS CONTACT

At UniLodge Metro Adelaide a Residential Advisor is on hand to assist you after office hours. They are the first point of contact if you need help or lock yourself out, or if there is any emergency. You can contact our Residential Advisors on

0437 334 178

POLICE, FIRE, AND AMBULANCE

CALL 000



ON ARRIVAL INFORMATION

INDUCTION

A compulsory Induction will need to be attended by you within 72 hours of arrival. The purpose of the Induction Program is to familiarise new residents with the essential rules, safety guidelines as well as UniLodge property features that will ensure students enjoy the best of student living.

MAIL & PARCEL DELIVERY

Each unit is allocated a mailbox, which is located near the front entry of the building. All parcels will be delivered to reception, and are to be collected during office hours.

All post must be addressed as follows:

Your legal Name

**Apartment Number ___ / 30 Victoria Street,
Adelaide SA 5000**

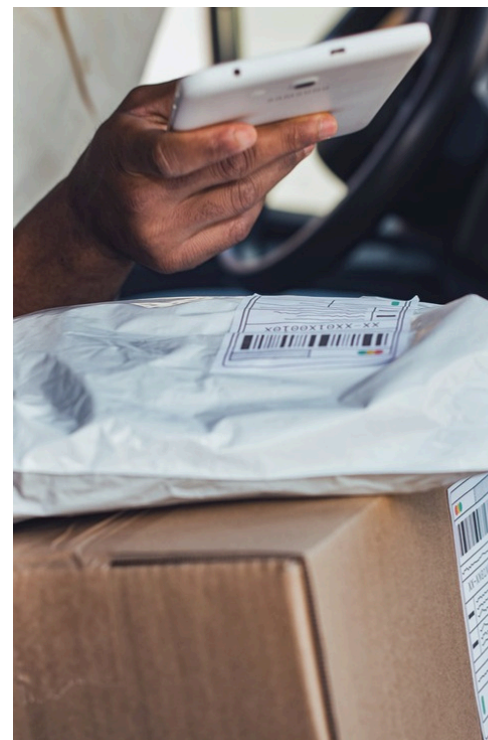
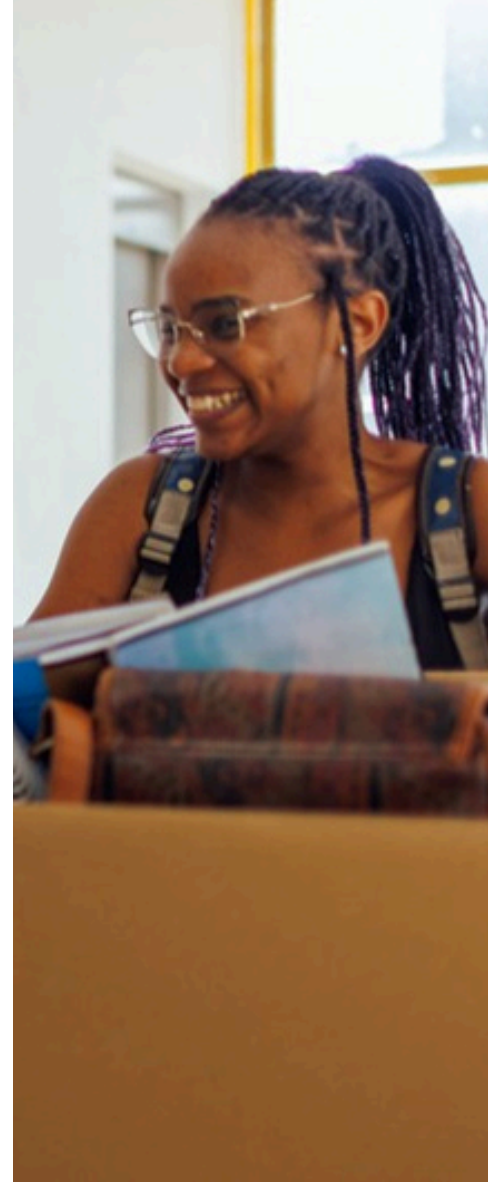
Missing the above information may delay delivery or result in items being returned to sender. UniLodge is not responsible for lost, damaged, or undelivered mail or parcels. Residents should arrange deliveries directly with couriers and notify Reception for large parcel collections.

FOOD DELIVERY

Food deliveries to individual units are not permitted at UniLodge Metro for safety reasons. Deliveries must be collected from the lobby, and residents must be onsite to receive them. Residents must not provide delivery personnel access to any part of the building. Please note that staff cannot accept or store food deliveries on behalf of residents due to food safety and hygiene requirements.

SHOWER CURTAINS AND MATTRESS PROTECTORS

At the start of your tenancy, you will receive a new shower curtain and mattress protector. The cost is included in your deposit.



ON ARRIVAL INFORMATION

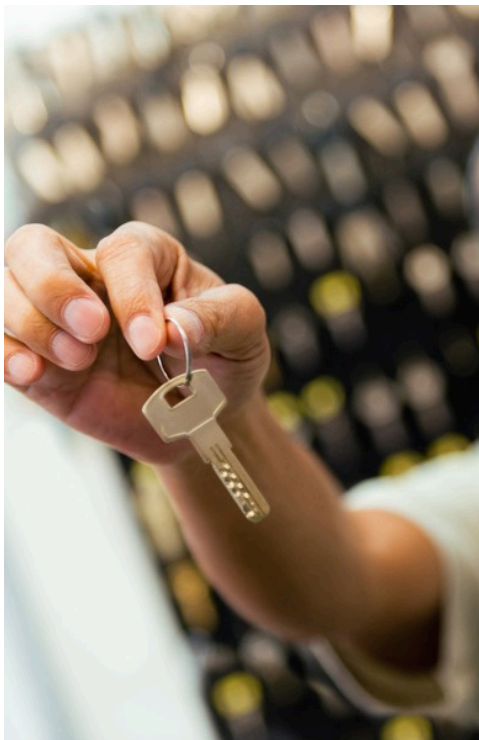
APARTMENT KEY & SWIPE CARD

Each apartment is issued with a restricted key that cannot be copied without UniLodge authorisation. Residents are also provided with a swipe card for 24/7 access to the building, lifts, and common areas. Swipe cards must not be copied or tampered with. Carry your key and swipe card at all times and do not share them. To access doors or lifts, hold your swipe card to the reader. Report any lost key or swipe card to Reception immediately. Replacement fees apply.

LOCK OUTS

If you lock yourself out during office hours, we can let you in without any fees charged. Outside of the office hours, please call the Residential Advisor on 0437 334 178 and a fee will apply. The fee will be required to pay within 48 hours.

