



UniLodge @ 550

Resident Handbook

**550 Lygon Street
Carlton VIC 3053**

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WELCOME TO UNILODGE @ 550!

Dear Resident,

Welcome to UniLodge @ 550. We trust that your stay here will be both enjoyable and productive.

UniLodge strives to develop an atmosphere that provides residents with the greatest opportunity to maximise their success, enjoyment and experience from their time studying.

All the members of the UniLodge team understand that you are here not only to enjoy yourself but also to study and at times you will be under pressure to complete assignments and revise for exams. Therefore, the Resident Handbook is designed to ensure that everybody understands the building and observes the Resident Handbook so that all residents can have an enjoyable and a successful stay. Most of the issues in the Resident Handbook are based on common sense and much of the content will already have been explained when you checked-in. It is also important to remember that all the regulations are designed for your comfort, safety, and security.

We hope that this handbook will prove useful in answering any questions you may have and in assisting with common issues that may occur.

And remember, everyone on the UniLodge team are here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Enjoy your stay!

UniLodge Management

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country, you may experience a certain amount of 'culture shock'.

The people, the weather, the food, the buildings etc. will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

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 resident activities and events, so that you will make new friends and begin to feel more 'at home'.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, please contact our friendly staff to help you.

UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, as well as gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the building, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

Please note that it is your responsibility to read the Resident Handbook and understand the rules of occupancy. Ignorance is not an excuse!

We hope that you enjoy your stay here at UniLodge @ 550! If you have any questions after reading this handbook, please do not hesitate to contact your property manager and we will assist you in any way that we can.

RIGHTS & RESPONSIBILITIES

Resident Rights

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

UniLodge Rights

- To send Breach of Duty notices to residents who break the terms and conditions of the Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Breach of Duty notices to residents defaulting on their Rental payments, and to send a Notice to Vacate 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 Tenancy Agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

UniLodge Responsibilities

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

YOUR AGREEMENT WITH US

Condition Report

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

The completed Condition Report must be **returned to the office within 3 business days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any bond claims at the end of your tenancy.

Eviction

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

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

Bond

The Bond is the equivalent to one month's rent if the rent is less than \$350 per week.

The Bond is lodged with the Residential Tenancies Bond Authority which is a Government Authority. Residents are liable for damages caused to their apartment or any of the facilities at UniLodge @ 550.

The Bond will be refunded providing the following conditions are met:

- The apartment is not damaged
- The apartment is cleaned to a reasonable condition
- The apartment carpets have been steam cleaned and furniture not stained
- All utility accounts and other charges are finalized
- Rent is paid to your lease end date

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated if:

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

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

WE CARE ABOUT YOU!

UniLodge strive 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 onto 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.

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different demands.
- Living away from home, and fending for themselves.
- Being away from the support of family and friends.
- Settling into city life, a new state or a new country.
- Language barriers.
- Lifestyle and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. Transport, clubs, churches etc.
 - Basic establishment tasks e.g. bank accounts etc.

UniLodge staff are here to assist you with all these issues and more.

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

Pastoral Care

UniLodge is proud to offer a pastoral care network. When you join our community, you will find there is always something to do and someone to talk to.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So whether you want to connect with other residents, the local community or just want to know the best places to 'hang out', we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

Community Spirit Program **Our Residential Life Program**



What is Community Spirit?

Community Spirit is an integrated, contemporary, residential 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 and staff.

UniLodge's Multicultural Vision

We promote a cultural of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone: Feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, Interacts with, learns from, and values - all peoples.

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Community Spirit Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, just go to the UniLodge @ 550 webpage, where you can register for events via Ticketbooth on the Community Spirit page. The wide range of events will be loaded via Ticketbooth for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple!



To keep up to date with Community Spirit events, visit our Facebook page

<https://www.facebook.com/????>

Your Shop



UniLodge residents don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with them - our online shop, Your Shop is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive, and available for purchase throughout your stay with us at UniLodge.

