

UniLodge

ON BROADWAY

2019

RESIDENT HANDBOOK



185-211 BROADWAY, ULTIMO NSW 2007

CONTACT DETAILS

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ULTIMO NSW 2007

Telephone No. + 61 2 9338 5000

Reception Extension 9

**Outside Office Hours
Security Phone Extension** Extension 9

**Residential Advisor
Outside Office Hours
(Under 18s)** +61 466 352 866

Emergency 000 (Police, Fire, Ambulance)

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Reception Operating Hours

Monday to Friday

Reception: 08:00 am – 08:00 pm

Security: 08:00 pm – 08:00 am (next morning)

Saturday

Reception: 08:00 am – 06:00 pm

Residential Advisor: 06:00 pm – 08:00 pm

Security: 08:00 pm – 08:00 am (next morning)

Sunday and Public Holidays

Residential Advisor: 08:00 – 08:00 pm (On call)

Security: 08:00 pm – 08:00 am (next morning)

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WELCOME TO UNILODGE ON BROADWAY - SYDNEY!

We are very pleased to welcome you to UniLodge on Broadway - Sydney and we hope your stay here will be both enjoyable and productive.

Our goal at UniLodge on Broadway - Sydney is to create a supportive and friendly community in which to live, and to ensure your living environment is conducive to study.

By coming to UniLodge on Broadway - Sydney we recognise you have probably made big changes in life which can be quite daunting but equally exciting. Whether it be moving away from family and friends, to a new country or starting at a new university, know that many of your new neighbours are also taking those same huge steps and we are here to help you make the transition. What a fantastic opportunity to try new experiences, to make change and understand your unique strengths!

Our community of both staff and residents are drawn from all over the world giving you the opportunity to be part of a truly global community now and into the future. Although you're here to study, we encourage your participation in our Community Spirit Program which offers numerous activities catering to various interests. We welcome your feedback and participation and if you would like to start a new activity or require introduction to a different group, please let us know as we will help in any way possible.

To build a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of everyone. This Handbook lists the policies, rules and structure of our community which is designed to maintain our high standards of COMFORT, SAFETY and SECURITY for all.

We hope this Handbook will be a useful reference for answering any questions you have about living at UniLodge on Broadway - Sydney but we are always available to respond to any questions you may have concerning this Handbook, your Licence to Occupy or anything else – your safety, comfort and welfare are our first priority.

We wish you all the very best during your time at UniLodge on Broadway - Sydney and hope you enjoy your stay!

Philippa Ternes
Area General Manager
UniLodge Sydney

SETTLING IN

We understand it may take you a little time to get used to your new surroundings in Sydney and at UniLodge on Broadway - Sydney. Feeling homesick or lonely is not unusual as many of you are living away from your family and friends for the first time.

There are numerous cultures and nationalities represented at UniLodge on Broadway - Sydney. If you are having any difficulty settling in, with language for example, or if there is anything you are unsure of, please be assured our friendly staff are here to help you. We welcome your contact, not only during Reception hours, but also after hours. For after-hours assistance, we have licenced Security Officers or Residential Advisors who can help you with various issues ranging from security to general advice you may need.

We encourage you to get to know our friendly Customer Service Team so please feel free to come and have a chat with us. Make sure you attend and participate in our Induction Program and any student social activities we organise. We aim to help you make friends and begin to feel more 'at home'.

We can also recommend an organisation called REACH OUT which has been set up to help young adults deal with issues that are common for them to be facing. Their website is <http://www.reachout.com.au>

We look forward to chatting with you soon.

RIGHTS & RESPONSIBILITIES

Resident Rights

- Access to a unit 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.

UniLodge Rights

- To send notices of breach to Residents who break the terms of the Licence to Occupy and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue notices of breach to residents defaulting on their occupancy payments, and for continued offences an eviction notice.
- To inspect the condition of the apartment during reasonable hours, after being issued with a notice to enter.
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition and use of drugs and alcohol within the premises.

Resident Responsibilities

- Pay the Occupancy Fee 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 any damage to the premises
- Pay for charges as outlined in the Licence to Occupy (your contract)
- Abide by the terms of the Licence to Occupy, rules and regulations of the building and any Body Corporate by-laws that apply
- Only use the premises for residential purposes unless otherwise agreed

UniLodge Responsibilities

- To make sure the apartment is clean and fit to live in at the start of your occupancy
- 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 or safety of persons using or entering the premises
- Maintain the premises and inclusions in good repair and keep any common area clean.

YOUR AGREEMENT WITH US

Condition Report

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

The completed Condition Report must be **returned to the office within 48 hours** of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your Occupancy.

Security Deposit

The Resident is required to pay a Security Deposit. This is held on behalf of the owner of the apartment which is equivalent to four (4) weeks occupancy fee.

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

The Security Deposit cannot be used for the occupancy fees and the Resident is prohibited to use the deposit for any purpose other than as a deposit to be used to reimburse any costs incurred at the end of your occupancy. The cost of repair or excessive cleaning may be deducted from the Security Deposit unless other arrangements are made.

Please be aware that a compulsory Departure Cleaning Fee (for basic cleaning only) is payable at the beginning of your occupancy. Any additional cleaning needed over and above a basic clean will be deducted from your Security Deposit. We will be in contact before this deduction is made.

Immediate Eviction

The UniLodge Rules of Occupancy promote tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge Customer Service Team/management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with an immediate eviction notice.

