

UniLodge on Campus

Resident Handbook

2018

9 Earl Street
Carlton VIC 3053



Welcome to UniLodge on Campus

RESIDENT HANDBOOK

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

The Resident Handbook contains important information for all residents to assist you with building safety, rules and regulations.

Please note that it is your responsibility to read the Resident Handbook and understand the rules of occupancy.

We hope that you enjoy your stay here at UniLodge on Campus. If you have any questions after reading this handbook, please do not hesitate to ask the Residential Advisor or see reception and we will assist you in any way that we can.



Dear Resident

Welcome to UniLodge on Campus. 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 Rules of Occupancy so that all Residents can have both an enjoyable and successful stay.

Most of the issues in the Resident Handbook are based on common sense and much of the content will be explained when you check-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!

Regards

The UniLodge on Campus Team
Tim, Christy, Michael and Adele

Contact Details

Receiving Mail

Your postal address is:

(Your Name)

UniLodge on Campus

(Your Apartment Number) /9 Earl Street

CARLTON VIC 3053

Your mail will be delivered to your private mailbox which is located in the common room.

A mailbox key will be provided to you upon checking in to UniLodge

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

If you are expecting items that will not fit in your letterbox please ensure when you order that you put your mobile number on the order. If you are not home to collect the item, the delivery driver will leave a card in your letterbox advising you how to collect your parcel. If reception is open, we are happy to sign for your parcel and arrange for you to pick it up when you arrive home.

Sending Mail

The closest Australia Post Office is located on Lygon Street

Important Contacts:

UniLodge office / Reception	+61 3 8102 7500
Facsimile	+61 3 9348 2454
After Hours Contact – Residential Advisor	0416 846 032 or 8102 7500
Reception Hours Monday & Tuesday Wednesday, Thursday & Friday Saturday & Sunday	1:15pm – 2:45pm 3:15pm to 5:15pm Closed
Emergency (Police, Fire, Ambulance)	000

The UniLodge Management or Residential Advisor is on call 24 hours a day

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, our friendly staff are here to help you. For after hours assistance, we have Management and Resident Advisors on site who can help you with security problems, issues relating to your apartment and any general questions or queries you may have.

Please come and see us even if it's only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, 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.

We hope that you enjoy your stay here at UniLodge On Campus. If you have any questions after reading this handbook, please do not hesitate to see reception and we will assist you in any way that we can.

Every building has rules. The Owners Corporation has set the rules for the building (not UniLodge). All residents must comply with these rules. In order to assist residents, the Residential Tenancies Agreement has simplified these rules. For a more detailed and comprehensive look at these rules, please see reception to view the complete copy.

THE ROLE OF **UNILODGE**

Building Managers

We are appointed by the Owner's Corporation to manage the day to day operations of the building.

Leasing and Apartment Managers

We are appointed by the landlord of your apartment to manage the day to day issues that do or may arise in relation to your tenancy or apartment.

RESIDENT LIFE

Connecting Residents with Life

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 know the best places to 'hang out' we can help you. We want to assist you wherever possible to fit into your home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

At UniLodge we strive to provide community based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount and confidences are kept.

As a new Resident you may experience difficulty adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- 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
- Finding your way around i.e. transport, clubs, churches etc
- Setting up bank accounts

OUR STAFF

No matter what your inquiry, question or requirement, our staff will be happy to assist and help you wherever they can. Our Residential Advisors are students themselves and know what it is like to live away from home. They can help with a number of different inquiries.

Please feel free to pop by reception and we will be happy to give you the information you need. Anyone affected by illness, accident or death of a relative or friend, should talk to the Manager at Reception. If necessary we can connect you to the appropriate counselors for further support.

UNILODGE RESIDENTIAL ADVISORS

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience of and understand what it is like to live and study away from home. When the reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with all requests that they issue.

SOCIAL SUPPORT

At UniLodge we organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff and most importantly other Residents within the building. Participating 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 residents. Please feel free to talk with reception should you have any suggestions or queries.

