

UniLodge

@ SHAFSTON

2019

RESIDENT HANDBOOK



9-19 Castlebar St, Kangaroo Point QLD 4169

WELCOME

Welcome to UniLodge @ Shafston

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

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

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

UniLodge @ Shafston management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane.

Enjoy your stay!

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CONTACT DETAILS

Property Phone Number

(+61 7) 3249 7674

Reception Phone Extension

674

Outside Office Hours Security Phone Extension

674

Address

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

Resident Full Name

UniLodge @ Shafston

(Unit Number) _ _ _ _ / 9 Castlebar Street

Kangaroo Point QLD 4169 Australia

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

The Building

Name

UniLodge @ Shafston

Address

9 Castlebar Street, Kangaroo Point QLD 4169

Reception Telephone

+(61) (7) 3249 7674

Facsimile

+(61) (7) 3249 7679

Emergency Contacts

000 (Police, Fire, Ambulance)

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

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

In order to assist students, the Resident Handbook helps assist you with the most common issues and questions that may arise during your stay. Please take the time to read through this handbook and ask staff during your induction if you have any questions. As part of signing your Tenancy Agreement, you will be acknowledging that you have read this handbook.

SETTLING IN

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

The people, the weather, the food, and the buildings may be new and it may take you a little time to get used to your new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in our Community Spirit Events, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you.

Please come and see us if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

ARRIVAL

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card and unit key
- A copy of the Entry Condition Report for your unit
- Body Corporate Rules (by-laws)
- A copy of the Tenancy Agreement
- RTA Renting in QLD Handbook.

Absent from your Unit

If you intend to leave your unit for any length of time, please ensure you advise reception. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Access to other Units

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed regardless of whether or not they are in their unit.

Access to the Building

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture

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

Identification

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

Security and Swipe Card/Unit Key

- You are issued with a swipe card when you check in. The swipe card will give you access to the front door, your apartment level, and level 4 (recreation room and gym).
- There is no need to swipe your card to access the ground level and levels 1-3.
- The swipe card should be carried by residents at all times. Your swipe card or unit key must not be given to any other person.
- Please remember to lock your door when leaving your apartment as the door does not self-lock on closing.

- Should you lose your key or be locked out of your unit, please see reception during office hours.
- Afterhours lock outs, dial 674 for Nitel from the front door intercom. \$50 afterhours call out fee applies.

Please find following the prices for the replacement of lost swipe cards or keys:

| | |
|---------------------|--|
| Swipe Cards | \$45.00 each |
| Keys | \$350.00 Includes change of door lock, replacement key, replacement spare key, delivery and installation. |
| Lockout fee | \$50 each time |
| Mailbox keys | \$15 |

RIGHTS & RESPONSIBILITIES FOR RESIDENTS

Resident Rights

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

UniLodge Rights

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

Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident. (Noise restrictions apply from 10pm)
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage/maintenance issues to your unit in writing.
- Pay for charges as outlined in the Tenancy Agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building and anybody corporate by-laws that apply.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

UniLodge Responsibilities

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

RULES OF TENANCY

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

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is NOT permitted in common areas.

Behaviour

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

Building Security

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

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

Cleaning and Inspections

All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for faults or damage.

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.

Drugs/Illegal Substances

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

Eligibility of Residents

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

Furniture and Equipment

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property. The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by Management.

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

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

Requests by Staff

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

Smoking

Smoking is not permitted in rooms and balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build up of nicotine will be charged to the tenant responsible. Repeated offenders will be issued with a Notice to Remedy Breach.

YOUR AGREEMENT WITH US

Condition Report

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

The completed Condition Report must be **returned to the office within 72 hours** of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Eviction

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

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

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

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

Bond

- A bond equivalent to four (4) weeks rent, payable to the RTA is required at check-in before keys can be released. The bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of the tenancy and / or for any further period in which the resident may occupy the unit.
- The cost of repair or excessive cleaning may be deducted from the bond.

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the Tenancy Agreement or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Tenancy Agreement all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines.

