

UniLodge

Where I want to be

2023

**RESIDENT
HANDBOOK**

Contents

1. WELCOME TO UNILODGE at CURTIN UNIVERSITY.....	3
2. SETTLING IN	4
3. WE CARE ABOUT YOU! – PASTORAL CARE	5
4. RIGHTS & RESPONSIBILITIES	14
5. YOUR AGREEMENT WITH US	15
6. RULES.....	17
7. REFUND POLICY	22
8. ARRIVAL	23
9. BUILDING & CAMPUS FACILITIES.....	25
10. COMMUNICATIONS.....	29
11. CONTACT DETAILS	30
12. EMERGENCY PROCEDURES.....	33
13. HEALTH	35
14. OPERATING AND CARING FOR YOUR APARTMENT	36
15. PAYMENTS.....	40
16. SECURITY.....	41

1. WELCOME TO UNILODGE at CURTIN UNIVERSITY

We trust that your stay here will be both enjoyable and productive. The UniLodge Residence Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands and observes the requirements and rules so that all Residents can enjoy their stay.

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 Resident Handbook requirements and rules ensure the **COMFORT, SAFETY** and **SECURITY** of all Residents.

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

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

Enjoy your stay!

The UniLodge Residence Team

2. SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in our Residential Life Events, so that you will make new friends and begin to feel more 'at home'.

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

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

3. WE CARE ABOUT YOU! – PASTORAL CARE

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

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and 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 Residential Life Manager or Area General Manager. If necessary, we can refer you to Curtin University’s counselling service for further support.

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

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

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

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

3.1. Academic Support

If you have an academic problem, please talk to us as soon as it arises – don’t leave it until it is too late! Should you have any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles - we can help to refer you to [Curtin Learning Support](#) or 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 that are affecting your study, please advise us immediately. **Residents must always be tolerant of other Resident’s study habits.**

3.2. Residential Life Program



What is Residential Life?

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

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting Residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops.
- Game nights and movie nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, you can register for events via the Student App. The wide range of events will be loaded via the Student 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 can assist you or answer any questions you may have.

Photos at Events

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

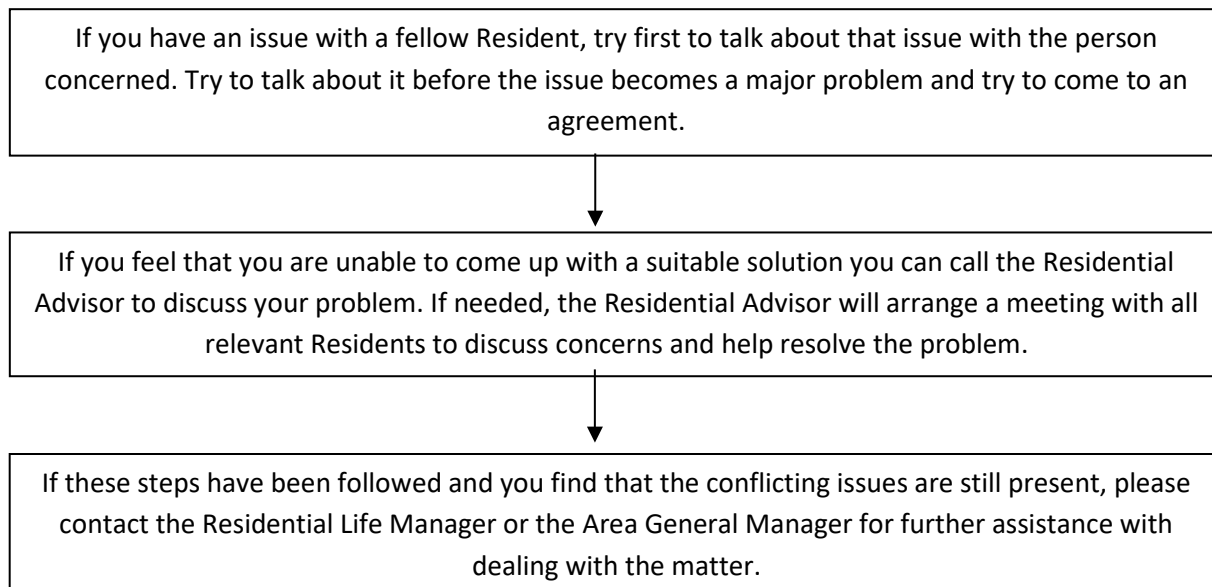
3.3. Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the Area General Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, universities have their own Student Financial Service Unit usually managed by a Student Services Department. For Curtin students, this can be found [here](#).

3.4. Living Together at UniLodge

Living Together at UniLodge

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any conflicts arise...



Tips for happy living in a multi-share apartment

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

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

3.5. Personal Problems

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

To support your welfare and learning, Curtin also have a Student Wellbeing hotline (which is available during office hours) and email address, which have been provided below.

Phone: 1800 244 043 (toll-free)

Email: studentwellbeing@curtin.edu.au

Visit: Building 102

3.6. Confidentiality

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

3.7. Bullying, Sexual Harassment and Assault, and Discrimination

Bullying, sexual harassment and discrimination are not tolerated and is against the law in Australia.

UniLodge is a friendly and supportive community, and it is expected that its members will be pro-active in ensuring that it remains so. Anyone at UniLodge who engages in any form of bullying, sexual harassment/assault, or discrimination will be asked to leave.

The *Anti-Discrimination Act* makes discrimination unlawful on the basis of a person's **gender, race, age, sexual preference, religion, political beliefs, or activities.**

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate, or threaten another person. Examples include behaving aggressively, teasing, or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Sexual harassment includes the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where there a reasonable person would have anticipated that the conduct would offend, humiliate, or intimate another person:

- unsolicited acts of physical intimacy;
- unsolicited demands or requests (whether directly or by implication) for sexual favours;
- a remark with sexual connotations relating to another person;
- engaging in any other unwelcome conduct of a sexual nature directed at another person;

We are committed to providing a respectful and safe place to study and live.

If you are feeling unsafe, unsure what to do about threatening or unwanted behaviour, or if you or someone you know has experienced sexual harassment or assault, the Curtin Safer Community Team can provide support, advice, and options.

Phone: (08) 9266 4444

Email: safercommunityteam@curtin.edu.au

Web: <https://students.curtin.edu.au/personal-support/respectful-relationships/>

Confused about consent? Watch the **Tea Consent** video:

<https://www.youtube.com/watch?v=fGoWLS4-kU>

SafeZone

Download the free SafeZone app at safezoneapp.com or from your device's app store. SafeZone is free for all Curtin University staff and students, connecting you directly to the University Safer Community Team if ever you need help while on campus.

If you think you have been subjected to bullying, sexual harassment or discrimination please contact the Residential Life Manager and the appropriate steps will be taken.

3.8. LGBTIQ+ Support @ Curtin

At Curtin, you're welcomed into an environment where you're respected and valued, regardless of your sexual orientation, gender identity or gender expression. If you identify as LGBTIQ+ (Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Questioning and otherwise diverse in their sexuality and/or gender), you can access a range of support and resources.