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

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to have seriously or persistently intimidated, threatened, harassed, abused or discriminated against another person, Resident, staff member or authorised agent of UniLodge on Broadway - Sydney; or caused or permitted any such threats, abuse or conduct (whether or not any abusive language or threat has been directed towards the person).
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person's property.

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

Termination of Licence to Occupy

A Licence to Occupy may be terminated if:

1. The Resident fails to pay the Occupancy Fee within three days from the date upon which it was due. The Resident fails to pay other outstanding expenses for seven days after receiving their account. Eviction notice will be issued with a 7 day notice period.
2. The Resident permits or allows any breach or fails to comply with the Terms and Conditions of the Licence to Occupy or Rules of Occupancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Licence to Occupy all the Resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with term 6.4 of the Licence to Occupy.

WE CARE ABOUT YOU!

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

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different demands.
- Living away from home and fending for themselves.
- Being away from the support of family and friends.
- Settling into city life, a new state or a new country.
- Language barriers.
- Life style 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 etc.

UniLodge staff is here to assist you with all these issues and more. Feel free to pop into Reception and we will be happy to give you the information you need.

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

Pastoral Care

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

If you find you need someone to talk to our Residential Life Manager is on hand to provide advice and referrals to other services which might help. We also have a dedicated team of Residential Advisors - senior residents at UniLodge who are available to offer a helping hand. You might find they come knock on your door with a bag of lollies or stop you in the hallway to find out about your weekend. You're always welcome to have a chat to any of our team.

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

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

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 in some of the areas below – and we are here to help.

- 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
- Finding your way around i.e. transport, clubs, churches etc.
- Setting up bank accounts

Community Spirit Program (CSP)



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 our senior residents – the Residential Advisors, the customer service staff, and the Residential Life Manager.

UniLodge’s Multicultural Vision

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunities to build cross-cultural understanding, harmony and friendship amongst our residents to foster a supportive community where everyone is valued.

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 on Broadway webpage](#), where you can register for events via Ticketbooth. A wide range of events will be added in the upcoming months so you can see what events are coming up and register for 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.

Financial Problems

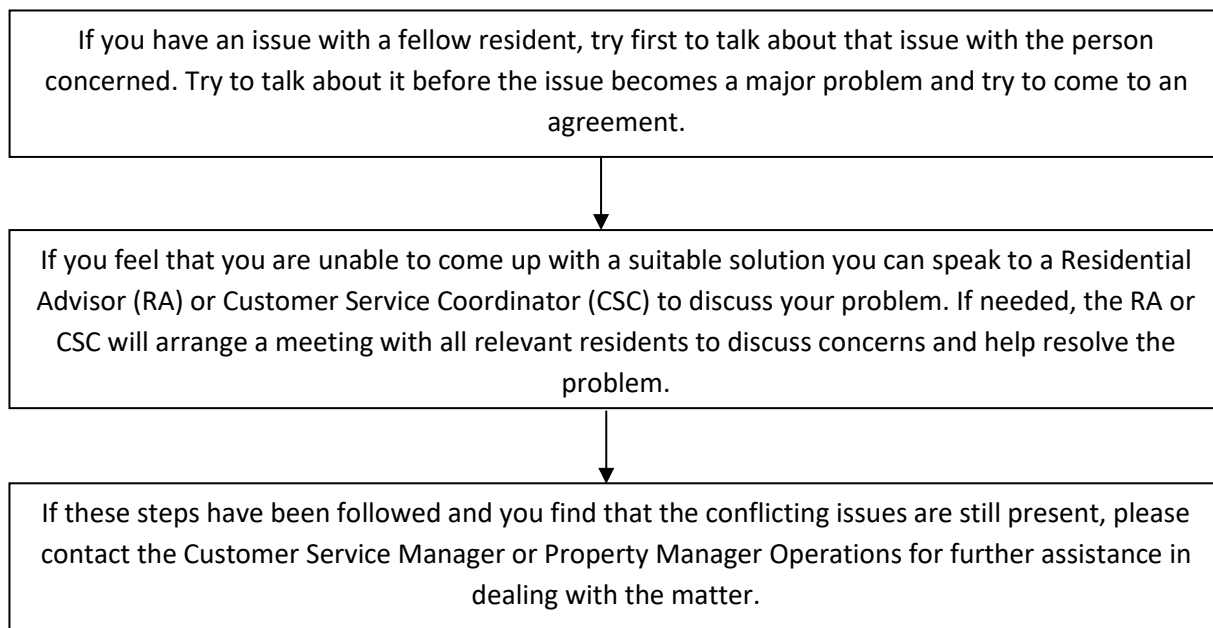
If you are experiencing any financial difficulties, please speak to the Customer Service Manager at Reception. Often these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit who we can help you get in contact with.

Please advise us if there will be a delay with your occupancy fees being paid on time. We understand that financial problems can occur. But you need to let us know before the payment is late so that we can provide whatever assistance is needed.

Living Together @ UniLodge

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across any difficulty during your stay at UniLodge, don't hesitate to raise it with the Property Manager- Operations. In most cases, problems can be resolved through informal enquiries and discussions.

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



Get To Know Your Neighbours!

Living at in a community such as UniLodge means you will be living in close proximity with others who will potentially be lifelong friends.

Here are some handy hints towards living happily within the UniLodge Community:

- Talk with your neighbors – 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.
- Have consideration and respect for others in all facets of life.
- Remember 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 roommate could attend together within or outside of UniLodge may be a great way to make new friends and meet more people!
- Attend the CSP Events – they are organised for you and are free.

Room Move

If you are finding that your room is not suitable due to a dispute or otherwise, you will need to make an appointment to speak with the Customer Service Manager or the Property Manager - Operations and discuss your circumstances. The possibility of moving rooms is completely at management's discretion and may incur fees.

