

UniLodge

CITY GARDENS

RESIDENT HANDBOOK



105 GRAY STREET, ADELAIDE SA 5000

WELCOME

Welcome to UniLodge City Gardens

We trust your stay here will be both enjoyable and productive. Management is aware you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure everybody understands the building and observes the Rules of Tenancy so all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

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

UniLodge City Gardens wants to develop an atmosphere which provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Adelaide.

Enjoy your stay

SETTLING IN

Most students coming from overseas to live and study in a new country experience a certain amount of 'culture shock'.

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

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 Program, so you will make new friends and begin to feel more 'at home'.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or facing any language barriers, we are here to help you. We have many students from different countries who are going through the same experience as you.

Please come and see us, if only for a chat. UniLodge wants your stay to be a happy one. We want you to achieve your goals, but to also gain self-reliance, confidence, abilities and resourcefulness.

CONTACT DETAILS

Address Each apartment is allocated a mailbox, which is located behind the Reception desk. Mail being sent to you should be addressed as follows:

Your Name

UniLodge City Gardens
Apartment Number _____ / 105 Gray Street
Adelaide SA 5000
Australia

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

The Building

Name	UniLodge City Gardens
Address	105 Gray Street, ADELAIDE SA 5000
Telephone	+61 8 8317 1400
Reception	+61 8 8317 1400

Police assistant	131 444
Emergency Number	000 (Police, Fire, and Ambulance in an Emergency)

After Hours Contacts & Residential Advisors

When Reception is closed you will find we have a Residential Advisor (RA) on duty to assist you. They are the first point of contact if you need help or look yourself out, or if there is an emergency.

Residential Advisors are residents and students too, and live in the building just like you. However when they are on duty, they are responsible for outside office hours administrative operations, responding to resident behaviour that is inappropriate or in breach of community standards, in particular behaviour that has the potential to endanger the safety of the community or result in damage to UniLodge or personal property. In such circumstances they act with the authority of the Property Manager. You are expected to follow their requests or directions accordingly.

RA Contact Telephone: 0447 911 035

We request that after 10.00 p.m. you only telephone for emergency or resident conduct related matters. Requests for vacuums, pool cues, etc. after this time are not appropriate and will not be dealt with.

ARRIVALS

This handbook contains the “**Rules of Tenancy (House Rules)**” which forms an addendum to your “Residential Tenancy Agreement/or Rooming House Agreement”. You must read this document and, once understood, sign the acknowledgment form located inside the back page, as agreement to abide by the Building Rules and Contract obligations. You are also entitled to a copy of the signed lease agreement and this is generally given to you on arrival.

The items you will receive on checking in are:

- Copy of your Residential Tenancy Agreement/ or Rooming House Agreement
- Copy of the Inspection Sheet for your apartment/ Bedroom
- Information Brochure (Electronic copy sent with Letter of Offer)
- Resident Handbook (Electronic copy sent with Letter of Offer)
- Electronic Swipe Card and WiFi log in details

Induction

Residents are required to attend compulsory inductions within 72 hours of checking-in to the Property. Inductions cover fire safety, maintenance, the residential life program, health and safety and support service.

Residents are also required to complete an online induction which complements the face-to-face offering. You would have received a request to complete your induction prior to arrival and it must also be completed within 72 hours of checking in.

Apartment, Bedroom and Building Swipe Card

Each apartment/bedroom door has its own individual restricted series swipe card – which means it cannot be copied unless authorised and ordered by UniLodge.

Electronic Swipe Card

- The Electronic Swipe Card will give you 24/7 access to the foyer entrance door, the lifts, your apartment door and all public areas of the building.
- Your Swipe Card should be carried by you at all times and should not be given to any other person.
- To open a door, hold the swipe card in front of the electronic reader and push the door handle to open, or press the floor level in the lift.
- To maintain security, please advise Reception if you lose your swipe card.

There will be a cost incurred for the replacement of lost Swipe Cards.

If you lock yourself out during office hours, we can let you in without any fees charged. Outside office hours, please call the Residential Advisor and a fee will apply.

Please find the following prices for the replacement of lost swipe cards and after hours lock out fees.

Swipe Cards	Cost between \$50.00 to \$100 to replace
After Hours Lockout Fees	\$50.00 each lockout service

Lockout Fees apply – No Exceptions – Fees to be pay within 48 hours.

Shower Curtains and Mattress Protectors

At the start of your tenancy you will be issued with a brand new shower curtain and a mattress protector. The fees for mattress protector and shower curtain are included in the deposit payment when applying for the apartment.

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 everything you need is ready and waiting when you arrive, and available for purchase throughout your stay with us at UniLodge.

