

**UniLodge**

Melbourne Flagstaff

2022

# **RESIDENT HANDBOOK**

Wurundjeri Country  
17 Wills Street, Melbourne VIC 3000

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# WELCOME

## Welcome to UniLodge Melbourne Flagstaff

*On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose elder's past, present, and emerging we acknowledge.*

We trust that your stay here will be both enjoyable and productive. We understand that you are here not just to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Residential Tenancy Agreement. The aim is that through a better understanding, all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and outlined during the initial sign-up process, and subsequent orientation. The regulations are designed for your comfort, safety, security, and wellbeing.

We hope you find this guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we are here to help!

UniLodge management is committed to developing an atmosphere and environment that provides students with the support you need, and the best possible opportunities to maximise your potential to achieve success and an all-round student experience.

A very warm welcome to UniLodge Melbourne Flagstaff!

The UniLodge Melbourne Flagstaff Team

***Enjoy your stay!***

# ARRIVAL AND SETTLING IN

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This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Tenancy Agreement.' You must read these documents and, once understood, sign the acknowledgment form issued to you, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room

Most students arriving 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 a little time to get used to the 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, where you can make new friends and begin to feel more 'at home.'

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you. Please see us - if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on 0466 165 248.

# INDUCTION PROGRAM

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To introduce you to our building, we run an induction program that tells you more about who we are, what we do, and how you can make the most of your time here.

All residents are required to complete this induction program within three days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you will be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

**All residents are required to complete these modules within three days of moving in** – but as they contain handy information like video tours of the building and hints for getting around Melbourne, we recommend you complete them before you even arrive. You never know, it might just help you adjust what you pack to bring with you!

## How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting **Melbourne Flagstaff** as the organisation username, and using the password **UniLodge**.
- Complete all modules.

The second part of our induction program is after you arrive. During intake periods, we run one to two Welcome Evenings a week, where you will get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you are available for when you arrive!

Outside of our main intake periods, our reception team will advise you on how to arrange to meet with a Residential Advisor for a personalised tour around the building and induction session.



# ARRIVAL CHECKLIST

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## **Before you arrive**

- Book an arrival time.
- Upload your CoE or Statement of Enrolment and a copy of your student visa (if applicable) to the [Resident Portal](#)
- Have your passport (or other ID if an Australian citizen) and any other documentation you have been requested to provide ready to go for sighting at check in.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number (0466 165 248) and the Melbourne Flagstaff office number (03 7031 6570) in your mobile phone.

## **Within three days of checking in**

- Complete your electronic Entry Condition Report and ADES modules.
- Attend an induction evening to meet an RA and other residents.
- Make sure you have gotten access to the Wi-Fi, UniLodge App and UniLodge Portal.



# RESIDENTIAL LIFE PROGRAM

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## **What is the Residential Life Program?**

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Melbourne, do well in your studies, and make the most of your time here at Melbourne Flagstaff. It is run by our Residential Life Manager and Residential Advisors – and we love suggestions from you too!



**Residential** *Life*

*You will see our Events Calendar on our notice boards around UniLodge Melbourne Flagstaff – but the best place to check is our UniLodge App on your smartphone, where you can find out more about the events and sign up for them!*

## **What types of activities underpin the Residential Life program?**

- Barbeques and nights full of entertainment that encourage interaction, fun and friendship.
- Trips away – go surfing, indoor rock-climbing, bike riding, and travel to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skills sessions such as budget workshops, interview skills, and resume writing workshops.
- Socially responsible activities such as raising much needed funds for a charity such as Movember, or participation in community activities.
- Games and movies nights
- Sporting activities such as netball, basketball, Australian footy and cricket
- International parties and cultural activities

## **Attending Events**

Attending and signing up for events is easy, just go to the UniLodge Portal, where you can register for events. The wide range of events will be loaded via UniLodge Portal for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception can assist you or answer any questions you may have.

# FACILITIES & SERVICES

## Services from Reception

<u>Service</u>	<u>Cost</u>
Lock out fee	\$30 during business hours \$75 afterhours
Replacement card	\$55 each
Printing 	\$0.30 per page for black and white \$1.00 per page for colour
Photocopy 	\$0.30 per page black & white \$1.00 per page colour
Vacuum Cleaner 	Free for 1 <sup>st</sup> hour, then penalties apply
Iron 	Included in the laundry
Trolley 	Free for 1 <sup>st</sup> hour, then penalties apply
Pool cues	Free for two hours of use.

