



RESIDENT HANDBOOK

WE'RE SO GLAD YOU'RE HERE!

Here are some handy tips to help you settle in!

Reception Hours

Monday to Friday: 8:30am – 6:00pm

Saturday & Sunday: 12:00pm - 2:00pm

Public Holidays: 12:00pm - 2:00pm

Key Contact Details

Reception Phone Number: 03 9998 8490

Reception Email: vu@unilodge.com.au

After Hours Emergency Contact Number - Residential Advisor: 0458 661 116

Emergency / Police Phone Number: 000

Police Assistance Phone Number: 131 444

LifeLine: 13 11 14

Residential Life Coordinator email: reslifecoordinator.vu@unilodge.com.au

Follow us on Social Media!



@unilodgevu

Scan the QR code to
watch a quick video
about using your new
apartment facilities



For more information
contact reception.



Something in your
apartment need fixing?
Scan the QR code here to send us the details.

WELCOME TO WURUNDJERI COUNTRY

UniLodge VU is located on the lands of the Wurundjeri, Woi Wurrung and Bunurong peoples of the Kulin nation. These people are the first peoples of Australia and the traditional owners of the land.

At UniLodge VU, we acknowledge all past, present and emerging First Nation peoples and the land on which our building resides.

This painting is by Marlene Young and was created in 1999 to depict the Maribyrnong River and how Indigenous people utilised the land.

Next time you walk along the river or through the streets of Footscray, take a moment to think about those that have come before you and cared for the land so that you can be here today.

WELCOME

Welcome to UniLodge VU!

We hope that your stay here will be both productive and enjoyable! This Resident Handbook is designed to enhance everyone's understanding of the building and to outline your obligations to our "House Rules" (as they relate to your licence to Occupy/Lease Agreement).

We will also provide an explanation of our Residential Life Program which includes a variety of social events, life skills and links to your University's extensive student services.

UniLodge management is committed to developing an atmosphere and environment that provides students with support you need to succeed and the best possible opportunities to maximise your potential to achieve success, and an all-round student experience. 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. However, should you still have queries, please feel free to ask – we are here to help!

A very warm welcome to UniLodge Victoria University!

Sincerely,

UniLodge VU Team

Enjoy your stay!



WELCOME

ARRIVAL & SETTLING IN

This Handbook contains the 'Rules of Tenancy' which forms an addendum to your 'licence to Occupy (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 licence to Occupy (Tenancy Agreement).

Before you arrive/prior to check in:

- Complete online modules (must be completed three days prior to check-in)
- Complete pre-arrival check in form
- Register for your check in time (1pm or 3:30pm)

On arrival:

- Check in at your nominated time 1pm or 3:30pm (anyone checking in outside these times without prior knowledge will be asked to return the following day)
- Collect your key card/security swipe card
- Collect Entry Condition report for your unit
- Sign up for an Induction program

Online Induction Modules

All residents are required to complete our online induction program 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! These modules will only take a few minutes to complete.

How to complete the modules:

- Go to <https://unilodge.adesaustralia.com/>
- Register, selecting Victoria University as the organisation username, and using the password UniLodge.
- Complete all modules. Send a screenshot of 100% completion to reslifecoordinator.vu@unilodge.com.au

Induction on arrival - must attend!

When you arrive, you will be invited to attend a group induction (this may be individual if you arrive outside of peak periods). Attendance to this session is mandatory and provides essential information for living in the building.

Adjusting to Life at UniLodge

Whether you're coming from overseas, interstate or locally, there will be an adjustment period when you first arrive. For many students, this may mean living away from friends or family for the first time. We encourage you to explore our Residential Life Program so that you can meet as many new friends as possible! Once you start to settle in, not only to your new apartment, but also the wider culture and community, you will 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. Come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

OUR BUILDING

RECEPTION SERVICES

Reception

Our reception staff can assist with questions and queries regarding the property and have a range of knowledge concerning the local area as well.

Reception hours are as follows:

Monday to Friday 08:30 – 18.00

Saturday / Sunday 12:00 – 14:00 (for mail collection only)

Public holidays 12:00 – 14:00 (for mail collection only)

Mailboxes

All mail and parcels are received by reception and can be collected during office hours (perishables will not be accepted by UniLodge). However, due to the amount we need to process, you may not be able to collect your mail and parcel right after they are delivered. You must scan the mail collection QR code at reception and fill in the form so we know that you have picked up your parcel or letter.

Services and fees

Please ensure you log a maintenance request online before coming to reception, unless it is an emergency.

Lockout fee – First is free, \$10 thereafter

Replacement keycard– \$55

Printing and photocopying – \$0.20 per page (please email to vu@unilodge.com.au before visiting reception)

Equipment hire – vacuum, iron, ironing board or trolley is free for 1 hour. Failure to return may result in a charge to your account.

Please note equipment hire is only available until 5:30pm Monday-Friday.

Online Forms

QR codes for online forms are also available at reception. This includes bike registration, guest registration and vacation form.



OUR BUILDING

FACILITIES & SERVICES

Bins - Rubbish, Recycling and Food Waste

Please empty your rubbish and recycling waste into the correct chute in the garbage room which is located on each floor to the right of the elevators. Rubbish should be disposed of on a regular basis for health and hygiene reasons and not left in bags in your apartments.

If something does not fit in the chute, please dispose of it in the garbage room on the ground floor which can be accessed through the lobby to the right of the vending machines (black door next to TV).

Do not leave any rubbish on the floor of the garbage room.

Please separate your rubbish from recyclable items such as milk cartons, cardboard and aluminium cans. This reduces the amount of waste going to landfill.

Laundry

Our 24/7 coin-operated laundry with washing machines and dryers is located on the Ground floor of the residency, past the common area kitchens and theater. For effective cleaning and drying, do not overload the machines. Please do not leave washing or baskets in the laundry room unsupervised. An iron and ironing board are available for loan from reception during opening hours.

If you experience a problem using the machines, please contact the number on the poster in the laundry.

Car parking

A car park next door owned by Victoria University provides limited spaces for residents to rent. Please see the reception for more details.

Bicycle Storage

Our bike storage room provides a more secure place to store your bicycle. You are encouraged to use this as you are not permitted to leave your bike in your room, as it can cause damage to the wall that you will be liable for.

