

UniLodge @ Curtin University



2019 Resident Handbook Bentley Campus

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1. WELCOME TO UNILODGE @ CURTIN UNIVERSITY

We trust that your stay here will be both enjoyable and productive. The UniLodge Residence Team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Residency so that all residents can enjoy their stay.

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

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

UniLodge Residence Team wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Perth.

Enjoy your stay!

The UniLodge Residence Team

2. SETTLING IN

Most students coming from overseas experience a certain amount of 'culture shock'.

The people, the weather, the food, and the surrounding 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 make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are 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.

3. WE CARE ABOUT YOU! – PASTORAL CARE

UniLodge strives 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.
 - Basic establishment tasks e.g. bank accounts etc.

UniLodge staff are 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.

Anyone affected by illness, accident or death of a relative, should talk to the Residential Life Manager or Area General Manager. If necessary, we can refer you to Curtin University's counselling service for further support.

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.

Our Residential Advisors might come and knock on your door with a bag of lollies or stop you in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services.

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.

3.1. Academic Support

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 have any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles - we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

3.2. Community Spirit Program



What is Community Spirit?

Community Spirit is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Advisors, the Residential Life Manager, the Customer Service Staff, and the Area General Manager.

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.
- 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 @ Curtin University webpage, where you can register for events via the Student App on the Community Spirit page. The wide range of events will be loaded via the Student App 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.

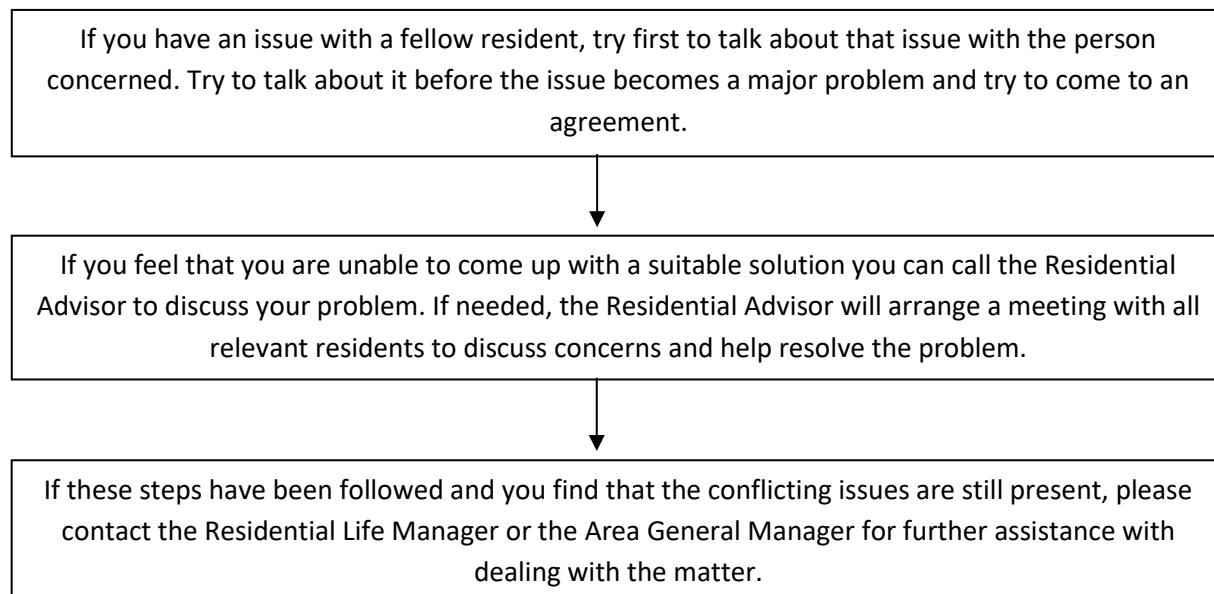
3.3. Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, universities have their own Student Financial Service Unit usually managed by a Student Services Department.

3.4. Living Together @ UniLodge

Living Together @ UniLodge

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. The following steps will help you should any conflicts arise...



Tips for happy living in a multi-share apartment

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

To assist residents living in multi-share apartments, our Residential Advisors will host apartment meetings with you and your apartment early in the semester which will result in the signing of a written apartment agreement for the apartment to abide by. If you join a multi-share apartment who has already signed an agreement, you will have an opportunity to agree to the existing agreement or request another apartment meeting. Apartment meetings are compulsory for all multi-share residents.

3.5. Personal Problems

Don't be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. They are here to support you, provide guidance, assistance and referral where necessary.

To support your welfare and learning, Curtin also have a Student Wellbeing hotline (which is available during office hours) and email address, which have been provided below.

Phone: (08) 9266 2662 or 1800 244 043 (toll-free)

Email: studentwellbeing@curtin.edu.au

Visit: Building 103

3.6. 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.**

3.7. Bullying, Sexual Harassment and Assault, and Discrimination

Bullying, sexual harassment and discrimination are not tolerated and is against the law in Australia.

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

The *Anti-Discrimination Act* makes discrimination unlawful on the basis of a person's **gender, race, age, sexual preference, religion, political beliefs or activities.**

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate or threaten another person. Examples include: behaving aggressively, teasing or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Sexual harassment includes the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where there a reasonable person would have anticipated that the conduct would offend, humiliate or intimate another person:

- unsolicited acts of physical intimacy;
- unsolicited demands or requests (whether directly or by implication) for sexual favours;
- a remark with sexual connotations relating to another person;
- engaging in any other unwelcome conduct of a sexual nature directed at another person;

We are committed to providing a respectful and safe place to study and live.

If you are feeling unsafe, unsure what to do about threatening or unwanted behaviour, or if you or someone you know has experienced sexual harassment or assault, the Curtin Safer Community Team can provide support, advice and options.

