UniLodge Ultimo

2027

RESIDENT HANDBOOK

437 - 443 Wattle Street, Ultimo

WELCOME

Welcome to UniLodge Ultimo

We are very pleased to welcome you to UniLodge Ultimo and we hope your stay here will be both enjoyable and productive.

Our goal at UniLodge Ultimo is to create a supportive and friendly community in which to live, and to ensure your living environment is conducive to study.

By coming to UniLodge Ultimo we recognise you have probably made big changes in life which can be quite daunting but equally exciting. Whether it be moving away from family and friends to a new country or starting at a new university, know that many of your new neighbours are also taking those same huge steps and we are here to help you make the transition. What a fantastic opportunity to try new experiences, to make change and understand your unique strengths!

Our community of both staff and residents are drawn from all over the world giving you the opportunity to be part of a truly global community now and into the future. Although you're here to study, we encourage your participation in our Residential Life Program which offers numerous activities catering to various interests. We welcome your feedback and participation and if you would like to start a new activity or require introduction to a different group, please let us know as we will help in any way possible.

To build a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of everyone. This Handbook lists the policies, rules and structure of our community which is designed to maintain our high standards of COMFORT, SAFETY and SECURITY for all.

We hope this Handbook will be a useful reference for answering any questions you have about living at UniLodge Ultimo, but we are always available to respond to any questions you may have concerning this Handbook, your Licence to Occupy or anything else – your safety, comfort and welfare are our first priority.

We wish you all the very best during your time at UniLodge and hope you enjoy your stay!

UniLodge Ultimo

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SETTLING IN

Most students coming from overseas 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 that you will make new friends and begin to feel more "at home".

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

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

WE CARE ABOUT YOU!

UniLodge strive to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and 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
    - Basic establishment tasks e.g. bank accounts etc

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into Reception and we will be happy to give you the information you need.

Anyone affected by illness, accident, or death of a relative, should talk to the Customer Service Manager. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.

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 (RA's) are available during the night however, they are always available for a chat and to offer advice and sometimes referrals to other services.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So, whether you want to connect with other Residents, the local community or just want to know the best places to "hang out" we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely, and securely as possible so you can get on with the job of studying and enjoying your time here.

Academic Support

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be 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 address 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 that are affecting your study, please advise us immediately by calling the RA on duty.

RESIDENTS MUST ALWAYS BE TOLERANT OF OTHER RESIDENTS' STUDY HABITS.

RESIDENTIAL LIFE

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 Customer Service Manager.

UniLodge's Multi-cultural 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 such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment, that encourages interaction, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.

- Educational and special interest forums, seminars, and focus groups
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities

Attending Events
Attending and signing up for events is easy, just go to the UniLodge APP, where you can register for events, or in some cases subscribe to an event locally, at Reception. The wide range of events will be loaded via Unilodge APP for the upcoming months 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.

Complaints
Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow Resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Customer Service 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 UniLodge Management
Step 3 - Inform the UniLodge Manager of the complaint, and they will work with you to resolve the issue.

If you have a complaint against UniLodge Ultimo, please come and speak with us about it; we will always do our utmost best to help you! Please note complaints must be processed with UniLodge Ultimo and not with your University unless you wish to escalate an unresolved complaint that has not first been addressed by UniLodge Ultimo staff, or secondly by UniLodge Australia's head office in Brisbane who can be contacted by phone on (07) 3233 3700 or email feedback@unilodge.com.au.

If you have any concerns with the terms of your Licence to Occupy, please contact your UniLodge property team on (02) 8080 8018 or ultimo@unilodge.com.au 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 the Department of Fair-Trading NSW on 133 220 or their website - https://www.fairtrading.nsw.gov.au/

Financial Difficulties
If you are experiencing any financial difficulties, please speak to the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan.

The Customer Service Manager can also help connect you to your university, whom may be able to offer some form of assistance through their Financial Support team. Financial teams may be able to provide student loans, advice and advocacy around Government student payments, grants based on financial need (including housing/ rent assistance grants) and welfare support.

LIVING TOGETHER @ UNILODGE

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. Follow these escalation steps if conflicts arise.

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.

If you feel that you are unable to come up with a suitable solution you can call the Residential Advisor to discuss your problem. If needed, the Residential Advisor will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

If these steps have been followed and you find that the conflicting issues are still present, please contact the Customer Service Manager for further assistance with dealing with the matter.

Tips for happy living in a twin room

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all Residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

Personal Problems

Do not be afraid to confide in the appointed UniLodge 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.

