

UniLodge

@ Melbourne

Where I want to be

RESIDENT HANDBOOK

746 Swanston Street, Carlton VIC 3053

WELCOME

Welcome to UniLodge @ Melbourne

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

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

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

We want to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

UniLodge Resident Services Hub

Get started on the right track by downloading our FREE student app in the Google Play store or from iTunes now!



RESIDENT STUDENT HANDBOOK AND INDUCTION ACKNOWLEDGEMENT

UniLodge strives to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying.

In order to assist students, the resident handbook along with the building induction which is a requirement for all residents helps assist you with building safety, rules and regulations.

Building Inductions take place at 6:30pm from the Residential Advisors office and will take approximately 15 minutes to complete. Your Building Induction date will be scheduled at check in.

Please note that it is your responsibility to read the resident handbook and understand the rules of occupancy.

We hope that you enjoy your stay here at UniLodge @ Melbourne. If you have any questions after reading this handbook and taking part in the building induction, please do not hesitate to ask the Residential Advisor or see the staff at reception and we will assist you in any way that we can.

IMPORTANT

Please sign and detach this page which will be collected by the Residential Advisor after completing the building induction.

I acknowledge that I have read, fully understand and accept the contents of the Residential Student Handbook.

I acknowledge I have completed the Residential Advisor building induction.

I acknowledge my responsibilities as a resident of the building and the standards expected of me.

Name:

Address: /746 Swanston Street, Carlton VIC 3053

Date of Induction:

Signature:

Mobile Number:

Email Address:

Residential Advisor on Duty:

Residential Advisor Signature:

Contact Details

Receiving Mail

Your postal address is:

(Your Name)

UniLodge @ Melbourne

(Your Room Number) /746 Swanston Street

CARLTON, VIC, 3053

All mail will be delivered to the Reception and can be collected during Reception hours.

UniLodge @ Melbourne will sign for packages delivered during business hours if the package is addressed to the correct name and/or room. If your mail does not include your name or room number, it may result in it being returned to sender.

Important Contacts

UniLodge Office / Reception	+61 3 8330 8585
Residential Advisor (after hours)	0402 000 940
<u>Reception Hours</u> Monday to Friday Saturday Sunday Public Holiday	9.00am to 5.30pm Closed Closed Closed
Emergency (Police, Fire, Ambulance)	000

OUR STAFF

No matter what your inquiry, question or requirement our staff are here to assist and help you wherever they can. Please feel free to pop by reception and we will be happy to give you the information you need.

UNILODGE RESIDENTIAL ADVISORS

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience and understand what it is like to live and study away from home. When the reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building after hours.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with all of their requests.

GET TO KNOW AND RESPECTING YOUR NEIGHBOURS

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's belongings without asking for permission first

- Have consideration and respect for others in all facets of life
- Remembering that all Residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

PERSONAL PROBLEMS

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staff are here to support you and provide guidance, assistance and referral where necessary. We have connections with University counselors (for University students) or community provided health specialists, should you require specialist support.

FINANCIAL PROBLEMS

If you are experiencing any financial difficulties, please speak to us. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Students Services department. Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

COMMUNITY SPIRIT PROGRAM

Heading off to Uni can be incredibly exciting but leaving behind the safe and familiar to embark on a new challenge – often in a new city, filled with new faces and experiences – can also be quite daunting.

We've got a fix for that! We call it our Community Spirit Program and, as the name suggests, it's all about building a sense of community through social events, group activities and adventure. You'll learn new skills, improve your wellbeing and make lifelong friendships. You'll be there for others, and your fellow residents and staff will be there for you.

Social activities throughout the year are organized and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff and most importantly other Residents within the building. Participating in the organized social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students. Please feel free to talk with reception should you have any suggestions or queries.

RULES OF OCCUPANCY

This handbook contains the Rules of Occupancy and forms along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge. Residents must read the information contained in this handbook and sign the acknowledgement form located inside the front page and return it to reception within 3 business days of moving in.

RIGHTS & RESPONSIBILITIES

- UniLodge Acts as the managing agent for the Landlord of the property.

