

UniLodge

Where I want to be

2022

**RESIDENT
HANDBOOK**

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CONTENTS

WELCOME TO UNILODGE DARWIN!	6
Your Team.....	7
SETTLING IN	8
WE CARE ABOUT YOU!	9
Pastoral Care	9
Residential Life Program	9
Complaints	10
Financial Problems	10
Living Together @ UniLodge	11
Privacy.....	11
Sexual Harassment.....	11
Social Support	12
Study Problems	12
Workplace Health and Safety	12
RIGHTS & RESPONSIBILITIES	13
Resident Rights.....	13
UniLodge Rights	13
Resident Responsibilities	13
UniLodge Responsibilities	13
YOUR AGREEMENT WITH US.....	14
Condition Report.....	14
Eviction.....	14
Security Deposit or Bond	14
Termination of Tenancy Agreement	14
RULES OF TENANCY	15
Alcohol	15
Behaviour	15
Building Security	15
Cleaning and Inspections	15
Common Property.....	15
Drugs/Illegal Substances	15
Eligibility of Residents	16
Furniture and Equipment.....	16
Gambling and Gaming.....	16
Pets.....	16
Requests by Staff	16

Smoking.....	16
REFUND POLICY	17
Security Deposit and Advanced Rent.....	17
Application Cancellation Policy.....	17
Failed Arrival Policy.....	17
Breaking the Tenancy Agreement.....	18
ARRIVAL	19
Absent from your Unit	19
Access to other Units	19
Access to the Building	19
Additional Furniture.....	19
Identification.....	19
Security and Swipe Card	19
BUILDING FACILITIES	20
Bicycle Storage	20
Car Parking	20
1.1 UniLodge Darwin.....	20
1.2 Casuarina Square Car Park	20
Laundry	20
Mailboxes.....	20
Reception	21
Recreation Room	21
Rubbish	21
Transport.....	21
Utilities.....	21
COMMUNICATIONS.....	22
Internet	22
Customer Service Details	22
Telephones.....	22
CONTACT DETAILS	23
Property Phone Number	23
Reception Phone Extension	23
Outside Office Hours Phone Extension.....	23
Address	23
EMERGENCY PROCEDURES.....	24
Evacuation & Assembly Location	24
Personal Emergency Evacuation Plan	24
Fire Sprinklers and Detectors.....	24

Upon Fire.....	24
Cyclone Season & Procedures.....	24
Preparation	25
Cyclone Evacuation	25
Where can I get information on Cyclones?.....	25
HEALTH	26
Overseas Student Health Cover	26
OPERATING AND CARING FOR YOUR UNIT	27
Maintenance	27
Glass and Aluminium	27
Joinery Items.....	27
PAYMENTS.....	29
Rent.....	29
Late Checkout Fee.....	29
Additional Departure Cleaning Fee.....	29
Lockout Fee.....	29
Replacement of Swipe Card	29
Residential Life Program Fee	29
Additional Charges	29
Unit Repairs.....	29
SECURITY	30
RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM.....	31

WELCOME TO UNILODGE DARWIN!

It gives us great pleasure to welcome you to UniLodge Darwin. This is a vibrant and thriving, adult learning community. We share our lives in this community within a culture of respect and an appreciation of diversity.

This Handbook provides clear policy and practical information to help inform your accommodation selection decisions and to inform you about how we live here in this community. Please consider it to be a guide for how we can all have the safest, most comfortable, friendliest and overall best experience while studying at your chosen higher education provider. While coming into a new and different environment can sometimes be a little daunting you can take comfort in the fact that your fellow UniLodge Darwin residents are on the same journey with you and hopefully your shared experiences and this handbook can alleviate any apprehension.

UniLodge Darwin provides a world-class, scholastic environment to explore your unique potential. Under the direction of the Property Manager Operation, we create opportunities to participate in a wide range of academic, social, sporting, cultural, artistic and community activities. These are designed to enhance your experience at the Lodge and your future beyond it. We very much hope that you will take the chance to participate as fully as you are able. Our team, including our student leaders – Residential Advisors – will work hard to make your arrival and time here as interesting, happy and comfortable as possible.

