



UniLodge School Street Studios

Resident Handbook 2019

33 School Street
Kelvin Grove
Queensland, Australia 4059

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WELCOME TO UNILODGE SCHOOL STREET STUDIOS!

We trust that your stay here with us at your new home at UniLodge School Street Studios will be both enjoyable and productive.

This Resident Handbook is designed to ensure that everybody understands the building, knows their rights and responsibilities and observes the relevant lease agreement so that all residents can enjoy their stay. Most of the information in this Resident Handbook is based on common sense and may have already been explained during the initial sign-up process. The regulations are designed for your **COMFORT**, **SAFETY** and **SECURITY**.

We hope that this Handbook will prove useful to you in answering any questions you have, and in assisting you with the most common concerns that you may have.

UniLodge School Street Studios welcomes you to an environment that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane. Everyone in the UniLodge team is here to help you settle in and feel at home throughout your stay.

Welcome to your new home. We look forward to a great 2018 together.

UniLodge School Street Studios Team

OUR TEAM

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

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs. Please feel free to come to Reception and we will be happy to give you the information you need.

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.

CONNECT WITH US

Connect with us at UniLodge School Street Studios!

Facebook: UniLodge School Street Studios

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

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

As part of signing your Lease Agreement, you will be acknowledging that you have read this Handbook and will abide by the expectations and rules set out in it. Should any changes occur to this document during your stay, you will be notified by UniLodge School Street Studios management via your email.

UNILODGE SCHOOL STREET STUDIOS CONTACT DETAILS

The Building

Name	UniLodge School Street Studios
Address	33 School Street Kevin Grove QLD 4059
Main Reception phone	+61 7 3505 5709
Emergency Contact (Police, Fire, Ambulance)	Dial 000 from your mobile/cell phone

Reception

Our staff will not only assist with questions and queries regarding the property, but have a range of knowledge about the local area, food, travel and general information.

Reception hours

Monday to Friday
8.30am – 4pm

After hours contact

Monday to Friday
4pm – 8.30am

Weekends
24 hours

Phone
0419 370 580

The after-hours number is to be used when:

- There is an emergency
- You notice something unusual or suspicious in the building
- You have locked yourself out

If you are experiencing noise related problems that are affecting your study, please advise us immediately, by contacting Reception during office hours or via our after-hours contact.

MAIL

Each unit is allocated a mail slot, which is located on the Upper Ground level entrance near the elevators.

Mail being sent to you should be addressed as follows:

Name (*English name*)
UniLodge School Street Studios
(Unit Number) _ _ _ _ _ / 33 School Street
Kelvin Grove, QLD Australia 4059

If your mail does not include your unit number it will cause delays. This may result in your mail being returned to sender.

It is possible that residents with a common surname may reside in the same unit during different time periods. Should you collect someone else's mail and then realised that it does not belong to you, you are to immediately return the mail to Reception.

Parcels

Parcels are accepted by Reception during office hours on behalf of the residents. No responsibility is taken for the state the parcel arrives in or when picked up by the Resident.

- If you have a parcel, you will receive a notification in your mailbox
- You can collect your parcel during office hours: Monday to Friday 8:30am to 4pm
- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family of residents. Ensure it is in the name in which you have signed your lease agreement so we can identify.
- If a parcel has not been collected within 2 weeks of delivery we will return the unclaimed delivery back to sender.

We will not accept parcels for departed residents. Any parcels or mail received for departed residents will be returned to sender.

Sending Mail

The closest Post Office is located:

C Block Qut Campus,
149 Victoria Park Rd,
Kelvin Grove QLD 4059
Phone: 13 13 18

COMMON ROOM AND BUILDING FACILITIES

Whether it's studying, socialising or relaxing, there is a space for you within the exciting common areas at UniLodge School Street Studios.

As a community we are all responsible for maintaining the environment in which we live. As Residents, you have a responsibility to maintain the complex in a state acceptable to all residents.

Laundry

The laundry is open 24/7 and is located on the 1st floor. It has coin and online payment options for resident use. Washing machines and dryers cost \$4.00 per use or \$5.00 if you wish to wash with hot water. There is communal washing powder available for resident use.

For effective cleaning and drying, do not overload the machines. Please ensure to place your washing powder and other cleaning products into the appropriate container.

