



UniLodge @ UNSW

Resident Handbook

2018

**Corner Anzac Parade & Lorne Avenue
Kensington NSW 2033**

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WELCOME TO UNILODGE @ UNSW

Dear Resident,

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

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

Your UniLodge team is made up of myself, customer service staff who you'll meet at Reception and Residential Advisors who are senior students who provide after-hours assistance and support.

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 already have been explained when you arrived. 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!

Christopher Lau
General Manager - UniLodge @ UNSW

CONTACT DETAILS

**Your Direct
Phone Number:** **+(61 2) 9017**

Your Address: All mail will be delivered to the Reception and can be collected during Reception hours.

Mail being sent to you should be addressed to you as follows:

Your Name
UNILODGE
Room **__** **__** **__** **__**
1 Lorne Avenue
Kensington, NSW
Australia, 2033

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

Important Contacts:

Switchboard Telephone Facsimile	+ (61) (2) 9017 6250 + (61) (2) 9017 6251
Reception / General Manager After Hours Contact <u>Reception Hours</u> Monday to Friday Saturday & Sunday	Extension 9 Extension 7 8:30am to 10:00pm 2:00pm to 10:00pm
Emergency (Police, Fire, Ambulance)	0, 000

*UniLodge Management or Residential Advisors are on call 24 hours a day
Dial 9 during Reception hours and dial 7 after hours for assistance.*

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 Student 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 @ UNSW. 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 Residential Advisors on site who can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

Please come and see us if only for a chat! UniLodge @ UNSW 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.

RECEPTION DESK

UniLodge 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.

UNILODGE @ UNSW IS A NON-SMOKING & ALCOHOL FREE BUILDING

Please be advised that for the safety and enjoyment of all Residents of the UniLodge @ UNSW Foundation Year Residential College, consumption of alcohol is not permitted anywhere on the premises. Smoking is only permitted in the ground floor outdoor courtyard area only. On the spot fines may apply.

Smoking & Alcohol is NOT permitted in apartments or on any balcony.

GENERAL GUIDELINES

YOUR ARRIVAL

This handbook contains the 'Rules of Occupancy' (see page 25) and forms part of your signed 'Licence to Occupy' agreement. Upon taking up residence, Residents must read the information contained in this handbook and once understood, **sign the acknowledgment form which can be filled out in reception, or a copy may be handed to you on arrival**, as an agreement to abide by the Building Rules and Contract obligations.

The items you receive on arrival are:

1. A Copy of your Licence to Occupy Agreement
2. A Copy of the Condition Report pertaining to your room and apartment
3. An Apartment Swipe Card
4. Various UniLodge @ UNSW information sheets

APARTMENT SWIPE CARD

This Swipe Card is issued to you when you check-in. The Swipe card will give you access to the following:

- Main Entrance Door
- Lobby Doors
- Your Lift
- Your apartment & room
- 6th Floor Common Study Room
- 6th Floor Rooftop Terrace (8:00am-10:00pm)
- Ground Floor Entertainment Room
- Ground Floor Outdoor Courtyard (8:00am-10:00pm)
- Student Laundry



To open a door, slowly insert the Swipe Card in and out of the electronic reader and when the light turns green push the door handle to open.

Important rules and guidelines about your swipe card:

- The Swipe Card must be carried by Residents at all times when moving around the building.
- If you lose your key or are locked out of your apartment, immediately contact Reception or the on-call Residential Advisor if after hours.
- A Resident's Swipe Card is for their sole use only and must not be given to any other person without the permission of UniLodge.
- If UniLodge Staff find any person in unauthorised possession of a Swipe Card that is not their own, that Swipe Card will be confiscated.
- Furthermore if any such person found in possession of a Swipe Card is not a UniLodge @ UNSW Resident or an authorized visitor, they will be asked to leave the premises immediately.
- The first lock-out or lost key card recorded is complimentary, thereafter a \$20 charge will apply. (see page 14, Table of Sundry Charges)

The rules listed above are put in place to ensure the safety and security of all Residents and UniLodge Management treats any breaches of these rules very seriously.

UNILODGE @ UNSW ID CARD

Your UniLodge @ UNSW ID Card should be carried at all times. This ID card allows Management and Staff to identify people as Residents of UniLodge @ UNSW, and permit after hours access should you misplace or lose your swipe card.

For your own safety always keep your Swipe Card and ID separately.

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, the customer service staff, and the General 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 @ UNSW 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 the events calendar on our Facebook page



<https://www.facebook.com/unilodge.unsw.5>

UniLodge on Facebook!

Every day the Student Committee members help the Customer Service Manager generate exciting updates of upcoming activities, news, local events and entertainment - even jokes, recipes and competitions are part of the content mix. Please have a look at all our fun Community Spirit Program events in our photo library on our website and also our Facebook profile via the below link:

<http://www.facebook.com/#!/profile.php?id=100002256507388>

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 @ ANU

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!



RIGHTS & RESPONSIBILITIES

RESIDENT'S RIGHTS:

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations
- Peaceful enjoyment of the premises
- To a secure environment

RESIDENT'S RESPONSIBILITIES:

- Pay the Occupancy Fee by due dates
- 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 or inclusions
- Report to UniLodge @ UNSW any damage to the premises
- Pay for charges as outlined in the Licence to Occupy
- Abide by the terms of the Licence to Occupy and rules and regulations of the building
- Only use the premises for residential purposes

UNILODGE @ UNSW'S RIGHTS:

- To issue notices of breach to Residents who break the terms of The Licence to Occupy and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others
- To issue notices of breach to Residents defaulting on their Occupancy Payments, and for continued offences to issue an eviction notice
- To inspect the condition of the apartment during reasonable hours.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises. Fines may apply.
- To ask to see your UniLodge @ UNSW ID at any time required

UNILODGE @ UNSW'S 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

YOUR AGREEMENT WITH UNILODGE

SECURITY DEPOSIT

All Residents are required to pay a Security Deposit of AUD\$1,000.00. Part of this Security Deposit is paid during your application and the remainder is to be paid on your arrival to UniLodge @ UNSW.

The Security Deposit is then held on the Resident's behalf for the term of the occupancy and for any further period in which the Resident may occupy the apartment.

The Security Deposit cannot be used for Occupancy Fees and the Resident is prohibited to run the Deposit down.

The cost of repairs or and cleaning will be deducted from the Security Deposit upon departure.

CONDITION REPORT

At the commencement of the Licence to Occupy, a Condition Report will be completed and signed by both the Resident and a UniLodge @ UNSW representative. This Condition Report will be used at the end of the Licence to Occupy to assess any damage to your bedroom or apartment, its furniture and equipment.

The completed Condition Report must be returned to Reception within 48 hours of your arrival. Failure to do so will result in the precondition report forming the basis for any Security Deposit claims at the end of your occupancy.

EXTENDING YOUR STAY AT UNILODGE @ UNSW

If you are wishing to extend your Licence or place a future booking please complete an extension request form found at reception, it is advised you do this as soon as possible. When rooms are booked and secured here at UniLodge it is done so on "application date received" basis (first received, first processed). This basis is the same for both current residents and new applicants alike.

When wanting to extend or place a future booking please complete a form request in writing to reception. On receiving your request the upmost will be done to meet your request. All Licence extensions are subject to UniLodge @ UNSW Management approval.

TERMINATION OF YOUR LICENCE TO OCCUPY

A Licence to Occupy may be terminated if:

- The Resident fails to pay the Occupancy Fee within three days of the date upon which it was due. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account. Eviction notices give a 7-day notice to leave.
- The Resident permits or allows any breach or fails to comply with the Terms and Conditions of the Licence to Occupy or Rules of Occupancy.
- 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, all the Resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with term 6.4 of the Licence to Occupy.

IMMEDIATE EVICTION

UniLodge @ UNSW Rules of Occupancy 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 a written warning from UniLodge @ UNSW Management. Residents who have received a warning and continue with unacceptable behaviour will be asked to leave immediately, that is, will be given an immediate eviction notice.

In addition to the termination provisions, immediate eviction will be given to any Resident who:

- Is found to be carrying, using or distributing illegal drugs or other illegal substances
- Is found to be involved in the harassment of, or discrimination against another Resident, staff member or person
- Is found to be involved in the sexual and/or physical abuse of another Resident, staff member or person
- Is found to be involved in theft of another person's property.

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

HOW DO I MAKE PAYMENTS?

Residents whose payments are in arrears may find their Licence to Occupy cancelled.

OCCUPANCY FEES

Occupancy Fees are to be paid in advance, prior to, or at the start of the Licence to Occupy commencement date or in certain cases, under arrangements by UniLodge @ UNSW, in set instalment dates. Accounts must remain in credit throughout the term of the Licence to Occupy.

PAYMENTS CAN BE MADE IN THE FOLLOWING WAYS

- MasterCard or Visa.
(Payments by Credit Card will attract a 0.968% surcharge)
- Internet Banking, Telegraphic Transfer or Direct Bank Deposit at any Westpac bank to:
Bank Name: Westpac Bank
Account Name: UFY RESIDENTIAL COLLEGE
Branch: Broadway Shopping Centre,
Shop L/G 4-5 Bay Street, Broadway
BSB: 032 249
Account No: 194 652
Swift No: WPAC AU 2S

Please instruct your banking institution to reference your deposit/transfer with your full name and/or room number so that we can clearly identify your payment. You then need to bring proof of payment, i.e. Deposit slip or telegraphic transfer order receipt, to Reception so that we are aware of your payment and know to expect it in our bank account.

- Bank Cheque / Draft made payable to 'UFY RESIDENTIAL COLLEGE'.

