



UniLodge @ Melbourne

Resident Handbook

2018

746 Swanston Street
Carlton Vic 3053



Welcome to UniLodge @ Melbourne

RESIDENT STUDENT HANDBOOK AND INDUCTION ACKNOWLEDGEMENT FORM

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

In order to assist students, the student handbook along with the building induction which is a requirement for all residents helps assist you with building safety, rules and regulations.

Building Inductions take place at 6:30pm from the Residential Advisors office and will take approximately 15 minutes to complete. Your Building Induction date will be scheduled on check in.

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

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

IMPORTANT

Please sign and detach this page which will be collected by the Residential Advisor after completing the building induction.

I acknowledge that I have read, fully understand and accept the contents of the Residential Student Handbook.

I acknowledge I have completed the Residential Advisor building induction.

I acknowledge my responsibilities as a resident of the building and the standards expected of me.

Name:

Address: /746 Swanston Street, Carlton VIC 3053

Date of Induction:

Signature:

Mobile Number:

Email Address:

Residential Advisor on duty:



Dear Resident,

Welcome to UniLodge @ Melbourne. 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.

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 checked-in. It is also important to remember that all the regulations are designed for your comfort, safety and security.

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

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

Enjoy your stay!

Bradley Brown
General Manager
UniLodge @ Melbourne

Contact Details

Receiving Mail

Your postal address is:

(Your Name)

UniLodge @ Melbourne

(Your Room Number) /746 Swanston Street

CARLTON VIC 3053

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

UniLodge @ Melbourne will sign for packages delivered during business hours if the package is addressed to the correct name and/or room.

Please note we are unable to accept parcels larger than 431 x 406 x 596mm (A Standard size Moving Box), heavier than 25Kg or parcels that are perishable.

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

Sending Mail

The closest Australia Post Office is located at 146 Elgin Street Carlton..

Residents can send ordinary postage envelopes through UniLodge @ Melbourne reception during business hours or via a Red Australia Post post box on the street.

Important Contacts:

UniLodge office / Reception	+61 3 8330 8585
Facsimile	+61 3 9348 2456
After Hours Contact	0402 000 940
Residential Advisor (after hours)	0402 000 940
Reception Hours	
Monday to Friday	9.00am to 5.30pm
Saturday	Closed
Sunday	Closed
Emergency (Police, Fire, Ambulance)	000

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

SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in 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. 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 Student Advisors on site who can help you with security problems, issues relating to your room/room and any general questions or queries you may have.

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

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

In order to assist students, the student handbook has simplified the rules of the body corporate. For a more detailed and comprehensive look at these rules, please see reception to view the complete copy.

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

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

STUDENT LIFE

Connecting students with life

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

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

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

As a new Resident you may experience difficulty adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and culture changes, which can include such things as:
- Finding your way around i.e. transport, clubs, churches etc
- Setting up bank accounts

OUR STAFF

No matter what your inquiry, question or requirement our staff are here to assist and help you where ever they can.

Our residential advisors are students themselves and know what it is like to live away from home. They can help with a number of different inquiries.

Please feel free to pop by reception and we will be happy to give you the information you need.

Anyone affected by illness, accident or death of a relative, should talk to the Manager at Reception. If necessary we can connect you to the appropriate counselors for further support.

UNILODGE RESIDENTIAL ADVISORS

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

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

SOCIAL SUPPORT

At UniLodge we organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff and most importantly other Residents within the building. Participating in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students. Please feel free to talk with reception should you have any suggestions or queries.

GET TO KNOW YOUR NEIGHBOURS

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

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

PERSONAL PROBLEMS

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

FINANCIAL PROBLEMS

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

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

COMMUNITY SPIRIT PROGRAM

Our Residential Life Program



What is Community Spirit?

Community Spirit is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - 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 @ Melbourne 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



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

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 room when I moved in was a great relief." – Tom, UniLodge Resident

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

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



RULES OF OCCUPANCY

This handbook contains the Rules of Occupancy and forms along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge. Residents must read the information contained in this handbook and sign the acknowledgement form located inside the front page and return it to reception within 3 business days of moving in.