UniLodge Darwin is a community where diversity and the individual are respected and where an inclusive and tolerant environment is cultivated. Academic excellence is actively encouraged and opportunities to gain experience in leadership roles abound.

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

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

We are always available to respond to any questions you may have about the Handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority. We very much look forward to meeting you and to welcoming you to UniLodge Darwin and all it has to offer you during your time in Darwin and beyond.

Enjoy your stay!

UniLodge Management

YOUR TEAM

Haseeb Khan

Property Manager Operations

I manage the Customer Service team at UniLodge Darwin and work closely with your Customer Service Coordinators, Reservations, External Contractors and the Residential Advisors. I ensure that our properties and our common area facilities are being well cared for, arrears and any late payments are notified to our residents and that resident concerns are being addressed as fairly and as quickly as possible.

My role focuses on providing leadership and support in the management and development of the pastoral care and Residential Life Programs as well as academic support within the UniLodge Darwin.

E: haseeb.khan@unilodge.com.au

T: +(61) 08 8942 0706

Kazi Mehadi Hasan

Customer Service Coordinator - Reservations

My role as a Customer Service Coordinator - Reservations at UniLodge Darwin is to manage room placements and renewals on behalf of your Customer Service Team.

You may remember me from your booking process, but if not: Ola and Wellcome to UniLodge Darwin.

E: darwin@unilodge.com.au

T: +(61) 08 8942 0706

Ray Yan

Customer Service Coordinator

As a Customer Service Coordinator at UniLodge Darwin, I look after all of your enquiries at the reception. I am here to assist you with your rental payments, general enquiries, maintenance issues, lease agreements, parcels, and letter collections. I will be the first point of contact for any concerns or issues that you might have during your stay.

I am looking forward to meeting you at UniLodge Darwin.

E: reception.darwin@unilodge.com.au

T: +(61) 08 8942 0706

Residential Advisors

We are the after-hours staff and are responsible for looking after the building and matter that occurs outside of the reception opening hours. We also assist in arranging the Residential Life Program and other events that happen within the lodge.

We are onsite to respond to any urgent/emergency issues that occur outside of office hours. If you are locked out of your room, lost your key, etc, you can call us and we shall come to assist you.

SETTLING IN

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

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

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

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

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

WE CARE ABOUT YOU!

UniLodge 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. Your privacy is paramount and confidences are kept.

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.
- Life style 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 i.e. bank accounts etc.

UniLodge staff is 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.

Any one affected by illness, accident or death of a relative, should talk to the reception staff. If necessary we can refer you to the appropriate counsellors for further support.

Pastoral Care

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.

Residential Life Program



What is Residential Life Program?

Residential Life Program is an integrated, contemporary, student life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents, Residential Advisors, and the Property Manager.

UniLodge Multi-Cultural Vision

We promote a culture of mutual respect, tolerance and a celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. The aim is for everyone to feel respected, look out for one another, share a sense of belonging, interact with, learn from, and value - all people.

What does the RESIDENTIAL LIFE PROGRAM Aim to Achieve?

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

What Types of Activities Underpin the Residential Life Program?

Socially responsible activities such as getting residents involved in raising much needed funds for a charity, or participation in community activities like the "Clean up Australia" campaign. Barbeques and nights full of entertainment, that encourage integration, fun and friendship are common. Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons are part of the mix. Educational, special interest forums, seminars, focus groups, game nights and movie nights are made available. Sporting activities such as netball, basketball, footy, cricket – it's up to you! International parties and cultural activities.

Attending Events

Will be through UniLodge App.

Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the reception staff. 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:

Step1. Talk politely and openly to the person involved

Step2. Inform the person that you will take the matter to your Residential Advisor

Step2. Inform the Residential Advisor that you will take the matter to the Property Manager of UniLodge Darwin

Step3. Inform the Property Manager that you will take the matter to the Tribunal

Financial Problems

If you are experiencing any financial difficulties, please speak to the 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.