Please note that vacuums, trolleys, and pool cues cannot be borrowed after 5: 30pm.

## **BBQ's**

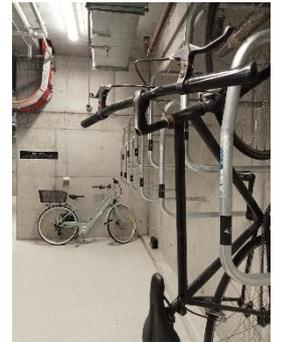
The BBQ's are on the outdoor Terrace on the 2<sup>nd</sup> floor and is available to residents every day until 10pm for free use. Please ensure that you clean the BBQ after use and do not leave personal items in the area.



## **Bicycle Storage**

Bicycle racks are in the security bike storage room & we also have dedicated ebike charging stations at the back of the room. You are encouraged to use this secure bicycle storage, and not leave your bike outside your apartment/room. You are not permitted to leave your bike in your apartment/room, as it can cause damage to the walls that you will be liable for.

**All bikes must be registered with reception and a bike ID attached.**



## **Kitchen**

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

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

Any items left in the communal area kitchen will be thrown away into the rubbish. Any sink blocked by food must be reported to a UniLodge staff member.



## **Laundry**

A laundry room with washing machines and dryers is located on Level 1. Payment method: tap and go service for credit or debit cards. For effective cleaning and drying, do not overload the machines. If you experience a problem with one of the machines, please fill out a Maintenance Report via the Residential Portal.



## **Mail, parcels, and other deliveries**

All mail and parcels are received by reception and can only be collected during office hours – we recommend that you come and check your mail at least once a week.

Please note that groceries and meal deliveries will not be accepted by UniLodge and cannot be left unattended inside the foyer – be sure to have your deliverer contact you.

## **Reception**

Our staff will assist with questions and queries regarding the property and have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows:

- Monday to Friday 08:00am – 6:00pm
- Saturday, Sunday, and public holidays - closed (RA on duty)

## **Resident Lounges**

There are numerous recreation areas throughout the building, incorporating large flat screen TV's and lounge chairs, tables, stools, pool tables, communal kitchens, sky lounge, terraces, and cinema room. Please show consideration to your fellow residents by cleaning up after yourself when using these areas.

## **Rubbish**

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level, except Floor 36 and 37. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, do not try to force it down as this will cause the chutes to block. Please take it to the bins located on the Ground Floor. (Penalties apply for any rubbish and recyclable items left outside of the garbage chutes and for oversized items that have blocked the chutes).

## **Recycling Tips:**

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



Please note that it is illegal to put batteries or other electronics in landfill bins in Victoria. Batteries and small electronics can go in the electronics bin at Reception. If you need to dispose of larger appliances, you can take these [to the electronics bins at the Kathleen Syme Library in Carlton](#).

## **Study Rooms**

You can invite your friends to join a study group and share your creative ideas in one of our Study Rooms. Varying size study rooms are located throughout the common areas of the building. Please do not leave your items behind.



## **Transport**

Information on public transport can be obtained from the [Public Transport Victoria website](#) or you can [download the PTV app](#) on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app. You can find out more about concession pricing for tertiary student at [Public Transport Victoria](#).



## **Utilities - Electricity, Gas & Water**

Electricity, gas, water and wi-fi costs are included in your rent.

# LOOKING AFTER YOUR ROOM

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## **Floors**

You can borrow a vacuum cleaner from Reception to vacuum your floors. We recommend you vacuum at least once a fortnight. Vacuums are available from reception from 8.00 am – 5.30pm. You can borrow the vacuum for 30 minutes at a time. Penalties apply for late returns.

## **Departure Cleaning**

Your room has been professionally cleaned and fitted with a new mattress protector prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of an extremely high standard which meets our expectations.

Please do not remove from your room any item or equipment that has been provided by UniLodge.

## **Ensuite bathrooms**

Keep the grout and silicone clear of mould and stains through regular (we recommend weekly) cleaning using water, a cloth, and a shower cleaner or natural alternative.



## **Heating / Cooling**

Heating and cooling in your room is managed via a split system. It comes with a remote control. If you are having issues with its operation, please file a maintenance report via Residential Portal.

