

**UniLodge**

**STUDENT LIVING**

**2019**

**RESIDENT  
HANDBOOK**



**30 VICTORIA STREET, ADELAIDE SA 5000**

# WELCOME

## Welcome to UniLodge Student Living

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all Residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

UniLodge Student Living Management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Adelaide.

***Enjoy your stay***

# CONTACT DETAILS

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## YOUR ADDRESS

Each apartment is allocated a mailbox. Mail sent to you should be addressed as:

Your Name  
Apartment Number / Street Address  
Adelaide SA 5000  
Australia

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

## MAGILL & KENT TOWN ADDRESS

Your Name  
Apartment number/ 22 Wakefield Street  
KENT TOWN SA 5067  
SOUTH AUSTRALIA

Your Name  
Apartment number/ Street Address  
MAGILL SA 5072  
SOUTH AUSTRALIA

## STUDENT LIVING ADDRESS

<b>Name</b>	UniLodge@ Metro Adelaide
<b>Address</b>	30 Victoria Street Adelaide SA 5000
<b>Telephone</b>	(08) 8385 9007
<b>After Hours Telephone (EMERGANCIES ONLY)</b>	0401 767 688
<b>Emergency</b> <i>(Police, Fire, Ambulance)</i>	Dial 000
<b>Email</b>	<a href="mailto:studentliving@unilodge.com.au">studentliving@unilodge.com.au</a> <a href="mailto:csc.studentliving@unilodge.com.au">csc.studentliving@unilodge.com.au</a>
<b>Open Hours</b>	9am – 4.30pm Monday – Friday (Excluding Public Holidays)

# WE CARE ABOUT YOU

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## Settling In

Most Students coming from overseas to live and study in a new country experience a certain amount of 'culture shock'.

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

There are many different nationalities represented at UniLodge. If you are having difficulty in settling in or with the language, we are here to help you. We have a number of students from various countries here to help you settle in. These students may have at some stage during their early days here also experienced loneliness or homesickness.

Please come and see us if only for a chat. UniLodge wants your stay to be a happy one. We want you to achieve your goals, but to also gain self-reliance, confidence, abilities and resourcefulness.

## Your Shop



WE DELIVER  
DIRECTLY TO  
YOUR NEW HOME  
FOR FREE 

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 <http://unilodge.com.au/shop/> now and order today!

# COMMUNICATION

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## Our Staff

UniLodge strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself - the sooner we get on to them, the sooner we can help you to resolve the problem. Confidences are kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem. New Residents often experience difficulty adjusting to:

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

UniLodge staff members are here to assist you with all these issues and more. Feel free to pop down to our office and we will be happy to give you the information you need.

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

## Balanced Timetable

Residents need to work out a balanced timetable for themselves, one that will allow the work to be done, but without excluding participation in extra-curricular activities. Your time at University should be one in which you are prepared to move out of some of your routine patterns of experience, to discover new interests and talents - academic, religious, sporting, cultural or social. But do not spend too much time on any one activity, to the exclusion of others - and remember that study should be your first priority, and not left for the last week before examinations.

## Financial Problems

If you are experiencing any financial difficulties, please speak to the Manager at the Office. Often these difficulties can be managed with a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Students Services department.

## Personal Problems

Do not be afraid to confide in the appointed UniLodge specialist staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary. Our staff also has relations with University provided counsellors (for University students) or community provided health specialists, should you require specialist support.

## Privacy

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

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

## Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy;
- 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 Student Living is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge Student Living who indulges in **any** form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **gender, race, age, sexual preference, physical, religion, political belief or activity**. If you think you have been subjected to any form of discrimination please contact the Manager at the office and the appropriate steps will be taken.

## Study Problems

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

Residents must always be tolerant of other resident's study habits.

## Translators

If for any reason you require a translator please contact the office and we can arrange for assistance.

# RULES OF OCCUPANCY

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These rules form part of your Residential Tenancy Agreement with UniLodge. Please read these rules and if you have any questions or need a translator you can ask for help at our office.

## **Eligibility of Residents**

All Residents must be enrolled in, studying or teaching at a University, TAFE, College or school. If applicable, some Student Living apartments do offer non student accommodation

- All Residents and other occupants must be registered and sign a Residential Tenancy Agreement.
- Children are not permitted to reside in shared accommodation.
- Residents must not sub-let the apartment under any circumstances.