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

Sundry Charges

Other charges payable by Residents include telephone calls and repairs and/or replacements required for apartment repairs (see page 14). Apartment repairs include consumable items, such as light globes and batteries for remote controls, and damages or loss caused by negligence or misuse. Residents are charged for any costs associated with apartment repairs, (as outlined above, including labour). These charges are to be paid in full every 4 weeks.

TABLE OF SUNDRY CHARGES *** SUBJECT TO CHANGE 2018

UniLodge ID Card	\$25.00
Application Fee	\$325.00 (non-refundable)
Credit Card Surcharge	0.968% of total Credit Card purchase (Does not apply to \$500 Reservation Fee)
Key Lost or Lock-Out Fee	\$20.00 (after 1 st key card lost or locked in room)
Lost Balcony Key	\$220.00
Photocopying / Printing	0.40¢ per A4 page / A3 0.70¢, colour A4 \$1.70
Sending Fax – Local	\$4.00 (1 st page/ 0.80¢ following pages)
Sending Fax – National	\$5.00 (1 st page/ 0.80¢ following pages)
Sending Fax –International	\$6.00 (1 st page/ \$1.20 following pages)
Receiving Fax	0.80¢ per page
Local Call	0.28¢ (flat rate) + GST
Mobile Call	0.70¢ per minute + GST
National Call (STD)	0.28¢ connection fee + 0.15¢ per minute + GST
Washing Machine & Dryer	\$4.00 per wash, \$3.00 per dry
Guest Linen Pack Hire	\$70.00
Lost Linen	Towel \$30 / Pillow \$25 / Blanket \$45 / Pillow case \$20/ Sheet \$20 / Mattress Protector \$35
Damage to Borrowed Items	Charges vary depending on the item
Desk Lamp	\$49.00
Clothes Hanger	\$16.00 per hanger
Light Globe	\$24.00 – Range hood light \$24.00. Charge includes cost of labour as globes can only be replaced by UniLodge Staff.
Departure Clean	\$235.00 (2hours) Plus \$117.50 per hour thereafter
Apart Extra Cleaning Fee	\$117.50 per hour
Early Termination	2 Weeks rent. Break Lease fee
Rubbish Removal	\$33.00 per bag (assessment after departure)
Room Move fee	\$220.00 (plus standard departure clean)
Maintenance Fee	\$115.00 per hour labour cost, plus material
Internet Service Fee	\$183.00 per semester, \$366.00 per year

REFUND POLICY

APPLICATION FEE – The Application Fee is not refundable.

SECURITY DEPOSIT AND ADVANCED OCCUPANCY FEE TOTAL REFUND

In the event that an Applicant has fulfilled all obligations as defined by UniLodge @ UNSW but the offer of accommodation by UniLodge @ UNSW is withdrawn, or if UniLodge @ UNSW is unable to provide accommodation in accordance with our obligations, all Security Deposit payments and advance Occupancy Fees will be fully refunded. However, whilst UniLodge @ UNSW will try to offer applicants the rooms or apartments of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge @ UNSW facility before commencement of their Licence to Occupy, or upon their arrival to take up residency but wish to decline this offer, **a total refund will not be applicable.**

The Security Deposit is refundable at the end of a Licence to Occupy, which is not renewed. The conditions for this are: the Occupancy Fees are paid up in full, all furniture and equipment is accounted for, there is no damage to any UniLodge @ UNSW property for which the Resident is liable, and expenses such as utilities, sundries, cleaning, internet and telephone accounts 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. Any interest earned on the Security Deposit shall not form part of the Security Deposit and is not payable to the Resident or prospective Resident under any circumstances.

A Resident, who has genuine reasons for withdrawing from, or prematurely terminating the Licence to Occupy, is required to submit this request in writing with documentary proof, where applicable. The case will be considered by UniLodge @ UNSW. If it is deemed that you have sufficient and exceptional grounds for terminating, then you may be entitled to a full refund of the Security Deposit and Advance Occupancy Fees.

Such circumstances may include the following:

- Illness or disability;
- Death of the Resident or a close family member, that is, parent, sibling or child;
- Political, civil or natural event, which prevents fulfilment of the obligations of the contract.

Please note that UniLodge @ UNSW Management will require proof of exceptional circumstances to support a Resident's claim and to assess the eligibility for a total refund.

PARTIAL REFUND

In the case where a Resident wishes to withdraw from their application.

After accepting the offer of accommodation, where the Security Deposit and/or Advance Occupancy Fee has been paid, the Resident must give at least **14 days written notice** prior to either the commencement date of their Licence to Occupy or the UniLodge @ UNSW Semester start date, whichever comes first. Where the appropriate notice is given, then a proportion of the Security Deposit and Advance Occupancy Fee may be refunded at the discretion of UniLodge @ UNSW, dependent on the subsequent re-letting of the apartment to another party. Please refer to page 4 of Licence to Occupy, Clause 5.6.1.

NO REFUND

In the event of a Resident being evicted for whatever reason, the Resident will not be eligible for refund of any Occupancy Fees paid unless another Resident is found for their room.

In the event of a lease being broken, Occupancy Fees must be paid in accordance to your signed Licence to Occupy until a new resident takes over or until your lease ends, whichever comes first. See page 4 of Licence to Occupy, Clause 5.6.1.

Where all or part of a Security Deposit has been paid prior to the commencement of a Licence to Occupy and a prospective Resident fails to give UniLodge @ UNSW the required notice, the Security Deposit is forfeited.

At the end of a Licence to Occupy, where damage has been caused to the UniLodge @ UNSW property and the Security Deposit is not enough to cover the cost of rectification, the Security Deposit will be claimed and the Resident will remain liable for any additional costs.

Where a Resident breaks a Licence to Occupy without written notice, the Resident is not eligible for any refund of Security Deposit or Advance Occupancy Fees unless a replacement Resident is found.

BREAKING YOUR LICENCE TO OCCUPY AGREEMENT

The Licence to Occupy is a legally binding document, which, if broken, will incur penalties. Where a Resident believes that they cannot stay in the apartment or continue to pay the Occupancy Fees, they must notify UniLodge @ UNSW Management as soon as possible.

There is no set amount of notice a Resident can give if they wish to break their Licence to Occupy early for exceptional reasons. However, it is in the Resident's best interest to give as much notice as possible and, as a guide, 4 weeks notice should be the minimum time.

When considering the premature termination of your Licence to Occupy, it is your responsibility to comply with one of the following:

- Pay up the remainder of Occupancy Fees that are due according to the Licence to Occupy. We will refund any monies owed to you if and when the apartment is re-let.
- If you cannot pay the remainder of the Occupancy Fees up-front, leave us your credit card details in order to charge the set instalment Occupancy Fees against it until the apartment is re-let. An early termination fee equal to two weeks Occupancy Fee will apply.
- In all cases, a Departure Cleaning fee applies & 2 weeks rental fee for the termination of your licence to occupy.

**** IMPORTANT REMINDER TO RESIDENTS!****

By signing the Licence to Occupy, you have entered into a **legally binding agreement** and you are responsible for the payment of the Occupancy Fees under this agreement for the agreed terms. UniLodge @ UNSW reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge Australia has the resources to recover monies owed to us outside of Australia.

YOUR APARTMENT / ROOM

Your apartment and room has been designed to provide you with a comfortable living and study environment.

ACCESS TO THE UNILODGE PREMISES

As a community we are all responsible for maintaining the environment in which we live, and as Residents, we have a responsibility to maintain the complex in a state acceptable to all Residents. Consequently, the following paragraphs should be interpreted as guidelines for the establishment of a harmonious living environment.

ABSENT FROM YOUR APARTMENT (UNDER 18)

If you intend to leave your apartment for any length of time, you must first seek approval from your Student Advisor and complete a **“Taking a Vacation Form”** or an **“Overnight Absence Form for Under 18’s”**.

UniLodge @ UNSW is not permitted to approve any overnight absence.

Once completed these forms will be kept on file should we need to contact you in the event of an emergency. Please note if you are away when your Occupancy Fees are due, it is your responsibility to ensure that your Occupancy Fees and all sundry charges are paid in full on time. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all payments prior to going on holiday.

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 & LOCKS

The Resident is responsible for any cost associated with the replacement of their apartment Swipe Card, Window and/or Sliding Door Key, their UniLodge @ UNSW ID card and also change or repair of door / window locks.

AIR CONDITIONER

Your apartment is provided with Air Conditioning, however some studio may have airflow assistance as opposed to full air conditioning. Once switched on, the unit will operate for four hours and then switch itself off automatically.

At UniLodge @ UNSW there are three different types of air-conditioning (A/C) depending on the size and type of the apartment. When the A/C is set to provide heat, the A/C fan will stop running when the room(s) has reached the desired temperature. The fan will start again automatically when the A/C thermostat detects that heating is again required. When the A/C unit has timed out, pushing the "On" button again will start the A/C running for a further 4 hours.

During warmer days, the air conditioning units may not reach your set temperature; we recommend closing your blinds to ensure that the heat is kept from your apartment as much as possible.

If you are in a Multi-Bedroom Apartment:

- All multi-bedroom apartments have a wall mounted A/C control-panel with an "On/Off" button, two temperature adjustment buttons and a temperature indicator.
- To operate the A/C, press the "On" button and set the desired temperature and the A/C will then run for four hours before turning off.
- *Please note the A/C must not be set higher than 23.5 or lower than 19.0 degrees to avoid the unit overheating or freezing up during prolonged use.*
- Residents in multi-bedroom apartments must also be aware and considerate of the occupant in the adjoining studio apartment as the A/C unit is shared between the two apartments but the temperature can only be adjusted from the shared apartment. The A/C can however be turned "On" from within the adjoining studio apartment.