## **Cleaning**

A wipe over with a clean, soft damp cloth should be enough 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 from happening, use a cutting or chopping board. Sliding heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur. Residents are asked not to remove from their apartment/room any item or equipment that has been provided by UniLodge.

## **Microwave Oven**

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

## **Refrigerator**

Your apartment/room 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. If you are living in a multi share apartment, please be mindful of your roommates and only use your allocated space.

### **Roller Blinds**

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

### **Smoke Detector**

Your apartment/room has been installed with a smoke alarm. They are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your apartment/room switchboard. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined more than \$3,000 by Fire Rescue Victoria.**

### **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 surfaces – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

### **Hanging items on walls**

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

### **Hard floors (ensuite rooms only)**

Use a light floor detergent mixed with water. Make sure the flooring is dry to avoid slipping when you walk across it.

### **Hard surfaces (desks, cupboards etc.)**

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.



### **Mattress**

Please ensure that you use the provided mattress protector on your bed between the mattress and your sheets to prevent stains or damage to your mattress. Any stains on your mattress protectors will be your responsibility and steam cleaning will be at your cost.

### **Windows and mirrors**

Clean your windows and mirrors with a soft, lint-free cloth and water, white vinegar, or a window cleaner – please do not use abrasive cleaners, scouring pads or anything else that's abrasive on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.

### **Apartment/room Repairs**

A UniLodge facilities manager is there 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 labor and any associated costs. For any damage caused, UniLodge Melbourne Flagstaff will utilise the facilities manager for quality of work, legislative compliance, and site inductions. If the resident sources a suitable tradesperson, it must meet the requirements stated above.



# YOUR SHOP



UniLodge residents do not have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them. Our online shop, called "Your Shop," is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive. Items are available for purchase throughout your stay with us at Melbourne Flagstaff.

Here is what one of our current residents had to say about Your Shop:

***"I am satisfied with my product. It was particularly substantial value for money & having everything already in my room when I moved in was a great relief."***

*– Tom, UniLodge Resident*

Visit [Your Shop](#) now and order today!

*Please note that it will take up to ten business days for your order to arrive. Please take this into account when placing your order.*





# BE SUSTAINABLE

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We are trying to ensure life at Melbourne Flagstaff is as environmentally friendly and sustainable as possible, which is why we have a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutleries, straws, and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into it!
- Got some clothes or homewares you no longer need, but are too good to throw out? Take them to the laundry and put them in our charity donations bins – they will go to Diabetes Victoria, who will sell them in their charity shops and put the profit to good use.

# GETTING HELP

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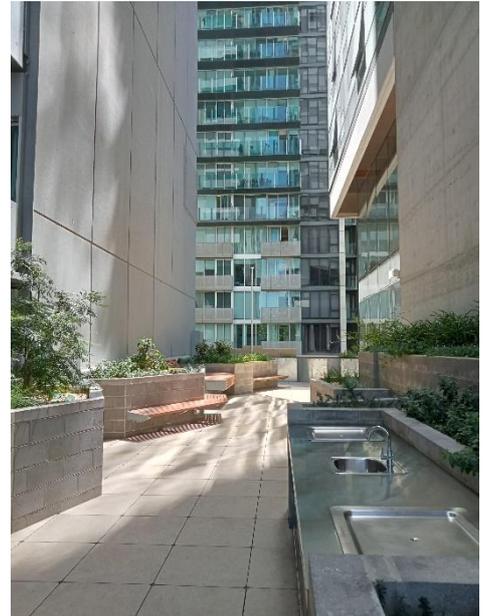
We promote a culture of mutual respect, inclusion, and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

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.

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state, or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more.
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to visit reception and we will be happy to give you the information you need or direct you to other people and services who can assist further.



**If you, or a fellow Melbourne Flagstaff resident is affected by illness, accident, death of a relative, or any other challenges, please contact our Residential Life Manager or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We are here to help in any way we can.**

## **Complaints**

Life in a community can sometimes create 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 Melbourne Flagstaff, do not hesitate to raise it with the Residential Life Manager or the General Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

**Step 1** - Talk politely and openly to the person involved.

**Step 2** - Inform the person that you will take the matter to UniLodge management.

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

If you have a complaint against UniLodge Melbourne Flagstaff, please come and speak with us about it; we will always do our best to help you! Please note complaints must be processed with UniLodge Melbourne Flagstaff, and not with the University unless you wish to escalate an unresolved complaint that has not first been addressed by Melbourne Flagstaff staff, or secondly by UniLodge Australia's head office in Brisbane at (07) 3233 3700.