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 is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Anyone at UniLodge 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, religion, political belief, or activity.**

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

Social Support

UniLodge will organise Residential Life events throughout the year, and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other Residents within the building. Partaking in the organised 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.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both 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 the exits, or interfering with any fire safety notice or equipment.

FACILITIES & SERVICES

Laundry

An Eftpos/Credit Card enabled laundry with washing machines and dryers is located on the Basement floor of the building. The washing machines have detergent included and are self-dosing, so you do not need to buy your own. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. If you experience a problem with one of the machines, please contact the number on the machines.

Services from Reception

Service	Cost
Lock out fee	$30 each time
Replacement card	$50 each replacement key card issued
Printing	$0.20 per page for black and white $1.00 per page for colour
Photocopy	$0.20 per page $1.00 per page for colour
Vacuum Cleaner	Free for 1st hour, then penalties apply.
Iron	Included in the laundry (LG)

Bicycle Storage

Bicycle storage is provided at the rear of the building, accessible via the side entrance on Blackwattle Lane and through the small courtyard. To use the facility, you must first register your bicycle with us and have both a bike lock and helmet.

Please ensure the gates to the storage area are securely closed behind you at all times. The safety and security of your bicycle remain your responsibility, and the accommodation management is not liable for any loss, theft, or damage.

Please refer to page 16 for details about rules and regulations.

YOUR SHOP

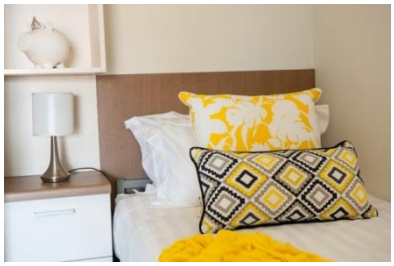
UniLodge Residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and available for purchase throughout your stay with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

Here's what one of our current Residents had to say about Your Shop:

"I am satisfied with my product. It was very good value for money, and having everything already in my room when I moved in was a great relief." – *Tom, UniLodge Resident*

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and Residents have compared the quality of our linen to that of a 5 Star Hotel!

Visit Your Shop now and order today!



RIGHTS & RESPONSIBILITES

Resident Rights

- To start your stay with UniLodge with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the agreement.

UniLodge Rights

- To send Breach Notices to Residents who break the Terms or Conditions of the Licence to Occupy and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Breach Notices to Residents defaulting on their occupancy fees, and to send a Termination Notice to Vacate if not remedied.
- Request ID from Residents.

Resident Responsibilities

- Pay the Occupancy Fees (also known as rent) by the due date and by 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 any other Resident.
- 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/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Licence to Occupy
- Abide by the terms of the Licence to Occupy, rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your room.
- Be responsible to pay for any False Fire alarm call outs that may occur from your room.

UniLodge Responsibilities

- To make sure the room is clean and fit to live in at the start of the agreement.
- Providing 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 the common areas clean.

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Licence to Occupy, an electronic Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of your occupancy to assess any damage to the room, its furniture and equipment.

The completed electronic Condition Report must be **signed and return via email within 48 hours** of your arrival. Failure to do so will result in the Entry Condition Report forming the basis for any security deposit claims at the end of your occupancy.

Security Deposit

The Resident is required to pay a Security Deposit. This is held on behalf of the owner of the room which is equivalent to four (4) weeks occupancy fee.

The Security Deposit is then held on the Resident's behalf for the term of the occupancy and for any further period in which the Resident may occupy the room.

The Security Deposit cannot be used for the occupancy fees and the Resident is prohibited to use the deposit for any purpose other than as a deposit to be used to reimburse any costs incurred at the end of your occupancy. The cost of repair or excessive cleaning may be deducted from the Security Deposit unless other arrangements are made.

Please be aware that a compulsory Departure Cleaning Fee (for basic cleaning only) is payable at the beginning of your occupancy. Any additional cleaning needed over and above a basic clean will be deducted from your Security Deposit. We will be in contact before this deduction is made.

Immediate Eviction

The UniLodge Rules of Occupancy promote tolerance, courtesy and care for others and the different needs within the community. If any Resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge Customer Service Team/management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with an immediate eviction notice.

In addition to the termination provisions, immediate eviction will be given to any Resident who:

1. Is found to be carrying, using, or distributing illegal drugs or other illegal substances.
2. Is found to have seriously or persistently intimidated, threatened, harassed, abused, or discriminated against another person, Resident, staff member or authorised agent of UniLodge Ultimo; or caused or permitted any such threats, abuse or conduct (whether or not any abusive language or threat has been directed towards the person).
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person’s property.