Balanced Timetable

Residents need to determine a balanced timetable for themselves, one that will allow work to be completed, but not at the exclusion of participating in extra-curricular activities. Your time at university should be one where you feel comfortable expanding your experiences to discover new interests and talents - academic, religious, sporting, cultural or social. Manage your time wisely and do not focus too much on any one activity at the exclusion of others - and remember that study should be your first priority and not left for the last week before examinations!

Translators

If for any reason you require a translator or interpreter please contact our Customer Service Team and we can arrange for assistance.

Personal Problems and Privacy

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

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

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

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

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

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

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

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

Social Support

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

Study Problems

If you have an academic problem, talk to us as soon as it arises - don't leave it until it is too late! Should you experience any concerns regarding; course and subject selection; preparation for examinations; dealing with tutors and lecturers; or special consideration due to sickness or family troubles we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a Resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately, or after hours contact Security or the Residential Advisor. If you need to contact our Customer Service Team, Security or the Residential Advisors, dial 9 from your unit telephone handset. This call will be diverted to the appropriate person on duty at the time. Residents must always be considerate of other Residents' study and sleeping habits.

UniLodge Residential Advisors

Dedicated Residential Advisors are on hand to assist and look after your welfare and safety. When Reception is closed, a Security Officer will be on duty to assist. These licensed Security Officers will work closely with UniLodge Management relaying all issues that arise within the building.

Please be advised that Residential Advisors or Security Officers will be able to give you access to the building and your apartment if you have lost or misplaced your swipe card. All charges relating to lock-outs and replacement of keys still apply – see the Upon Your Arrival section under Apartment Swipe Card on page 5 of this handbook.

Welcome Brief

We want to assist you to connect with your new community as soon as possible. Our mandatory Welcome Briefings are conducted to give you as much information about living in your new community and with your fellow students. This is a great way to meet other students and our friendly staff.

These briefings are a time for you to find out and learn as much about your new city as possible. We will also discuss some of the important rules and regulations at UniLodge that will assist us all to live cooperatively together. This is also the time that we ASK YOU for your feedback - letting us know how we can best assist you during your stay is vital to ensuring a successful stay.

Workplace Health and Safety

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

RULES OF OCCUPANCY

These Rules form part of your Licence to Occupy with UniLodge. Please read these Rules and if you have any questions or need a translator advise Reception.

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. Alcohol is NOT permitted in common areas of the building including the lobby unless permitted by UniLodge management.

Behaviour

Residents must agree to abide by the Code of Behavior. Acceptable behavior includes not interfering with another person's living conditions or personal security. Unacceptable behavior will be dealt with by Management. Repeated offences could constitute grounds for early termination of your Licence to Occupy, however you will still be held responsible for occupancy fees until the apartment is re-occupied.

Bicycles

Bicycles are not to be wheeled through the main foyer and should not be kept in your unit. Bicycle racks are located in the Basement car park and access is available to the entry door to this car park using your swipe card. Bicycles must be locked to the rack when left in this area as no responsibility will be taken for any damage or theft of the bicycle.

Building Security

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

- Residents must carry their Identification Card at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances must Residents loan out their Swipe Card or copy their own or any other apartment keys.
- Residents are responsible for the behavior of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.

Cleaning and Inspections

All Residents are responsible for the day to day cleaning of their apartment. In addition, UniLodge apartments will also be inspected for general cleanliness, faults or damage after the respective notice has been given.

If upon inspection by UniLodge on Broadway - Sydney it is found that your apartment is not clean as set out in the inspection notification, a cleaner will be arranged on your behalf and charged to your account.

A vacuum cleaner is available (on loan) from Reception during office hours by providing your photographic identification. There is a 1 hour limit, and late returns will attract a non-refundable charge. If there are any faults with the vacuum cleaners, please report them to the Customer Service Team. Before returning the vacuum cleaner to Reception, please remove and dispose of the contents in the filter.

Weekly/fortnightly and monthly cleaning can be arranged at an extra cost.

Common Property

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

Common property is any area not within your apartment so includes but is not limited to building corridors, lounges, foyers, courtyards, roof top, bicycle rack areas and driveways. Under no circumstances can laundry be left on common property, nor can the area(s) be used for storage of any kind. Any floor mats, door stoppers and the like should be kept in your unit and not in the common corridor. Any item left in the common property will be removed without further warning.

Cooking in your Apartment

The kitchenette in your apartment has a microwave oven but is not fully equipped to cook food. It is not permitted to use a cooktop/stovetop or BBQ in your apartment including any balcony area. There are however communal kitchens available on each floor and BBQ facilities on the roof top. Please be considerate when reheating food inside your apartment as the smoke detector is very sensitive and any excessive smoke can trigger the fire alarm which may lead to an evacuation of the entire building. Fines for false alarms are established by the NSW Fire Brigade and are in excess of \$1,600. If there is a false alarm in the building, the NSW Fire Brigade will be able to nominate which unit caused the false alarm and the cost of their attendance (which is automatic and mandatory) will be passed onto the Resident of the subject unit.

Drugs/Illegal Substances

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

Eligibility of Residents

All Residents must be enrolled in, studying or teaching at a university, TAFE, College or any Registered Training Organisation.

If the apartment selected is licensed for double occupancy Residents are permitted to bring one partner who is not studying (subject to special consideration by UniLodge management).

- All Residents and other occupants must be registered and sign a Licence to Occupy.
- Children are not permitted to reside at UniLodge.
- Residents must not sub-let the apartment under any circumstances.

