

UniLodge

Where I want to be



2026

RULES OF RESIDENCE

SOUTHERN CROSS UNIVERSITY

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This Handbook contains the “Rules of Residence” which form part of your “Residence Agreement” with UniLodge Southern Cross University (UniLodge SCU). 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 College 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 Residence Agreement.

1.2 UniLodge Rights

- To send Remedy of Breach Notice to residents who break the terms or conditions of the Residence Agreement and/or cause damage to any parts or inclusions of the College or its premises and/or cause inconvenience to others.
- To issue Remedy of Breach Notice 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 alcohol within the premises.
- Request identification from residents.

1.3 Resident Responsibilities

- Keep your contact details – mobile phone and email address – up to date with UniLodge.
- 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.
- Ensure visitors are signed in and be responsible for their behaviour.
- Advise UniLodge should you be away from your room for more than two consecutive nights or 48 hours.
- 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 College.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Pay for any False Fire Alarm Fees that may be triggered in your apartment.
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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 are reasonably secure.
- Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
- Maintain the premises and its inclusions in good condition 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 Entry Condition Report will be used when you vacate the premises to assess any possible damage that may have been sustained to the apartment, its furniture and equipment.

The completed Entry Condition Report must be **returned to the office within 3 business days** of you receiving the report. Failure to do so will result in the original/initial Entry Condition Report forming the basis for any security deposit claims at the end of your agreement.

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 Residence Agreement.

Where a Resident's behaviour is deemed by UniLodge to be "unacceptable" or not in line with the values of the property, in connection with any incident, their Residence Agreement may be terminated without 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.
- Harassing, abusing, discriminating, intimidating, or threatening 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 College grounds.
- Tampering with or removal of any smoke detector in their room or apartment.
- Acting in a way which threatens the safety and security of other Residents, staff members 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 Residence 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 Southern Cross University for consideration.

2.3 Security Deposit

- A security deposit equivalent to four (4) weeks' rent 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.
- 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.

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 on the premises will be kept for no more than three (3) months and then disposed of at the cost of the Resident.

Failure to remedy outstanding rent as prescribed above may result in academic sanctions being imposed on your account by Southern Cross University and a third party debt collection agency being engaged to recover outstanding amounts. Any charges incurred by UniLodge for the use of third party debt collection agency will be passed onto the Resident in full and form part of the debt owed.

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 apartment, at suitable events (as advertised) or in the Recreation Room provided it is done so responsibly. Any inappropriate behaviour will result in a Remedy of Breach Notice being issued as outlined in these Rules of Residency.

NB: UniLodge do not cater alcohol for any program, activity, or event.

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, and their visitors, if requested, must be able to produce suitable Identification if requested by management and staff (including Security). Under no circumstances are Residents to loan out their key to anyone.
- Residents are responsible for signing in their visitors and for their behaviour when on College grounds or at an invited event. Visitors are also bound by all the Rules of Residency whilst on College grounds or at an invited event.

3.4 Candles/Incense

Candles, open flame torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings including in Rooms and Apartments, this includes air freshener diffusers that emit a vapour.

3.5 Children

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

3.6 Cleaning and Inspections

All residents are responsible for maintaining the cleanliness of their own bedrooms, as well as any shared common areas they use. UniLodge staff may conduct up to four scheduled inspections per calendar year to assess cleanliness, identify faults, or check for damage. Residents will be given prior notice before these inspections take place.

In cases where disputes arise within an apartment, additional unscheduled (ad hoc) inspections may be arranged as part of a mediation process.

Please note that common areas outside of apartments (e.g., recreations room, laundries) are cleaned regularly by UniLodge cleaning staff.

3.7 Common Property

Residents must not interfere with or damage any common property found in apartments or common areas. Residents should not leave anything on or obstruct the use of common property. For example, leaving items in common study spaces, laundries, thoroughfares or recreational areas. The Resident is liable for all damages caused.

3.8 Cooking

To ensure your safety and that of other Residents, Residents must cook in a responsible manner, using the rangehood/exhaust fan (where installed) at all times. Residents will be charged the associated costs for any cooking that triggers the smoke alarms resulting in the attendance of the Fire Brigade. If you repeatedly set off the fire alarm due to unsafe cooking habits, eg: leaving your cooking unattended, burning cooking, cooking items for too long, not turning the rangehood/exhaust fan on; you may receive an official warning for this behaviour that will be placed on your residential account and could result in eviction if repeated offences take place. Portable BBQ's, open fires and gas bottles are not permitted on site.

3.9 Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance on college grounds 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 college grounds is strictly forbidden. This means under **NO** circumstances are you to have the substance of cannabis or cannabis paraphernalia within the complex.

Use of/or being under the influence of nitrous oxide canisters, known as nangs, NOS or nitro, are prohibited from college grounds. Failure to comply with this rule may result in eviction.

If you feel you are becoming addicted to drugs (or know of another Resident who is at risk), please talk to UniLodge Management. We are here to assist in every way possible. We can put you in touch with the appropriate services and supports that can help you.

3.10 Eligibility of Residents

- Be able to demonstrate current enrolment at a tertiary institution or Registered Training Organisation.
- All Residents must sign a Residence Agreement.
- Children are not permitted to reside at the College.
- Residents must not sub-let the apartment under any circumstances.

3.11 Events

UniLodge SCU will not be liable for any injuries, personal property damage or theft, that may occur during voluntary event attendance.

3.12 Furniture and Equipment

The furniture, and other items provided in the apartments and common areas are to be used for the purposes for which they are made and should remain in the area and position as found at the

beginning of their residency. The Resident is liable for any and all damage to furniture and items provided, with the exception of what is deemed to be “fair wear and tear”.