# ON ARRIVAL

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This handbook is an addendum to your Residential Tenancy Agreement. You must read this document and, once understood, sign the acknowledgment form located inside the back page, as agreement to abide by the Building Rules and Contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement and this is given to you on your arrival.

The items you will receive on checking in are:

- Copy of your Residential Tenancy Agreement
- Copy of the Inspection Sheet for your apartment
- Resident Handbook Sign Off Sheet
- Electronic Swipe Card (where applicable) and Apartment Key
- Mattress Protector and Shower Curtain (where applicable)

## Electronic Swipe Card (if applicable to building)

- The Electronic Swipe Card will give you 24/7 access to the foyer entrance door, the lifts and all public areas of the building.
- Your Swipe Card and Apartment Key should be carried by you at all times and should not be given to any other person.
- To open a door, hold the swipe card in front of the electronic reader and push the door handle to open, or press the floor level in the lift.
- To maintain security, please advise the office if you lose your swipe card or key.
- **There will be a cost incurred for the replacement of lost Swipe Cards or Apartment Keys.**
- If you lock yourself out we suggest you call a locksmith outside of business hours, or arrangements can be made between the hours of 9:00am – 4:30pm.

***We may not always be able to let you in during office hours, do not rely on this and ensure you keep your keys and swipe cards safe!***

**Contact Details Austronics (08) 8360 9222**

## Apartment Door Key

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

## All buildings

Access hardware (08) 8422 8700

# RIGHTS AND RESPONSIBILITY

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## Tenants' 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
- A secure environment

## Tenants' Responsibilities

- Pay the rent on time.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of your neighbours.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage to the premises.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement, rules and regulations of the building and any Body Corporate By-Laws.
- Only use the premises for residential purposes unless otherwise agreed

## Unilodge's Rights

- To send notices of breach to Residents who break the terms of the Residential Tenancy Agreement. This includes not paying rent, causing damage to any parts or inclusions of the building, or causing inconvenience to others.
- To issue Eviction notices if rent is not paid or any breach of the lease is not remedied.
- To inspect the condition of the apartment during reasonable hours; prior notice will be given
- To ensure that House Rules, Strata By-Laws, and any other rules as permissible are maintained and followed. This includes the enforcement of all rules regarding the limitation and prohibition of drugs and alcohol within the premises.

## Unilodge's Responsibilities

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

# YOUR AGREEMENT WITH US

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## Security Deposit (bond)

Every resident must pay a Bond. This will be held by Consumer and Business Services on behalf of the owner of the apartment. Bond is 4 weeks rent if the weekly rent is up to \$250.00, and 6 weeks rent if the weekly rent is more than \$251.00.

**The Bond cannot be used for rent unless authorised by the Manager.**

The Bond (Security Deposit) is refundable at the end of a Residential Tenancy Agreement if

1. All rent is paid up to date – and rent will be charged on a daily basis until all keys are returned.
2. All invoices are paid. There will be final charges for electricity usage and internet usage, and cleaning.
3. The premises is cleaned to our standards and all belongings are removed
4. Any damages are repaired.
5. All items on the inventory must be returned to their original position, clean and in good order.
6. All keys and swipe cards must be returned to our office.

## Rental Payments

Rent is to be paid 2 weeks in advance at all times, as per your Residential Tenancy Agreement.

Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

**RENT IS PAID ONLY VIA DIRECT DEPOSIT. ROYAL PAY OR VIA EFTPOS IN OUR OFFICE.**

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

Bank Name: Bank SA (Bank of South Australia)  
Bank Address: 97 King William Street, Adelaide SA 5000  
Account Name: UniLodge South Australia Pty Ltd  
BSB #: 105-900  
Account #: 173 539 940  
Swift Code: SGBLAU2S  
Reference: *All rental payments MUST be transferred using your unique banking reference (found on the 2<sup>nd</sup> page of your lease) in order for UniLodge to clearly identify your payment.*

## Inspection Sheet

At the commencement of the Residential Tenancy Agreement, an Inspection Sheet will be completed and signed by both the resident and a UniLodge representative. This Inspection Sheet will be used at the end of the Occupancy Agreement to assess any damage to the apartment, its furniture and equipment.