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

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

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



RIGHTS & RESPONSIBILITIES

Tenants' Rights

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations
- Peaceful enjoyment of the premises
- A secure environment

UniLodges' Rights

- To send notices of breach to residents who break the terms of the Residential Tenancy Agreement/or Rooming House Agreement. This includes not paying rent, causing damage to any parts or inclusions of the building, or causing inconvenience to others.
- To issue eviction notices if rent is not paid or any breach of the lease is not remedied.
- To inspect the condition of the apartment during reasonable hours; prior notice will be given.
- To ensure that House Rules, Strata By-Laws, and any other rules as permissible are maintained and followed. This includes the enforcement of all rules regarding the limitation and prohibition of drugs and alcohol within the premises.

Tenants' Responsibilities

- Pay the rent on time.
By signing your lease, you agree to pay rent on time. Rent should be paid fortnightly directly into our account.

Account Name: UNILODGE SOUTH AUST PL T/AS UNILODGE CITY
GARDENS-TRUST ACCOUNT
Bank: St George Bank (A Division of Westpac Banking Corp)
BSB: 105-900
Account Number: 206 745 340
Swift Code: SGBLAU2S

Please always use your reference – **{Entry ID} {Your Last Name} {Rent Payment}**
(eg. 37123 WANG 2 wks rent)

So that we can identify your payments. Your rent should always be paid 2 weeks in advance.

You will be issued a Termination Notice if your rent is 16 days overdue for Studio/2-Bedroom Apartment and 7 days overdue for 6-Bedroom apartment. EVICTION will follow if rent is not paid in full by the due date.

- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of your neighbours.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage to the premises.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement, rules and regulations of the building and any Body Corporate By-Laws that apply.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any damage in your unit/apartment.
- Be responsible to pay for any false fire alarm call outs that may occur from your unit.

UniLodge Responsibilities

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

Right to Appeal

If you have any concerns with the terms of your leasing agreement, please contact UniLodge City Gardens Management who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head Office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer & Business Services Tenancies (SA).

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly property staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au

YOUR AGREEMENT WITH US

Breaking the Residential Tenancy Agreement / Rooming House Agreement

The Residential Tenancy Agreement / Rooming House Agreement is a legally binding document, which if broken will incur penalties. Where a resident believes they cannot stay in the apartment or continue to pay the rent, they must notify UniLodge management as soon as possible.

When considering prematurely terminating your Residential Tenancy Agreement / Rooming House Agreement, it is your responsibility to do the following:

- Continue to pay the rental payments for the remainder of the agreement or until the apartment is re-let plus a portion of the letting fee, calculated according to the Residential Tenancies Tribunal formula.
- You may help in finding another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases a departure cleaning fee applies.

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

Condition Report

At the commencement of the Residential Tenancy Agreement / Rooming House Agreement, an Inspection Sheet will be completed and signed by both the resident and a UniLodge representative. This Inspection Sheet will be used at the end of the lease agreement to assess any damage to the apartment, its furniture and equipment.

The completed Inspection Sheet must be **returned to Reception within 14 days of your arrival**. Failure to do so will result in our condition report forming the basis for any Bond claims at the end of your occupancy.

Eviction

UniLodge Rules of Occupancy promote tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore these guidelines, you shall receive written warnings from UniLodge management. Residents who have received warnings and continue with unacceptable behaviour will be issued with a Notice to Leave and an application will be made for eviction.

In addition to the termination provisions, Notice to Leave will be given to any resident who is found to be:

- Carrying, using or distributing illegal drugs or other illegal substances
- Involved in the harassment of or discrimination against another resident, staff member or person
- Involved in the sexual/physical abuse of another resident, staff member or person
- Involved in theft of another person's property

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

Lease Renewals

Usually, UniLodge **ONLY** offers 6 or 12 month leases. However, all tenants will be offered a lease renewal/extension. It is a right of UniLodge to deny a tenant a lease renewal/extension. Terms for not being offered a lease renewal do not have to be explained to the tenant however some reasons may include rental arrears, failure of routine inspections and breaches of lease.

Bond

Every resident must pay a Bond. This will be held by Consumer and Business Services on behalf of the owner of the apartment.

- Studio and 1 bedroom in a 2-Bedroom Apartment: Bond is 4 weeks rent if the weekly rent is up to \$250, and 6 weeks rent if the weekly rent is more than \$251.00.
- 1 bedroom in a 6-Bedroom Apartment: Bond is 2 weeks rent.

The Bond is refundable at the end of a Residential Tenancy Agreement if:

- All rent is paid up to date – and rent will be charged on a daily basis until all keys are returned.
- All invoices are paid i.e. additional cleaning and repairs charges.
- The premises is cleaned to our standards and all belongings are removed.
- Any damages are repaired.
- All items on the inventory must be returned to their original position, clean and in good order.
- All swipe cards must be returned to reception.