PAYMENTS

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

Rent

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

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

When making payment please use your **ROOM NUMBER** and **NAME** as payment reference and provide reception with the receipt.

Bank Account Details

BSB No: 114-879

Account Number: 448 001 247

Swift Code: SGBLAU2S

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

Replacement of Swipe Card and/or Keys

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

Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

Unit Repairs

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

UNILODGE REFUND POLICY

Total Refund

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

A security deposit is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable and expenses such as cleaning, telephone etc are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

Partial Refund

In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **28 days written notice** prior to either the commencement date of their Tenancy Agreement or the UniLodge Semester start date, whichever is the earliest. Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

No Refund

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

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

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

TERMINATING YOUR LEASE

Breaking the Tenancy Agreement

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

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

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let.
- Find another suitable person to take over your unit so there is a continuation of payments to the unit owner.

Break Lease Fee

- If UniLodge finds a replacement tenant a Marketing and Re-Letting Fee equivalent to 2 weeks rent is applicable.
- If the resident finds a suitable replacement tenant (replacement tenant must submit an application form to reception for approval) an Administration Fee equivalent to 1 weeks rent is applicable.

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

You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.

WE CARE ABOUT YOU!

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

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different demands.
- Living away from home, and fending for themselves.
- Being away from the support of family and friends.
- Settling into city life, a new state or a new country.
- Language barriers.
- Life style and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. Transport, clubs, churches etc.
 - Setting up bank accounts etc.

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

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

Complaints

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

Financial Problems

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

Personal Problems

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

Privacy

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

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

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

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

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

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

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

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

Study Problems

As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other Residents' study habits.**

Workplace Health and Safety

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

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!



BUILDING FACILITIES

Bicycle Storage

Bicycle racks are located on the south eastern (Thorn Street) side of the building. A city cycle station is located right next door on Shafston Avenue. Bicycle parking is not monitored or secured by UniLodge and resident are responsible for their own property. Bicycles are parked here at the residents own risk.

Café

A café is located on the ground level.

Car Parking

Should you wish to park your vehicle in the car park located in the basement please complete and submit an application form, available from reception. If your application is approved, you will be issued a security card programmed to allow access to the car park. Car parking is available to residents on a first come, first served basis. Parking is subject to Body Corporate rulings which may vary from time to time.

Gym

There is a well-equipped gym on 4th floor with a range of machines inside and multiple weights stands on the covered veranda outside the gym. There are toilet and shower facilities in the recreation room. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The gym is accessible via your swipe card. The gym is open each day from 7am to 11pm and is free of use for all residents. Residents need to abide by the gym rules which can be collected from reception or found in the gym room.

Laundry

The laundry is open 24/7 and is located on the 3rd floor. It has coin-operated washing machines and dryers available for resident use. Washing machines and dryers cost \$3.00 per use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact 07 3299 1459.

Mailboxes

Each apartment has its own lockable mailbox located near the front door of the building. A mailbox key is issued to you upon check-in.

Reception

Our staff will not only assist with questions and queries regarding the property, but have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as follows:

| | |
|--------------------------|--------------------------|
| Monday to Friday | 8.00am – 5.00pm |
| Saturday / Sunday | 10.00am - 12.00pm |
| Public holidays | Closed |

Recreation Room

There is a recreation room on the 4th floor. The room contains a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The recreation room is accessible via your swipe card and room key to open the recreation room doors. The recreation room is open each day from 7:00am to 11pm.

Rubbish

Please empty your rubbish into the rubbish bins which are located on each level.

Study Room

A quiet Study Room is located on level 2. Please see reception to book and sign out key.

Transport

Information on public transport can be obtained from the Transit Help Line. Phone 131-230 (calling card or mobile only) or www.transinfo.qld.gov.au. Free transport to the city is available with the City Hopper ferry service. The closest ferry stops are Dockside or Thornton Street. UniLodge @ Shafston is also located with easy access to a number of bus routes and the Mowbray Park City Cat stop.