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

"I am satisfied with my product. It was very good value for money, & having everything already in my apartment when I moved in was a great relief." – Tom, UniLodge Resident

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

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



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 Property 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:

Step1. Talk politely and openly to the person involved

Step2. Inform the person that you will take the matter to UniLodge Management

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

Financial Problems

If you are experiencing any financial difficulties, please speak to us. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Student Services Department.

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur, but you need to let us know and we can discuss it.

Living Together @ UniLodge

Living Together @ UniLodge

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

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



If you feel that you are unable to come up with a suitable solution, you can speak with a UniLodge staff member to discuss your problem. If needed, the UniLodge staff member 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 Property Manager for further assistance with dealing with the matter.

Noise

If a resident is asked to reduce noise from any area within the building by another resident or a UniLodge staff member, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement. If the issue persists, please contact the police by calling '000'.

Noise protection and control is regulated by the Environmental Protection Authority and enforced by the Police.

Personal Problems

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

Privacy

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

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

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

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

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

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

Social Support

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

Study Problems

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other Residents' study habits.**

Workplace Health and Safety

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

RULES OF TENANCY

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

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is NOT permitted in common areas including: resident lounge, fire escape stairways, and hallways.

UniLodge Student Accommodation encourages a mature attitude towards the use of alcohol – one that is consistent with an atmosphere of civility and respect for one another. Students will be held responsible for their behaviour when acting under the influence of alcohol.

Behaviour

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

Building Security

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

- Under no circumstances are Residents to loan out their Security Swipe Card.
- 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.

Cleaning and Inspections

- All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for faults or damage.

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.

Drugs/Illegal Substances

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

Eligibility of Residents

- All Residents and other occupants must be registered and sign a Tenancy Agreement.
- Residents must not sub-let the unit under any circumstances.
- Residents must comply with the RTA requirements and have given the correct documentation.

Furniture and Equipment

The furniture and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property.

The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by Management.

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

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

Requests by Staff

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

Smoking

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

REFUND POLICY

Bond and Advanced Rent

No Refund

- In the event of a Resident being evicted, the Resident will not be eligible for refund of any Rent paid until another resident is found.
- At the end of a Tenancy Agreement, where damage has been caused to UniLodge property and the bond is not enough to cover the cost of rectification, the bond will be claimed and the Resident will remain liable for any additional costs.
- Where a Resident breaks a Tenancy Agreement without cause, the Resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or bond and/or rent, must give at least **28 days written notice** prior to either the commencement date of their Tenancy Agreement or the UniLodge Semester start date, whichever is the earliest.
- Where the appropriate notice is given, then a portion of the bond may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn more than 28 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all bond payments and advance rent instalments will be fully refunded.
- However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible.

- If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A bond is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, electricity etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond, as is the departure cleaning fee.

Breaking the Tenancy Agreement

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

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

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

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

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

ARRIVAL

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You are also entitled to a copy of the signed Tenancy Agreement.

The items you will receive upon check in are:

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

Absent from your Unit

If you intend to leave your unit for any length of time, please ensure you advise your property manager. We will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Access to other Units

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors and windows locked regardless of whether or not they are in their unit.

Access to the Building

You will need to use your swipe card to enter and exit the building.

Additional Furniture

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

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.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to lock your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact your property manager immediately.

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

Swipe Cards	\$55.00 each
Lockout fees during business hours	\$35.00
Lockout fees after business hours	\$75.00

BUILDING FACILITIES

Car Parking

Limited car parking is available at UniLodge @ 550. Residents who are seeking car parking should speak with one of our friendly customer service staff members at Reception.

Prices for car park are:

Under cover from \$130 per calendar month

Short term car parking is also available from \$10 per night.

Bike Parking

Secure undercover bike parking is available in the Car Park. All bikes including motorbikes must be parked in designated parking area and must not be chained to handrailing or obstruct entrances especially fire escapes. Any bikes not parked in designated areas will be removed.