Food

No food is permitted in the lobby and Reception areas. Please keep these areas tidy at all times.

Furniture and Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are designed. 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 including washing machines, driers, and dishwashers, unless the request has been given in writing and approved by Management.

Furniture is not to be moved from the apartment under any circumstances.

Gambling and Gaming

Gambling is not permitted on the premises.

Garbage

Please dispose of your garbage in either the garbage bins or the garbage chutes. There is a garbage room and chute located on each floor. You are not permitted to leave your garbage outside the garbage chute room, in the corridor outside your apartment, in the fire escape stairs, in the laundry or near the bin. Use the garbage chute or bins provided. If you are found to have left garbage in any other area, you will be heavily fined.

Noise Policy

EXCESSIVE noise is not tolerated and is inappropriate behavior under the conditions of the LICENCE TO OCCUPY.

UniLodge will not hesitate to act on behalf of the majority of residents who abide by the Rules of Occupancy. Continued behavior against the UniLodge Rules of Occupancy will result in heavy fines, the cancellation of your License to Occupy and you will be removed from the building.

If you are experiencing noise related problems that are affecting your study, please advise us immediately so the appropriate action can be taken. If the noise you are experiencing is evident during our Reception hours, contact the Customer Service Team. If the noise occurs after hours, contact Security or the Residential Advisor. In all instances, to contact the appropriate person, dial 9 from your unit handset at any time of the night or day. This call will be diverted to the appropriate person on duty at the time and the necessary action taken.

Pets

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

Requests by Staff

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

Shopping Trolley

Shopping trolleys are not permitted in the building at all. This means you cannot bring a trolley on the premises to unload your shopping then return it. If you are caught with a trolley, you will be heavily fined.

Smoke Detectors

There are smoke detectors in each and every apartment as well as throughout the building. These devices are there for your safety and should not be tampered with or covered in any way. These devices are very sensitive and can be set off if they are tampered with, by smoking or by cooking in your apartment. If the alarm is sounded, the entire building may need to be evacuated.

If there is a false alarm in the building, the NSW Fire Brigade will be able to nominate which unit caused the false alarm and the cost of their attendance (which is automatic and mandatory) will be passed onto the Resident of the subject unit. As of November 2016, the fine imposed by the NSW Fire Brigade is in excess of \$1,600.

If you cover or tamper with your smoke detector in your unit, you will be in breach of your contract and fines of over \$150 will apply each time you are found to have covered or tampered with this device. This will apply to the sprinkler in your unit too. Repeated tampering with either of these devices could lead to the early termination of your residency at UniLodge on Broadway - Sydney. Tampering with your smoke detector can also cause the fire alarm to be triggered in which case the NSW Fire Bridge fines mentioned earlier will be passed on.

Smoking

Smoking of any kind is not permitted anywhere within the building. Fines of over \$150 will apply each time you are found smoking anywhere within the building or on the rooftop terrace. If your Visitors are found smoking anywhere within the building, you will be liable for this fine too.

If during your occupancy you are found smoking in your unit, additional cleaning will be needed to remove the odour from your unit at the end of your contact term. This will be at your additional cost and will include but is not limited to cleaning all walls, ceilings and cupboards. Steam cleaning carpet and all soft furnishings and blinds and dry cleaning curtains.

Smoking outside the building is permitted but not within four meters of any door leading to or from the building.

Visitors

Under 18 Residents are permitted to have friends visit between 8am-10pm, they must sign in at Reception prior to entering the residential levels. You are not permitted to have friends stay overnight or for any extended period of time. You are permitted to have your parent/s stay for a period of up to two weeks twice a year. You must see our Customer Service Team with your parent/s to complete a visitor form and produce their passport prior to your their stay.

REFUND POLICY

Application Fee

The Application Fee is not refundable.

Security Deposit and Advanced Occupancy Fees

No Refund

- In the event of a Resident being evicted for whatever reason, the Resident will not be eligible for refund of any Occupancy Fees paid until another resident is found.
- Where all or part of a Security Deposit has been paid prior to the commencement of an occupancy term and a prospective Resident fails to give UniLodge the correct notice, the Security Deposit is forfeited.
- At the end of the occupancy term, 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 Licence to Occupy without written notice, the Resident is not eligible for any refund of Security Deposit or Advance Occupancy Fees unless a replacement resident is found.

Partial Refund

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation, where the Holding Deposit or Advance Occupancy Fee has been paid, the resident must give at least **4 weeks written notice** prior to the commencement date of their Licence to Occupy.
- Where the appropriate notice is given, then a proportion of the Security Deposit and Advance Occupancy Fee may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refund

In the event that an Applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge Management is unable to provide accommodation in accordance with our obligations, all Security Deposit payments and advance Occupancy Fee installments will be fully refunded. However, whilst UniLodge representatives will try to offer applicants the 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 Licence to Occupy, or upon their arrival to take up residency but wish to decline this offer, a total refund will not be applicable.

A Security Deposit is refundable at the end of an occupancy term which is not renewed. The conditions for this are: the occupancy fee is paid up in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as electricity, cleaning, internet and telephone accounts are fully paid. Any costs related to damage, rubbish removal or excessive cleaning costs will be deducted from the Security Deposit.

Any interest earned on the Security Deposit shall not form part of the Security Deposit and is not payable to the Resident or prospective Resident under any circumstances.