Living Together @ UniLodge

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

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

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

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

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

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary.

Privacy

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

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;
- And the person engaging in the conduct described above does so:
- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

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

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **Gender, race, age, sexual preference, religion, political belief or activity.**

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

Social Support

Unilodge will organise Residential Life events throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

Study Problems

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to 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 Residents' study habits.**

Workplace Health and Safety

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

RIGHTS & RESPONSIBILITIES

Resident Rights

- To start the tenancy 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 lease (when requested)

UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Tenancy 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 Rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 7am and 9pm 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.

Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not loan your key swipe access card to your visitors.
- Escort your visitors throughout the building as a safeguard for other residents.
- 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 Tenancy Agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

UniLodge Responsibilities

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

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. This Condition Report will be used at the end of the Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 5 business days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Eviction

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Leave" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Leave" will be given to any Resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person's property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found smoking in their room or in any other area of the building
7. Is found to have tampered or removed the smoke alarm in their room.

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

Security Deposit or Bond

A security deposit equivalent to four (4) weeks rent is required. It is held in a trust account on behalf of the resident for the term of the tenancy and / or for any further period in which the resident may occupy the unit. It cannot be used for rent unless authorised by the Property Manager. The cost of repair or excessive cleaning may be deducted from the security deposit.

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the Tenancy Agreement or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Tenancy Agreement all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines.

RULES OF TENANCY

These Rules form part of your Tenancy Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator advise Reception.

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. Alcohol is **NOT** permitted in common areas.

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Tenancy Agreement, however you will still be held responsible for rent until the unit is re-let.

Building Security

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

- Residents must carry ID at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances are Residents to loan out their Security Swipe Card.
- All VISITORS are required to sign in at the front desk at all time. A guest book and barcode is available for the guests.
- Written permission is required for guests who are staying overnight and/or more.
- In Multi-share units, all other flatmates must approve for your guest to stay 2 or more days.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.
- Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Cleaning and Inspections

- All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, UniLodge reserves the right to inspect a unit if it is believed there is property damage. This includes keep shower silicone clean and free of mould. Units will also be inspected quarterly, after due notice is given, for faults or damage.
- Do not use a knife, fork or other sharp objects to clean frost from your fridge. Residents will be responsible for damage and replacement of the appliance. Refrigerators should be cleaned and defrosted regularly. Excess build up of frost in the freezer compartment will diminish the cooling capability of the lower fridge compartment.

Common Property

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

- Properly dispose of rubbish at least once a week. Ensure the rubbish bag is closed
- Do not leave your rubbish in the common areas. This is unsanitary and disrespectful of fellow residents. If your rubbish bag is leaking and spills onto the common area, promptly tidy your mess
- Do not block the main corridor or fire exit doors or fire escape route
- Do not block fire exits with trolleys and do not bring shopping trolleys into the building
- Do not leave any of your personal belongings outside of your apartment or in the hallway, study room or common areas.

Drugs/Illegal Substances

The use of/ or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Eligibility of Residents

- All Residents and other occupants must be registered and sign a Tenancy Agreement.
- Children are not permitted to reside at UniLodge.
- Residents must not sub-let the unit under any circumstances.
- Residents must comply with the NRAS requirements and have given the correct documentation.

Furniture and Equipment

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property. The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by Management. The Resident is not to install a washer or dryer in the unit. Electronic monitoring detention equipment is not permitted on UniLodge premises.