Laundry

The laundries are open 24/7 and are located in the car park. They have coin-operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment, please contact email collegequare.fm@unilodge.com.au or contact the laundry provider directly their details are displayed in the laundry.

Guidelines:

- This is a shared space and needs to be kept in a clean and tidy condition.
- Let the machines finish their cycle otherwise they will not work for the next person.
- Collect your clothes/items from the machines as soon as they are finished with their cycle. UniLodge holds no responsibility if your items are taken.
- Washing machines and dryers only accept Australian currency. Any other currency will cause the machines to malfunction.
- The machines only accept one dollar coins.

Mailboxes

Mailboxes at UniLodge @ 550 are used for correspondence between official Australia Post items and the resident. UniLodge asks that residents do not place items in another resident's mailbox without their permission.

If you are expecting a delivery, please make arrangements to be available when it arrives.

Please remember to bring your keys down to your mailbox to collect your mail.

Prior to moving out you should contact Australia Post to have your mail redirected so that your forwarding address can be updated.

Notice Boards

Notice boards located on the Ground floor, next to the entrance.

Rubbish

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

Rubbish is to be securely bagged, tied and placed in the rubbish chutes on each floor. Do not leave rubbish on the ground.

Recycling

A Recycling bin is located in the garbage room in the car park and is for recycling paper, cardboard, glass and plastic bottles only.

Recycle right: Ensure you know what you can and can't recycle. Make sure the glass and plastic bottles are emptied before placing them in the recycling bin.

Sort and separate: Separate garbage from your recycling.

Cut contamination: After you empty recyclables into the recycling bin, throw the plastic bag into the garbage bin.

Common Area Maintenance

Should you wish to report a common area maintenance issues, this can be done by emailing collegequare.fm@unilodge.com.au.

Transport

Information on public transport can be obtained from the Public Transport Victoria website: <http://ptv.vic.gov.au>.

Utilities - Electricity & Water

UniLodge does not manage the electricity and water connections and billing services at UniLodge @ 550.

The electricity company is OC Energy (www.ocenergy.com.au).

The water company is City West Water (www.citywestwater.com.au).

Residents are responsible for the payment of all electricity and water service and usage in their apartment.

COMMUNICATIONS

Internet

UniLodge @ 550 has an broadband internet plans for residents.

UniLodge provides a LAN system with connection available in each apartment. Internet connection is as simple as plugging your computer into the connection point in the apartment upon arrival.

Telephones

Internal Lines

An intercom telephone is available in each apartment to allow access to guests at the front door.

CONTACT DETAILS

Property Phone Number

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

<p>Resident Full Name UniLodge @ 550 (Unit Number) _ _ _ _ / 550 Lygon Street Carlton VIC 3053 Australia</p>

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

The Building

Name	UniLodge @ 550
Address	550 Lygon Street, Carlton VIC 3053
Telephone	+61 3 9349 3600
Property Manager	0455300677
Emergency Contacts	Dial '000' (Police, Fire, Ambulance)

Hospitals	Telephone Number
Royal Melbourne Hospital ,Popular Rd, Parkville	(03) 8387 2000
Royal Melbourne Hospital Grattan St, Parkville	(03) 9342 7000
The Alfred Hospital Commercial Rd, Melbourne	(03) 9276 2000
Doctors	Telephone Number
Carlton Clinic 88 Rathdowne St, Carlton	(03) 9347 9422
Elgin Medical Centre 54 Elgin St, Carlton	(03) 9347 2788
Dentists	Telephone Number
Royal Dental Hospital 720 Swanston St, Carlton	(03) 9341 1000

Councillors	Contact University
Melbourne Uni	www.services.unimelb.edu.au/counsel/
RMIT Uni	www.rmit.edu.au/counselling

In case of an emergency, dial '000'

OPERATING & CARING FOR YOUR UNIT

Maintenance

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

1. Identify the problem and be prepared to give the associated details.
2. Contact your property manger and fill in the maintenance form.