A Curtin Ally is a student or staff member who is informed about, sensitive towards, and understanding of, lesbian, gay, transsexual, transgender, intersex and other sexuality and gender diverse (LGBTIQ+) people. This network aims to improve the experience. A Curtin Ally provides support directly/indirectly by:

- Offering a confidential and safe environment for LGBTIQ+ people to talk about issues and obtain information
- Addressing homophobic behaviour in the university and workplace
- Staying informed about issues affecting LGBTIQ+ people.

For more, visit <https://students.curtin.edu.au/personal-support/lgbtiq/>

3.9. 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. This will enrich your experiences here at UniLodge and your time spent as students.

The Social Support Advisors (SSAs) at Curtin University can also help you identify social wellbeing concerns and work with you in an individual consultation to help find healthy and useful solutions.

This may include:

- Financial and budgeting concerns
- Accommodation support – housing concerns or potential evictions
- Nutritional needs – lack of money for food and nutritional advice for a healthy, balanced diet
- Family and domestic violence concerns – safety planning, support with legal proceedings, referrals to external agencies
- Hygiene concerns
- Medical issues/hospitalisations – liaison with hospitals, support agencies and family members
- Relationship issues
- Support for victims of crime
- Adapting to a new culture.

The Social Support Advisors and Services conduct workshops in residences throughout the year with the aim of addressing different social wellbeing concerns to help you stay healthy. The SSAs are located within Counselling and Disability Services on the Bentley Campus, in Building 109, on the second level. To schedule an appointment with a SSA, phone +61 8 9266 7850 or 1800 651 878 (free call outside metro area). For more, please visit <https://students.curtin.edu.au/personal-support/>

Curtin Counselling also offers free appointments to Curtin students. You can make an appointment by calling +61 8 9266 7850 or visit them on level 2 of building 109.

3.10. Faith @ Curtin

Information regarding places of worship, faith communities and religious equity can be accessed at Curtin University's multi faith services website <http://students.curtin.edu.au/personal-support/faith/>

3.11. Workplace Health and Safety

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

3.12. 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 Residence Team. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life 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 Residence Team

Step 3 - Inform UniLodge Residence Team of the complaint, and they will work with you to resolve the issue.

If UniLodge Residence Team make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you can have the decision reviewed by the Area General Manager. An appointment to speak with the Area General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the Area General Manager is not appropriate, the matter may be reviewed by the UniLodge National Chief Operating Officer.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

3.13. Complaints Procedures

3.13.1 STAGES OF THE COMPLAINTS PROCEDURES

Stage 1: Lodging a complaint

Complaints can be lodged via the online [form](#) or verbally by contacting the General Manager, Property Manager Operations or another senior member of staff. Less serious complaints may be easily resolved by another member of staff without proceeding further with the complaint.

Stage 2: Response and Advice

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

Stage 3: Investigation and Determination

If the complaint is not satisfactorily resolved by Stage 2, and the complainant wishes to proceed, the senior member of staff will forward the complaint to the General Manger, Area General Manager, or nominee, for investigation and determination. If a matter requires an investigation that will take more than seven days, the complainant will be advised and offered support if appropriate. The General Manger, Area General Manager or Nominee will advise the Curtin Director of Accommodation, Office of Corporate Services and other appropriate stakeholders depending on confidentiality of the complaint.

Stage 4: Conciliation

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

to respond in writing. Resolution may be achieved after meetings with the respondent and the complainant individually or together.

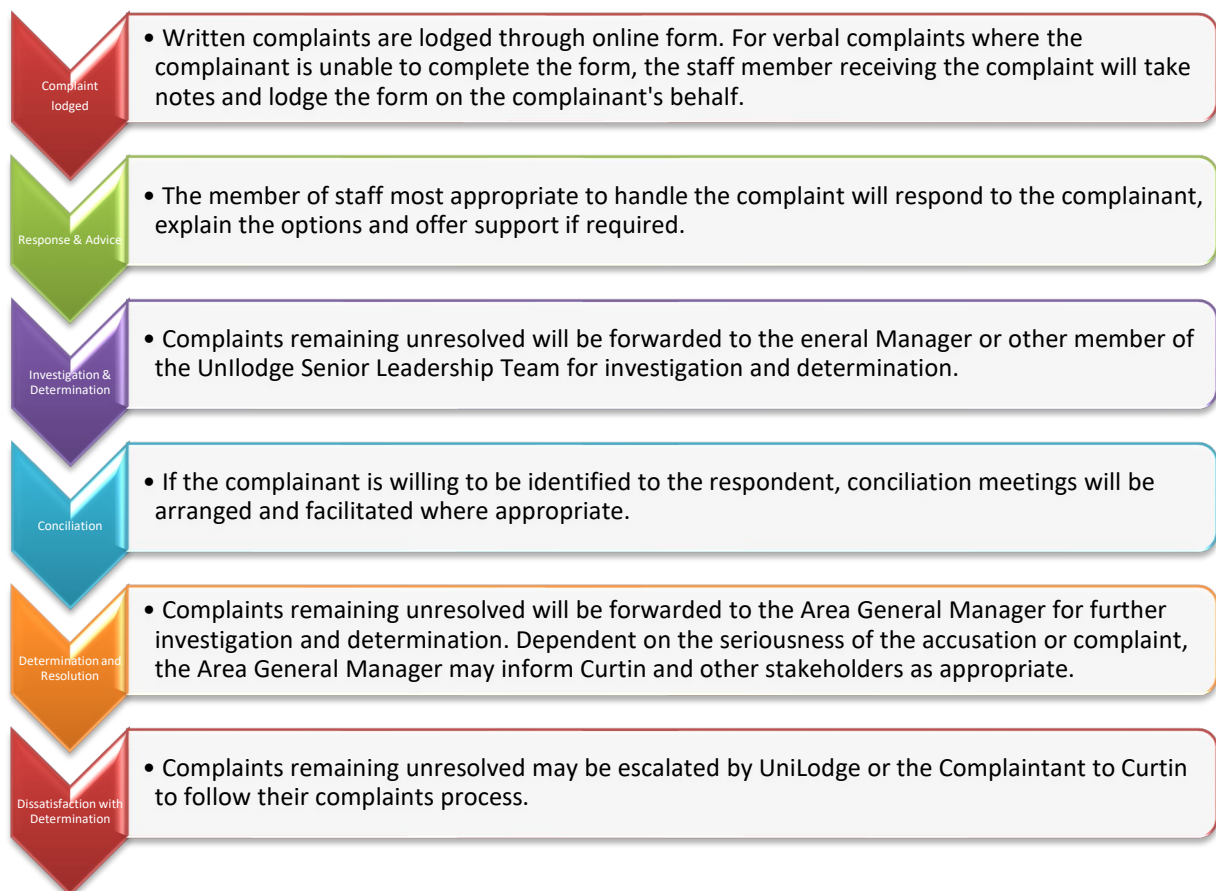
Stage 5: Determination and Resolution

Where the complaint is not able to be resolved at Stage 4 – *Conciliation*, the General Manager, Area General Manager or Nominee may make a determination and advise the complainant in writing. A copy of the determination will be provided to the Curtin Director of Accommodation, Office of Corporate Services and other stakeholders where appropriate.