Swipe Cards	\$100.00 each
Keys	\$350.00 – 1 Bedroom Apartment. \$450.00 – 2 Bedroom Apartment Shared <i>*After hours fee applies additionally to this price if required.</i> <i>Prices are subject to change per price increases from contractor.</i>
After Hours Lockout Fees	\$70.00 (Monday to Saturday) \$100.00 (Sunday and Public Holiday)





RIGHTS & RESPONSIBILITIES

TENANT RIGHTS

- Tenants' Rights (Summary)
- A safe, secure, and well-maintained apartment that meets health standards
- Peaceful enjoyment of your home

Need Help or Have Concerns?

- Speak with a friendly staff member at reception
- Contact a manager at csm.metroadelaide@unilodge.com.au
- If unresolved, email UniLodge Head Office at feedback@unilodge.com.au (response time 3 business days)
- For independent support, contact Consumer and Business Services (SA) on 131 882 or RentRight SA on 1800 060 462

General Feedback

- Speak to staff at Metro, or email our Head Office

TENANT RESPONSIBILITIES

Rent & Payments

- Pay rent on time, in advance as per your Lease Agreement

Use of Premises

- Use the apartment for residential purposes only (unless approved in writing)
- Do not use the property for illegal activities

Behaviour & Community Living

- Do not disturb neighbours or interfere with their peace, comfort, or privacy
- Ensure guests behave appropriately at all times

Care of Property

- Keep the apartment and all inclusions in clean and good condition
- Do not cause, or allow others to cause damage
- Promptly report any damage or maintenance to UniLodge
- Pay for any damage or charges as outlined in your lease

Compliance

- Follow all terms of your Residential Tenancy Agreement
- Comply with building rules, regulations, and any applicable Body Corporate By-Laws
- Follow directions given to you by a member of UniLodge Staff or authoritative persons



RIGHTS & RESPONSIBILITIES

UNILODGE RIGHTS

Legal Compliance

- Operate in accordance with the Residential Tenancies Act 1995 (SA) and all relevant legislation

Breach Management

- Issue breach notices where residents fail to meet lease obligations, including:
 - Non-payment of rent
 - Damage to the apartment or building inclusions
 - Behaviour that disrupts or inconveniences others
- Take further action if breaches are not resolved, including escalation or eviction in line with legal and procedural requirements

Inspections

- Conduct routine inspections of apartment during reasonable hours
- Provide appropriate notice to residents prior to entry

Rules & Conduct Enforcement

- Enforce all House Rules, Strata By-Laws, and Legislative penalties
- Ensure compliance with standards and policies relating to:
 - Resident behaviour and community living
 - Safety and wellbeing
 - Restrictions and prohibitions on drugs and alcohol within the premises

UNILODGE RESPONSIBILITIES

Before Move-In

- Ensure the apartment is clean, safe, and ready for occupation prior to the commencement of your lease

Living Conditions

- Provide residents with a reasonable level of peace, comfort, and privacy
- Maintain a secure living environment for all residents

Safety & Compliance

- Comply with all relevant health and safety laws relating to completing works or visiting the premises

Cleaning & Maintenance

- Keep the apartment and all provided inclusions in good working order
- Carry out necessary repairs in a timely manner
- Maintain cleanliness and upkeep of all common/shared areas



YOUR AGREEMENT WITH US

BOND (SECURITY DEPOSIT)

Every resident must pay a bond prior to moving in. This will be lodged and held by Consumer and Business Services SA until the end of your lease.

Payment

- Your bond will be paid to UniLodge as detailed in your Letter of Offer
- 4 weeks rent equivalent required for 1 bedroom apartments up to \$800.00 per week
- 2 weeks rent equivalent required for shared apartments
- The Bond cannot be used for rent unless authorised by the Regional General Manager.

Bond Refund

The Bond is refundable at the end of a Tenancy Agreement provided that key and swipe card is returned all outstanding rent and invoices have been paid.

PROPERTY CONDITION REPORT

When you move in, an Inspection Report will be emailed to you and completed by both you and a UniLodge staff member.

Purpose

- Records the condition of the apartment, furniture, and equipment at move-in
- Used at the end of the tenancy to assess any damage or required charges

Your Responsibilities

- Carefully review and complete the report
- Return the completed report within 14 days of arrival (if the report is not returned within 14 days, the original condition recorded will be considered accepted and final)
- Ensure the apartment is returned in the same or better condition at the end of your lease



YOUR AGREEMENT WITH US

LEASE RENEWALS

Usually, UniLodge Metro ONLY offer half year or full year leases with fixed end dates. UniLodge Metro reserves the right to deny a tenant of a lease renewal/extension as per the prescribed reasons outlined in the Residential Tenancies Act.

EARLY TERMINATION

- The Residential Tenancy Agreement is a legally binding contract. Breaching it may result in financial penalties.

If You Need to Leave Early

- Notify UniLodge management as soon as possible if you cannot continue your tenancy or rent payments
- Early termination does not remove your legal obligations under the lease

Financial Responsibilities

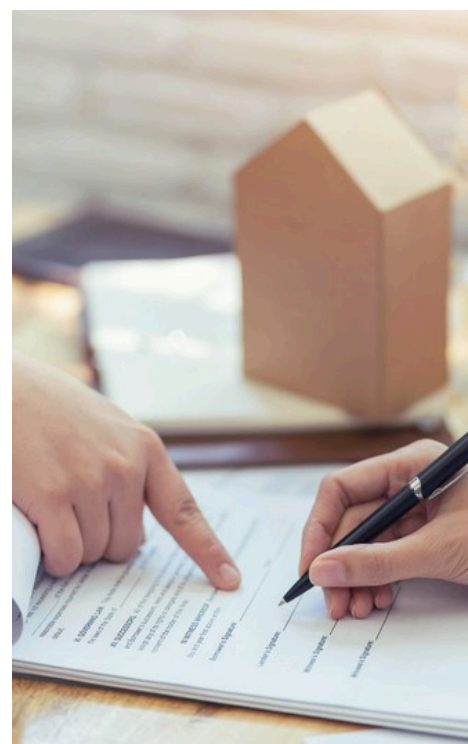
- You must continue to pay rent and any applicable fees in line with the Residential Tenancies Act (SA)
- You remain responsible for rent for the full agreed lease term unless confirmed by UniLodge Management