A Resident who has genuine reasons for withdrawing from, or prematurely terminating the Licence to Occupy, is required to submit this request in writing with documentary proof (where applicable). The case will be considered by UniLodge Management. If it is deemed that you have sufficient and exceptional grounds for

terminating, then you may be entitled to a full refund of the Security Deposit and Advance Occupancy Fee installments. Such circumstances may include the following:

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

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

Breaking the Licence to Occupy

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

You have entered into a legally binding agreement and you are responsible for the payment of the Occupancy Fees under this agreement for the agreed 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.

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

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

- Pay up front the remainder of the occupancy fees that are due under the agreement. We will refund any monies owed to you if and when the apartment is re-let.
- If you cannot pay the remainder of the occupancy fees up front, leave us your credit card details in order to charge the fortnightly occupancy fees against it until the apartment is re-let. Any early termination fee equal to three week's occupancy fees plus 10% GST applies.
- Find another suitable person to take over your apartment so there is a continuation of payments to the apartment owner. An early termination fee equal to one and a half week's occupancy fee plus 10% GST applies.
- In all cases a departure cleaning fee applies irrespective.

ARRIVAL

This handbook contains the "Rules of Occupancy" and forms an addendum to your Licence to Occupy. Prior to taking up residence, residents must read the information contained in this Handbook and once understood, sign the acknowledgment form located inside the back page as agreement to abide by the Building Rules and Contract obligations.

The items you will receive on or prior to your arrival are:

- A copy of your License to Occupy
- Resident Handbook
- A copy of the Condition Report pertaining to the apartment
- An apartment swipe card and mailbox key
- Under 18 Policy

Absent from your Unit

If you intend to leave your apartment for any length of time, you are required to complete a Vacation Form at Reception with one of our Customer Service Staff no later than 48 hours before your intended Vacation. You will need to obtain approval from your Guardian or Education Provider.

This will be kept on file should we need to contact you in the event of an emergency. Please note if you are away over a payment installment date, it is your responsibility to ensure that your occupancy fees are paid at all times. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all occupancy fee payments prior to going on holiday or in the event of long absences.

Access to other Units

Entering another Resident's apartment without authority 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 regardless of whether or not they are in their apartment.

Access to your Unit

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

Additional Furniture

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

Residents may also wish to bring pot plants (make sure there is a tray underneath the pot to catch any excess water), posters and so forth however for the sake of community harmony no pets of any kind are permitted in the building.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at UniLodge. It also allows after hours access should you lose your swipe card.

Security and Swipe Card

This swipe card is issued to you when you arrive. The swipe card will give you access to the Building's Front Door leading through to the lifts, to your apartment and all Resident access areas of the building. The swipe card should be carried at all times when moving around the building. Swipe cards are valid for 28 days only and it is your responsibility to re-activate your swipe card before it expires.

To open a door, slowly insert the swipe card in the electronic reader and when the light turns green push the door handle to open.

Please note to maintain Security, should you lose your key or be locked out of your apartment, contact the Customer Service Team at the Front Desk during Reception hours or the Security team at other times.

If you lose your key or are locked out there will be a charge of \$30 applicable and cost of a replacement card will be \$40.

The swipe card is issued to you for your sole use. It cannot be given to any other party without the express permission of UniLodge. If any person is found to be in possession of a swipe card without that authorisation, the key will be confiscated and the person found with that key asked to leave the premises immediately.

Lost mail box key, window or sliding door key incurs a \$30 replacement fee.

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

UNDER 18's

The following Procedures are specific for you, they need to be read, understood and followed in accordance with UniLodge's policy.

1. Prior to your arrival, the License to Occupy document must be signed and completed with contact details by your parent/guardian.
2. Upon arrival, our Customer Service Manager will meet and assist you with any questions or if you require any special assistance or specific help.
3. Residents must Check In every night between 8-8:30pm or 9:30-10pm at Reception with the Residential Advisor on duty. Once checked in, under 18 residents are not permitted to leave the premises.
4. Curfews apply to all Under 18 residents with checks being completed by Security at random intervals throughout the week. If you are going to be late home, please notify Security immediately on 0413 683 100.
5. Visitors' for Under 18's are not allowed to stay overnight.
6. If you go on vacation, you are required to complete the Vacation form at Reception and provide UniLodge written permission from your parent/guardian or Education Provider.
7. Alcohol and tobacco are not permitted for any Under 18 resident.

All Under 18 residents of UniLodge on Broadway – Sydney are bound by a 10pm curfew. The following procedures must be followed precisely by all residents:

As an under 18 student living in UniLodge you must:

- Sign the log book at Reception every time you leave and return to the building. . You need to provide your name, unit number and the time you left the building then returned to the building.
- You must report to UniLodge staff at Front Desk with your ID either between **8.00pm and 8.30pm or 9.30pm and 10pm** every night for your Curfew Check.
- After your Curfew Check, you are **not permitted** to leave UniLodge on Broadway - Sydney for any reason.
- The curfew is in place from **10:00pm** until 6am every day of the week. This means, curfew is in place from Monday to Sunday (inclusive).

In the event that you have failed to attend the Curfew Check by 9:30pm, the following will occur;

1. UniLodge Staff will call your room and mobile repeatedly
2. UniLodge Staff will send you a message using SMS, WeChat, Facebook or WhatsApp

If by 10pm you have not attended the Curfew Check in person, you are in breach of your contractual obligations and Critical Incident Reporting will commence. Once a Critical Incident commences a fee will be added to your account of \$35 for the first 30 minutes and the following steps will be taken:

3. UniLodge Staff will come and knock on your door
4. UniLodge Staff will enter your room and ascertain if you are home or in breach of your curfew conditions
5. UniLodge Staff will attempt to locate you by calling your Emergency Contact(s)
6. UniLodge Staff will report you as missing to your education providers, Campus Security and your guardian

If you have still not attended the Curfew Check in person by 10:30pm, a fee of \$20 per 30 minute block will be charged until you have attended Curfew Check in person with UniLodge Staff and you have returned to your unit. Your guardians will be made aware of the costs you have incurred as a result of your not attending Curfew Check. All costs incurred will be due and payable within 24 hours of the breach.