GET TO KNOW YOUR NEIGHBOURS

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbors and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others in all facets of life
- Remembering that all Residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!

PERSONAL PROBLEMS

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staff is here to support you and provide guidance, assistance and referral where necessary. We have connections with University counselors (for University students) or community provided health specialists, should you require specialist support.

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 Students 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 so we can discuss it.

ELIGIBILITY OF RESIDENTS

All Residents must be students enrolled in an approved educational facility within Melbourne.

All Residents sign a Residential Tenancy Agreement.

Residents must not sub-let the apartment under any circumstances. Subletting means having another person live in the apartment instead of you.

COMMUNITY SPIRIT PROGRAM

Our Residential Life Program



Community Spirit 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 - Residential Advisors, customer service staff, and the Property Manager.

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 D1 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! Our customer service staff at reception are able to assist you or answer any questions you may have.

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



<http://www.facebook.com/UnilodgeonCampus>

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!



RULES OF OCCUPANCY

This handbook contains the Rules of Occupancy and forms, along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge.

RIGHTS & RESPONSIBILITIES

- UniLodge Acts as the managing agent for the Landlord of your apartment.

RESIDENT RIGHTS:

- You have the right to access an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- You have the right to peaceful enjoyment of the premises and a secure environment.

RESIDENT RESPONSIBILITIES:

- Pay the rent by due date and through 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 a neighbour.
- 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, inclusions or common areas.
- Report to UniLodge on Campus any damage to the premises.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.

LANDLORD RIGHTS:

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident Handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the apartment during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

LANDLORD RESPONSIBILITIES:

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

BOND

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

CONDITION REPORT

At the commencement of the Residential Tenancy Agreement, a condition report will be provided to you to complete. This report is a statement of the condition of the premises when you move in. You need to go through this document and make any notes that you feel are appropriate to the condition of the property. You can also take additional photos and email them to us.

This report is signed by both the resident and a UniLodge on Campus representative.

The completed and signed condition report must be returned to reception within 3 Business days of your arrival.

Failure to do so will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

This condition report will be checked upon you vacating to assess any damage to your apartment, its furniture and equipment.

RENTAL PAYMENTS

Rent is to be paid in advance at all times. Failure to pay rent in accordance with the residential tenancy agreement will result in eviction.

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

Direct Bank Deposit at any *Bank of Melbourne* bank or Internet Banking Transfer to:

Bank Name:	Bank of Melbourne
Account Name:	UniLodge on Campus Rental Trust Account
BSB:	113-879
Account No:	473-460-322
Reference:	<i>All rental payments MUST be transferred with your apartment number only in order for UniLodge to clearly identify your payment.</i>
Swift Code:	SGBLAU2S

If you are paying your rent by direct deposit then please note that you should transfer your payment **at least 2 business days** prior to the date it is due. This allows sufficient time for the banks to transfer your rent into our account.

YOU CAN ALSO PAY YOUR RENT USING ONE OF THE FOLLOWING METHODS

Bank Cheque or money order made payable to 'UniLodge on Campus.'

We also accept EFTPOS & Credit Card payment. (Surcharges apply for credit card)

Please be aware that we do not accept personal cheques or cash.

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

(Subject to the Residential Tenancy Act 1997 (VIC))

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date.
Eviction notices for rent arrears require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

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

The Residential Tenancy Agreement is a legally binding document, which if broken, may incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify UniLodge on Campus management as soon as possible in writing.

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

- Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends whichever comes first.
- Pay all associated costs including applicable advertising and reletting fees as set out in your Residential Tenancy Agreement.

IMPORTANT REMINDER TO RESIDENTS

The Residential Tenancy Agreement you have entered into a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

BEHAVIOUR

Unacceptable behaviour includes interfering with another person's living conditions or personal security. Unacceptable behaviour is taken very seriously by UniLodge and will be dealt with by Management accordingly. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement, however, they will still be held responsible for rental until the apartment is re-let.