If you are in a Studio Apartment with an inter-connecting door to an adjacent Multi-Bedroom Apartment, full air-conditioning may not be available, however you will have access to airflow assistance as follows:

- These studio apartments have a wall mounted A/C control-panel with an "On/Off" button to turn the A/C on. Also on the A/C control-panel is an "On/Off" control for a motorised airflow damper in the ceiling that can close or open the airflow of the A/C.

Other Studio Apartments

- These studios have a ceiling mounting A/C unit that is controlled by an infrared remote control
- Please note: there will be a replacement charge should the remote control be lost or damaged

KITCHEN APPLIANCES & CLEANING

Please be aware that the cleanliness of all kitchen appliances is the responsibility of the Residents. **House Keeping are not responsible for any of the items below**

Microwave Oven

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



Cleaning Instructions:

Wipe interior and exterior of microwave with a soft wet cloth after usage.

Refrigerator

Your apartment is provided with an electric refrigerator. On arrival check that the fridge is plugged in and switched on, you may need to adjust the temperature setting within the refrigerator. To be effective the refrigerator should be constantly left on.



Cleaning Instructions:

Do not use a knife to remove ice as this can result in piercing holes in the fridge. These will result in the replacement of the fridge at a cost to the Resident. Remove all items from the refrigerator and switch off the power to defrost ice build up.

Disposal of food items is also your responsibility

Kettle

Your apartment is provided with an electric kettle connected to a 240-volt electric power supply.



Cleaning Instructions:

You may purchase de-scaling products from any local supermarkets to remove lime scale from your kettle.

Toaster

Your apartment is provided with a toaster connected to a 240-volt electric power supply.



Cleaning Instructions:

Remove crumb tray, gently shake the unit over sink and clean crumb tray with cloth. Ensure that the power is off before cleaning21

Kitchen Sink

Your apartment is provided with a sink to wash up your dishes. Food scraps are to be removed from the sink area. Do not push food scraps down the sink as this will cause blockages in pipes and significant damage. Maintenance repair damages will apply should blockages occur.

Range Hood

The range hood located above the stove **must be used when cooking** to remove any cooking smoke and smells. To activate the unit, switch on the power button that is situated on the same panel as the kitchen power points, pull the retractable cover and adjust fan speeds using

Tip: Use to avoid activating the fire alarm

OTHER ITEMS IN YOUR APARTMENT

Smoke Detector

A smoke alarm is installed in your apartment. And in general they are located on the ceiling in the main living area and /or corridors. All smoke detectors are connected to an automated Fire Alarm System and when activated, the Fire Brigade will always be called automatically.

The Fire Brigade charges a minimum of \$1,760.00 for every false alarm call-out and this charge will be passed on to the resident(s) responsible.

Important Reminders:

- *Always remain vigilant when cooking on the stove or in the microwave, as smoke from burnt food will set off the fire alarms and you may be charged. **Do not place any metal objects in the microwave! ***
- *The smoke detectors in the lift lobbies and common areas are also connected to the automated Fire Alarm System, and if you have opened your door while you are cooking and the smoke or steam from your room activates one of these alarms you will be liable for any costs.*
- *Never cover or remove the smoke detector in your room. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties and may result in your eviction.*
- *Do not touch, cover or try to alter the smoke detector in any way as this will set off the fire alarm and you will be charged the Fire Brigade call-out fee.*
- *Steam from the Shower and Kitchen Kettle may activate the alarm.*

With just a little extra care, we can all reduce the chance of False Alarms.

REMEMBER - DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Walls and Doors

Hanging Items on the Walls and Doors

Please be very careful if you stick anything onto a wall as the walls can be easily damaged and/or paint removed. Should this happen you will be charged the cost of repairs. You can buy special hooks from supermarkets or hardware stores, which are designed to avoid damaging walls when removed. Do not stick anything to the walls with Blue-Tack or sticky-tape, as it will damage the wall, the damage repairing costs will be passed on to the resident responsible.

YOU ARE NOT PERMITTED TO ATTACH ANY ITEMS TO ANY DOOR

Roller Blinds

Operating Instructions:

Pull the chain on the side of the window or sliding door gently and smoothly to raise or lower your window blinds, always ensuring that the blinds are rolled up when opening or closing sliding doors and windows. Please be careful when using the roller blinds as they are easily damaged and always inform Reception if the blinds become frayed, unaligned or damaged in any way.

Kitchen Benches, Tables, Study Desk Tops and Cupboards Scratches and Cuts

Chopping and cutting directly onto the kitchen tables and benches will damage the laminex surfaces so always use a cutting or chopping board. Damage due to miss use means you may be charged for replacement of the surface if severe cuts and scratches occur.

Cleaning Instructions:

A wipe-over with a clean, soft damp cloth should be sufficient to keep all surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent or kitchen/bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Bathroom Fixtures

Bathroom soap holders and towel rails are designed to withstand normal wear and usage and as such large, heavy and bulky items should not be placed on them. The misuse of these fittings and fixtures (i.e. placing weighty shampoo bottles on soap holders or bulky or numerous towels on towel rails) will cause them to loosen and detach from the wall.

Glass, Mirrors, Aluminium and Other Surfaces

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



Cleaning Instructions:

- Gently wipe with a damp, lint-free cloth.
- Do not store or place items in contact with the glass as this can damage the glass or create a heat trap leading to thermal breakage.
- Never use abrasive cleaners on glass such as scouring pads or other harsh materials to clean windows. Other glass products and powder-based cleaners are to be avoided to prevent scratching.
- Some tapes or adhesives can stain or damage glass surfaces and only use such materials that are designed to be removed easily.

Tiled Surfaces

Do not clean the tiles with acid or any abrasive materials.

Do not place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.

Use specifically designed tile-cleaning detergents only.

REMOVAL OF PROPERTY PROHIBITED

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided by UniLodge @ UNSW. If in doubt, please consult with reception.

BALCONIES (if applicable)

Most balconies are shared by a number of apartments and as with all windows, Residents are advised to keep balcony doors closed and locked, (including the bolt lock) when not in the room. Remember balconies are an extension of your apartment and must be kept clean at all times. The same conditions apply for your balcony cleanliness as in the common area of your apartment.

Due to strict regulations by the Randwick Council, please be aware that all laundry or display of clothing on the balcony is forbidden. There are clothes dryers provided in the ground floor Common Laundry or alternatively use a clothes rack within your apartment. Display of any laundry on a balcony or from a window will attract a heavy penalty from Randwick Council, which will be passed on to the individual resident at fault.

Please also be reminded that **SMOKING IS NOT PERMITTED ON ANY BALCONY** (See page 4 and 26).

MAINTENANCE

All Residents are liable for replacement costs of consumable items in their apartment (i.e. light globes) as well as all costs to repair and/or replace damaged or misused items, fittings and fixtures.

As per the terms and conditions of your signed Licence to Occupy, all such maintenance costs (except that as a result of general wear and tear) will be charged to the responsible Resident(s). Residents are also liable for the costs to repair any damage caused by their visitors.

It is necessary for maintenance costs to be passed on to Residents as UniLodge has an obligation to ensure all apartments, common areas and general facilities are maintained to the highest of standards for the enjoyment and comfort of both current and future Residents. However in all instances UniLodge strives to keep Resident's maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and suppliers.

UniLodge @ UNSW employs qualified contractors to exclusively manage all maintenance and repairs as well as procurement of all replacement items so as to maintain a uniformity of workmanship and product throughout the building.

Please inform reception as soon as possible to ensure a speedy repair and to ensure no further damage may occur (i.e. water leaking may cause further damage)

1. Identify the problem to provide the associated & specific details.
2. Contact UniLodge @ UNSW Reception and complete a Maintenance Form providing full details of what and where the problem is.
3. Make sure you indicate whether you wish to be present or not when a maintenance contractor fixes the problem.

FORTNIGHTLY CLEANING

The regular fortnightly hygiene room clean will assist you in maintaining a comfortable and conducive living environment, however the Cleaners' duties **do not** include tasks that are your responsibility, such as:

- Washing up dirty dishes
- Washing personal laundry
- Removing rubbish and placing it in the rubbish chutes
- Cleaning of range hood

- Picking up any items off the floor
- Cleaning of inner Microwave
- Removing expired items from Fridge or cupboards
- Cleaning of inner kitchen cupboards
- Cleaning of inner Microwave
- Cleaning of inner Fridge/freezer
- Defrosting the freezer

The Cleaners will do a general clean of your room and apartment including vacuuming the floor, wiping bench tops, dusting, cleaning and disinfecting surfaces and features in the bathroom(s). If your apartment is found in poor condition you will be charged the extra time taken to service your apartment.

Cleaners cannot touch or move any Residents' personal items and therefore will not clean items or surfaces that are covered with personal items and/or rubbish.

On arrival you will have been provided with a cleaning schedule calendar, which provides details of when your linen change and room clean will occur.

Linen-Pack Change

You must place your following linen-pack items in a pile on the floor next to your bed for the cleaners to collect:

- 2 x flat sheets
- 1 x pillow case
- 1 x towel

Failure to maintain your apartment during your time in UniLodge, will incur further cleaning charges during the departure cleaning. This is at a cost of \$117.50 per extra hour on top of the standard 2-hour cleaning fee. (\$235.00)

RULES OF OCCUPANCY

These Rules form part of your Licence to Occupy with UniLodge @ UNSW. Please read these Rules carefully, and if you have any questions or need a translator, ask for help from Reception.

NOTE: This is for the Safety, Security and well being of ALL residents.

ELIGIBILITY OF RESIDENTS

All Residents must be enrolled in the UNSW Foundation Year or UNSW Institute of Languages. At times, other UNSW students may be eligible. This is at the discretion of UniLodge @ UNSW Management.

- All Residents must be registered and sign a Licence to Occupy agreement.
- Residents must not sub-let the apartment under any circumstances.