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

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

Requests by Staff

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

Smoking

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

REFUND POLICY

Security Deposit and Advanced Rent

No Refund

- In the event of a Resident being evicted, the Resident will not be eligible for refund of any Rent paid until another resident is found.
- At the end of a Tenancy Agreement, where damage has been caused to UniLodge property 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.
- Where a Resident breaks a Tenancy Agreement without cause, the Resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **14 days written notice** prior to either the commencement date of their Tenancy Agreement or the UniLodge Semester start date, which ever is the earliest.
- Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn more than 14 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded.
- However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible.
- If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee may apply.
- A security deposit is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, telephone etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

Application Cancellation Policy

A Refund will be considered due to the following situations:

- Flight Cancellation
- Border Restriction
- Changes of circumstance on Visa

Conditions of refund apply as below:

- The supporting documents to prove the change of your circumstances are required to be provided
- Applicant needs to give a notice to UniLodge at least 10 business days in-advance
- Refund will be processed within 7 to 9 business days after cancellation is confirmed by UniLodge Darwin
- One-week rent in-advance payment will be deducted if the tenant is failed to notify UniLodge in 10 business days.

Failed Arrival Policy

The cancellation policy will apply to the applicant who fail to arrive on/after the check-in appointment. Exemption may apply.

Breaking the Tenancy Agreement

The Tenancy Agreement is a legally binding document, which if broken may continue to attract costs for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible.

There is no set amount of notice a Resident can give if they wish to break the Tenancy Agreement early for exceptional reasons. However, it is in the Resident's best interest to give as much notice as possible and, as a guide, two weeks' notice should be the minimum time.

When considering prematurely terminating your Tenancy Agreement, it is your responsibility to do one of the following:

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let.
- Find another suitable person to take over your unit so there is a continuation of payments to the unit owner.
- In all cases the unit must still be returned to the same standard that it was in at the commencement of the lease.

You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.

ARRIVAL

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Tenancy Agreement. The items you will receive upon check in are:

- A security swipe card
- A copy of the Entry Condition Report for your unit
- A copy of the Tenancy Agreement

Absent from your Unit

If you intend to leave your unit for any length of time, please ensure you advise reception. 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 rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Access to other Units

Entering another resident's unit without authority 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 unit.

Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture

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

Identification

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

Security and Swipe Card

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building during after hours, your apartment level via the elevators, your apartment front door and the recreation room.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact Reception immediately.

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

Swipe Cards	\$50.00 each.
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BUILDING FACILITIES

Bicycle Storage

Bicycle racks are located in the Bike Storage Room on the north end of the carpark (up the side ramp next to Ultra Tune Workshop). All resident must register their bikes with the reception staff.

Car Parking

1.1 UniLodge Darwin

UniLodge Darwin has limited number of parking bay that the resident use to park their car and/or motor bikes. Charges apply for using the UniLodge Darwin ground floor car parking facility.