Stage 6: Dissatisfaction with Determination

Complainants who remain dissatisfied with a determination have further rights including seeking support from lodging a formal complaint with the Curtin Director of Accommodation, Office of Corporate Services or other appropriate authority.

GENERAL COMPLAINTS



3.13.2 HANDLING MISCONDUCT COMPLAINTS

a) Discrimination complaints

UniLodge train and support all staff in training on our anti-discrimination policy and subsequent addressing of issues surrounding these types of complaints.

As the complaint is progressed from each stage to the next stage the most appropriate person to handle the complaint must be reviewed. The same or different advisers may assume responsibility for the complaint at different stages. Continuity, success of previous contacts, and the request of those involved will be taken into account in this decision.

Should the complaint be of a nature or matter which falls outside of the Residential Agreement, Curtin University and its nominated representative will be advised. UniLodge Australia Pty Limited act as agent for Curtin University, on Curtin University campus. Under Statute No, 10 – Student Discipline to establish the

framework for dealing with Student Misconduct. Student Misconduct can refer to General Misconduct inclusive of unlawfully discriminating against any person lawfully on the University's premises or elsewhere while engaged in any University activity. An instance of Student Misconduct is a "disciplinary offence" within the meaning of that term in the Act.

Further information on general misconduct can be found here, Statute No.10 – Student Discipline:
https://policies.curtin.edu.au/local/docs/statutes-rules/General_Misconduct_Rules.pdf

b) Assault or harassment complaints

UniLodge train and support all staff in training on our assault and harassment policy and subsequent addressing of issues surrounding these types of complaints.

As the complaint is progressed from each stage to the next stage the most appropriate person to handle the complaint must be reviewed. The same or different advisers may assume responsibility for the complaint at different stages. Continuity, success of previous contacts, and the request of those involved will be taken into account in this decision.

Should the complaint be of a nature or matter which falls outside of the Residential Agreement, Curtin University and its nominated representative will be advised. UniLodge Australia Pty Limited act as agent for Curtin University, on Curtin University campus. Under Statute No, 10 – Student Discipline to establish the framework for dealing with Student Misconduct. Student Misconduct can refer to General Misconduct inclusive of assaulting or attempting to assault any person in or upon the premises of the University or elsewhere while engaged in any University activity. An instance of Student Misconduct is a "disciplinary offence" within the meaning of that term in the Act.

Further information on general misconduct can be found here, Statute No.10 – Student Discipline:
https://policies.curtin.edu.au/local/docs/statutes-rules/General_Misconduct_Rules.pdf

3.13.3 GUIDELINES FOR THOSE WITH MISCONDUCT COMPLAINT

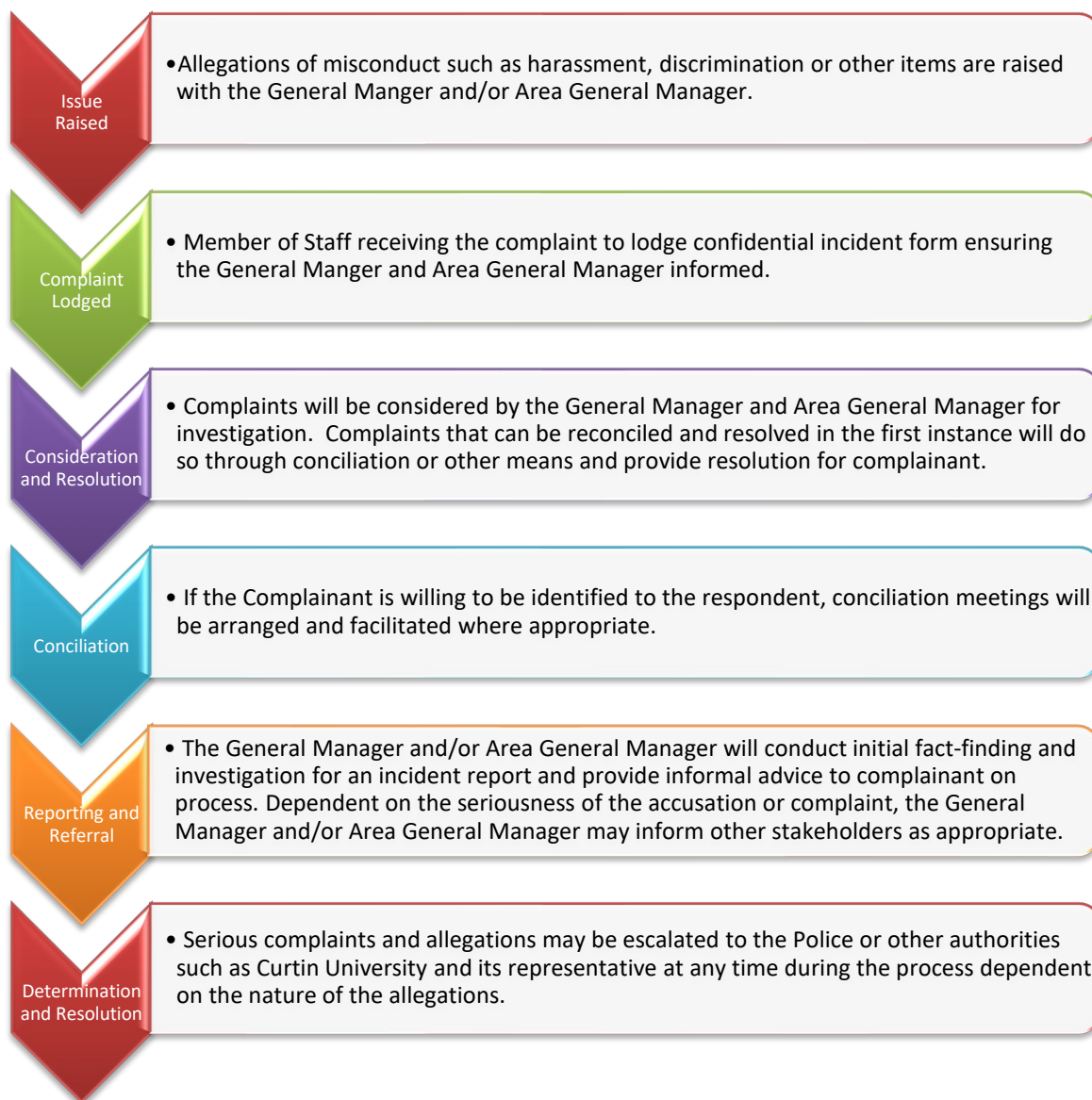
Staff or residents with a complaint relating to misconduct should endeavour to make an appointment for informal advice with the General Manager.

