



# UniLodge South Bank

## Resident Handbook

125 Colchester St  
South Brisbane  
Queensland, 4101

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## WELCOME TO UNILODGE SOUTH BANK!

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We trust that your stay here with us at UniLodge South Bank will be both enjoyable and productive.

This resident handbook is designed to ensure that everybody understands the building, knows their rights and responsibilities and observes the relevant lease agreement so that all residents can enjoy their stay. The regulations are designed for your comfort, safety and security.

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

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

### *UniLodge South Bank Team*

## OUR TEAM

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

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

## UNILODGE RESIDENTIAL ADVISORS

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Dedicated residential advisors are on hand after hours to help look after your welfare and safety. When reception is closed, a residential advisor will be on duty to assist with your needs. These residential advisors will work closely with UniLodge management relaying all issues that arise within the building.

Residential advisors are important members of the UniLodge staff, and therefore all residents must comply with all requests that they issue.

## CONNECT WITH US

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Connect with us at UniLodge South Bank!

*Facebook:* UniLodge South Bank

*Facebook Group:* UniLodge SBK In House Residents

*Instagram:* unilodgesouthbank

## ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

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As part of signing your Rooming Accommodation Agreement, you will be acknowledging that you have read this handbook and will abide by the expectations and rules set out in it. Should any changes occur to this document during your stay, you will be notified by UniLodge South Bank management via email.

## UNILODGE SOUTH BANK CONTACT DETAILS

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<b>Name</b>	UniLodge South Bank
<b>Address</b>	125 Colchester Street South Brisbane QLD 4101
<b>Reception Phone</b>	+61 7 3505 5700
<b>After Hours Phone</b>	+61 400 701 904
<b>Reception Hours</b>	Monday – Friday: 8.30am – 6pm Saturday & Sunday: 10am – 2pm Public Holidays: Closed

The after-hours number is only to be used when reception is closed, and is to be used when:

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

## MAIL

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Each apartment is allocated a mail slot, which is located at reception.

Mail being sent to you should be addressed as follows:

<b>Name</b> <b>UniLodge South Bank</b> <b>(Room Number) / 125 Colchester St</b> <b>South Brisbane QLD 4101 Australia</b>
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If your mail does not include your room number it may result in your mail being returned to sender.

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

### Parcels

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

- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family. Ensure it is in the name in which you have signed your lease agreement.
- We do not accept food or perishable items (e.g. supermarket deliveries, UberEats orders, etc.)
- If a parcel has not been collected within 14 days of delivery we will return the unclaimed delivery back to sender

## **COMMON ROOM AND BUILDING FACILITIES**

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

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

### **Ground Floor**

- Relax in the **Media Room** complete with bean bags to catch up on your favourite movies
- Challenge your friends to a game in the **Games Area** on the ground level, which features a pool table, table tennis & foosball
- Enjoy a meal with friends in the **Kitchen**
- Chill out, socialise or enjoy the BBQs and fresh air in the **two Courtyards** which includes outdoor seating and tables

### **Level 2**

- Work on your assignments in the **Innovation Hub** with booths and study tables
- Enjoy a meal with friends in the **Kitchen**
- Practice in the **Music Room** with a baby grand piano
- Stay fit in the **Gym** with a great range of exercise equipment and TV
- Chill out and watch TV in the **Lounge**
- Make sure you always have clean clothes by using our **Laundry**

### **Sky Garden**

- Enjoy the views on Level 14 with the **Rooftop BBQ and Dining Area**
- **Herb Garden** provides fresh produce for your meals

### **Laundry**

The laundry room is located on Level 2 and is available for your use containing washing machines, dryers and ironing boards. Access to the laundry is available 24/7, so you can do your washing at any time of the day. Charges apply for the use of a washing machine and a dryer and you will need to supply your own detergent. UniLodge South Bank is not responsible for any items left in the laundry and residents should not leave any items unattended.

### **Bicycles**

Bike racks are available to residents and are undercover and secure. If you wish to store your bike, please come and see reception to register your bike and receive your bike tag. Bikes that do not have an approved UniLodge South Bank bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the owner.

### **Parking**

Limited car park spaces are available at an additional charge. Please contact reception for pricing and availability. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge South Bank will be removed at the owner's expense.

### **Rubbish**

Please empty your rubbish into the rubbish chutes located on each floor. There are bins for both general waste as well as recyclable materials. Rubbish is not to be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

### **Study Spaces**

Studying is an integral part of living at UniLodge and we want to ensure you have enough space to study. There are dedicated study rooms available on levels 3 – 13. Please respect these spaces and abide by the expectations.

### **Gym**

The 24 hour gym has a range of equipment for your use. Upon check in we will ask you to sign a form that acknowledges your use of the gym is at your own risk. The gym is strictly for residents only.