BEHAVIOUR

All Residents agree to abide by UniLodge rules, regulations and acceptable standards of behaviour. Unacceptable behaviour includes interfering with another person's living conditions or personal security. Any and all instances of unacceptable behaviour will be treated very seriously by UniLodge Management and repeat instance constituting grounds for early termination of a Resident's Licence to Occupy (Please note, if a resident is evicted they will not be eligible for a refund of any Occupancy Fees: for full details see page 15/16).

REQUESTS OF STAFF

Residents must comply with all reasonable requests from UniLodge @ UNSW Management, Residential Staff, Residential Advisors and Support Staff.

NOISE LEVELS

All Residents must observe consideration for their neighbours and in accordance with Australian Law; **no excessive noise is permitted from 10:00pm to 7:00am.**

Noise disturbances can potentially lead to eviction and / or legal prosecution.



ALCOHOL

Alcohol is **NOT PERMITTED** in any area of the building, including inside any apartments. If caught, all items are confiscated & thrown away.

\$100 Penalty will immediately be applied



SMOKING

Smoking is **NOT PERMITTED** in common area, room, apartment or studio, on any balcony, or indoor area of the building. Smoking is only permitted in the ground floor outdoor areas.

\$100 Penalty will immediately be applied



NO EATING OR DRINKING NEAR POOL TABLE

Food and drink are **NOT PERMITTED** anywhere near the pool table, those of you caught will pay for any damage caused

Penalties will apply

BUILDING SECURITY

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

- Residents must carry their UniLodge @ UNSW Identification Card at all times and, if requested, show it to Management, Residential Staff and Residential Advisors.
- Under no circumstances are Residents to loan out their Swipe Card or copy their own or any other apartment keys.
- Residents are responsible for the behaviour of their visitors with all visitors they are also bound by all the Rules of Occupancy whilst in the facility.

FIRE EXITS

Access to fire exits is via the lift lobby on each floor and is only to be used in emergencies. An alarm is activated each time a fire exit is opened and any unauthorised use of the fire exit will incur a fine of \$100.00.

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 certainly put you in touch with people who can help you.

GAMBLING AND GAMING

Gambling of any sort is not permitted on the premises.

YOUR APARTMENT / ROOM

APARTMENT, FURNITURE AND EQUIPMENT

The furniture, and other items provided in the apartments are to be used for the purposes that they are designed for with Residents liable for all damage to the property and its fittings and fixtures. **RICE COOKERS please do not place them on the floor, this will cause damage to the carpet & you will be liable for all the costs in order to fix any damage.**

The Resident is not permitted to make 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.

ADDITIONAL FURNITURE

The installation of other furniture into a Resident's apartment is NOT permitted unless a written application is submitted to, and approved by UniLodge @ UNSW Management. Every request will be considered separately and is dependent on the size of the apartment and furniture proposed.

PETS

Under **NO** circumstances are you permitted to bring pets and animals into resident apartments.

CLEANING AND INSPECTION

All Residents are responsible for the day-to-day cleaning of their apartment. UniLodge @ UNSW apartments will be randomly inspected for cleanliness, faults or damage and additional cleaning charges may apply. See page 14 and 20-22 for charges or cleaning detail.

A vacuum cleaner is available from Reception during Reception hours by providing your UniLodge @ UNSW identification card and a \$10 cash deposit. There is a 1-hour limit, and late returns may attract a non-refundable charge.

Rubbish chutes are available on each level for refuse disposal. See page 43 for further details.

APARTMENT REPAIRS

UniLodge @ UNSW employs maintenance staff and contractors to attend to any damages or problems that occur on the premises. The cost of general maintenance of the apartment is listed on page 14. Replacement of consumables, such as light globes and kitchen appliances, are at the cost of the Resident. 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. (See also page 23)

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.

GOING ON A VACATION

Residents must visit Reception to complete a **Vacation Form** before leaving UniLodge @ UNSW. Please notify Reception if you will be giving anyone access to your room / apartment while you are away.

If you are under 18 years of age and require permission to be away, you must first attain signatory authorisation from a parent, guardian followed by a representative of the UNSW Foundation Year/SDI using the **Overnight Absence Form for Under 18's/Student Departure Form**. (See page 29).

Please note: the **Overnight Absence Form for Under 18's** can not be used as a means to permit a return to the building after 10:00pm. By signing an Overnight Absence Form, you have confirmed that you understand that the Under 18 Curfew stipulated by UNSW still applies and that you must stay overnight at the address you have advised.

“ARE YOU UNDER 18 YEARS OF AGE?”

If you are an international student, the Australian Department of Education, Science and Training (DEST) through their National Code Practice for Registration Authorities and Providers of Education and Training to Overseas Students, in conjunction with the Department of Immigration and Border Protection (DIBP), have established a range of legal requirements relating to the care of students under the age of 18 years of age. Under these regulations and conditions, the responsibility has been placed on the education provider to ensure and declare that appropriate arrangements have been made for the student's accommodation, support and general welfare while attending their course(s) in Australia.

When the UNSW Foundation Year (UFY) and/or UNSW institution offer a place to an underage student, they will approve care arrangements for that student. When they sign the welfare letter required for student visa processing, they are taking on an important responsibility by confirming to DIMIA that appropriate arrangements have been made for the student's accommodation, support and general welfare.

The UFY and UNSW U18 Undergraduate staff will work closely with UniLodge @ UNSW to ensure that accommodation requirements and arrangements under this legislation are adequate and adhered to.

If you are under 18 years of age while staying at UniLodge @ UNSW, this is the procedure that you must follow in accordance with the above law:

- Not be outside the building later than **10:00pm** any evening.
- Sign the Log Book, which is located at Reception, between 7:00pm to 10:00pm each evening showing that you are on the premises prior to 10:00pm. You must also present your UniLodge ID when signing.
- Strict conditions apply if you intend staying away for the night. You **must** first seek approval from a Student Advisor using the appropriate absence/vacation forms, **in advance**. UniLodge is unable to approve any absence unless it has been approved by Foundation Year/SDI
- All **Overnight Absence Form/Permission Correspondence for Under 18's** must be signed and submitted to Reception for approval **before 5:00pm** on the intended day of your absence. At times staff may call residence to ensure your arrival there.

The Under 18 procedures are put in place to ensure your safety and welfare while studying in Australia and under 18 years of age and if not adhered to, UniLodge @ UNSW has a legal responsibility to report this information to the UFY and/or your UNSW institution. This may lead to disciplinary action being taken and may also risk the successful completion of your course or cancellation of your ability to live at UniLodge @ UNSW.

Please note: UniLodge under 18 Rules and Regulations apply to all residents under the age of 18 and must adhere to these rules as a condition of the Licence to Occupy that every resident signs.

Warning: *In instances when Under 18 Rules and Regulations are repeatedly broken, eviction and visa cancellation is highly likely. Therefore it is in your best interest to ensure you sign in every night and that the curfew time is not broken.*

OVERNIGHT GUESTS

Residents may have visitors of the same gender stay overnight. There is a maximum stay of 2 nights. In all cases, Residents must visit Reception to complete a **Visitor's Form** advising their guest's full names and dates of stay. Visitors must also provide ID and are subject to approval from staff. Once a Visitor's Form is completed, a guest key can be issued. There are no extra accommodation fees for visitors. Guests may hire a linen pack from Reception for A\$70.00.

All guests without a **Visitor's Form** completed and signed must leave the premises by 10:00pm.

UniLodge @ UNSW permits friends to visit during the day or to stay overnight, however the following rules apply:

- Daytime visitors are allowed in your apartment from 8AM until 10PM providing you are with your visitor(s) at all times.
- Inviting visitors to your apartment should not inconvenience other occupants.
- To have a visitor staying overnight, you will need to complete an "Apartment Visitors" Form at Reception.
- Overnight visitors can stay for a maximum of 2 nights only.
- Overnight visitors in Multi-Shared Apartments are allowed if they are of the same gender only
- Overnight visitors in Multi-Shared Apartments are not allowed to sleep in the common area of the Multi-Shared Apartment, but will have to sleep in your bedroom (to avoid inconvenience to the other occupants of your Apartment).
- You are responsible for the actions of your visitor.

FACILITIES & SERVICES

TELEPHONE



A telephone is in your room and the line is activated once you check in. You can make calls externally and within the building. Your family and friends can also phone you direct in your room using your own direct-dial telephone number listed on page 3. Residents must be contacted via their direct-dial telephone number in their room, as calls cannot be directed through the Reception switchboard.

To dial another apartment within the building, simply dial the apartment number.

Please note, if you dial a studio with only 3 digits, you must put a '1' after the studio number while ground floor units require an "8" in place of the 'G'.

i.e. Dial '6031' for apartment '603' and '8032' for 'G032'.

FOR LOCAL CALLS

Dial '0' for an outside line, followed by the telephone number. i.e. 0 9017 6250
This will be automatically charged to your room account at local call cost of 0.28¢ per local call + GST

FOR INTERSTATE CALLS

Dial '0' for an outside line, followed by the area code, (without the 0) followed by the local telephone number. i.e. 0 3 9017 6250. Cost of calls will vary depending on location being called and time of day.

FOR INTERNATIONAL CALLS

Dial '0' for an outside line, followed by the international dialling code '0011', then the country code, the area code (without the 0 in front) and finally the local number. i.e. 0 0011 44 207 9017 6250. Cost of calls will vary depending on location being called and time of day.

The cost of all your telephone calls are automatically charged to your account with a maximum limit of \$50.00 set on all Residents' telephone accounts. Once this limit is reached, your telephone line will deactivate and cannot be used until the account has been paid.

At any time you can ask at Reception and find out your current telephone account balance. The Reception will also have further information on prices for international calls to many countries. (for general call costs, refer to page 14).