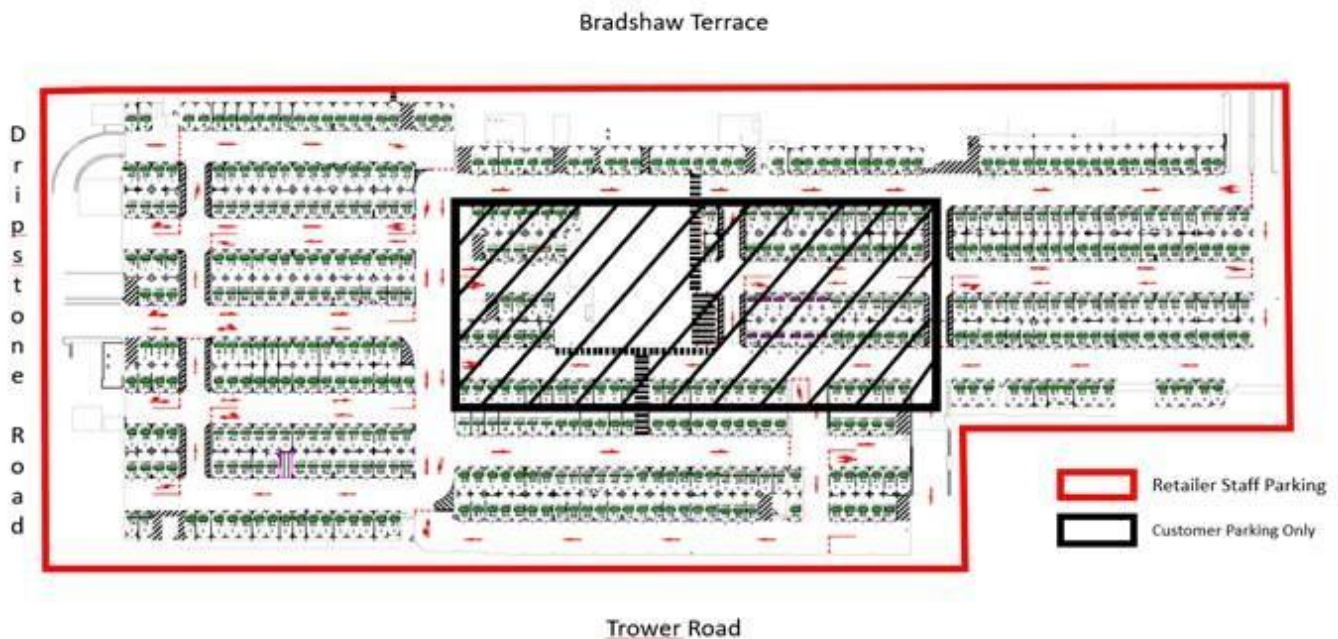
1.2 Casuarina Square Car Park

UniLodge residents are allowed to park their vehicles in following areas in Casuarina Square after registration:

- designated parking at the top of the multi-level car park near the cinemas (for registered tenants)
- basement parking area of Dripstone Road (underneath McDonalds Drive thru). To access this area take right turn after the McDonalds Drive thru signage (do not turn right at the McDonalds Drive thru). (note as per diagram attached, not to park in the black area as this is reserved for customers)

Please ensure that you have registered your vehicle via the hyperlink below:

<https://www.casuarinasquare.com.au/centre-info/centre-services/staff-parking-registration-2022>



Laundry

The laundry is open 24/7 and is located on the 1st floor. It has coin-operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception. Please take care to load your detergent directly into the laundry wash tub. Charges apply for the usage.

Mailboxes

All mail and parcels are received by reception and can be collected during office hours.

Reception

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

Monday to Friday	9:00am – 5:00pm
Saturday / Sunday	Closed
Public holidays	Closed

Recreation Room

There is a recreation room on the 1st floor. The room contains a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The recreation room is accessible via your swipe card. The recreation room is open each day until 10:30pm.

Rubbish

Please empty your rubbish into the rubbish chutes which are located on each level. This should be done on a regular basis to avoid insects inhabiting your premises.

Transport

Information on public transport can be obtained from the Department of Transport website. There is also a Casuarina Bus Interchange office which can answer any queries you have about the bus services.

Website: <https://nt.gov.au/driving>

Utilities

Electricity, gas and water consumption is included in your rent.

COMMUNICATIONS

Internet

The property features high speed wireless broadband throughout the building, so no matter where you are within the property you can access the free unlimited WiFi internet. More options available through our provider VostroNet. Package options can be viewed <https://www.vostronet.com/join-us/> .

Customer Service Details

- **Email:** help@vostronet.com
- **Telephone:** 1300 262 047
- **Online:** <https://www.vostronet.com/help>

Telephones

All rooms have a telephone that operate as an internal intercom system between apartments, reception, and the front door.

CONTACT DETAILS

Property Phone Number

+61 8942 0706

Reception Phone Extension

Dial 9

Outside Office Hours Phone Extension

Dial 88# from the intercom located outside the front entry door.

Address

Each unit is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

<p>Resident Full Name UniLodge Darwin (Unit Number) _ _ _ _ / Casuarina Square, 6 Dripstone Road, Casuarina NT 0810 Australia</p>

If your mail does not include your unit number it will cause delays in delivery to your letterbox, and may result in being returned to sender.

The Building

Name	UniLodge Darwin
Address	Casuarina Square, 6 Dripstone Road, Casuarina NT 0810
Telephone	+61 8 8942 0706
Reception	Dial 9
Outside Office Hours Security	Dial 88#
Emergency Contacts (Police, Fire, Ambulance)	If dialling from your room phone dial zero for an outside line first then dial 000

EMERGENCY PROCEDURES

Evacuation & Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on the foot path area in front of the building and await further instructions from the UniLodge Darwin staff. Before re-entering the building please wait until instructed by the fire department/lodge staff that it is safe to re-enter the building. Assembly point is outside UniLodge garage gate next to the BigW loading dock.