RESIDENT RIGHTS:

- Access to a room 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.

RESIDENT RESPONSIBILITIES:

- Pay the rent by due dates and through the agreed method of payment.
- Do not use the premises for illegal purposes.

- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.
- 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 @ Melbourne staff, any damage to the premises.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.

LANDLORD RIGHTS:

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the room during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

LANDLORD RESPONSIBILITIES:

- To make sure the room is clean and fit to live in at the start of the agreement.
- 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 and safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep common areas clean.

ELIGIBILITY OF RESIDENTS

All Residents must be students enrolled in an approved educational facility within Melbourne.

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

BOND

The Bond is sent to the RTBA – a government organisation and held in trust for the term of the tenancy. The bond cannot be used for rental payments at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

CONDITION REPORT

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident and a UniLodge @ Melbourne representative. This condition report will be checked upon you vacating to assess any damage to your room, its furniture and equipment.

The completed and signed condition report must be returned to reception within 3 Business days of your arrival.

Failure to do so will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

RENTAL PAYMENTS

Rent is always to be paid in advance. Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

Direct Bank Deposit at any *Bank of Melbourne* bank or Internet Banking Transfer to:

Bank Name: Bank of Melbourne
Account Name: UniLodge @ Melbourne Rental Trust Account
BSB: 113-879
Account No: 491101585
Reference: ***All rental payments MUST be transferred with your room number & Family Name in order for UniLodge to clearly identify your payment.***

OR

We also accept EFTPOS & Credit Card payment. (Surcharges apply for these methods)

Please be aware that we do not accept personal cheques or cash.

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental amount within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven (7) days after receiving their account.
Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the Resident's personal property must be removed. Any property left in the room will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge @ Melbourne management as soon as possible.

When considering the premature termination of your Residential Tenancy Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends whichever comes first.
- Pay all associated costs including applicable advertising and reletting fees as set out in your Residential Tenancy Agreement.
- In all cases, a departure cleaning fee applies.

IMPORTANT REMINDER TO RESIDENTS

The Residential Tenancy Agreement you have entered into is a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

NOISE LEVELS

All residents must observe consideration for their neighbours. No excessive noise is permitted after 10:00pm to 7:00am. Noise disturbances can potentially lead to eviction and/or legal prosecution. Students are here to study, please have respect and consideration.

SMOKING

- Smoking is **NOT PERMITTED** anywhere inside the building.
- Smoking is only permitted in the ground floor outdoor courtyard and not any other outdoor area of the building.

ALCOHOL

Alcohol is NOT PERMITTED under any circumstances on the premises, including outdoors.

DRUGS / ILLEGAL SUBSTANCES

The use of/or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will result in 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.

INSURANCE

Tenants contents insurance is included in the rent, for further information regarding this, please follow the link.

<https://www.unilodge.com.au/terms-conditions>

INTRUDERS

If you see anyone behaving suspiciously, call Reception or the Residential Advisor on duty immediately and watch the person or persons from a distance, but do not put yourself at risk.

- At no circumstances give access to unknown person/s.
- Do not give out another resident's room number to others.
- If in doubt – please contact UniLodge Management or the on duty Residential Advisor

BUILDING SECURITY

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

We suggest that you **always keep your doors locked**.

- Under no circumstances must residents loan out their proxy card or any other room keys. Such an action will result in confiscation.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.

ACCESS TO OTHER ROOMS

Entering another Resident's room without consent may result in the offenders being detained and charged with trespass by the appropriate authorities. To prevent trespassing and, in particular theft, all Residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

KEYS & PROXY CARD

Keys should always be carried with you. Your door should always be locked. Each apartment has its own individual restricted series key – which means it cannot be copied unless authorised and ordered by UniLodge. Using a Proxy Card to open a door, hold the proximity card to the swipe box.

LOCKOUTS

- A lockout fee will apply should you lock yourself out of your room and you require a spare key for access. The lockout fee during business hours is \$30

The lockout fee after business hours is \$75

- If you have lost your apartment key, your entire lock will need to be replaced at a minimum cost of \$250.
- To replace a lost proxy card, or if the proxy card is not returned at the end of tenancy, a fee of \$50 will be charged.
- Additional keys such as locker keys will be charged at replacement cost of \$50.
- These prices are subject to change without notice.