Termination of Residential Tenancy Agreement / Rooming House Agreement

A Residential Tenancy Agreement / Rooming House Agreement may be terminated if:

- You fail to pay rent by the due date and Notices to Remedy have not been satisfied.
- You incur any breach of the Residential Tenancy Agreement or Rooming House Agreement.

At the termination of a Residential Tenancy Agreement / Rooming House Agreement all your personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act.

WE CARE ABOUT YOU

UniLodge strive to provide community based support. One of the big advantages of living in a community is, 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. Confidences are 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 fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. transport, clubs, churches etc
 - Setting up bank accounts

UniLodge staff members are here to assist you with all these issues, and more. Feel free to visit reception and we will be happy to give you the information you need.

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

Balanced Timetable

Residents need to work out a balanced timetable for themselves, one that will allow the work to be done, but without excluding participation in extra-curricular activities. Your time at university should be one in which you are prepared to move out of some of your routine patterns of experience, to discover new interests and talents - academic, religious, sporting, cultural or social. But do not spend too much time on any one activity, to the exclusion of others - and remember that study should be your first priority, and not left for the last week before examinations.

RESIDENTIAL LIFE PROGRAM



What is Residential Life?

Residential Life is an integrated, contemporary, student life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents, Residential Advisors, and the Property Manager.

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Residential Life Program?

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

UniLodge APP

UniLodge APP is the place to go to find out what is going on at your UniLodge property. Get access to important links and information, find out what events are running, and sign up and pay via our online payment gateway.

Attending Events

Attending and signing up for events is easy! You can register for events online – UniLodge APP. The wide range of events will be posted on our UniLodge APP at the beginning of months and as well as Res Life calendar in the common area, so you can see what events are coming up and choose the ones you wish to attend – so simple! Our customer service staff at reception are able to assist you or answer any questions you may have. If you register for an event and fail to attend we will have to charge you the per person cost of the event.

COMPLAINTS

Life in a community can sometimes throw up challenges which 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

Step 4. Inform the Property Manager that you will take the matter to Tribunal

Principles of Resident Complaint/Dispute Resolution

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

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred. The aim is to reach an acceptable outcome which minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints. Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

Consent for Image

Residents give consent to UniLodge City Gardens and UniLodge Australia to use and/or retain an image or recording that is taken of residents for advertising and company purposes.

Financial Problems

If you are experiencing any financial difficulties please speak to the Manager, at Reception. Often these difficulties can be managed with a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Student Services department.

PASTORAL CARE

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

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.

At UniLodge we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner you discuss it, the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount and confidences are kept.

Personal Problems

Do not be afraid to confide in the appointed UniLodge specialist staff to discuss any personal issues that are getting you down; they are here to support you and provide guidance, assistance and referral where necessary. Our staff also have relations with University provided counsellors (for University students) or community provided health specialists, should you require specialist support.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask.

All matters discussed will be kept confidential.

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;

And the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or
- In circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

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

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **gender, race, age, sexual preference, physical, religion, political belief or activity**. If you think you have been subjected to any form of discrimination please contact the Manager, at Reception and the appropriate steps will be taken.

Study Problems

If you have an academic problem, talk to us as soon as it arises - don't leave it until it is too late! If you are experiencing any concerns regarding course and subject selection, preparation for examinations,

dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues.

As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise-related problems which are affecting your study, please advise Reception immediately, or after hours contact the on-duty Residential Advisor.

Residents must always be tolerant of other resident's study habits.

Translators

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

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge City Gardens 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 to 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.

GENERAL INFORMATION OF OCCUPANCY

Absent from Your Apartment

If you intend to leave your apartment for any length of time, please complete and submit our '[Vacation Notification](#)'. This information will be kept on file should we need to contact you in an emergency. Please remember, your rent must still be paid on time if you are away – even better to pay your rent **before** you go. To avoid any unnecessary removal of goods where it is thought the apartment has been abandoned, please ensure you attend to all rental payments prior to going on holiday.

Additional Furniture

The installation of other furniture into a resident's apartment is not permitted without approval of UniLodge Management. Washing machines and any machines requiring alterations to plumbing are NOT permitted in the apartments, Residents may also wish to bring pot plants, posters, etc. Please do not use sticky tape as removal may damage the wall.

Room Moving Fee

If you wish to upgrade or simply move to a different room, you can request for a room move by sending us an email or speak to our Reception staff. All requests will need to be submitted in writing and are subject to availability. You will be required to pay a room move fee and organise departure cleaning for your current room.

Utilities

Gas, Water, Electricity and Unlimited WiFi is included in your rent.

RULES OF OCCUPANCY

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

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own apartment. All common areas are **ALCOHOL FREE**. Please do not consume alcohol, or carry open bottles of alcohol in common (public) spaces, this includes corridors, lifts and the foyer area.