HOP ON THE CITYHOPPER

It's all part of Council's plan

Your FREE inner-city ferry service

- Every half hour from 6am – midnight 7 days per week.
- Simply hop on and hop off.
- Take in the Brisbane River and city sights.

CityHopper Map Legend

- Free CityHopper
- Paid Kangaroo Point Cross River Ferries

| Upstream Service | | | | | | |
|--------------------|------|------|------|-----------------------------|-------|----|
| Departs: | am | am | am | | pm | |
| Sydney Street | 6.00 | 6.30 | 7.00 | then every 30 minutes until | 11.30 | |
| Dockside | 6.04 | 6.34 | 7.04 | | 11.34 | |
| Holman Street | 6.15 | 6.45 | 7.15 | | 11.45 | |
| Eagle Street Pier | 6.20 | 6.50 | 7.20 | | 11.50 | |
| Thornton Street | 6.25 | 6.55 | 7.25 | | 11.55 | |
| Maritime Museum | 6.33 | 7.03 | 7.33 | | 12.03 | |
| South Bank 3 | 6.37 | 7.07 | 7.37 | | 12.07 | |
| North Quay | 6.42 | 7.12 | 7.42 | | 12.12 | |
| Downstream Service | | | | | | |
| Departs: | am | am | am | | | pm |
| North Quay | 6.15 | 6.45 | 7.15 | then every 30 minutes until | 11.45 | |
| South Bank 3 | 6.20 | 6.50 | 7.20 | | 11.50 | |
| Maritime Museum | 6.24 | 6.54 | 7.24 | | 11.54 | |
| Thornton Street | 6.32 | 7.02 | 7.32 | | 12.02 | |
| Eagle Street Pier | 6.37 | 7.07 | 7.37 | | 12.07 | |
| Holman Street | 6.42 | 7.12 | 7.42 | | 12.12 | |
| Dockside | 6.53 | 7.23 | 7.53 | | 12.23 | |
| Sydney Street | 6.57 | 7.27 | 7.57 | | 12.27 | |

The CityHopper is supplemented by paid cross river ferry services at Holman Street, Eagle Street Pier and Thornton Street every 10 to 15 minutes.

Please refer to separate CityFerry timetable for service times. For more information visit www.brisbane.qld.gov.au or call Brisbane City Council on **07 3403 8888**.

Utilities - Electricity, Gas & Water

Electricity, gas and water consumption is included in your rent.

COMMUNICATIONS

Internet

Our high speed internet supplier is 3Play Networks. Each room receives a weekly allocation of data of 16 GB per week, which is included in your rent. On arrival you will receive two Wi-Fi usernames and passwords (each username is allocated with 8GB per week). Alternatively each room also has 2 x CAT5 ports for physical plug-in using a CAT5 cable. Cables can be purchased from reception for \$10.

Troubleshooting guide

1. WiFi connection

To connect to our internet, please go to your device and find any of the following networks:

| Network | Password | Notes |
|--------------------------|---------------------------|---|
| Shafston Mansions | <i>(no pass required)</i> | You don't need a password to connect to this WiFi network, but you'll still require the user and pass handed off to you at reception in order to go through our portal. |
| Shafston Mansions(Keyed) | internet | This network is created for devices that ask for wpapsk authentication. Further, you'll still require the user and pass handed off to you at reception in order to go through our portal. |



Once you have successfully connected, please jump to step 3

2. Cable connection

In case that for some reason your WiFi doesn't work or if you want to improve your speeds, you can also try to reach the Internet via cable. There are 2 sockets per room which you can use to connect your laptop.



3. Portal authentication

Once you have connected your device through either cable or WiFi, you would need to go to your internet browser(I.E. Google Chrome, Mozilla firefox) and in the internet bar type in "login.3play.net.au", then you'll need to enter your user and password on the portal so that you can reach the internet.



4. Still no internet

If after following these steps you cannot connect to the internet, please contact us at **1300 301 946** or at support@urbanwireless.com.au

5. Headless devices

There are some devices that can connect to our WiFi network but don't have the capability to open an internet browser, to mention some there are Google Chromecasts, Xboxes, Smart TVs, etc. In these cases we would need to add this device manually into our system.