NOISE LEVELS

All residents must observe consideration for their neighbours. No excessive noise is permitted after 9:00pm to 7:00am. Noise disturbances can potentially lead to eviction and / or legal prosecution. Residents are here to study, please use **common sense** and **consideration**.

BALCONY

If your apartment has a balcony, please ensure you DO NOT smoke in this area. Please also refrain from throwing items over the railing. Not only is this dangerous, it causes a nuisance to people below you.

SMOKING

Smoking is NOT PERMITTED anywhere inside the building including balconies or common area terraces (where applicable).

ALCOHOL

Alcohol is NOT PERMITTED in the common rooms

DRUGS / ILLEGAL SUBSTANCES

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will 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 put you in touch with people who can help you.

INSURANCE

Tenants acknowledge the landlord's insurance DOES NOT provide cover for the tenant's possessions. Your rent provides you with contents insurance to a limited value. If you require more cover, we can assist you with taking out an additional insurance policy at your own cost.

INTRUDERS

If you see anyone behaving suspiciously, call Reception or Management on duty immediately and watch the person or persons from a distance, but do not put yourself at risk.

Under no circumstances give access to unknown person/s.

Respect others privacy by referring visitors to reception or the residential advisor.

Do not give out another resident's apartment number to others.

If in doubt – please contact UniLodge Management or the on-duty Residential Advisor

BUILDING SECURITY

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

We suggest that you **keep your doors locked at all times.**

- Under no circumstances must residents loan out their building entry card or any other apartment keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown

ACCESS TO OTHER APARTMENTS

Entering another Resident's apartment without consent will result in the same action as a member of the general public entering anyone's home without approval. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and, in particular theft, all Residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

KEYS

Keys should be carried with you at all times. Your door should be locked at all times.

Each apartment has its own individual restricted series key – which means it cannot be copied unless authorised and ordered by UniLodge.

REPLACEMENT KEYS

Locksmith fees will apply for a lost apartment key. A MINIMUM CHARGE OF \$220 WILL APPLY. These costs are subject to change at any time.

Replacement mailbox keys are \$55 each.

PROXY CARDS

Your proxy card will give you general building access. To open a door or use the lift, hold your proxy card against the proximity sensor box.

REPLACEMENT PROXY CARDS

To replace a lost proxy card, or if the proxy card is not returned at the end of tenancy, a fee of \$55 will be charged.

LOCKOUTS

A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.

A \$30 charge applies during office hours

A \$75 charge applies after office hours

EMERGENCY FIRE PROCEDURES

- ASSIST ANY PERSON IN IMMEDIATE DANGER, ONLY IF SAFE TO DO SO
- CALL THE FIRE BRIGADE ON 000
- EXTINGUISH THE FIRE IF SAFE TO DO SO
- EVACUATE TO THE ASSEMBLY AREA – DO NOT USE LIFTS IF THERE IS A FIRE
- REMAIN AT ASSEMBLY AREA UNTIL AUTHORISED PERSONS CAN UPDATE YOU ON WHEN YOU CAN RE-ENTER THE BUILDING

SMOKE DETECTOR & ALARM

Smoke detectors and alarms are located throughout the building including inside your own apartment. Please take note of the following:

1. The smoke detector in your apartment is connected to the automated fire alarm system.
2. Never cover or remove your smoke detector in your apartment, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
3. The smoke detectors in the apartments are very sensitive. If you set the alarm off in your room, if there is no fire, you need to clear any smoke from your room by turning on your airconditioner and opening your window or balcony door. DO NOT open your front door and allow smoke into the common area hallway. This will set off the building alarm triggering the Metropolitan Fire Brigade to attend.
4. Common area alarms are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking or boiling water and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$3000 minimum charge.

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Note: As already stated in your Residential Tenancy Agreement, residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for false call outs.

COOKING

Cooking is permitted inside your apartment and the range hood exhaust fans must be used at all times. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs. Range hood filters should be cleaned monthly to ensure they run efficiently.