PLEASE NOTE:

1. We Do Not Accept Reverse Charge Calls
2. The phone system does not permit any "1800" number to be dialled
3. UniLodge @ UNSW 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.

INTERCOM – Main Entrance

Guests and visitors are able to contact you in your room from the Intercom at the Main Entrance by dialling '#' followed by your room number. This call will be directed to your room telephone.

Residents will then need to come down to the Reception area to accompany their visitor to their apartment.

FACSIMILES

Facsimile messages may be sent to and from UniLodge @ UNSW and there is a charge for both incoming and outgoing facsimiles, which will be charged to your account. To make sure we know a received facsimile is for you, please ensure it clearly states your NAME & APARTMENT NUMBER.

Charges are as follows:

Send Local Fax	\$4.00 first page, 0.80¢ per page thereafter
Send Interstate Fax	\$5.00 first page, 0.80¢per page thereafter
Send International Fax	\$6.00 first page, \$1.20 per page thereafter
Receive Faxes	0.80¢ per page



INTERNET

UniLodge @ UNSW is connected to UniWide, the UNSW Colleges Internet

Access service providing all Residents with a high-speed Internet connection in their own room.

After you have authenticated yourself using your Z-ID access is unlimited here at UniLodge @ UNSW

IT Service Desk Phone, Email & Fax Contact.

Phone - 9385 1333
Fax - 9385 1537
Email - ITServiceCentre@unsw.edu.au
Hours - Monday to Friday 8am - 8pm
Weekends 11am – 2pm

IT Service Desk Counter Contact (Counter Service only).

Fax - 9385 1262
Hours - Monday to Thursday 8am – 6pm
Weekends 11am – 2pm

Please be advised that dial up internet connections via your phone line is not permitted as this type of connection can jam UniLodge's phone network and prevent after-hour or emergency calls being made. The phone system at UniLodge continually scans for dial-up connections and if detected that phone extension will be disabled.

UNIWIDE USER GUIDE

All Residents of UniLodge @ UNSW are able to access UniWide, which is UNSW off-campus Internet Service. Access is based on a user pays principle. The access charges reflect the costs incurred by UniLodge @ UNSW for the costs associated with the installation, expansion and on going maintenance of the service.

Billing	<ul style="list-style-type: none"> • UniWide – Unlimited access
Logon	<ul style="list-style-type: none"> • Use your web browser to access https://uniweb.unsw.edu.au and it may be helpful to make this your browser home page. • Logon using your UNSW User ID and z-ID. Once logged in other Internet clients, mail, file transfer, will operate normally.
Log Off	<ul style="list-style-type: none"> • Log off by clicking 'Logout' in the pop-up usage meter window. If you accidentally close your web browser before logging off, you can log out by going to https://uniweb.unsw.edu.au. • There is an idle timeout of 30 minutes. • If your PC is powered off you will be automatically logged off.
Payment for Access	<p>Payments can be made: Directly to UniLodge @ UNSW. UNSW IT Service desk will not accept payment for usage.</p>

UNIWEB TROUBLE-SHOOTING GUIDE

If you are experiencing difficulties using this service, please follow these steps before contacting IT Service Desk on (02) 9385 1333.

Log On Difficulties

- Is your PC plugged in and powered on?
- Is your PC connected to the network?
- Start up your web browser, and access <https://uniweb.unsw.edu.au>

You should see a UniWeb log-on screen.

If that doesn't work:

- Check that your web browser supports 128-bit encryption [select Help/About, it should indicate "Cipher Strength: 128-bit" or "high-grade (128 bit) security"]. If it does not, you need to install a more recent version of your web browser. If that is not practical, special arrangements

can be made with the Communications Unit (you will need to supply your IP address).

- Do you know if you have installed any 'Adware' on your pc? See Adware below for details.

If after these steps you are still unable to see the UniWeb log-on screen, call the IT Service Desk on Campus.

Are you using the correct UNSW User ID?

In order to logon you need your UNSW User ID and Unipass.

- Your User ID is usually a lowercase 'z' followed by your student number. This will probably be different from your old SDAS/StarNet access ID and password.
- IT Service Desk can reset your Unipass if you visit them in person with your student card.

Reception also have information available, however at all times residents need to contact the IT department directly, as this service is provided from UNSW, not UniLodge @ UNSW.

WE CARE ABOUT YOU!

UniLodge @ UNSW strives to provide community based support. One of the great advantages of living in a close community is that there is always someone to help. Do not keep your worries to yourself - the sooner you discuss them, the sooner we can help you to resolve the issue. Confidences are kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

As a new Resident it is quite common to experience some difficulty adjusting to:

- The transition from school to tertiary education or 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, which can include such things as:
 - Finding your way around i.e. transport, clubs, churches etc
 - Setting up bank accounts

UniLodge @ UNSW staff are here to assist you with these or any other issue you may have. Feel free to pop by Reception and we will be happy to give you the information you need.

Anyone affected by illness, accident or family bereavement, should talk to the Manager at Reception as we can help and/or refer you to the appropriate counsellors for further support.

SOCIAL SUPPORT

UniLodge @ UNSW organises social activities throughout the year, which you are encouraged to attend, as they're a chance to get to know UniLodge staff and more importantly your fellow Residents. Partaking in these events is a great way to settle in and make friends and develop long lasting relationships that will enrich your time as a student here at UniLodge @ UNSW. Please feel free to talk to any member of Staff with suggestions or ideas or alternatively become involved with the Student Committee that meets regularly to organise social events as well as providing feedback to staff.

Remember UniLodge @ UNSW is *your place* and we can help out.

PERSONAL PROBLEMS

Do not be afraid to confide in a member of Staff or Management to discuss any personal issues or problems that you may have or you just feel you need to talk to someone. UniLodge @ UNSW Staff are here to support you and provide guidance, assistance and referral where necessary and we also have contacts with the UNSW Counselling Service and other community health services, should you require specialist support.



GET TO KNOW YOUR FLATMATES!

Many Residents at UniLodge @ UNSW will be living in multi-share apartments which means you share the kitchen, lounge area and possibly the bathroom and balcony, depending on which apartment and room you are in, with other Residents.

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

- Introduce yourself to your flatmates and have conversations with them whenever you can – don't be shy, you will have lots in common!
- Respect other peoples 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 @ UNSW are students so help each other with your course work and/or have study groups together
- Suggesting social activities that you and your flatmates could attend together within or outside of UniLodge @ UNSW may be a great way to make new friends and meet more people!

FINANCIAL PROBLEMS

If you are experiencing any financial difficulties, please come and talk to the General Manager and normally any such problems can be managed by simple financial planning. In addition, assistance is available from both UNSW Student Services and Foundation Studies Student Advisors.

If you think there may be a delay in payment of your Occupancy Fees, always speak to a member of staff as soon as possible as usually we can arrange something for you.



STUDY PROBLEMS

It is perfectly normal to experience differing levels of stress throughout the academic year and particularly around exam time. However if you do feel you are having problems with your studies always come and talk to us as soon as possible - don't leave it until it is too late!

Should you experience any concerns regarding your course, subject selection, preparation for examinations, dealing with tutors and lecturers or special consideration due to sickness or family issues, come and talk to a member of Staff as we'll help in referring you to the correct teaching staff, department or faculty.

UniLodge @ UNSW provides you with the environment to maximise your academic achievements. However if you are experiencing noise or other related problems that affect your study, please contact a member of Staff immediately. During Reception hours: dial 9, or after hours, dial 7.

“Residents must always be considerate of other Residents’ study and sleeping habits”.

BALANCED TIMETABLE

Residents need to create a balanced timetable for themselves; one that will ensure your study is completed to the best of your abilities but will also enable participation in extra-curricular activities. Your time at university should be one where you feel comfortable expanding your experiences to discover new

interests and talents - academic, religious, sporting, cultural or social. Manage your time wisely and do not focus too much on any one activity at the exclusion of others but always remember that study should be your first priority and not left for the last week before examinations!

TRANSLATORS

If for any reason you require a translator or interpreter please contact Reception and we can arrange for assistance.

REACH-OUT.COM

Reachout.com.au is a great place online where you can go 24/7 to find practical information to get you through a tough time or if you're feeling confused or just over it. You'll also find inspiring stories and advice from other young people who have been through similar stuff.

So.....log on to www.reachout.com.au

SEXUAL HARASSMENT

Sexual Harassment contravenes Australian Law 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 @ UNSW is a friendly and supportive community, and it is expected that all Residents will be pro-active in ensuring that it remains so. Any resident of UniLodge @ UNSW who indulges in **any** form of discrimination or sexual harassment may be asked to leave. The Anti-Discrimination Act makes discrimination unlawful on grounds including: **gender, race, age, sexual preference, physical, 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.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge @ UNSW 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. **Heavy fines will apply when used inappropriately.**

UNILODGE @ UNSW RESIDENTIAL ADVISORS

Dedicated Residential Advisors are senior students who live at UniLodge @ UNSW and are available to assist with your welfare and safety as they know and understand what it is like to live and study away from home.

Residential Advisors work closely with UniLodge @ UNSW relaying all issues that arise within the building.

During their shifts, they will perform apartment inspections upon hearing high levels of noise and as they are extremely important members of the UniLodge Staff, therefore it is vital that all Residents **must** comply with all requests that they issue.

When Reception is closed, a Residential Advisor is on duty to assist with your needs and you can contact them by dialling 7 from the phone in your bedroom. For example the on duty Residential Advisors can provide access to the building and your apartment if you have lost/misplaced your key.

PRIVACY

Your privacy is important to us and should you wish to discuss any matter in private, please just ask. All matters discussed will remain confidential.