If you are trying to connect a headless device you may need to find its MAC address which is usually at the back of it or in its settings, and then email it to us (support@urbanwireless.com.au), so that we can bypass this device in our system.

Here are a couple of examples of how a MAC address looks like:

01:23:AB:CD:EF:56

98-01-45-d0-e1-55

Telephones

All apartments have a wall telephone that can accept incoming calls free of charge. They also operate as an internal intercom system between apartments, reception, and the front door. To dial out, it is necessary for residents to purchase a phone card.

Outside Phone Calls

Public phones are located in the lobby for your convenience. Phone cards can be purchased from newsagents.

Commonly used Country Codes

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

Your Room phone number when calling from outside UniLodge @ Shafston is 07 3249 7xxx (extension as shown below).

| Room | Ext | Room | Ext | Room | Ext | Room | Ext | Room | Ext | Room | Ext | Room | Ext | Room | Ext |
|------|-----|------|-----|------|-----|------|-----|------|-----|------|-----|------|-----|------|-----|
| 401 | 501 | 501 | 517 | 601 | 539 | 701 | 561 | 801 | 583 | 901 | 605 | 1001 | 627 | 1101 | 649 |
| 402 | 502 | 502 | 518 | 602 | 540 | 702 | 562 | 802 | 584 | 902 | 606 | 1002 | 628 | 1102 | 650 |
| 403 | 503 | 503 | 519 | 603 | 541 | 703 | 563 | 803 | 585 | 903 | 607 | 1003 | 629 | 1103 | 651 |
| 404 | 504 | 504 | 520 | 604 | 542 | 704 | 564 | 804 | 586 | 904 | 608 | 1004 | 630 | 1104 | 652 |
| 405 | 505 | 505 | 521 | 605 | 543 | 705 | 565 | 805 | 587 | 905 | 609 | 1005 | 631 | 1105 | 653 |
| 406 | 506 | 506 | 522 | 606 | 544 | 706 | 566 | 806 | 588 | 906 | 610 | 1006 | 632 | 1106 | 654 |
| 407 | 507 | 507 | 523 | 607 | 545 | 707 | 567 | 807 | 589 | 907 | 611 | 1007 | 633 | 1107 | 655 |
| 408 | 508 | 508 | 524 | 608 | 546 | 708 | 568 | 808 | 590 | 908 | 612 | 1008 | 634 | 1108 | 656 |
| 409 | 509 | 509 | 525 | 609 | 547 | 709 | 569 | 809 | 591 | 909 | 613 | 1009 | 635 | 1109 | 657 |
| 410 | 510 | 510 | 526 | 610 | 548 | 710 | 570 | 810 | 592 | 910 | 614 | 1010 | 636 | 1110 | 658 |
| 411 | 511 | 511 | 527 | 611 | 549 | 711 | 571 | 811 | 593 | 911 | 615 | 1011 | 637 | 1111 | 659 |
| 412 | 512 | 512 | 528 | 612 | 550 | 712 | 572 | 812 | 594 | 912 | 616 | 1012 | 638 | 1112 | 660 |
| 413 | 513 | 513 | 529 | 613 | 551 | 713 | 573 | 813 | 595 | 913 | 617 | 1013 | 639 | 1013 | 661 |
| 414 | 514 | 514 | 530 | 614 | 552 | 714 | 574 | 814 | 596 | 914 | 618 | 1014 | 640 | 1114 | 662 |
| 415 | 515 | 515 | 531 | 615 | 553 | 715 | 575 | 815 | 597 | 915 | 619 | 1015 | 641 | 1115 | 663 |
| 416 | 516 | 516 | 532 | 616 | 554 | 716 | 576 | 816 | 598 | 916 | 620 | 1016 | 642 | 1116 | 664 |
| | | 517 | 533 | 617 | 555 | 717 | 577 | 817 | 599 | 917 | 621 | 1017 | 643 | 1117 | 665 |
| | | 518 | 534 | 618 | 556 | 718 | 578 | 818 | 600 | 918 | 622 | 1018 | 644 | 1118 | 666 |
| | | 519 | 535 | 619 | 557 | 719 | 579 | 819 | 601 | 919 | 623 | 1019 | 645 | 1119 | 667 |
| | | 520 | 536 | 620 | 558 | 720 | 580 | 820 | 602 | 920 | 624 | 1020 | 646 | 1120 | 668 |
| | | 521 | 537 | 621 | 559 | 721 | 581 | 821 | 603 | 921 | 625 | 1021 | 647 | 1121 | 669 |
| | | 522 | 538 | 622 | 560 | 722 | 582 | 822 | 604 | 922 | 626 | 1022 | 648 | 1122 | 670 |