Behaviour

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

Departure clean

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain, prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it.

To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company who deliver a service which we believe is of a very high standard, and which meets our cleaning expectations.

We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing).

You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond. If the cleaning is unsatisfactory we will engage our professional cleaner at an additional cost. For the cleaning of multi share apartments, please see reception for rates for common areas.

Drugs & Illegal Substances

The use of / or being under the influence of any illegal substance in the building is strictly forbidden. Under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply may result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Events in the Room

Residents may hold small events in their room without filling out an event request form. A small event is deemed to be

- (1) no more than 6 extra guests in a 6 bedroom apartment
- (2) no more than 3 extra guests in a Studio and a Two Bedroom apartment

If an event is being held with more people than the guidelines above, an event request form must be completed at Reception. Any in-room event which has the potential to be disruptive to the community should instead take place in a common area.

Events in Common Space

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important this person plans in place, and is sober and present for the entire duration of the party. In multi share apartments, they require the unanimous consent of all residents before having these events. An event cannot exceed:

- (1) 20 guests in total in a 6 bedroom apartment
- (2) 6 guests in total in a Studio and a Two Bedroom apartment

The number of guests allowed for each requested event in a common area will be assessed on an individual basis. The use and set up of the space, activities being conducted within it and the room's capacity within safety regulations will all be part of the decision.

You must complete an event request form (available from Reception) if you wish to use the common spaces. The event request form is designed to ensure the interests of other residents not attending the party *and* people attending the party are adequately considered by the host.

Applicants are required to give the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge City Gardens Handbook or House Rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the host.

Most events which are non-academic in nature will not be approved during the Exam period. Events must conclude by 11:00pm.

For a gathering in a multi share apartment, the host must always have the unanimous consent of all other residents in that multi share.

Eligibility of Residents

- All residents must be enrolled in and studying as full-time or part-time at a university, TAFE, college or school.
- All residents and other occupants must be registered and sign a lease agreement.
- All residents must be 18 years of age as of the start of their lease date. If not, a local guardian is required to be present on arrival.
- UniLodge City Gardens is NOT a suitable environment for children under the age of 16.
- Residents must not sub-let the apartment and have more the allowed number of tenants stay in the apartment under any circumstances.

Exam and Study Time

During official university study and exam periods, no social gatherings can be held which disturb other residents. Residents who finish their exams early and wish to celebrate are advised to celebrate away from UniLodge City Gardens. Official UniLodge events held during this period will usually be low-key and aimed at providing residents with the opportunity to take a quiet break from study.

Furniture & Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property. The resident is not permitted to make alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by management.

Gambling and Gaming

Gambling and Gaming is NOT PERMITTED anywhere on the premises at UniLodge City Gardens.

Noise

All residents must be considerate of their neighbours. If a resident is asked to reduce noise from any area within the building by Residential Advisors or management staff, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement/Rooming House Agreement. If you

believe someone is causing noise pollution please contact Reception or the Residential Advisor on duty. If the issue persists, please contact the police by calling “000”.

In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted during the following hours: 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. Please use **common sense** and **consideration**.

Non-Residents of UniLodge

Unfortunately, it is common for problems associated with social gatherings to be linked to guests of residents. We have several rules which apply to non-residents.

Hosts should be aware of these rules:

- (1) Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- (2) Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- (3) Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- (4) Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

Social gatherings are an important part of university life and residents may gather together for social occasions. Residents must consider the aspect of noise, security, and abide by the rules for the use of communal spaces.

Overnight Guests

Residents may have a guest stay overnight for a maximum stay of 3 nights. Residents must visit reception to complete a Guest Form advising their guest's full names and dates of stay. UniLodge does not provide extra bedding for guests, and therefore residents must accommodate their guest with their own personal bedding supplies.

If you are residing within a 2-bedroom or 6-bedroom share apartment, an overnight guest is NOT permitted.

To ensure compliance with fire and safety regulation, the following procedures must be followed:

- A guest must be registered at reception prior the dates of stay.
- A guest must be accompanied at all times by a resident
- A guest cannot stay more than 3 consecutive nights.

Residents must ensure any guest in the building at the invitation of the resident complies with the Rules of Occupancy and reasonable directions given by management. If requested to do so by management, a non-resident must leave the building immediately.

Passive Participation

You are expected to comply with the provisions of all relevant laws, regulations and property rules, policies and procedures during your residency. You are also obliged to remove yourself from any situation where a breach of these laws, regulations, rules, policies or procedures is occurring. Furthermore, you should report immediately any behaviour which compromises the safety or security of people or property. For, example, if you are sitting with a group of friends around a table in a common area and one of the persons present opens a container of alcohol and proceeds to drink its contents, you are obliged to remove yourself immediately from that situation rather than remain sitting at the table passively participating in an activity which is a breach of the Rules of Occupancy. Ideally, you should draw the activity to the attention of management staff or Residential Advisors.