If you encounter any difficulties with the laundry equipment please contact reception.

Bicycles

Bike racks are available to residents and are undercover and secure. The bicycle spaces are limited in the garage and it is recommended that residents use a lock and key once their bicycle is placed on the hanging racks on the wall.

Parking

Limited car park spaces are available at an additional charge of \$15 p/w. Should you wish to park your vehicle in the car park located on the ground floor please complete and submit an Application Form, available from reception. If your application is approved, you will be issued a card programmed to allow access to the car park. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge School Street Studios will be removed.

In addition, there is street parking along School Street with car parks for residents and visitors within a 2 hour limit Monday to Friday Monday to Friday - 7am to 6pm and Saturday - 7am to midday. If you have a car but there are no car parks available we suggest getting a council permit to park on the street for longer than the 2 hour limit. More information is available from reception.

Rubbish

Please empty your rubbish into the rubbish chutes located on each floor. There are bins for both general waste as well as recyclable materials. Please make sure your rubbish is properly secured in a tied up garbage bag. No loose garbage is to be placed down the garbage chutes. Rubbish is not to be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

Recycling bins are available at the front of the building; the bin is located in front of the garage doors and it is the one with the yellow lid. The large red bins are for any large items, house hold items or loose items. These items are not to be placed down the garbage chutes.

Study Spaces

Studying is an integral part of living at UniLodge and we want to ensure you have enough space to study. There are dedicated study areas available on many of the floors. Please respect these spaces and abide by the expectations.

Intercom

All residents have access to the intercom with the provided telephone in their room which allows you to be notified when your visitors have arrived. If you are unsure if the visitor is for you, do not let them in. If there is suspicious activity at the front of the building or you are unsure if a person waiting outside the building should be let in, please contact the residential advisors on the after-hours mobile number.

GENERAL INFORMATION

House Rules

As part of your lease agreement, you will be supplied with the House Rules for UniLodge School Street Studios.

This document covers the rules and expectations in regards to:

- Common Areas and Share Facilities
- Maintenance procedures
- Resident behaviour
- Bike Parking
- Car Parking
- Alcohol
- Drugs and Illegal substances
- Gambling
- Smoking
- Noise
- Pets
- Visitors and Overnight guests

- Harassment
- Security
- Social Media
- Complaints and Disputes
- Requests by staff
- Abiding by House Rules

If you have any questions about any of these House Rules, please contact Reception.

Internet

As a resident of UniLodge School Street Studios, you are allocated 20GB of Wi Fi per month. If you have used all of your data there are affordable pricing plans that connectmy offer. These are: 25GB for \$25, 50GB for \$35, 100GB for \$40 and 400GB for \$50. These can be purchased through your online login for your internet. All purchased data gets rolled over once into the next month.

Video surveillance

UniLodge School Street Studios has 24 hour video surveillance. While these cameras can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.

Security

Apartment doors must remain closed at all times. They are not to be held open, propped open or held back by any objects whether the resident is in the apartment or not.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at UniLodge. Identification should include a photo and your name in English. It also allows after-hours access should you lose your access card. **You should always keep your access card and identification separate.**

Social Gatherings

Social gatherings are an important part of University life, and residents may gather together for social occasions. Resident's must consider the aspect of noise, security, and abide by the rules for the use of communal spaces.

Events in Common Spaces

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this, and is sober and present for the duration of the party.

You must complete an Event Request form (available from Reception) if you wish to use the common spaces. The Event Request form is designed to ensure that the interests of other residents not attending the party and people attending the party are adequately considered by the host.

Applicants are required to adequately describe the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge School Street Studios Handbook or House Rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

Events will conclude by 10 pm at the latest.

Non-residents of UniLodge

Unfortunately it is common for problems associated with social gatherings to be linked to guests of residents. We have several rules that apply to non-residents.

Hosts should be aware of these rules:

- Residents and their guests at UniLodge are to show respect for each other and for our building as members of the UniLodge community.
- Residents are responsible for their guests and will be held financially accountable for any misconduct on their part.
- Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave.

Visitors

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge's rules and regulations on the lease agreement, the House Rules and the UniLodge School Street Studios Resident Handbook. All visitors must leave by 10:00pm on Sunday – Thursday nights and 11 pm on Friday and Saturday nights.

