



UniLodge @ ANU

Resident Handbook 2019

Davey Lodge
25 Childers Street
Canberra City, ACT
2601

Kinloch Lodge
35 Childers Street
Canberra City, ACT
2601

Warrumbul Lodge
4 Hutton Street
Canberra City, ACT
2601

Lena Karmel Lodge
26 Barry Drive
Canberra City, ACT
2601

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Welcome to UniLodge @ ANU

On behalf of our community, I would like to welcome you to UniLodge for the 2019 academic year. We are the largest residential group at the ANU, with nearly 2000 residents across the four Lodges. Our residents and staff are drawn from all over the world, giving you the opportunity to be part of a truly global community now and in the future.

While our size is a great strength and source of diversity, we are also mindful that each resident comes to us with their own experiences and strengths. Our Community Spirit Program is designed to bring out the best in each resident academically and socially. All staff and student leaders are a part of this program and strive each day to make your experience enjoyable and meaningful.

The jump from high school to university can be daunting, but there are many making the same leap with you. This is a great chance to try new experiences, to break the mould, and to understand your unique strengths. Name an activity be it music, sport, debate, study groups, leadership training, environmental awareness, special interest groups, or charity and it is likely we either have an existing opportunity for you to participate in, or will support you in starting such an activity.

UniLodge @ ANU provides a world-class environment to explore your unique potential. Our facilities are the best of any residence in the southern hemisphere, and our learning environment is excellent. But our most important asset is our community. Many of the friendships you make here will go beyond your university experience and last you a lifetime.

To build a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of other residents. This handbook lists the policies, rules, and structure of our community. It is also designed to ensure that everybody understands and observes the Occupancy Agreement for the safety and comfort of all residents.

We are always available to respond to any questions you may have about the handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority.

I wish you all the best over the coming academic year and I urge you to get involved in our Community Spirit Program and student life in general, whether at UniLodge @ ANU or in the University itself. I invite you to make the most of the academic and social opportunities we offer, and I look forward to meeting you as the year progresses.

Peter Warrington
Area General Manager
UniLodge @ ANU



Background & History

UniLodge @ ANU commenced with Davey Lodge in January 2007. Since then UniLodge @ ANU has expanded to include Kinloch Lodge, Warrumbul Lodge and Lena Karmel Lodge.

Since 2012, UniLodge @ ANU has been home to over 2,000 students, from Australia and all over the world, each one with the common goal of enriching their education at the Australian National University.

Our world-class facilities offer students a choice of accommodation ranging from single occupancy studios to six bedroom and mezzanine apartments. Each apartment provides self-contained living within a secure community environment, and all apartments have their own bathrooms and cooking facilities as well as television, internet and telephone.

Each building incorporates generous common spaces to foster intellectual and social interaction for lasting friendships, academic stimulation and, of course, fun for ANU students. The computer and study rooms offer the facilities required for students to work independently or together on group assignments. Reception is open at least 5 days a week and high levels of student care are provided by our Resident Advisors, Senior Residents, Community Coordinators, Assistant Residential Life Manager and on-site Residential Life Manager.



Your Team – UniLodge @ ANU



Peter Warrington, Area General Manager

Peter's role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. Peter is committed to the UniLodge @ ANU Community and can often be found cheering the Vipers on at the sports field, flipping sausages at a UniLodge @ ANU BBQ or even competing with the UniLodge @ ANU team in the gruelling Inward Bound race.

To assist Peter in achieving this, there is a great team of people listed below and the many residents who are active in both organising and participating in the Community Spirit events throughout the year.



James Jeffress, General Manager Portfolio

My role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. I am committed to developing the UniLodge @ ANU experience through collaborations and creating a community of engagement and respect. To assist me in achieving this, I have a great team of staff and residents who are active in both organising and participating in the Community Spirit Program throughout the year.

james.jeffress@unilodge.com.au



Rachael Cumming, Assistant General Manager

Rachael plays an important role in assisting the Area General Manager and Residential Life Manager in the many pastoral, social and administrative tasks that need to be addressed. Contact Rachael for any administration concerns on

agm.anu@unilodge.com.au



Casey White, Residential Life Manager

Casey is responsible for the overall student experience for residents living at UniLodge. He lives on-site and is the senior manager responsible for coordinating the response to all after-hours emergencies. In particular, he is responsible for the supervision, management, and training of the Community Coordinators, Senior Residents, Resident Advisors, and Residents' Committee. The Residential Life Manager also works closely with the Assistant General Manager on operational matters. rlm.anu@unilodge.com.au



Harrison Leckenby, Assistant Residential Life Manager

Harrison assists the Residential Life Manager with pastoral, academic and administrative matters. In particular, he manages the day-to-day operations of the Residential Life Program and assists in the supervision, management, and training of the Senior Residents, Resident Advisors, and Residents' Committee. Harrison lives on-site and is a part of the after-hours on-call rotation. He is directly responsible for the IT team and the Lena Karmel Garden Team. arlm.anu@unilodge.com.au

Our customer service team is managed by Elyssa & Bronwyn at [Lena Karmel Lodge](#), Tyler at [Davey Lodge](#), Mark at [Warrumbul Lodge](#) and Shashi at [Kinloch Lodge](#). Tom & Sharief are our [Reservations Coordinators](#). Please feel free to contact them for any questions about accommodation. We also have a dedicated team of casual & full-time staff at reception.

Contact Details

Your Mailing Address: mail being sent to you should be addressed as follows.

<u>Davey Lodge</u>	<u>Kinloch Lodge</u>	<u>Warrumbul Lodge</u>	<u>Lena Karmel Lodge</u>
Contact: Reception & After Hours Tel +(61 2) 6184 5000	Contact: Reception & After Hours Tel +(61 2) 6184 5600	Contact: Reception & After Hours Tel +(61 2) 6125 7500	Contact: Reception & After Hours Tel +(61 2) 6125 7900
Your Mailing Address <Your Name> UniLodge @ ANU Davey Lodge Room No <____> 25 Childers Street Canberra ACT 2601 Australia	Your Mailing Address <Your Name> UniLodge @ ANU Kinloch Lodge Room No <____> 35 Childers Street Canberra ACT 2601 Australia	Your Mailing Address <Your Name> UniLodge @ ANU Warrumbul Lodge Room No <____> 4 Hutton Street Canberra ACT 2601 Australia	Your Mailing Address <Your Name> UniLodge @ ANU Lena Karmel Lodge Room No <____> 26 Barry Drive Canberra ACT 2601 Australia

***You will have a designated landline within your room.
Please approach reception desks to receive the number of this landline.***

Your Mail

All mail is delivered directly to us and then sorted into your mailbox located on the ground floor. All parcels will be delivered to the reception and will need to be logged by our reception team before they can be picked up during office hours. Please note the name on the mail or parcel you are receiving needs to match your name on the system and a form of photo ID may be required when collecting the parcel. We cannot give you any mail/parcel that is not addressed directly to you and bears your name.

Reception Hours

Monday to Friday 10:00am to 6:00pm

If required to be open, Saturday, Sunday & Public Holidays our office hours will be 10:00am to 3:00pm
(Note: Warrumbul Lodge Reception is closed on Sundays)

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. Staff at reception can also help you with any general questions you may have about the ANU or the local area.

***Our UniLodge @ ANU Resident Advisor team is always on call when the office is closed
for after-hours assistance or emergencies only.***

Facilities and Services

Laundry

A coin-operated laundry with washing machines and dryers is located on the ground floor of Davey Lodge and Kinloch Lodge, and on level 4 at Lena Karmel Lodge. For effective cleaning and drying, do not overload the machines. A coin change machine is available in all laundries. A drying rack is also available for residents to hang their clothes on the clotheslines. As this is common property, please be respectful when using machines and equipment so that this is readily available to be used by all.

Ironing boards are located in the laundry room.

Services from reception:

Service	Cost
Replacement key / Lock out fee	\$15
Fax to local number	\$2.20 (1 st page/ 0.50c following pages)
Sending Fax – National	\$3.30 (1 st page/ 0.50c following pages)
Sending Fax –International	\$4.40 (1 st page/ 0.50c following pages)
Receiving Fax	\$0.20 per page
Printing	\$0.20 per page
Photocopy - A4	\$0.30 per A4 page
Photocopy - A3	\$0.40 per A3 page
Vacuum Cleaner	Free for 1 st hour, then \$5 per hour
Board Games	Free to borrow

Getting Settled

We understand that it may take you a little time to get used to your new surroundings at UniLodge @ ANU. Feeling homesick or lonely is not unusual. As many of you are living away from your family and friends for the first time, we encourage you to become involved in student activities and events, to make new friends and begin to feel more 'at home'.

There are many cultures and nationalities represented at UniLodge @ ANU. If you are having any difficulty settling in, with language for example, or if there is anything you are unsure of, please be assured our friendly staffs are here to help you. We welcome your contact, not only during reception hours, but also after hours. For after-hours assistance, we have Senior Residents, Resident Advisors, Community Coordinators, Assistant Residential Life Manager and an on-site Residential Life Manager that can help you with various issues ranging from security, and room-related issues, to general advice you may need.