Pets

PETS are NOT PERMITTED into the Building under any circumstances.

Request of Staff

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

Smoking

Smoking is NOT PERMITTED on the premises in any apartments/ rooms, stairwells, on any balcony inside the building including common area, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. However, if residents must smoke, there is a designated smoking area in the courtyard and rules will apply.

Visitor

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge rules and regulations on the lease agreement, the House Rules and the UniLodge City Gardens Resident Handbook. All visitors must leave by 10:00pm. All unwanted visitors or trespassers should be reported to UniLodge City Gardens. If you are expecting visitor/s, you must personally come down to reception to verify and greet your visitor/s.

REFUND POLICY

Deposit and Advance Rent

No Refund

- In the event of a resident being evicted for whatever reason, the resident will not be eligible for refund of any Rent paid until another resident is secured.
- At the end of a Residential Tenancy Agreement / Rooming House Agreement, where damage has been caused to UniLodge property and the Security Deposit (Bond) is not enough to cover the cost of rectification, the Security Deposit will be claimed and the resident will remain liable for any additional costs.
- Where a resident breaks a Residential Tenancy Agreement/ Rooming House Agreement without cause, the resident is not eligible for any refund or advance rent until another resident is secured.

Partial Refund

- In the case where a resident wishes to withdraw their application who, after accepting the offer of accommodation and paying a security deposit, must give at least 28 days written notice prior to the commencement date of their Tenancy Agreement.
- Where the appropriate notice is given, a portion of the security deposit may be refunded **at the discretion of UniLodge Management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refunds

- If an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all advance Rent instalments will be fully refunded. However, while we will try to offer applicants the rooms or apartments of their choice, this may not always be possible.
- If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their lease or upon their arrival, but wish to decline this offer, a cancellation fee may apply.
- If your application has been accepted, you have paid your deposit (usually a sum equal to 1-2 weeks rent) and you change your mind, you are not entitled to a refund.

BUILDING FACILITIES

Please show consideration to other residents by ensuring shared areas are kept clean and tidy at all times.

Barbeque

Barbeques are located on the Ground Floor courtyard. Please contact reception for use and ensure that the barbeque is cleaned after use.

Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are **NOT** to be brought into the reception area, lifts or any apartment. Bicycles must be stored in the allocated area and chained to the bike racks provided in bike storage area. Please ask at reception for details. If you wish to store your bike, please come and see Reception to register your bike and receive your bike tag. Bikes which do not have an approved UniLodge City Gardens bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the resident.

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.

Common Property

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

Games Area

A games area is on the Ground floor common room.

Gym

The gym is intended for the exclusive use of UniLodge City Gardens residents ONLY. No visitors/guests are permitted to access or use the gym or equipment.

1. Residents are responsible for their own property and must not leave any valuables unattended.
2. A gym towel must be used at all times to place on benches and wipe down equipment after use.
3. Exercise gear fit for purpose and enclosed shoes must always be worn. Thongs, sandals, bare feet, denim trousers, shorts with studs and bare chests are strictly prohibited.
4. In peak times or when other residents are waiting, equipment must be shared where possible; use of cardio equipment must be limited to 20 minutes.
5. Each piece of equipment must be used for its intended purpose only. Residents must follow the instructions provided and are prohibited from making up their own ways of using equipment.
6. Residents are prohibited from bringing their own fitness equipment (i.e. weights, benches etc.) to use in the gym.
7. Using facilities while under the influence of alcohol or drugs, bringing or using alcohol or drugs in the gym is strictly prohibited.
8. Only drinks in plastic or aluminum bottles containing water or sports drinks are permitted in the gym. No food or other beverages should be brought into or consumed in the gym.
9. If you are unsure of anything or require assistance, please ask reception staff for help.
10. Any resident who causes damage to equipment in the gym will be held responsible and will be required to pay for such damage.
11. If any equipment is broken or is unsafe please notify Reception staff immediately.

In case of any emergency, call 000 immediately.

Kitchen/Dining Areas

There is a communal kitchen and dining area on the Ground Floor. You must supply your own cooking utensils and ensure the kitchen and dining areas are cleaned after use. There are ovens in the kitchens if you wish to bake or roast. Food and beverage vending machines are located in the kitchen & dining area for your convenience.

Laundry

The Laundry is located on the Ground Floor and access to the laundry is available 24/7, so you can do your washing at any time of the day. Charges apply for the use of a washing machine and a dryer. You will need to supply your own detergent.

For effective cleaning and drying, do not overload the machines. Irons and ironing boards are available from reception free of charge to all residents.

Mail Boxes

The mail boxes for each individual apartment are located behind the reception area.