The completed Inspection Sheet must be **returned to the office within 14 days of your arrival**. Failure to do so will result in the original condition report forming the basis for any Bond claims at the end of your occupancy.

## Lease Renewals

Usually, UniLodge only offer 6 or 12 month leases. However, all tenants will be offered a lease renewal/extension. It is a right of UniLodge to deny a tenant of a lease renewal/extension. Terms for not being offering a lease renewal does not have to be explained to tenants however some reasons include rental arrears, failure of routine inspections, breaches of lease.

## Termination of Residential Tenancy Agreement

A Residential Tenancy Agreement may be terminated if:

- You fail to pay rent by the due date and Notices to remedy have not been satisfied.
- You incur any breach of the Residential Tenancy Agreement

At the termination of a Residential Tenancy Agreement all your personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act.

## Eviction

UniLodge Rules of Occupancy promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore these guidelines, you shall receive written warnings from UniLodge Management. Residents who have received warnings and continue with unacceptable behaviour will be issued with a Notice to Leave and an application will be made for eviction.

In addition to the termination provisions, Notice to Leave will be given to any resident who is found to be:

- Carrying, using or distributing illegal drugs or other illegal substances
- Involved in the harassment of or discrimination against another resident, staff member or person
- Involved in the sexual/physical abuse of another resident, staff member or person
- Involved in theft of another person's property

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

## Under 18 Tenants

UniLodge provide much more than just 'accommodation' for our Under 18s. Along with a happy, safe and comfortable community environment, UniLodge provides an extra level of special care for our Under 18s. In support of our Under 18s program, UniLodge have implemented a solid operating platform of processes and procedures, staff training and development, all of which underpin the delivery of this niche service offering.

UniLodge has a solid understanding of the legislation in relation to accommodation for Under 18 year old student Residents and delivers a service which meets the heightened duty of care and ensures the safety and wellbeing of our Under 18s. For all Under 18s, the agreement must be signed by their parent or a legal guardian.

To ensure their safety all Residents (under 18's) must sign-in at reception nightly prior to 10.00pm. After signing in they are not to leave the building.

Our staff then check that all Residents are in house and anyone who has not signed in is followed up to ensure that it is a simple oversight and that they are safe and secure within the building. Under 18 Residents are only permitted to be absent from the building overnight with the prior written consent of the Parent/Guardian. To ensure that we obtain all relevant details we ask that Parents/Guardians complete our **Overnight Absence Form**, stating the number of nights of absence and providing emergency contact details.

# BREAKING THE RESIDENTIAL AGREEMENT

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The Residential Tenancy Agreement 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 rent, they must notify UniLodge management as soon as possible.

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

- Continue to pay the rental payments for the remainder of the agreement or until the apartment is re-let plus a portion of the letting fee, calculated according to the Residential Tenancies Tribunal formula.
- You may help in finding another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases a departure cleaning fee applies

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

## UTILITIES

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You need to pay for your electricity (excluding Kent Town), internet usage and some properties need to pay for water usage (Edge). Depending on the building you live in, you may need to connect your utilities yourself. We can assist you with this through using a company called On The Move. Please ensure that you pay this bill within 14 days. The amount you pay for your utilities fee will vary depending on what electrical appliances you use and whether you live alone or share an apartment. You may have to share a utility account with others in your apartment and we ask that you fully co-operate with your room-mates in paying bills promptly.

- Non-payment of bills may lead to a termination of the lease.
- If required, there may also be charges for cleaning and repairs. Invoices must be paid within 14 days.

# REFUND POLICY- DEPOSIT & ADVANCE RENT

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## **Refunds**

If an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge Management is unable to provide accommodation in accordance with our obligations, all advance Rent instalments will be fully refunded. However, while we 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 facility before commencement of their lease or upon their arrival, but wish to decline this offer, a cancellation fee may apply.

If your application has been accepted and you have paid your deposit of 2 weeks rent and you change your mind, then you are not entitled to a refund. Once the deposit has been received, this is taken as confirmation that you will move into that room and sign the lease that has been offered.

## **No refund**

In the event of a resident being evicted for whatever reason, the resident will not be eligible for refund of any rent paid until another resident is found.