BUILDING FACILITIES

Bicycles/Storage

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into the Reception areas, lifts or any Resident apartment. Bicycles must be stored in the allocated area and chained to the bike racks provided in the basement car park. Please ask at Reception for details.

Garbage Room

A garbage room is located on each floor. All rubbish **must** be placed in the **chute** or bins in this room. Students found leaving their garbage in common areas or on the Garbage Room floor will be heavily fined.

Gym

The Gym is located on the basement floor. See Gym door notice for hours.

Ironing Rooms

Ironing rooms are located directly across from the Student Lounges. These are free of charge to all Residents.

Kitchens and Lounge Areas

There are communal kitchen with gas hotplates and a wok burner adjacent to the lounge area on every floor. You must supply your own cooking utensils. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. For safety reasons there are no ovens in the building.

Laundry

Two Laundries are located on every floor and have coin-operated washing machines and dryers available for Resident's use. For effective cleaning and drying, do not overload the machines. Change can be obtained from reception. DO NOT dispose of your garbage in the laundry rooms.

Mailboxes

Each apartment has its own lockable mailbox located in the Basement. A mailbox key is issued to you upon check-in.

Parking

Only those lodgers who have signed and paid for a car parking space are authorised to park their vehicle in the car park. These lodgers will then be granted access to the appropriate parking bay via their swipe card. If you would like to lease a car parking space please contact our Customer Service Team. If you need car parking for one day only, please see our Customer Service Team letting them know your apartment number. Casual car parking attracts a daily fee, which must be paid before exiting the car park. There is a car wash bay located in the Basement Car Park for the use of those Residents who have leased a car parking space.

Reception

Our staff can assist with any questions and queries you may have regarding the complex and the local area. If you need any kind of help or medical assistance, transportation advice or any general information, please let us know and we will help in any way possible. Our Reception/Front Desk operating hours are:

Monday to Friday

Reception: 8.00am to 8.00pm

Security 8.00pm to 8.00am

Saturday

Reception: 8.00am to 6.00pm

Residential Advisors on call: 6.00pm to 8.00pm

Security: 8.00pm to 8.00am

Sunday

Residential Advisors on call: 8.00am to 8.00pm

Security 8.00pm to 8.00am

Roof Top is open from 6.30am to 10.30pm (7 days in the week)

Swimming Pool and Spa is open in line with Gym trading hours.

Maintenance operates from Monday to Friday within business hours. If you have any maintenance issues over the weekend, they will be addressed on Monday.

Rooftop

Access to the rooftop is from Level 4. There are BBQs located here, which may be booked at reception if you would like to use one free of charge. For your own safety, no alcohol is permitted in this area. The rooftop is a no smoking area.

Transport

Information on public transport can be obtained from the Transit Help Line Phone (0) 131-500 or <http://www.transportnsw.info/>

Buses run along Broadway which is just a short walk from UniLodge, and head to all suburbs, including the CBD.

Central Railway Station is located 10 minute walk Broadway towards the city, past the UTS campus. There is an underpass sign posted and located on George Street that will take you to the Train Station which is on the opposite side of the street. From here you can catch all metropolitan, country and interstate trains.

For information about which bus, train or ticket you should buy, please see our Customer Service Team.

Utilities - Electricity, Gas & Water

Electricity, gas and water consumption is included in your occupancy fees. Electricity consumption is monitored electronically. If you are using more than is allocated to your unit, we will ask you to find ways to reduce your consumption. If excessive consumption continues, you may be asked to pay excess electricity. An invoice will be issued.

COMMUNICATION

Internet

Our high speed internet supplier is VostroNet. Included in your occupation fee is unlimited data per month. If there are any service type issues, please contact VostroNet via phone 1300 262 047 in the first instance.

Telephones

To receive incoming calls directly to your apartment, your family and friends will need to dial your unit number when prompted.

Residents can use the handset to contact another Resident without making an outside call – just pick up the phone and dial the unit number. To make an outside call, first dial “0” to get a line then dial the number. Charges do apply when making external calls.

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

Residents should be contacted through their direct number **ONLY**. Calls should not be directed through the switchboard.

Telephone in Your Apartment

Calls directly into your apartment, without going through a switchboard, will not incur any call charges to you. If you are unavailable, they can leave a message on your voicemail.

PLEASE NOTE: We Do Not Accept Reverse Charge Calls

Voicemail in Your Apartment

Each apartment is equipped with voicemail that can record your own personal message/greeting on the answering machine, which is activated if your line is engaged or if you are absent. To activate your voicemail and its various functions follow the steps outlined below:

System Access Number: Dial 5199

Notification of a message left:

The light on your phone will GLOW indicating to you that there is a message.

Recording your message

1. Lift telephone receiver and press 5199
2. You are now logged into your ‘voicemail box’
(Your ‘voicemail box password’ is 0000)
3. When you press ‘2’ you will be given instructions for recording your personal message.
4. Please follow the recorded instructions.

How to get your voicemail box messages when in your apartment

1. Lift the telephone receiver and press 5199.
2. You will need to enter the voicemail box password which is 0000.
3. You may now Play, Keep or Erase your messages by listening to the recorded instructions.
4. Please hang up the telephone receiver when finished.