UniLodge City Gardens accepts no responsibility for any lost, damaged, misplaced or misdirected mail or items delivered to the Property. Any mail not address to a Tenant registered with UniLodge City Gardens may be returned to the sender. All mail not collected within one calendar month may be returned to the sender.

Reception

Our staff will assist with questions and queries regarding the complex, and also have a range of knowledge regarding the local area, medical assistance, food, travel, general information etc.

Reception hours are as follows:

- Monday to Friday 8:30am – 5:00pm
- Saturday / Sunday 10:00am – 1:00pm
- Public Holidays Closed

Study Hub & Study Room

We have an open Study Hub and 3 quiet study rooms which are located on Ground Floor common area for residents to use. The study rooms can be booked at the reception with a maximum of a 2 hour block per resident per booking.

Theatre Room

The Theatre is located on the Ground Floor. A TV is available for your enjoyment so please use appropriately.

EMERGENCY PROCEDURES

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest FIRE EXIT and continue down the stairs to Ground Level. Please assemble at the 227 Currie Street – MSY Technology Car park area.

Fire Alarm

- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe to do so)
- Evacuate to assembly area – as directed
- Remain at assembly area and await roll call
- Listen to ALL directions from Emergency Services Personnel

**DO NOT USE THE LIFTS IN ANY FIRE EMERGENCY
IN CASE OF AN EMERGENCY DIAL 000**

Fire Sprinklers & Detectors

Your Apartment is fitted with smoke detectors and sprinklers.

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will incur severe fines and will put everyone else in the building at risk.
- Any interference or alteration of any fire exit or fire door is also a serious breach and will incur severe fines.
- Do not leave your apartment door open when cooking or boiling water, as the steam may activate the alarm, automatically calling the Fire Brigade. You will be liable for any costs incurred for the attendance of the Fire Brigade should the cause be identified to have been your fault.

**DO NOT TOUCH THE SMOKE DETECTORS OR FIRE SPRINKLERS
DO NOT HANG ANY ITEM ON ANY SPRINKLER DEVICE**

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below. Severe damage costs will be imposed on any person who damages a fire sprinkler.

Smoke Alarms and Fire Callouts

Your apartment is fitted with a Smoke Alarm Silence Button. Every time there is a call out the tenant must pay the callout fee, approximately **\$850.00**

It is important that you understand how the fire alarm works. PREVENTION is the best way not to have a false alarm!

When cooking a meal in your apartment please do the following:

- Pull out the exhaust fan above the stove top and have it set to high
- Open windows
- Put your air conditioner onto FAN so that it can circulate air through the apartment.
- If smoke starts to build up immediately stop cooking and clear the smoke before commencing cooking.

**THE SMOKE ALARM WILL CONTINUE TO ACTIVATE IF THERE IS TOO MUCH SMOKE IN THE
APARTMENT AND IT WILL BE TOO LATE TO STOP THE FIRE DEPARTMENT FROM
ATTENDING. CALLOUT FEES APPLY.**

Please also remember it is an offence to cover smoke alarms or tamper with the sprinklers. You may be fined up to \$15,000.00 for doing this.

HEALTH

Hospitals and Emergency

Royal Adelaide Hospital
Port Road, Adelaide
Telephone +61 8 7074 0000

Doctor (General Practice)

Globe Medical	1/ 21 Hindmarsh Square, Adelaide T: (08) 8232 7372
Adelaide City General Practice	Level 2/29 King William Street, Adelaide T: (08) 8410 1322
City Clinic	160 Grote Street, Adelaide T: (08) 8241 1199

Dentist

Grote Street Dental
1/80 Grote Street, Adelaide
Telephone +61 8 8211 7888

Counsellors

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

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually paid for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re-enrolment.

Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.

Your OSHC does not cover dental, glasses and/or contact lenses, and only covers limited pharmaceuticals. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

Your OSHC should include ambulance cover but please do check this as ambulance transport is costly in Australia. If you are not covered by your OSHC you may wish to seek separate Ambulance Cover.

OPERATING AND CARING FOR YOUR UNIT

Aluminum and Stainless Steel Surfaces

Your apartment's kitchen sink is made of stainless steel and your apartment's window and door frames are made of aluminum. These are soft metals which will mark and scratch easily.

Care and maintenance: A kitchen sponge/cloth and dishwashing liquid should clean these surfaces adequately or alternately use a specialist kitchen/bathroom spray cleaner. DO NOT use scouring pads or abrasive powder based cleaners on any metal surface.

Carpet

Your apartment's bedroom and living room floor is fitted with carpet. Avoid spilling food and drinks on the carpet as permanent stains can occur.

Care and maintenance: Regularly vacuum all carpeted areas with a vacuum cleaner available at reception. Should you mark or stain the carpet, advise reception so we can assist with the correct cleaning remedy. You may need to have the carpet professionally cleaned.