If you have any concerns with the terms of your leasing agreement, please contact us on (03) 7031 6570 or [melbournecbd@unilodge.com.au](mailto:melbournecbd@unilodge.com.au) and we will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on [feedback@unilodge.com.au](mailto:feedback@unilodge.com.au) and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>.

### **Financial Difficulties**

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

The Residential Life Manager can also help connect you to your University, which may be able to offer some form of assistance through their Financial Aid team. The Financial Aid team may be able to provide student loans, advice and advocacy around Government student payments, grants based on (including assistance welfare support.



financial need housing/rent grants) and

# LIVING TOGETHER AT UNILODGE MELBOURNE FLAGSTAFF

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

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



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



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

## **Tips for happy living around others**

- Tidy up after yourself.
- Keep your room clean and tidy.
- Be aware of the noise you and any guests you have over produce.
- Be considerate with your use of shared facilities and equipment.
- Always put your rubbish in bins or down the chute
- Do not leave food lying around (it encourages pests). This includes inside your locker in the communal kitchen.
- Store valuable items in your room

## **Personal Problems**

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are causing you difficulties. Our team is here to support you and provide guidance, assistance, and referral where necessary.

The University of Melbourne Counselling and Psychology team can be contacted through their webpage, or by phone (03) 8344 6927.

## **Privacy**

Your privacy is important to us. Should you wish to discuss any matter in private, simply ask.

**All matters discussed will be kept confidential.**

## **Sexual Harassment**

Sexual harassment is both unacceptable and against the law. It occurs where:

- a person subjects another person to an unrequested act of physical intimacy; or
- makes an unrequested 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.
- Also, if 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 proactive in ensuring that it remains this way. Anyone at UniLodge Melbourne Flagstaff 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 orientation, religion, political belief, or activity**.

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

### **Social Support**

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Melbourne Flagstaff and your time spent as a student.

### **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 a resident, you must not cause or contribute towards an accident, such as by 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.

# YOUR AGREEMENT WITH US

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## **Condition Report**

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

The Condition Report must be **completed within 7 business days** of you receiving the emailed report. Failure to do so, means any changes you feel are necessary cannot be included in the report if it is not returned; or if you turn it in late.

## **Eviction**

UniLodge Rules of Tenancy promotes tolerance, courtesy, and care for others and the diverse needs within the community. If any resident chooses to ignore or violate 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 Vacate" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Vacate" 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 with 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.

## **Bond**

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation. There it is held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

## **Termination of Tenancy Agreement**

A Residential Tenancy Agreement may be terminated if:

1. The resident fails to pay the rent within fourteen (14) days of the due date. Also, if the resident fails to pay all outstanding expenses within seven (7) days after receiving their account. Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the resident's private property must be removed. Any property left in the room will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document. If broken, you will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge Melbourne Flagstaff management in writing as soon as possible.

### **Breaking the Residential Tenancy Agreement**

When considering the early termination of your Residential Tenancy Agreement, it is your responsibility to:

- Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends, whichever comes first.
- Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Tenancy Agreement. In all cases, a departure cleaning fee applies.

You are required to give us 28 days' notice if the reason for the early termination falls under "special circumstances". However, it is in the resident's best interest to give as much notice as possible.

### **Cancellation of confirmed booking prior to arrival**

The payment of the first two week's rent and bond is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee equivalent to two week's rental plus GST will apply.

# RULES OF TENANCY

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

## **Absent from your Room**

If you intend to leave your room for any length of time, please complete the vacation form at Reception. This will help us to locate 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.

## **Access to other rooms**

Entering another resident's room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If you are invited into a room, and subsequently asked to leave, you must do so immediately. To prevent trespassing and, theft, all residents should keep their doors closed and windows locked regardless of whether they are in their room.

## **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 and Appliances**

**The installation of other furniture and appliances into a resident's room is not permitted** unless a written application is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the room and furniture required. This includes items such as fridges, freezers, portable aircons, etc.

## **Alcohol**

Management promotes a responsible attitude towards the use of alcohol. Alcohol is NOT permitted in communal areas, hallways, or at the entrance of the building. Alcohol may be consumed, if you are over the age of 18, in the privacy of your own room.