Again, please feel free to come and have a chat with us – we aim to help you in gaining and building your independence and confidence.

RECEPTION ENQUIRIES

Our staff will be happy to assist with questions and queries you may have regarding about the complex, but they also have a wide range of local area knowledge, medical assistance, travel, general information etc. Remember, we are here to help wherever we can.

Our receptions are open from 10am to 6pm, Monday to Friday and 10am to 3pm on Weekends only if required to be open. However, Warrumbul is closed on Sundays.

ON ARRIVAL

This handbook contains the 'Rules of Occupancy' and forms part of your signed 'Occupancy Agreement'. Upon taking up residence, residents must read the information contained in this handbook and agree to abide by the building rules and contract obligations. If you choose to ignore these obligations, you may be evicted as a result.

The items you receive on arrival are:

- A copy of your Occupancy Agreement
- Resident Handbook Form
- NRAS Income Notification Form and Survey (for Warrumbul and Lena Karmel residents)
- A copy of the Condition Report pertaining to your room and apartment
- Direct Debit Request form and Direct Debit Calendar
- An Apartment Swipe Key Card or Proximity Card
- Consent to Release Image and Recording Form

USING YOUR KEY CARD

To open a door, slowly insert the Swipe Card in and out of the electronic reader and when the light turns green push the door handle. To use your Proximity card 'tap' the card reader at the Lena Karmel Lodge doors.

PLEASE NOTE: If the light on the card reader flashes green and red after activating the door, your batteries are low. To avoid being locked out, report the issue to reception the next day.

IMPORTANT RULES & GUIDELINES ABOUT YOUR KEY CARD

The key card must be carried by residents at all times when moving around the building.

If you lose your key card or are locked out of your apartment, immediately contact reception or the on-call resident advisor if this occurs after hours.

A resident's key card is for their sole use only and must not be given to any other person without the permission of UniLodge.

If UniLodge @ ANU staff find any person in unauthorised possession of a key card that is not their own, that key card will be confiscated.

Furthermore, if any such person found in possession of a key card is not a UniLodge @ ANU resident or an authorised visitor, they will be asked to leave the premises immediately. The resident, if at fault, will be charged and issued with a formal warning.

The first lockout you receive at UniLodge is complimentary; for each lockout thereafter a \$15 charge will apply. Replacing a lost/broken key card will also cost \$15.

The rules listed above are put in place to ensure the safety and security of all residents. UniLodge @ ANU management treats any breaches of these rules very seriously.

Rights & Responsibilities

Resident's Rights

1. Access to an apartment that is fit to live in, reasonably clean, and in a reasonable state of repair
2. Appropriate enjoyment of the premises
3. A reasonably secure environment

Resident's Responsibilities

1. Pay the Occupancy Fee, Utilities and Other Services by due dates and through the agreed method of payment
2. Do not use the premises for illegal purposes
3. Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour
4. Keep the premises and inclusions in a clean and hygienic manner
5. Be responsible for your guests' behaviour from the moment they arrive to the moment they leave the building
6. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions
7. Report to UniLodge @ ANU any damage to the premises
8. Pay for charges as outlined in the Occupancy Agreement
9. Abide by the terms of the Occupancy Agreement and rules and regulations of the building
10. Only use the premises for residential purposes

UniLodge @ ANU's Rights

1. To issue notices of breach to residents who break the terms of The Occupancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others
2. To claim payments for any damage caused
3. To issue notices of breach to residents defaulting on their occupancy payments, and for continued offences to issue an eviction notice
4. To enter the apartment on reasonable grounds to carry out inspections or repairs and for other reasonable purposes
5. To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises

UniLodge @ ANU's Responsibilities

1. To make sure the apartment is fit to live in, reasonably clean and in a reasonable state of repair at the start of the agreement
2. Provide a reasonable level of peace, comfort and privacy in the premises
3. Ensure the premises are reasonably secure
4. Ensure compliance with laws regarding the health and safety of persons using or entering the premises
5. Maintain the premises and inclusions in good repair and keep common areas clean

Your Agreement with UniLodge @ ANU

Security Deposit

All residents are required to pay a Security Deposit. The Security Deposit is to be paid in full before the commencement of the Occupancy Agreement. The Security Deposit is then held on the resident's behalf for the term of the occupancy and for any further period in which the resident may occupy the apartment. The Security Deposit cannot be used for occupancy fees and the resident is prohibited to use the deposit funds for any type of payment required by UniLodge.

The cost of repair or extra cleaning may be deducted from the Security Deposit upon departure along with any outstanding fees on your account. Upon departure, the resident is required to return a Security Deposit Refund form and all outstanding fees are to be paid in order to process your security deposit refund. A refund is then payable within 6 weeks after the Occupancy Agreement has expired, provided no additional charges are to be added.

Condition Reports

At the commencement of the Occupancy Agreement, a Condition Report will be completed and signed by both the resident and a UniLodge @ ANU staff member at reception. This Condition Report will be used at the end of the Occupancy Agreement to assess any damage to your bedroom or apartment, its furniture and equipment.

The completed Condition Report must be returned to Reception within 48 hours of your arrival. Should you not return the form you will be acknowledging that all matters with your room were acceptable.

For **Multi-Share Apartments**, an inspection of your living areas including kitchen and bathroom may be required each time a resident sharing your apartment moves in or departs. If any damages occur in these areas, the charges will be divided between all residents, unless the staff and management are notified of who is responsible for the damages

Contract Renewals

In approximately October of each year, our reservations team send out contract renewal documents. To assist us with future room allocations, you must complete and submit the document, ensuring all questions are answered, to reception by the requested date, informing us of your intention to sign a new agreement or to vacate at the end of the fixed term of the agreement. Please note forms must be submitted on time, late applications will not be accepted. There are no guarantees that your request to extend your contract will be approved. The demand for accommodation on campus is extremely high and the ANU likes all students to enjoy at least one year living on campus. Sometimes people miss out on a room simply because the demand is higher than the amount of available rooms that year. The ANU are building more accommodation on campus as quickly as they can to help reduce this shortage.

In most cases, one or more of the following criteria, is used to decline a renewal:

- Form not submitted by deadline
- Did not contribute to the community at large thought involvement in the Community Spirit Program, ANU Inter-hall events and activities etc.
- Did contribute to the community – however, has already had the privilege to live on campus for a at least one year.
- Has been in breach of their occupancy agreement (e.g. consistently in arrears, smoking on premises, bad maintenance of the apartment environment)

All agreement extensions are subject to UniLodge @ ANU Management approval.

Termination of Your Occupancy Agreement

Your Occupancy Agreement may be terminated if:

You fail to pay the Occupancy Fee within seven days of the date upon which it was due. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account, eviction notices give a 7-day notice to leave.

You permit or allow any breach or fail to comply with the Terms and Conditions of the Occupancy Agreement or Rules of Occupancy, and the breach continues for 14 days or non-compliance (Note: some breaches or failures to comply with the Occupancy Agreement or Rules of Occupancy are “acts which justify immediate eviction” - see point 4 below).

You resort to or take advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

The Resident commits an act, which justifies ‘immediate eviction’, as outlined in the Rules of Occupancy.

If a Resident’s Occupancy Agreement is to be terminated under any one or more of the above grounds, UniLodge @ ANU will issue the Resident with an Eviction Notice.

Once a Resident is issued with an Eviction Notice, the Resident’s Occupancy Agreement will terminate on the 7th day after the Eviction Notice is issued. The Resident must leave the premises then.

At the termination of your Occupancy Agreement, all of your personal property must be removed. Any property left in the apartment will be disposed of in accordance with clause 11 (e) of your Occupancy Agreement and could result in a fee being charged to you for costs of removal of these items.

Paying for your accommodation is easy

UNILODGE @ ANU ACCEPTS TWO METHODS OF PAYMENT

Direct Debit each fortnight or paying the full semester or years rent in advance.

Direct Debit

Each fortnight, UniLodge @ ANU will debit your occupancy fee, utility fee and any other accommodation related expenses from your nominated account.

A Schedule of Fees, including rental payments was included in your letter of offer. No statements are issued when rent is due.

Please make sure that you have sufficient funds in your account at the due time, otherwise you will incur a dishonour fee from your financial institution and from UniLodge.

Other fees including, telephone calls and other sundry fees/charges may be paid using MasterCard, Visa or EFTPOS at reception.

Please be aware that all credit transactions incur a surcharge of 1.32% (Lena Karmel and Davey) or 1.28% (Warrumbul and Kinloch).

OCCUPANCY FEES

The Occupancy Fee is the fee for occupying a room at UniLodge @ ANU and enjoying the facilities available. Occupancy Fees are to be paid 2 weeks in advance prior to, or at the start of the Occupancy Agreement.

Accounts must remain in credit throughout the term of the Occupancy Agreement.

