

UniLodge

Wodonga East End

Where I want to be



2023

RULES OF RESIDENCE

87 McCoy Street, West Wodonga VIC 3690

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This Handbook contains the 'Rules of Residence' which form part of your 'Residence Agreement'. You must read these documents and, once understood, sign the acknowledgment forms issued to you before **your** arrival, which will evidence your agreement to abide by the building rules and your contractual obligations. You are entitled to a copy of your signed Residence Agreement.

1. RIGHTS & RESPONSIBILITIES

1.1 Resident Rights

- To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the Residential Agreement.

1.2 UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residence Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their residence fee payments, and to send a Termination Notice if not remedied.
- 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.
- Request ID from residents.

1.3 Resident Responsibilities

- Pay the residence fees by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- Report to UniLodge any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Residence Agreement and this Handbook.
- Abide by the terms of the Residence Agreement, rules, and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Pay for any False Fire Alarm call outs that may be triggered in your room or unit.

1.4 UniLodge Responsibilities

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

2. YOUR AGREEMENT WITH US

2.1 Condition Report

At the commencement of your Residence Agreement, an Entry Condition Report will need to be completed and signed by both you (the resident) and a UniLodge representative. This Condition Report will be used at the end of the Residence Agreement to assess any possible damage that may have been sustained to the apartment, its furniture and equipment.

The completed Condition Report must be **returned to the office within 3 business days** of you receiving the report.

2.2 Eviction

UniLodge Rules of Residence 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 UniLodge management. Residents who have received warnings and continue with such behaviour will face termination of their Residential Agreement.

Where a resident's behaviour is deemed to be "unacceptable", or not in line with the values of the property, by UniLodge in connection with any incident, their residence agreement can be terminated without initial warning. Unacceptable behaviour may include but is not limited to:

- Carrying, using or distributing illegal drugs or other illegal substances.
- Carrying, using, growing or distributing Cannabis.
- Harassment, abuse or discrimination of another resident, staff member or person.
- Sexual/physical abuse of another resident, staff member or person.
- Theft of another person's property.
- Significant interference with the peace, comfort or privacy of another resident or staff member.
- Smoking within an apartment or in any other area of the building.
- Tampering with or removal of any smoke detector in their apartment.
- Acting in a way which threatens the safety and security of other residents and/or the premises.
- Concerning behaviour following or related to an incident.
- If your behaviour causes physical or psychological harm to other persons or property, your residential agreement may be reviewed.

Many of these behaviours are against the law. Residents should be aware that in addition to eviction, relevant matters may be referred to police, and/or Wodonga Tafe for consideration.

2.3 Security Deposit

- A security deposit equivalent to \$1000 is required. 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.
- The security deposit cannot be used for rent unless authorised by the General Manager Portfolio.
- The cost of repair or excessive cleaning may be deducted from the security deposit.
- The resident is not entitled to make a claim on any interest of the security deposit.

Compulsory Departure Cleaning

Your Room has been professionally cleaned and fitted with new mattress protector and shower curtain prior to your arrival. These items are yours to take with you when you leave if you wish. Prior to departure, a \$100 compulsory cleaning fee will be charged to your account. This fee must be paid at reception prior to your departure. This fee covers the cost of:

- a professional clean
- replacement shower curtain, and
- replacement mattress protector

A condition listed in your Residential Agreement is that you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

2.4 Termination of Residence Agreement

- A Residence Agreement may be terminated if:
- The resident fails to pay rent by the due date and all notices to remedy have not been satisfied.
- The resident's behaviour is deemed "unacceptable" by UniLodge (as defined by the Residence Agreement).
- The resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Residence Agreement, all the residents' personal belongings must be removed. Any belongings of value left in the apartment will be kept for 3 months and then disposed of.

3. RULES OF RESIDENCY

These rules form part of your Residence Agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise the customer service staff at reception.

3.1 Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. You are **NOT** permitted to consume alcohol in common space areas, which will be monitored by UniLodge staff during reception hours and also after-hours.

3.2 Behaviour

Residents must agree to abide by the code of behaviour which is captured throughout this 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 UniLodge management. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Residence Agreement; you will still be responsible for payment of your residency fees until the apartment is re-let. A single finding of "unacceptable behaviour" may result in the termination of your Residence Agreement without warning.

3.3 Building Security

All residents and guests agree to be bound by the security regulations and abide by these regulations as instructed by management.