If Smoke Detector triggers in your apartment while cooking, turn on your airconditioner and open your balcony door or window in order to air the apartment. DO NOT open your apartment door in order to air the apartment.

GARBAGE

Rubbish bins are location in the garage on the ground level; access to the bins is via the garage door next to the elevator. Please ensure you place your garbage in the green bins. For Health and safety, do not place garbage in the stairwells or on the floor in the garage.

Please consider the environment and dispose of all rubbish thoughtfully.

MAINTENANCE

UniLodge On Campus employs maintenance contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse, and will be charged for any costs associated with rectification including labour.

Please follow the procedure below if there is something that requires maintenance in your apartment.

If you have **emergency maintenance**, please call us as soon as you find the problem.

For all **general maintenance** items, please send us an email to oncampus@unilodge.com.au.

Provide as much information as possible including photos.

Remember that it is your responsibility to change light bulbs and batteries if they expire during tenancy.

Maintenance contractors will attend to maintenance during business hours. If you are not home, they will gain access with the master key.

PLEASE NOTE: Non-urgent repairs require approval from your landlord before we can arrange maintenance, this can cause delays.

FURNITURE AND EQUIPMENT

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for. The Resident is liable for damage to this property.

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

It is expected that all care will be taken to avoid damage to fittings inside the apartment. This includes carpets, blinds and furniture.

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided by the apartment owners. Please do not store any furniture on your balcony. Also, items in common areas are not to be moved or taken to your apartment.

If you move the furniture about during your stay, we ask that you return it to its original location within the apartment prior to your departure.

WALLS, DOORS & WINDOWS

Residents must submit a written request including diagram to hang or install anything onto the walls and doors for approval by your Landlord. Hanging items in common or shared areas including the front of apartment doors and windows is strictly prohibited.

CARPETS

Vacuum hire is included in your rent. You can hire the vacuum during office hours. See reception for access information. There is a 30 minute limit, and late returns will attract a non-refundable charge.

PETS

Under no circumstances are you permitted to bring pets and animals into the complex.

REQUESTS OF STAFF

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

CLEANING

It is expected that you will keep your apartment clean and tidy at all times in accordance with your tenancy agreement. Failure to do so can result in breach notices being served and cleaning costs passed on to you.

You will be provided with a handy hints and tips checklist for cleaning when you arrive.

ROLLER BLINDS

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

WINDOWS

No item is to be hung in or attached to your window. Clothing can be hung on a clothes horse in your apartment or can be dried by using the drier in the laundry. Any item placed in your window is a direct breach of your tenancy agreement.

COMMON AREAS

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

The ground floor lounge has a large TV screen and cable television (Foxtel) as well as a gaming console available for use by all Residents. The lounge is also used for movie nights and other regular social events.

Level 7 Terrace is available for residents to gather for small social events. Access is available until 10pm daily.

COMMON AREA CLEANING

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment. The cleaner's duties do not include tasks that are your responsibility such as:

- Washing personal laundry.
- Removing rubbish and placing it in the bins provided
- Picking up any items on the floor.

Any item left out in any common areas will be thrown away into the rubbish. For any extra cleaning required – such as picking up resident rubbish, leftover food and so on, there will be a cleaning charge. There is no excuse for leaving an item unattended for any length of time as leaving your belongings or food in a common area prevents the area from being cleaned along with preventing other people from using that space.

LAUNDRY ROOM

There are 4 washing machines and 4 dryers located in the laundry on the ground floor inside the common area. It costs \$4 to use the washing machine and \$4 to use the dryer.

BICYCLE STORAGE

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. Bicycles must be stored in the allocated area. Please ask Reception for details.

ARE YOU GOING ON A VACATION?

Residents should visit Reception to complete a 'Vacation Form'. Please notify Reception if you will be giving anyone access to your apartment while you are away.