Under 18s are strictly NOT allowed to consume alcohol on the UniLodge premises.

## **Behaviour**

Residents must agree to abide by the code of conduct. 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 Residential Tenancy Agreement. Residents can contest any disciplinary action by first contacting UniLodge Australia Head Office (07) 3233 3700 and secondly Consumer Affairs Victoria 1300 558 181.

## **Building Security**

All residents and visitors agree to be bound by the security regulations and 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 security swipe card.
- Residents must not let non-residents enter behind them. If in doubt, they must call the RA on duty or notify reception.

### **Candles**

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

### **Children**

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

### **Cleaning and Inspections**

You are responsible for the day-to-day cleaning of your room. In addition to this, your room will be inspected every six months after the initial first inspection of your room. We will notify you in writing before we come to inspect your room for cleanliness and property damage. Residents who fail these inspections will be required to rectify any issues and a further inspection will be arranged.

### **Common Property**

You 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. You must not remove furniture (chairs, beanbags) from communal areas. When vacating, do not leave unwanted items in communal areas to give away. If your items are in good condition, you can leave them in our charity bins on the Ground Floor Bin Room or give them directly to friends. If not, please dispose in the bins in the Bin Room.

### **Cooking**

To ensure the safety of yourself and other residents, and avoid a false fire alarm, never leave your food unattended. Always keep the rangehood exhaust fan on high. The rangehood is located above the cooktop. Make sure it switched on (you will be able to hear a faint sound) at all times – even when you do not anticipate smoke.

**If your cooking triggers the smoke alarm, Fire Rescue Victoria will come to Melbourne Flagstaff. If this happens, there may be charges passed onto you associated with this callout.**

### **Drugs and illegal Substances**

The use of/or being under the influence of any illegal substance in the building is forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in eviction. If you or someone you know is struggling with drug use, please speak to our team so that we can help connect you with appropriate support services.

### **Furniture and Equipment**

The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. You will be liable for damage to this property.

You are not permitted to make alterations or additions to the room or the furniture and equipment within the room unless the request has been given in writing and approved by management.

### **Gambling**

Gambling is not permitted on the premises.

### **Guest Policy**

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of 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.

Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is ONE. Guests who are found to be staying overnight will be asked to leave immediately.

### **Identification**

**Identification should be always carried as it allows management and security to determine if a person is a resident at Unilodge Melbourne Flagstaff. It also allows after-hours access should you lose your swipe card. You should always keep your swipe card and ID separate.**

### **Lockouts**

A lockout fee of \$30.00 during business hours and \$75.00 for after hours will apply each time you lock yourself out of your apartment (by forgetting your card) If you have lost your swipe card, you will be issued with a new swipe card – Note, a fee of \$55 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund you if you find your card later. Please remember to always keep your room key with you, including during fire alarms.

### **Noise Curfew**

All residents must observe consideration for their neighbours. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted during the following hours: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm. Please use **common sense** and **consideration**. Special curfew hours may apply during exam times.

### **Neighbours**

Please keep noise down when entering and exiting the building, or when at the entrance to the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice details what must be done for the party to be compliant and how much time is allowed for the party to respond.

### **Parties**

Residents are not permitted to have parties in their rooms or any public areas and management reserves the right to shut down a party if necessary.

### **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. Note that Resident Advisors are UniLodge staff and often represent management in after hours. Requests by UniLodge management/administration for face-to-face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always especially important. All reasonable efforts will be made to find a mutually convenient meeting time and location.

### **Residents aged under 18**

If you are a resident aged under 18, you must check in with the Residential Advisor each night by 10pm. If you are going to be away, you must ensure you let the reception know in advance, as well as seeing any other required permissions to be away. You must not consume alcohol.

### **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, after-hours access to eligible areas, your room, and the recreation areas.
- Residents should always carry the swipe card. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact reception or the Resident Advisor on duty, immediately to regain access and/or replace your card accordingly.

### **Smoking and vaping**

UniLodge is a smoke-free and vape-free building, which includes your room, balconies, communal areas, and outdoor communal areas (such as the rooftop and courtyard). 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. Residents who wish to smoke outside are not permitted to smoke on UniLodge Melbourne Flagstaff property. This includes the use of e-cigarettes and vaping.



### **Tenancy Requirements**

- All residents and other occupants must be registered and sign a Residential Tenancy Agreement
- Residents must not sub-let the room under any circumstances.