Phone: (08) 9266 4444

Email: securitycommsoffice@curtin.edu.au

Web: <https://campaign.curtin.edu.au/respect-now-always/>

Confused about consent? Watch the **Tea Consent** video:

<https://www.youtube.com/watch?v=fGoWLWS4-kU>

SafeZone

Download the free SafeZone app at safezoneapp.com or from your device's app store. SafeZone is free for all Curtin University staff and students, connecting you directly to the University Safer Community Team if ever you need help while on campus.

If you think you have been subjected to bullying, sexual harassment or discrimination please contact the Residential Life Manager and the appropriate steps will be taken.

3.8. LGBTIQ Support @ Curtin

At Curtin, you're welcomed into an environment where you're respected and valued, regardless of your sexual orientation, gender identity or gender expression. If you identify as LGBTIQ+ (Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Questioning and otherwise diverse in their sexuality and/or gender), you can access a range of support and resources.

A Curtin Ally is a student or staff member who is informed about, sensitive towards, and understanding of, lesbian, gay, transsexual, transgender, intersex and other sexuality and gender diverse (LGBTI) people. This network aims the experience and human rights of LGBTI people. A Curtin Ally provides support directly/indirectly by:

- Offering a confidential and safe environment for LGBTI people to talk about issues and obtain information
- Addressing homophobic behaviour in the university and workplace
- Staying informed about issues affecting LGBTI people.

For more, visit <http://life.curtin.edu.au/health-and-wellbeing/sexuality-and-gender-diversity.htm>

3.9. 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.

The Social Support Advisors (SSAs) at Curtin University can also help you identify social wellbeing concerns and work with you in an individual consultation to help find healthy and useful solutions.

This may include:

- Financial and budgeting concerns
- Accommodation support – housing concerns or potential evictions
- Nutritional needs – lack of money for food and nutritional advice for a healthy, balanced diet
- Family and domestic violence concerns – safety planning, support with legal proceedings, referrals to external agencies
- Hygiene concerns
- Medical issues/hospitalisations – liaison with hospitals, support agencies and family members
- Relationship issues
- Support for victims of crime
- Adapting to a new culture.

The Social Support Advisors and Services conduct workshops in residences throughout the year with the aim of addressing different social wellbeing concerns to help you stay healthy. The SSAs are located within Counselling and Disability Services on the Bentley Campus, in Building 109, on the second level. To schedule an appointment with a SSA, phone +61 8 9266 7850 or 1800 651 878 (free call outside metro area). For more, please visit <http://life.curtin.edu.au/health-and-wellbeing.htm>

3.10. Faith @ Curtin

Information regarding places of worship, faith communities and religious equity can be accessed at Curtin University's multi faith services website <http://students.curtin.edu.au/personal-support/faith/>

3.11. Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and as such staff and residents alike are responsible for maintaining a safe and secure environment at all times. As a resident, you must not directly cause or contribute towards an accident e.g. preventing easy access or exit from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

3.12. 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 Residence Team. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - Talk politely and openly to the person involved

Step 2 - Inform the person that you will take the matter to UniLodge Residence Team

Step 3 - Inform UniLodge Residence Team of the complaint, and they will work with you to resolve the issue.

If UniLodge Residence Team make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you are able to have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge National General Manager Operations.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

3.13. Your Shop

As a UniLodge resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you - our UniLodge online shop, **Your Shop** is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive; items are available for purchase throughout your stay with us at UniLodge.

Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, with residents even comparing the quality of our linen to that of a 5 star hotel!

Visit <http://unilodge.com.au/shop> to place your order.

4. RIGHTS & RESPONSIBILITIES

4.1. Resident Rights

- a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- b) Peaceful enjoyment of the premises.
- c) A secure environment.
- d) To be given a copy of the Accommodation Agreement.

4.2. UniLodge Rights

- a) To send Remedy of Breach notices to residents who break the terms or conditions of the Accommodation Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b) To issue Remedy of Breach notices to residents defaulting on their accommodation fee payments, and to send a Notice to Leave if not remedied.
- c) To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- d) Request ID from residents.

4.3. Resident Responsibilities

- a) Pay the accommodation fees by the due date and by the agreed method of payment.
- b) Do not use the premises for illegal purposes.
- c) Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- d) Keep the premises and inclusions clean.
- e) Be responsible for your guests' behaviour.
- f) Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- g) Report to UniLodge any damage/maintenance issues to your premises in writing.
- h) Pay for charges as outlined in the Accommodation Agreement and this handbook.
- i) Abide by the terms of the Accommodation Agreement, rules and regulations of the building.
- j) Only use the premises for residential purposes unless otherwise agreed in writing.
- k) Pay for any blown light bulbs or damage in your apartment.
- l) Pay for any false fire alarm call outs that may occur from your apartment.

4.4. UniLodge Responsibilities

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

4.5. Copyright @ Curtin

Curtin students are subject to the provisions of the *Copyright Act 1968*, so it's essential to be aware of what you can and can't copy.

For further information on copyright restrictions and entitlements that apply to your university work, go to the Copyright website at <http://copyright.curtin.edu.au/home/what-is-copyright/>

5. YOUR AGREEMENT WITH US

5.1. Condition Report

At the commencement of your Accommodation Agreement, an Entry Condition Report will be completed and signed by both you the resident and a UniLodge representative. This Condition Report will be used at the end of the Accommodation Agreement to assess any damage to the apartment, its furniture and equipment.

The completed Condition Report must be **returned to the office within 2 business days** of you receiving the report. Failure to do so will result in the Condition Report forming the basis for any security deposit claims at the end of your agreement.

5.2. Eviction

UniLodge Rules of Residency promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore or transgress these guidelines, you shall receive written warnings from UniLodge Residence Team. Residents who have received warnings and continue with such behaviour will face termination of their Accommodation Agreement.