- Residents must always carry ID and, if requested, show it to management, security, or staff.
- Under no circumstances are residents to loan out their keys to anyone.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Rules of Residency whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

3.4 Children

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

3.5 Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their bedroom/apartment and common spaces that they have used. The common spaces are lightly cleaned fortnightly by cleaning staff. Common spaces throughout the campus are cleaned daily by cleaning staff. Units will be inspected randomly by UniLodge staff, after due notice is given, for faults or damage.

3.6 Common Property

Residents must not interfere with or damage any common property found in units or common areas. Residents should not leave anything on or obstruct the use of common property. For example, leaving items in the common room. The resident is liable for all damages caused.

3.7 Cooking

To ensure your safety and that of other residents, residents must cook in a responsible manner, using the range hood exhaust fan at all times. Residents will be charged the associated costs for any cooking that triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade.

3.8 Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances or paraphernalia permitted within the complex. Failure to comply with this rule can result in eviction. The use of/or being under the influence of cannabis on campus is strictly forbidden. This means under **NO** circumstances are you to have the substance of cannabis or cannabis paraphernalia on campus. Use of/or being under the influence of nitrous oxide canisters, known as nangs, NOS or nitro, are prohibited from the building. Failure to comply with this rule may result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to UniLodge management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

3.9 Eligibility of Residents

- Be enrolled in a tertiary institution
- All residents must sign a Residence Agreement
- Children are not permitted to reside at UniLodge Wodonga East End
- Residents must not sub-let the apartment under any circumstances

3.10 Furniture and Equipment

The furniture, and other items provided in the units/rooms 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, or the furniture and equipment within the apartment, unless the request has been given in writing and approved by UniLodge management. This includes small refrigerators and freezers.

3.12 Gambling

Gambling is not permitted on the premises.

3.13 Lockouts

A lockout fee of \$10 will apply should you lock yourself out of your apartment or the building and require a UniLodge staff member to provide you access. If you have lost your key, you will be issued with a temporary key until a new one can be created – a fee will be charged.

3.14 Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights. Residents must complete a Guest Form at reception that includes the guest's details and the length of their stay.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/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 unit), the following process must be followed:

- A Guest Form must be completed by the resident
- A Guest must always be accompanied by a resident
- A Guest must never be given a room key
- A Guest cannot stay more than three consecutive nights

Failure to follow this process will render the resident liable to disciplinary action.

Residents must ensure that their guests comply with the Rules of Residence and reasonable directions given to them by management. If requested to do so by management, a guest must leave the campus immediately.

All guests are subject to approval of UniLodge management and can be asked to leave at any time. The guest policy is designed to allow occasional visitors to the units. Guest will be denied if UniLodge management feels a resident is abusing the guest policy by having a guest too often.

3.15 Pets

Under **NO** circumstances are residents permitted to bring any pets or animals into the units.

3.16 Requests by Staff

Residents must comply with all reasonable requests from UniLodge management and support staff.

3.17 Smoking

East End is a smoke-free Tafe, including all buildings, land, and carpark.

UniLodge Wodonga East End accommodation is smoke-free, which includes the units/rooms 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, this includes any fines or costs associated with fire alarms that may take place due to use a cigarettes, vapes, e-cigarettes, or anything similar by a resident.

3.18 Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. All noise must be kept to a minimum at all times, specifically from 10pm onwards and will be enforced by UniLodge staff during SWOT-VAC and exam periods. If you are disturbed by noise immediately, speak to reception during business hours, or the **Duty RA on 0401 029 772 after-hours**, so the matter can be investigated. All noise complaints are monitored by UniLodge management; repeat offenders will be liable to disciplinary action.

3.19 Media

UniLodge reserves the right to use photographs and/or videos taken on the premises and at UniLodge social events for promotional purposes in marketing material. UniLodge reserves the right to ask you to take down any media posts that may depict UniLodge or Walert House in a negative light. If you would like to opt out of allowing UniLodge to use your image for marketing purposes, then please email eastend.wodonga@unilodge.com.au and specify that you would like to opt out of your image being used.

3.20 Parking

UniLodge Wodonga East End has parking onsite, it is each resident's responsibility to park within the bays provided. UniLodge Wodonga East end is not liable for any damage or items stolen while parked onsite. The resident is responsible for the removal of items of value within the car that may be targeted if not removed.