# RIGHTS & RESPONSIBILITIES

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## **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 agreement and entry condition report.

## **UniLodge Rights**

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential 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 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 Residential Tenancy Agreement.
- Abide by the terms of the Residential 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 room.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your room.

## **UniLodge Responsibilities**

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

# PAYMENTS

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## **Rent**

Rent is to be always paid two weeks in advance as per the Residential Tenancy Agreement. Payments can be made in the following way:

- a) [Direct debit](#). UniLodge deducts your rent fortnightly from a nominated Australian bank account that you have provided. Sign up for direct debit by filling out the form on the Residential Portal.
- b) Novatti via your [Residential Portal](#) account.

**Payment of rent must be received on or before the due date. Rent is paid on a fortnightly basis.**

**Residents whose payments are in arrears may be issued with a Notice to Vacate**

## **Extra Charges**

Extra charges are payable by residents and include additional cleaning, printing, lockouts, and repairs. These charges are to be paid in full at the time of organising.

## **Room 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. For any damage caused, UniLodge Melbourne Flagstaff will utilise their own contractors for quality of work, legislative compliance, and site inductions. You are not permitted to engage your own private contractors.

# CONTACT DETAILS

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## **Emergency Services Contacts (Police, Fire, Ambulance)**

Call 000

Please also remember to contact your RA on duty.

## **Property Address**

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

Your full name	Mr John Citizen
UniLodge Melbourne Flagstaff	UniLodge Melbourne Flagstaff
Wurundjeri Country	Wurundjeri Country
(your room number) / 17 Wills Street	123 / 17 Wills Street
Melbourne	Melbourne
VIC 3000	VIC 3000
Australia	Australia

If your mail does not include your room number, it will cause delays in delivery to your letterbox or may result in the mail item being returned to sender. Please note that we are unable to accept groceries, meal deliveries, or perishables at Reception – drivers will need to contact you directly to deliver any of these.

*As of 2020, Australia Post has started encouraging Australians to include the name of the traditional lands we live on in our postal addresses. This information can be included after your name, and before your street address. We live on Wurundjeri Country.*

**Property Main Telephone Number:** +61 3 7031 6570

**Outside Office Hours (Resident Advisor) call mobile:** +61 (0) 466 165 248

## **Customer Service Details**

- Email: [melbournecbd@unilodge.com.au](mailto:melbournecbd@unilodge.com.au)
- Telephone: (03) 7031 6570
- Online: [melbournecbd@unilodge.com.au](mailto:melbournecbd@unilodge.com.au)

**Wellbeing Related Issues** [melbournecbd@unilodge.com.au](mailto:melbournecbd@unilodge.com.au)

## **Internet**

Unlimited Wi-Fi is included in your rent!

Whilst this is ample for even high-end users, there are upgrade plans available for purchase. Details can be found at Reception.

# EMERGENCY PROCEDURES

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

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building emergencies (e.g., fire or storm damage)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a resident is locked out because he/she misplaced the key swipe.

## **Assembly Location Point - Evacuation**

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT**, and continue down the stairs to Ground Level, as outlined in the Evacuation Diagrams throughout the building and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.

## **Fire Sprinklers and Smoke Detectors**

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Fire Rescue Victoria has within its powers to levy fines and commence prosecutions (current fines exceed \$3,500). You may also be responsible for the cost of repairs to the system that a system fault or a false fire alarm may cause including to property.

**False alarm callouts can result in significant fees.**

Please open your nearest **window** and “fan” the fumes away from the detector which will then cease its alarm once cleared. **DO NOT OPEN YOUR MAIN DOOR TO RELEASE FUMES**