Where a resident's behaviour is deemed to be "unacceptable" by UniLodge in connection with any incident, their Accommodation Agreement can be terminated without prior warning. Unacceptable behaviour may include but is not limited to:

- a) Carrying, using or distributing illegal drugs or other illegal substances.
- b) Harassment, abuse or discrimination of another resident, staff member or person.
- c) Sexual/physical abuse of another resident, staff member or person.
- d) Theft of another person's property.
- e) Significant interference with the peace, comfort or privacy of another resident or staff member.
- f) Smoking within an apartment or in any other area of the building
- g) Tampering with or removal of the smoke detector in their apartment.

Many of these behaviours are against the law. Residents should be aware that in addition to eviction, matters may be referred to police, and/or Curtin University for consideration under the University's Student Conduct Regulations.

5.3. Security Deposit

- a) A security deposit equivalent to four (4) weeks' rent is required. The security deposit is held in an account on behalf of the resident for the term of the residency and / or for any further period in which the resident may occupy the apartment.
- b) The security deposit cannot be used for rent unless authorised by the Area General Manager.
- c) The cost of repair or excessive cleaning may be deducted from the security deposit.
- d) The resident is not entitled to make a claim on any interest of the security deposit.

5.4. Termination of Accommodation Agreement

The Accommodation Agreement may be terminated if:

- a) The resident fails to pay rent by the due date and all notices to remedy have not been satisfied.
- b) The resident's behaviour is deemed "unacceptable" by UniLodge (as defined by the Accommodation Agreement).
- c) 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 the Agreement all the residents' personal property must be removed. Any property left in the apartment will be disposed of.

5.5. Land and Traffic By-Laws 2008 (Curtin University of Technology)

By signing your Accommodation Agreement, you agreed to all the terms and conditions set out in the Accommodation Agreement and acknowledged receipt of a copy of all documents. The link below will direct you to a current copy of the *University Land and Traffic By-Laws*. Please read the document to ensure that you are aware of all the condition of your Licence.

Garden Beds

Garden beds are to be kept clear of rubbish at all times and will be checked for cleanliness. Vandalism of reticulation or plants is a breach of both your Accommodation Agreement and the *Land and Traffic By-Laws* and will result in disciplinary action.

For more, visit <http://policies.curtin.edu.au/legislation/bylaws.cfm>

6. RULES OF RESIDENCY

These rules form part of your Accommodation Agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise the customer service staff at reception.

6.1. **Alcohol**

You are **NOT** permitted to consume alcohol in common areas, which will be monitored by staff after hours.

Alcohol drinking paraphernalia, such as beer bongs, are prohibited. These items must not be stored in locations that are visible from common areas or general access areas.

The consumption of alcohol is permitted for residents of legal age but must be kept to a sensible level so as not to cause stress or inconvenience to other people. The following Rules apply:

- Alcohol must not be supplied to any person under the age of eighteen (18) – nor must it be shared in a manner which makes it accessible to any underage person
- Alcohol must not be supplied to any person who is intoxicated
- Drunkenness is unacceptable in residence, and residency may be terminated on these grounds
- Residents are NOT permitted to allow any non-resident who is under the influence of alcohol entry to the residence or their apartment/unit, to visit or sleep. This includes people who reside at other on-campus residences
- Drinking games – and the use of implements for drinking games (like funnels) that encourage binge drinking and the excessive consumption of alcohol – are prohibited. If found, drinking games implements will be confiscated.
- If someone you know is being affected by the consumption of alcohol, you may like to seek assistance or advice from one or all of the following: UniLodge Residence Team of your residence, Curtin Safer Communities, Counsellors, Counselling Service and/or a Doctor.

6.2. **Behaviour**

Residents must agree to abide by the code of behaviour which is captured throughout this handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Breaches of the code of behaviour will be dealt with by Residence Team. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Accommodation Agreement; you will still be responsible for payment of your accommodation fees until the apartment is re-let. A single finding of "unacceptable behaviour" may result in the termination of your Accommodation Agreement without prior warning (see **5.2 Eviction**).

6.3. **Building Security**

All residents and guests agree to be bound by the security regulations and as instructed by Residence Team.

- Residents must carry ID at all times and, if requested, show it to Residence Team, security or staff.
- Under no circumstances are residents to loan out their swipe card to anyone.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Rules of Residency whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

Images may be taken of you throughout your stay. You will be asked to consent to this and you have the right to refuse. On your arrival you will be asked to complete an image consent form. All images are handled in accordance with relevant privacy principles. For more information on Curtin University image consent, visit <http://rim.curtin.edu.au/privacy/>

6.4. Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

6.5. Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their bedroom/apartment. Apartments will also be inspected randomly, after due notice is given, for faults or damage.

6.6. 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.

6.7. Cooking

To ensure your safety and that of other residents, residents must cook in a responsible manner, using the range hood exhaust fan at all times. Residents will be charged the associated costs for any cooking that triggers the smoke alarms resulting in the attendance of the Department of Fire and Emergency Services (DFES).

6.8. Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden.

Anyone found using, or in possession of, illegal substances or implements associated with their use will be dealt with by UniLodge Residence Team and the relevant authorities. Immediate termination of the Accommodation Agreement may result from the use or possession of illegal drugs. If someone you know is being affected by the use of Illegal substances, you may like to seek assistance or advice from one or all of the following:

- UniLodge Manager, Counsellors, the University
- Curtin Counselling Service, Safer Community Team and/or a doctor

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Residence Team. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

6.9. Eligibility of Residents

- All residents must sign the Accommodation Agreement and agree to the conditions outlined in the Resident Handbook
- Be studying either in a Full time or Part Time capacity at Curtin University
- Children are not permitted to reside at UniLodge
- Residents must not sub-let the apartment under any circumstances

6.10. 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.