You MUST register your bike with the reception before placing it in the bike store. We will discard any unregistered bicycles.

Air-conditioning

In-room air-conditioner is available for rental. The machine will be installed in your room for the full period of your stay at the price of \$350. You may talk to us about adding this option to your lease. Please note that the air conditioner is a property of UniLodge Victoria University and not to be taken away from the room.

BBQ

The BBQ is located in the outdoor Courtyard and is available to residents until 10pm every day for appropriate use. Please ensure that after you have used the BBQ that you have cleaned the BBQ and no personal items are left in the area.

MIXED RECYCLING

Rác thải tái chế hỗn hợp

Yes Có

- Steel or aluminium tins, cans
Hộp, lon thiếc hoặc nhôm
- Paper, newspaper, magazines
Giấy, báo, tạp chí
- Milk and juice bottles, other accepted hard plastics
Chai đựng sữa và nước trái cây, các loại nhựa cứng được chấp nhận khác
- Glass bottles and jars
Lọ và chai thủy tinh

No không

- Plastic bags, other soft plastics
Nhựa không thể tái chế
- Textiles
Vải sợi
- Tetra pak
Tetra pak
- Electronic waste and batteries
Rác thải điện tử, pin

- Put your recycling in the bin loose, not in bags.
- Items must be empty and lightly rinsed.
- Cardboard boxes should be flattened.
- Plastics 1, 2, 5 are accepted

For a full list of what you can and can't put into each bin, visit maribyrnong.vic.gov.au/bin-it-better

- Bỏ các đồ tái chế vào thùng rác và để rời ra, đừng bỏ trong bao.
- Các thứ tái chế phải được dọn trống và rửa sơ qua bên trong.
- Nên xếp phẳng hộp giấy các tông.
- Các loại nhựa 1, 2, 5 được chấp nhận.

Để biết danh sách đầy đủ những thứ gì có thể và không thể bỏ vào mỗi thùng rác, hãy truy cập maribyrnong.vic.gov.au/bin-it-better

OUR BUILDING

COMMON AREAS

Common Lounge & Kitchen

You are welcome to use the common area kitchen and lounge area. We have board games and table games for residents to enjoy. If there is any damage to this equipment, you must contact us or you will be liable for a replacement.

Our common kitchen is available to you at all times except when being used for an event. You must clean up after yourself in this kitchen. This includes washing dishes, removing rubbish and wiping benches. Please note the common fridge will be cleared out every Friday. Any items left in the common area kitchen or lounge will be disposed of.



Theatre

Located in our common lounge area is a separate theatre room. There are multiple subscriptions available to stream movies and tv shows on this screen. There are also PS4 and Xbox consoles for residents to use. Contact reception for any theatre queries but do not contact the after hours number if you have any issues with the theatre as this is not an emergency.



Courtyard area

Our courtyard area can be accessed through the common lounge or through the door next to the lifts. We have basketballs and other sports equipment for residents to borrow. Please return any equipment after use to avoid being charged. There are also BBQs for resident use. Please note smoking and vaping is not permitted in this area and is only permitted outside of the building and at least 10 metres away from the entrance.



Terrace

Located on level 4 and open between 7am-10pm every day for appropriate use. Please note that smoking and vaping are not permitted in these areas. Alcohol is also not allowed.



Study rooms

Study Rooms are located on multiple levels of the building. Each room features a TV available for use. Students are welcome to use any study room. Any items left unattended will be removed.



Please note no alcohol is permitted in any common areas.

STUDENT PORTAL NAVIGATING YOUR PORTAL

Dear _____,

Congratulations, and thank you for formally accepting your accommodation offer here at UniLodge Victoria University.

We are pleased to confirm that the deposit has been received and your **Studio - Regular** from _____, at the rate of _____ has now been secured.

Note, your deposit will remain as a credit on your account, for you to use towards your Pre Arrival payment requirements, (as separately outlined in your letter of offer). Reminder that your deposit is only forfeited in the unlikely event that you choose to withdraw or cancel your booking with us.

Now that your booking has been secured, we need some additional information prior to your arrival. Please click on the link below:

[Click here](#) to login into your Resident Portal Account.

After logging in, go to the menu on the top left and click on "Application & Acceptance". You must complete all the steps to finish your application.

Log into your portal by clicking on the link in your letter of confirmation email

You can also access the portal by googling 'unilodge resident portal' and clicking on the first link titled 'Welcome to Residential Portal - StarRez Housing'

Residents Portal

Login

- 1 Login Below
- 2 Click Activate Account / Forgotten Password
- 3 Enter your email
This email must be the same email you provided us at the time of making application
- 4 Check your mailbox and follow the link to select your password
- 5 Click login on the top right-hand corner of the screen
- 6 Enter your email and password to log in to your Resident Portal

Please enter your login details below:

Email (Required)

Email is required

Password (Required)

Password is required

☐ Remember Login for 7 day(s)

[Activate Account/Forgotten password](#) [LOGIN](#)

Residents Portal

[Programs & Events](#) [Useful Links](#)

You are not adding cart items from more than one tab at once as it is not supported.

[Programs & Events](#)
[Useful Links](#)
[Confirmation of Details](#)
[Application & Acceptance](#)
[Home](#)
[Booking Confirmation](#)
[Your Details](#)
[Your Account / Transactions](#)
[Your Room Maintenance](#)
[Your Bookings](#)
[Your Refund Information](#)
[Your Resources](#)
[Your In Room Booking Direct Debit](#)

rtal

3 manage rent payments and other charges, book/hire resources, check your details, stay in available to use as it is currently being updated. If you have any questions about this portal, contact us.