The manager will lead the complainant through the first, and possibly subsequent, stages of the procedures, and will provide the complainant with appropriate information and support. This can also include notification and referral to Curtin University and its nominated representative (also known as the Authorised officer under the General Misconduct Policy), or Emergency Services such as Police for further investigation.

Complainants should, if possible, maintain and have available accurate records of the time and place of the incident(s) of alleged misconduct.

Staff or residents with a complaint of misconduct, while being encouraged to use the UniLodge and Curtin University procedures, have the right to seek advice from the Western Australian Equal Opportunity Commission or the Commonwealth Human Rights and Equal Opportunity Commission at any stage.

MISCONDUCT COMPLAINTS



3.14. Your Shop

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

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

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

4. RIGHTS & RESPONSIBILITIES

4.1. **Resident Rights**

- a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- b) Peaceful enjoyment of the premises.
- c) A secure environment.
- d) To be given a copy of the Accommodation Agreement and Resident Handbook.

4.2. **UniLodge Rights**

- a) To send Remedy of Breach notices to Residents who break the terms or conditions of the Accommodation Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b) To issue Remedy of Breach notices to Residents defaulting on their accommodation fee payments, and to send a Notice to Leave if not remedied.
- c) To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- d) Request ID from Residents.

4.3. **Resident Responsibilities**

- a) Pay the Accommodation Agreement fees by the due date and by the agreed method of payment.
- b) Do not use the premises for illegal purposes.
- c) Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other Resident.
- d) Keep the premises and inclusions clean.
- e) Be responsible for your guests' behaviour.
- f) Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- g) Report to UniLodge any damage/maintenance issues to your premises in writing.
- h) Pay for charges as outlined in the Accommodation Agreement and this Resident Handbook.
- i) Abide by the terms of the Accommodation Agreement, Resident Handbook, rules, and regulations of the building.
- j) Only use the premises for residential purposes unless otherwise agreed in writing.
- k) Pay for any damage in your apartment. For your reference, a general damages and repairs list is attached in section 14.5 of the Resident Handbook. The Entry Condition Report will always be referred to when considering damage and residents are not responsible for fair wear and tear to the property.
- l) Pay for any Miscellaneous Fees and Charges including fire alarm activation fee that may occur from your apartment.

4.4. **UniLodge Responsibilities**

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

4.5. **Copyright at Curtin**

Curtin students are subject to the provisions of the *Copyright Act 1968*, so it's essential to be aware of what you can and can't copy. For further information on copyright restrictions and entitlements that apply to your university work, go to the Copyright website at <http://copyright.curtin.edu.au/home/what-is-copyright/>

5. YOUR AGREEMENT WITH US

5.1. Condition Report

At the commencement of your Accommodation Agreement, an Entry Condition Report will be completed and signed by both you, the Resident and a UniLodge representative. This Condition Report will be used during and at the end of the Accommodation Agreement to assess any damage to the apartment, its furniture and equipment. Any charges will be made at Manager's discretion and the general damages and repairs list in section 14.5 of the Resident Handbook will be referred to along with contractor advice to provide final prices.

The completed Condition Report must be **returned to the office within 2 business days** of you receiving the report. Failure to do so will result in the Entry Condition Report not being an eligible basis for any security deposit claims at the end of your agreement.

5.2. Security Deposit

- a) A security deposit equivalent to four (4) weeks' Residence Fee ('Rent') is required by any resident not studying at Curtin University. The security deposit is held in an account on behalf of the Resident for the term of the residency and / or for any further period in which the Resident may occupy the apartment.
- b) The security deposit cannot be used for Residence Fees unless authorised by the Area General Manager.
- c) The cost of repairs, replacements, special cleaning, and waste removal may be deducted by the Manager from the security deposit.
- d) The Resident is not entitled to make a claim on any interest of the security deposit.

5.3. Sanctions

You will need to make sure your fees are paid by the relevant due date. If you miss the due date, sanctions will be placed on your student record, which may prevent:

- Access to your results for current and previous study periods
- Requests for documents, such as your Academic Transcript or Letters of Completion
- Attendance at your graduation ceremony and the issuing of your course award/s
- Enrolment in future study periods

Sanctions can be placed by any area of the University, for late payment of tuition or SSAF, incidental fees, library fines or other debts owing to Curtin. You can view your sanctions by logging in to OASIS, clicking on My Studies and scrolling down to the Sanctions box.

5.4. Early Termination of the Accommodation Agreement by UniLodge

The requirements and obligations involved in the Termination of the Accommodation Agreement are explained in the Sections 12, 13, 14, 15, 16 and 17 of the Accommodation Agreement.

Please ask to speak to the Area General Manager if you need to understand this in more detail.

In summary, the Accommodation Agreement may be terminated early by UniLodge if:

- a) The Resident fails to pay Rent by the due date and all notices to remedy have not been satisfied.
- b) The Resident's behaviour is deemed "unacceptable" by UniLodge (as defined by the Accommodation Agreement and the Resident Handbook).
- c) The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

5.5. Early Termination for 'Unacceptable' Behaviour

The UniLodge Resident Handbook promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore or transgress these guidelines, you shall receive

written warnings from the UniLodge Residence Team. Residents who have received warnings and continue with such behaviour will face early termination of their Accommodation Agreement.

An important thing to know is that, to protect the safety and wellbeing of all Residents, UniLodge can require an Immediate Termination without prior notice where a Resident's behaviour is deemed to be "unacceptable" by UniLodge in connection with any incident. Unacceptable behaviour may include but is not limited to:

- a) Carrying, using, or distributing illegal drugs or other illegal substances.
- b) Harassment, abuse or discrimination of another Resident, Staff Member, or person.
- c) Sexual/physical abuse of another Resident, Staff Member, or person.
- d) Theft of another person's property.
- e) Significant interference with the peace, comfort or privacy of another Resident or Staff Member.
- f) Smoking within an apartment or in any other area of the building
- g) Tampering with or removal of the smoke detector in their apartment.

Many of these behaviours are against the law. Residents should be aware that, in addition to immediate termination, matters may be referred to police, and/or Curtin University for consideration under the University's Student Conduct Regulations.

5.6. Early Termination by Residents

Residents may only request an Early Termination of the Accommodation Agreement if they withdraw their university enrolment, or in exceptional extenuating circumstances.

The requirements and obligations involved with these are explained in Section 14 and 15 of the Accommodation Agreement.

Please ask to speak to the Area General Manager if you need to understand this in more detail.

5.7. Land and Traffic By-Laws 2008 (Curtin University of Technology)

By signing your Accommodation Agreement, you agreed to all the terms and conditions set out in the Accommodation Agreement and acknowledged receipt of a copy of all documents, including the *University Land and Traffic By-Laws ('Bylaws')* and Resident Handbook.

The Bylaws require that garden beds are to be always kept clear of rubbish and will be checked for cleanliness. Vandalism of reticulation or plants is a breach of both your Accommodation Agreement and the *Land and Traffic By-Laws* and will result in disciplinary action.