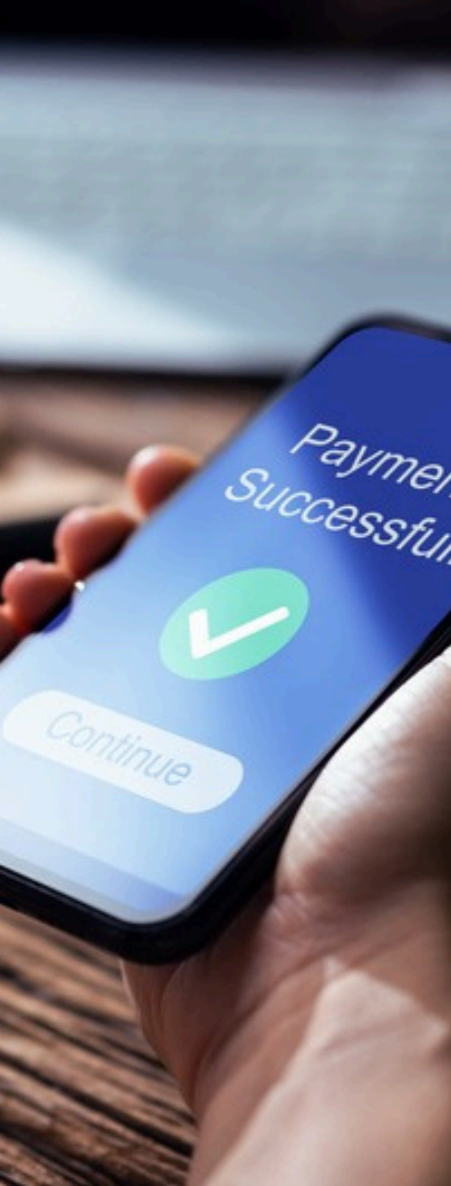
Recovery of Outstanding Payments

- UniLodge may take action to recover unpaid rent or fees if obligations are not met
- This may include pursuing outstanding debts even if you are no longer in Australia

EVICITION

- Residents must show respect, tolerance, and consideration for others at all times.
- Breaking rules → written warnings (breach notices)
- Continued misconduct → **eviction** (South Australian Civil and Administrative Tribunal (SACAT))
- Immediate eviction may occur for:
 - Illegal drug use, manufacture, possession, or distribution
 - Harassment or discrimination
 - Sexual or physical abuse
 - Theft
- These actions are illegal and may lead to eviction and/or legal consequences.
- At the termination of a Tenancy Agreement all personal property must be removed. Any property left in the apartment will be disposed after 7 days in accordance with the Residential Tenancies Act.





PAYMENT INFORMATION

RENT

Rent must be paid in advance in accordance with your Tenancy/Rooming House Agreement.

All payments are made via Direct Debit through Console Pay (Ezidebit), as scheduled in your lease. You will receive an invitation to set up your account when your lease is issued and must complete this before your first rent payment after the deposit is applied.

Credit card payments may incur surcharges, and failed or dishonoured payments will attract a fee. We recommend using a local bank account.

Rent must be received on or before the due date. Residents in arrears may be issued breach notices in accordance with the Residential Tenancies Act.



SUNDRY CHARGES

Residents are responsible for all sundry charges, including additional cleaning and repair costs. These charges must be paid in full within 14 days of the invoice being applied to your account.

RULES OF OCCUPANCY

These Rules form part of your Tenancy Agreement. Please read these Rules and if you have any questions or need a translator ask for help at reception.

Eligibility of Residents

- All residents must be currently enrolled at a university, TAFE, college or school.
- Residents must provide a valid Confirmation of Enrolment (CoE) or equivalent evidence of enrolment covering the full lease period.
- All residents must be at least 18 years of age at the commencement of their lease
- All residents and occupants must be registered and sign a Tenancy Agreement prior to moving in.
- Children are not permitted to reside at UniLodge Metro Adelaide.
- Residents must not sub-let the apartment or allow additional occupants beyond the approved occupancy limit without prior written approval from management.

Behaviour

Residents must follow the code of behaviour and not interfere with others' living conditions or personal security. Unacceptable behaviour will be addressed by management and may result in lease termination. Rent remains payable until the apartment is re-let.

Alcohol

Alcohol is permitted (for residents 18+) only within your apartment.

All common areas are alcohol-free.

Responsible consumption is expected at all times.

Smoking

Smoking is not permitted anywhere on the premises, incl. rooms, balconies, stairwells, common areas, and car parks. Any damage or cleaning required due to smoking (including burns, smoke residue, or nicotine build-up) will be charged to the responsible tenant.

Drugs & Illegal Substances

The use, possession, or consumption of illegal substances is strictly prohibited anywhere in the building. Breaches may result in eviction.

If you or someone you know is experiencing drug-related issues, please contact Management for support and referral to appropriate services.



RULES OF OCCUPANCY

Noise

Residents must be considerate of others at all times. Excessive noise is a breach of the tenancy agreement and must be reduced immediately if requested by staff.

To report noise issues, contact Reception on (08) 8385 9000 or the Residential Advisor on 0437 334 178. If the issue persists, please contact the police by calling "000".

In line with the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows:

Days	Noise Curfew Times
Monday to Thursday	before 7:00am and after 10:00pm
Friday, Saturday & Public Holidays	before 9:00am and after 11:00pm
Sunday	before 9:00am and after 10:00pm

Overnight Guests

Guests may stay overnight for up to 7 nights. Residents must accommodate their guest with their own bedroom/apartment. **If you are living in a shared apartment, overnight are guests NOT allowed.**

To comply with fire and safety regulations, guests must:

- be registered at reception prior the dates of stay.
- be accompanied at all times by a resident
- not stay more than 7 consecutive nights.

Residents are responsible for ensuring their guests follow all House Rules and management directions. Any non-resident must leave immediately if requested by management.



RULES OF OCCUPANCY

Request of Staff

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

Furniture & Equipment

- Furniture and items provided must be used as intended, and residents are responsible for any damage.
- No alterations or additions to the apartment or its furnishings are permitted without written approval from management.
- Additional furniture is not allowed without approval. Washing machines, plumbing modifications (including taps and shower heads), or similar installations are strictly prohibited.
- Pot plants and posters are permitted; avoid sticky tape or hooks to prevent wall damage.

Balcony Use

Only approved outdoor furniture is permitted, penalties may apply for misuse. Balconies must not be used for:

- Storing internal furniture or personal items
- Barbecues or cooking appliances
- Smoking

Pets

Pet are not allowed on the premises under any circumstances.

Gambling

Gambling is not permitted on the premises.



GENERAL INFORMATION OF OCCUPANCY

ABSENT FROM YOUR APARTMENT

If you plan to leave your apartment, please scan the QR code to complete a Vacation Form so we can contact you in an emergency. Ensure your rent is paid in advance, as missed payments may lead to your apartment being considered abandoned and goods removed.