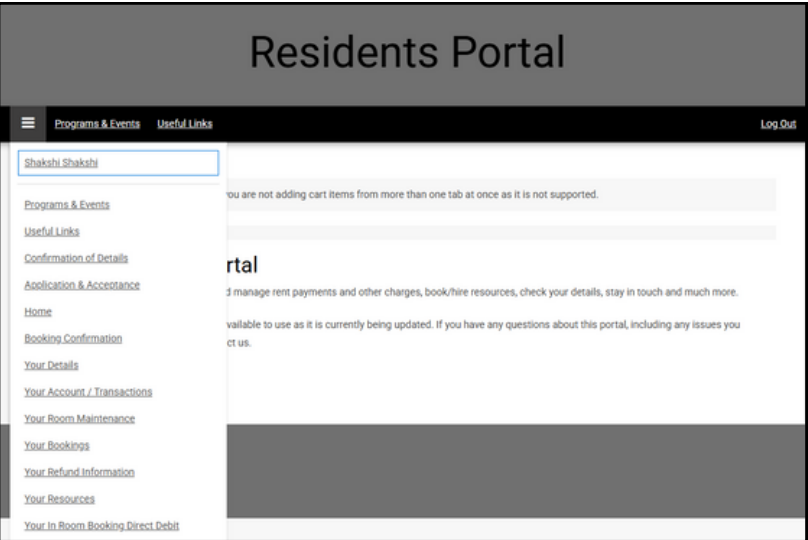
From there you can log in and click on the  icon and choose from the menu

STUDENT PORTAL MAINTENANCE REQUESTS

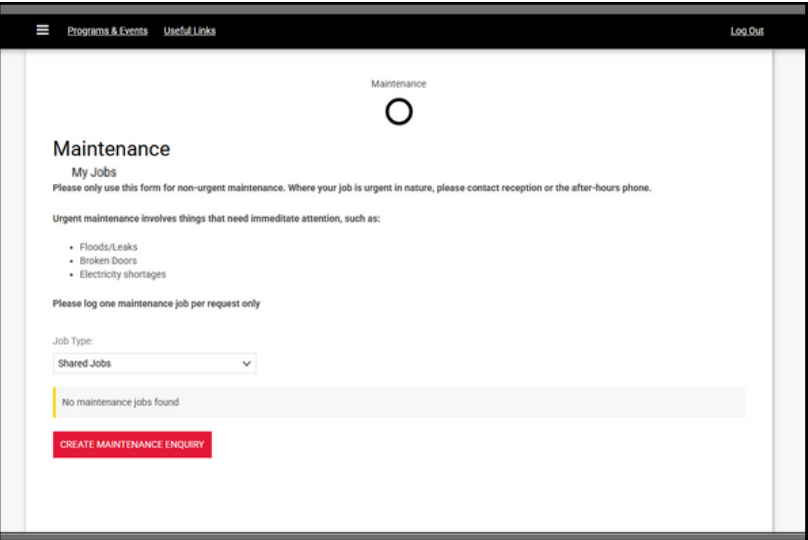
Attending to maintenance

You can also submit a maintenance request by scanning the QR code next to reception.

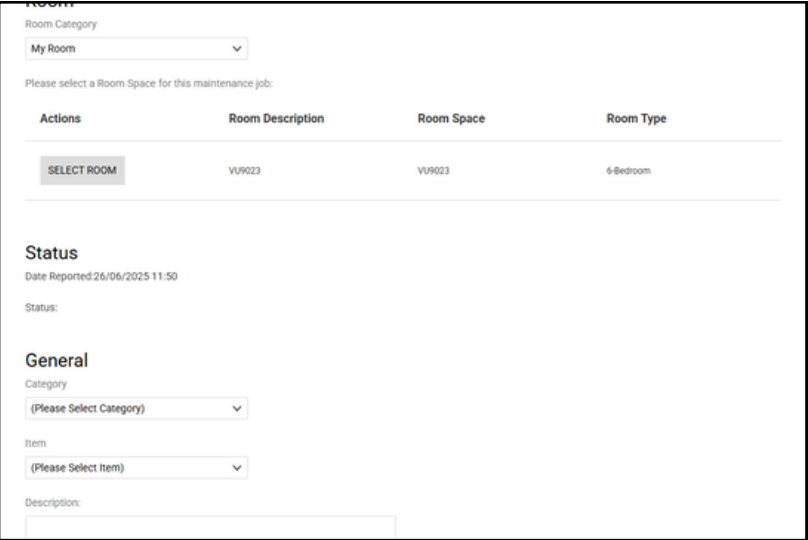
Maintenance requests must be logged in your portal to be actioned. If you have emergency maintenance which includes excessive flooding, power outages or door lock issues please see reception or call the after hours emergency number on 0458 661 116.



Log into your portal and choose 'Your Room Maintenance' from the menu.



Under job type choose 'My Jobs' and then click 'Create Maintenance Enquiry'.



Click 'SELECT ROOM' and choose the corresponding category and item.

Then add a brief description of what the issue is and press submit.

CARING FOR YOUR UNIT

TIPS ON MAINTAINING CLEANLINESS

Departure Cleaning

Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered it.

Heating

There is a Hydronic heater installed in your apartment. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.

Kitchen Cleaning

Regularly clean your Laminex (kitchen bench) surfaces with a clean, soft damp cloth. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used.

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.

Microwave and Refrigerator

Your apartment is fitted with a fridge and microwave that need to be wiped down with a damp cloth regularly. This is important for preventing mold and fire hazards.

Your stove top must be wiped down and free from crumbs and stains at all times to avoid leftover food bits smoking and triggering the fire alarm.

Cleaning Checklist

- ☐ Inside & Outside Oven
- ☐ Inside & Outside Microwave
- ☐ Inside Fridge (Remove expired items & clean shelves)
- ☐ Wipe down front and top of fridge
- ☐ Remove everything and wipe down benches
- ☐ Wipe inside and outside cabinets
- ☐ Vacuum & mop kitchen floor
- ☐ Vacuum carpet floor
- ☐ Scrub toilet basin & wipe over toilet
- ☐ Wipe down sink and faucet
- ☐ Scrub shower walls & floor
- ☐ Wipe down bed frame & any marks on walls

EMERGENCIES AND HEALTH & SAFETY

**WHAT TO DO IN AN
EMERGENCY AND WHO TO
CONTACT**



EMERGENCY PROCEDURES FIRE AND FIRE ALARMS

In the event of a fire alarm or fire:

- Assist any person in immediate danger only if safe to do so.
- Close doors to stop oxygen fueling the fire.
- Call the Fire Brigade (000).
- Evacuate to assembly area. DO NOT use lifts.
- Await further instructions from wardens or UniLodge staff.
- Do not attempt to re-enter the building until you have been instructed to do so

UniLodge VU evacuation assembly area is located in the VU car park on the north side (Ballarat Rd side) of the building. You must evacuate even if it is a false alarm.