The link below will direct you to a current copy of the Bylaws. Please read them to ensure that you are aware of all the conditions of your Accommodation Agreement: <http://policies.curtin.edu.au/legislation/bylaws.cfm>

6. RULES

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

6.1. Alcohol

Alcohol is permitted in common areas and apartments; however, residents are responsible for ensuring that common areas are left in clean and tidy condition, and that there is no damage to property. Alcohol cannot be consumed within hallways, corridors or around the grounds and we ask that students responsibly consume within those designated areas above.

Alcohol drinking paraphernalia, such as beer bong, are prohibited.

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

- Alcohol must not be supplied to any person under the age of eighteen (18) – nor must it be shared in a manner which makes it accessible to any underage person
- Alcohol must not be supplied to any person who is intoxicated
- Drunkenness is unacceptable in residence, and residency may be terminated on these grounds
- Residents are NOT permitted to allow any non-resident who is under the influence of alcohol entry to the residence or their apartment/unit to visit or sleep. This includes people who reside at other on-campus residences
- Drinking games – and the use of implements for drinking games (like funnels) that encourage binge drinking and the excessive consumption of alcohol – are prohibited. If found, these implements will be confiscated
- If you are concerned by the consumption of alcohol, you may like to seek assistance or advice from one or all of the following: the UniLodge Residence Team of your residence, Curtin Safer Communities Team, [Counselling Services](#) and/or a [Doctor](#).

6.2. Balconies

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

6.3. Behaviour

Residents must agree to abide by the requirements and code of behaviour which is described throughout this Resident Handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Breaches of the code of behaviour will be dealt with by the UniLodge Residence Team. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Accommodation Agreement; you will still be responsible for payment of your all Accommodation Agreement Fees until your new agreement end date. A single finding of "unacceptable behaviour" may result in the termination of your Accommodation Agreement without prior warning (see **5.4 Early Termination for Unacceptable Behaviour**).

6.4. Building Security

All Residents and guests agree to be bound by the following security requirements, as described in this Resident Handbook, and as instructed by the UniLodge Residence Team.

- Residents must always carry ID and, if requested, show it to the UniLodge Residence Team, Security or Staff.

- Under no circumstances are Residents to loan out their swipe card/physical key to anyone.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the requirements and rules of the Resident Handbook whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

6.5. Cleaning and Inspections

All Residents are responsible for the day-to-day cleaning of their bedroom/apartment. Apartments will also be inspected randomly, after due notice is given, for faults or damage.

6.6. Common Property

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

6.7. Cooking

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

6.8. Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the residence is strictly forbidden.

Anyone found using, or in possession of, illegal substances or implements associated with their use will be dealt with by the UniLodge Residence Team and the relevant authorities. Immediate termination of the Accommodation Agreement may result from the use or possession of illegal drugs. If someone you know is being affected by the use of illegal substances, you may like to seek assistance or advice from one or all of the following:

- UniLodge Manager
- Counsellors
- The University
- Curtin Counselling Service
- Safer Community Team
- A Doctor

If you or another resident is affected by drug use, please talk to the UniLodge Residence Team. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

6.9. Eligibility of Residents

- All Residents must sign the Accommodation Agreement and agree to the conditions outlined in the Resident Handbook
- Be studying either in a Full time or Part Time capacity at a tertiary institution or approved pathway
- Children are not permitted to reside at UniLodge
- Residents must not sub-let the apartment under any circumstances

6.10. Furniture and Equipment

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

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

6.11. Gambling

Gambling is not permitted on the premises.

6.12. Lockouts

A lockout fee of \$10.50 will apply should you lock yourself out of your apartment or the building and require a staff member to provide you access. If you have lost your swipe card and are issued with a new one – a fee will be charged of \$55. All lost swipe cards must be reported to UniLodge staff immediately.

A call point is located at each Residence Office for after hour's lockouts. Push to talk to the on duty Residential Advisor. Alternatively, please call the Residential Advisors direct on the Mobile Number shown on the Reception Door. Each point has a surveillance camera.

Do not give access keys or swipe cards to anyone who is not a UniLodge Staff Member.

6.13. Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights having first received approval for this. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay. The cost for this is listed in the Accommodation Agreement as a Guest Fee.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must stay within the bedroom and not the common areas within the apartment.

To ensure compliance with fire and safety regulations (and in consideration of the rights of other Residents in multi-share apartments), the following process must be followed:

- A guest must be registered at reception
- A guest must be always accompanied by a Resident
- A Guest Form must be completed by the Resident
- A guest cannot stay more than three consecutive nights

Failure to follow this process will render the Resident liable to disciplinary action as well as the Guest Fee.

Residents must ensure that their guests comply with the rules and requirements of the Resident Handbook and reasonable directions given to them by the UniLodge Residence Team. If requested to do so by the UniLodge Residence Team, a guest must leave the building immediately.

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

6.14. Flat Parties

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

Residents may hold small events in their flats by filling out this event request form and handing it into reception. A small event is deemed to be no more than a 1:1 flatmate to guest ratio.

Any in-flat event which has the potential to be disruptive to the community should instead take place in the Common Room. If an event is being held with more people than the guidelines above, a Common Room

booking form will need to be completed and emailed to rlm.curtin@unilodge.com.au

Gatherings require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this 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.

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 at Curtin Resident Handbook and Accommodation Agreement, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

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

Hosts should be aware of these rules:

- Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- 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.
- Non-Residents staying after 10pm are considered an overnight guest, and an overnight guest form must therefore be completed.

6.15. Pets

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

6.16. Requests by Staff

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

6.17. Smoking

UniLodge is a smoke-free building which includes the apartments, balconies, surrounding areas, grounds, and common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the Resident responsible.

Curtin University is a smoke-free university, including all buildings, land, and carpark. Residents **must** leave the residence to smoke. For more information, visit [Clean Air Campus](#)

6.18. Noise Complaints

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

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

repeat offenders will be liable to disciplinary action.

6.19. Contract End Date and Leaving

At the end of the Accommodation Agreement, the room must be left in good condition and the Condition Report will be used to make this assessment. All of the Resident's personal property must be removed and any property left in the apartment will be disposed of.

7. REFUND POLICY

7.1. Security Deposit, Residence Fee ('Rent') and Cable Gate Remote Deposit

7.1.1 No Refund

- In the event of a Resident being terminated early the Resident will not be eligible for the refund of any Rent paid which covers until the new agreement end date.
- At the end of the Accommodation Agreement, where damage has been caused to the residence and the security deposit 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. For Curtin University students, a sanction will be placed on their Curtin University student account should the cost of damages not be paid by the resident.
- Where a Resident breaks the Accommodation Agreement without cause, the Resident is not eligible for any refund of advanced Rent and must continue to pay all fees until the end date of the agreement.
- At the end of the Accommodation Agreement, where the cable gate remote has not been returned upon departure from the property, the \$60 deposit will be forfeited.