At the end of a Residential Tenancy Agreement, where damage has been caused to UniLodge property and the Security Deposit is not enough to cover the cost of rectification, the Security Deposit will be claimed and the resident will remain liable for any additional costs.

Where a resident breaks a Residential Tenancy Agreement without cause, the resident is not eligible for any refund or advanced rent until another resident is found.

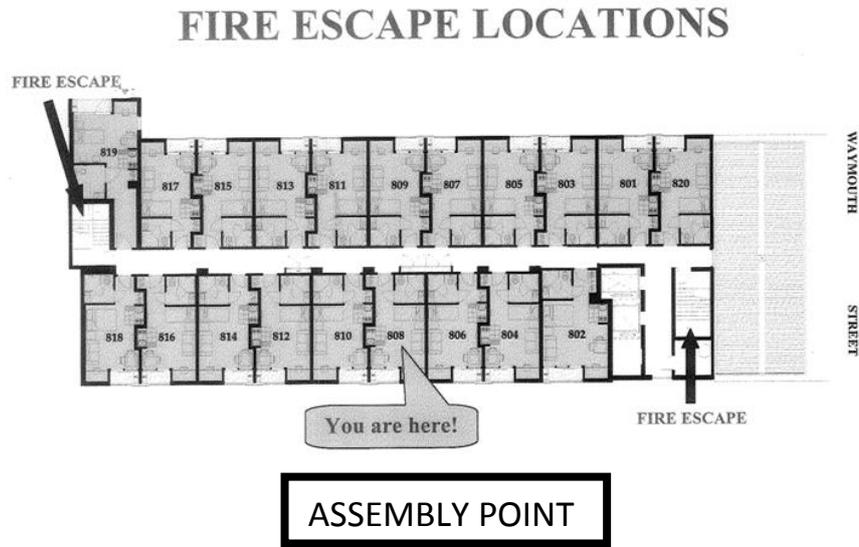
# EMERGENCY PROCEDURES

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## Assembly Location

If you are instructed to evacuate the building, make your way to the nearest FIRE EXIT and continue down the stairs to Ground Level. The evacuation plans are on the back of the door of your apartment.

## Example Fire Plan:



**DO NOT USE THE LIFTS IN ANY FIRE EMERGENCY  
IN CASE OF AN EMERGENCY DIAL 000**

## Fire Alarm

- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe)
- Evacuate to assembly area – as directed
- Remain at assembly area and await roll call
- Listen to ALL directions from Emergency Services Personnel

## Fire Sprinklers & Detectors

Your Apartment is fitted with smoke detectors and sprinklers

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will incur severe fines and will put everyone else in the building at risk.
- Any interference or alteration of any fire exit or fire door is also a serious breach and will incur severe fines.

- Do not leave your apartment door open when cooking or boiling water, as the steam may activate the alarm, automatically calling the Fire Brigade. You will be liable for any costs incurred for the attendance of the Fire Brigade should the cause be identified to have been your fault.

**DO NOT TOUCH THE SMOKE DETECTORS OR FIRE SPRINKLERS**  
**DO NOT HANG ANY ITEM ON ANY SPRINKLER DEVICE**

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below. Severe damage costs will be imposed on any person who damages a fire sprinkler.

**Smoke Alarms and Fire Callouts**

Every time there is a call out the tenant must pay the callout fee, currently approximately **\$900.00**.

It is important that you understand how the fire alarm works.

- Fan smoke detector with a book or paper to get rid of smoke
- Open all windows
- **DO NOT open your apartment door**
- Repeat the process until smoke is cleared and the alarm is silenced

PREVENTION is the best way not to have a false alarm!

**When cooking a meal in your apartment please do the following:**

- Pull out the exhaust fan above the stove top and have it set to high
- Open windows
- Put your air conditioner onto FAN so that it can circulate air through the apartment.
- If smoke starts to build up immediately stop cooking and clear the smoke before commencing cooking.

**THE SMOKE ALARM WILL CONTINUE TO ACTIVATE IF THERE IS TOO MUCH SMOKE IN THE APARTMENT AND IT WILL BE TOO LATE TO STOP THE FIRE DEPARTMENT AND THEY WILL CHARGE YOU.**

If we cannot correctly identify which tenant in a shared apartment caused the fire alarm, we will split the costs amongst all tenants unless somebody takes ownership of the false alarm.