Personal Emergency Evacuation Plan

A PEEP is a Personal Emergency Evacuation Plan. It is an 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency. PEEPs may be required for staff and students with an ongoing presence in the building with: mobility/visual/hearing/cognitive impairments. Please be mindful to send an email to request and discuss your PEEP via reception.darwin@unilodge.com.au.

Fire Sprinklers and Detectors

Please **DO NOT** cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Northern Territory Fire & Rescue Service has it within its powers to levy fines and commence prosecutions (current fines exceeds \$1,600.00). 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 unit that cause your alarm to activate please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for "Unwanted Alarms". Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

Upon Fire

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

Cyclone Season & Procedures

The cyclone season in Darwin begins on the 1st November and extends until the month of April; however cyclones have been known to occur outside of this period. During this season many cyclones will form off the coast of Darwin however very few will cause destruction to the city. The Bureau of Meteorology monitors the development and movement of cyclones across the Northern Territory and issues warnings accordingly. All newly constructed buildings, including the UniLodge Darwin property are designed and built to standard to resist wind loads with the objective to reduce the danger to life. Preparing for a cyclone is one of the most important steps to ensure your personal safety.

If there is a threat of a cyclone, the UniLodge Darwin staff will initiate the emergency procedures to help keep residents safe.

Preparation

In preparation for an imminent cyclone, it is advised to take the following steps:

- Where possible, block your windows from the inside using a mattress and some strong sturdy furniture.
- Remove pictures and valuables from walls and shelving.
- Place valuables and precious items in strong water-proof garbage bags and tape up.
- Pack away all loose items into cupboards and secure cupboard doors if possible.
- Remove all furniture and personal belongings from personal balconies.
- Prepare your shelter with blankets, pillows, bottled water, personal medication, first aid kit, mobile phone, canned food or basic snacks and a battery operated radio.

Cyclone Evacuation

Casuarina Senior College and Dripstone Middle School are two of the nearest designated cyclone shelters to UniLodge Darwin. Please see details below:

Darwin Designated Cyclone Accommodation Shelters

IMPORTANT: Check first with authorities that a shelter is open before going to a shelter.

Casuarina Senior College	61 Trower Road, Moil
Dripstone Middle School	326 Trower Road, Tiwi

Darwin Region Designated Carpark Shelter

Casuarina Square Parking Lot – Basement Level Only

Location

247 Trower Road, Casuarina, NT

For more information and official updates, please refer to below websites:

Bureau of Meteorology Cyclone Updates

<http://www.bom.gov.au/nt/?ref=hdr>

Bureau of Meteorology Cyclone Tropical Cyclone Knowledge Centre

<http://www.bom.gov.au/cyclone/tropical-cyclone-knowledge-centre/#characteristics>

Northern Territory Government – Cyclone information & Preparation

<https://secure.nt.gov.au/prepare-for-an-emergency/cyclones>

Where can I get information on Cyclones?

The main sources of cyclone information are radio and television stations. During a cyclone threat, some stations keep local staff on duty 24 hours a day to broadcast cyclone information. Because of the high chance of the power supply being disrupted, it is important to have a battery-operated radio to listen for cyclone advices.