7.1.2 Cancellation Prior to Accommodation Agreement Commencement

- Where a Resident wishes to withdraw their application after accepting an Offer of Accommodation but before the Accommodation Agreement Start Date, because they did not get an academic offer to Curtin University, and the Resident paid a holding and/or security deposit and/or Rent, the Resident must provide this proof of unsuccessful academic offer within 7 days of receiving it, and prior to the Start Date of their Accommodation Agreement of their cancellation. The administration fee is non-refundable.
- Where a Resident wishes to withdraw their application after accepting an Offer of Accommodation but before the Accommodation Agreement Start Date for any other reason, and the Resident paid a holding and/or security deposit and/or Rent, the Resident must give as much notice as possible prior to the Start Date of their Accommodation Agreement of their cancellation. Where the appropriate notice is given, the amount equal to one week's Rent will be deducted from the amount paid and the balance will be refunded. The administration fee is non-refundable.

8. ARRIVAL

This Resident Handbook contains the rules and requirements of your residency which forms part of your Accommodation Agreement. You must read this document and, once understood, sign the Acknowledgment Form issued to you before arrival, which will evidence your agreement to abide by the Resident Handbook and your contractual obligations. You are entitled to a copy of your signed Accommodation Agreement and Resident Handbook Acknowledgment Form.

On your arrival you will receive the following items:

- A security swipe card or a key
- Condition Report for your apartment (must be returned within 48 hours of your arrival)
- A copy of your Accommodation Agreement on request
- A copy of the Resident Handbook on request
- A Direct Debit Form and Calendar
- Residential Advisor (RA) Contact Details

Within 5 days of arrival, you will be required to attend a compulsory induction session. Inductions provide an overview of important information related to living at UniLodge at Curtin University.

8.1. Absent from Your Apartment

If you intend to leave your apartment for more than five nights, please ensure you let reception know. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a Rental instalment date, it is your responsibility to ensure that your Residence Fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all Residence Fee payments prior to going on holiday.

8.2. Access to Other Bedrooms/Apartments

Entering another Resident's bedroom or apartment without authorisation is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. 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 apartment.

8.3. Access to the Building

Access to your Residence is via your apartment swipe card or key.

8.4. Additional Furniture

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

8.5. Identification

Identification should be always carried as it allows UniLodge 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.**

8.6. Security and Swipe Card/Key

- You are issued with a key or swipe card when you check in. The key/swipe card will give you access to the main entrance door of the building after hours, your apartment front door and your bedroom if you are living within the multi-share apartments.
- The key/swipe card should always be carried by a Resident. Your key/swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room during business hours please go to reception and they will assist you. After hours call the Duty RA. Please note that a \$10.50 fee is applicable in this instance.
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge Staff Member immediately.

The charge for a replacement of a lost swipe card is \$55.00 each.

9. BUILDING & CAMPUS FACILITIES

9.1. **Barbeques**

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

9.2. **Bicycle Storage**

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

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

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

9.3. **Car Parking**

Car parking is not included within your accommodation agreement and is provided at the discretion of UniLodge.

Car parking is available free of charge at each residence for approved Residents who have been allocated a car parking space by UniLodge and display the correct UniLodge parking permit. However, a deposit of \$60 will be required for a cable gate remote upon application. To apply for a car bay and remote, please kindly complete the application form (provided by reception or reservations) and return it to reception together with providing proof of vehicle ownership. Please note if cable gate remote is not returned upon departure the deposit will be forfeited.

There is a limited quantity of car parking at each residence so please contact the Residence reception before you bring (or consider purchasing) a car.

Residents with residence parking permits cannot park in other car parks at the University. Misuse of parking permits, cable gate remotes and breaches of the residence parking permits may result in loss of parking privileges. Residents who park in the reserved/service bays may incur a University fine. Always lock your car and do not leave valuables inside. Driving on grassed areas or parking beside apartment buildings is not permitted.

University parking

Parking is available on campus should students not be successful in obtaining a carpark at the residences. More information can be found here: <https://properties.curtin.edu.au/transport/parking-zones.cfm>

Parking is free before 8.00am and after 4.30pm on weekdays, and free all day on weekends. Between 8.00am and 4.30pm, Monday to Friday, parking is pay as you go with the [CellOPark app](#). Failure to use the CellOPark app during these hours may result in a fine.

Washing Cars

A hose and vacuum cleaner are available at some residences for cleaning your car. Please wash your car in the car park and try to conserve water where possible.

9.4. **Car Rental**

As a Resident of campus accommodation, you are eligible to join our car sharing program. Simply fill out the free online application. Once your membership has been approved, you'll receive an email

confirmation. You will then be mailed your Smart Card and welcome brochure. Your Student ID number will be on your welcome brochure. To find out more information about student car share go to <http://studentcarshare.com.au/#HowItWorks>

9.5. Kitchen

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

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

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

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

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

9.6. Laundry

Washing machines and clothes dryer machines are located at each residential complex and are \$4 per wash and \$4 per dry for Resident use only. However, Residents are required to purchase their own laundry detergents and softeners.

Pre-Paid Laundry cards are available at reception (to be purchased in multiples of \$20)

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

An ironing board is provided in each apartment/unit, though Residents will need to provide their own iron. Guild House Residents can request an ironing board from the Guild House Office. Heaters are not to be used to dry clothing.

9.7. Mailboxes

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

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

Australia Post:

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

9.8. Reception / After-Hours Staff

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

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

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

9.9. Resident Common Rooms

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

9.10. Rubbish

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

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

9.11. Shopping

Shops are located within walking distance of each residence. Larger shopping complexes can be easily accessed by public transport. The number 34 bus leaves Hayman Rd roughly every 15 minutes and will get you to Waterford Plaza in just 10 minutes.

Shopping trolleys must not be brought into the Residence. The UniLodge fine for doing so is \$50.00.

Removing a shopping trolley from the shopping complex is a criminal offence. Bringing and leaving shopping trolleys into the Residence may be treated as theft and littering and offenders will be referred to Curtin University, and may face fines in accordance with *the Land and Traffic By-Laws*. (This carries a \$500.00 maximum penalty.)

9.12. Sporting Facilities

An added benefit to Residents who are living the on-campus at Curtin University is Free Off-Peak Membership at the Fitness Centre located at the Curtin Stadium (Building 111). This provides access to the main gym only during off peak hours, which currently are: Mon-Fri 6.00am-3.00pm, Sat-Sun 8.00am-12.00pm unless closed for Public Holiday or other University conditions (hours of operation are subject to change.)

This membership will be for the term of your Accommodation Agreement. Curtin Stadium conditions must be met before the membership can commence, including a signed Membership Verification and Agreement form and a formal appraisal of each Resident etc. For further details speak to your residence reception or email stadium@curtin.edu.au and include the notation 'Housing off peak membership' with your enquiry.