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

Termination of Licence to Occupy
A Licence to Occupy may be terminated if:

1. The Resident fails to pay the Occupancy for seven days after receiving their account or the Resident's payment is returned or dishonored by its financial institution on three (3) occasions. Termination notices will be issued with a 7 day notice period.

2. The Resident permits or allows any breach or fails to comply with7-day Terms and Conditions of the Licence to Occupy or the rules and regulations set out in the UniLodge Ultimo Resident Handbook.

3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

4. The Resident's behaviour is deemed unacceptable by the Customer Service Manager or Regional General Manager or Management.

At the termination of a Licence to Occupy all the Resident's personal property must be removed. Any property left in the room will be disposed of in accordance with term 7.9 of the Licence to Occupy.

In all cases, a departure cleaning fee applies.

Cancellation of confirmed booking prior to arrival:
The payment of the first fortnight's occupancy fees and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Licence to Occupy. In such an instance a cancellation/administration fee equivalent to one week's occupancy fees plus GST will apply.

Disciplinary Action
We would always attempt to resolve any issues by mutual consent. However, your occupancy is under NSW Law where there are responsibilities for both parties. The steps that may be taken are:

- We will discuss the issue with you face to face explaining how it may be resolved. A note will go on your file.
- A caution letter depending on how serious the issue, maybe issued to you with a copy on your file.
- A Breach Notice, explaining what part of the Licence to Occupy has been breached providing an opportunity and timeframe to rectify.
- Possibly a Notice to vacate the room by a certain day.
- Possibly an eviction notice or Order from the NSW Civil and Administrative Tribunal (NCAT)

RULES OF OCCUPANCY

These Rules form part of your Licence to Occupy with UniLodge. Please read these Rules and if you have any questions or need a translator advise the Customer Service Team.

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible only if consumed within your own room. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building.

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 constitute grounds for early termination of your License to Occupy (Occupancy Agreement), however you will still be held responsible for Occupancy Fees until the room is re-let.

Bicycles

Bicycles are not to be wheeled though the main foyer and should not be kept in your room. Bicycle racks are located in the Basement, and access is available via Blackwattle Lane using your swipe card. Bicycles must be registered with UniLodge and locked to the rack when left in this area, no responsibility will be taken for any damage or theft of the bicycle. Bicycles not in the designated rack will be removed. Any bicycle removed will be disposed of immediately and UniLodge will take no responsibility or liability for any loss incurred as a result of this removal.

Building Security

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

- Residents must carry ID at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances are Residents to loan out their Security Swipe Card.
- Residents must not let non-Residents enter behind them, if in doubt; they must call the RA on duty or notify the Customer Service Team.

Candles

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the NSW Fire Brigade (see Cooking).

Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

Cleaning and Inspections

All Residents are responsible for the day-to-day cleaning of his or her room. In addition to this, UniLodge rooms will also be inspected per the Licence to Occupy, after due notice is given, for cleanliness and damage.

If upon inspection by UniLodge Ultimo it is found that your room is not clean as set out in the inspection notification, a cleaner will be arranged on your behalf and charged to your account.

A vacuum cleaner is available (on loan) from Reception during office hours by providing your photographic identification. There is a 1-hour limit, and late returns will attract a non-refundable charge. If there are any faults with the vacuum cleaners, please report them to the Customer Service Team. Before returning the vacuum cleaner to Reception, please remove and dispose of the contents in the filter.

Weekly/fortnightly and monthly cleaning can be arranged at an extra cost.

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. It is forbidden for Residents to remove furniture (chairs, beanbags) from common areas.

Common property is any area not within your room so includes but is not limited to building corridors, lounges, foyers, courtyards, roof top, bicycle rack areas and driveways. Under no circumstances can laundry be left on common property, nor can the area(s) be used for storage of any kind. Any floor mats, door stoppers and the like should be kept in your room and not in the common corridor. Any item left in the common property will be removed without further warning.

The rooftop BBQ area and the ground floor open courtyards are not to be used by any Resident between 9pm and 7am each day. These areas will be closed during this time.

Cooking

To ensure the safety of yourself and other Residents, you must cook in a responsible manner, using the **rangehood exhaust fan at all times.** The rangehood is located above your cooktop, make sure it is switched on (you will be able to hear sound when on) at all times – even when you don't anticipate smoke (i.e. cooking sausages, chicken, even toast!). There is a switch for the stove hob and rangehood which will allow you turn on and off with a flick of a button.