UTILITIES FEES AND OTHER SERVICES

Utilities and Service fees are to be paid in advance together with your occupancy fees. The weekly utility rate for 2018 is \$34.10. This is made up of \$25.40 for gas, water & electricity, \$6.55pw for phone & data connections and \$2.15pw for unlimited Internet / data use.

Community Spirit Program fees are to be paid in advance prior to the start of the Occupancy Agreement. The Community Spirit Program fee of \$100 per year is a flat rate per person.

Other services will include charges for telephone usage and car park spaces (if applicable). Please note, to assist you your telephone account allows you to accrue a debit of up to \$20.

OTHER CHARGES

Other charges payable by Residents include repairs and/or replacements required for apartment maintenance. Apartment repairs include consumable items (such as batteries for remote controls) and damages or loss caused by negligence or misuse. Residents are charged for any costs associated with apartment repairs including labour. These charges are to be paid in full once accrued.

Fines may also be imposed for any action that poses a threat to or disrupts the overall wellbeing of the UniLodge community. Examples include but are not limited to smoking in the building, leaving shopping trolleys in or around the building, leaving garbage in public areas, not cleaning up after events, leaving common areas in multi-share apartments in an unhygienic condition, causing repeated noise issues that disrupt residents' sleep or study, intoxicated behaviour, consumption of illegal drugs, or making a mess that requires professional cleaning. These fines are charged in addition to the cost of repair, replacement, or rectification of the problem.

TABLE OF SUNDRY CHARGES

ANU Registration Fee	\$300 (non-refundable)
Room/Building Change Fee	\$150
Early termination Fe	1 Weeks rent plus obligations under the contract
Lock-Out Fee / Lost Key/ Broken Card	\$15
Departure Clean	\$70 for the first hour mandatory. Every hour after that \$70.
Rubbish removal	\$50 per bag
Maintenance	Fees are varied according to damages/repairs
Internet Data Usage	\$2.15 per week
Fines for posing a threat to or disrupting the community	\$50 for a minor or first offence \$100 for a major or repeated offence *Greater or lesser amounts may be levied at the discretion of senior management
Direct Debit Decline Fee	\$30
Car Parking	\$95 per month (Lena Karmel & Warrumbul), \$82.50 per month (Davey Lodge)
Utilities (gas, water, electricity, data connections)	\$31.95 per week
Community Spirit Program Fund	\$100 per calendar year per resident

Refunds & Termination of Agreements – The Fine Print

ANU REGISTRATION FEE

Your ANU Registration Fee is *non-refundable*.

SECURITY DEPOSIT AND ADVANCED OCCUPANCY FEE

In certain circumstances these fees may be *partially or fully refundable*.

- In the event that you have fulfilled all obligations as defined by UniLodge @ ANU but the offer of accommodation by UniLodge @ ANU is withdrawn, or
- If UniLodge @ ANU Management is unable to provide accommodation in accordance with our obligations.

UniLodge @ ANU try to offer applicants rooms or apartments of their preferences; however, this may not always be possible. If you are offered similar alternative accommodation within the same UniLodge @ ANU facility before commencement of your Occupancy Agreement or when you arrive at UniLodge @ ANU, but you decide to decline the accommodation, **a total refund of your security deposit and advance Occupancy Fees will not be applicable**, but a partial refund may apply.

If after accepting the offer of accommodation and paying the Security Deposit and/or Advance Occupancy Fee you change your mind and wish to withdraw your application for accommodation, you must give at least **28 days written notice** prior to either the commencement date of your Occupancy Agreement or the ANU semester start date, whichever comes first. Where the appropriate notice is given, then a proportion of the Security Deposit and Advance Occupancy Fee may be refunded **at the discretion of UniLodge @ ANU Management**, dependent on the subsequent re-letting of the apartment to another party. **(NB: This applies only if the Occupancy Agreement has not yet been entered into).**

The Security Deposit is refundable when your Occupancy Agreement ends and is not renewed. There are some important conditions for this: The Occupancy Fees are paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge @ ANU property for which you are liable, and expenses such as utilities, sundries, cleaning, internet and telephone accounts are fully paid. Any outstanding costs related to damage, rubbish removal or excessive cleaning costs will be deducted from the Security Deposit.

Any part of the Security Deposit not applied towards these charges will be refunded to you. The Resident remains responsible for any outstanding fees greater than the Security Deposit. At the end of an Occupancy Agreement, where damage has been caused to the UniLodge @ ANU property and the Security Deposit is not enough to cover the cost of rectification, the Security Deposit will be claimed, and the Resident will remain liable for any additional costs.

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

TERMINATION OF YOUR OCCUPANCY AGREEMENT

The Occupancy Agreement is a legally binding document, which, if terminated, will incur penalties. If you believe that you cannot stay in the apartment or continue to pay the Occupancy Fees, you must notify UniLodge @ ANU Management as soon as possible.

Residents must give UniLodge @ ANU **four weeks written notice** if they intend to terminate their Occupancy Agreement *before* the Agreement's expiry date. Bring documentary proof of your situation (where applicable).

If there is an emergency, let us know.

If it is deemed that you have sufficient and exceptional grounds for terminating your Occupancy Agreement, then you may be entitled to a full refund of the Security Deposit and Advance Occupancy Fees. Such circumstances may include illness or disability; death of the resident or a close family member, that is, parent, sibling or child; Political, civil or natural event, which prevents fulfilment of the obligations of the contract

In the event of the early termination of an Occupancy Agreement, whether due to the Resident's breach of the Occupancy Agreement or at the resident's request, Occupancy Fees must be paid according to your signed Occupancy Agreement until a new resident takes over your Occupancy Agreement, or the Agreement ends, whichever comes first. Please note, any new resident taking over your agreement must be an ANU student and approved by management. If the remainder of the Occupancy Fees cannot be paid up-front upon your departure, UniLodge @ ANU will continue to direct debit your nominated account until the apartment is re-let. An early termination fee equal to one week's occupancy fee will apply. In all cases, a departure-cleaning fee applies.

READMISSIONS POLICY

Readmission to UniLodge following the end or termination of an occupancy agreement is not automatic. It is subject to the following:

- Good track record of observing all rules and procedures in the UniLodge Handbook and broader Occupancy Agreement
- Satisfactory academic performance
- Good track record of meeting all financial payments on time; no repeated history of arrears
- Maintaining enrolment at ANU
- Potential to contribute/Track record of contributing positively to the general UniLodge residential community experience
- Potential to contribute/Track record of contributing positively to the UniLodge Community Spirit Program.
- Demonstrated respect and appropriate behaviour towards all residents, staff & visitors to the UniLodge buildings and broader ANU.

Your Room, Your Apartment – Your Place

WHAT IS PROVIDED?

All Apartments are fully furnished! We hope you find your rooms cosy and comfortable.

Each Apartment comes furnished with:

Dining table + chairs
Sofa(s)*
Coffee table and entertainment unit*
Fridge
Microwave
Gas cook top
TV + set top box

**Not available in Single Studio*

Each bedroom comes furnished with:

Desk + desk drawer
Bookshelf
Wardrobe
Bed
Mattresses + mattress protector
Pin board
Network port
Study lamp
Telephone

WHAT DO I NEED TO BRING?

You'll need to supply the following items for your room or apartment or you can conveniently order them online through <http://unilodge.com.au/shop/> and items will be delivered to your apartment:

- Bed linen, quilts/blankets and pillow
- Towels and tea towels
- Cooking equipment, crockery, cutlery, glasses, cooking utensils
- Laundry detergent and dish washing detergent
- All food and meals

ACCESS TO SOMEONE ELSE'S APARTMENT

Entering another Resident's apartment without consent is a not allowed – it's going to result in the same action as a member of the general public entering anyone's home without approval. You could face being detained and charged with trespass by the appropriate authorities.

To prevent trespassing and in particular theft, everyone needs to keep their doors closed and locked regardless of whether or not they are in their apartment.

KEYS & LOCKS

Residents are responsible for any cost associated with the replacement of their apartment Swipe Card and also changes or repair of door / window locks.

WHAT ELSE IS IN YOUR APARTMENT?

a) Smoke Detectors

Smoke detectors and fire alarms save lives – it's that simple. You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building. Interfering with a smoke detector is a **serious breach of your responsibilities**. If you are suspected of tampering with a smoke detector in your room, apartment or anywhere else in the buildings, there will be severe penalties, including fines and possible eviction based on the severity of your actions.

The smoke detector in your room is connected to the automated fire alarm system. The smoke detectors in corridors are connected directly to the Fire Control Panel, which relays to the Fire Brigade automatically.

If you are cooking and the smoke alarm goes off in your apartment, stop cooking immediately! Ensure the extract fan is pulled out, open the windows and if necessary vacate the room with any other residents or guests in your apartment. The Resident Advisor needs to be notified immediately. Be sure not to open your apartment door to clear any smoke or steam, as this will cause the corridor alarms to go off, automatically calling the Fire Brigade and sending the building into full evacuation. The call out fee for the Fire Brigade is a minimum of \$1400 depending on the incident, which will be directly passed onto the responsible resident. With just a little extra care, we can all reduce the chance of False Alarms.