Residents can participate in a variety of sport, fitness, and recreational activities at the University's award-winning sport and recreation complex, Curtin Stadium. For those interested in sport, there are options for everyone with any skill or commitment level. Residents can enter a team in the Social Sports Program run each semester, try out for the Intervarsity Sports Program and Australian University Games, or join a Curtin sporting club.

The Fitness Centre features a competitive range of gym equipment and experienced staff for those interested in achieving their fitness goals. For a fun group exercise workout, the Stadium also runs a range of Group Fitness classes. Recreation programs are run throughout the year and offer Residents the opportunity to experience a variety of alternative activities. To find out more about Sports and Recreation @ Curtin visit <https://stadium.curtin.edu.au/>

9.13. Transport

A bus port is located on Hayman Road and Koorliny Way and bus stops are located around the perimeter of campus. Bus timetables are available from all Residence Receptions.

The **Transperth** website is <http://www.transperth.wa.gov.au> or you can call them on 13 62 13.

The Curtin University campus is one of the busiest in Perth, and there are number of easy, safe, affordable, and environmentally friendly ways to get to and around campus. To learn more, visit <https://about.curtin.edu.au/campus-locations/perth/directions-maps-parking/>

Campus Courtesy Bus Service

During semester on weekday evenings from 5:30pm – 12:30am, Residents can hail the Campus Courtesy Bus Service to get around the Bentley campus, including the student housing villages. See the link below for more information:

Curtin Access Bus Service (CABS)

Wheelchair accessible CAB service for Curtin staff, students and Residents of on-campus accommodation runs along four circular routes through Bentley & Waterford (during semester only - excluding tuition-free weeks), Technology Park (all year-round service) and a new service route through South Perth and Victoria Park!

9.14. Utilities - Electricity and Water

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

10. COMMUNICATIONS

10.1. Information and Communication Technologies @ Curtin

As a Curtin University student, you are given access to the University's ICT services and facilities to help you study, research and work more effectively. However, Curtin University will impose severe disciplinary penalties on you, which may include restricting access, suspension or termination of enrolment, dismissal and/or criminal prosecution, if you use these privileges inappropriately or do not abide by Curtin policies and procedures.

All students at the University must comply with the ICT Policies and Guidelines For more, visit <https://students.curtin.edu.au/essentials/rights/>

10.2. Internet

The Curtin Wireless Network provides students and staff with enhanced teaching and learning opportunities through more flexible access to online materials. Wireless network connections are available across the university campus.

Please note only Residents enrolled at Curtin University, Curtin College and Eduroam affiliated institutions will have Eduroam wireless network access in and around the residence and campus. For more, visit the following website <https://students.curtin.edu.au/essentials/it/internet-computers-printing/wireless/>

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

10.3. Printing

Printing is available from the Curtin Library for Curtin students using your student card. Printers are also located within your faculty and again can be accessed by using your student card. Printing/photocopying services are available at reception for a reasonable cost., please check with your reception team for costings.

11. CONTACT DETAILS

11.1. Emergency Contacts

Dial **000**

(Police, Fire, Ambulance)

11.2. Property Contacts

Erica Underwood House

Address: 209 Kent St, Karawara 6152

Phone: 08 6149 3510

Email: ericaunderwoodhouse@unilodge.com.au

Guild House

Address: 63 Jackson Rd, Karawara 6152

Phone: 08 6149 3520

Email: guildhouse@unilodge.com.au

Kurrajong Village

Address: 1 Kyle Ave, Bentley 6102

Phone: 08 6149 3500

Email: kurrajongvillage@unilodge.com.au

Vickery House

Address: 119 Hayman Rd, Bentley 6102

Phone: 08 6149 3530

Email: vickeryhouse@unilodge.com.au

Twin Dolphin Hall

Address: Building 431, Cnr Beazley Avenue & University Boulevard, Bentley 6102

Phone: 08 6186 3300

Email: twindolphinhall@unilodge.com.au

11.3. Property Address

Mail being sent to you should be addressed as follows:

<p>Resident Full Name UniLodge at Curtin University Building Name Apartment Number, Street/Building Number, Street Suburb, WA, Postcode</p>
--

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

11.4. Maintenance

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

For any non-urgent requests these should be logged at reception, or by calling the Residential Advisor (RA). For details on priorities please see the below table:

Service Level	Rating	Response and Make Safe Time	Rectification and Resolution Time	Example events
<p>Critical Risk Event Risks and incidents that pose a direct and immediate high risk to personal safety and security; business continuity; asset availability, or the environment.</p>	Priority A	1 hour	4 hours	<p>Requires the immediate isolation and making safe of an asset (or part of an asset);</p> <ul style="list-style-type: none"> • Extensive flooding sewage leakage or other liquid or gas leak which immediately impacts • Causes disruption to the Residence Areas; <ul style="list-style-type: none"> - Loss of Power for more than 2 hours - Loss of Hot Water for more than 2 hours of time • Essential air-conditioning fault (e.g., main plant) • Essential ventilation fault (e.g., smoke control system) • Fire
<p>High Risk Event Risks and incidents that pose an indirect and immediate high risk to personal safety and security; business continuity; asset availability, or the environment.</p>	Priority B	2 hours	12 hours	<p>Disruptive to the use of an asset operational functions;</p> <ul style="list-style-type: none"> • Emergency and exit lighting • A storm water, water or sewage leakage or other liquid or gas leakage which does not immediately impact on the use of the Residence Area or Precinct • Causes subsequent damage to assets as a result of flood, smoke, fire, hazardous materials • Broken window • Broken or inoperable doors/locks • Door jammed (to be Priority A if persons trapped)
<p>Medium Risk Event Risks that pose a medium risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business-as-usual processes.</p>	Priority C	8 hours	48 Hours	<p>Poses a nuisance and disrupts business continuity;</p> <ul style="list-style-type: none"> • Flickering fluorescent lamps (to be a Priority A if repair is an OH&S Requirement) • Nonessential air-conditioning • Security lighting (external) • Faulty toilet cistern/running taps • Dripping taps • Pest infestation • Graffiti

<p>Minor Risk Event</p> <p>Risks and Defects that pose a low risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business-as-usual processes.</p>	Priority D	72 hours	7 Days	<p>Has no impact on asset amenity, life, or personnel safety; business continuity,</p> <ul style="list-style-type: none"> • Minor breakdown works that is not disruptive e.g., fixing loose handles, signage repairs • Torn carpets/damaged tiles/trafficable surface (Priority A if repair is an OH&S Requirement) • Minor pest problems • Failed lamps
--	------------	----------	--------	---

12. EMERGENCY PROCEDURES

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

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

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

After Hours Contact (Duty Residential Advisor):

Erica Underwood House – 0455 944 711

Guild House – 0455 940 714

Kurrajong Village – 0447 867 115

Vickery House – 0455 935 238

Twin Dolphin Hall – 0423 139 024

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

- Call 000

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

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

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

In all other situations contact Curtin Safer Community Team. For 24/7 security and links to wellbeing services and support.

- Call (08) 9266 4444

Or email safercommunityteam@curtin.edu.au if immediate action is not required.