EMERGENCY FIRE PROCEDURES

- ASSIST ANY PERSON IN IMMEDIATE DANGER, ONLY IF SAFE TO DO SO
- CLOSE THE DOOR
- CALL THE FIRE BRIGADE ON 000
- EXTINGUISH THE FIRE IF SAFE TO DO SO
- EVACUATE TO THE ASSEMBLY AREA – DO NOT USE LIFTS IF THERE IS A FIRE (*Evacuation details and instructions are on the back of your room door, please take the time to review, so you understand the process. Please attend reception as soon as possible should you require further assistance*)

REMAIN AT ASSEMBLY AREA AS STAFF WILL NEED TO ENSURE EVERYONE IS ACCOUNTED FOR.

SMOKE DETECTOR & ALARM

Smoke detectors and alarms are located throughout the building including inside your own room. Please take note of the following:

1. The smoke detector in your room is connected to the automated fire alarm system.
2. Never cover or remove your smoke detector in your room, as this will put everyone else in the building at risk. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
3. The smoke detectors in the rooms and common areas are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking or boiling water and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$3000 minimum charge.

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Note: As already stated in your Residential Tenancy Agreement, residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for false call outs.

COOKING

Cooking is NOT PERMITTED inside your room. To ensure the safety of other residents, residents must cook in a responsible manner in the common area kitchens provided, using the rangehood exhaust fans at all times. Any cooking which triggers the smoke alarms resulting in the attendance of the Fire Brigade, the resident at fault will be charged for all associated costs.

GARBAGE

A garbage chute is located in the laundry area on every floor.

2 bins are located in each kitchen, one is for food scraps only, the other is for recycle containers only. Residents found incorrectly disposing of garbage or leaving garbage in common area will be heavily fined.

Please consider the environment and dispose of all rubbish thoughtfully.

MAINTENANCE

UniLodge @ Melbourne employs maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse and will be charged for any costs associated with rectification including labour costs.

Please follow the procedure below if there is something that requires maintenance in your room.

1. Contact the UniLodge reception desk and complete a Maintenance Form.
2. Provide full details of what and where the problem is. If the maintenance is required in your own apartment, make sure you indicate whether you wish to be present or not when a maintenance contractor fixes the problem.
3. The Maintenance Form will then be assessed by the Residential Manager who will advise you of an approximate time of when the maintenance can be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday

FURNITURE AND EQUIPMENT

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

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

Also, items in common areas are not to be moved or taken to your room.

WALLS, DOORS & WINDOWS

Hanging items in common or shared areas including the front of room doors and windows is strictly prohibited.

CARPETS

A vacuum cleaner is available from Reception during Reception hours by providing your Student Identification Card. There is a 30-minute limit, and late returns will attract a non-refundable charge.

PETS

Under no circumstances are you permitted to bring pets and animals into the complex.

REQUESTS OF STAFF

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

CLEANING

It is expected that you will always keep your room clean and tidy.

HEATING

There is an electric panel heater installed in your room. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard. To use the heater please ensure setting on the heater are in the on position, you will then need to ensure the switch on the wall is on and the transparent button is required to be pushed as this is a timer button.

ROLLER BLINDS

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

WINDOWS

No item is to be hung in or attached to your window. Any item placed in your window is a direct breach of your tenancy agreement.

COMMON AREAS

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

There are a number of common areas throughout the building including the ground floor courtyard. Please show consideration by ensuring these areas are constantly kept clean and tidy at all times.

The ground floor lounge has a large TV screen available for use by all Residents. The lounge is also used for movie nights and other regular social events. There is also a PlayStation 4 for your enjoyment. There is also a coin-operated vending machine stocked with snacks on the ground floor.

Also located on the ground floor is a games room which includes a table tennis, a pool table and a Foosball Table.

COMMON AREA CLEANING

The regular cleaning of the common areas will assist you in maintaining a comfortable living environment.