Also, be careful when using items such as irons, electric blankets, aromatherapy supplies, heaters, or cooking equipment. Residents are solely responsible for ensuring that any equipment they bring in does not present a fire hazard. Any breach of these rules may result in people getting hurt. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in costs and fines being borne by residents. They may also serve as grounds for eviction.

DO NOT TAMPER WITH OR COVER THE SMOKE DETECTORS – it is against the law!

b) Walls and Ceilings

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 such as 3M adhesive / removable hooks from supermarkets or hardware stores, which are designed to not damage the walls once removed. Do not fix sticky stars, blue tac or other adhesives to the walls, ceiling or elsewhere in your room or apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls, and require patching, you will be charged for the cost of repairs.

c) Roller Blinds

Operating Instructions: You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly to either raise or lower your window blinds.

d) Kitchen Benches, Tables, Study Desk Tops and Cupboards

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

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

e) Glass, Mirrors, Aluminium and Other Surfaces

Please note the following suggested points for the care and maintenance of the glass and aluminum in your apartment. *Cleaning Instructions:* Gently wipe with a damp cloth.

Never use abrasive cleaners on glass such as scouring pads or other harsh materials to clean windows. Other glass products and powder-based cleaners are to be avoided to prevent scratching.

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).

f) Tiled Surfaces

Please don't clean tiles with any abrasive materials, and please don't place pot plants directly onto tiles.

g) Windows

Due to strict regulations by the ACT Government, please be aware that all laundry or display of clothing on windows is forbidden. There are clothes dryers provided in the Laundries and clotheslines provided in the Drying Room. If you prefer, use a clothes rack in your apartment or placed discretely behind the roller shades.

h) Balconies

A UniLodge @ ANU 'balcony room' is a much sought-after privilege. It gives the occupier access to additional space, fresh air, blue skies and sunshine. However, as with all privileges, a balcony comes with certain obligations. The balconies face onto public spaces and as such project an image of UniLodge @ ANU to visitors and the outside world. Thus, with the interests of all UniLodge @ ANU residents in mind, it is expected that your balcony will be kept in a highly presentable condition. No indoor furniture is to be placed on the balcony. The balcony is to be kept neat and tidy at all times. NO SMOKING on the balcony, no leaning over the balcony or sitting on the railing. Clothes are not to be displayed on or over the balcony.

REMOVAL OF PROPERTY IS PROHIBITED

Residents are asked not to remove from their apartment any item, furniture or piece of equipment that has been provided by UniLodge @ ANU.

PETS

Under no circumstances are residents permitted to bring pets or animals into the complex.

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 @ ANU Management. Every request will be considered separately and is dependent on the size of the apartment and furniture required.

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.

- All rubbish must be placed in the appropriate bins or chutes and not left for others to pick up.
- Shopping trolleys are not permitted within the building.
- Clothes or other articles must not be hung on any landing, stairway or any other part of the common property (that is, outside your apartment), or on any part of the exterior of the building.
- Only those residents authorised by UniLodge @ ANU can occupy a car park. This authorisation is subject to availability and must always be paid at least one month in advance. Residents with a car park can only use the car park allocated to them and under no circumstances park in another car park.
- Bicycles are not permitted into the building and are not to be stored on any part of the common property within the building.
- No signs in relation to sale or lease of an apartment or advertising material are allowed to be displayed without prior approval of the general or residential manager.

GARBAGE & RECYCLING

A garbage chute is located on every floor. All rubbish must be placed down these chutes. Residents found leaving garbage in common areas will be heavily fined. Do not place large objects down the chutes, as this will cause blockages an unpleasant and unhygienic build-up of garbage. Residents do not have access to garbage rooms but can contact reception to handle large article disposal.

Recycling items, newspaper, magazines, cardboard, bottles, cans, plastic containers etc, should be placed in the appropriate section of the Recycling Bins that can be found on Ground Floor Garbage Room.

Any items left in a room after check out will be considered as rubbish and charged for removal.

Anyone caught dumping rubbish will be charged \$50 per bag

Cleaning & Maintenance

WHAT AM I EXPECTED TO CLEAN?

All residents are expected to:

- Clean and vacuum their room on a regular basis;
- Maintain their room in a hygienic manner; and
- Clean internal windows and walls in their room

Residents who live in Multi-Share Apartments are also expected to:

- Participate equally with other residents in keeping the apartment common areas clean;
- Clean all appliances and surfaces within an Apartment;
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove garbage from the Apartment regularly.

Where it is brought to the attention of management that a Room/Apartment is not being cleaned or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification, the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may arrange for the Room/Apartment to be cleaned at the expense of the Room/Apartment resident(s).

MAINTENANCE REQUESTS AND REPAIRS

All maintenance issues are to be reported immediately.

UniLodge and the ANU have a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the buildings are maintained in an excellent condition. All maintenance is carried out by qualified trades' people recruited by Spotless who will be identifiable by Visitor ID cards.

All requests for repairs or replacements in your Room/ Apartment can be logged at Reception. Residents should report any problem that may constitute a safety or security risk to Reception or the Resident Advisor on duty. Please note that requests are carried out Monday to Friday by an external Maintenance provider for the ANU (Spotless). UniLodge will do their best to provide residents with as much information as possible regarding the completion timeframe of maintenance requests as they are reported.

Depending on the nature of the problem, Maintenance do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at UniLodge @ ANU nor are they permitted to contract with any third party for such repairs.

All Residents are liable for replacement costs of consumable items in their apartment (i.e. light globes) as well as all costs to repair and/or replace damaged or misused items, fittings and fixtures.

It is necessary for maintenance costs to be passed on to Residents as UniLodge @ ANU has an obligation to ensure all apartments, common areas and general facilities are maintained to the highest of standards for the enjoyment and comfort of both current and future Residents. However, in all instances UniLodge @ ANU strives to keep Resident's maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and supplies.

Maintenance Emergencies

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 RA for after-hours issues.

If you submit a 'maintenance request', you are deemed to have given UniLodge @ ANU permission to have ANU external maintenance providers immediately enter your Room/Apartment to carry out the requested maintenance/ repair.

Using the Phone

TELEPHONE

A phone line is already connected in your room. You will be able to make calls externally and within the building. Your family and friends can also phone you direct to your room using the advised number available from reception.

FOR LOCAL CALLS

Dial '0' followed by the telephone number (e.g. 0, 6125 1234).

This will be automatically charged to your room account at local call cost.

FOR INTERSTATE CALLS

Dial '0', then the "area code" and followed by the local number.

(E.g.0, 02 9123-1234).

FOR INTERNATIONAL CALLS

Dial '0', the international dialling code '0011', then the "country code", "area code" (without the 0 in front) and then the local number.

(e.g. 0, 0011 61 2 9123-1234)

All telephone calls will be charged automatically to your account. UniLodge @ ANU will allow you \$20.00 debit. Once the limit is reached, the telephone is suspended and cannot be used until the account has been paid. Check with Reception at any time to find out your telephone account balance. The Reception will also have further information on prices for international calls to many countries

VOICEMAIL

Every telephone at UniLodge @ ANU is equipped with voicemail which will be activated when you check-in. To access your voicemail account, dial "53333". The default password is "12121". The light on your room phone will illuminate to indicate that you have received a new message.

To reset your voicemail password, please request a voicemail reset through the "IT Assistance Request" page at <http://www.atmylodge.com> or see reception staff.

NET & DATA

The ANU provides an unlimited internet connection for all residents in their rooms. Simply connect your laptop to the data port with the blue/grey network cable provided.

IT Support

WIRELESS INTERNET ACCESS IN YOUR ROOM, STUDY AREAS OR COMMON ROOMS IN ALL BUILDINGS

See <http://wireless.anu.edu.au/resnet.php> for detailed instructions to connect to Resnet wireless.

IT SUPPORT

We have a team of IT Assistants at UniLodge @ ANU to help you with internet or computing issues. They will try to provide assistance within 2 working days and generally work in the evenings.

Troubleshooting guides and a form to log a request for assistance are available from the website

www.AtMyLodge.com

Should you be unable to access the website from your room or mobile device, you can use computing labs at UniLodge or ask reception staff to help you log the job.

Please note that the IT Support team work on a good will basis. Residents should take necessary precautions such as backing up data and consider professional assistance at local shops for important issues. Neither UniLodge nor its employees can be held responsible for data loss, corruption, hardware failure arising from administering IT assistance to UniLodge residents.

INTERNET ACCESS POLICY

As a resident at UniLodge @ ANU, you are required to adhere to the Acceptable Use Policy of the university as set out at <http://itservices.anu.edu.au/governance/policies/>

NO WIRELESS ROUTERS!

As per university policy, residents are not allowed to install wired or wireless routers that 'extend' the local university internet network. Sharing the university internet connection through a computer's built-in Wi-Fi with other devices is also not permitted. Users wishing to use wireless internet on their phones or tablets should use mobile broadband options such those available from providers like Telstra. A \$100 fine may be charged to any user found to be using a router on the premises and the university may apply additional penalties. Routers create all sorts of problems and can affect net access for everyone.