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 Metropolitan Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

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!

False Fire Alarms from Cooking Fumes

In the event of excessive cooking fumes in your unit that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this trigger additional smoke alarms.

If you are in a 6-bedroom apartment, you can press the silence button if you press it within 60 seconds, you will then have an additional 60 seconds to clear the smoke before the alarm is escalated.

False Alarm Callouts by Metropolitan Fire Brigade can exceed \$3,000 and may be your responsibility to pay due to negligence. Please see reception if you do trigger a fire alarm to have an honest and open discussion.

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

Each kitchen is fitted with a Fire Blanket and Fire Extinguisher for you to use in case of a fire. In the event of a fire, and if it is safe to do so, remove yourself and others from the immediate danger, closing the doors behind you.

EMERGENCY PROCEDURES SECURITY

General Security

Do not show any person to a resident's unit, or tell them where they live as the resident concerned may not wish to see the visitor.

Do not swipe your card for any other person to open the front entry door. Tell the visitor to call reception.

DO NOT WRITE YOUR ROOM NUMBER (OR YOUR NAME) ON YOUR KEY CARD (If lost, it should not indicate who or where it belongs to).

Local Police

Police can be contacted for non-emergency matters on the following numbers:

Police Assistance Line: 131 444

Footscray Police Station: 03 8398 8000

Crime Stoppers: 1800 333 000

Insurance

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

Intruders

If you see anyone you believe to be an intruder or behaving suspiciously, call reception or after hours emergency number immediately and watch the person or persons from a distance only if it is safe to do so.

If you suspect someone has entered the building at the same time as you but is not a resident, please contact reception or the after hours number immediately.

RA phone number: 0458 661 116

Please see us at reception if you ever have any concerns about the safety of yourself or someone else in the building.

HEALTH & SAFETY

FIRST AID CONTACTS

First Aid

If you require minor first aid, please see reception.

For health advice from a registered nurse, call the Nurse-On-Call. This service is free for domestic and international students.

If you require urgent care but it is not an emergency you can attend an urgent care clinic. The closest clinic to our building is Maribyrnong Urgent Care Clinic. See contact details below. This is a free service for domestic and international students.

In the event of an emergency, please dial 000.

Service	Contact
Emergency Services (Ambulance)	000 Give the operator our address: 101 Ballarat Road Footscray VIC 3011 24/7
Urgent Care Clinic	G01B/31 Edgewater Blvd, Maribyrnong VIC 3032 (03) 9317 1717 8am-10pm
Nurse-On-Call	1300 60 60 24 24/7
Medicare	13 20 11 9am-5pm

Local Health Contacts

Dentist	Doctor	Hospital
Focus On Dental 31 Paisley Street Footscray VIC 3011 (15-minute walk) 03 9689 1014 Open Mon-Fri: 9am-5pm	Millennium Medical Centre Corner of Albert & Paisley Street Footscray VIC 3011 (12-minute walk) 03 9687 8633 Open Mon-Sun: 9am-5pm	Western Hospital Footscray 160 Gordon Street Footscray VIC 3011 (15-minute walk) 03 8345 6666 Open 24/7

HEALTH & SAFETY

AVOIDING MEDICAL FEES

Ambulance Cover

UniLodge VU highly recommends all residents get Ambulance Cover to cover the cost of an ambulance should one be called for them in an emergency.

Our staff are trained in basic first aid but will call an ambulance if your safety is in doubt. Please seek this cover so you are not faced with the cost of ambulance transport that can be up to \$2000.

This applies to domestic and international students.

Apply for a membership through the Ambulance Victoria website.

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 enrolment 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.

If you are experiencing ill-health and financial difficulties or are not sure how to access the support or medical service you need, please come and speak to us or send us an email at vu@unilodge.com.au

HEALTH & SAFETY

SUPPORTING OUR RESIDENTS

Your Wellbeing Matters

UniLodge strives to provide community-based support. One of the advantages of living in our building is that there is always someone to help.

Anyone affected by illness, accident, or death of a relative, should talk to the Residential Life Coordinator or reception staff. We can refer you to the appropriate counsellors for further support. We're here to help in any way we can.

New residents often experience difficulty adjusting to a different education system and different demands, living away from home and learning how to look after themselves, being away from the support of family and friends, settling into city life, language barriers and culture changes.

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.

UniLodge is proud to offer a pastoral care network. When you join our community, you will find there is always 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 we 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.

Social Support

In addition to the RLP program; we also want to support your social development. We encourage you to get involved in your university clubs, societies, and groups in order to enrich your experience as much as possible. However, if you are still struggling to make new connections, please come and speak to us and we will do our best to help you. Your people are here somewhere – it is just a matter of finding them!

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 Residential Life Coordinator. In most cases, problems can be resolved through informal enquiries and discussions. You are welcome to send an email to vu@unilodge.com.au or reslifecoordinator.vu@unilodge.com.au if you have a complaint or query.

HEALTH & SAFETY SUPPORT SERVICES

Mental Health and Crisis Support

If you are struggling with your mental health, there are several services we can get you in touch with for support. Please contact our Residential Life Coordinator or one of our Residential Advisors if you need help. You are also always welcome to come to reception for a confidential conversation. Your information will always be kept confidential with the exception of your or someone else’s safety.

The following services are all available 24 hours a day, every day of the week.

Service	Contact
LifeLine	13 11 14
Centre Against Sexual Assault (CASA) Crisis Line	1800 806 292
Beyond Blue (support for anxiety, depression and suicide prevention)	1300 224 636 or chat online
Drug and Alcohol Counselling	1800 888 236
Men’s Line Australia (phone and online counselling)	1300 789 978 or chat online
Interpreting Service	13 14 50
Kids Helpline	1800 551 800
Gambling Helpline	1800 156 789
Women’s Domestic Violence Crisis Service	1800 015 188

HEALTH & SAFETY

VICTORIA UNIVERSITY SUPPORT SERVICES



Studying at VU?