MAINTENANCE

You are responsible for your property. Report any issues promptly via the QR code maintenance form. Any damage or breakages will be charged for repair.



ROOM MOVE FEE

To request a room change, contact Reception for availability and terms. A \$200 administration fee applies.

- Non-payment of bills may lead to a termination of the lease.
- If required, there may also be charges for cleaning and repairs.

UTILITIES & INTERNET

All utilities including gas, water, and electricity are included in your rent.

Internet is also included and provided by Superloop, offering unlimited broadband access for residents.

Help guides available:





BUILDING FACILITIES & AMENITIES

CONDITIONS OF USE

Any personal items left or stored in a common area is the responsibility of the owner of the personal items. UniLodge accepts no responsibility for the security of and/or any loss (due to theft) or damage to any personal items within the Common Areas and/or property. UniLodge accepts no financial responsibility for residents personal items.

Residents must be appropriately clothed and wear footwear at all times while in common areas.

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.

LAUNDRY

Laundry area is located in the basement and has credit card-operated washing machines and dryers available for residents. For effective cleaning and drying, do not overload the machines.

Cost:

Washing Machine	AU\$5.00 per wash
Dryer	AU\$5.00 per dry

CAR PARKING

Only residents with a car park lease through UniLodge Metro Adelaide are permitted to use the allocated car park spaces. To rent a space, contact Reception.

Unauthorised vehicles parked in any area, including staff parking, may be fined up to \$500 under Body Corporate By-Laws.

RUBBISH DISPOSAL

Please dispose of all rubbish using the rubbish chute located on your floor. Bulky items that do not fit in the rubbish chute must be disposed of in the bins located in the basement. Fees may apply for the incorrect disposal of bulky items that result in blockages.

Recycling bins are located in the cupboards next to the rubbish chutes on each level.



BUILDING FACILITIES & AMENITIES

AIR CONDITIONER

As part of our commitment to sustainability, all air conditioners at UniLodge Metro are set to 23°C. This follows energy-efficient guidelines and helps balance comfort with environmental responsibility. If you have any concerns or questions, please don't hesitate to contact Reception.

RECYCLING INITIATIVES

Drink Containers: Eligible 10c drink containers can be recycled in the specified bins located in the recycling cupboards on each floor and in the designated bins in the Common Areas on level 7 and ground floors.

Household Items including clothing, small electrical goods in working order can be recycled in the designated bins located in the laundry room.

Batteries: Some batteries can be recycled at reception including most household batteries, check with reception for more information.

PRINTING

Printing is available at reception.

A4 Black & White

AU20 cents per page

A4 Colour Printing

AU50 cents per page

LOANABLE ITEMS

We have provided some items to assist your stay at UniLodge Metro Adelaide. Below are the items which can be borrowed within Reception hours, and the loan may come with a small charge:

Vacuum Cleaner

AU\$3.00 per every 30 minutes use

Trolleys

Free of charge

Please note that you will have to sign the items out upon borrowing them and you are expected to return the vacuum within 30 minutes and all other items within 1 hour of borrowing them. Failure to return the items in working conditions will result in a charge to replace them.





BUILDING FACILITIES & AMENITIES

BICYCLE STORAGE

Bicycles are not permitted in the reception area, lifts, or apartments. They must be stored and locked in the designated bike racks in the basement car park. Please contact Reception to complete a bicycle registration form.

It is recommended that your bicycle is securely locked to the bicycle rack. You are responsible for providing your own locks and chains. UniLodge accepts no responsibility for the security of and/or any loss (due to theft) or damage sustained to any bicycle within the property. UniLodge accepts no financial responsibility for residents bicycle and/or locks and chains.

E-BIKES, E-SCOOTERS & LITHIUM-ION BATTERIES

Electric Bikes and Scooters must not under any circumstances be stored in your apartment. Electric Bikes and Scooters must not be left on charge in apartment or any common spaces of the building.

Lithium-ion Batteries Use:

- Only use manufacturer-approved chargers and avoid generic alternatives.
- Do not charge hot, damaged, or in-use batteries, and avoid charging overnight.
- Keep devices out of direct sunlight and store at room temperature away from heat or flammable items.
- Replace damaged batteries immediately.
- Dispose of lithium-ion batteries responsibly via reception or through local recycling services—do not place in general waste. Up to 95% of materials can be recycled. See local recyclers or visit: <https://envirostream.com.au/recycle-your-batteries/>



BUILDING FACILITIES & AMENITIES

Unilodge Metro Adelaide welcome residents to use the wide range of facilities that we offer. However, residents must follow the conditions of use to prevent injuries and to maintain them in usable conditions for the next user.

GROUND FLOOR COMMON AREA

Common Kitchen Area, Study Rooms, Outdoor Courtyard

Location: Ground floor

Opening Times: Monday - Sunday, 8:30am - 11:00pm

Booking: Not required

LEVEL 7 COMMON AREA

Common Kitchen & Dining Area, Recreation Area, Terrace with Barbeque

Location: Level 7

Opening Times: Monday - Sunday, 8:30am - 11:00pm

Booking: Please contact Reception to book the barbeque. A cleaning fee may be charged if the BBQ area is not cleaned after use.