COMMENTS, FEEDBACK AND SUGGESTIONS

UniLodge always appreciates feedback from residents and in fact during the year we conduct an online Resident Survey that not only gives you a chance to tell us how we doing but also offers great prizes just for completing the survey

However if you'd like to provide us with feedback or have an issue you'd like to discuss please feel free to speak to a member of staff at Reception at any time. You can also make use of our Suggestion Box. Feel free to drop a note into the box anytime you like at reception.

Alternative points of contacts are also available as follows:

In the first instance:

The Customer Service Manager, UniLodge @ UNSW

Or

The General Manager, UniLodge @ UNSW

Or an external point of contact:

Chief Operating Officer – UniLodge

Full contact details for all of the above are available at Reception or on our website: www.unilodge.com.au/unsw

COMMON AREA

STUDENT COMMON ROOMS

There are two student common rooms in the building.

The **Ground Floor Common Room** has a large screen TV and a DVD player available for use by all Residents with instructions for use displayed on the entertainment equipment cabinet. The large screen and projector is used for weekly movie nights and other regular social events. There is a small library collection and a coin-operated vending machine selling drinks and snacks.

A Pool Table, Table Tennis table and Wii console are all available free of charge to Residents with regular competitions with prizes and trophies on offer.

The **6th Floor Common Study Room** is accessed from Lift 3. Tables are available for individual or group study plus there are four computers available for assignments and Internet access using the UNSW UniWeb services.

When using either common room please show consideration to other Residents by limiting usage times and also ensure these areas are kept clean and tidy.

STUDY ROOM COMPUTERS

Computers are available for all UniLodge @ UNSW Residents in the 6th Floor Common Study Room. Residents are welcome to use them for assignments and to access the Internet via UNSW UniWeb services (see page 34 to set up a user account).

When using these computers Residents should always be considerate of other Residents who may also wish to use the computers and limit usage times. Should you encounter any problems with the computers, please inform Reception. A printing service is available at the reception, for a small fee.

ROOFTOP TERRACE

The outdoor student terrace is also accessed from the 6th Floor Common Study room, which is a great place to soak up the sun or take in the great views of Sydney.

The Rooftop terrace is accessible between 8:00am to 10:00pm. And as with the rest of the building, no alcohol or smoking is permitted in this area.



BBQ

A timer-operated barbeque is available for use in the upper garden section of the Ground Floor Courtyard. You will need to make a reservation at Reception and provide a deposit of \$10.00 and your ID card, which will be returned if the barbeque is thoroughly cleaned after use. At all times Residents must follow all instructions for use and safety procedures.

LAUNDRY ROOM

The Laundry is located on the ground floor of Building B and has coin-operated washing machines and dryers available (\$4/\$3) for Resident's use. For effective cleaning and drying, do not overload the machines. Change can be obtained from Reception, Monday to Friday 8:30am to 10.00pm, and Saturday to Sunday 2.00pm to 10.00pm. Ironing facilities are also to Residents in the Laundry Room, free of charge.

IMPORTANT LAUNDRY INFORMATION

The use of this communal self-serve laundry facility is at your own responsibility and risk

UniLodge @ UNSW will not be held responsible for any damages/loss to your laundry/personal items and/or belongings.

Correct use of these facilities includes:

- **Cleaning out the washer/dryer both before and after your usage**
- **Following the instructions located on the machines**
- **Read the washing/care instruction on your washing/drying items**

GARBAGE

A garbage chute is located in the lift lobby on every floor. All rubbish **MUST** be placed down these chutes and action will be taken against Residents found leaving garbage in common. Do not place large objects down the chutes, as this will cause blockages and an unpleasant, unhygienic build-up of garbage. If you do have large items of rubbish please contact Reception.

RECYCLING

Recycling items, newspaper, magazines, cardboard, bottles, cans, plastic containers etc, should be placed in the appropriate section of the Recycling Bins that can be found on Level G1 of Lift 4. The more Recycling the better!

BICYCLE STORAGE

Bicycles are **NOT** to be brought into the main entrance, **(it is not advisable to leave your bike overnight at the front entrance on Lorne Avenue)**

For secure parking in the basement car park, an additional access card is required, and must be locked/chained at all times. If you do wish to park a bike in the basement please see Reception for details.

UniLodge @ UNSW will not responsible for any damages or losses of your bicycle.



SECURITY

INSURANCE AND SECURITY FOR YOUR APARTMENT

All Residents are strongly advised to obtain insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are **not covered** by UniLodge @ UNSW policies.

Any large complex is vulnerable to petty theft and unfortunately UniLodge @ UNSW is no exception. **Please keep all windows and doors locked (using the bolt at the bottom of all sliding doors) when you are not in the particular room.**

INTRUDERS

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


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

- **Do not swipe your card for any other person at the front door, in any common areas or in the lifts.**
- **Do not show any person to a Resident's apartment, or tell them where they live - the Resident concerned may not wish to see the visitor.**
- **Tell the visitor to see the Reception or the Residential Advisor on duty**
- **Residents are advised to keep windows and balcony doors closed and locked, (including the bolt lock) when not in the room.**

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

UNSW SECURITY SERVICES

The University of New South Wales offers security services both on campus and within the university's local districts. In particular, UniLodge recommends that Residents make use of the Unibeat shuttle bus that stops outside UniLodge on Anzac Parade. For Further information on Security Services provided by UNSW, please visit: <http://www.facilities.unsw.edu.au/security-safety/about-unsw-security-services>

Department	Services	Contacts
	<ul style="list-style-type: none"> • Security control Crime Prevention • Trained for First Aid, 1st Response Fire Fighting, Building Evacuation & various emergency situation circumstances • Victim Support • Personal & property safety advice • Shuttle Bus maps & timetables • Security Officer & Cycle Escorts for Students • Reports of Security Incidents • Available 7 days a week from dusk to Midnight 	<p>9385 6666 unibeat@unsw.edu.au</p> <p>Help Points</p> <ul style="list-style-type: none"> • Union • Red Centre Building • Gate 9 and 14 • Library Lawn (east side) • Cofa "F" Block Lvl 1 • Cofa "F", King St & Little Bay Sports Carpark
Security Operations	<ul style="list-style-type: none"> • Security escorts 	<p>9385 6781 k.Samson@unsw.edu.au</p>
Transport Co-ordination	<ul style="list-style-type: none"> • Provision & display if transport maps, timetables & fares. • Monitoring public transport services to UNSW 	<p>9385 6851 transport@unsw.edu.au</p>
Security Services	9385 6000	
Freecall	1800 626 003	
In an Emergency	9385 6666	
Police Emergency	000	

GETTING AROUND SYDNEY

For **Taxi Services**: order through Taxis Combined services on 133 300.

Information on public transport can be obtained from the Transit Help Line on (02) 131-500, or visit www.131500.com.au

For **Sydney Buses**: www.sydneybuses.nsw.gov.au

Following is a listing of buses that run to and from UNSW and UniLodge @ UNSW:

Quick Reference:

TO GO TO...	TAKE THIS BUS...
University of New South Wales (Anzac Parade)	302, 303, 370, 391, 392, 393, 394, 395, 396, 397, 399
University of New South Wales (High Street)	370, 400, 401
University Express Bus (High Street)	895, 890, 891, 892
Central Station (Railway)	393, 395, 895
SupaCenta Shopping Centre	303
EastGardens Shopping Centre	302, 391, 392, 400, 401
Bondi Junction (Shopping Centre)	400, 401
Maroubra Junction	393, 394, 399, 400, 401
Circular Quay	302, 303, 391, 392, 394, 396, 397, 399, 890, 891, 892
Newtown	370
Coogee Beach	370
Maroubra Beach	395, 396, 397
Randwick	400, 401
Darlinghurst / Kingscross	394, 399
Airport	400, 401
Prince of Wales Hospital	370, 400, 401

Bus No	Bus Route
302	Eastgardens Shopping Centre – UNSW Anzac Pde – Circular Quay
303	Sans Souci – UNSW Anzac Pde – Circular Quay
370	Coogee Beach – Prince of Wales Hospital – UNSW (High St & Anzac Pde) – Newtown - University of Sydney – Glebe - Leichhardt
391	La Perouse – Eastgardens Shopping Centre – UNSW (Anzac Pde) - Entertainment Quarter – Circular Quay
392	Little Bay – Eastgardens Shopping Centre – UNSW (Anzac Pde) – Circular Quay
393	La Perouse – Maroubra Junction – UNSW (Anzac Pde) - Entertainment Quarter – Central Railway Station
394	La Perouse – Maroubra Junction – UNSW (Anzac Pde) – Darlinghurst – Circular Quay
395	Maroubra Beach – UNSW (Anzac Pde) – Central Railway Station
396	Maroubra Beach – UNSW (Anzac Pde) - Entertainment Quarter – Circular Quay
397	South Maroubra Beach – UNSW (Anzac Pde) - Entertainment Quarter – Circular Quay
399	La Perouse - Maroubra Junction – UNSW (Anzac Pde) - Entertainment Quarter – Darlinghurst – Circular Quay
400	Bondi Junction – Randwick – Prince of Wales Hospital – UNSW (High St & Anzac Pde) – Maroubra Junction – Eastgardens Shopping Centre – Airport – Burwood
401	Bondi Junction – Randwick – Prince of Wales Hospital – UNSW (High St & Anzac Pde) – Maroubra Junction – Eastgardens Shopping Centre– Airport – Rockdale
895	Uni Express Bus UNSW (High St) – Central Station
890, 891, 892	Uni Express Bus UNSW (High St) – Circular Quay

Central Railway Station is approximately 15mins by bus and from there you can catch all metropolitan and interstate trains.

See the following website for information: www.cityrail.nsw.gov.au



SHOPPING

There are a number of places that are easily accessible from UniLodge @ UNSW. Refer to map on centrefold for further directions

SUPERMARKETS

To purchase groceries, the closest supermarket is Food Works just across the road, alternatively you can purchase groceries online, please visit : www.colesonline.com.au or www.woolworths.com.au

Other supermarkets are Coles or Woolworths, which can be found in many shopping centres such as Maroubra Junction, EastGardens Shopping Centre, Bondi Junction and Randwick.