All unwanted visitors or trespassers should be reported to UniLodge School Street Studios.

Overnight Guests

One overnight guest at a time is permitted in studio apartments.

All residents must notify reception of intended guests stay.

Guests are allowed to stay for a maximum period of three nights only. If you would like to discuss a longer stay, please see Reception. A guest can only stay for a maximum of three consecutive nights at UniLodge School Street Studios and will not be permitted to be signed in by another resident to extend their stay at the property.

All guests must obey all of UniLodge's rules and regulations on the lease agreement, the House Rules and the UniLodge School Street Studios Resident Handbook. Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their Guest commits.

Guests who do not abide by the rules and regulations of UniLodge School Street Studios can be asked to leave at any time.

Exam and study times

During official University study and exam periods, no social gatherings can be held that disturb other residents. Residents who finish their exams early and wish to celebrate are advised to celebrate outside of UniLodge.

Official UniLodge events held during this time will normally be low key and aimed at providing residents with the opportunity to take a quiet break from study.

Criminal Activity

Any criminal activity associated with a gathering or event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those under 18 years old.

Intruders

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

Remember:

- Do not swipe your card for any other person via front or back entry door
- 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.
- Tell the visitor to call Reception.
- UniLodge has 24 hour video surveillance.

If in doubt, contact UniLodge School Street Studios Staff.

Personal belongings and insurance

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they may not be covered by UniLodge policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge School Street Studios is no exception. UniLodge is not responsible for any damage caused to your personal items during your stay with us.

Transport

- Information on public transport can be obtained from the Transit Help Line Phone 13 12 30 (calling card or mobile only), or [www.http://translink.com.au](http://translink.com.au).
- UniLodge School Street Studios is also located with easy access to a number of bus routes as well as a free campus to campus shuttle for QUT students.
- The closest bus stops are located at Kelvin Grove Road.

Access to other apartments

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

Absent from your apartment

If you intend to leave your unit for longer than 3 nights, please ensure you advise Reception. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid 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 rental payments prior to going on holiday.

Additional furniture

The installation of other furniture into a resident's apartment is not permitted unless a written application (with dimensions and all applicable details) is submitted to, and approved by UniLodge management. Every request will be looked at separately depending on the size of the unit and furniture required.

Health and Safety

As Residents you must not partake in any act or behave in a manner that will promote a hazard to yourself or someone else. This includes, but is not limited to: 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.

Social Media

UniLodge is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of UniLodge can share content, ideas and experiences, and find helpful information on UniLodge's various official and associated social media sites, such as the UniLodge School Street Studios Facebook page. We invite you to use them to connect with UniLodge and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms, and also observe the following guidelines. UniLodge reserves the right to remove posts that don't comply, or are judged to be unacceptable.

These guidelines will grow and change as the social media networks themselves grow and change.

General Principles

- *Think before you post.* The internet has a history of thoughtless posts that user's later regret.
- *Be respectful.* UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- *Be accurate.* Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
- *Be honest.* Be honest about who you are. State your sources when quoting others.
- *Be ethical.* Ensure your posts are fair to all concerned and do not exploit others in any way.
- *Don't breach copyright.* Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- *Add value and don't spam.* Supply and share information that is relevant and of interest to the UniLodge community.
- Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- *Protect your privacy.* Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

UniLodge recognises that your personal social media accounts are your private property and does not require you to engage with UniLodge online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

Complaints

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 some difficulty in your life at UniLodge, don't hesitate to raise it with a staff member. In most cases, problems can be resolved through informal enquiries and discussions.

Here are some steps to follow if you need help to resolve a problem:

- Talk politely and openly to the person involved. It is best to be open and honest and try to resolve the issue with the person directly. This isn't always easy, but will give you the chance to voice your concerns personally.
- If you feel the matter has not been dealt with, inform the person that you will take the matter to UniLodge staff.
- If you feel the matter has not been dealt with, you can take the matter to the Manager of UniLodge School Street Studios and submit a complaints form via Reception. Your complaint will remain confidential.

ON ARRIVAL GUIDELINES

This handbook forms part of your 'Lease Agreement'. You must read these documents and, once understood, sign the Lease Agreement as agreement to abide by the Building Rules and contract obligations.