Departure Cleaning

Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival, and as a condition of your lease, you must leave your premises in the same condition as when you entered them. UniLodge offers cleaning services starts from \$100 depending on the condition of the unit. You are more than welcome to undertake the works yourself or engage a cleaner of your choice and should you wish to do so, please contact one of the team to obtain a checklist of items that need to be addressed. Our team will then inspect your unit after you have cleaned it to ensure it meets the expectations of the owner prior to releasing any bonds.

Candles

Residents are not permitted to light candles, oil burners, burn incense, paper or any other material in the premises or in their apartments.

Carpet

At the end of the agreement the carpets will be cleaned at the residents' expense as well as any necessary cleaning and repairs.

Cleaning

It is each resident's responsibility to ensure their apartment is kept clean. If you are unable to keep the apartment in a satisfactory condition, you can obtain a list of cleaning companies from your property manager.

Doors

For safety reasons residents are not permitted to attach locks or any other devices to the apartment doors or door frames. Do not hang hooks over the top of the front door as these hooks can break the fire seals. Also do not hang hooks over the top of the bathroom door as this can jam the door closed and you may become locked in. This can also cause damage to the doors, which you will be responsible to pay the cost of repair.

Furniture & Fittings

The furniture, fittings, and all facilities at UniLodge @ 550 must be treated with care and not vandalised. You are responsible for the condition of your apartment and its contents.

You are not permitted to remove equipment or furniture from the premises without the written consent of UniLodge Management. You are not permitted to bring beds into the apartment.

Glass and Aluminium

Please note the following suggested points for the care and maintenance of the glass in your apartment.

WHAT NOT TO DO

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Joinery Items

Cleaning

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

Scratches and Cuts

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

Light Globes

Whilst UniLodge aims to have all light globes operational on your arrival, please report immediately if any globes are not working. Remember that there are two globes per light fitting except in the bathroom.

If any globes stop working whilst you are residing in the apartments, you are responsible for the replacement fee. Our maintenance staff will replace them on certain days of the week. Please feel free to ask your property manager for this information.

Kitchen

Convection Microwave Oven

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

The microwave oven has the capability to microwave (defrost, reheat and cook by microwave power), cook on grill and cook on convection. To ensure best cooking results it is recommended that the oven is cleaned regularly.

Sometimes if power has been disconnected, the unit will revert back to DEMO mode. To enable it to heat up food, press the 'Clock' button three times.

Gas Cook Top Stove

For safety and convenience, the cook tops have a 'flame failure' safety feature. If the flame is extinguished, the gas supply is automatically cut off to the burners. Due to the inclusion of this special feature there is a special lighting procedure required, which you will get used to quite easily.

1. Press down the gas control knob all the way and turn to maximum heat – the knob must be pushed in at all times.
2. Continue to hold the control knob down for a further 5-10 seconds after the gas is lit.
3. Release knob and set flame to desired heat setting.

To ensure the stove works properly, please clean the stove regularly with a damp (but not dripping wet) cloth. If the electrical contacts below the burner get wet, the automatic igniters' will spark/click continuously. Please inform your property manager immediately.

Rangehood / Exhaust Fan

The rangehood is located above the stove. Always turn on the rangehood when cooking to help prevent the smoke detector from being activated.

To turn on the rangehood/exhaust fan:

- Slowly pull the front of the range hood towards you, this must be done before it will work.
- Turn on the switch, there is one for the lights and one for the fan, which are either under the front or at the right hand side of the range hood.

There are two lamps in the range hood to provide adequate light whilst cooking. You are responsible for replacing the globes if they stop working. Simply replace the globe by purchasing the same type.

If it is still not working fill in a maintenance form online or by contacting your property manager. It is your responsibility to ensure the range hood and its filters are clean at all times.

Refrigerator

Your apartment 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.

Regularly clean your fridge to keep it hygienically clean - this will help to keep your food fresh.

Please note: Due to safety concerns, any damaged refrigerator or electrical appliance will be disposed of by UniLodge.