RIGHTS & RESPONSIBILITIES

UniLodge Acts as the managing agent for the Landlord of the property.

RESIDENT RIGHTS:

Access to a room 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.

RESIDENT RESPONSIBILITIES:

Pay the rent by due dates and through the agreed method of payment.

Do not use the premises for illegal purposes.

Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.

Keep the premises and inclusions clean.

Be responsible for your guests' behaviour.

Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.

Report to UniLodge @ Melbourne any damage to the premises.

Pay applicable charges as outlined in the Residential Tenancy Agreement.

Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building detailed in this handbook.

Only use the premises for residential purposes.

LANDLORD RIGHTS:

To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Student handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.

To issue a notice to vacate to residents defaulting on their rent payment/s.

To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.

To inspect the condition of the room during reasonable hours, after issuing a notice to inspect.

To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

LANDLORD RESPONSIBILITIES:

To make sure the room 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.

ELIGIBILITY OF RESIDENTS

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

- All Residents must be registered and sign a Residential Tenancy Agreement.
- Residents must not sub-let the room under any circumstances.

BOND

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

CONDITION REPORT

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident and a UniLodge @ Melbourne representative. This condition report will be checked upon you vacating to assess any damage to your room, its furniture and equipment.

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

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

RENTAL PAYMENTS

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

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT

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

Bank Name:	Bank of Melbourne / St George Bank
Account Name:	UniLodge @ Melbourne Rental Trust Account
BSB:	113-879
Account No:	491101585
Reference:	<i>All rental payments MUST be transferred with your room number in order for UniLodge to clearly identify your payment.</i>

OR

Bank Cheque or money order made payable to 'UniLodge @ Melbourne.'

We also accept EFTPOS & Credit Card payment. (Surcharges apply for these methods)

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

All rental payments MUST be transferred with your room number in order for UniLodge to clearly identify your payment.

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account.

Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

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

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge @ Melbourne management as soon as possible.

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

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

IMPORTANT REMINDER TO RESIDENTS

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

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

BEHAVIOUR

Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by Management. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement.

NOISE LEVELS

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

SMOKING

Smoking is NOT PERMITTED anywhere inside the building.

Smoking is only permitted in the ground floor outdoor courtyard and not any other outdoor area of the building.

ALCOHOL

Alcohol is NOT PERMITTED under any circumstances on the premises, including outdoors.

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.

INSURANCE

Residents acknowledge that the landlord's insurance does not provide cover for the resident's possessions. Residents who have signed a rental package agreement will have limited tenant's insurance coverage. See product disclosure statement available at reception to find out more information.

INTRUDERS

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

At no circumstances give access to unknown person/s.

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

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

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

BUILDING SECURITY

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

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

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

ACCESS TO OTHER ROOMS

Entering another Resident's room 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 room.

KEYS

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

PROXY CARD

The proxy card will give you general building access. To open a door, hold the proximity card to the swipe box. Once the light shows green and beeps you can open the door.

ROOM DOOR KEY

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

LOCKOUTS

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

If you have lost your roomkey, your entire lock will need to be replaced at a minimum cost of \$250.

To replace a lost proxy card, or if the proxy card is not returned at the end of tenancy, a fee of \$50 will be charged.

Additional keys such as mailbox or locker keys etc. will be charged at replacement cost.

EMERGENCY FIRE PROCEEDURES

- ASSIST ANY PERSON IN IMMEDIATE DANGER, ONLY IF SAFE TO DO SO
- CLOSE THE DOOR
- CALL THE FIRE BRIGADE ON 000
- EXTINGUISH THE FIRE IF SAFE TO DO SO
- EVACUATE TO THE ASSEMBLY AREA – DO NOT USE LIFTS IF THERE IS A FIRE (*Evacuation details and instructions are on the back of your room door*)

REMAIN AT ASSEMBLY AREA AND ENSURE EVERYONE IS ACCOUNTED FOR

SMOKE DETECTOR & ALARM

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

1. The smoke detector in your room is connected to the automated fire alarm system.
2. Never cover or remove your smoke detector in your room, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
3. The smoke detectors in the rooms and common areas are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking or boiling water and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$3000 minimum charge.