INSTALL ANTI-VIRUS SOFTWARE

It is compulsory that you have active up-to-date Anti-Virus software and Operating System Updates on your computer. See guides at www.atmylodge.com for step by step instructions for your computer system. Please note that in some cases internet and phone ports may be disabled in rooms where virus/malware infected devices are used until the infection issue has been resolved. A \$50 fine may be charged if the user requires assistance with IT issues and if the anti-virus and OS are not up-to-date.

TV

For instructions on how to use the TV in your apartment or how to view more than 100 TV channels on your computer over ANU internet see the step by step instructions in "Guides" section at www.atmylodge.com.

In Case of Emergencies

FIRE

All apartments are equipped with smoke or fire detection devices. All rooms have information about what to do if you hear a fire alarm and evacuation procedures. In addition, your Senior Residents and Resident Advisors have been trained in how to respond to such an emergency. Please do exactly as they or your fire warden asks in an emergency.

You must familiarise yourself with the location of alarms and firefighting equipment and emergency exits.

Call your RA or ANU Security on 6125 2249 or 000 immediately for any life-threatening emergency

WHAT CAN CAUSE A FIRE?

Cooking Fires: Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners.

When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguisher. Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner. Do not pour water on an oil fire!!

Furniture Fires: Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking and naked flames are not allowed at UniLodge @ ANU.

Electrical Fires: Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, replace immediately. NEVER use water on Electrical fires. Turn appliance off if safe to do so.

MEDICAL

Please inform UniLodge @ ANU if you or a neighbor has experienced a serious medical emergency. If the emergency is of a serious nature, phone an ambulance by dialing 000. If you are unsure of what to do you should phone a Resident Advisor. They will attend, assess the situation and contact the relevant people, ambulance, security etc. For matters of a less urgent nature, visit the [ANU Health Service](#).

Rules of Occupancy

These Rules form part of your Occupancy Agreement with UniLodge. Please read these Rules carefully, and if you have any questions or need a translator, please contact reception.

ELIGIBILITY OF RESIDENTS

All Residents must be enrolled in Full Time study at the ANU. At times, other ACT students may be eligible. This is at the discretion of UniLodge @ ANU Management.

The ANU provides special Scholarships and discounts for ANU students living at UniLodge.

All Residents must be registered and sign an Occupancy Agreement. Residents must not sub-let the apartment under any circumstances.

IMMEDIATE EVICTION

UniLodge @ ANU Rules of Occupancy promotes tolerance, courtesy and care for others and the different needs within the community. If you ignore or transgress these guidelines, you shall receive a written warning from Management. Residents, who have received a warning and continue with unacceptable behaviour, will be asked to leave immediately, that is, be issued with an eviction notice.

In addition, such acts that may be considered for immediate eviction are:

- Carrying, using or distributing illegal drugs or other illegal substances;
- To be involved in the harassment of or discrimination against another Resident, staff member or person;
- To be involved in the sexual and/or physical abuse of another Resident, staff member or person;
- To be involved in theft of another person's property;
- To continue to engage in unacceptable behaviour as described in clause 3.3(a) of the Occupancy Agreement after Management has issued a warning.

Engaging in any of these behaviours may result in termination of the Occupancy Agreement in accordance with clause 7.1(a) of that Agreement.

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

REQUESTS OF STAFF

Residents must comply with all reasonable requests from UniLodge @ ANU Management, Residential Advisors and Support Staff.

BEHAVIOUR

Residents must agree not to engage in unacceptable behaviour. Unacceptable behaviour includes interfering with another person's living conditions or personal security and is further described in clause 3.3(a) of your Occupancy Agreement. Management will deal with unacceptable behaviour.

All Residents and visitors agree to be bound by the security regulations or as instructed by Management. Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Occupancy whilst in the facility.

Any damages caused by your visitors will become your responsibility to rectify.

NOISE LEVELS

All residents must observe consideration for their neighbours. No excessive noise is permitted between 10:00pm to 7:00am, as in accordance with Australian Law. Noise disturbances can potentially lead to eviction and / or legal prosecution.

You are expected to ensure that the noise you make does not cause problems for others during the hours of 10:00pm to 7:00am **and** during the hours of 7:00am to 10:00pm. Loud in-room parties during the latter period are not allowed if they disrupt other residents. When a UniLodge staff member requests that noise levels be kept down, and/or an event is to be shut down due to noise issues, residents are obliged to comply. Failure to comply may lead to fines and warning letters.

Primarily, the residential floors are for sleeping and study. Many of the common areas on the ground floor are intended for recreation and relaxation. Social gatherings likely to create noise are to be held in ground floor common rooms and NOT on residential floors

Residents are expected to be considerate of the needs of others. If, however, you are disturbed by noise from other people, please be confident in your right to express your concerns in an appropriate manner to the people involved. Should you feel uncomfortable talking directly to the people or if your request is ignored please call the Resident Advisor.

Got a late-night noise complaint? Call the Resident Advisor on duty!

Social Media Guidelines

UniLodge @ ANU 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 @ ANU [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 @ ANU 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. Please contact reslifemgr@unilodge.com.au if you believe these guidelines need to be changed, or additional guidelines added.

GENERAL PRINCIPALS

- 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 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 @ ANU 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.

Drugs, Alcohol, Smoking & Gambling

ALCOHOL

UniLodge @ ANU encourages a responsible attitude towards the use of alcohol in the community and reminds residents and their guests that they each share a duty of care toward fellow residents and guests within UniLodge @ ANU and in all situations including events and functions where alcohol is present.

This policy is intended to allow residents to live and socialise happily in UniLodge, respecting the rights of other residents.

The objective of this policy is to enable those residents to enjoy alcohol responsibly and in moderation. Equally, UniLodge @ ANU is respectful of those residents who choose not to consume alcohol. Thus, there is an obligation upon all residents who consume alcohol to do so responsibly and with consideration for others.

UniLodge @ ANU will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms. Within the University, the sale, supply, consumption and advertising of alcohol is regulated by the Alcohol Statute 2006.

Alcohol – the Rules

- Alcohol is only permitted in the Ground Floor Common Areas at Davey, Kinloch and Warrumbul and the main Common Room on 5th floor at Lena Karmel and in your own Apartments
- Parties are not permitted in the 5th floor Common Rooms at Kinloch and Warrumbul
- The Flexi spaces on levels 1,2,3,4 & 5 are for quiet study and relaxation only. Any party or noisy gathering in these areas will be moved on by the RA on duty
- Parties, celebrations and large gatherings are only allowed in the Ground Floor Common Areas.
- Any gathering of more than 20 residents needs to be approved by the Management, and a booking request form can be found on atmylodge.com
- Alcohol may only be sold or supplied to a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at UniLodge.
- Functions and events where alcohol is consumed must be approved by Management and must not promote or encourage consumption of alcohol as the primary purpose of a function or an event.
- Non-alcoholic drinks must be available at all functions and events where alcohol is served
- Alcoholic drinking games and activities that promote binge drinking are not permitted at UniLodge

Worried about the drinking habits of a friend or resident? Contact your Senior Resident!

SMOKING

Smoking of any substance is NOT PERMITTED in any room, apartment, stairwell (fire stairs), on any balcony, or indoor area of the building.

Smoking is not permitted in the courtyards or within 15 metres of any entrance or exit to the building

Smoking is not permitted at any of the cafes or restaurants at UniLodge

The Australian National University maintains a smoke-free environment. Smoking is prohibited in all University buildings and vehicles in addition to those locations where smoking is legally prohibited or otherwise restricted by the ACT Smoke-Free Public Places Act 2003. This includes your room and all other places inside the Lodge, and applies to all residents, guests, and staff.

Persons who wish to smoke outside the Lodge are required, while smoking, to keep at least 15 metres away from any entranceway, doorway, window or ventilation intake of the building, and are strongly urged to use any designated outdoor smoking area determined by UniLodge.

If you feel you must smoke, please:

- DO NOT smoke near non-smokers. People should be able to come and go without walking through a cloud of cigarette smoke.
- Ensure that you are at least 15 metres away from the windows of ground floor apartments. It is intolerable and unhealthy for residents to have cigarette smoke blow into their rooms.
- Please dispose of your cigarette butts responsibly. We take pride in our building, and litter (cigarette butts are litter) gives a very poor impression of the calibre of our community.

Residents who wish to stop smoking should contact the [University Health](#) service for assistance, visit the [Quit now](#) website or call the Quit line 13 78 48



**NOBODY
SMOKES
HERE ANY
MORE**

GAMBLING

Gambling is not permitted on the premises.

DRUGS / ILLEGAL SUBSTANCES

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule will result in immediate eviction. If you feel you are having problems due to drug use (or know somebody in the building who is), please talk to your SR, the [Residential Life Manager](#) or ANU Counselling. We can certainly put you in touch with people who can help you.