Residents are not permitted to make alterations or additions to the apartment or the furniture/equipment within the apartment, unless the request has been given in writing and approved by Residence Team.

6.11. Gambling

Gambling is not permitted on the premises.

6.12. Lockouts

A lockout fee will apply should you lock yourself out of your apartment or the building and require a staff member to provide you access. If you have lost your swipe card and are issued with a new one – a fee will be charged. All lost swipe cards must be reported to UniLodge staff immediately.

A call point is located at each Residence Office for after hour's lockouts. Push to talk to a Duty Residential Advisor. Each point has a surveillance camera. For information on the Universities Safer communities, visit <https://properties.curtin.edu.au/safetyatcurtin/>

Do not give access keys or swipe cards to anyone who is not a UniLodge staff member.

6.13. Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must stay within the bedroom and not the common areas within the apartment.

To ensure compliance with fire and safety regulations (and in consideration of the rights of other residents in multi-share apartments), the following process must be followed:

- A guest must be registered at reception
- A guest must be accompanied at all times by a resident
- A Guest Form must be completed by the resident
- A guest cannot stay more than three consecutive nights

Failure to follow this process will render the resident liable to disciplinary action.

Residents must ensure that their guests comply with the Rules of Residency and reasonable directions given to them by Residence Team. If requested to do so by Residence Team, a guest must leave the building immediately.

6.14. Pets

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

6.15. Requests by Staff

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

6.16. Smoking

UniLodge is a smoke-free building which includes the apartments 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.

Curtin University is a smoke-free university, including all buildings, land and carpark. Residents **must** leave the residence to smoke. For more information, visit <http://smokefree.curtin.edu.au>

6.17. Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. As a general rule, noise must be kept to a minimum at all times and especially from 10pm, or during Examination Study Week and exam periods.

If noise of one of your neighbours is bothering you, we recommend asking the resident to lower the volume. If you don't feel comfortable asking or this does not solve the issue, speak with reception (or the Duty RA if after hours) for further assistance. Noise complaints are monitored by Residence Team; repeat offenders will be liable to disciplinary action.

7. REFUND POLICY

7.1. **Security Deposit and Advanced Accommodation fee (Rent)**

7.1.1 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 the Accommodation Agreement, where damage has been caused to the Residence 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 the Accommodation Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

7.1.2 Cancellation Prior to Accommodation Agreement Commencement

- Where a resident wishes to withdraw their application after accepting an offer of accommodation but has not yet moved in and has paid a holding and/or security deposit and/or rent, the resident must give as much notice as possible prior to the commencement date of their Accommodation Agreement.
- Where the appropriate notice is given, the amount equal to one weeks rent will be deducted from the security deposit and the balance will be refunded along with the Activity Fee and Facilities Fee.

7.1.3 Special Circumstances

Full withdrawal from Curtin University:

- Written notification must be provided to the Residence Team prior to a departure from residence including documentation to support the full withdrawal from University.
- A pro-rata refund will be made to the resident after their departure from residence.

Special Circumstances:

- Any proposed departure due to special circumstances must be made in writing to the Residence Team and will be subject to their acceptance and approval by the Area General Manager.

Appeals:

- All appeals must be submitted in writing to your Residence Office and addressed to the Area General Manager.

7.2. **Breaking the Accommodation Agreement**

The Accommodation Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the accommodation fees, they must notify UniLodge Residence Team in writing as soon as possible.

If the resident wishes to terminate the Accommodation Agreement before the end date the resident must notify UniLodge Residence Team in writing of their intention to terminate their Accommodation Agreement, giving UniLodge Residence Team no less than 28 days' notice and continue to pay the Accommodation fee until the earlier of:

- (a) The expiry of the Accommodation Agreement; or
- (b) The commencement date of a new Accommodation Agreement between a replacement occupant and UniLodge

In addition, a cancellation fee equivalent to 4 weeks rent is payable.

Under extenuating circumstances UniLodge Residence Team have the ability to reduce the notice period or fee associated with termination of the Accommodation Agreement.

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

- Continue to pay the accommodation fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the agreement.

You have entered into a legally binding agreement and you are responsible for the payment of the accommodation 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 obligations. We have the resources to recover monies owed to us outside of Australia.

8. ARRIVAL

This handbook contains the Rules of Residency which form part of your Accommodation Agreement. You must read this document and, once understood, sign the acknowledgment form issued to you upon arrival, which will evidence your agreement to abide by the building rules and your contractual obligations. You are entitled to a copy of your signed Accommodation Agreement.

On before your arrival you will receive the following items:

- A security swipe card
- Condition Report for your apartment (must be returned within 48 hours of your arrival)
- A copy of your Accommodation Agreement
- A copy of the Resident Handbook
- A Direct Debit Form and Calendar
- An Image Consent Form

Within 5 days of arrival, you will be required to attend a compulsory induction session. Inductions provide an overview of important information related to your residency, as well as everything you need to know about living at UniLodge @ Curtin University.

8.1. Absent From Your Apartment

If you intend to leave your apartment for more than three nights, please ensure you let reception know. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your accommodation fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all accommodation fee payments prior to going on holiday.

8.2. Access to Other Bedrooms/Apartments

Entering another resident's bedroom or apartment without authorisation is not permitted. 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 windows locked regardless of whether or not they are in their apartment.

8.3. Access to the Building

Access to your Residence is via your apartment or room key.

8.4. 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 Residence Team. Every request will be looked at separately depending on the size of the apartment and furniture required.

8.5. Identification

Identification should be carried at all times as it allows UniLodge to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

8.6. Security and Swipe Card

- You are issued with a swipe card or magnetic key when you check in. The swipe card will give you access to the main entrance door of the building after hours, your apartment front door and bedroom if living within the multi-share apartments.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or room during business hours come to reception and they will assist you. After hours call the Duty RA. Please note that a \$10 fee is applicable in this instance.
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge staff member immediately.