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

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

COOKING

Cooking is NOT PERMITTED inside your room. To ensure the safety of others residents, residents must cook in a responsible manner in the common area kitchens provided, using the rangehood exhaust fans 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..

GARBAGE

A garbage chute is located in the laundry area on every floor, this is for non-recyclable items. 2 bins are located in each kitchen, one is for food scraps only, the other is for recycle containers only. Residents found incorrectly disposing of garbage or leaving garbage in common area will be heavily fined.

Please consider the environment and dispose of all rubbish thoughtfully.

MAINTENANCE

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

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

1. Contact the UniLodge reception desk and complete a Maintenance Form.
2. Provide full details of what and where the problem is. If the maintenance is required in your own room, make sure you indicate whether you wish to be present or not when a maintenance contractor fixes the problem.
3. The Maintenance Form will then be assessed by the Residential Manager who will advise you of an approximate time of when the maintenance can be completed.

Maintenance contractors will attend to maintenance during their own operational hours Monday – Friday

FURNITURE AND EQUIPMENT

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

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

WALLS, DOORS & WINDOWS

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

CARPETS

A vacuum cleaner is available from Reception during Reception hours by providing your Student Identification Card. There is a 30 minute limit, and late returns will attract a non-refundable charge.

PETS

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

REQUESTS OF STAFF

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

CLEANING

It is expected that you will keep your room clean and tidy at all times.

HEATING

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

ROLLER BLINDS

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

WINDOWS

No item is to be hung in or attached to your window. Clothing can be hung on a clothes horse in your room or can be dried by using the drier in the laundry.

Any item placed in your window is a direct breach of your tenancy agreement.

FURNITURE AND FIXTURES

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

Residents are asked not to remove from their room any item, furniture or equipment that has been provided by UniLodge @ Melbourne. Also, items in common areas are not to be moved or taken to your room.

BATHROOMS

Separate Male and Female bathrooms are located on every residential floor and must only be accessed via students of that gender. Male residents only in the male bathrooms and Female residents only in the female bathrooms. Any unauthorised access to these areas is regarded as a serious breach of tenancy and can lead to eviction from the property. Corridor entrance areas are covered by CCTV surveillance.

COMMON AREAS

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

STUDENT COMMON ROOMS

There are a number of common rooms and areas throughout the building including the ground floor courtyard. Please show consideration by ensuring these areas are constantly kept clean and tidy at all times.

The ground floor lounge has a large TV screen and DVD player available for use by all Residents. The lounge is also used for movie nights and other regular social events. There is also a coin-operated vending machine stocked with snacks on the ground floor.

Also located on the ground floor is a games room which includes a table tennis, a pool table & Foosball table.

COMMON AREA CLEANING

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

The cleaner's duties do not include tasks that are your responsibility such as:

- Washing up dirty dishes.
- Washing personal laundry.
- Removing rubbish and placing it in the rubbish chutes.
- Picking up any items on the floor.

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

COMMON KITCHEN APPLIANCES

Please be aware that the cleanliness of all kitchen appliances is the responsibility of the residents. When using the kitchen facilities it is important to clean items after use.

This includes:

- Ovens and cook tops, Bench tops and sinks
- Rangehood exhaust fan – to be switched on at all times when cooking
- Microwave ovens
- Refrigerators

- Kettles / Toasters

LAUNDRY ROOM

A laundry is located on each floor of the building and has coin-operated washing machines and dryers available for Resident's use.

For effective cleaning and drying, do not overload the machines. Ironing boards are located in the laundry room. These are free of charge to all Residents. The laundry is also to be kept free of rubbish and personal items at all times.

BICYCLE STORAGE

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

ARE YOU UNDER 18 YEARS OF AGE?