*If there is an emergency situation such as a flood, power outage, an electrical emergency within a common area, please call Reception or the after-hours contact details immediately.*

## **GENERAL INFORMATION**

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### **House Rules**

As part of your lease agreement, you will be supplied with the House Rules for UniLodge South Bank.

This document covers the rules and expectations in regards to:

- Common Areas and Share Facilities
- Maintenance procedures
- Resident behaviour
- Bike Parking
- Car Parking
- Alcohol
- Drugs and illegal substances
- Gambling
- Smoking
- Noise
- Pets
- Visitors and overnight guests
- Harassment
- Security
- Social media
- Complaints and disputes
- Requests by staff
- Abiding by house rules

If you have any questions about any of these house rules, please contact reception.

## **Internet**

As a resident of UniLodge South Bank, you have access to unlimited Wi Fi per month throughout the entire building. Please refer to the signage around the building for assistance and troubleshooting with your internet connection.

## **Video surveillance**

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

## **Security**

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

## **Identification**

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

## **Events in Rooms**

If you wish to hold an event or gathering in your room, an event request form must for completed at reception. Any in-room event which has the potential to be disruptive to the community should instead take place in a common area.

An in room event cannot exceed:

- 20 guests in total in a 6 bedroom multi share apartment
- 8 guests in total in a 2 bedroom multi share
- 6 guests in total in a Studio

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this, and is sober and present for the entire duration of the party. In multi share apartments, they require the unanimous consent of all residents before having these events.

## **Events in Common Spaces**

You must complete an event request form (available at reception) if you wish to use any of our common spaces for an event you are hosting. The event request form is designed to ensure that the interests of other residents not attending the party and people attending the party are adequately considered by the host. The number of guests allowed for each requested event in a common area will be assessed on an individual basis. The use and set up of the space, activities being conducted within it and the room's capacity within safety regulations will all be part of the decision.

Applicants are required to give the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, if there will be alcohol consumed at the event, how many under 18's will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge South Bank handbook or house rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the resident hosting.

Events held in common spaces must conclude by 11pm.

## **Non-residents of UniLodge**

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

Hosts should be aware of these rules:

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

### **Visitors**

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge South Bank regulations on the lease agreement, the house rules and the resident handbook. All visitors must leave by 11pm. All unwanted visitors or trespassers should be reported to UniLodge South Bank reception or after hours staff.

### **Overnight Guests**

Only one overnight guest is permitted at a time per resident. All residents must complete an overnight guest request form available at reception. An overnight guest can only stay for a maximum of three nights in a seven night period at UniLodge South Bank and will not be permitted to be signed in by another resident to extend their stay at the property. Overnight stays during exam periods will be considered on a case by case basis.

All guests must obey all of UniLodge's rules and regulations on the lease agreement, the House Rules and the UniLodge South Bank Resident Handbook. Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits. Guests who do not abide by the rules and regulations of UniLodge South Bank can be asked to leave at any time.

### **Criminal Activity**

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

### **Intruders**

If you see anyone behaving suspiciously, inform reception or the afterhours staff immediately and watch the person or persons from a distance but **do not put yourself at risk**.

### ***Remember:***

- Do not swipe your card for any other person in the lifts or open the front entry door
- 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. Tell the visitor to call reception.
- UniLodge has 24 hour video surveillance.

### **Personal belongings and insurance**

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

### **Informing Emergency Contact Person(s)**



Where there is grave concern for the health or wellbeing of a resident, management may contact the emergency contact person(s) nominated by a resident in their acknowledgement documents.

### **Access to other apartments**

Entering another resident's apartment without authorisation will result in the same action as a member of the general public entering a home without approval. Offenders may be detained and charged with trespassing by the appropriate authorities. All residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

### **Absent from your apartment**

If you intend to leave your unit for longer than 3 nights, please ensure you advise reception. You will need to fill in an extended leave form (available at reception) and reception will note this on your file. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

### **Health and Safety**

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.

### **Social Media**

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

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

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

#### General Principles

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

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

### **Complaints**

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

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

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

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

## **ON ARRIVAL GUIDELINES**

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This handbook forms part of your lease agreement. You must read these documents and, once understood, sign the lease agreement as agreement to abide by the building rules and contract obligations.

The items you will receive on checking in are:

- An access card
- A copy of the entry condition report for your unit
- Internet details

### **Access Card**

You are issued with an access card when you check in. The access card will give you entry to the front entrance, lifts, common areas, and your apartment/bedroom.