Event Policy

Social gatherings are an important part of University life and residents may host gatherings at UniLodge. UniLodge @ ANU needs to balance social gatherings against issues such as noise, security, and the use of communal space by other residents. The following policy has been formulated to assist in ensuring that social gatherings can take place at UniLodge @ ANU while being mindful of the needs of other residents. Other benefits of the policy include minimizing risks to the organiser and residents of an apartment in which an event is held. All venue and event bookings can be made on atmylodge.com and must be made well in advance of the event date (at least 5 working days and preferably 10 working days). To guarantee a common space venue, a booking must be made **and** approved by UniLodge staff (you will get a confirmation email).

EVENTS IN-ROOM

Residents may generally hold small events in their room without filling an event request form. In multi-share apartments, they require the unanimous consent of all residents before having these events. Any in-room event which has the potential to be disruptive to the community should instead take place in a common area, away from resident's rooms.

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 the event. It is important that this person plans for the event and is sober and present for the duration of the gathering.

The organisers must complete an Event Request form (available on atmylodge.com). The Event Request form is designed to ensure that the interests of other residents not attending and those people attending the event are adequately considered by the host.

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

- Please note that kegs are not permitted and will be confiscated.
- The resident hosting the event will be held responsible for any breach of the UniLodge @ ANU Handbook, including damage and noise. Any costs arising from an event, including costs for cleaning and damage, will be charged to the host of the event.
- Most events that are non-academic in nature will not be approved during the Exam period.

GATHERINGS IN A MULTI-SHARE APARTMENT

For a gathering in a multi-share apartment, the host of a proposed gathering must always have the unanimous consent of all other residents in that multi-share.

NON-RESIDENTS AT UNILODGE @ ANU

Unfortunately, it is common for problems associated with events and social functions to be linked to guests of residents. UniLodge @ ANU has several rules that apply to non-residents. Hosts of events should be aware of these rules:

CONDUCT ISSUES

Residents and their guests at UniLodge @ ANU are to show respect for each other and for our building as members of the UniLodge @ ANU 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.

TRESPASSING

Any person whose behaviour is threatening and or unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave. ANU Security or the local authority will be contacted to assist if required.

EXAM PERIODS

During official University exam periods, no social gatherings can be held that disturb other residents. Large social gatherings should be held off-site. Residents who finish their exams early and wish to celebrate are advised to hold parties outside the UniLodge buildings. Official UniLodge @ ANU functions 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 an event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those under 18 years old.

Overnight Guests During Term

Residents may have guests stay overnight for a **maximum** stay of four nights. Residents must visit Reception to complete a **Guest Form** advising their guest's full names and dates of stay. Once a Guest Form is completed, a guest key can be issued for AUD\$15 charge. There are no extra accommodation fees for your guests.

If you are staying in a Multi-Share Apartment, guests must stay within the Resident's room and not common lounge areas.

Extended visits are not permitted, and residents must not in any circumstances allow any other person to reside in their Room or the Apartment Common Areas.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of an Apartment, the following procedures must be followed.

All residents of an Apartment must be aware of a guest staying overnight and have their given approval to this:

- A guest must be registered at Reception;
- A guest must be accompanied at all times by a resident; and
- A guest cannot stay more than four consecutive nights

Any person found to occupy a Room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the Room will be charged \$50.00 for each night the unauthorised person has stayed. The resident will also be in breach of their Occupancy Agreement.

Residents must ensure that any guest or other person who is in the building at the invitation of the resident or in the resident's company complies with the Rules and any reasonable directions given by Management and does not do anything which a resident is prohibited from doing under the Rules and their Occupancy Agreement. If requested to do so by Management a non-resident must leave the building immediately.

Summer Holiday Guests (1st Dec till 25th Jan)

ARE YOU GOING ON A VACATION?

If you intend to leave your apartment for any length of time, please complete a “**Vacation Form**” and submit it to Reception. Once completed these forms will be kept on file should we need to contact you in the event of an emergency. Please note if you are away when your Occupancy Fees are due, it is your responsibility to ensure that your Occupancy Fees and all sundry charges are paid in full on time. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all payments prior to going on holiday.

GUESTS IN YOUR ROOM

UniLodge @ ANU understands that some residents would like to allow a guest to stay in their room while they are on vacation.

During the period 1st December till 25th January, residents are permitted to have a guest stay in their room for more than 4 nights.

The guest **must** complete a ‘Guest Form’ and provide a copy of ID which gives them access to your room during their stay. You will still remain responsible for paying rent to UniLodge during their stay and will also be accountable for any additional charges and damage that occurs for the time they are occupying your room.

MULTI-SHARE APARTMENTS

If you are staying in a multi-share apartment, guests must reside within the assigned bedroom and not the common lounge areas.

All residents of a multi-share apartment must sign the form to give their approval for a guest to stay more than 4 nights

UNILODGE @ ANU RULES & EXPECTED BEHAVIOUR

All guests are expected to read the UniLodge @ ANU handbook and comply with all our Rules and regulations during their time with us.

Residents are responsible for the actions of their guests. Any damages or losses will be charged to the resident.

UniLodge @ ANU reserves the right to refuse entry to any guests or may terminate your guests contract may they be found breaching the Rules and Regulations in anyway during their stay.

Residential Life

STUDENT SUPPORT

UniLodge is proud to offer a variety of different academic and pastoral support models. When you join our community, you will find there is always something to do and someone to talk to. On each floor we have members of the Residential Leadership Team: Community Coordinators, Senior Residents, a Residential Advisor and each building has an IT assistant. This is set at a ratio of 1:25, for every 25 residents there is 1 Residential Leadership Team Member to assist. The Community Coordinator is an on-site student staff member who assists to manage both emergency situations and on-going residential activities and is the leader of the Residential Leadership team in each building. These people have many roles however their primary role is to ensure that all residents feel safe and supported.

They 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. They have regular floor events to ensure everyone gets to know each other and do duty rounds to ensure UniLodge is a safe and welcoming place to live.

Connecting you to services, people and places is just one of the important roles of the Residential Leadership Team. So, whether you want to connect with other students, the local community or just want to know the best places to 'hang out' go knock on your SR's door and they will be more than happy to show you around.

We want to assist you wherever possible to fit into your new home as quickly, safely and securely as possible, so you can make the most out of your time here at UniLodge, the ANU and Canberra.

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

As a new resident you may experience difficulty adjusting to:

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

Our Community Spirit Team is here to assist you in making a smooth transition to UniLodge and university study more generally.



Community Coordinators, Senior Residents & Residential Advisors

COMMUNITY COORDINATORS

The Community Coordinator is a leader and UniLodge staff member who facilitates an exceptional living-learning experience for all residents under the guidance of the Residential Life Manager. The role has a particular emphasis on emergency response, pastoral care, academic matters, and project management. In 2018, one Community Coordinator will be assigned to each Lodge – Davey, Kinloch, Warrumbul, and Lena-Karmel. The Coordinators reside on-site at their assigned Lodge but work across all four Lodges in carrying out duties.

SENIOR RESIDENTS

All residents in their second year and beyond are eligible to apply to become a Senior Resident (SR). These residents play a special role in the leadership of UniLodge, and they apply skills in management, care, coordination and planning that all contribute to enabling UniLodge to meet its own high standards. SRs reside on the floor for which they have responsibility.

Essentially, SRs are appointed to help create the best study and social environment in their neighborhoods. They might plan an event, arrange an outing, or assist with Resident Committee events, O'Week and Open Day activities. Or they might talk someone through a case of homesickness, personal problems or assist with a case of harassment. They also help the Residential Life Manager and Assistant Residential Life Manager to implement UniLodge policies.

RESIDENTIAL ADVISORS

Dedicated Resident 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 Resident Advisor will be on duty to assist with your needs.

These Resident Advisors will work closely with UniLodge @ ANU Management, relaying all issues that arise within the building. They will keep any information confidential. Resident Advisors are extremely important members of the UniLodge @ ANU Staff, and therefore all Residents must comply with all requests that they issue.

Resident Advisors will be able to give you access to the building and your apartment if you have lost/misplaced your key.

SRs and RAs are often the first point of contact in any kind of emergency. They are highly trained in areas such as First Aid, security, mental health, fire warden duties and much more.

Residential Life



WHAT IS RESIDENTIAL LIFE?

Residential Life is an integrated, contemporary, 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, Community Coordinators, the residents' committee, and the Assistant Residential Life Manager and the Residential Life Manager.

WHAT DOES THE PROGRAM AIM TO ACHIEVE?

It offers a balanced program of activities that supports resident life across many dimensions such as: living and 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 RESIDENTIAL LIFE?

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 @ ANU webpages, where you can register. You can access this information through our weekly newsletters or via the UniLodge@ANU APP.

RESIDENTS' COMMITTEE

The UniLodge @ ANU Residents Committee functions as a social club for all residents and assists in the coordination of the interhall and intralodge components of the residential life program.

The Committee aims to make your UniLodge @ ANU experience a memorable one, but please remember it is your community and you are expected to contribute. The Committee is an ideal starting point for you to find ways to get involved. Elections for the Committee take place in October each year. All residents are invited to nominate and have a go.