Cleaning & Inspection

You are responsible for the day-to-day cleaning of your apartment. UniLodge management will inspect the apartment/bedroom approximately 2-3 times per year, or as required and permissible by law. You will be given notice for routine inspections and are expected to ensure the apartment is clean on the day of inspection. For extra help with cleaning please contact Reception for details of our cleaners.

Kitchen Cabinets & Benchtops

Your apartment's kitchen is made from laminated timber cupboards and benchtops. Chopping directly on the benchtop or placing hot objects on the laminate will cause permanent damage. ALWAYS use a chopping board when cutting up food and DO NOT place hot objects on the benchtop – it may burn and you will be held responsible.

Care and maintenance: Clean grime and spillages on the bench top and cupboards regularly to avoid staining and buildup of grime. Clean with a damp cloth and dishwashing liquid. You may prefer to use Spray & Wipe type products to clean your kitchen tops and cupboards.

LCD Television (Only Applicable for 6-Bedroom Apartment)

Your apartment is equipped with LCD television. The remote control is located in the top kitchen draw. The remote control may require two new AAA batteries if operation fails.

Care and maintenance: Gently dust your television with a feather duster or dry soft cloth.

Maintenance

It is your responsibility to look after your property. If you notice any problems please let us know as soon as possible. If you have broken or damaged something you will need to pay for the repair.

Submit a [maintenance request](#) as soon as you become aware of the problem. Urgent maintenance requests (eg no electricity, water, damage which could be a danger to others or to the safe operation of the building) should be made to Reception on 8317 1400 or the Duty Residential Advisor on 0447 911 035.

Microwave Oven

Your apartment is equipped with a microwave located in the kitchen.

Care and maintenance: Regularly wipe over the outside and inside of your microwave with a damp cloth and dishwashing detergent.

Mirrors and Glass

Your bathroom is fitted with either a wall mirror or mirrored vanity cupboard. The mirror glass is fragile and can break or shatter if not treated with care. Your apartment windows are made of glass. Do not store or place items in contact with the glass as this may damage the glass or create a heat trap causing the window to break. Avoid extreme temperature changes such as splashing hot water on cold glass or cold water on hot glass as this may lead to thermal fracture of the glass.

Care and maintenance: Clean mirrors and windows with either glass cleaner such as Windex or a damp lint-free cloth. DO NOT use scouring pads or abrasive cleaners.

Refrigerator

Your apartment is equipped with an electric refrigerator. On arrival check 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.

Care and maintenance: Regularly wipe over the outside and inside of your refrigerator 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. Don not touch smoke detector or sprinkler. Fines will apply.

Tiled Surfaces

Your apartment's bathroom and the "splashback" in your kitchen area is tiled.

Care and maintenance: Clean tiled surfaces regularly as grime build-up is more difficult to remove the longer it is left. Mould will grow on grout especially in the bathroom if the tiles are not cleaned and the bathroom aired. Clean tiles with specially designed tile cleaning products available from supermarkets.

Vacuum Cleaner

You can borrow a vacuum cleaner from Reception during office hours. Vacuum hire fee of \$2.50 will apply for each 30mins of hire.

Vinyl Flooring

Your apartment's kitchen area is fitted with a timber-look vinyl floor. While durable, be careful not to scratch or mark flooring with sharp or hot objects.

Care and maintenance: Clean grime and spillages on the floor immediately to avoid staining and permanent damage. Clean with a damp cloth and cleaning liquid.

Walls

The walls in your apartment have a painted finish which can be damaged if you do not take care. Be careful of what you do in your apartment as the walls can become damaged & marked. If you need to stick items on the wall please use only special hooks from supermarkets or hardware stores, which are designed to not damage the walls when removed. They are called 3M Brand adhesive/removable hooks. DO NOT use sticky tape or blue tack.

Care and maintenance: Marks on walls can be removed by a gentle wipe with a damp clean cloth and mild cleaning liquid.

Window Roller Blinds

Your apartment has been fitted with roller window blinds. To raise and lower the blind gently pull the silver chain cord. Do not continue to pull the cord when the blind is fully up or down as damage may be caused.

Care and maintenance: Gently dust blinds with a feather duster or a clean damp cloth and water.