Please also remember that it is an offence to cover smoke alarms or tamper with the sprinklers. You may be fined up to \$15,000 for doing this.

# GENERAL BUILDING, FACILITIES AND RULES

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## Absent From Your Apartment

If you intend to leave your apartment for any length of time, please let us know via email the dates you are away, and an alternative contact if possible. You can send this to [studentliving@unilodge.com.au](mailto:studentliving@unilodge.com.au). This will be kept on file should we need to contact you in an emergency.

Please remember that your rent must still be paid on time if you are away – even better to pay your rent **before** you go. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

## Additional Furniture

- The installation of other furniture into a resident's apartment is not permitted without approval of UniLodge Management.
- Washing machines and any machines requiring alterations to plumbing are NOT allowed in the apartments.
- Residents may also wish to bring pot plants, posters, etc. Please do not use sticky tape as removal may damage the wall.

## Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own apartment. All common areas are ALCOHOL FREE.

## Apartment Furniture & Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property. The resident is not permitted to make alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by Management.

## Behaviour

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

## Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. Bicycles must be stored in the allocated area (if applicable). Please ask the Customer Service Manager for further details.

## **Common Areas**

Certain Student Living properties do have common areas for the tenants to use. These areas are public property, and it is expected you treat them with care, and be courteous to all other residents, keeping noise to a minimum when it is late, and keeping all the areas tidy for others.

## **Common Area Cleaning & Common Property**

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment. Any Item left out in any common areas will be thrown away into the rubbish.

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. In the case of a shared common area, all Residents are all equally liable for the common areas.

## **Drugs & Illegal Substances**

The use of / or being under the influence of any illegal substance in the building is strictly forbidden. Under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply may 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**

Gambling is not permitted anywhere on the premises at UniLodge buildings.

## **Guests (Overnight)**

Guests are not permitted to stay overnight in your apartment without written approval from the Property Manager. If you are in a share apartment and would like a guest to stay overnight, you must seek written approval from your housemates as well as the Property Manager. If you are found to have a Guest staying over without permission, you will be liable for all utilities & extra rent for the period of the stay and you will be served an eviction notice as this is a breach of your contract with UniLodge.

## **Pets**

PETS are NOT ALLOWED into the building under any circumstances.

## **Requests By Staff**

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

## **Smoking**

Smoking is **NOT PERMITTED** anywhere within UniLodge buildings including apartments and all communal areas of the building.

# REPAIRS AND MAINTENANCE

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## General Maintenance

It is your responsibility to look after your property. If you notice any problems please let us know as soon as possible. If you have broken or damaged something you will need to pay for the repair. Please refer to the last page of this manual for a price list for Damage & Chargeable Items.

ALL maintenance and repairs must be sent in writing by either filling out a form in our office at 30 Victoria Street Adelaide, or sending an email to [studentliving@unilodge.com.au](mailto:studentliving@unilodge.com.au). Our office hours are Monday to Friday, 9:00am – 4:30pm. If you call us outside of these hours, please leave a voicemail with your name, phone number and apartment number.

## Emergency & After Hours

In the event of an **emergency**, we request that you call the tradespeople direct to save time.

*An emergency is defined as something that may harm someone, or cause further damage to the property if left unattended.*

**After Hours Emergency** | Student Living | 0401 767 688

**Plumber** | National 1 Plumbing | 0414 347 283

**Electrician** | Done Del | 0434 582 238

All tradespeople have been advised it is at their discretion whether they attend to a job or not and they may need this in writing to.

We also require you to co-operate with trades people when giving access into the building, and this is what you agree to when you submit a maintenance request. If you fail to allow access at a time agreed between you and the tradesperson they may bill you for their time wasted.

## Lockouts

If you lock yourself out of your apartment outside of office hours, you will need to call the locksmiths direct. If the keys are changed over, a copy of the new key must be delivered to the office within 24 hours.

## All buildings

Access hardware **(08) 8422 8700**

# CARING FOR YOUR APARTMENT

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## Aluminum And Stainless Steel Surfaces

Your apartment's kitchen sink is made of stainless steel and your apartment's window and door frames are made of aluminum. These are soft metals which will mark and scratch easily.