The charge for a replacement of a lost swipe card is \$55.00 each.

9. BUILDING & CAMPUS FACILITIES

9.1. Barbeques

Barbeques are provided at each residence and are available for use students. Please ensure that you clean the BBQ after use and no personal items are left in the area.

9.2. Bicycle Storage

Bicycles should be stored in storage sheds where provided. When leaving bikes at the front of your apartment building, make sure they are properly secured. Bicycles must not be kept in your bedroom, in or near emergency exits, passageways, common areas, balconies or stairwells as they cause a safety hazard. Residents are restricted to storing one (1) bicycle per person.

9.3. Car Parking

Car parking is available free of charge at each residence for residents who display the correct parking permit. These are available by completing the necessary form obtained from the Administration Office and providing proof of vehicle ownership.

There is a limited quantity of car parking at each residence so please contact the Residence Office before you bring (or consider purchasing) a car.

Residents with residence parking permits cannot park in other student car parks at the University. Misuse of parking permits, cable gate remotes and breaches of the residence parking policy may result in loss of parking privileges. Residents who park in the reserved/service bays may incur a University fine. Always lock your car and do not leave valuables inside. Driving on grassed areas or parking beside apartment buildings is not permitted.

Washing Cars

A hose and vacuum cleaner are available at all residences for cleaning your car. Please wash your car in the car park and try to conserve water where possible.

9.4. Car Rental

As a resident of on campus accommodation you are eligible to join our car sharing program. Simply fill out the free online application. Once your membership has been approved, you'll receive an email confirmation. You will then be mailed your Smart Card and welcome brochure. Your Student ID number will be on your welcome brochure. To find out more information about student car share go to <http://studentcarshare.com.au/#HowItWorks>

9.5. Kitchen

Always turn on the exhaust fan prior to cooking and never leave cooking food unattended. Never attempt to extinguish an oil or fat fire with water and do not move burning pots or pans. Instead extinguish them with fire blanket affixed to the kitchen wall if possible.

Only use approved plastic or glass containers in the microwave ovens. Never place anything metallic in the microwave ovens. Cover all containers being heated in the microwave to prevent food splatters. Food splatters cause rapid deterioration of the microwave so clean immediately after each use.

Always cover food when stored in the fridge. Do not leave food in opened packaging or cans and place any remaining contents in a sealed container and refrigerate if required. Do not refreeze food that has been defrosted. **This is a health risk!** Regularly clear food that has expired or gone bad from the fridge and the kitchen cupboards.

As you are required to keep your bedroom/apartment clean on a daily basis, we recommend that you share the cost when purchasing good quality cleaning products that are appropriate for the various cleaning tasks required. Using dishwashing liquid to make soapy water for cleaning will not remove the build-up of grease around the stove - nor will it clean mould and soap scum from shower recesses. Ensure you are using the correct cleaning agent for the job at hand.

The kitchen rubbish/waste bin and kitchen recycling bin must be emptied on a daily basis or when required. Do not allow internal rubbish bin to overflow and cause a health risk or hazard. Do not accumulate bottles, cans, boxes, plastic bags, papers and magazines as it attracts vermin and this is also deemed to be a hazard.

9.6. Laundry

Washing machines and laundry drying machines are located at each residential complex and are \$4 per wash and \$4 per dry for residents use only. However, residents will be required to purchase their own laundry detergents and softeners.

To guard against theft of clothing and misuse of the laundry, do not provide access or allow non-residents enter the laundry or leave washing unattended on the clotheslines. Clothes should be pegged, not draped, to the clotheslines. Clothes found lying around will be removed and treated as lost property. Do not string lines for drying clothes in your bedroom, the common areas, or balconies/patios in your apartment.

An ironing board is provided in each apartment/unit, though residents will need to provide their own iron. Guild House residents can request an ironing board from the Guild House Office. Heaters are not to be used to dry clothing.

9.7. Mail Boxes

Mail is delivered weekdays to each apartment letterbox. Parcels, express post, registered and certified mail is delivered to the Administration Office and held for collection. You will receive either a notification card in your letterbox or via email.

Mail will not be held or redirected after your departure. Once you depart, please change your address at the university and with all relevant parties or have your mail held by Australia Post.

Australia Post:

<https://auspost.com.au/parcels-mail/manageyour-mail/redirect-hold-mail/redirect-mail>

Moving Services:

<http://www.movingservices.com.au/planning-a-move/changing-address/organise-your-mail-redirection-early/>

9.8. Reception / After-Hours Staff

Our staff will not only assist with questions and queries regarding the property but have a range of knowledge concerning the local area, food, travel and general information. Reception hours are 10am to 6pm.

The phone number for your Residence reception will be emailed to you upon check in.

When reception is closed, you can reach the Duty Residential Advisor that is on call to assist you. Their mobile number is available at reception, and a copy of their business card will be provided to you upon check-in.

9.9. Resident Common Rooms

Facilities vary according to each residence some include table tennis, a pool table, dartboard, TV lounge, kitchen and barbeques. Common Room facilities can be booked by residents for special occasions such as parties/gatherings. If you wish to hold a gathering of 10 people or more a party request must be submitted at least 48 hours in advance and approved by the Residential Life Manager.

9.10. Rubbish

Please ensure that your rubbish is disposed into the designated rubbish bins provided in each of the Residences. This should be done on a regular basis to avoid pests inhabiting our premises.

There are also separate bins for recycling. Please ensure you follow the signage and only place recyclable items within the recycling bins.

9.11. Shopping

Shops are located within walking distance of each residence. Larger shopping complexes can be easily accessed by public transport. The number 34 bus leaves Hayman Rd roughly every 15 minutes and will get you to Waterford Plaza in just 10 minutes.