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

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

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

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

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

12.1. Assembly Location - Evacuation

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

12.2. Fire Safety

Instructions to be followed in case of fire are on the inside of your bedroom door. Please read them carefully. Should the alarm indicate evacuation, please do so in an orderly manner. Congregate at the Emergency

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

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

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

This amount can be from \$1337.00 per incident.

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

12.3. Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, residents will be charged the associated costs resulting from the fire detector activation and any other associated costs related to the fire alarm activation. You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas. This will automatically call the Fire Brigade; residents will be charged alarm activation fee and any other associated costs related to the fire alarm activation.

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

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

DO NOT TOUCH THE SMOKE DETECTORS

12.4. In Case of Fire

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

13. HEALTH

Residents feeling unwell may contact their Residence Staff for assistance in making a doctor's appointment or for transport to the Curtin Health Services. You may choose to call Curtin Health Services direct on (08) 9266 7345 from a mobile or Curtin Safer Community Team by dialling (08) 92664444.

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

Curtin Health Services website: <https://students.curtin.edu.au/personal-support/health/medical-centre/>

In the case of illness that needs hospital attention but is not an emergency, transport to the hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend in addition to the driver accompany you. The only suitable transport in an emergency is an ambulance, and staff may call an ambulance if they deem it necessary. Ambulance costs are the responsibility of the person seeking, requiring or having been deemed to require urgent medical care. It is recommended that you have health cover that includes ambulance travel.

13.1. First Aid

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

13.2. Local Dentist, Doctor, and Hospital Contact Details

The local area has many available medical services.

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

Dentist	Doctor
Alpha Dental Shop 34A, Waterford Plaza Karawara WA 6152 (1.3km, 16 minutes walking) 08 9313 1182 http://www.alphadentalgroup.com.au/ Monday – Thursday: 9:00am – 5:00pm Friday: 9.00am – 1.00pm Saturday: 8:00am – 12:00pm Sunday: Closed	Curtin University Health Services Lvl 1/Building 109, Curtin University Bentley WA 6102 (On Campus) 08 9266 7345 http://life.curtin.edu.au/health-and-wellbeing/health_services.htm Monday – Friday: 8.00am – 4.30pm Saturday & Sunday: Closed Doctor to You - 24/7 1800 303 834
Hospital - Public	Hospital - Private
Royal Perth Hospital 197 Wellington St Perth WA 6000 (8.6km, 17- B minutes by car) 08 9224 2244 http://www.rph.wa.gov.au/ Open 24/7	St John of God Murdoch Hospital 100 Murdoch Dr Murdoch WA 6150 (11.3km, 16 minutes by car) 08 9438 9000 https://www.sjog.org.au/murdoch Open 24/7

In case of an emergency dial 000

14. OPERATING AND CARING FOR YOUR APARTMENT

14.1. Air Conditioning

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

14.2. Compulsory Departure Fee

Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival. A fee of \$115 is payable on or before your arrival (*a premium room departure fee is applicable to a one bedroom apartment at \$140). This fee is non-negotiable. A condition of your agreement is you must leave your apartment in the same condition as when you arrived. Any cleaning required beyond the standard professional clean will be at the Resident's expense and deducted from the security deposit.

14.3. Filing cabinet drawers

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

14.4. Glass and Aluminium

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

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.

14.5. Heating

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

14.6. Portable Air Conditioners and Portable Air Coolers

Portable Air Conditioners are not permitted within our housing due to the age of the buildings and the circuit boards will not be able to run these appliances efficiently without damaging the circuits. Portable Evaporative Air Coolers that carrier water is also not permitted as water can spill over the floor and they are a safety hazard.

14.7. Joinery Items

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

used.

Scratches and Cuts

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

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

14.8. Maintenance

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

1. Identify the problem i.e., plumbing, electrical, furniture etc.
2. Include a detail description of the issue
3. Include a photo if possible

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

14.9. Microwaves

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

14.10. Mirrors

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

14.11. Refrigerator

Your apartment includes a refrigerator connected to a 240V electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

14.12. Roller Blinds

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

14.13. Pin boards

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

14.14. Smoke Detector

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

14.15. Stains – Removing Stains

Do not use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning

liquid that does not contain solvents can be used.

14.16. Tiled Surfaces

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

14.17. Vacuum Cleaner

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

14.18. Walls

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores which are designed not to damage the walls once removed (however there is no guarantee damage will not occur). These are 3M Brand adhesive/removable hooks. Please ensure you remove these hooks at the end of your residency. Any damage caused because of removing these hooks however will be your responsibility and repair will be at your cost.

No sticky tape is to be used.

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

14.19 General Damages and Repairs List

GENERAL DAMAGES AND REPAIRS PRICE LIST

This list has been prepared for your information only. Actual charges will vary.

Property condition report will be referred to when considering damage.

UniLodge

Classification	Price <i>From</i>
Appliances	\$31.00
Audio Visual	\$82.50
Commercial Cleaning	\$58.00
Curtains & Blinds	\$84.50
Domestic Kitchen	\$91.00
Floors	\$341.67
Fly screens	\$58.00
Furniture	\$179.17
Heating System	\$98.00
Joinery	\$97.67
Miscellaneous	\$260.00
Office Furniture	\$115.00
Painting	\$305.00
Portable Fire Equipment	\$59.50
Sanitaryware	\$161.00
Seating	\$77.00
Ventilation System	\$150.00
Walls	\$115.00

15. PAYMENTS

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

15.1. Residence Fee ('Rent')

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

- a) Direct debit (per agreed fortnightly direct debit schedule dates). If you direct debit declines, you will be charged a \$10 administration fee.
- b) One lump sum payment for the upcoming semester or year.

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

Bank Name: Commonwealth Bank

Account Name: Curtin University - Student Rent Account

BSB: 066-040

Account #: 19906782

Swiftcode: CTBAAU2S

Description: YOUR NAME

Failure to keep your account up to date will result in Academic Sanctions being placed on your Curtin University account.

15.2. Miscellaneous Fees and Charges

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

15.3. Apartment Repairs

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

16. SECURITY

16.1. Safety at Curtin

Curtin University's Safer Community Team have a 24/7 presence on the campus and additionally a Security Escort Service is available. The team are available by phone 24 hours a day, seven days a week and can be contacted via the residence security intercom call point or (08) 9266 4444.

16.2. Insurance for Your Apartment

All Residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc. as they are **not covered** by UniLodge insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **keep your door locked at all times.**

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

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

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

16.3. Trespassers

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

- **UniLodge has 24-hour video surveillance.**
- **Do not show any person to a Resident's apartment or tell them where they live - the Resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person or open the front entry door for someone that you don't know, or to allow someone to tailgate you into the building**
- **Tell the visitor to call reception number during office hours or the Duty RA after hours.**

Resident Handbook Acknowledgement Form

IMPORTANT

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

I, _____(Name/Names)

from _____(Residence Name)

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

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

Signature(s): _____ Date: _____