- **Care and maintenance:** A kitchen sponge/cloth and dishwashing liquid should clean these surfaces adequately or alternately use a specialist kitchen/bathroom spray cleaner. DO NOT use scouring pads or abrasive powder based cleaners on any metal surface.

## Carpet

Your apartment's bedroom and living room floor is fitted with carpet. Avoid spilling food and drinks on the carpet as permanent stains can occur.

- **Care and maintenance:** Regularly vacuum all carpeted areas with the vacuum cleaner available. Should you mark or stain the carpet, advise our office so we can assist with the correct cleaning remedy. You may need to have the carpet y cleaned at your cost.

## Cooking In Your Apartment

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

If Smoke Detector triggers in your apartment while cooking open your balcony door or window in order to air the apartment. Do NOT open your apartment front door in order to air the apartment.

## Cleaning & Inspections

You are responsible for the day to day cleaning of your apartment. UniLodge apartments will also be inspected from 2-3 times per year, or as required and permissible by the law. You will be given notice for routine inspections and are expected to ensure that the apartment is clean on the day of inspection. For extra help with cleaning please contact our office for details of our cleaners.

## Kitchen Cabinets & Bench Tops

Your apartment's kitchen is made from laminated timber cupboards and bench tops. Chopping directly on the bench top or placing hot objects on the laminate will cause permanent damage. ALWAYS use a chopping board when cutting up food and DO NOT place hot objects on the bench top – it may burn and you will be held responsible.

- **Care and maintenance:** Clean grime and spillages on the bench top and cupboards regularly to avoid staining and buildup of grime. Clean with a damp cloth and dishwashing liquid. You may prefer to use Spray & Wipe type products to clean your kitchen tops and cupboards.

## Microwave Oven

Your apartment may be equipped with a microwave oven located in the kitchen.

- **Care and maintenance:** Regularly wipe over the outside and inside of your microwave with a damp cloth and dishwashing detergent.

## Mirrors & Glass

Your bathroom is fitted with either a wall mirror or mirrored vanity cupboard. The mirror glass is fragile and can break or shatter if not treated with care.

Your apartment windows are made of glass. Do not store or place items in contact with the glass as this may damage the glass or create a heat trap causing the window to break. Avoid extreme temperature changes such as splashing hot water on cold glass or cold water on hot glass as this may lead to thermal fracture of the glass.

- **Care and maintenance:** Clean mirrors and windows with either glass cleaner such as Windex or a damp lint-free cloth. DO NOT use scouring pads or abrasive cleaners. If you find mould on the glass of your shower screen, a product called Easy Off Bam will get this off, and is available from all supermarkets. Ensure you follow the directions on the back of this product.

## Refrigerator

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

When you leave and the power is switched off, please leave the door slightly open otherwise it begins to smell.

- **Care and maintenance:** Regularly wipe over the outside and inside of your refrigerator with a damp cloth and dishwashing detergent.

## Television

Your apartment may be equipped with an LCD television. The remote control may require two new AAA batteries if operation fails.

- **Care and maintenance:** Gently dust your television with a feather duster or dry soft cloth. Do not use chemicals on the screen.

## Tiled Surfaces

Your apartment's bathroom and balcony/terrace (if applicable) is tiled. DO NOT place potted plants directly onto tiled balconies as staining will occur.

- **Care and maintenance:** Clean tiled surfaces regularly as grime build-up is more difficult to remove the longer it is left. Mould will grow on grout especially in the bathroom if the tiles are not cleaned and the bathroom aired. Clean tiles with specially designed tile cleaning products available from supermarkets.

## Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas.

- **Care and maintenance:** Not required. DO NOT cover or touch smoke detector or sprinkler. Fines will apply.

## **Vacuum Cleaner**

You have been provided with a vacuum cleaner, and this is expected that you use this. If it starts to not do its job as well, do check if the bag needs replacing, or if it needs emptying before reporting to us that it is broken.

## **Vinyl Flooring/Tiling**

Your apartment's kitchen area may be fitted with a timber look vinyl floor or tiles. While durable be careful not to scratch or mark flooring with sharp or hot objects.