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, wall hangings/hooks, hammocks or barriers.

3.13 Fire Equipment

The use of fire equipment including fire extinguishers, hose reels and fire blankets for any other purpose than to extinguish a fire is against the law and illegal use may incur fines.

3.14 Gambling

Gambling is not permitted on the premises.

3.15 Lockouts

A lockout fee will apply should you lock yourself out of your apartment or room and require a UniLodge staff member to provide you access. Lost keys result in the entire apartment requiring re-keying at a cost of 80.00 per lock. This charge is passed on to the resident who lost the initial key.

3.16 Maintenance

UniLodge SCU employs staff and engages contractors to address all maintenance issues and ensure compliance. If you experience a maintenance issue in your apartment or notice a risk or hazard around the property, please report it promptly using the Maintenance tab on your Residents Portal. If you submit a maintenance request via the student portal you are deemed to have given permission for entry to your apartment/room by staff to assess and carry out requested maintenance.

Timely reporting helps us resolve issues quickly and prevents them from worsening. Please note that failure to report maintenance concerns may result in a financial penalty if the issue escalates due to delayed reporting.

3.17 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, Southern Cross University or their representatives in a negative light. If you would like to opt out of allowing UniLodge to use your image for marketing purposes, then please email coffsharbour@unilodge.com.au or sculismore@unilodge.com.au and specify that you would like to opt out of your image being used.

3.18 Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. All noise must always be kept to a minimum and specifically from 10pm onwards. If you are disturbed by noise, immediately speak to reception during business hours, or the Residential Advisor on duty after-hours, so the matter can be investigated. Noise restrictions will be enforced, and complaints monitored by UniLodge Management where repeat offenders will be liable to disciplinary action

3.19 Parking

. Parking is only permitted in designated parking zones. Under no circumstances are vehicles permitted to park on lawns, greens or courtyards. Motorbikes and electric scooters are not permitted inside Rooms or Apartments (including on any balcony, deck, patio or porch).

3.20 Pets

Under **NO** circumstances are Residents permitted to bring any pets or animals of any kind, including but not limited to reptiles, fish, rabbits, cats or dogs into the building.

3.21 Resident Induction

All residents (including new, returning and carry-over residents) must complete the UniLodge on-line induction modules prior to arrival and attend at least one Face to Face induction following arrival. SCU enrolled residents will also be required to complete the mandatory Respect@SCU modules prior to arrival.

3.22 Requests by Staff

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

3.23 Smoking/Vaping

Southern Cross University is a smoke and vape free campus which includes all buildings, land and carparks.

UniLodge SCU is a smoke and vape free College which includes the apartments and common areas. As such, any costs resulting from the repair 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 of cigarettes, vapes, e-cigarettes, or anything similar by a Resident.

If a Resident is found to have been smoking in their bedroom, they will be fined \$150.00 on each instance. The Resident shall also be liable for the costs associated for all additional cleaning required to return the space to its original condition in line with the Entry Condition Report. The scope of cleaning/remediation will include but is not limited to steam cleaning carpet, washing all surfaces, cleaning blinds and all soft furnishings.

If Residents are found to have been smoking in the common areas of the apartment, all current Residents of that apartment will be equally liable and fined accordingly. All Residents will be held liable for the costs associated for all additional cleaning required to return the area to the same condition as provided at the beginning of the agreement which will include but is not limited to steam cleaning carpet, washing all surfaces, cleaning curtains/blinds and all soft furnishings.

If you are caught smoking anywhere on College grounds, you will be issued with an on-the-spot fine of \$150.00 and repeat offences may result in Remedy of Breach notices being issued.

3.24 Under 18 Residents

All under 18 students that become Residents at UniLodge SCU will need to abide by the rules and regulations outlined throughout this document, in addition to the following requirements:

- Under 18 Residents are to complete an Induction session with one of the Manager's at the property and with the parent and/or guardian of the Resident in attendance.
- Will not partake in alcohol consumption onsite or be intoxicated or under the influence while onsite.

- Will not partake in illegal behaviour

3.25 Visitors

All visitors must be signed in by the Resident prior to entering residences.

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 Visitor must be signed in by the Resident via the QR Code
- A Visitor must always be accompanied by a Resident
- A Visitor must never be given a room key
- A Visitor must be off site by 10pm in line with noise curfew unless prior arrangements for overnight visitor have been made.

Whilst not encouraged Residents may have an occasional visitor stay overnight for a maximum stay of two consecutive nights, and the following process must be followed

- A Visitor cannot stay more than two consecutive nights
- Residents must ensure that other Residents sharing the apartment are made aware prior to the arrival of an overnight visitor and are comfortable with the arrangement
- Residents **must** sign in all visitors via the QR code. You will be required to supply your visitors details and the length of their stay
- UniLodge does not provide extra bedding for guests. Residents must accommodate visitors within their own bedroom

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

Residents must ensure that their visitors comply with the Rules of Residence and reasonable directions given to them by Management. If requested to do so by Management, a visitor must leave the building immediately.

All visitors are subject to approval of UniLodge Management and can be asked to leave at any time. The visitor rule is designed to allow occasional visitors to the building. Visitors will be denied if UniLodge Management feels a Resident is abusing this rule by having visitors too often.

3.26 Weapons/Firearms

The possession of weapons or firearms (including ornamental items) by a resident and/or their guests strictly forbidden. Disciplinary action against a resident found to be in possession of a weapon and/or firearm may include immediate termination of a resident's Residence Agreement. Management also reserves the right to report the incident to the police.