VUHQ is your first point of contact for assistance, advice and support. You can visit in person at Footscray Park between 9am and 5pm, Monday to Friday. Located in Building M, Level 1 (ground floor).

Read below and click on the name of the support service to find out more or to book an appointment.

Academic and Study Support

Where you will find your Study and Course Essentials as well as practical workshops and drop-ins in academic writing, math, careers and more.

Student Mentors

Drop-in sessions and course-specific Study Spaces run by fully trained current VU students who can help navigate various university systems and break down assignments. Located in the Learning Hubs.

VU Careers Hub

A range of online and face to face services to help you prepare for work, apply for jobs, and develop your resume and interview skills.

Counselling

Professional services designed to assist you as a student in your personal, psychological and social development. Call +61 3 9919 5400 to book an appointment or follow the link.

Accessibility Support

If you have a disability or medical condition that may impact upon your studies, Accessibility Services can support and assist you with our range of support and resources.

Financial Information and Support

Free and confidential support and assistance to help you develop practical skills to better manage your time, budget, bills, Centrelink, and personal issues.

Not studying at VU?

Come and see us or send an email to our Res Life Coordinator (reslifecoordinator.vu@unilodge.com.au) and we can refer you to a suitable service.

RESIDENTIAL LIFE PROGRAM

RESIDENTIAL LIFE PROGRAM

What is the Residential Life Program?

The 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, the Residential Life Coordinator, the Customer Service Team, and the General Manager.

UniLodge Multicultural Vision

Here at UniLodge, we promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunities for cross-cultural understanding and friendship. In our building, we want staff and students to feel respected, look out for each other and share a sense of family, friendship and belonging. We also strive to interact with, learn from and value all peoples.

What Does the Program Aim to Achieve?

Our RLP program offers a balanced calendar of activities which support many different facets of resident life. This includes: academic and personal achievement, mental and physical health, personal and social relationships, safety and security and community connectivity.

Attending Events

Signing up and attending RLP events is easy! Log into your Resident Portal and select programs. From there, you can register for as many events as you would like! We put out a monthly calendar and are always open to suggestions for events to run.

We encourage you to register for and attend many events, especially when you first arrive. The more events you attend, the more opportunities you have to meet people in the building!

Please email reslifecoordinator.vu@unilodge.com.au for event suggestions or any questions about the Res Life program.



Residential *Life*



ACADEMIC

To support residents through their study experience so that they can achieve academic and personal success; including degree attainment, improved career prospects and future employability.



SOCIAL

To provide residents with lifelong friendships and connections through social interactions and local experiences, whilst enabling community belonging.



HEALTH & WELLBEING

To encourage positive mental and physical personal health and assist with leisure pursuits amongst the broader community.



Residential *Life*



COMMUNITY

To promote a sense of community connection and responsibility and engage residents in a range of socially responsible and sustainable practices.



CULTURAL

To assist in the development of cultural competency - the understanding and appreciation of human differences and to encourage social responsibility.

RESIDENTIAL LIFE PROGRAM

RESIDENTIAL ADVISORS

What is a Residential Advisor?

Residential Advisors are residents that live in the building and are employed by UniLodge to facilitate Residential Life events and to assist residents with urgent matters outside of office hours.

RAs can help you with the following requests:

- Lockouts
- Noise complaints
- Medical emergencies
- Peer support
- Maintenance emergencies such as flooding or power outages

After Hours Emergency Support

If you require help outside of office hours (before 8:30am or after 6pm on weekdays) you can contact the RA on duty on the number:

0458 661 116

We highly recommend you save this number to your phone as you may need it if you ever accidentally lock yourself out or need assistance quickly.

If you need support urgently, please do not hesitate to call this number. We encourage you to speak up if you need help and our RAs are a great first point of contact for support.

If you have called an emergency service to arrive at the building, please call the RA to notify them.

If you have locked yourself out after hours call the RA number to be let back in.

Our RAs are friendly and ready to help! However they are also students and WILL NOT ATTEND NON-URGENT REQUESTS AFTER HOURS.

Please do not call this number unless your request is urgent and cannot wait until the next morning.