PAYMENTS

Residents whose payments are in arrears will be issued with breach notices

Rent

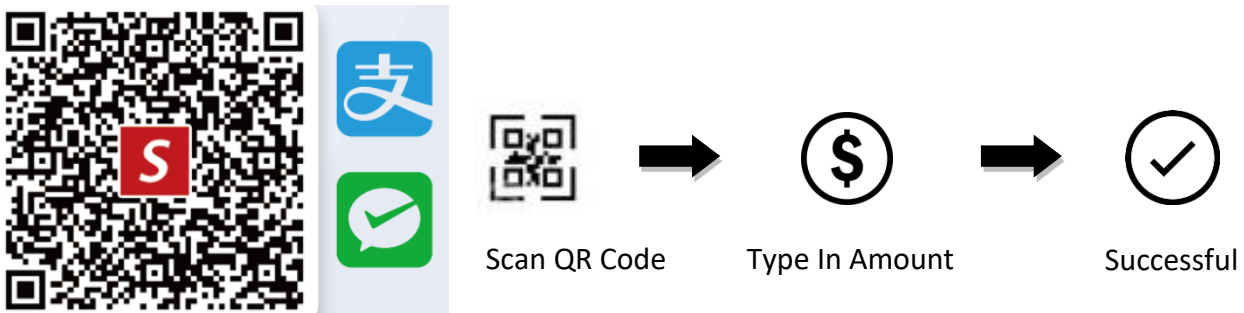
Rent is to be paid as per the lease agreement, and must always be in advance.

Payments can be made in the following way:

- Direct Debit** – is our preferred method of payment. A Direct Debit form can be collect from reception.
- Telegraphic Transfer** – online or at the bank to deposit rent payment into the nominated UniLodge Bank Account.

Account Name: UNILODGE SOUTH AUST PL T/AS UNILODGE CITY GARDENS-TRUST ACCOUNT
Bank: St George Bank (A Division of Westpac Banking Corp)
BSB: 105-900
Account Number: 206 745 340
Swift Code: SGBLAU2S

c) SCash



Please use your name and room number as a reference and provide Reception with the receipt. If your Reference Code is not attached to your payment, we may NOT be able to track where it has come from and it may put in arrears. You may simply bring a copy of the receipt to the reception or scan and email receipt to citygardens@unilodge.com.au. **Payment of Rent must be received on or before the due date.**

Replacement of Swipe Card

There will be a cost to the resident to replace their Security Swipe Card if they are lost.

Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. These charges are to be paid in full by the invoice due date. The resident must make payments for outgoings within 3 days of the due date.

Unit Repairs

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

SECURITY

Access to Other Apartments

Do not enter other people's apartments. Entering another resident's apartment without authority may result in criminal charges. To prevent trespassing and, in particular theft, please always keep your doors locked.

Building Security

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

- Residents must carry identification at all times and, if requested, show it to management, security or staff.
- Under no circumstances may residents loan out their access card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the rules of the lease 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.

Criminal Activity

Any criminal activity associated with gathering or event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those who are under 18 years old.

Identification

Identification should be carried at all times as it allows management and security to determine if a person is a resident at UniLodge. Identification should include a photo and your name in English. It also allows after-hours access should you lose your access card. You should always keep your access card and identification separate.

Intruders

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

- Never 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 in the lifts.
- Tell the visitor to call at reception.

If in doubt, call reception by dialling 9 or the after-hours mobile number as listed previously.

Informing Emergency Contact Person/s

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

Personal belongings and Insurance

All Residents are strongly advised to take out contents insurance cover on their personal belongings, cash/money and any valuable items such as stereos, computers, CD players, bicycles, clothing etc as they may not be covered by UniLodge policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge City Gardens is no exception. UniLodge is not responsible for any damage or loss caused to your personal items during your stay with us.

Security

Apartment doors must remain closed at all times. They are not to be held open, propped open or held back by any objects whether the resident is in the apartment or not.

Social Media

UniLodge is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of UniLodge can share content, ideas and experiences, and find helpful information on UniLodge's various official and associated social media

sites, such as the UniLodge Facebook page. We invite you to use them to connect with UniLodge and our community of residents.

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

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

Think before you post. The internet has a history of thoughtless posts that users later regret.

Be respectful. UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.

Be accurate. Please check your facts before you post and ensure you use the most up to date information available.

- Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
- Be honest. Be honest about who you are. State your sources when quoting others.
- Be ethical. Ensure your posts are fair to all concerned and do not exploit others in any way.
- Don't breach copyright. Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- Add value and don't spam. Supply and share information that is relevant and of interest to the UniLodge community.
- Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- Protect your privacy. Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

UniLodge recognises that your personal social media accounts are your private property and does not require you to engage with UniLodge online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

Video Surveillance

UniLodge City Gardens has 24 hour video surveillance. While these cameras can be of assistance in managing issues, the best defense is for all residents to maintain a vigilant attitude towards safety and security.



PLEASE COMPLETE AND DETACH THIS PAGE AND RETURN TO RECEPTION WITHIN 48 HOURS OF YOUR ARRIVAL AT UNILODGE CITY GARDENS.

I/We _____ from

Apartment Number _____, Bedroom Number _____ (if applicable)

At UniLodge City Gardens acknowledge that I have read, fully understand and accept the contents of the Residential Handbook.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Tenancy Agreement or the Rooming House Agreement.

Signature _____

Full Name _____ (please print)

Date _____