The Australian Commonwealth Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) have established immigration requirements relating to the care of students who are under 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.

The University of Melbourne will work closely with UniLodge @ Melbourne 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 @ Melbourne, this is the procedure that you must follow in accordance with the above law:

- 1) Not be outside the building later than **9:00pm** any evening
- 2) Contact the Residential Advisor to sign the logbook between 8:45pm to 9:00pm each evening showing that you are on the premises prior to 9:00pm. Trinity U18 Students must sign in between 9:45pm – 10:00pm.
- 3) If you have stayed inside the UniLodge @ Melbourne building during the afternoon / evening, you must either visit or call Reception from your room extension to inform a Student Advisor you are in the building between 5.30pm to 9:00pm.

The above procedures are put in place to ensure your safety and welfare. If you do not adhere to this procedure, while you are under 18 years of age, UniLodge @ Melbourne has a legal responsibility to report this information to your university office. This may lead to disciplinary action being taken and may also risk the successful completion of your course.

ARE YOU GOING ON A VACATION?

Residents must visit Reception to complete a 'Vacation Form'. Please notify Reception if you will be giving anyone access to your room / room while you are away. If you are under 18 years of age and will be away for more than 2 days, you must attain signatory authorisation from a parent or guardian.

FACILITIES & SERVICES

INTERNET

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Once connected you also have access to the VostroNet Wi-Fi network.

Unlimited Internet is included in all rate packages. You will receive an activation token on arrival.

For more information visit <https://www.vostronet.com/>.

FAX SERVICE

Faxes may be sent to and from UniLodge @ Melbourne.

The fax number for UniLodge @ Melbourne is +61 3 9348 2456.

There will be a charge for both incoming and outgoing facsimiles and this will be charged to your account. To make sure we know a received facsimile is for you, please ensure it clearly states your name and room number.

Services and prices are available at reception.

PHOTOCOPY AND PRINTING SERVICE

Photocopies can be made at reception by reception staff during business hours.

Services and prices are available at reception.

SEXUAL HARASSMENT

Sexual Harassment contravenes Australian legislation and occurs where:

- A person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favors from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;

And the person engaging in the conduct described above does so:

With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would anticipate the possibility that the other person would be offended, humiliated or intimidated.

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

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

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

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

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge @ Melbourne 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.

PRIVACY

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

COMPLAINTS AND SUGGESTIONS

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

Bradley Brown – General Manager
746 Swanston Street
Carlton VIC 3053

Email: bradley.brown@unilodge.com.au

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

GETTING AROUND MELBOURNE

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

For more information on Melbourne or to check out local events visit www.thatsmelbourne.com.au

Getting around Melbourne is easy with Melbourne Central Station located 10 minutes by walking or 5 minutes by tram down Swanston Street.

From here you can catch all metropolitan and interstate trains.

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

Information on public transport can be obtained from:

<http://ptv.vic.gov.au/> & <http://www.yarratrams.com.au/>

You can also download the following applications to your smart phone, they are available in both apple & android versions.



Public Transport Victoria app



TramTRACKER



Moovit: Local Transit App



Spotcycle

Shopping Centers and Supermarkets

Supermarkets	Distance from UniLodge @ Melbourne
Woolworths 368 - 380 Lygon St, Carlton	350 metres
Woolworths @ QV Corner Swanston and Lonsdale St	1.4 km
Coles Melbourne Central	1.2 km
Shopping Centres	
QV Centre Corner Swanston and Lonsdale St	1.4km
Melbourne Central Swanston St, Melbourne	1.2 km
Market	
Queen Victoria Market Victoria and Elizabeth St, Melbourne	1.2 km
Restaurants	
Lygon Street - Italian restaurants	250 metres
China Town Corner Swanston and Little Bourke St	1.5km