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

**Do not touch the smoke detectors and sprinklers**  
**Do not hang coat hangers from the sprinkler device**

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

In the event of Fire

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

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

**IN CASE OF AN EMERGENCY**  
**(Fire, Ambulance, Police)**  
**DIAL 000**

# HEALTH & SAFETY

## Key Contacts

Dentist	Doctor	Hospital
<b>Gorgeous Smiles Dentistry</b> 121 Exhibition Street <b>03 9042 0483</b>	<b>Medical One</b> Level 3, 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000 <b>3</b> <b>8663 7000</b>	<b>The Royal Melbourne Hospital</b> 300 Grattan Street, Parkville Vic 3052 <b>03 9342 7000</b>
<a href="http://www.gorgeoussmiles.com.au/">http://www.gorgeoussmiles.com.au/</a>	<a href="https://www.medicalone.com.au/centre/medical-one-qv">https://www.medicalone.com.au/centre/medical-one-qv</a>	<a href="https://www.thermh.org.au/contact">https://www.thermh.org.au/contact</a>
<b>Open</b> Mon – Fri: 8.30am till 7.00pm Saturday, Sunday & Public Holidays: Closed	<b>Open</b> Mon – Friday: 8am till 7pm Sat – Sun: 9am till 1pm Public Holidays: Closed	<b>Open</b> 24/7

## Important Numbers

<b>Emergency (Fire, Police, Ambulance) 000</b>			
Victorian Legal Aid	1300 792 387	Lifeline (24 Hours)	13 11 14
Beyond Blue	1300 224 636	Medicare	13 20 11
HIV Information Hotline	1800 451 600	Consumer Affairs	1300 558 181
Asthma Australia Helpline	1800 645 130	Men’s Line Australia	1300 789 978
Cancer Hotline	1800 431 312	National Security Hotline	1800 123 400
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	Nurse on call 24Hours	1300 606 024
Centrelink	13 10 21	Poisons Info Line	13 11 26
Direct Line (Drug & Alcohol Counselling 24 Hour Line)	1800 888 236	Pregnancy Help Line (24 Hours)	1300 882 436
Eating Disorders Foundation of Victoria	1300 550 236	Quit Line	13 78 48
Epilepsy Australia	1300 761 487	SANE Mental Illness Hotline	1800 187 263
Gambling Helpline	1800 858 858	Suicide Call Back Service	1300 659 467
Switchboard Victoria	1800 184 527	Suicide Help Line (24 hours)	1300 651 251
Grief Line	1300 064 068	Vicdeaf	03 9473 1111
Immigration / Multicultural Affairs	13 18 81	Women’s Domestic Violence Crisis Service 1800RESPECT	1800 737 732
Information Commissioner	1300 006 842	Women’s Info and Referral Exchange (WIRE)	1300 134 130
Interpreting Service (24 Hours)	03 9280 1955	Tenants Union of Victoria	03 9416 2577
Kids Helpline	1800 551 800	Headspace	1800 650 890

## **Health Information**

### **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 you 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.

### **Ambulances in Australia**

Ambulance services in Australia are extremely expensive and ambulance insurance cover is recommended if it is not already included in any insurance you have. Ambulance insurance cover is included in most forms of health insurance (either Overseas Health Cover or standard health insurance plans that your parents may have you listed on if your parents live in Australia) – please make sure you check your health care plan before you need it for this information. If you are an Australian on a Health Care Card, and you are also covered for clinically necessary transport. For more information on ambulance cover go to the [Ambulance Victoria website](#).

Please note that there is no cost if you or someone else calls an ambulance – costs are only charged if someone is transported (taken to hospital) in an ambulance. You should never hesitate to call an ambulance for yourself or someone else in a life-threatening situation.

## **Security information**

### **Insurance**

We recommend taking out contents insurance to help protect your personal possessions. Contents insurance is available from a range of providers.

### **Intruders**

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

- UniLodge has 24-hour video surveillance.
- Do not show any person to a resident's room or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts or open the front entry door.
- Tell any visitors requesting entry to call reception or the person they are visiting.
- Do not write your room number (or your name) on your key card (if lost, it should not indicate where or who it belongs to)

### **Unilodge Melbourne Flagstaff security**

If you ever have security concerns within our building, please contact Reception in person, by phone, or email. Outside of office hours, you can also contact the duty Residential Advisor. In an emergency, contact emergency services as well as the RA or office staff.

### **Local Police**

Our local police station is Melbourne West. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you would like support in accessing police services, please see our Residential Life Manager or another staff member.

313 Spencer Street, Docklands (+ 61 3) 9624 3999; 24/7

You can also access non-emergency police support using the Police Information Line on 131 444.



## HANDBOOK ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room \_\_\_\_\_

At UniLodge Melbourne Flagstaff have read, fully understand, and accept the contents of the current Residential handbook.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Tenancy Agreement.

Signature:

\_\_\_\_\_

Full name (please print name in English):

\_\_\_\_\_

Date:

\_\_\_\_\_