- **Care and maintenance:** Clean grime and spillages on the floor immediately to avoid staining and permanent damage. Clean with a damp cloth and cleaning liquid.

## **Walls**

The walls in your apartment have a painted finish which can be damaged if you do not take care. Be careful of what you do in your apartment as the walls can become damaged & marked. If you need to stick items on the wall please use only special hooks from supermarkets or hardware stores, which are designed not to damage the walls when removed. These are called 3M Brand adhesive/removable hooks. DO NOT use sticky tape or blue tack.

- **Care and maintenance:** Marks on walls can be removed by a gentle wipe with a damp clean cloth and mild cleaning liquid.

## **Window Roller Blinds**

Blinds do need gentle care when using, as they break very easily.

- **Care and maintenance:** Gently dust blinds with a feather duster or a clean damp cloth and water.

# WORKPLACE HEALTH AND SAFETY

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

## **Hospitals and Emergency**

Royal Adelaide Hospital | Port Road, Adelaide | 08 8222 4000

## **Doctor**

Dr Michael Cavas | 129 Hindley Street, Adelaide | 08 8211 7515

## **Dentist**

North Terrace Dental | Level 5, 231 North Terrace, Adelaide | 08 8223 5862

## **Counsellors**

Contact our office for help to refer you or go to the relevant links on your University website.

## **Overseas Student Health Cover**

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

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, University etc confirming your re-enrolment.

Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.

Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

Ambulance service in Australia is very expensive and ambulance cover is recommended.

# SECURITY

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

- Residents must carry Identification at all times and, if requested, show it to Management, Security or UniLodge Staff.
- Under no circumstances may residents loan their Security Swipe Card/Apartment key or copy their own or any other room keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.
- Residents are responsible for letting their guest/s out of the building after hours. The issued security pass must not be given to the guest/s to exit the building by themselves.

## Access To Other Apartments

Do not enter other people's apartments. Entering another resident's apartment without authority may result in criminal charges. To prevent trespassing and, in particular theft, please always keep your doors locked.

## Building Security

- All Residents and visitors agree to be bound by the security regulations or as instructed by Management.
- We suggest that you keep your doors locked at all times.
- Under no circumstances must Residents loan out their proxy card or any other apartment keys.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown

## Insurance & Security For Your Apartment

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

## Intruders

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

- Never show any person to a resident's apartment, or tell them where they live. The Resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts.

# COMPLAINTS AND SUGGESTIONS

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Should you at any time have feedback or are unsatisfied with any outcome in regards to your rights of occupancy, please contact the:

**Internal:** Property Manager - Operations  
UniLodge Student Living – Kate Mansell  
30 Victoria Street, ADELAIDE SA 5000  
[kate.mansell@unilodge.com.au](mailto:kate.mansell@unilodge.com.au)

**External:** Area General Manager  
UniLodge South Australia – Melissa Tracey  
30 Victoria Street, ADELAIDE SA 5000  
[melissa.tracey@unilodge.com.au](mailto:melissa.tracey@unilodge.com.au)

# HELPFUL TIPS

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Adelaide is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

## Bus

Bus stop locations are found through the entire Adelaide CBD. Catch an Adelaide City Free Bus or travel to metropolitan locations.

Visit <https://www.adelaidemetro.com.au/timetables/buses> for more information, including timetables, fares and route information.

## Cycling

An on-road bike lane runs the length of most Adelaide main roads. Side streets are made wider in order to allow motorists and cyclists to share the road safely. Please make sure you wear your safety helmet as it is illegal not to wear one in Australia. Bicycles can be hired either from the Adelaide CBD or Glenelg Beach.

You will find secure bike parking hoops in Rundle Mall, Rundle Street, King William Street and all of the main terraces throughout the Adelaide CBD.

## Trains

Getting around Adelaide is easy with Adelaide Train Station located 1-15 minute walk away from your apartment! From here you can catch all metropolitan trains.

Visit <https://www.adelaidemetro.com.au/> for more information, including timetables, fares and route information.

## Trams

To catch the tram through the CBD – its free! Hop on and off whenever you like for no charge. The tram travels from the famous Glenelg Beach to the Adelaide Entertainment Centre and now up North Terrace. Visit <https://www.adelaidemetro.com.au/timetables/trams> for more information, including timetables, fares and route information.