Any cooking or other activity that triggers the smoke alarm resulting in the attendance of NSW Fire Brigade will result in associated charges being forwarded to the Resident or room responsible for activating the alarm. This can be a costly exercise – please exercise care when cooking and never leave unattended.

Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in 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.

Eligibility of Residents

- All Residents must be able to prove their student status through current enrolment documentation provided by Registered Training Organisation.
- All Residents and other occupants must be registered and sign a License to Occupy
- Children are not permitted to reside at UniLodge.
- Residents must not sub-let the room under any circumstances.

Empty Rooms/Beds
It is forbidden to occupy empty beds or rooms by letting friends stay or storing possessions in there. These beds or rooms are reserved for your new housemates or neighbours who could be moving in soon! If a door is left open to a vacant room, please alert the Customer Service Team, or shut it behind you.

Furniture and Equipment
The furniture, and other items provided in the rooms 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 room or the furniture and equipment within the room unless the request has been given in writing and formally approved in writing by Management.

Furniture is not to be moved from the room under any circumstances.

Gambling and Gaming
Gambling is not permitted on the premises.

Guest Policy
Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves. **Guests are not permitted to stay overnight**. The maximum occupancy under the building's fire regulation is one (1) person per bed. Guests who are found to be staying overnight will be asked to leave immediately.

Lockouts
A lockout fee of $30.00 could be charged during business hours and $50.00 will be charged for outside business hours each time you lock yourself out of your room (by forgetting your card). If you have lost your swipe card, you will be issued with a new swipe card. Note, a fee of $50 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund you if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

Noise
EXCESSIVE noise is not tolerated and is inappropriate behavior under the conditions of the LICENCE TO OCCUPY.

UniLodge will not hesitate to act on behalf of the majority of Residents who abide by the Rules of Occupancy. Continued behaviour against the UniLodge Rules of Occupancy will result in heavy fines, the cancellation of your License to Occupy and you will be removed from the building.

If you are experiencing noise related problems that are affecting your study, please advise us immediately so the appropriate action can be taken. If the noise you are experiencing is evident during our reception hours, contact the Customer Service Team. If the noise occurs after hours, contact the Residential Advisor. In all instances, to contact the appropriate person, call the Customer Service Team at Reception. This call will be diverted to the appropriate person on duty at the time and the necessary action taken.

No excessive noise is permitted during the following periods: Monday to Thursday before 7:00am and after 9:00pm; Friday, Saturday, Sunday and Public Holidays before 9:00am and after 10:00pm.

Please use **common sense** and **consideration.**

Neighbours

You are further reminded to keep a noise down when entering and exiting the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises Residents make coming home late at night. Residents who do not respect this may receive a breach.

Parties

Residents are not permitted to have parties in their rooms and Management reserves the right to shut down a party if necessary.

Pets

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

Requests by Staff

Residents must comply with all reasonable requests from UniLodge Management and support staff. Note that Residential Advisors are UniLodge staff and often represent Management after hours.

Requests by UniLodge Management/Administration for face-to-face meetings with Residents, are not optional, cannot be rejected, and must be complied with as they are always very important.

Shopping Trolley

Shopping trolleys are not permitted in the building at all. This means you cannot bring a trolley on the premises to unload your shopping then return it. If you are caught with a trolley, you will be heavily fined.

Smoke Detectors

There are smoke detectors in each and every room as well as throughout the building. These devices are there for your safety and should not be tampered with or covered in any way. These devices are very sensitive and can be set off if they are tampered with, by smoking, by cooking or exposed to steam in your room. If the alarm is sounded, the entire building may need to be evacuated.

If there is a false alarm in the building, the NSW Fire Brigade will be able to nominate which room caused the false alarm and the cost of their attendance (which is automatic and mandatory) will be passed onto the Resident of the subject room. As of January 2023, the fine imposed by the NSW Fire Brigade and the Fire Monitoring Services is in excess of $1,776.00.

If you cover or tamper with your smoke detector in your room, you will be in breach of your contract and fines of over $150 will apply each time you are found to have covered or tampered with this device.

Tampering with any Emergency Fire Equipment could lead to the early termination of your occupancy at UniLodge Ultimo. Tampering with your smoke detector can also cause the fire alarm to be triggered, in which case the NSW Fire Bridge fines mentioned earlier will be passed on.

Smoking

UniLodge is a smoke free building which includes the room, balconies/terraces (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible.