Access Card

You are issued with an Access Card when you check in. The access card will give you entry to the front and back entrances, laundry and your apartment/ bedroom.

The access card should be carried by residents at all times. Your access card must not be given to any other person. Should you **lose your access card or be locked out of your apartment**, you must contact Reception immediately.

Replacement of Access Card

There will be a cost to the resident to replace their Access Card if they are lost. If an access card is missing for more than 24hours it is classed as lost and a replacement card will be issued.

Prices for the replacement of lost access cards and lock out fees:

Swipe Cards:	\$50.00 each.
Lock out fee:	Free of charge for the first time. \$50 per lockout applicable for after-hours assistance

RIGHTS & RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

Resident's Rights:

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

UniLodge's Rights:

- To send Remedy of Breach notices to residents who break the terms or conditions of the Lease Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their Rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the apartment during reasonable hours, after issuing the resident with an Entry Notice.
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request identification from residents.

Resident's Responsibilities:

- Pay the rent by the due date and by 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 any other resident.

- 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/maintenance issues to your apartment in writing.
- Pay for charges as outlined in the Lease Agreement.
- Abide by the terms of the Lease Agreement and rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your apartment.
- Be responsible to pay for any False Fire alarm call outs that may occur from your apartment.

UniLodge's Responsibilities:

- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Providing 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 the common areas clean.

RULES OF YOUR LEASE

The House Rules, and the following, form part of your Lease Agreement with UniLodge. Please read these Rules and if you have any questions or need a translator advise Reception.

Eligibility of Residents

- All Residents and other occupants must be registered and sign a Tenancy Agreement.
- UniLodge School Street Studios is **NOT** a suitable environment for children under the age of 16.
- Residents must not sub-let the apartment under any circumstances.

Building Security

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

- Residents must carry identification at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances may Residents loan out their Access Card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of the Lease whilst in the building.
- Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Requests by staff

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

Behaviour

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

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 reliant on drugs or other substances (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.

Smoking

UniLodge is a smoke free building which includes the apartments, balconies and common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the Resident responsible. In Queensland there are strict laws about how close to buildings you can smoke. Make sure you are familiar with these laws.

Smoking is only permitted at the front of the building. Smoking in any other areas within the building will result in warnings and potential eviction from the building. Repeated offenders will be issued with a Notice to Remedy Breach.

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.

Gambling and Gaming

Gambling is not permitted on the premises.

Furniture and Equipment

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

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

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.

Pets

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

Behaviour

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

Cleaning and Inspections

All Residents are responsible for the day to day cleaning of his or her apartment. In addition to this, UniLodge apartments will also be inspected randomly, after due notice is given, for faults or damage. Vacuum cleaners are provided on every level and are free for all residents to use.

Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (*please contact reception for pricing*). You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond.

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Lease Agreement, 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 Lease Agreement to assess any damage to the apartment, its furniture and equipment.

The completed Condition Report must be **returned to the office within 72 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 lease.

Eviction

UniLodge Rules of Lease promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Leave" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Leave" will be given to any Resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or 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.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found smoking in their room or in any other area of the building
7. Is found to have tampered or removed the smoke alarm in their room.

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

Bond

Bond equivalent to four (4) weeks rent is required. Bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease and / or for any further period in which the resident may occupy the apartment. The bond cannot be used for rent unless authorised by the General Manager. The cost of repair or excessive cleaning may be deducted from the bond.

Termination of Lease Agreement

A Lease Agreement may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the Lease Agreement or the Rules of Lease.
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 Lease Agreement all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines.

PAYING YOUR RENT

Residents whose payments are in arrears will be issued with breach notices

Rent

Rent is to be paid as per the Lease agreement, and must always be in advance.

Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Deposit at the bank into the nominated UniLodge Bank Account.

Bank Account Details

Account Name: BCA Management Pty Ltd T/A The Manors
Bank: St George Bank
BSB No: 114-879
Account Number: 431-063-644
Swift Code: SGBLAU2S
Payment Reference: Please use the reference 'SS' followed by your name and room number

EXAMPLE: SS101SMITH

Payment of Rent must be received on or before the due date.

Direct Debit Decline Fees

Should a direct debit payment be declined by the resident's bank, you may be charged a processing fee

UNILODGE REFUND POLICY

Bond and Advanced Rent

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 more than 28 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded. However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Lease Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.