Shopping trolleys must not be brought into the Residence. Removing a shopping trolley from the shopping complex is a criminal offence. Bringing and leaving shopping trolleys into the Residence will be treated as theft and littering and offenders will be fined in accordance with *the Land and Traffic By-Laws*. (This carries a \$500.00 maximum penalty.)

9.12. Sporting Facilities

An added benefit to residents who are living the on-campus at Curtin University is Free off Peak Membership at the Fitness Centre located at the Curtin Stadium (Building 111). This provides access to the main gym only during off peak hours, which currently are: Mon-Fri 6.00am-3.00pm, Sat-Sun 8.00am-12.00pm unless closed for Public Holiday or other University conditions (hours of operation are subject to change.)

This membership will be for the term of your Residential Licence Agreement. Curtin Stadium conditions must be met before the membership can commence, including a signed Membership Verification and Agreement form and a formal appraisal of each resident etc. For further details speak to your residence office or email stadium@curtin.edu.au and include the notation 'Housing off peak membership' with your enquiry.

Residents can participate in a variety of sport, fitness and recreational activities at the University's award-winning sport and recreation complex, Curtin Stadium. For those interested in sport, there are options for everyone with any skill or commitment level. Residents can enter a team in the social sports program run each semester, try out for the Intervarsity sports program and Australian University Games or join a Curtin sporting club.

The Fitness Centre features a competitive range of gym equipment and experienced staff for those interested in achieving their fitness goals. For a fun group exercise workout, the Stadium also runs a range of Group Fitness classes. Recreation programs are run throughout the year and offer residents the opportunity to experience a variety of alternative activities. To find out more about Sports and Recreation @ Curtin visit <http://life.curtin.edu.au/curtin-stadium.htm>

9.13. Transport

A bus port is located on Hayman Road and bus stops are located around the perimeter of campus. Bus timetables are available from all Residence Offices.

The **Transperth** website is <http://www.transperth.wa.gov.au> or you can call them on 13 62 13.

The Curtin University campus is one of the busiest in Perth, and there are number of easy, safe, affordable and environmentally friendly ways to get to and around campus. To learn more, visit <http://about.curtin.edu.au/directions/>

Campus Courtesy Bus Service

During semester, residents can hail the Campus Courtesy Bus Service to get around the Bentley campus, including the student housing villages.

Curtin Access Bus Service (CABS)

Wheelchair accessible CAB service for Curtin staff, students and residents of on-campus accommodation runs along four circular routes through Bentley & Waterford (during semester only - excluding tuition-free weeks), Technology Park (all year-round service) and a new service route through South Perth and Victoria Park!

9.14. Utilities - Electricity and Water

Electricity and water consumption is included in your accommodation fees.

10. COMMUNICATIONS

10.1. Information and Communication Technologies @ Curtin

As a Curtin University student you are given access to the University's ICT services and facilities to help you study, research and work more effectively. However, Curtin University will impose severe disciplinary penalties on you, which may include restricting access, suspension or termination of enrolment, dismissal and/or criminal prosecution, if you use these privileges inappropriately or do not abide by Curtin policies and procedures.

All students at the University must comply with the ICT Policies and Guidelines. For more, visit https://cits.curtin.edu.au/sta/ict_policies.cfm

10.2. Internet

The Curtin Wireless Network provides students and staff with enhanced teaching and learning opportunities through more flexible access to online materials. Wireless network connections are available across the university campus.

Please note only residents enrolled at Curtin University, Curtin College and Eduroam affiliated institutions will have Eduroam wireless network access in and around the residence and campus. For more, visit the following website <http://cits.curtin.edu.au/support/wirelessandeduroam.cfm>

External Internet access is currently provided by a contracted external Internet Service Provider (ISP) and will incur charges that are in addition to your Residential Licence Fees. Please contact your Residence Office for information on current Internet Service Providers available in your bedroom, via ethernet and wireless and for other alternatives are available.

10.3. Printing

Printing is available from the Library using your student card. Printers are also located within your faculty and again can be accessed by using your student card.

11. CONTACT DETAILS

11.1. Emergency Contacts

Dial **000**

(Police, Fire, Ambulance)

11.2. Property Contacts

Erica Underwood House

Address: 209 Kent St, Karawara 6152

Phone: 08 6149 3510

Email: ericaunderwoodhouse@unilodge.com.au

Guild House

Address: 63 Jackson Rd, Karawara 6152

Phone: 08 6149 3520

Email: guildhouse@unilodge.com.au

Kurrajong Village

Address: Kyle Ave, Bentley 6102

Phone: 08 6149 3500

Email: kurrajongvillage@unilodge.com.au

Vickery House

Address: 119 Hayman Rd, Bentley 6102

Phone: 08 6149 3530

Email: vickeryhouse@unilodge.com.au

11.3. Property Address

Each apartment is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

| |
|--|
| Resident Full Name UniLodge @ Curtin University Building Name Apartment Number/Street Number, Street Suburb, WA, Postcode |
|--|

If your mail does not include your apartment/room number it may cause delays in delivery to your letterbox and may result in being returned to sender.