Mattress Protectors

For health and safety reasons, a mattress protector is provided for each bed and you will be charged for this. If one is not provided, please contact the property manager immediately.

Mirrors

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

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. They are connected to your apartment electricity supply and are a life saving device. Building regulations in the state of Victoria require self-contained smoke detectors to be installed in all residential dwellings.

Please do not detach the smoke detector from the ceiling or render the smoke alarms inoperable, this includes:

- Covering it with tape or plastic to muffle the beep
- Removing it from the power source
- Removing the battery

- Interfering with it in any matter

If you turn off the power when you leave your apartment it will cause damage to the smoke detector. You will be responsible for all costs due to any tampering of the smoke detectors. If you attempt to tamper, cover or remove your smoke detector, you may be fined by the Metropolitan Fire Brigade (MFB).

Smoke detectors are serviced each year however, if the smoke detector emits a beep every few minutes it means that the battery is flat and needs to be replaced. Complete a Maintenance form to organise for the battery to be replaced.

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.

Switch Board

Switches that must remain on at all times include:

- Main Isolator
- Circuit Breaker / Safety Switch
- Light main switch

Tiled Surfaces

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

Walls

Hanging Items on the Walls

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

Windows / Balconies

Residents and visitors are prohibited from throwing any objects from any windows or balconies. This is extremely dangerous and puts others at risk.

Residents are not permitted to hang clothes from windows, balconies or areas visible to the public. Windows are not permitted to be covered by any covering other than the blinds provided.

PAYMENTS

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

Rent

Rent is to be paid as per the Tenancy agreement, and must always be in advance.

All rental payments are due by the 1st day of each month. If you have any difficulties paying your rent on time, we encourage you speak with a UniLodge customer service staff member or Manager immediately.

There are a number of simple and easy ways to pay your rent at UniLodge @ 550 using the DEFT system. You will require an Australian bank account to access the DEFT system.

If you wish to make payment via Credit Card or BPay:

- Complete your details at the top of the application and tick the credit card / BPay box. Return the DEFT form to reception and you will receive a reference number and instructions on how to make payment. (A BPay payment is made through your internet or telephone banking from your Australian Bank Account). A surcharge applies for credit card payments.

If you wish to make payment via Direct Debit from your Australian Bank Account:

- All personal banking details on the form must be clearly completed and returned to reception. DEFT will not be able to recognise your payment if all details are not complete.
- The security code is a 6 digit number that you will have to make up and remember. It is used for security purposes only when making your payment. Do not use the PIN number you use for making normal transactions on your bank account.
- This form will take approximately 5 to 7 working days to be fully processed or you can register yourself on the website (www.deft.com.au) once you have received your DEFT reference number and instructions from reception.

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

What will happen if you don't pay your rent?

Residents who are more than 14 days late paying their rent can be issued with a Notice to Vacate. Legal action may be taken to recover all funds outstanding.

Any resident who vacates UniLodge @ 550 without paying their rent or other charges will be placed with a Debt Collection Agency and the National Tenancy Database.

Replacement of Swipe Card

There will be a cost to the resident to replace their Security Swipe Card if they are lost. If a swipe card is missing for more than 24 hours, it is classed as lost and a replacement will be issued.

Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

Unit Repairs

UniLodge employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs.

SECURITY

Insurance and Security for your unit

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by UniLodge 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

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call the police on '000' immediately and watch the person or persons from a distance but do not put yourself at risk.

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

EMERGENCY PROCEDURES

Assembly Location

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

Fire Sprinklers and 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 (MFB) has it within its powers to levy fines and commence prosecutions (current fines exceed \$2000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate, please do not attempt to clear the smoke into the building common areas. Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear.

****False Alarm Callouts by MFB currently exceed \$2000.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Evacuate to assembly area using the stairs, assist anyone who may be unable to assist themselves.
- There is an evacuation plan on the back of each door.
- Remain at assembly area and await roll call.