SHOPPING CENTRES

SupaCenta		
<ul style="list-style-type: none"> • Furniture Stores • Cafes & Confectionary • Electronics & Computers • Homeware & Kitchenware • Gifts & Toys 	Shops Include: Toys 'R' Us Harvey Norman JB HI-FI	Bus 303 or a short walk
EastGardens Shopping Centre – 9344 6766 / www.westfield.com		
<ul style="list-style-type: none"> • Arts & Crafts • Banking & Financial Services • Entertainment • Department Stores • Postal Services • Library • Fashion & Jewellery • Electrical & computers • Florists • Food Court • Hair & Beauty • Furniture • Health & Optometrists 	Shops Include: Coles Woolworths ANZ Westpac Commonwealth St George Hoyts David Jones Big W Kmart PriceLine	Hours: Mon 9:30am - 5:30pm Tue 9:30am - 5:30pm Wed 9:30am - 5:30pm Thurs 9:30am - 9:00pm Fri 9:30am - 5:30pm Sat 9:00am - 6:00pm Sun 10:00am - 5:00pm Buses 302, 391, 392, 400, 401
Entertainment Quarter – 9383 4333 / www.entertainmentquarter.com.au		
Cafes/Bars/Restaurants Commercial	Hoyts Cinemas	Hours: Daily from 10:00am

Convenience Entertainment Food/Takeaway Giftwares Homewares Markets – Weekends		Markets Wed 10:00am - 4:00pm Sat 10:00am - 4:00pm Buses 391, 393, 396, 397, 399
Bondi Junction Shopping Centre – 9344 676 / www.westfield.com		
Electrical Fresh Food Home & Gifts Fashion Health & Beauty Leisure	Coles David Jones Myer Target Woolworths Greater Union	Hours: Mon to Wed 9:30am - 7:00pm Thurs 9:30am - 9:00pm Fri 9:30am - 7:00pm Sat 9:30am - 6:00pm Sun 10:00am - 5:00pm Buses 400, 401



Please note that shopping trolleys are owned by their respective supermarkets / shopping centres. They are not to be brought in the UniLodge building or left outside. Taking a shopping trolley is considered as theft and hefty fines may apply.



EATERIES

Anzac Parade from Kensington all the way to Kingsford is dotted with a wide range of restaurants primarily of Asian cuisine. Other places to visit for meals would be The Spot Randwick, Newtown and China Town, which are all only a short bus ride away.



ENTERTAINMENT

Sunday Night are UniLodge Movie Nights with movies on the big screen in the Student Lounge. Movie suggestions are very welcome, so please pass on your request at Reception.

Many other social events are also organised by the Student Committee, so for more information about what's on or to become involved in the Student Committee keep an eye on the notice boards around UniLodge or ask at Reception. Also remember to look out for the UniLodge@UNSW social events Calendar that is always being updated with new events.

SPORTS AND RECREATION

Coogee Beach, Bondi Beach and Maroubra Beach are in the neighbouring suburbs while the very large Centennial Park is just 10 minutes walk and offers horse riding, gardens, sports fields and playgrounds. Also just in walking distance up Anzac Parade is Moore Park where you will find the two main sporting venues of the Sydney Cricket Ground and Aussie Stadium. Adjacent to the Sydney Cricket Ground is the Entertainment Quarter that has a range of shops, cafes, restaurants, live venues and cinemas.

UNSW Sport and Recreation Centre

The Centre has a wide variety of fitness classes to suit all ages and fitness levels, including Pilates, Tai Chi, Body Combat, Body Attack, Jazz Dance, RPM (Indoor cycling class), MRT (strength training) Pump, and Aquarobics.

Facilities include a 50m indoor heated swimming pool, steam-room, squash courts, tennis courts, a multi-purpose sports hall catering for volleyball, basketball, badminton, netball and indoor soccer. There are multi-purpose rooms for martial arts, archery, fencing and weight training and a fully equipped gym with modern cardio equipment.

The centre is located on the **lower campus adjacent to High Street** and is open 7 days per week.

Opening hours are:

Monday-Friday 6.00am - 10.00pm,
Saturday and Sunday 8.00am – 8.00pm and
public holidays 10.00am - 8.00pm.

You can **book facilities** by calling **(02) 9385 4881**. For further details on services and programs please visit our website www.lifestylecentre.unsw.edu.au.

HEALTH

HOSPITALS AND EMERGENCY

*In case of an emergency, dial **000***

Prince of Wales Hospital, Barker St, Randwick Ph: 9382 2222

Royal Hospital for Women, Barker St, Randwick Ph: 9382 6111

UNSW Medical Centre Ph: 9385 5425

DOCTORS / DENTIST

University Health Service - Ground Floor, East Wing, Quadrangle Building
UNSW Ph: 9385 5425

UNSW Dentist - Ground Floor, East Wing, Quadrangle Building, UNSW

Ph: 9313 6228 Dental After Hours Services Hotline, Ph: 9369 7050

See the following website for information:

www.international.unsw.edu.au/future/futurehealth.html

COUNSELLORS

UNSW Counselling Service, Level 2, East Wing, Quadrangle Building, UNSW

Ph: 9385 5418 or www.counselling.unsw.edu.au/

UNSW Financial Assistance, Level 2, East Wing, Quadrangle Building, UNSW

OVERSEAS STUDENT HEALTH COVER

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

If you allow your health care membership to lapse, the Department of Immigration may be notified and this 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 be required to produce 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; are a patient at the hospital's outpatient clinic; or in the emergency/casualty department.

In case of an emergency dial 0, 000

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 have to obtain additional insurance cover.

Be advised that ambulance service in Australia is very expensive and ambulance cover is recommended.

PLACES OF WORSHIP

Places of worship



The following is a list of some of the many different religious organisations and places of worship that are located in the surrounding suburbs:

- *UNSW Religious Centre* - 3rd Floor, Square House, UNSW
- *Our Lady of the Rosary Catholic Church* - 4 Roma Ave, Kensington
- *St. Martin's Anglican Church* - 105 Todman Ave, Kensington
- *San Souci Baptist Church* - 2 Hillview St, San Souci
- *St. George's Presbyterian Church* - 94 Houston Rd, Kingsford
- *Chinese Presbyterian Church* - Cnr Crown & Albion Sts, Surry Hills
- *St. Spyridon Greek Orthodox Church* - 72-76 Gardeners Rd, Kingsford
- *St. George Coptic Orthodox Church* - 1-3a Bowral St, Kensington
- *St. Vladimir Russian Orthodox Church* - 31 Robertson Rd, Centennial Park
- *South Sydney Uniting Church* - 56a Raglan St, Waterloo
- *Marrickville Congregation of Jehovah's Witnesses* -, 315 Enmore Rd, Enmore
- *The Central Synagogue* - 15 Bon Accord Ave, Bondi Junction
- *UniMosque* - 3rd Floor, Square House, UNSW Kensington Campus
- *Sydney Buddhist Centre* - 24 Enmore Rd, Newtown
- *Hindu Temple* - Cnr Albert & Cumberland Rd, Auburn

UNSW STUDENT SERVICES AND ASSISTANCE

UNSW FOUNDATION YEAR

Senior International Student Advisor:
Kasia Orlando



k.orlando@unsw.edu.au



9385 6330

Accommodation/ Welfare Officer:
Jackelin Chestney



j.chestney@unsw.edu.au



9385 7274

International Student Advisor:



9385 6331

UNSW INTERNATIONAL STUDENT SERVICES

International Student advisor



international.student@unsw.edu.au

www.international.unsw.edu.au



9385 5333

UNSW UNDER 18 UNDERGRADUATES

International Student Advisor:

Louise Tabrum



l.tabrum@unsw.edu.au



9385 6448

UNSW UNDERGRADUATE STUDENT SERVICES

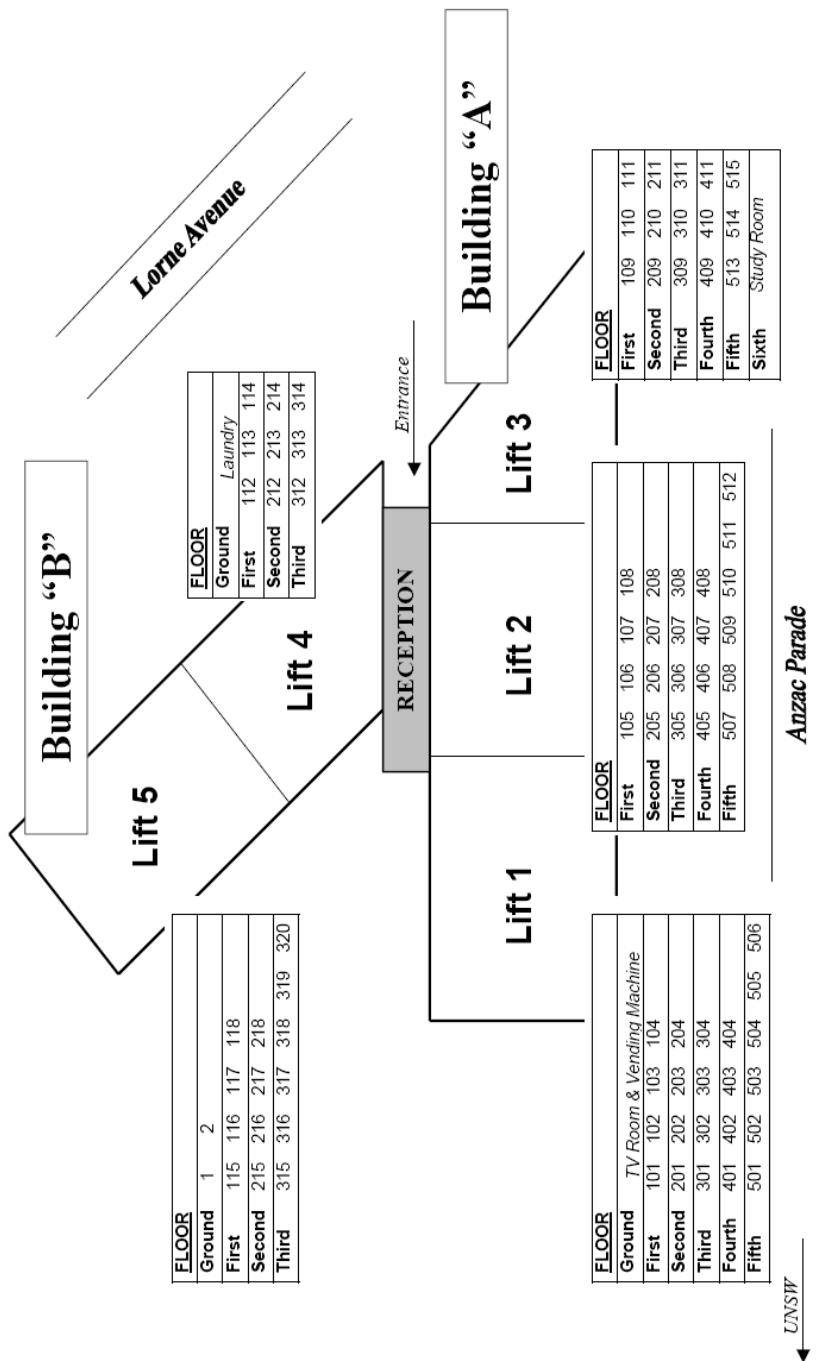
UNSW Student Central is the public face of the University's central student administration and it is the first point of contact for most of the administrative tasks you will need to carry out during your time as a student.



studentcentral@unsw.edu.au



9385 8500



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THINGS OF INTEREST DURING 2018

PUBLIC HOLIDAY	2018
New Year's Day	Monday 2 nd January
Australia Day	Friday 26 th January
Good Friday	Friday 30 th March
Easter Saturday	Saturday 31 st March
Easter Sunday	Sunday 1 st April
Easter Monday	Monday 2 nd April
Anzac Day	Wednesday 25 th April
Queen's Birthday	Monday 11 th June
*Bank Holiday	Monday 6 th August
Labour Day	Monday 1 st October
Christmas Day	Tuesday 25 th December
Boxing Day	Wednesday 26 th December

1. Applies to banks and certain financial institutions see *Retail Trading Act 2008*.
2. From 31/12/11 when Australia Day (26 January) falls on a Saturday or Sunday, there will be no public holiday on that day as the following Monday will be declared a public holiday.
3. From 31/12/11, the Holiday Act provides for an extra public holiday to be added when Christmas Day or Boxing Day falls on a weekend.

SPECIAL EVENTS

AUSTRALIA DAY

Friday 26th January 2018

Sydney always loves a party, and few are as big and exuberant as Australia Day on January 26. Flag-waving crowds spill across the city, converging around iconic Sydney Harbour for an action-packed program of events. Honour Sydney's traditional owners at an Aboriginal ceremony in the Royal Botanic Gardens. Cheer as tall ships, small ferries, yachts and even surfboards race across the harbour. See the Red Berets parachute into Circular Quay, join the huge Australian barbeque in Hyde Park or listen to all-Australian music acts in the Rocks.

Go to: <http://www.australia.com/events> for more details

CHINESE NEW YEAR

Starting February 2018

The 2018 Chinese New Year Festival, celebrating the **Year of the Dog!**

The major events of the 2018 Chinese New Year Festival will be as follows:

- Festival Launch Celebrations
- Chinese New Year Markets
- Chinese New Year Twilight Parade
- Dragon Boat Races

Go to: <http://www.cityofsydney.nsw.gov.au> for more details

SYDNEY MARDI GRAS

Date to be confirmed 2018 (Usually in March)

The 2018 Sydney Gay and Lesbian Mardi Gras Festival is set to be another tremendous festival with a line up of artistic talent alongside fabulous ways to while away the hours! The Sydney Gay and Lesbian Mardi Gras Festival is the world's premier gay and lesbian cultural festival. The festival aims to increase visibility of the gay, lesbian, bisexual, transgender, and queer communities and their culture. The Festival officially launches at the enormous community picnic in the park, Fair Day. This kicks off two weeks with almost one hundred cultural, sporting and social events to appeal to every taste. It has as its highlight the world-famous Mardi Gras Parade and includes some of the most famous dance parties in the gay calendar.

Go to: www.mardigras.org.au for more details

THE SUN HERALD CITY2SURF 2018

The Sun-Herald City2Surf is the world's largest running race and Sydney's favourite sporting event. Held on the second Sunday in August, each year more than 75,000 registered participants raise over \$2 million for charity. The 14-kilometre course starts in Hyde Park in the central business district, up Heartbreak Hill and on to the spectacular finish at Bondi Beach. Elite runners, joggers and walkers from around the world are joined by many dressed in novelty themed costumes as well as live bands and DJ's performing along the route. The race is telecast live throughout Australia.

Scheduled date for August 2018

Go to: www.city2surf.com.au for more details

SYDNEY TO HOBART, YACHT RACE

Wednesday 26th December 2018 (Boxing Day)

You don't need to be a sailing buff to enjoy watching the Sydney to Hobart yacht race, one of the world's greatest blue-water classics. Beginning on Boxing Day, December 26, the race is an iconic part of our Australian summertime. See the yachts sail out of the harbour heads with a picnic, barbeque or boat cruise on Sydney Harbour. Cheer as they cross the finish line in time for New Year's Eve celebrations in Hobart. In between, marvel at the sailors' fortitude, and fret with the rest of Australia as they battle the turbulent passage of Bass Strait.

Go to: <http://www.australia.com/events> for more details

SYDNEY NEW YEAR'S EVE

Monday 31st December 2018

Assume your party positions and prepare for the electrifying spectacle of New Year's Eve fireworks over Sydney Harbour. Sydney is world-famous for these themed, multi-coloured pyrotechnics, which explode off the iconic Harbour Bridge and six barges around the harbour. Catch the exhilarating display from many vantage points - from Balmain in the inner west to Taronga Zoo in the north and Vaucluse in the east. Get closer at a ticketed event on a harbour island, harbour cruise or waterside restaurant. Warm up for the midnight spectacular with pre-show entertainment and family fireworks at 9pm. Sydney also hosts two sets of fireworks in Darling Harbour and smaller displays in Manly and Bondi Beach.

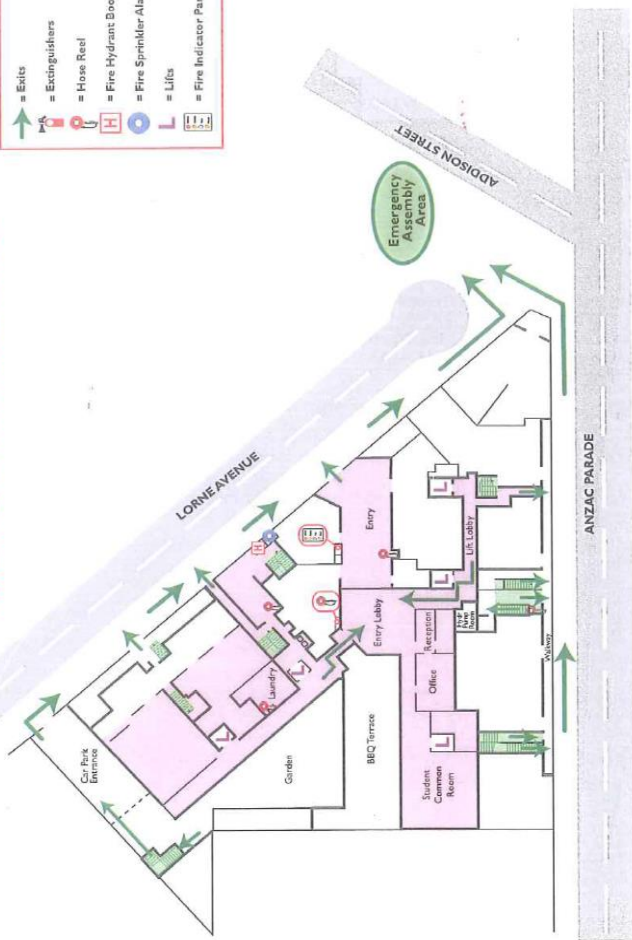
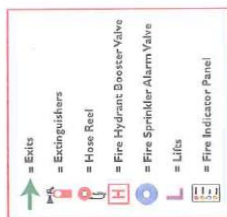
Go to: <http://www.cityofsydney.nsw.gov.au/nye> for more details

Emergency Procedures

UniLodge @ UNSW

Corner of Anzac Parade and Lorne Avenue, Kensington

EMERGENCY ASSEMBLY AREA



IMPORTANT

Edition 5.9

**Please sign and detach this page and return it to the
Reception within 48 hours of receipt
together with your signed Condition Report.**

RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM

I _____ from Room _____ at UniLodge @
UNSW acknowledge that I have read, fully understand and accept the
contents of the Resident Handbook.

I acknowledge my responsibilities as a UniLodge Resident of the
building and the community standards expected of me.

Additionally, please find below my current and reliable email address &
Australian mobile phone number, which UniLodge @ UNSW will be
able to contact me on throughout my stay as and when required.

Signed _____

Email _____

AU Mobile _____

Facebook _____

Preferred Name _____

Date _____