Bureau of Meteorology

Automated Telephone Messages:

Cyclone Advices (Watch/Warning) 1300 659 211

Emergency services agencies

Emergency Management Australia 131 444
www.em.gov.au

Northern Territory Emergency Services

Emergency kit checklist, how to prepare for a cyclone, what to do during a cyclone

<https://www.pfes.nt.gov.au/emergency-service/publications>

HEALTH

Dentist	Doctor	Hospital
Casuarina Square Medical & Dental Centre Shop 31 Casuarina Square 247 Trower Road Casuarina NT 0810	Casuarina Square Medical & Dental Centre Shop 31 Casuarina Square 247 Trower Road Casuarina NT 0810	Royal Darwin Hospital 105 Rocklands Drive Tiwi NT 0810
08 8927 9418 nadmads@internode.on.net	08 8927 1899 admin@nadmads.com.au	08 8922 8888 www.health.nt.gov.au

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re enrolment.
- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

In case of an emergency dial 000

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

For more information on ambulance cover go to the St. John Ambulance Australia website <http://www.stjohnnt.org.au/ambulance-service/ambulance-cover>

OPERATING AND CARING FOR YOUR UNIT

Maintenance

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and be prepared to give the associated details.
2. Contact Reception and fill in the maintenance work order / authorisation form.

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.

Joinery Items

Cleaning

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

Scratches and Cuts

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

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

Microwave Oven

Your unit is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

Mirrors

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

Refrigerator

Your unit is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on. **IMPORTANT:** if your freezer has excess ice and requires defrosting, failure to do so will cause the unit to fail to cool refrigerated items. Therefore, make sure you defrost your fridge regularly.

Smoke Detector

Your unit 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 unit switchboard. If you attempt to tamper, cover or remove your smoke alarm you may be fined in excess of \$1200 by NTFRS.

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.

Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials.

Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

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 tenancy. Any damage caused as a result of removing these hooks however will be your responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can stain.

PAYMENTS

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

Rent

Rent is to be paid as per the Tenancy agreement, and must always be in advance. Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Deposit at the bank into the nominated UniLodge Bank Account.
- c) Credit card at the reception desk during business hours
- d) Direct Debit
- e) Royal Pay

Payment of Rent must be received on or before the due date.

Late Checkout Fee

If the Occupant fails to vacate the Room by 2PM on contract End Date, Landlord will charge the occupant the Late Checkout Fee set out in the Other Fees and Charges in lease agreement for each day or part day that the occupant remains in occupation of the Room after the End Date.

Additional Departure Cleaning Fee

If the Landlord is required to clean the Occupant's Room above the standard cleaning, including but not limited to:

- (a) steam cleaning of furniture or floors;
- (b) acid washing of bathroom tiles; or
- (c) removal of excess rubbish or items left by the Occupant,

then the Landlord may charge the Additional Departure Cleaning Fee to the Occupant, which will be determined at the Landlord's discretion (acting reasonably).

Lockout Fee

There will be a \$15.00 cost to the resident per lockout.

Replacement of Swipe Card

There will be a \$50.00 cost to the resident to replace their Security Swipe Card if they are lost. If a swipe card is missing for more than 24hours it is classed as lost and a replacement will be issued. Payment for a new card is required at the time of replacement. Credit will not be extended for new cards.

Residential Life Program Fee

There will be a \$50.00 charge to the resident every 12-month as a contribution to residential life program. The tenants in UniLodge Darwin are free to sign up for all the residential life events held on weekly basis.

Additional Charges

Additional charges are payable by residents and include costs for property damage and resulting repair, removal of smoke detectors and subsequent replacement and repairs. These charges are to be paid in full by the beginning of each month. If you request maintenance for items that are your responsibility to clean (i.e. shower drains, air con filters, hair from bathroom basins) or cause property damage (i.e. blocked basin drain, grease poured down the sink, mouldy silicone, stained mattress) you will be charged the full cost charged by the contractor. No exceptions. No excuses.

Unit 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.

SECURITY

Insurance and Security for your unit

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

Intruders

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

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

- **UniLodge has 24 hour video surveillance.**
- **Do not show any person to a resident's unit, or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call reception.**



**UniLodge Darwin
Resident Handbook Acknowledgement Form**

IMPORTANT

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

I, _____ from Room _____ at

UniLodge Darwin, acknowledge that I have read, fully understand and accept the contents of the
2022 Resident Handbook.

I acknowledge my responsibilities as a UniLodge Resident of the building, the community standards expected of me, and will follow them accordingly.

Signed: _____ **Date:** _____