LEVEL 8 COMMON AREA

Lounge & Recreation Area

Location: Ground floor

Opening Times: Monday - Sunday, 8:30am - 11:00pm

Booking: Not required

FIRE, SAFETY & EVACUATION

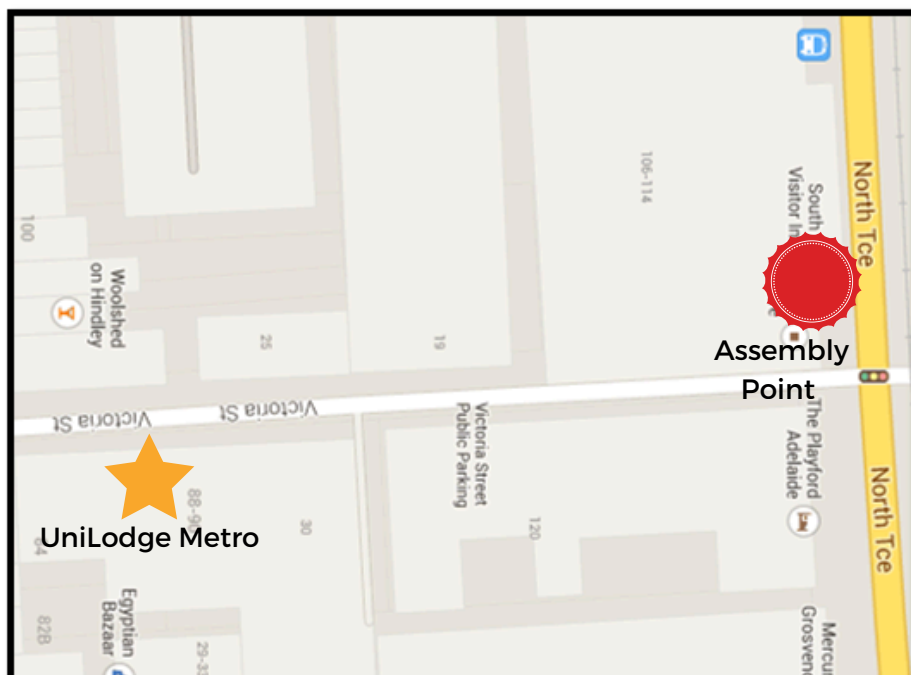
FIRE, SAFETY & EVACUATION RULES

In the Event of an Evacuation

- You will hear a loud and continuous **Whoop-Whoop** tone throughout the building
- You are required to immediately and calmly make your way to the closest Fire Exit. Check the floor plan on the back of the apartment door and throughout the building for your nearest emergency exit.
- Make your way down to the Assembly Location (corner of North Terrace and Victoria Street) and await instructions.

Safety Guidelines

- Remain calm
- Close door
- Call Fire Brigade (000) from your mobile phone
- Mitigate fire if safe to do so
- Do not use the lifts in any fire emergency
- Stay close to the floor if smoke is encountered
- Take only your room key and do not bring any unnecessary belongings with you.
- Assist anyone in immediate danger only after ensuring it is safe for you to do so.



FIRE, SAFETY & EVACUATION

FIRE SPRINKLERS & DETECTORS

Your apartment is equipped with smoke detectors and fire sprinklers connected to an automatic fire alarm system.

- Do not tamper with or cover smoke detectors, sprinklers, fire exits, or fire doors—this is a serious breach, carries heavy fines, and endangers others. Never hang items from sprinkler heads.
- Avoid leaving your apartment door open while cooking or boiling water, as steam can trigger the alarm and automatically call the fire brigade. You will be liable for any call-out costs if the alarm is activated due to your actions.
- Damaging or activating a sprinkler can release large volumes of water, causing flooding and significant damage to your apartment and others. Repair costs will be charged accordingly.

SMOKE ALARMS & FIRE CALLOUTS

Your apartment is fitted with a smoke alarm and a silence button. Any fire brigade callout incurs a fee of \$1,100 (subject to annual increases).

If you accidentally trigger the alarm:

- You have 30 seconds to press the silence button.
- Hold the red button until the alarm stops.
- Do not open your apartment door.
- Repeat if needed until smoke clears.
- Ventilate the area (fan the detector lightly, open windows).

Important: If smoke levels are too high, the alarm will continue and emergency services will attend. Callout fees will still apply.

If there is a real emergency:

- Turn off electrical appliances.
- Check for smoke or fire.
- Close your door and evacuate via the nearest fire exit.
- Assist others if safe.
- Go to the assembly area and await roll call.
- Follow all emergency services instructions.

Prevention tips:

- Use the exhaust fan on high when cooking.
- Open windows and use ventilation (e.g. aircon fan mode).
- Stop cooking if smoke builds up and clear it before continuing.

For help with the silence button or training, contact Reception or speak to a Residential Advisor.



OPERATING & CARING FOR YOUR UNIT

Cleaning & Inspections

You are responsible for the day-to-day cleaning of your apartment. Apartments are inspected 2–3 times per year (or as required by law). You will receive notice prior to inspections and must ensure your apartment is clean on the day. For additional cleaning support, contact Reception for details of available cleaners.

Carpet

Your bedroom and living areas are carpeted. Avoid spills, as stains may be permanent.

Care and maintenance:

- Vacuum regularly (vacuums are available at reception).
- Report any stains to reception promptly for cleaning advice.
- Professional cleaning may be required for damage.

Aluminum and Stainless-Steel Surfaces

Your kitchen sink (stainless steel) and window/door frames (aluminium) are soft metals and can mark/scratch easily.

Care and maintenance:

- Clean with a soft sponge or cloth and dishwashing liquid, or a suitable kitchen/bathroom spray cleaner.
- Do not use scouring pads or abrasive cleaners on any metal surface.

LCD Television

Your apartment includes an LCD television. The remote is located in the top kitchen drawer and may require two AAA batteries if not working.

Care and maintenance:

- Dust gently with a soft, dry cloth.

Microwave Oven

Your apartment is equipped with a microwave in the kitchen.

Care and maintenance:

Clean inside and outside regularly with a damp cloth and dishwashing detergent.

Mirrors & Glass

Your apartment includes mirrors and glass windows, which are fragile and must be handled with care.

- Do not place or store items against glass, as this can cause damage or heat stress.
- Avoid sudden temperature changes (e.g. hot water on cold glass), which may cause cracking or shattering.

Care and maintenance:

- Clean with a glass cleaner or a damp, lint-free cloth.
- Do not use scouring pads or abrasive cleaners.

Kitchen Cabinets & Benchtops

Your kitchen features laminated timber cupboards and benchtops, which can be easily damaged by heat and cutting.

- Always use a chopping board—never cut directly on the benchtop.
- Do not place hot items on the surface, as this may cause permanent damage. You will be held responsible for any damage.

Care and maintenance:

- Clean spills and grime regularly to prevent staining.
- Use a damp cloth with dishwashing liquid or a spray cleaner suitable for kitchen surfaces.

OPERATING & CARING FOR YOUR UNIT

Refrigerator

Your apartment is equipped with an electric refrigerator. On arrival, ensure it is plugged in, switched on, and set to an appropriate cooling level. For best performance, keep it running at all times.

Care and maintenance:

Clean the inside and outside regularly with a damp cloth and dishwashing detergent.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas.

Care and maintenance: Not Required.

Do not interfere with any smoke detector or sprinkler. Fines will apply.

Tiled Surfaces

Your bathroom and (if applicable) balcony/terrace are tiled. Do not place potted plants directly on tiled balconies, as staining may occur.

Care and maintenance:

- Clean tiles regularly to prevent grime build-up.
- Keep the bathroom well ventilated to reduce mold on grout.
- Use suitable tile cleaning products for best results.

Vinyl Flooring

Your kitchen is fitted with timber-look vinyl flooring. While durable, it can be scratched or damaged by sharp or hot objects.

Care and maintenance:

- Clean spills immediately to prevent staining or damage.
- Wipe with a damp cloth and suitable cleaning liquid.

Walls

Your apartment walls have a painted finish and can be easily marked or damaged.