EMERGENCY PROCEDURES

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on the grassed area in front of Shafston House directly behind the main building until instructed by the fire department that it is safe to re-enter the building.

Fire Sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has it within its powers to levy fines and commence prosecutions (current fines exceed \$1200). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$1200)”. Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. A \$650 call out fee will be payable to the body corporate on activation of an unwanted alarm.

****False alarm callouts by QFRS currently exceed \$1200****

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

Upon Fire

- Assist any person in immediate danger only if safe to do so – otherwise notify staff or fire brigade after evacuating to safety.
- Close door.
- Call Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area.
- Remain at assembly area and await roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

HEALTH

| <i>Dentist</i> | <i>Doctor</i> | <i>Hospital</i> |
|--|--|--|
| East Brisbane Dentists 80 Lytton Road East Brisbane | CBD 7 Day Medical Centre & The Travel Clinic Brisbane Level 1 / 245 Albert Street Brisbane City | Mater Hospital Raymond Terrace South Brisbane |
| 07 3391 2504 | 07 3210 0932 | 07 3163 8111 |

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re enrolment.
- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

In case of an emergency dial 000

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

OPERATING AND CARING FOR YOUR UNIT

Departure Cleaning

Your unit has been professionally cleaned and fitted with new mattress protectors and shower curtains prior to your arrival and as a condition of your lease you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations. We can offer this service for you for only \$199 (additional cleans may apply where extra cleaning is needed). A cleaning checklist is available at reception on request.

You are more than welcome to undertake the works yourself or engage a cleaner of your choice and should you wish to do so, please contact one of the team to obtain a checklist of items that need to be addressed. Our team will then inspect your unit after you have cleaned it to ensure it meets the expectations of the owner prior to releasing any bonds.

Maintenance

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

1. Identify the problem and prepare to give the associated details.
2. Contact Reception and fill in the maintenance work order / authorisation form.

Glass and Aluminium

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

WHAT NOT TO DO

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

Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Scratches and Cuts

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

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

Microwave Oven

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

Mirrors

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

Refrigerator

Your unit is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on. When defrosting fridges ensure there is sufficient towels/containers to soak up/catch the defrosting water. Water will soak through floor, causing damage to unit/floor below. Resident will be liable for the cost of any damages incurred.

Smoke Detector

Your unit has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your unit switchboard. If you attempt to tamper, cover or remove your smoke alarm you may be fined in excess of \$1200 by QFRS.

Stains – Removing Stains

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

Tiled Surfaces

- All tiled surfaces are to be cleaned with a damp mop only. Do NOT use buckets of water, hoses or large amounts of water to clean. Water will soak through floor, causing damage to unit/floor below. Resident will be liable for the cost of any damages incurred.
- Do NOT clean the tiles with ACID or with any abrasive materials.
- Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

Walls

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores, which are designed not to damage the walls once removed, however there is no guarantee damage will not occur. Please ensure you remove these hooks at the end of your tenancy. Any damage caused as a result of removing these hooks however will be your responsibility and repair will be at your cost.

No sticky tape is to be used. No blue tack is to be used as it can stain.