Bond is refundable at the end of a Lease Agreement, which is not renewed. The conditions for this are: rent is paid 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 cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond, as is the departure cleaning fee.

No Refund

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

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

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

RENEWING YOUR LEASE

Renewing your lease is easy with UniLodge! All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals and we will be in contact with details.

TERMINATING YOUR LEASE

Breaking the Lease Agreement

The Lease Agreement is a legally binding document which if broken may continue to incur charges for the Resident. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible.

There is no set amount of notice a Resident can give if they wish to break the Lease Agreement early. However, it is in the Resident's best interest to give as much notice as possible and, as a guide, two weeks' notice should be the minimum time.

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

- Pay up front the remainder of occupancy fees that are due under the agreement.
- Find another suitable person, approved by UniLodge School Street Studios Management, to take over your apartment, or UniLodge will conduct this on your behalf. An early termination fee equivalent to 2 weeks rent plus GST applies, as well as rent up until the next resident moves in/end of lease (whichever comes first). UniLodge does not guarantee being able to find a replacement resident for the lease.

In all cases the apartment must still be returned to the same standard that it was in at the commencement of the lease.

You have entered into a legally binding agreement and you are responsible for the payment of the lease 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.

EMERGENCY PROCEDURES

Upon Fire

- Assist any person in immediate danger only if safe.
- Close door.
- Call Fire Brigade (000) from your mobile phone.
- Mitigate fire if safe to do so.
- Evacuate to assembly area.
- Remain at assembly area and await instruction.

Assembly Location

Refer to posters and signage in building.

Fire Sprinklers and Detectors

Please be informed about the following points:

1. The smoke detector in your room is connected to a fire alarm system.
2. Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering may cause a system fault and/or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions (current fines exceed \$1200). You may also be responsible for the cost of repairs to the system that tampering may cause.
3. In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines (currently in excess of \$1200). Please open your windows and fan the fumes away from your detector.
4. **Should there be a fire, dial 000 immediately.**

False alarm callouts can incur a fine which you will be responsible for paying.

With just a little extra care, we can all reduce the chance of false alarms.

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 litres of water to gush into your unit, which will flood not only your unit 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

LOOKING AFTER YOUR APARTMENT

If there is an emergency situation such as a flood, a shower that won't turn off, a room door that won't lock etc. please call Reception or the after-hours contact details immediately.

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. Contact Reception and fill in the maintenance form.
3. Photos of the damage or concern are very helpful

Apartment Repairs

UniLodge employs maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs.

Appliances and Systems

Refer to instruction manuals located in your studio for correct usage.

Glass and Aluminium

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

WHAT NOT TO DO

- 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.

Joinery Items

Cleaning

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 detergent. Wax or other polishes are unnecessary and should not be used. **N.B.** Please refrain from using any caustic cleaning agent on any surfaces.

Scratches and Cuts

Chopping and cutting directly onto the surface can damage laminex/stone 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.

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

Microwave Oven

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

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.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas. If you attempt to tamper, cover or remove your smoke alarm you will be fined.

Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of METHALATED SPIRITS or cleaning liquid that does not contain solvents can be used.

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.

Walls

Hanging Items on the Walls

Please be very careful of what you stick onto the walls. Do not staple, stick, or pin any items to the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. No sticky tape is to be used. No blue tack is to be used as it can stain paint.

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. We can provide confidential support and advice.

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different expectations.
- Living away from home, and looking after 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.

UniLodge staff are here to assist you with all these questions and more. Feel free to visit Reception and we will be happy to help you find the information you need.

GETTING SETTLED

Some students coming to Brisbane for the first time may experience some 'culture shock'. The people, the weather, the food, and the buildings may be new and it may take you a little time to get used to your new surroundings.

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 our Community Spirit Events, so that you will have the opportunity to make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff is here to help you! We also have many students from different countries who are going through the same experiences as you. Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

HEALTH AND WELLBEING

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. Emergency care is also available at some medical centres. If you need to visit the hospital remember to bring your health insurance card and any medicines you are currently taking.

If it's not an emergency, go to a doctor or GP ('general practitioner') or visit a medical centre.