## Walking

The River Torrens is one of the most popular walking tracks in the whole of Adelaide and is only a short walk from your apartment. There are great walking paths from the East and

West.

## SHOPPING CENTRES AND SUPERMARKETS

Supermarkets	Average Distance from Apartments
Woolworths Supermarket 80-88 Rundle Mall, Adelaide SA 5000	1-15 Minute walk
Coles Supermarket 9200 Grenfell St, Adelaide SA 5000	1-15 minute walk
Kim Wang Asian Grocery 62-63 Grote St, Adelaide Central Market, Adelaide SA 5000	1- 15 Minute walk
Shopping Centres	
Rundle Mall Rundle Mall, Adelaide SA 5000	1- 15 Minute walk
Market	
Adelaide Central Market Situated between Grote & Gouger Street, Adelaide SA 5000	1- 15 Minute walk

## ANNUAL EVENTS IN SOUTH AUSTRALIA

Event Name	Event Dates
Santos Tour Down Under	January
Australia Day Parade	26 <sup>th</sup> January
Schutzenfest (German Festival)	January
The Fringe Festival	February - March
ICC Cricket World Cup	February - March
Clipsal 500 (Car Race)	February - March
Adelaide Festival	February - March
WOMAdelaide (Music, Arts & Dance)	March
Adelaide Cup (Horse Racing)	March
OakBank Racing Carnival (Horse Racing)	April
Barossa Airshow	April
Sunday Mail City-Bay Fun Run	April
Sea & Vines (wine festival)	June
Adelaide Cabaret Festival	June
Southern University Games	July
The Royal Adelaide Show	September
Sunday Mail City-Bay Fun Run	September
The Credit Union Christmas Pageant	November
Feast Festival (queer arts & culture celebration)	November
Carols By Candlelight	December

## Damage & Chargeable Items

If you cause any damage beyond normal wear and tear and to the extent where an item needs to be replaced, you will be invoiced for the full replacement cost of that item.

BEDROOM	from \$
Bed Frame (double)	600
Bed Frame (single)	500
Mattress (double)	250
Mattress (single)	180
Mattress protector	20
Desk chair	150
Work station desk	250
Bookshelf	180
Wardrobe	300
Window blinds (each)	150
Mirrors (each)	150
Bedside table	100
Storage cabinets	150

BATHROOM	from \$
Shower recess	250
Shower screen	650
Shower curtain	30
Shower head	50
Towel rail	50
Toilet roll holder	30
Toilet seat	80
Toilet brush	20
Vanity	500
Shelf (each)	50
Cabinet door (each)	50
Exhaust fan	200
Wash basin/taps	200

DINING & LIVING	from \$
Sofa module (2 seater)	450
Sofa module (1 seater)	350
Coffee table	200
Dining table	300
Chairs (each)	100
Plasma TV	700
TV Cabinet	150
TV set top box	40
Speakers	200
Curtains	1000
Wall Decorations	150

KEYS/SWIPE CARDS	from \$
Letterbox key	50
Swipe card	50
Bedroom key	40
Fob	50

MISCELLANEOUS	from \$
Fire extinguisher	100
Fire blanket	100
Smoke detector	300
Air conditioner controls	200
Window (glass)	500
Notice board (each)	150

KITCHEN	from \$
Rangehood	350
Oven	700
Microwave	150
Fridge/freezer	1500
Dishwasher	500
Kitchen Bench	1000
Tiles/splashback	1500
Cabinets (each)	80
Taps & sink	200
Stove/cooktop	400

DOORS	from \$
Door	350
Door lock (each)	150
Door handle (each)	30

CLEANING	from \$
General (per hour)	44.00

PAINTING	from \$
Repaint door	50
Repaint roof (per room)	80
Repaint wall (per room)	100

\*\* The Prices listed above are to be used as a guide only. Distributors have the right to change the product price without notice. Prices do not include the cost of labour. Prices may vary depending on the severity of damage. UniLodge purchase new products with comparable quality to the items being replaced. When Quotes are necessary, UniLodge have the right to charge tenants for the time incurred. If UniLodge are unable to identify which tenant was at fault, all costs will be split evenly between all tenants.