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

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

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

<b>Replacement Swipe Cards:</b>	\$50 each
<b>Lock out fee:</b>	Free of charge during reception opening hours and the first after hours lockout \$20 per lockout after-hours (after the first free lock out)

# **RIGHTS & RESPONSIBILITIES FOR RESIDENTS AND UNILODGE**

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## **Resident's Rights:**

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

## **UniLodge's Rights:**

- To send remedy of breach notices to residents who break the terms or conditions of the lease agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others
- To issue remedy of breach notices to residents defaulting on their rental payments, and to send a notice to leave if not remedied
- To inspect the condition of the apartment during reasonable hours, after issuing the resident with an entry notice
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises
- Request identification from residents

## **Resident's Responsibilities:**

- Pay the rent by the due date and by the agreed method of payment
- Do not use the premises for illegal purposes
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident
- Keep the premises and inclusions clean
- Be responsible for your guests' behaviour
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions
- Report to UniLodge any damage/maintenance issues to your apartment in writing
- Pay for charges as outlined in the lease agreement
- Abide by the terms of the lease agreement and rules and regulations of the building
- Only use the premises for residential purposes unless otherwise agreed in writing
- Be responsible to pay for any blown light bulbs or damage in your apartment
- Be responsible to pay for any false fire alarm call outs that may occur from your apartment

### **UniLodge's Responsibilities:**

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

## **RULES OF YOUR LEASE**

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The house rules, and the following, form part of your lease agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise reception.

### **Eligibility of Residents**

All residents must be enrolled in or studying at a university, TAFE, college or school. If the apartment you have selected is for two people, there will be an additional charge of \$50 per week for the additional occupant.

- All residents and other occupants must be registered and sign a rooming agreement
- UniLodge South Bank is NOT a suitable environment for children under the age of 16
- Residents must not sub-let the apartment under any circumstances

### **Induction**

All residents must attend an induction at the beginning of their lease in order for us to go through the health and safety requirements within the building, as well the services we have available through reception and around the South Bank area.

### **Building Security**

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

- Residents must carry identification at all times and, if requested, show it to management, security or staff
- Under no circumstances may residents loan out their access card
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the rules of the lease whilst in the building
- Residents are responsible for personally letting their guest/s in or out of the building after hours. The issued swipe card must not be given to the guest/s to enter or exit the building by themselves

### **Requests by staff**

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

### **Behaviour**

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your lease agreement.

### **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.

## **Smoking**

UniLodge is a smoke free building which includes the apartments and all common areas, including outdoor common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible. If you are going to smoke, please do so at least 4 metres away from the entrances and use the ash trays located outside the building.

## **Alcohol**

UniLodge South Bank promotes the responsible consumption of alcohol for residents over the age of 18. UniLodge opposes excessive consumption of alcohol and binge drinking, as we are home for all residents and should not be treated as a drinking place. All residents should be able to study and sleep without being disturbed by other residents. While UniLodge permits responsible consumption between friends it opposes groups or individuals who wish to consume more than a few quiet drinks. Alcohol is permissible (if you are over the age of 18) within the building only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below.

### Designated Drinking Areas

- Resident Apartments
- Ground Floor Common Area (excluding the media room)
- North Courtyard until 8pm
- South Courtyard until 11pm

Any alcohol is to be consumed in moderation and there is to be no excessive noise. Noisy students will be asked to quiet down or directed to leave the building. Intoxication will under no circumstances be accepted as an excuse for misbehaviour. The full consequences will apply for misbehaviour following any destructive or socially unacceptable acts, inclusive of where the resident cannot remember the wrongdoing. Any activities that may encourage rapid consumption are not permitted. Staff may shut down any activity at any time that is deemed in breach of this policy.

Breakages of glass or items that may cause injury must be reported to staff immediately. It is the responsibility of those consuming the alcohol to put all rubbish, including bottle tops, into the bins provided. Empty alcohol containers must be disposed of appropriately and in a timely manner. Any alcohol left unattended may be confiscated by UniLodge staff and may be collected during reception opening hours within 24 hours. If it is not claimed within 24 hours during reception opening hours the alcohol will be disposed of.

## **Gambling and Gaming**

Gambling is not permitted on the premises.

## **Furniture and Equipment**

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

The resident is permitted to make alterations with the placing of furniture and equipment within the apartment, however all furniture and equipped must be placed in its original position at the end of the lease period.

## **Common Property**

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

## Pets

Pets or animals are not accepted at UniLodge South Bank – this includes fish.

Guide dogs and other registered assistance animals permitted – if required please inform the team at UniLodge South Bank.

## Cleaning and Inspections

All residents are responsible for the day to day cleaning of their apartment. In addition to this, UniLodge apartments will also conduct periodic inspections, after due notice is given, for cleaning, faults or damage. You can borrow a vacuum cleaner from reception. Room cleans are also available at an additional cost, please see reception for prices.

## Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain prior to your arrival. As a condition of your lease you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a high standard and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing).