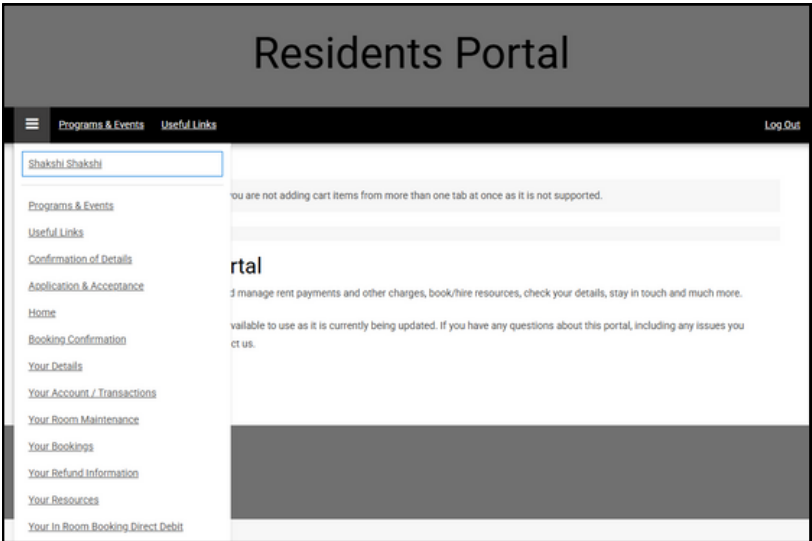


RESIDENTIAL LIFE PROGRAM EVENT REGISTRATION

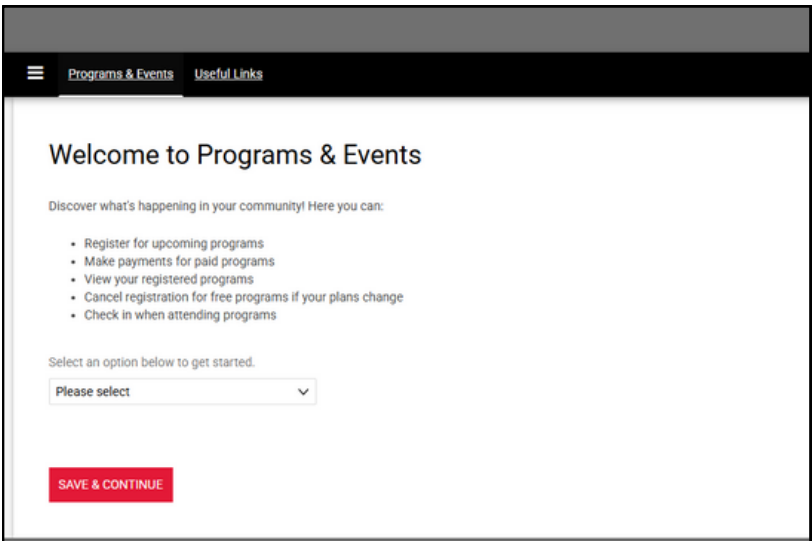
Registering For Events

Please follow the steps below to register for events using your Resident Portal.

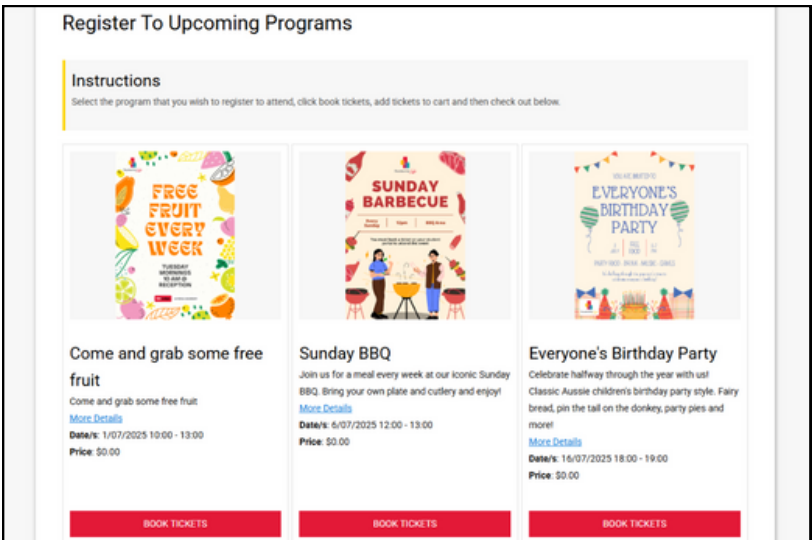
Registering or booking a ticket for events is compulsory for ALL events. We use this information to know how many people are attending so that we can be prepared and run the best event possible for our residents!



Log into your portal and choose “Programs & Events’ from the menu.



Choose Register to Upcoming Programs from the drop down menu



Read through the different events and click ‘Book Tickets’ if you wish to attend an event.

At the next page, choose add to cart and follow the steps to proceed. You will not be charged if it is a free event.

LIVING TOGETHER AT UNILODGE

TIPS ON MANAGING SHARED LIVING

Tips on resolving minor conflicts

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

Please Note: If you ever feel that you or anyone around you is in danger, it is important that you contact emergency services and inform UniLodge Management that you have done so.

Tips for harmonious shared living

- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce.
- Don't leave dirty dishes overnight
- Take out the garbage when the bin is full
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment

Issue with a fellow resident?
Try and talk about it with them first
and come to an agreement. Be
prepared to compromise!



Can't come up with a suitable
solution? Make an appointment with
the Residential Life Coordinator who
will do their best to resolve the issue.



If these steps have been followed
with no solution, UniLodge
management will look at taking
further action such as breaches or
room moves, depending on what is
appropriate for the situation.

LIVING TOGETHER AT UNILODGE TIPS ON MANAGING SHARED LIVING

Sexual Harassment and Discrimination

Sexual Harassment is against the law and occurs when:

- 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 a member of the Residential Life Team.

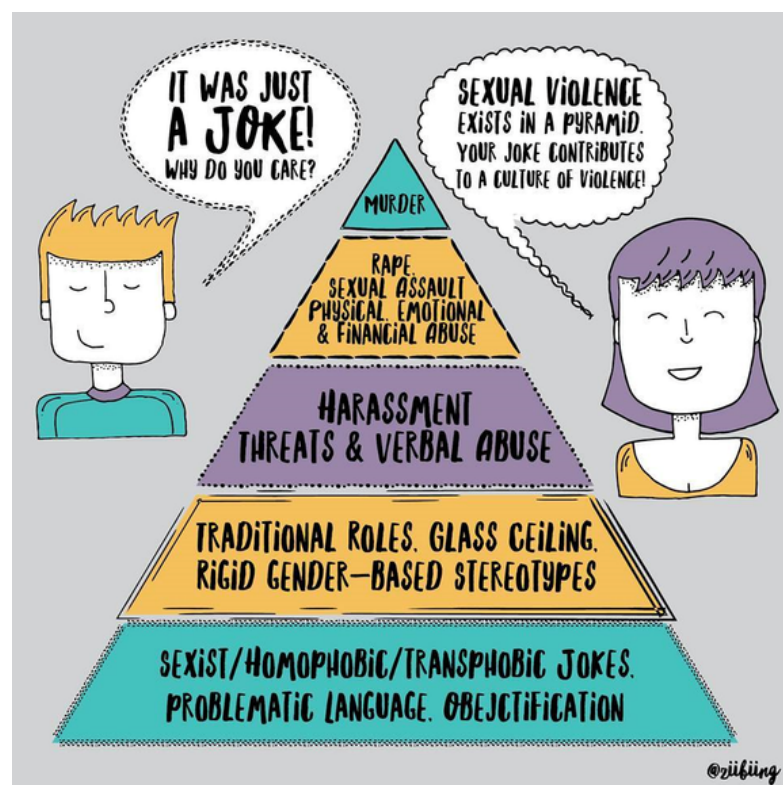
Need support?

1800 RESPECT

Provides confidential sexual assault and family and domestic violence counselling via phone and webchat.
Phone: 1800 737 732.