WELCOME BRIEFING

We want to assist you to connect with your new community as soon as possible. Our **compulsory** Welcome briefings are there to give you as much information about living in your new community and with your fellow students. This is a great way to meet other students and our friendly staff. These briefings are a time for you to find out and learn as much about your new city as possible. We will also discuss some of the important rules and regulations at UniLodge @ ANU that will assist us all to live cooperatively together.

This is also the time that we ASK YOU for your feedback. Letting us know how we can best assist you during your stay, is vital to ensuring a successful stay.

SOCIAL SUPPORT

UniLodge @ ANU will organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge @ ANU 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 @ ANU and your time spent as students. Please feel free to talk with Reception should you have any suggestions or queries. Alternatively, you can become involved with the Residents Committee, which meets regularly to organise social and other events. It is also a great place to meet new friends and provide feedback to staff.

We have more information regarding your residential experience available in our Residential Experience booklet. Make sure to grab your copy today!



Your Shop



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

Here's what one of our current residents had to say about Your Shop:

"I am satisfied with my product. It was very good value for money & having everything already in my apartment when I moved in was a great relief." – Tom, UniLodge @ ANU

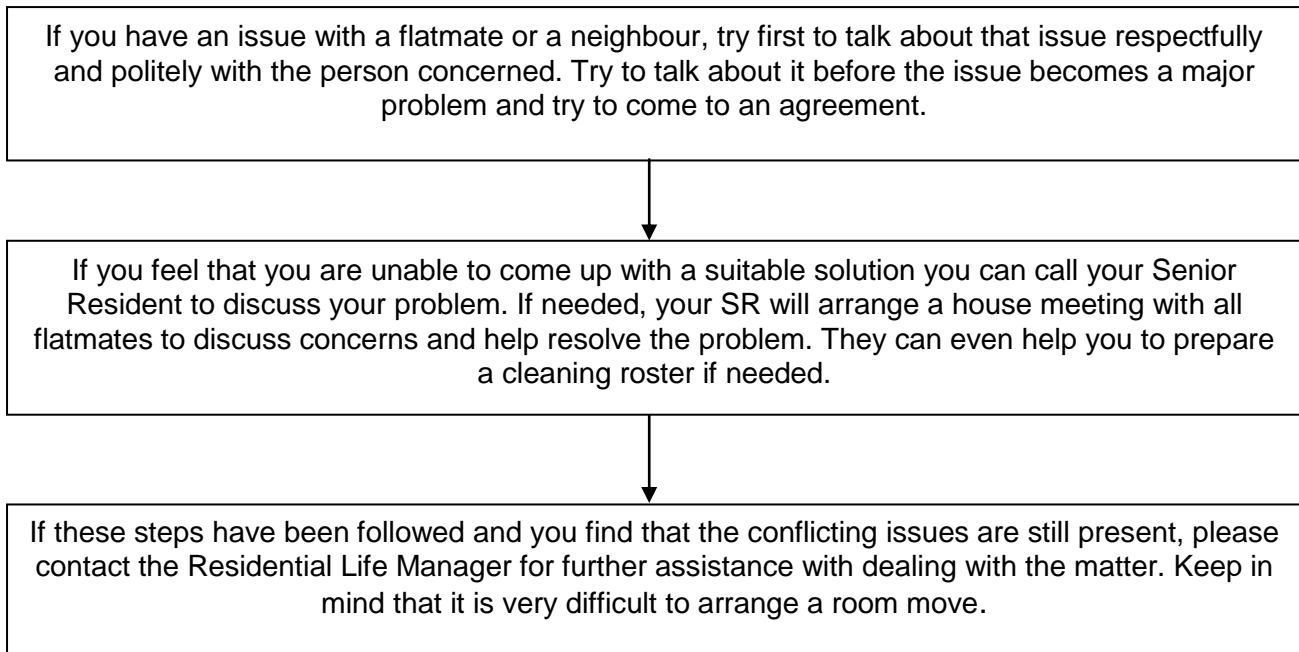
Offering a great variety of products, our prices are highly competitive and certainly comparable to High Street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 Star Hotel!

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



Living Together

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



TIPS FOR A HAPPY 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 over 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.

Personal Issues

Do not be afraid to confide in any UniLodge @ ANU staff, Senior Residents or Residential Advisors to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary. We work closely with the ANU Counselling Centre and other community provided health specialists, should you require specialist support.

GET TO KNOW YOUR FLATMATES!

Many Residents at UniLodge @ ANU will be living in multi-share apartments. This means that you will share the kitchen, lounge area and possibly the bathroom with other Residents.

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

- Introduce yourself to your flatmates 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 or rubbish 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 @ ANU are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your flatmates could attend together within or outside of UniLodge @ ANU may be a great way to make new friends and meet more people!

FINANCIAL ISSUES

If you are experiencing any financial difficulties, please speak to the [Assistant Residential Life Manager](#) or the [Residential Life Manager](#). Often, these difficulties can be managed by the implementation of a financial plan. In addition, the ANU has a number of [services](#) to help students in financial need. Please advise us if there will be a delay with your Occupancy Fees being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

STUDY ISSUES

If you have an academic problem, talk to the [Assistant Residential Life Manager](#) or the [Residential Life Manager](#) as soon as it arises - don't leave it until it is too late! Should you experience any concerns regarding; course and subject selection; preparation for examinations; dealing with tutors and lecturers; or special consideration due to sickness or family troubles we can help to refer you to the relevant department or faculty that will be able to resolve any issues.

ACADEMIC SKILLS AND LEARNING CENTRE

The Academic Skills and Learning Centre offers ANU students free and confidential help with their academic work.

Visit academicskills.anu.edu.au for more information

EXAMS – SPECIAL ARRANGEMENTS

Special arrangements are in place for the week before exams until the completion of the last exam during exam periods:

- Residents are requested to be particularly careful not to disturb others, particularly on residential floors.
- Avoid gatherings on the floors. Bring people to the ground floor common areas if you want to chat.
- Non-urgent maintenance work likely to create disturbance will not be scheduled during the exam period.
- Parties and events are not to be held at UniLodge @ ANU – celebrate by all means when you finish your exams but do it away from UniLodge @ ANU out of respect for those still studying for exams.

Special consideration letters

As a general rule, UniLodge Management will not issue letters requesting special consideration for exams and assignments. It is the responsibility of the student to approach their lecturer, Counselling, the Health Service, the Academic Skills and Learning Centre or other ANU service to obtain such letters if needed. The Residential Life Manager is available to refer residents to these services as appropriate.

In exceptional circumstances – where the student has first approached these services **and** there is a documented record of mitigating circumstances at UniLodge – the Residential Life Manager may write a letter on behalf of the student requesting special consideration. In these circumstances, the Residential Life Manager is to be approached at least 48 hours in advance to request the letter. No other staff at UniLodge are authorised to provide this letter and the Residential Life Manager's decision is final.

HARASSMENT

UniLodge @ ANU will not accept any discrimination or bullying from residents against a person on the grounds of gender, marital status, family status, sexual preference, transgender identity, race, social origin, colour, nationality, national extraction, age, political opinion, religion, impairment, mental disability, physical disability, psychiatric disability, intellectual disability, criminal record, medical record, and trade union activity.

UniLodge @ ANU is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Any member of UniLodge @ ANU who indulges in any form of discrimination or sexual harassment may be asked to leave.

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

Health & Wellbeing

ANU HEALTH SERVICE

The [ANU Health Service](#) offers primary health care to students. They have both male and female General Practitioners and a nurse who is also available for health advice and assistance. Phone 6125 3598 for an appointment.

ANU COUNSELLING CENTRE

It is often helpful to talk things over with someone professionally trained and skilled in offering help to students. The University runs an excellent counselling service it is confidential and freely available to all ANU students. Phone 6125 2442 for an appointment.

HEALTH AND SAFETY @ UNILODGE

As Residents you must not partake in any act or behave in a manner that does 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.

EMERGENCY MEDICAL PROCEDURES/TRANSPORT TO HOSPITAL

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/Residential Scholars accompany a resident to a hospital, there is no requirement for them to remain after medical care has commenced.

INFORMING EMERGENCY CONTACT PERSON(S)

As a general rule, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or wellbeing of a resident, management, staff, or student leaders may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

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.

SEVERE PSYCHOLOGICAL DISTRESS

Where a resident seems to be showing signs of significant psychological distress (such as self-harming behavior, symptoms of a psychotic episode or suicidal ideation), a designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or wellbeing of a resident, UniLodge may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

LONG-TERM ILLNESS/DISABILITY

In addition to communicable diseases, which may have a direct impact on the operation of UniLodge, residents occasionally suffer from long-term illnesses or disabilities. Where a resident suffers from a long-term illness or disability that imposes a significant burden upon UniLodge, and it is unreasonable for UniLodge to continue to make further adjustments for this illness or disability, UniLodge reserves the right to terminate a resident's Room Agreement. Before considering whether to terminate a Room Agreement, UniLodge will:

- advise the resident of the impact that their illness has upon the operation of UniLodge and the other residents; and
- hold discussions with other relevant areas of the University, including Access and Inclusion, the University Health Service and their academic area to examine alternative methods and reasonable adjustments that will enable UniLodge to assist in the management of the illness.