If during your occupancy you are found smoking in your room, additional cleaning will be needed to remove the odor from your room at the end of your contact term. This will be at your additional cost and will include but is not limited to cleaning all walls, ceilings, and cupboards. Steam cleaning carpet and all soft furnishings and blinds.

Residents who wish to smoke outside must do outside of building and at least 4 metres away from the boundary of the building. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.

Visitors

All visitors must register with the Customer Service Team at Reception by signing in at the log at Reception or via the QR Code at each entry point on arrival and then by signing out on departure. Responsibility for any action or omission by a person who is lawfully on the premises by invitation by a registered Resident of the building remains with that registered Resident. Any act or omission by a visitor would be deemed to be an act or omission by the registered Resident.

ARRIVAL

This handbook contains the "Rules of Occupancy" which forms an addendum to your "Licence to Occupy". You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Licence to Occupy.

The items you will receive upon check in are:

- A security swipe card
- An email of the Entry Condition Report for your room
- A copy of the Licence to Occupy

A compulsory induction will be provided on the day of arrival.

Absent from your Room

If you intend to leave your room for any length of time, please ensure you advise the Customer Service Team at Reception. The Team will note this on your file should we need to contact you in an emergency. Please note if you are away over an Occupancy Fee instalment date, it is your responsibility to ensure that your fees are prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the room has been abandoned, please ensure that you attend to all fee payments prior to going on holiday.

Access to other Rooms

Entering another Resident's room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If a Resident is invited into a Room, and subsequently asked to leave, the Resident will do so immediately. To prevent trespassing and, in

particular theft, all Residents should keep their doors closed and windows locked regardless of whether or not they are in their room.

Access to the Building

The automatic foyer doors are programmed to operate using of a swipe card. It is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture

The installation of other furniture into a Resident's room is not permitted unless a written application is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the room and furniture required.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a Resident at UniLodge. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, access to eligible areas, your room, your room front door and the recreation areas.
- The swipe card should be carried by Residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact the Customer Service Team or the Residential Advisor on duty, immediately to regain access and/or replace your card accordingly.

Please find following the prices for the replacement of lost swipe cards:

Swipe Cards	$50.00 each (replacement) $30.00 lockout fee applies each time

BUILDING FACILITIES

BBQ

The BBQ is located in the outdoor rooftop Courtyard and is available to Residents between 7am and 9pm each day. Please ensure that after you have used the BBQ that you have cleaned the BBQ, and no personal items are left in the area.

Bicycle Storage

Bicycles are not to be wheeled though the main foyer and should not be kept in your room. Bicycle racks are located in the basement and access is available via Blackwattle Lane using your swipe card. Bicycles must be registered with UniLodge and locked to the rack when left in this area, no responsibility will be taken for any damage or theft of the bicycle. Bicycles not in the designated rack will be removed. Any bicycle removed will be disposed

of immediately and UniLodge will take no responsibility or liability for any loss incurred as a result of this removal.

Kitchen

The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge. The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins (Penalties may apply)

Any items left in the common area kitchen or in the fridge/freezer (without a label) will be thrown away into the rubbish. Any sink blocked by food must be reported to a UniLodge staff member.

Laundry

The laundry is open 24/7 and is located in the Basement. It has EftPos enabled washing machines and dryers available for Resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact the Customer Service Team.

Mailboxes

All mail and parcels are received at Reception and can be collected during office hours (Grocery, meal deliveries, perishable items or furniture of any kind will not be accepted by UniLodge). Parcels are restricted in size to be no larger than 430 x 315 x 317 mm.

Reception

Our staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as follows:

Monday to Friday	9:00 – 17:00
Saturday / Sunday	Closed (RA on duty)
Public holidays	Closed (RA on duty)

Resident Lounge/Study Rooms / Open Areas

There are numerous recreation areas on the ground floor and levels of the building, incorporating, large flat screen TV's and lounge chairs, tables, stools, pool table, foos-ball table, communal kitchen, Media Rooms. Please show consideration to other Residents by ensuring these areas are constantly kept clean and tidy at all times.

Rubbish

Please empty your rubbish and recyclable items into the respective shoots (general garbage and recyclable) which are located on each level in front of room X12. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, please do not force it into the chute but dispose your rubbish and recyclable items in the Basement garbage rooms (penalties apply for any rubbish and recyclable items left outside of the garbage shoots).