Sexual Assault Crisis Line

A free, statewide, after-hours telephone crisis counselling service for people in Victoria who have experienced sexual assault/violence. Phone: 1800 806 292



YOUR SHOP

INDEPENDENT LIVING ESSENTIALS

Online Shop

Bathroom and bedding essentials, dinnerware and kitchenware delivered for free to UniLodge residents. A great option that saves you having to bring these items when you move in, or go shopping for them in a new place.

With Your Shop, UniLodge residents do not have to worry about bringing sheets, pillows, pots, pans, or electrical appliances with them!

Ordering through Your Shop is a fabulous way to make sure that everything you need is sitting ready and waiting when you arrive.

These items will also be available for purchase throughout your stay with us (subject to availability).

Offering a great variety of products, our prices are highly competitive.

We've even had residents compare the quality of our linen to a 5-star hotel!

Visit Your Shop now and order today!

Visit shop.unilodge.com.au to order and for more information.



YOUR AGREEMENT WITH US

**RESIDENT RIGHTS AND
RESPONSIBILITIES**

**RULES OF
TENANCY**

**PAYMENTS
&
REFUND
POLICY**



PAYMENTS

HOW TO PAY YOUR RENT

Rent

Rent is to be paid as per the licence to Occupy (Tenancy Agreement) and must always be in advance.

Payments can be made in the following way:

1. Stripe online payment
2. Credit card at the reception desk during business hours (3% surcharge applies)

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

Usually on the 1st of each calendar month, thus maintaining the second month in advance.

Extra Charges

Sundry charges are payable by residents and include additional cleaning, lockouts, and repairs. These charges will be added to your account and are to be paid in full by the beginning of each month along your rent. Please do not pay the RA nor contractors at the time of service.

Unit Repairs

UniLodge may employ 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 Victoria University will utilise their own contractors for quality of work, legislative compliance, and site inductions. You are not permitted to engage your own private contractors.

REFUNDS

OUR 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 licence to Occupy (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 additional costs.
- Where a Resident breaks a licence to Occupy (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 28 days written notice prior to either the commencement date of their licence to Occupy (Tenancy Agreement) or the UniLodge semester start date, whichever 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, depending 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 28 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 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 licence to Occupy (Tenancy Agreement) or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A security deposit is refundable at the end of a licence to Occupy (Tenancy Agreement), which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment are 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.

Breaking the licence to Occupy (Tenancy Agreement/Lease)

The licence to Occupy (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. Please refer to your Licence to Occupy for details explaining the 4 weeks minimum notice required.

There is no set amount of notice required, if the reason for the early termination falls under "special circumstances" to be determined at Management's discretion. However, it is in the resident's best interest to give as much notice as possible and, as a guide, four weeks' notice should be the minimum time given, even in these instances.

RIGHTS AND RESPONSIBILITIES

IMPORTANT INFORMATION

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

UniLodge Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the licence to Occupy (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 unless there is reasonable cause to enter.
- To maintain rules and regulations (permitted by law) regarding the limitation, prohibition and the use of drugs and alcohols within the premises.
- Request ID from residents.

Resident Responsibilities

- To pay the rent by the due date and by the agreed method of payment.
- To not use the premises for illegal purposes.
- To not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- To keep the premises and inclusions clean.
- To be responsible for your guests' behaviour.
- To not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- To report to UniLodge any damage/maintenance issues to your premises in writing.
- To pay for charges as outlined in the licence to Occupy (Tenancy Agreement)
- To abide by the terms of the licence to Occupy (Tenancy Agreement), rules and regulations of the building.
- To only use the premises for residential purposes unless otherwise agreed in writing.
- To be responsible to pay for any blown light bulbs or damage in your unit.
- To be responsible to pay for any False Fire alarm call outs that may occur from your unit.
- To be responsible for your own properties' damage or loss.

UniLodge Responsibilities

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

RULES OF TENANCY ESSENTIAL POINTS

Condition Report

At the commencement of the licence to Occupy (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 licence to Occupy (Tenancy Agreement) to assess any damage to the unit, its furniture and equipment. It is therefore very important that you provide as much details as possible to avoid any unwanted charges at the end of your stay.

The completed Condition Report must be returned to the office within 2 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. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from UniLodge management. Residents who have received warnings and continue with unacceptable behaviour, will be issued with a "Eviction Notice".

In addition to the termination provisions, "Eviction Notice" 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 disruption, 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.
8. Is found to be breaking any law.
9. Is found to be placing themselves or other resident(s) in danger.

Residents must note that these practices lead to immediate expulsion and possible prosecution.

Security Deposit

- A security deposit equivalent to \$1,300 is required. The security deposit 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
- The security deposit 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
- The resident is not entitled to make a claim on any interest of the security deposit

RULES OF TENANCY TERMINATION OF YOUR CONTRACT

Termination of licence to Occupy (Tenancy Agreement)

A licence to Occupy (Tenancy Agreement) may be terminated if:

- The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
- The Resident permits a breach of the provisions of the licence to Occupy (Tenancy Agreement) or the Rules of Tenancy.
- 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 licence to Occupy (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 guidelines.

Choosing to prematurely terminate

When considering prematurely terminating your licence to Occupy (Tenancy Agreement), it is your responsibility to do all 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.
- In case an Early Termination request is approved, the tenant must give 28 days' notice and will still be liable to pay rent during that period.
- An Early Termination / Administration Fee of one weeks' worth of rent will apply

If you decide to terminate your tenancy agreement before the agreed upon term, you may only do so if you are no longer a student OR have found a suitable replacement for your unit OR are experiencing a medical condition that no longer allows you to stay at the property. Proof must be supplied in any of these cases.

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 also have the resources to recover monies owed to us outside of Australia.

More details can be found in your licence to Occupy. Please ensure you have a thorough read of all documents provided to you before signing.

RULES OF TENANCY

These rules form part of your licence to Occupy (Tenancy Agreement) with UniLodge. Please read them thoroughly and if you have any questions or need a translator, do not hesitate to ask a UniLodge Staff Member.

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 the apartments. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building.

Under 18s are strictly NOT permitted to consume alcohol in the UniLodge premises.

Behaviour

Residents must agree to abide by all contents of this document, the licence to Occupy and the Victoria University Code of Conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with on a case-by-case basis by UniLodge Management. Repeated offences could constitute grounds for termination of your licence to Occupy (Tenancy Agreement), however you may 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.
- Residents must not allow Non-Residents to 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). Any behaviour that triggers the fire alarm may result in a negligence fee of \$300 per fire truck being charged to the resident's account.