SECURITY

Insurance and Security for your unit

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

Intruders

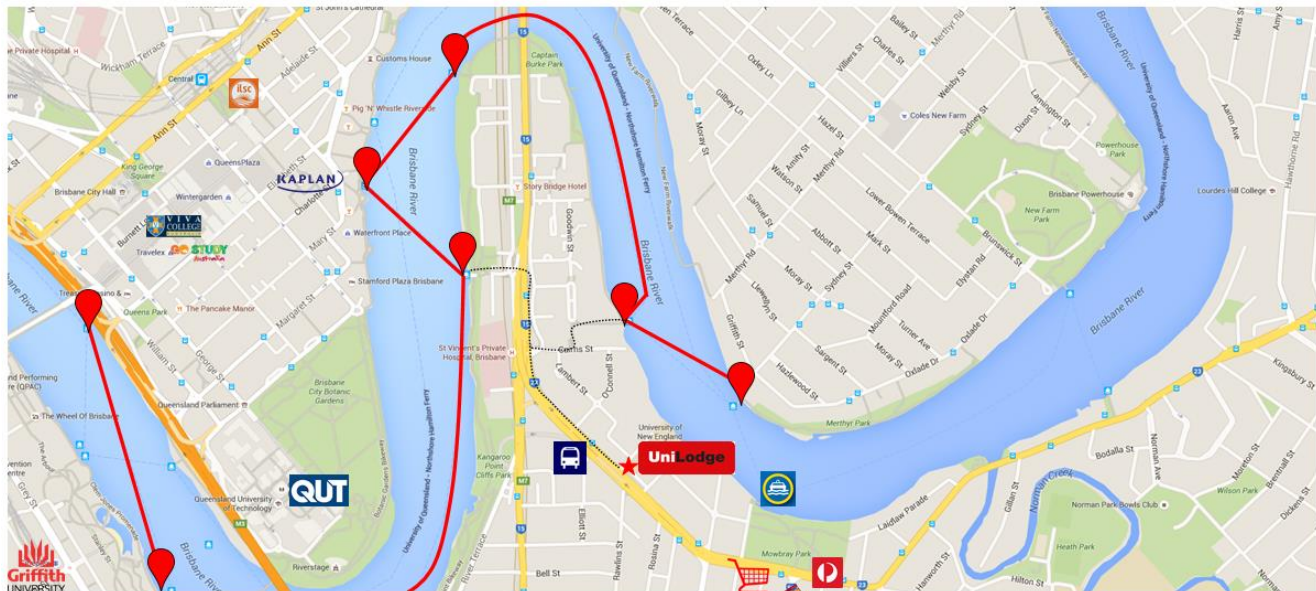
Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a distance but do not put yourself at risk.








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

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

LOCAL FACILITIES

- Kangaroo Point IGA - 679 Main St, Kangaroo Point QLD 4169
- Local eateries are available near IGA and St Lucia supermarket
- Gym, swimming pool, café, supermarket, restaurants, post office, parks and riverside bike tracks to the city and South bank.



- | | | | | | |
|---|--------------------------------|---|----------------------------------|---|-------------------------------------|
|  | Closest Shops – IGA |  | Brisbane City Cat Stop |  | Bus to the Valley & City |
|  | CityHopper – Free Ferry |  | Purchase a Go Card at IGA |  | |
|  | UniLodge @ Shafston | | | | |

USEFUL CONTACTS

UniLodge @ Shafston 07 32497674
Afterhours Residential Advisor 07 32497674 for operator
Security 07 32497674 for operator

Shafston College

Student services 07 32497111

Lifeline 13 11 14
Beyond Blue 1300 224 636

Brisbane public hospitals

Royal Brisbane Hospital 07 3646 8111
Princess Alexandra Hospital 07 3176 2111
Logan Hospital 07 3299 8899
Mater Hospital 07 3163 8111
Queen Elizabeth II Jubilee Hospital 07 3182 6111

Translink 13 12 30
Department of Transport and Main Roads 13 23 80

Police/Fire/Ambulance 000
Non-urgent incidents - PoliceLink 131 444