- Use only removable hooks (e.g. 3M adhesive hooks) for hanging items.
- Do not use sticky tape or blue tack.

Care and maintenance:

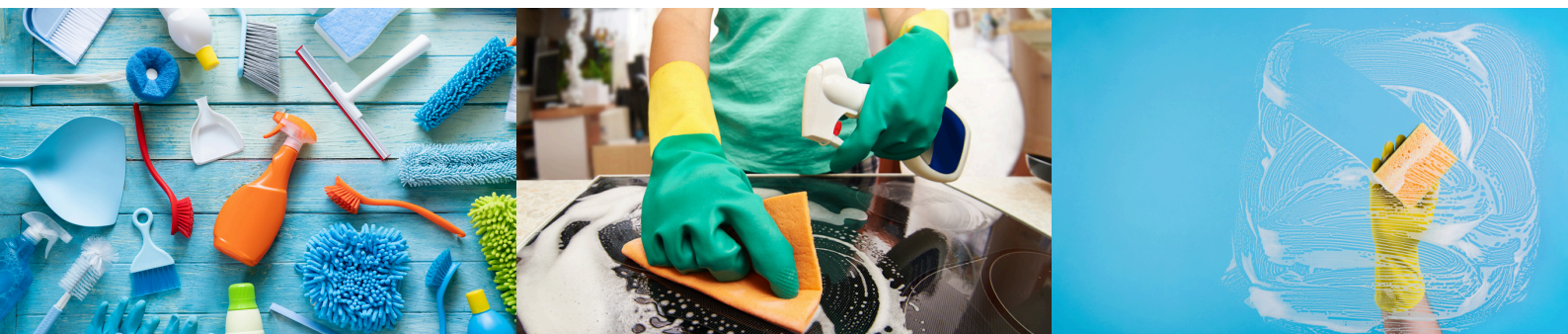
- Gently clean marks with a damp cloth and mild cleaning solution.

Window Roller Blinds

Your apartment is fitted with roller blinds. Use the chain cord gently to raise and lower them. Do not pull the cord once the blind is fully open or closed, as this may cause damage.

Care and maintenance:

- Dust with a feather duster or wipe with a clean, damp cloth.



RESIDENTIAL LIFE PROGRAM



Scan here to register!

What is Residential Life Program?

The Residential Life Program is a contemporary student support program run by UniLodge for residents. It is designed to enhance student wellbeing and experience through activities and support provided by Residential Advisors, Customer Service Coordinators, and the Managers.

UniLodge's Multi-cultural Vision

We promote a culture of respect, tolerance, and diversity, encouraging cross-cultural understanding and friendship. We aim for everyone to feel respected, supported, and included, fostering a sense of community, belonging, and shared learning among all residents.

What does the Program Aim to Achieve?

The program offers a balanced range of activities to support residents' overall wellbeing, including quality of life, mental and physical health, academic and personal success, relationships, safety, and community connection.

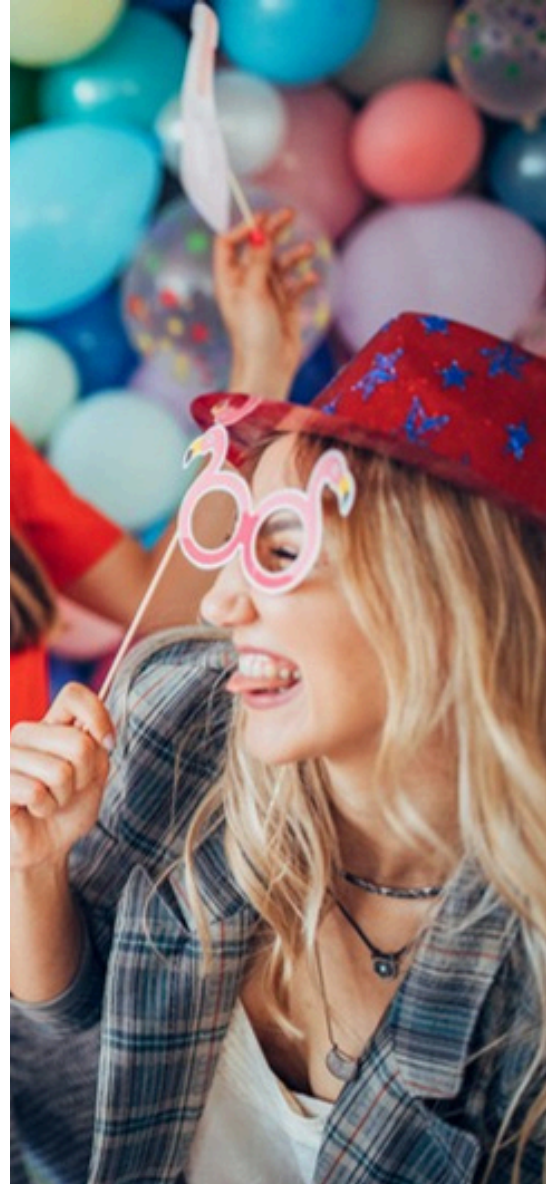
What Types of Activities Underpin the Residential Life Program?

The program includes a variety of activities such as charity and community events (e.g. fundraising and Clean Up Australia), social events like barbecues and entertainment nights, and recreational trips to local attractions. It also offers educational forums and seminars, games and movie nights, sporting activities, and international and cultural celebrations.

Attending Events

You can register for events via QR code above. Reception staff can also assist with registration or any questions.

If you register for an event but do not attend, you may be charged the per-person cost.





WE CARE ABOUT YOU

PASTORAL CARE AND COMMUNITY SUPPORT

UniLodge Metro Adelaide is proud to offer a pastoral care network within a supportive community where there is always someone to talk to and something to be involved in. Our Residential Advisors regularly check in with residents—whether it's a friendly chat in the hallway or a knock on your door—and are always available to offer support, advice, and referrals to other services if needed.

A key part of our role is helping you connect with people, services, and places, whether within the residence or the wider community, including social opportunities and local recommendations. We aim to help you settle into your home away from home safely and comfortably so you can focus on your studies and enjoy your time here.

Living in a community means support is always close by. We encourage residents to raise any concerns early so they can be addressed quickly and confidentially. You can be assured of a respectful, supportive response, regardless of the issue.

New residents may experience challenges such as adjusting to university life and a different education system, living independently, being away from family and friends, cultural or language barriers, and settling into a new city, including transport and banking. Staff at Reception are available to assist with all of these transitions.

If you are experiencing personal difficulties, you are encouraged to speak with UniLodge staff. We can provide support, guidance, and referrals to university counselling services or external health professionals where appropriate.