In case of an emergency dial 000 from a mobile

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended. *Please check with your individual health cover what you are covered for.*

The non-emergency transport to hospital is a private matter. Where appropriate, UniLodge will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, UniLodge will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel. If staff accompany a resident to a hospital there is no requirement for them to remain after medical care has commenced.

Health Services

The following health services are available near UniLodge School Street Studios. Before using the services, please ensure you enquire about the costs and services offered with regards to your personal health cover.

(These services are only provided as a guide and are not endorsed by UniLodge School Street Studios.)

<u>Hospital and Emergency</u>	<u>Doctor</u>	<u>Dentist</u>
Royal Brisbane and Women's Hospital Bowen Bridge Rd & Butterfield St, Herston Phone: 07 3646 8111	QUT Medical Centre Level 2/44 Musk Ave, Kelvin Grove QLD 4059 Phone: (07) 3138 3161	Urban Dental 5/44 Musk Ave, Kelvin Grove QLD 4059 Phone: (07) 3839 9488

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.

Read your health cover guidelines **carefully** so you know what is covered and what you may be charged for when seeking medical assistance.

Short Term Illness

UniLodge accepts the possibility that residents may suffer a debilitating illness that is neither communicable nor notifiable, for a short time. In such cases, UniLodge undertake to extend every reasonable support, and to encourage residents in the pursuit of their studies.

Communicable Disease

In the case of contracting an infectious disease such as measles, a resident must notify UniLodge management immediately. To ensure the health and safety of all residents, the resident is to cooperate with UniLodge to ensure they abide by instructions given.

Some strategies may include

- in-house isolation by: Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the building;
- Excluding himself/herself from any UniLodge activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route;
- Care with coughing, sneezing in common areas, etc.

If there is a breakout of an infectious disease involving a significant number of residents, Management will seek medical advice from relevant Health Services about how best to contain it.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to Management. Where Management reasonably believes the resident has a notifiable disease, it will refer the resident to a health service or the resident's own GP for a medical assessment of whether the resident has a notable disease.

Medical conditions

To assist UniLodge to support our community, residents may wish to disclose medical information to staff which will assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with the Manager and this will be conducted in a confidential environment.

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!

ASSISTANCE FOR COMMON CONCERNS

Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, some tertiary providers have their own ways of assisting students financially.

Personal Problems

Do not be afraid to confide in the Customer Service Manager to discuss any personal concerns that are getting you down. They are here to support you and provide guidance, assistance and referral where necessary.

Any one affected by illness, accident or death of a relative or friend, should talk to the Customer Service Manager. If necessary, we can assist you to find the most appropriate services for further support.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. **All matters discussed will be kept confidential.**

Harassment

UniLodge School Street Studios is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge School Street Studios who is found to have undertaken any form of discrimination or sexual harassment will be issued with a breach notice which could potentially lead to termination of lease.

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

Harassment is any type of unwelcome behaviour that is based on one of the attributes covered by anti-discrimination law and which embarrasses, offends, humiliates, intimidates or scares the person being harassed.

Harassment may include one or a combination of the following, but is not limited to:

- racist jokes;
- verbal abuse or derogatory comments based on race;
- derogatory comments based on pregnancy;
- homophobic abuse and/or material displayed (eg. on the notice board);
- verbal or written abuse directed at a transgender person;
- ethno-religion, marital status, actual or presumed homosexuality, or actual or presumed carers' responsibilities;
- making derogatory comments or jokes at the expense of a person with a disability;
- derogatory comments or abuse based on a person's age.

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.

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

Social Support

UniLodge will organise Community Spirit Events throughout the year. 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 may assist in overcoming any loneliness you could experience, 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 be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help refer you to the relevant department or faculty that will be able to assist with your concerns. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide an environment in which you can maximise your academic achievements.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge School Street Studios 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.

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 Residential Advisors and UniLodge Staff.



UniLodge's Multicultural Vision

We promote a culture 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.
- 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 webpage, where you can register for events via Ticketbooth on the Community Spirit page. The wide range of events will be loaded via Ticketbooth for the upcoming months so you can see what events are coming up and choose the ones you wish to attend. So simple! Our customer service staff at Reception are able to assist you or answer any questions you may have.

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

<https://www.facebook.com/SchoolStreetStudios>