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

All residents are responsible for the day-to-day cleaning of their unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for cleanliness and damage. Residents who fail these inspections will be liable to pay cleaning charges of \$50 per hour.

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. It is forbidden for residents to remove furniture (chairs, beanbags) from common areas.

Neighbours

You are further reminded to keep a noise down when entering and exiting 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.

RULES OF TENANCY

Cooking

To ensure the safety of yourself and other residents, you must cook in a responsible manner, using the rangehood exhaust fan at all times. The rangehood is located above your cooktop, make sure it is pulled out, switched on (you will be able to hear a low sound) at all times. You should still follow these steps, even when you don't anticipate smoke (i.e., cooking sausages, chicken, even toast!).

Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade may be charged a negligence fee of \$300 per truck attending. Please exercise care when cooking and never leave your food unattended.

Electrical appliances

Please make sure your appliances accept 220-240 volts before plugging them in, to avoid power tripping in your apartment. Keep an eye out for the time of charging your batteries (for smart devices, electric bikes, etc) and do not leave them unattended.

Drugs/Illegal Substances

The storage or use of any illegal substance in the building is strictly 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 may result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please contact Management. We are here to assist in every way possible.

Eligibility of Residents

- All residents and other occupants must be registered students and sign a licence to Occupy (Tenancy Agreement)
- Residents must agree that if they reside in an Under 18 apartment, they must continue to follow the Under 18 policy after turning 18 years of age until they vacate that apartment at the completion of the contract.

Empty Rooms

It is forbidden to occupy empty rooms by letting friends stay, or storing possessions in there. These rooms are reserved for your new housemates who could be moving in soon! If a door is left open to a vacant room, please alert reception or shut it behind you.

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 any loss, removal, or damages to this property or the furniture/equipment provided. 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.

Guest Policy

All guests who stay overnight or past 10pm must fill out a Guest Form, available at reception, to be approved by Management. A guest is restricted to staying 4 nights maximum and is not permitted to stay on a frequent basis (upon Management approval). Guests who are found after 10pm without a guest form will be asked to leave. 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.

RULES OF TENANCY

Gambling and Gaming

Gambling is not permitted on the premises.

Lockouts

A lockout fee of \$10 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 for a fee of \$55. Please ensure your key card is truly lost before requesting a replacement, as we cannot refund the fee if the key card is found later. Please remember to keep your room key with you at all times, including during fire alarms.

Motor Bikes

Residents that own motorised bikes or scooters are NOT to store them in the bike shed as this is a safety risk. All such vehicles need to be parked at the back corner of the building on the pavement in such a way that they are not obstructing parked cars or pedestrians. However, e-bikes and e-scooters are allowed to be parked in the bike shed.

Noise Curfew

As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If you are being bothered by excess noise, you are reminded to call the Residential Advisor on duty, they will then investigate the situation and revert back to you. Special curfew hours may apply during exam times. You will receive notice of these via email and posters on the noticeboard.

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 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 very important.

Smoking

UniLodge is a smoke free building which includes the unit, balconies (if applicable) 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. Residents who wish to smoke outside must cross Tiernan Street and are not permitted to smoke on UniLodge VU property (as is in compliance with Victoria University smoking restrictions). You may be issued with a negligence fee if you are smoking in the premises.

Parties

Residents are not permitted to have parties in their apartments and Management reserves the right to shut down a Party if necessary.

RULES OF TENANCY

Under 18s

For residents under the age of 18, you are bound of the following policies:

- Residents must report presence in person to on shift Residential Advisor every night at the lobby at 10pm SHARP.
- Management must have received notification from guardians and acknowledged in advance for residents to be absence or late for daily check in

If under 18 residents return to property after 10pm and is approved by management, they must immediately report to on shift Residential Advisor.

Absent from your Unit

If you intend to leave your unit for any length of time, please ensure you scan the QR code for Vacation Form at reception. This is essential in the case that 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 always prepaid. 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 any other apartment without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If a Resident is invited into a room, and subsequently asked to leave, the Resident will 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 unit.

Walls

Please be incredibly 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 3M Brand adhesive/removable 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. 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 tack is to be used as it can stain or damage wallpaper.

FAQS

FREQUENTLY ASKED QUESTIONS

Question: How do I turn on my exhaust fan?

Answer: Pull out the silver part above your stovetop and move the switch underneath to on. Or click on the link below to watch a how to video.

Question: My stove top isn't turning on?

Answer: Make sure the switch in the middle of the powerpoint on the kitchen bench next to the stove is turned on. If your stove top is still not working, submit a maintenance request through your student portal.

Question: What do I do if my internet isn't working?

Answer: Call our internet service, Vostronet, on 1300 262 0473

Question: My key card isn't working what should I do?

Answer: Firstly, if you have just moved in – your key card may not be working because you haven't returned your condition report yet. Fill it in and bring it to reception and they can fix your card. If you haven't just moved in, see reception to fix your card or call the RA number on 0458 661 116 if it is after hours.

Question: I have ordered mail and it says it is delivered but reception cannot find it?

Answer: Ensure that you always put your Room number as well as our address on your mail. If you do not, these packages and letters are sorted last and we cannot get them to you until later in the day or week in some cases.

Question: My power keeps tripping/going out. What should I do?

Answer: Firstly, ensure that you are not using an international appliances. Appliances not made in Australia have a different wattage and cannot be used in Australian powerpoints. If you are using appliances made in Australia, ensure you are not overloading your powerpoints by having multiple appliances plugged in. Lastly, if you have tried the above and are still experiencing issues, please submit a maintenance request.

**PLEASE WATCH THE VIDEOS BY CLICKING [HERE](#) OR SCANNING THIS QR CODE.
IF YOU STILL HAVE QUESTIONS, SEE RECEPTION DURING OFFICE HOURS.**



ACKNOWLEDGEMENT

PLEASE SIGN BELOW

By signing below, I confirm that I have read, fully understand, and accept the contents of the 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.

Full Name:

Room Number:

Signature:

Date:



Where I want to be