11.4. **Maintenance**

For any urgent maintenance requests call **1300 603 633**

For any non-urgent requests these should be logged via the Resident Portal using your registered email and password. For details on priorities please see the below table:

| Service Level | Rating | Response and Make Safe Time | Rectification and Resolution Time | Example events |
|---|---------------------|-----------------------------|-----------------------------------|---|
| Critical Risk Event Risks and incidents that pose a direct and immediate high risk to personal safety and security; business continuity; asset availability, or the environment. | * Priority A | * 1 hour | * 4 hours | <ul style="list-style-type: none"> * Requires the immediate isolation and making safe of an asset (or part of an asset); * Extensive flooding sewage leakage or other liquid or gas leak which immediately impacts * Causes disruption to the Project Co Areas; * Loss of Power for more than 2 hours * Loss of Hot Water for more than 2 hours of time * Essential air-conditioning fault (e.g. main plant) * Essential ventilation fault (e.g. smoke control system) * Fire * Passengers trapped in lifts. |
| High Risk Event Risks and incidents that pose an indirect and immediate high risk to personal safety and security; business continuity; asset availability, or the environment. | * Priority B | * 2 hours | * 12 hours | <ul style="list-style-type: none"> * Disruptive to the use of an asset operational functions * Emergency and exit lighting * A storm water, water or sewage leakage or other liquid or gas leakage which does not immediately impact on the use of the Project Co Area or Precinct; * Causes subsequent damage to assets as a result of flood, smoke, fire, hazardous materials; * Broken window * Broken or inoperable doors/locks * Door jammed (to be Priority A if persons trapped) * Lift/Elevator/Escalator breakdown (other than person trapped in lift) |
| Medium Risk Event Risks that pose a medium risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business as usual processes. | * Priority C | * 8 hours | * 48 Hours | <ul style="list-style-type: none"> * Poses a nuisance and disrupts business continuity * Flickering fluorescent lamps (to be a Priority A if repair is an OH&S Requirement) * Nonessential air-conditioning * Security lighting (external) * Faulty toilet cistern/running taps * Dripping taps * Pest infestation * Graffiti |
| Minor Risk Event Risks and Defects that pose a low risk to personal safety and security; business continuity; asset availability, or the environment, and would be prioritised for action during this period using the business as usual processes. | * Priority D | * 72 hours | * 7 Days | <ul style="list-style-type: none"> * Has no impact on asset amenity, life or personnel safety; business continuity, * minor breakdown works that is not disruptive eg fixing loose handles, signage repairs * Torn carpets/damaged tiles/trafficable surface (Priority A if repair is an OH&S Requirement) * Minor pest problems * Failed lamps |

12. EMERGENCY PROCEDURES

UniLodge will provide residents with emergency assistance in the event of:

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Build infrastructure emergencies (e.g. fire or storm damage)
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances)
- Lockouts – where a resident locks themselves out or misplaces their swipe card

For assistance with any of the above please contact your Duty Residential Advisor:

After Hours Contact (Duty Residential Advisor):

Erica Underwood House – 0455 944 711

Guild House – 0455 940 714

Kurrajong Village – 0447 867 115

Vickery House – 0455 935 238

For life-threatening emergencies (Fire, Police or Ambulance)

- Call 000

Only call 000 if you are seeking an emergency response from Police, Fire or Ambulance Services.

Website: <https://www.police.wa.gov.au/Contact-Us>

If you have a speech or hearing disability the triple zero service (000) can be accessed via the National Relay Service, call TTY 106.

Website: <http://relayservice.gov.au/making-a-call/>

In all other situations contact Curtin Safer Community Team. For 24/7 security and links to wellbeing services and support.

- Call (08) 9266 4444

Or email securitycommsoffice@curtin.edu.au if immediate action is not required.

For general Police assistance, call 131 444 when it is not an emergency:

- Press '1' if you require immediate Police attendance
- Press '2' to report an incident that does not require immediate police attendance or for general information.

Website: <https://www.police.wa.gov.au/Contact-Us>

12.1. Assembly Location - Evacuation

In the event of an emergency where you are required to evacuate the building please refer to the Evacuation diagrams located on the back of your bedroom/apartment door and common areas.

12.2. Fire Safety

Instructions to be followed in case of fire are on the inside of your bedroom door. Please read them carefully. Should the alarm indicate evacuation, please do so in an orderly manner. Congregate at the emergency assembly area until the all clear is given.

Fire drills will take place at random times. Treat evacuation drills seriously. Failure to evacuate the apartment if the alarm is activated will result in disciplinary action and could result in the termination of

your Residential Licence Agreement. Any resident who activates the fire alarm for any non-essential reason – including tampering and/or misuse of the equipment or break glass alarms – will be held liable.

Important note: the burning of candles or incense – or any object that has either a naked or contained flame – is prohibited within the apartment as this is deemed an extreme fire hazard.

Any resident who activates the fire alarm for any reason may be charged for the fire panel to be reset. This amount could exceed **\$950.00**

Interfering with the closing mechanism on any door or obstructing the emergency exits are also considered breaches of the Residential Licence Agreement. Objects that are found to be obstructing emergency exits or doorways will be confiscated. Any costs associated with inspecting, re-setting or re-calibrating any part of the system will be charged to the resident(s) responsible. In the case of this charge being incurred and the person responsible is unknown and does not come forward, the cost will be equally divided between all members of the apartment/unit.

12.3. Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions 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 Department of Fire and Emergency Services has it within its powers to levy fines and commence prosecutions (current fines exceed \$950). You may also be responsible for the cost of repairs to the system that this damage may cause.

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. This will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms” (currently in excess of \$950). Please open your windows and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

****False alarm callouts by Metropolitan Fire and Rescue Service currently exceed \$950. This cost will be passed on to the responsible resident.**

DO NOT TOUCH THE SMOKE DETECTORS

12.4. In Case Of Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone who may be unable to assist themselves.
- Remain at assembly area and await roll call.

13. HEALTH

Residents feeling unwell may contact their Residence Staff for assistance in making a doctor's appointment or for transport to the Curtin Health Services. You may choose to call Curtin Health Services direct on (08) 9266 7345 from a mobile or Curtin Safer Community Team by dialling (08) 9266 4444.

If you are unable to contact Curtin Safer Community Team and an ambulance is required for emergency medical attention, dial 0 000 and request an ambulance. You should also provide all requested information to the operator.