WE CARE ABOUT YOU

MEDICAL CONTACTS

Hospitals and Emergency	Royal Adelaide Hospital Port Road, Adelaide	<u>(08) 7074 0000</u>
Doctor (General Practice)	Adelaide City General Practice Level 2/ 29 King William Street, Adelaide	(08) 8410 1322
Dentist	City Central Dental 201/203 Currie St, Adelaide	(08) 8231 9922

COUNSELLORS

Contact the Reception for help to refer you or go to the relevant links on your university website.



OVERSEAS STUDENT HEALTH COVER

International students must maintain Overseas Student Health Cover (OSHC) for the duration of their studies. It is important that you read and understand the coverage, terms, and conditions of your insurance policy. For details regarding your OSHC cover, please contact the provider listed on your Confirmation of Enrolment (CoE).

Ambulance services in Australia can be expensive; therefore, ambulance cover is strongly recommended.



WE CARE ABOUT YOU

MENTAL HEALTH

Your mental health and emotional wellness are important to us.

UniLodge Metro Adelaide is committed to providing a safe, supportive, and comfortable environment for all residents. We understand that moving away from home can be an important transition that may bring both positive experiences and personal challenges.

We encourage residents to prioritise their mental health and wellbeing. If you have any concerns or would like support, please contact Reception or email metroadelaide@unilodge.com.au

Sonder Support Services

At UniLodge, all residents are given access to Sonder to support their wellbeing. Sonder provides 24/7 confidential access to medical, mental health, and safety support via a mobile app. Services include chat or phone support, in-person assistance in metro areas, safety features like “Check on Me” and journey tracking, multilingual support, and rapid response to potential safety concerns. Residents will receive an activation email after check-in to get started.

If you experience illness, an accident, or a family bereavement, please contact Reception for support and referral to counselling services if required.

ASSISTANCE FOR COMMON CONCERNS

Translators

If for any reason you require a translator please contact the Reception and we can arrange for assistance.

Privacy

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

Balanced Timetable

Residents are encouraged to maintain a balanced schedule that allows time for both study and participation in social, cultural, and sporting activities. While university life offers opportunities to develop new skills and interests, academic commitments should remain the priority throughout the semester, not only during exam periods.

WE CARE ABOUT YOU

Study Problems

If you experience academic difficulties, seek assistance early rather than waiting until exams. Staff can provide support by referring students to relevant university services for guidance with course selection, exam preparation, liaising with academic staff, and applying for special consideration due to illness or personal circumstances.

If noise is affecting your ability to study, please contact Reception or the after-hours Residential Advisor. Residents are expected to be considerate of others and maintain an environment that supports study and academic success.

Financial Problems

If you are experiencing financial difficulties, please speak with the Manager at Reception. In many cases, a manageable financial plan can be arranged. Universities also provide student financial support services through their Student Services departments.

Sexual Harassment

Sexual harassment is prohibited under Australian law and includes any unwelcome physical contact, requests for sexual favours, sexually suggestive remarks, or other unwanted sexual conduct.

Such behaviour is unlawful where it is intended to, or could reasonably be expected to, offend, humiliate, or intimidate another person.

UniLodge Metro Adelaide is committed to providing a safe and supportive community for all residents. Any resident found to have engaged in discrimination, harassment, or sexual harassment may be issued with a breach notice, which could result in the termination of their lease.

Discrimination

The Anti-Discrimination Act makes it unlawful to discriminate based on factors such as gender, race, age, sexual orientation, disability, religion, or political belief or activity.

If you believe you have experienced discrimination, please contact the Manager at Reception so appropriate action can be taken.

Workplace Health and Safety

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



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](#)**.

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 Customer Service Manager (CSM), Customer Service Coordinator, Property Manager, or Residential Advisor (RA).



Call your RA or a Manager on the number provided for them.



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



UniLodge

**GENDER-BASED VIOLENCE
UNILODGE POLICY**



DEFINITION

Gender based Violence means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy, and where the conduct is:

- (a) Driven by unequal gender power dynamics or relationships, and/ or
- (b) Connected to gendered expectations or stereotypes, and/ or
- (c) Extended to Gender Identity and/or expression.

MISSION STATEMENT

At UniLodge, we are committed to providing safe, inclusive, and supportive living environments for all residents, staff, and visitors.

UniLodge adopts a proactive, evidence-informed, and risk-based approach to the prevention and response of Gender-based Violence, prioritising the safety, dignity, and autonomy of those impacted.

Gender-based Violence in any form is unacceptable and will not be tolerated in the UniLodge community.

Through strong leadership, clear policies, ongoing education, accessible support, and robust accountability, UniLodge maintains a culture of respect, equity, and responsibility across our student accommodation portfolio.

PRINCIPLES

UniLodge adopts five (5) core principles in working to prevent Gender-based Violence:

1. **Safety First:** Safety and wellbeing are the overriding priorities in all decisions and actions.
2. **Accountable Leadership:** UniLodge leaders own this policy, model respectful behaviour, drive prevention, and ensure measurable progress and continuous improvement.
3. **Education is Critical:** Continuous evidence-based education is coupled with robust ongoing assessment to identify systemic risks, enablers, and barriers, with measurable, action-based targets to ensure safe environments.
4. **Person-Centred and Trauma-Informed Systems:** All processes are designed to be trauma-informed, person-centred, and culturally safe. The agency and confidentiality of the person who has experienced harm are upheld, and procedural fairness is maintained for all parties. Through collaboration with universities and the UniLodge community, our systems are designed for transparency, integrity, and impactful consultation.
5. **Shared Responsibility:** Every member of the UniLodge community has a role in preventing Gender-based Violence and fostering a respectful environment.

ROLES AND RESPONSIBILITIES

All Members of the UniLodge Community (residents, staff, visitors, and contractors): Every person in our community plays an active role in preventing and responding to Gender-based Violence by:

- Promptly disclosing any incident or concern involving Gender-based Violence.
- Completing all mandatory education, orientation sessions, workshops, and awareness campaigns.
- Consistently modelling respectful, inclusive, and equitable behaviour and, where it is safe to do so, using ethical bystander intervention to support others.
- Contributing honest feedback through anonymous surveys, focus groups, and forums to help shape policies and practices.

Accommodation Staff (in addition to the above): Frontline and residential staff are required to:

- Actively participate in regular, ongoing training on prevention, recognition, and trauma-informed response to disclosures.
- Follow all Gender-based Violence procedures, and support colleagues and residents to do the same.

- Engage in regular wellbeing check-ins and access professional support to manage vicarious trauma and maintain their own capacity to help others.