Recycling Tips:

- Remember what recyclable is: paper, cardboard and packaging containers made from plastic, liquid paper board (i.e., milk cartons), glass, steel, and aluminium.
- Make sure recyclables are empty – remove solid food scraps.
- Keep recycling out of plastic bags – or else it may end up in landfill.

Study Rooms
Study areas are located on the ground floor of the building.

Transport
Information on public transport can be obtained from the Transport NSW website - https://transportnsw.info/. Our friendly customer service staff can assist you to navigate the website or the app.

Utilities - Electricity, Gas & Water
Electricity, gas and water consumption is included in your Occupancy Fees. (Along with unlimited Wi-Fi)

OPERATING AND CARING FOR YOUR ROOM

Departure Cleaning
Your room has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a condition of your agreement you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to assist and recommend a cleaning company that delivers a service that we believe is of a very high standard which meets our expectations.

Glass and Aluminium
Please note the following suggested points for the care and maintenance of the glass in your room.

WHAT NOT TO DO

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heating
The room is central air-conditioned with heating (and cooling). At no time should these outlets be covered or obstructed in anyway.

Joinery Items
Cleaning
A wipe over with a clean, soft damp cloth should be sufficient to keep all Laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Scratches and Cuts

Chopping and cutting directly onto the surface can damage Laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove from their room any item or equipment that has been provided by UniLodge.

Microwave Oven

Your room is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. **Please, use only containers suitable for Microwaves and be mindful about how long you are setting up to heat your food. Misuse can cause false fire alarms at Resident's cost.**

Mirrors

The manufacturer recommends gently wiping with a damp, lint-free cloth.

Refrigerator

Your room is provided with an electric refrigerator/freezer connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on. If you are living in twin rooms, please be mindful of your roommate and only use your allocated space. Over-filling the refrigerator section could result in the freezer section "icing over" restricting the use of the freezer and potentially damaging the device. Please ensure you keep the refrigerator and freezer working at its most efficient at all times to avoid any damage or loss of food.

Roller Blinds

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

Smoke Detector

Your room has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your room switchboard. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined by NSW Fire Brigade as outlined in the Rules of Occupancy.**

Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of a cleaning liquid that does not contain solvents can be used. If you are unsure, please come and speak with us at Reception.

Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials. Do NOT place potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

Toilet Bowls

Should be cleaned at least weekly to ensure good hygiene standards. Do NOT use any abrasive materials or solutions. A specific toilet cleaning detergent should be used with a brush. If you are unsure what is needed, please come to visit us at Reception.

Walls

Hanging items on the walls

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores which are designed not to damage the walls once removed; however, there is no guarantee that damage will not occur. These are 3M Brand adhesive/removable hooks. Please ensure you remove these hooks at the end of your occupancy. Any damage caused as a result of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape is to be used. No "Blu Tac" is to be used as it can stain and also damage the walls.

PAYMENTS

Occupancy Fees

Your Occupancy Fees (also known as rent) are to be paid either up front at the start of the occupancy period or in instalments every two weeks as per the Licence to Occupy and must always be in advance. Payments are to be made by Direct Debit.

Direct Debit is a process where funds are debited from your nominated Australian bank account via the Bulk Electronic Clearing System. This is an automated process put in place at the beginning of your contract period. You are required to insert your bank account details via the Portal and agree to the Direct Debit process on or before the commencement of your Contract. Direct Debit is the preferred method in which all occupancy fees are paid. Note there is a $20 charge for any declined direct debit payments.

Payment of all Occupancy Fees must be received on or before the due date.

Residents whose payments are in arrears will be issued with breach notices or notices to vacate.

Room Repairs

UniLodge manages all damage repairs or problems that occur on the premises. The Resident is liable for any damages or loss caused by negligence or misuse and will be charged for labour and any associated costs. For any damage caused, UniLodge Ultimo will utilise the appropriate tradesperson for quality of work, legislative compliance, and site inductions. If a suitable tradesperson is sourced by the Resident, it must meet the requirements as stated above.

COMMUNICATIONS

Internet
Wi-Fi Internet is included in your Occupancy Fees!
Whilst this is ample for even high-end users, if you are experiencing any issue, let the Customer Service Team know.

Customer Service Details

- Email: ultimo@unilodge.com.au
- Telephone: **02 8080 8018**
- Online: https://www.unilodge.com.au

Wellbeing Related Issues: ultimo@unilodge.com.au

CONTACT DETAILS

Emergency Services Contacts (Police, Fire, Ambulance)
Dial 000 for all Emergency Services
Please also remember to contact your Residential Advisor on duty or the Customer Service Team at Reception if during Reception Hours.