The cleaner's duties do not include tasks that are your responsibility such as:

- Washing up dirty dishes.
- Washing personal laundry.
- Removing rubbish and placing it in the rubbish chutes.
- Picking up any items on the floor.

Any Item left out in any common areas will be disposed of. For any extra cleaning required – such as picking up resident rubbish, leftover food and so on, there will be a cleaning charge. Any sink blocked by food will be repaired at the resident's cost. There is no excuse for leaving an item unattended for any length of time as leaving your belongings or food in a common area prevents the area from being cleaned along with preventing other people from using that space.

Please be aware that the cleanliness of all kitchen appliances is the responsibility of the residents. When using the kitchen facilities, it is important to clean items after use.

This includes:

- Ovens and cook tops, Bench tops and sinks
- Rangehood exhaust fan – to be switched on at all times when cooking
- Microwave ovens
- Refrigerators
- Kettles / Toasters

LAUNDRY ROOM

A laundry is located on each floor of the building and has coin-operated washing machines and dryers available for Resident's use.

For effective cleaning and drying, do not overload the machines.

Ironing boards are located in the laundry room. These are free of charge to all Residents. The laundry is also to be kept free of rubbish and personal items at all times.

BICYCLE STORAGE

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's room. Bicycles must be stored in the allocated area. Please ask Reception for details.

ARE YOU GOING ON A VACATION?

Residents must email Reception to notify of any vacation prior to leaving. This ensures staff know who is in the building and so staff don't have to worry about your whereabouts.

INTERNET

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Once connected you also have access to the VostroNet Wi-Fi network. Students find VostroNet Internet is the smart, safe and easy solution for their internet needs. No waiting to be connected, connect in minutes from the comfort of your room. A coupon code for unlimited internet is supplied to you at the start of your Tenancy Agreement.

PHOTOCOPY AND PRINTING SERVICE

Photocopies can be made at reception by reception staff during business hours. Services and prices are available at reception.

SAFETY

SEXUAL HARASSMENT

Sexual Harassment contravenes Australian law 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 favors 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 anticipate the possibility that the other person would be offended, humiliated or intimidated.

The Anti-Discrimination Act makes discrimination unlawful on grounds including:

gender, race, age, sexual preference, physical, religion, political belief or activity.

UniLodge is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so.

If you think you have been subjected to any form of discrimination, please contact the Manager.

WORKPLACE HEALTH AND SAFETY

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

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by UniLodge Management. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time.

Heavy fines will apply when used inappropriately.

PRIVACY

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome regarding your rights of occupancy, please contact the Property Manager.

Kate Mansell – Property Manager - Operations
746 Swanston Street
Carlton VIC 3053

Email: kate.mansell@unilodge.com.au

Our grievance policy outlines steps for making a complaint at Unilodge; please ask reception if you require a copy.

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture. For more information on Melbourne or to check out local events visit

www.whatson.melbourne.vic.gov.au

Getting around Melbourne is easy with Melbourne Central Station located 10 minutes by walking or 5 minutes by tram down Swanston Street. From here you can catch all metropolitan and interstate trains. Trams run along Swanston Street and Victoria Street which are both close to UniLodge. Trams on these lines head to all suburbs including the CBD. Information on public transport can be obtained from: www.metlinkmelbourne.com.au

Shopping Centers and Supermarkets

Supermarkets	Distance from UniLodge @ Melbourne
Woolworths 368 - 380 Lygon St, Carlton	350 metres
Woolworths @ QV Corner Swanston and Lonsdale St	1.4 km
Coles Melbourne Central	1.2 km
Shopping Centres	
QV Centre Corner Swanston and Lonsdale St	1.4km
Melbourne Central Swanston St, Melbourne	1.2 km
Market	
Queen Victoria Market Victoria and Elizabeth St, Melbourne	1.2 km
Restaurants	
Lygon Street - Italian restaurants	250 metres
China Town Corner Swanston and Little Bourke St	1.5km

Hospitals and Emergency

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

Councillors	Contact University
Melbourne Uni	www.services.unimelb.edu.au/counsel/
RMIT Uni	https://www.rmit.edu.au/students/support-and-facilities/student-support/counselling