UniLodge Leadership (Executive and Senior Management): Leadership is accountable for:

- Owning, championing, and regularly reviewing this policy and its implementation.
- Proactively addressing the known drivers of gender-based violence and ensuring full compliance with relevant legislation and standards.
- Ensuring all residents and staff have ongoing access to high-quality education and training.
- Ensuring that disclosure and reporting pathways are safe, trauma-informed, person-centred, culturally safe, and accessible —
- particularly for women, First Nations people, CALD communities, people with disability, and people of diverse sexual orientation and gender identity.
- Regularly seeking and acting on community feedback and maintaining strong collaboration with university partners and other providers.
- Publishing transparent, measurable progress reports to the UniLodge Board.

Gender-Based Violence Executive Officer: The designated Executive Officer is responsible for:

- Implementation of the UniLodge Gender-based Violence Strategic Action Plan 2026-2028.
- Coordinating the rollout of the policy, education programs, system uplift, and budget allocation.
- Facilitating annual risk assessments and data collection to identify and mitigate emerging risks.
- Leading a formal policy review at least every three years, incorporating community consultation and independent expert input where needed.

A breach of this Policy may result in action by UniLodge. Alleged or actual conduct by staff, residents and contractors that constitutes Gender-based Violence will be handled in accordance with the UniLodge Gender-based Violence Procedure. It may also fall under the relevant Code of Conduct, UniLodge Grievance and Complaints Procedure, Workplace Health and Safety Policy, or the relevant Resident Handbook, as applicable.

Any reports of non-compliance with this policy must be made in writing to feedback@unilodge.com.au.

This Procedure supports UniLodge's compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025.



Vicki Nagle
Chief People
Officer December
2025

SECURITY

All residents and visitors must comply with security regulations and any directions from management.

Residents must carry identification at all times and present it to Management, Security, or UniLodge staff upon request. Security swipe cards and apartment keys must not be shared, loaned, or duplicated under any circumstances.

Residents are responsible for their visitors' behaviour and must ensure guests follow all House Rules while on the premises. Residents must also escort guests out of the building after hours; security passes must not be given to guests for independent exit.

Contents Insurance

As part of your tenancy, you will be entitled to contents insurance. This insurance will cover your personal belongings. In order to ensure your contents are protected by this, you must keep your apartment door locked at all times.

Please visit <https://www.unilodge.com.au/terms-conditions#contents-insurance> for full Terms and Conditions.

Access to Other Apartments

Residents must not enter another person's apartment without permission. Unauthorised entry may result in criminal charges. To prevent trespassing and theft, doors should be kept locked at all times.

Intruders

While precautions are in place, intruders may occasionally gain entry. If you notice suspicious behaviour, contact Reception or a Residential Advisor immediately and observe from a safe distance without putting yourself at risk.

Do not direct anyone to a resident's apartment or disclose where they live. Do not allow others to use your swipe card in lifts—visitors must report to Reception.

If in doubt, contact Reception or the after-hours mobile number listed previously. In an emergency or if you witness criminal activity, call police on 000.





REFUND POLICY

SECURITY DEPOSIT, RENT AND BOND

No Refund

- If your application has been accepted and you have paid your deposit but change your mind, you will not be entitled to a refund.
- In the event that a resident is evicted for any reason, the resident will not be eligible for a refund of their bond or any rent paid until a replacement resident is found.
- At the end of a Tenancy Agreement, where damage has been caused to UniLodge property and the bond is insufficient to cover the cost of rectification, the bond will be claimed and the resident will remain liable for any additional costs incurred.
- Where a resident breaks a Tenancy Agreement, they will not be eligible for any refund of bond or prepaid rent until a replacement resident is found.

Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and paying the security deposit, they must provide at least 28 days' written notice prior to the commencement date of their Tenancy Agreement. Where the required notice is provided, a partial refund of the security deposit may be considered at the discretion of UniLodge management.

Total Refund

- No Visa, No Pay – Arrival dates may be amended or the deposit refunded in the event of a visa cancellation or visa refusal after a booking has been made. Supporting documentation will be required to process any refund of the deposit.
- If an applicant meets all UniLodge obligations but the accommodation offer is withdrawn, or UniLodge is unable to provide accommodation as agreed, the security deposit will be fully refunded. While every effort is made to provide the preferred room or apartment, this cannot be guaranteed. If similar alternative accommodation is offered within the same property before lease commencement or on arrival and is declined by applicant, the deposit will not be entitled to a refund.

COMPLAINTS

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management.

If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Property Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1	Talk politely and openly to the person involved
Step 2	Inform the person that you will take the matter to your Residential Advisor or Customer Service Manager.
Step 3	Inform the Residential Advisor or Customer Service Manager that you will take the matter to the Property Manager of UniLodge .
Step 4	Inform the Property Manager that you will take the matter to Tribunal.

Principles of Student Complaint/Dispute Resolution

Students should first attempt to resolve complaints directly with the person(s) involved where possible. They are encouraged to seek advice, and the Customer Service Manager may assist with mediation if appropriate.

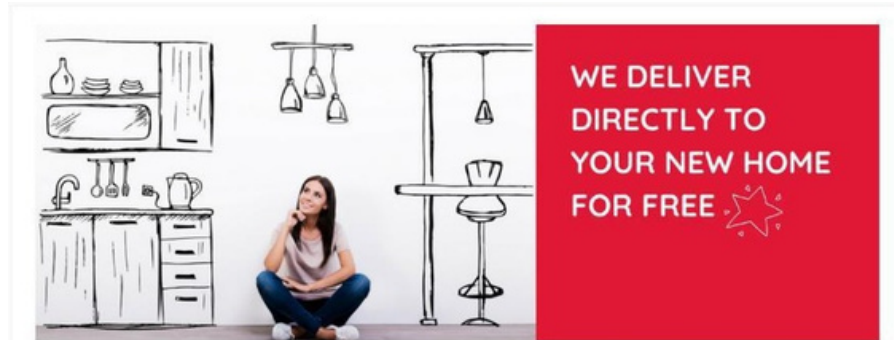
Concerns should be addressed promptly through discussion, cooperation, and conciliation, with the aim of reaching an outcome that minimises disruption to ongoing work or study relationships. As this process relies on negotiation and mediation, anonymous complaints cannot be considered.

Both the complainant and respondent will be provided with appropriate information, support, and assistance throughout the process.





YOUR SHOP



UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and 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 High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

Here's what one of our residents had to say about Your Shop: *"I am satisfied with my product. It was very good value for money, & having everything already in my apartment when I moved in was a great relief."* – Tom, UniLodge ANU

Visit [Your Shop](#) now and order today!