Property Address
Please address your mail and parcels with full details (name, room and street address) Each room is allocated a pigeonhole mailbox, located at Reception, available during office hours (only) Example of Mail should be addressed as follows:

Resident Full Name
UniLodge Ultimo
Room Number _ _ _ / 437-443 Wattle Street
Ultimo NSW 2007
Australia

Example:
Mr John Citizen
UniLodge Ultimo
109/437-443 Wattle Street
Ultimo NSW 2007
Australia

If your mail does not include your room number, it will cause delays in delivery to your pigeonhole or may result in the mail item being returned to sender.

Property Main Telephone Number: +61 2 8080 8018
Reception Hours
(Open from Monday – Friday 9.00am until 5.00pm)
(Closed on Weekends and Public Holidays)
Outside Reception Hours (Residential Advisor) – Call +61 436 465 112

EMERGENCY PROCEDURES

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

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

Assembly Location Point - Evacuation

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 corner of Kelly Street and Blackwattle Lane (as outlined in the Evacuation Diagrams throughout the building) and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.

Smoke Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the NSW Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed $5,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your room that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for "False" Alarms

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

Each kitchen is fitted with a Smoke Alarm.
In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger closing the doors behind you.
The building has fire rated doors and advanced systems for your safety.

DO NOT TOUCH THE SMOKE DETECTORS

In the event of Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

HEALTH & SAFETY

Key Contacts

Doctor	Dentist	Hospital
Broadway Healthcare Broadway Shopping Centre Level 1/1 Bay Street Ultimo NSW 2007	Broadway Dental Sydney 14/185-211 Broadway, Sydney NSW 2007	Royal Prince Alfred Hospital Missenden Rd, Camperdown NSW 2050
02 9281 5085	02 9281 0100	02 9515 6111

Pharmacy/Chemist	Extended Hours Pharmacy	Counsellor
Chemist works Broadway Broadway Shopping Centre Ground Floor/1 Bay Street Ultimo NSW 2007	Blake's Pharmacy 20 Darlinghurst Road, Potts Point NSW 2007	Contact the Manager who can refer you or go to the relevant links on your university website.
02 9212 4377	02 9358 6712	

Important Numbers

Emergency (Fire, Police, Ambulance) 000			
Sydney Uni Student Services	1800 793 864	**Information NSW**	13 77 88
UTS Uni Student Services	1300 275 887	**Interpreting Service (24 Hours)**	1800 131 450
UNSW Student Services	(02) 9385 8500	**Kids Helpline**	1800 551 800
Notre Dame Student Services	(02) 8204 4429	**Medicare**	13 20 11
AIDS Helpline	1800 737 669	**Mental Health Foundation of Australia**	1300 643 287
Asthma NSW	1800 278 462	**Men's Line Australia**	1300 789 978
Cancer Hotline	13 11 20	**National Security Hotline**	1800 123 400
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	**Nurse on call 24Hours**	1300 606 024
Centrelink	13 10 21	**NSWdeaf**	
Direct Line (Drug & Alcohol Counselling 24 Hour Line)	1800 888 236	**NSW Legal Aid**	1300 888 529
Eating Disorders Foundation of NSW	1800 33 4673	**NCAT**	1300 006 228
Epilepsy Association	1300 761 487	**Poisons Info Line**	13 11 26
Gambling Helpline	1800 156 789	**Pregnancy Help Line (24 Hours)**	1300 139 313
Gay and Lesbian Switchboard NSW (Q-Life)	1800 184 527	**Quit Line**	13 18 48
Grief Line	1300 845 745	**SANE Mental Illness Hotline**	1800 187 263

Immigration / Multicultural Affairs	13 18 81	Suicide Call Back Service	1300 659 467
Suicide Help Line (24 hours)	1300 651 251	Women's Domestic Violence Crisis Service	1800 656 463
Tenants Union of NSW	1800 251 101	Women's Info and Referral Exchange (WIRE)	1300 134 130

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually 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 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 ambulance, dental, pharmaceutical, glasses and/or contact lenses. 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.

IN CASE OF AN EMERGENCY DIAL 000

Please note that ambulance services in Australia are very expensive and ambulance insurance cover is recommended.