About Phone Call Charges

To make a local, international, interstate or mobile phone calls without a phone card, dial '0' then the number directly. Please refer to your information pack for charges.

You can also use a **PRE PAID** phone card if you do not want to be charged.

* A connection fee of 0.25 cents per call apply

Commonly used Country Codes

Argentina +54	Belgium +32	Brazil +55	Chile +56	France +33	Germany +49
Hungary +36	Italy +39	Japan +81	Korea +82	Lichtenstein +41	Mexico +52
Peru +51	Spain +34	Switzerland +41	Taiwan +866	Thailand +66	Turkey +90

CONTACT DETAILS

Property Phone Number

+61 2 9338 5000

<u>Reception Phone Extension</u>	9
<u>Outside Office Hours Security Phone Extension</u>	9
<u>Residential Advisor Outside Office Hours (Under 18s)</u>	+61 466 352 866

Address Each apartment is allocated a mailbox, which is located in the Basement. Mail being sent to you should be addressed as follows:

Resident Full Name
UniLodge on Broadway - Sydney
(Unit Number) _ _ _ _ / 185-211 Broadway
ULTIMO NSW 2007

If your mail does not include your name as on your Licence to Occupy or the correct unit number it will cause delays in delivery and may result in not being accepted or returned to sender.

The Building

Name	UniLodge on Broadway - Sydney
Address	185-211 Broadway, Ultimo NSW 2007
Telephone	+61 2 9338 5000
Reception	Extension 9
Outside Office Hours Security	Extension 9
Emergency Contacts (Police, Fire, Ambulance)	If dialling from your home phone dial zero for an outside line first then dial 000

EMERGENCY PROCEDURES

If you see, smell or experience something that is concerning, raise the alarm with our Customer Service Team or Security immediately.

When the fire alarm is initially activated you will hear a tone that sounds like:

“Beep, Beep, Beep”

This is not the evacuation tone rather an alert tone as something has occurred in the building. There is no need to evacuate your unit on the sounding of this tone. Once the event has been determined, if possible and appropriate, an announcement will be made over the communication system.

If there is a situation that requires the building to be evacuated you will hear a tone that sounds like:

“Whoop, Whoop, Whoop”

If it is possible an announcement will be made over the communication system but if you hear this tone, you must evacuate your unit. Leave your unit and the building and:

- ✓ Stay calm.
- ✓ Gather your phone, wallet/purse/handbag, perhaps a jumper.
- ✓ Follow the instructions of staff.
- ✓ Assist any person in immediate danger but “only if safe to do so”.
- ✓ Leave the building via the nearest and/or safest fire stairs. **DO NOT USE THE LIFTS.**
- ✓ Once out of the fire stairs move to the Assembly Location for roll call.

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble at the **corner of Kettle Lane and Smail Street Broadway** until instructed by UniLodge Management or the presiding authority that it is safe to re-enter the building.



Fire Sprinklers and Detectors

Please note the following points:

1. The smoke detector in your apartment is connected to the automated fire alarm system which relays the call to the Fire Brigade automatically when activated.
2. Never cover your smoke detector in your apartment, as this will put everyone else in the building at risk and the Fire Brigade may fine you a minimum of \$1,350.00* for each call out. This is a serious breach and if you are caught tampering with the smoke detector or sprinkler. There are severe penalties and may result in eviction. *This price is subject to change without notice.
3. The smoke detectors in the corridors are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you have opened your door while you are cooking or boiling water and the smoke or steam from your apartment activates the alarm you will be liable for any costs from the fire brigade. The system is able to identify who caused the false alarm so the call out cost will be passed onto whoever triggered the alarm.

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

All fire safety elements are electronically monitored and will show as activated or faulty when tampered with so please understand misuse of these devices is easily identifiable by the NSW Fire Brigade.

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

HEALTH

Doctor, Dentist and Hospital

Doctor	Dentist	Hospital
Broadway Healthcare	Broadway Dental Sydney	Royal Prince Alfred Hospital
Broadway Shopping Centre Level 1/1 Bay Street Ultimo NSW 2007	14/185-211 Broadway, Sydney NSW 2007	Missenden Rd, Camperdown NSW 2050
02 9281 5085	02 9281 0100	02 9515 6111

Pharmacy/Chemist	Extended Hours Pharmacy	Counsellor
Chemist Warehouse	Blake's Pharmacy	Contact the Manager who can refer you or go to the relevant links on your university website
Broadway Shopping Centre Ground Floor/1 Bay Street Ultimo NSW 2007	20 Darlinghurst Road, Potts Point NSW 2007	
02 9212 4377	02 9358 6712	

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC 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.

In case of an emergency dial 000

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended.

OPERATING AND CARING FOR YOUR APARTMENT

Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival and as a condition of your occupancy you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has arranged for your apartment to be cleaned to this same standard and collected this cost at the beginning of your stay. This clean will cover cleaning all surfaces and vacuuming the carpets but will not include excessive amounts of rubbish removal, excessive scrubbing of any surface or steam cleaning carpet. These will be additional costs. Once the apartment has been cleaned to a standard that meets the expectations we will be able to finalise the release of your security deposit.

Glass and Aluminium

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

Cleaning Instructions

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

Heater

Your apartment is provided with a thermostatically controlled electric heater, mounted on the wall of your living area. The heater controls are located on the site of the heater unit.