See also the [Disclosure of Information by Students with a Disability or Illness Policy](#): Only if the above discussions/resultant actions do not produce a reasonable and appropriate management process will Management exercise its discretion to terminate the Occupancy Agreement.

COMMUNICABLE DISEASE

In the case of contracting an infectious disease such as measles, a resident should, if possible, leave UniLodge for the infectious period. If this is not possible, the resident is to cooperate with UniLodge to ensure 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; and 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 University Health Service about how best to contain it.

NOTIFIABLE DISEASE

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 the University's Health Service or the resident's own GP for a medical assessment of whether the resident has a notable disease.

If the resident does have a notifiable disease the Health Service or GP is required to report the disease in accordance with the *Public Health Act 1997*. They (or the Chief Health Officer of the ACT) may direct the University (and UniLodge) on how any public health aspect of the disease is to be managed within the University or Hall, where applicable.

If a resident fails to attend a GP examination on request of Management, they may be excluded from UniLodge until they obtain medical advice demonstrating that they do not pose a disease risk to other residents.

If a resident who does attend a GP examination is required to leave UniLodge because they have a communicable disease, their return is dependent on them obtaining medical advice demonstrating that they are fit to return and present minimal or no risk to fellow residents.

Where a resident is required to leave because they have a communicable disease, UniLodge will provide reasonable assistance to enable the resident to locate suitable alternative accommodation. Financial hardship for relocation will be assessed on a case-by-case basis.

Security

INSURANCE & SECURITY FOR YOUR APARTMENT

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 are not covered by UniLodge @ ANU policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge @ ANU is no exception. We suggest that you keep your doors locked at all times.

UniLodge is not responsible for any damage caused to your personal items during your stay with us.

INTRUDERS

Although we take all possible precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, contact Reception or the Residential Assistant on duty immediately, and watch the person or persons from a distance, but do not put yourself at risk.

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

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 at the front door, in any common areas or in the lifts.

Tell the visitor to see the Reception or the Student Advisor on duty.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at UniLodge, please discuss your concerns with ANU Security on extension 52249 (or 6125 2249).

SECURITY CAMERAS

Most common and key building areas are monitored 24/7 by security cameras. While these can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.



Transport

PUBLIC TRANSPORT (BUSES)

ACTION is the ACT Government provider of local bus services. Call 13 17 10 for bus information or visit www.action.act.gov.au.

ANU UNISAFE BUS

The ANU campus is quite large (145 hectares), with in excess of 150 buildings. If you have to move around the campus at night or travel to or from UniLodge, it makes sense to catch the free UniSafe Bus.

Collect a timetable from ANU Security or the ANU Students Association in Union Court or view it and other useful information at [Unisafe site](#).

The [On Campus on Demand Bus](#) can be called on 612 52249 between 6:30pm – 11:30pm Monday to Friday

Airport Transport – Transport Canberra Buses

Transport Canberra operates a service approximately every half hour between Canberra Airport and Canberra City. For more information, please visit the Transport Canberra website <https://www.transport.act.gov.au/routes-and-timetables/services-to-canberra-airport>

BICYCLE STORAGE

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. All Bicycles must be registered at reception for security purposes and stored in the allocated area - bike racks are provided in secure sheds in the car park.

Equal Opportunity

The Australian National University has an express commitment to equal opportunity in education for students and prospective students. UniLodge is committed to upholding the equal opportunity and other equity principles as laid out in ANU policies and statutes.

The ANU Equal Opportunity Policy is accessible on the ANU Equity policy web site and includes the commitment of ANU to promote inclusive study environments that value the diversity of backgrounds and perspectives of the University community for the purposes of:

1. Improving access and participation of students from equity groups; and
2. eliminating discrimination on the grounds of sex; pregnancy; marital status; family responsibility; race, colour, ethnic or ethno-religious background, descent or national identity; sexuality; age; Tran sexuality; disability; union affiliation, political conviction or religious belief.

http://info.anu.edu.au/Policies/DSTU/Policies/Equal_Opportunity_Policy.asp

EQUITY POLICIES

There are several equity policies located on the ANU Equity policy web site to assist students with their specific needs or responsibilities.

<http://www.anu.edu.au/equity/policies.html>

PREVENTION OF DISCRIMINATION, HARASSMENT AND BULLYING

The ANU has a policy on the 'Prevention of discrimination, harassment and bullying' and is committed to ensuring that staff and students are treated with integrity and respect, recognising all members of ANU have the right to work and study in an environment free from discrimination, harassment and bullying. The ANU, including its halls of residence, will not tolerate discrimination, harassment and bullying behaviour under any circumstances and will take action against any staff member or student who is found to have breached this policy. This policy explains that:

Bullying is repeated unreasonable and inappropriate behaviour in the workplace or education environment which comprises behaviour that intimidates, offends, degrades, insults or humiliates an employee or student. This can be physical or psychological behaviour.

Discrimination can occur when someone, or a group of people, is treated less favourably than another person or group because of a specified attribute such as their race, colour, national or ethnic origin; sex, pregnancy, breastfeeding; relationship status; carer status; age; Tran sexuality; disability; sexuality; union affiliation; religious or political conviction or any other characteristic specified.

Harassment can occur when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex including sexual harassment; disability; sexuality; or any characteristic specified under human rights legislation. It can also happen if someone is working in a 'hostile' - or intimidating - environment. The behaviours can be overt or subtle, verbal, non-verbal or physical.

When things go wrong – UniLodge Complaints Procedure

Life in a community as large and as complicated as the Lodges 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 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

(Not resolved?)

Step 2. Inform the person that you will take the matter to your Senior Resident or Residential Life Manager

(Not resolved?)

Step 3. Inform the Residential Life Manager that you will take the matter to the General Manager of UniLodge

(Not resolved?)

Step 4. Inform the General Manager that you will take the matter to the Registrar of Student Life

ANU PRINCIPLES OF STUDENT COMPLAINT/DISPUTE RESOLUTION

Before initiating the formal resolution procedures, students should try to resolve the complaint directly with the person/s concerned wherever possible. Students are strongly encouraged to seek advice about how to resolve their complaint. The Residential Life Manager can mediate between the parties involved where appropriate.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred.

The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints.

Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

Useful Contact Numbers

Please note that you need to dial "0" on room phones before dialling a number.

ANU extension numbers in blue can be dialled from room phones for free and do not require dialling "0" first.

UniLodge @ ANU	
Davey Lodge	618 45000
Kinloch Lodge	618 45600
Warrumbul Lodge	612 57500
Lena Karmel Lodge	612 57900
Residential Life Manager	618 45053 or rlm.anu@unilodge.com.au
Assistant Residential Life Manager	612 57503 Or arlm.anu@unilodge.com.au
Emergency	
Police, Fire and Ambulance	000 (0000 from your room phone)
Civic Police	6256 7777
Poisons Information Centre	13 11 26
ANU	
ANU Security	612 52249
Academic Skills and Learning Centre	612 52972 / academic.skills@anu.edu.au
Counselling Centre	612 52442 / counselling.centre@anu.edu.au
Health Service (Doctors)	612 53598 / health.reception@anu.edu.au
Careers Centre	612 53593 / careers@anu.edu.au
ANUSA Welfare Officer	612 55849 / sa.assistance@anu.edu.au
PARSA Welfare Officer	612 54093 / parsa.assistance@anu.edu.au
Student Legal Advisor	612 52444 / sa.legal@anu.edu.au
Dean of Students	612 54184 / dean.students@anu.edu.au
Access and Inclusion	612 55036 / access.inclusion@anu.edu.au
Tjabal Indigenous Centre	612 53520 / tjabal.centre@anu.edu.au
Student Services	135 268 (135 ANU) / student@anu.edu.au
Other Numbers	
Calvary Hospital (Bruce)	6201 6111
Canberra Hospital (Garren)	6244 2222
After Hours Medical Centre (CALMS)	1300 422 567
After Hours Medical Centre (HealthDirect)	1800 022 222
After Hours Home Doctor Service	13 7425 (13 SICK)
Alcohol and Drug Crisis Management	6205 4545
Alcohol and Drug Information Service	1800 422 599 or 6207 9977
Mental Health Crisis Team	1800 629 354
Lifeline (24/7)	13 11 14
Headspace Canberra	6201 5343
Beyond Blue	1300 22 4636
City Mental Health	6205 1338
Find a Psychologist	1800 333 497
Domestic Violence Crisis Service	6280 0900
Canberra Rape Crisis Centre	6247 2525
National Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732 (1800 RESPECT)
Sexual Health Information (Talkline NSW)	1300 658 886
Sexual Health and Family Planning ACT	6247 3077
ACT Health	13 22 81

UniLodge @ ANU Location Map