For more information on ambulance cover go to the NSW Ambulance website
https://www.ambulance.nsw.gov.au

SECURITY

IN AN EMERGENCY, PLEASE CALL 000

Local Police Station

Police Assistance Line: 131 444
Crime Stoppers: 1800 333 000

UniLodge Residential Advisor: Dial 0436 465 112

Security for your room
We suggest that you **keep your door locked at all times.**

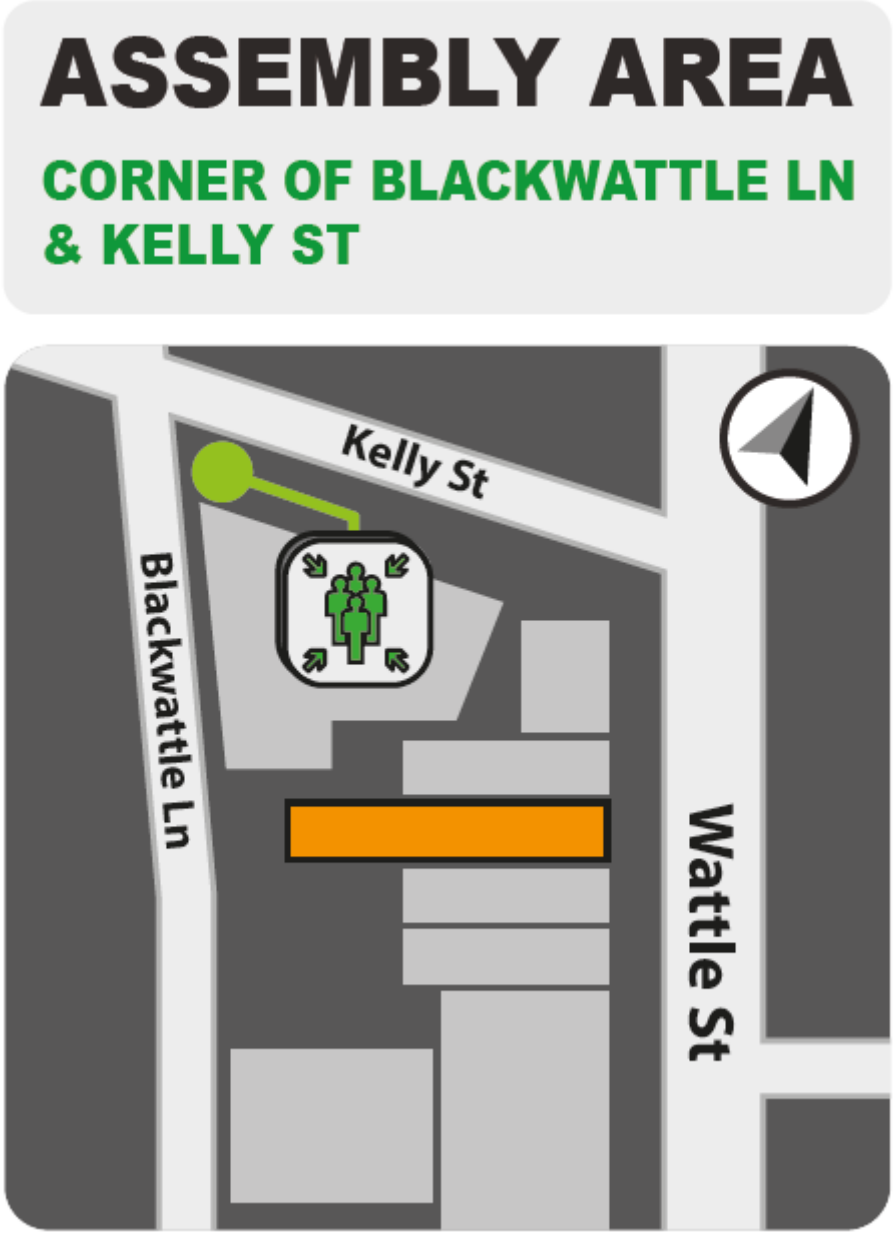
Intruders
Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call the Customer Service Team at Reception immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **UniLodge has 24-hour video surveillance.**
- **Do not show any person to a Resident's room 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 or open the front entry door.**
- **Tell the visitor to call the Customer Service Team at Reception.**
- **DO NOT WRITE YOUR ROOM NUMBER (NOR YOUR NAME) ON YOUR KEY CARD (If lost, it should not indicate who or where it belongs)**

Please ask at Reception if there is anything we can assist you with

STUDENT SERVICES

University	Contact Phone Number
University of Sydney	1800 793 864
University of Technology, Sydney	1300 275 887
University of NSW	(02) 9385 8500
Notre Dame University	(02) 8204 4429

EMERGENCY EVACUATION POINT