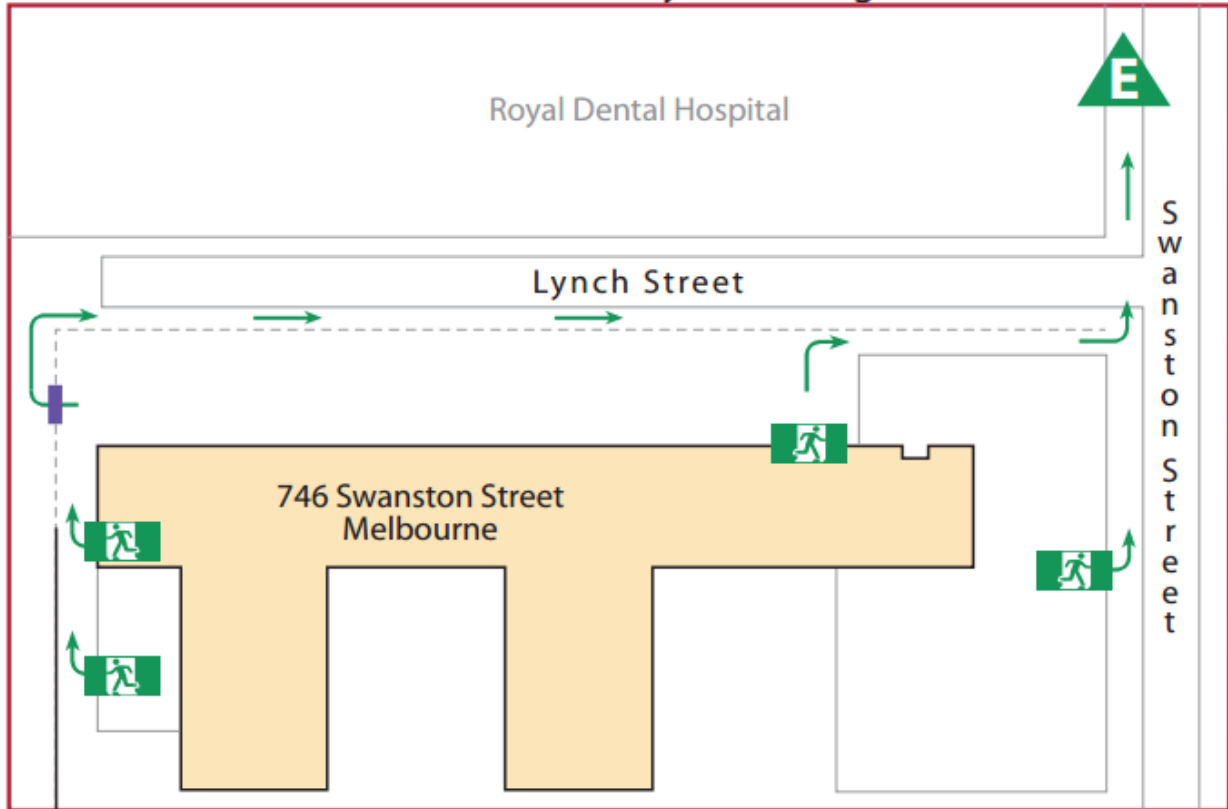
Hospitals and Emergency

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







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

UniLodge

Evacuation Assembly Area Diagram



Standard Fire Orders

- 1** **If safe**, assist anyone in immediate danger 
- 2** Close the door to isolate fire and smoke 
- 3** Operate Manual Call Point
Call the Fire Brigade on **000** 
- 4** **If safe**, extinguish fire
DO NOT PLACE YOURSELF IN DANGER! 
- 5** If required, or if the evacuation tones sound, evacuate to Assembly Area
Do NOT use the lifts 
- 6** Remain at Assembly Area as directed 

Emergency Warning System

Alert Tone "Beep...Beep...Beep"

1. Be aware there is a potential Emergency
2. Do not commence evacuation, unless it is unsafe in your area
3. Await "All Clear" message, OR

Should an Evacuation be required you will hear an Evacuation Tone "Whoop...Whoop...Whoop"

1. Evacuate via exit
2. Do NOT use the lifts
3. Proceed to Assembly Area
4. Follow all instructions given by Emergency Service