IMPORTANT – HEATER

- Leaving a heater on whilst you are absent from the apartment is a fire risk. **Should a fire occur you will be held responsible for all damages.**
- Do not impede the airflow of the heater located on the apartment wall by storing, leaning or placing items, packages, clothing, etc. against the unit. This is highly dangerous and is an extreme fire hazard. It will affect the performance of the heater and could lead to damaging the unit and unnecessary service calls.
- Regular cleaning and maintenance of filters, is the responsibility of the Resident.
- Although heating the unit, leave the window open a little to ensure adequate airflow.

Joinery Items

Scratches and Cuts

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

Cleaning Instructions

- A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common, non-abrasive, detergent.

Light globes

On your arrival all lights should be working so they will need to be working when you leave. If your light globe needs to be replaced during your stay, our Maintenance team can assist. You will need to log a Maintenance Call at Reception.

These globes can get very hot if left on for long periods of time so do not allow anything to fall on top or cover the fitting. This is highly dangerous and is an extreme fire hazard. **Should a fire occur as a result of this misuse, you will be held responsible for all damages.**

Maintenance

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

1. Identify the problem and prepare to give the associated details.
2. Visit Reception and fill in the Maintenance Request form, authorising entry to your apartment.

Microwave Oven

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

Mirrors

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

Refrigerator

Your apartment is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on and the temperature at a consistent level. For best results, do not overload your fridge or freezer space.

Cleaning Instructions

- Do not use a knife to remove ice as this can result in piercing holes in the fridge. These will result in the replacement of the fridge at a cost to the resident.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas. Each one is connected to a 240V power supply via your unit switchboard.

Tiled Surfaces

- Do NOT clean the tiles with ACID.
- Do NOT clean tiles with any abrasive materials.
- Do NOT place potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

Venetian (Window) Blinds

Operating Instructions:

To alter the angle of the slats, rotate the clear operating wand in the appropriate direction. Do NOT over rotate the operating wand when the slats have reached their maximum open or closed position as damage may be caused.

When raising or lowering, always do so when the slats are in the horizontal position.

To LOWER the blind – gently pull the cords towards the center of the blind, maintain tension on the cords. This will release the blind from the cord lock that holds the blind in the raised position. Allow the blind to lower gently in a controlled manner.

Never let the blind fall down under its weight!

Never raise the blind and let go of the cords without first moving the cords to the lock position!

To RAISE the blind – hold the cords towards the centre of the blind, pull on the cords to raise the blind to the desired level. The blind can be stopped on the way up and held in any position by again moving the cords to the outside (this will engage the cord lock and hold in the blind position).

NOTE: Always ensure that when operating the blind, the cords are pulled in the direction of the centre of the blind. If the blind is raised and lowered with the cords in the vertical position, it may create wear on the cords over a period of time due to rubbing against the knurled edge on the cord lock rollers.

Cleaning Instructions

- Regular cleaning and dusting is advised (this will prevent excessive cleaning costs at the end of your occupancy). This should preferably be performed with a feather duster (or similar). The slats should be opened or closed slightly to dust between the overlap of the slats. Take particular care not to damage the delicate strands of the string ladder, which supports the blind.

Walls

Hanging Items on the Walls

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores, which are designed to not damage the walls once removed. These are 3M Brand adhesive/removable hooks. No sticky tape is to be used. No "blutac" is to be used as it can stain.

Inclusions

Residents are asked not to remove from their apartment any item or equipment that has been provided by UniLodge.

Insurance

Included within your fees is Personal Contents Insurance that will cover unspecified personal effects and valuables of up to \$5,000. There will be an excess of \$600 applied to each claim.

Any large complex is vulnerable to petty thieving, and UniLodge is no exception. We suggest that you **keep your door locked at all times.**

PAYMENTS

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

If you are having difficulties making your payments, please see UniLodge management BEFORE payments fall in arrears. We will do what we can to assist.

Occupancy Fees

Occupancy Fees are to be paid either up front at the start of the occupancy period or in instalments every two weeks and accounts must remain in credit throughout the term of the occupancy. Payments are to be made by Direct Debit.

Direct Debit is to be arranged for funds to be debited from your nominated account via the Bulk Electronic Clearing System. You are required to fill out a Direct Debit Request form at reception. Note there is a \$20 charge for any returned direct debit payments.

*If you are in breach of your License to Occupy pursuant to the provisions of clause 6.1.1 and demands to pay your occupancy fees have been served upon you on numerous occasions which you have refused to pay **YOU WILL BE EVICTED.** Repeated arrears will also be grounds for eviction.

Replacement of Swipe Card and/or Keys

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

Sundry Charges

These charges payable by Residents include all telephone charges, additional cleaning and repairs. These charges are to be paid in full in conjunction with the Occupancy Fee or every month if you have paid up front. The Resident will be required to make payment for outgoings within 3 days of the due date.

Unit Repairs

UniLodge employs maintenance staff and contractors to attend to any damages or problems that occur on the premises. The cost of general maintenance of the apartment is included. Replacement of consumables such as light globes and toilet paper are at the cost of the Resident. The Resident is liable for all damages or loss caused by negligence or misuse, and will be charged for any costs associated with rectification including labour.

SECURITY

Insurance and Security for your unit

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Intruders

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

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

- **UniLodge has 24 hour video surveillance.**
- **Do not show any person to a resident's unit, or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call reception.**
- **If in doubt call Management.**

RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM

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

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

Additionally, please find below my current contact details (email address & Australian mobile phone number) which UniLodge on Broadway will be able to contact me on throughout my stay and when required.

Au Mobile _____

Email _____

Signed _____

Date _____