FACILITIES & SERVICES

TELEPHONE

There is no apartment phone provided at UniLodge On Campus. We recommend all residents use their mobile phones for telephone calls.

The phone in your apartment is used for the intercom. Please make sure it is plugged in so that visitors and delivery people can contact you.

UniLodge on Campus employees will not reveal a Resident's telephone number / extension to outsiders. We ask that all Residents follow this practice to protect the privacy of other Residents.

INTERNET

Myconnect and UniLodge Australia have teamed up to deliver you the best available Internet solution on a next generation high speed network.

You have 100gb of internet data included in your rent per month. If you require more data, you can purchase a top up via the portal online. You have a port in your room which you can connect to using an Ethernet cable. You also have access to the building wi-fi.

For more information please visit www.myconnect.com.au

PHOTOCOPY AND PRINTING SERVICE

Photocopies can be made at reception by reception staff during business hours. Services and prices are available at reception.

SEXUAL HARASSMENT

Sexual Harassment contravenes 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 favors 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 anticipate the possibility that the other person would be offended, humiliated or intimidated.

The Anti-Discrimination Act makes discrimination unlawful on grounds including:

gender, race, age, sexual preference, physical, religion, political belief or activity.

UniLodge is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so.

If you think you have been subjected to any form of discrimination please contact the Manager.

WORKPLACE HEALTH AND SAFETY

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

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by UniLodge Management. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time.

PRIVACY

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome in regards to your rights of occupancy, please contact the Property Manager.

Adele Prudames – Property Manager Operations
UniLodge On Campus
9 Earl Street
Carlton VIC 3053

Phone: 03 8102 7500

Email: adele.prudames@unilodge.com.au

Our grievance policy outlines steps for making a complaint at Unilodge; please ask reception if you require a copy.

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture. For more information on Melbourne or to check out local events visit

www.thatsmelbourne.com.au

Getting around Melbourne is easy with Melbourne Central Station located 10 minutes by walking or 5 minutes by tram down Swanston Street. From here you can catch all metropolitan and interstate trains.

Trams run along Swanston Street and Victoria Street which are both close to UniLodge. Trams on these lines head to all suburbs including the CBD.

Information on public transport can be obtained from: www.ptv.vic.gov.au

USEFUL APPS

Embark - <http://getembark.io/>



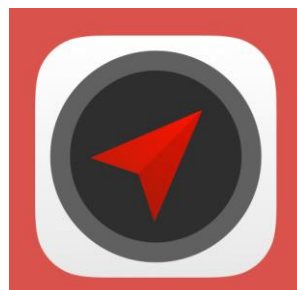
Healthengine - <https://healthengine.com.au/>



Spotcycle - <http://www.spotcycle.net/>



Localscope - <https://cynapse.com/localscope/>



Beanhunter - <https://www.beanhunter.com/australia>



Stocard - <https://stocardapp.com/>





HAYBALL LEONARD STENT PTY LTD ARCHITECTS



Ground Floor Plan

Universe Apartments Melbourne Australia

LIGHT GLOBES

Remember that you are responsible for replacing consumables in your apartment. These include batteries and light bulbs.

Here is a guide to the bulbs in your apartment:

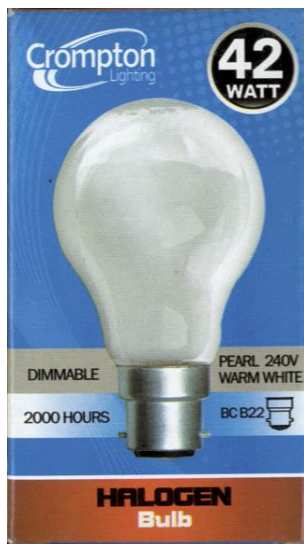
Main Room Light



Range Hood Globe



Pendant Light



You can purchase all light globes at
AWM Electrical - 558 SWANSTON ST, CARLTON VIC 3053
ENSURE ALL LIGHTS ARE WORKING WHEN YOU MOVE OUT