Curtin Health Services website: http://life.curtin.edu.au/health-and-wellbeing/health_services.htm

In the case of illness that needs hospital attention but is not an emergency, transport to the hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend in addition to the driver accompany you. The only transport in an emergency is an ambulance is needed, staff may call an ambulance if they deem it necessary. Ambulance costs are the responsibility of the person seeking, requiring or having been deemed to require urgent medical care. It is recommended that you have health cover that includes ambulance travel.

13.1. First Aid

All UniLodge staff have completed first aid training and hold current first aid certificates.

13.2. Health Services @ Curtin

The Health Service is available to all residents, for further information please contact the university using the details below.

Phone: (08) 9266 7345

Email: healthservices@curtin.edu.au

Web: http://life.curtin.edu.au/health-and-wellbeing/health_services.htm

13.3. Local Dentist, Doctor, and Hospital Contact Details

| Dentist | Doctor |
|--|--|
| <p>Alpha Dental Shop 34A, Waterford Plaza Karawara WA 6152 (1.3km, 16 minutes walking)</p> <p>08 9313 1182 http://www.alphadentalgroup.com.au/</p> <p>Monday – Thursday: 9:00am – 5:00pm Friday: 9:00am – 1.00pm Saturday: 8:00am – 12:00pm Sunday: Closed</p> | <p>Curtin University Health Services Lvl 1/Building 109, Curtin University Bentley WA 6102 (On Campus)</p> <p>08 9266 7345 http://life.curtin.edu.au/health-and-wellbeing/health_services.htm</p> <p>Monday – Friday: 8.00am – 4.30pm Saturday & Sunday: Closed</p> |
| Hospital - Public | Hospital - Private |
| <p>Royal Perth Hospital 197 Wellington St Perth WA 6000 (10km, 20 minutes by car)</p> <p>08 9224 2244 http://www.rph.wa.gov.au/</p> <p>Open 24/7</p> | <p>South Perth Hospital 76 South Terrace South Perth WA 6151 (5.5km, 10 minutes by car)</p> <p>08 9367 0222 http://www.sph.org.au/</p> <p>Daily: 8:00am – 8:00pm</p> |

In case of an emergency dial 000

14. OPERATING AND CARING FOR YOUR APARTMENT

14.1. Compulsory Departure Fee

Your apartment has been professionally cleaned and fitted with a new mattress protector prior to your arrival. A fee of \$105 is payable on or before your arrival. This fee is non-negotiable. A condition of your agreement is you must leave your apartment in the same condition as when you arrived. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

14.2. Glass and Aluminium

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

14.3. Heating

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.

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

14.4. Joinery Items

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, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

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.

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

14.5. Maintenance

All maintenance issues should be logged via the Resi Portal as soon as they come to your attention. To log a maintenance request follow the below steps:

1. Identify the problem ie plumbing, electrical, furniture etc
2. Include a detail description of the issue
3. Include a photo if possible

Please note that if the issue is urgent please contact the reception team or your Duty RA. In the case of a fire or other type of emergency call 000.

14.6. Microwaves

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

14.7. Mirrors

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

14.8. Refrigerator

Your apartment includes a refrigerator connected to a 240V 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.

14.9. Roller Blinds

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

14.10. Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined.

14.11. Stains – Removing Stains

Do not use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used.

14.12. Tiled Surfaces

Do not clean the tiles with acid or with any abrasive materials. Use specifically designed tile-cleaning detergents only.

14.13. Vacuum Cleaner

A vacuum cleaner is available for you to borrow from reception. If you accidentally damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise staff at reception upon returning it.

14.14. 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 not to damage the walls once removed (however there is no guarantee damage will not occur). These are 3M Brand adhesive/removable hooks. Please ensure you remove these hooks at the end of your residency. Any damage caused as a result of removing these hooks however will be your responsibility and repair will be at your cost.

No sticky tape is to be used.

No blu-tack is to be used as it can stain.

15. PAYMENTS

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

15.1. Accommodation fee (Rent)

Rent is to be paid as per the Accommodation Agreement and must always be in advance. Payments can be made in the following way:

- a) Direct debit (per agreed fortnightly direct debit schedule dates)
- b) One lump sum payment for the upcoming semester

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

Below are the account details for the purposes of paying your security deposit or lump sum rent payment:

Bank Name: Bank West
Account Name: Curtin University - Student Rent Account
BSB: 306-065
Account #: 0702812
Swiftcode: BKWAAU6P
Description: YOUR NAME

15.2. Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings within 3 days of the due date.

15.3. Apartment Repairs

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

16. SECURITY

16.1. **Safety @ Curtin**

Curtin University's Safer Community Team undertake regular patrols of the campus additionally a Security Pedestrian Escort Service is available. The team are available by phone 24 hours a day, seven days a week and can be contacted via the residence security intercom call point or (08) 9266 4444.

16.2. **Insurance for Your Apartment**

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, bicycles, clothing etc. as they are **not covered** by UniLodge insurance policies. Any large complex is vulnerable to petty theft, and UniLodge is no exception. We suggest that you **keep your door locked at all times.**

Residents can organise coverage either through a third-party insurance provider, or by speaking with the staff at UniLodge @ Curtin University.

UniLodge and Curtin University will not be held liable for the malfunctioning, loss, or damage of resident's property.

16.3. **Intruders**

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

- **UniLodge has 24-hour video surveillance.**
- **Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person or open the front entry door for someone that you don't know.**
- **Tell the visitor to call reception number during office hours or the Duty RA after hours.**

Resident Handbook Acknowledgement Form

IMPORTANT

By signing this form, you acknowledge your responsibilities as a Resident of UniLodge @ Curtin University, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I, _____ (Name)

from _____ (Residence Name)

Room _____ (Room Number)

at UniLodge @ Curtin University, acknowledge that I have read, fully understand and accept the contents of the **2019 Resident Handbook**.

I acknowledge my responsibilities as a Resident at UniLodge @ Curtin University, the community standards expected of me, and will follow them according.

Signed: _____ **Date:** _____