Should you wish to clean yourself, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment/bedroom after you have departed it to ensure it meets the expectations prior to releasing the bond. Should the apartment/bedroom not meet our departure clean standards, we have the right to take a cleaning fee from your bond refund.

# **YOUR AGREEMENT WITH US**

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## Condition Report

At the commencement of the lease agreement, an entry condition report must be completed and signed by both the resident and a UniLodge representative. This condition report will be used at the end of the lease agreement to assess any damage to the apartment, its furniture and equipment.

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

## Eviction

UniLodge promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, they shall receive written warnings from 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 eviction and possible prosecution.

### **Bond**

Bond equivalent to four (4) weeks rent is required. The bond is a security deposit which is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease in which the resident may occupy the apartment.

The bond cannot be used for rent unless authorised by the General Manager.

The cost of repair or cleaning may be deducted from the bond.

### **Termination of Lease Agreement**

A lease agreement may be terminated if:

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

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

## **PAYING YOUR RENT**

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**Rent payments must be received on or before the due date.**

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

### **Rent**

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

Payments can be made in the following way:

- a) Bank Transfer into the UniLodge Bank Account.
- b) Direct Debit from a nominated Australian bank account. Should a direct debit payment be declined by the resident's bank, you may be charged a decline fee
- c) At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Credit card payments incur a surcharge.

### **Bank Account Details**

<b>Bank:</b>	Commonwealth Bank
<b>Bank Address:</b>	240 Queen Street, Brisbane QLD 4000
<b>BSB No:</b>	064 000
<b>Account Number:</b>	147 676 35
<b>Account Holder:</b>	Australia Education Holding 2 Pty Ltd
<b>Account Holder Address:</b>	Level 15, 1 Eagle Street, Brisbane QLD 4000
<b>Reference:</b>	Surname and Room Number

### **Other Charges**

Sundry charges are payable by residents and include but are not limited to additional cleaning, lock out fees, equipment hire and repairs.

# UNILODGE REFUND POLICY

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## **Bond and Advanced Rent**

### **Total Refund**

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

Bond is refundable at the end of a lease agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the resident is liable and expenses such as cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or cleaning costs will be deducted from the bond.

### **No Refund**

In the event of a resident being evicted, the resident will not be eligible for refund of any rent paid.

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

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

## RENEWING YOUR LEASE

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

## TERMINATING YOUR LEASE

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### **Breaking the Lease Agreement**

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

There is no set amount of notice a resident must give if they wish to break the lease agreement early. However, it is in the resident's best interest to give as much notice as possible.

When prematurely terminating your rooming agreement, it is your responsibility to do one of the following:

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



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

**You have entered into a legally binding agreement and you are responsible for the payment of the lease fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements.**

## **EMERGENCY PROCEDURES**

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### **Upon Fire**

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

### **Assembly Location**

Our assembly location is the corner of Colchester Street and Tribune Street, outside of the South Bank Bus Station. Refer to posters and signage throughout the building and make sure you know where this location is.

### **Fire Sprinklers and Detectors**

Please be informed about the following points:

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

False alarm callouts can incur a fine exceeding \$1200.

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!

# LOOKING AFTER YOUR APARTMENT

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

## **Maintenance**

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

1. Identify the problem and prepare to give the associated details
2. Complete a maintenance request form which can be located at reception
3. Photos of the damage or concern are very helpful

## **Apartment Repairs**

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

## **Multi-share damages**

In multi-share apartments, if maintenance is required to fix damage in the apartment common areas, and responsibility is not claimed by an individual/s, costs will be shared equally across all residents of the apartment at the time of the damage.

## **Appliances and Systems**

Refer to instruction manual for correct usage.

## **Glass and Aluminium**

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

## **Joinery Items**

### **Cleaning**

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used. Please refrain from using any caustic cleaning agent on any surfaces.

### **Scratches and Cuts**

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

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

## **Microwave**

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

## **Mirrors**

The manufacture's recommended cleaning method is as follows:

- Gently wipe with a damp, lint-free cloth

## **Refrigerator**

Your apartment is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator.

## **Smoke Detector**

Your apartment has been installed with a smoke alarm. If you attempt to tamper, cover or remove your smoke alarm you will be fined and may be evicted.

## **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**

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

## **Walls**

### **Hanging Items on the Walls**

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

## **WE CARE ABOUT YOU**

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UniLodge strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. We can provide confidential support and advice.

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

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

If you are having difficulty settling in, our staff are here to help you. We also have many students from different countries who are going through the same experiences as you. UniLodge wants your stay to be a happy and prosperous one.

## HEALTH AND WELLBEING

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

If it's not an emergency, visit a medical centre and see a doctor.

### **In case of an emergency dial 000 from a mobile**

Please note that ambulance cover is recommended.

Any 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.

### **Communicable Disease**

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

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

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

### **Medical conditions**

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

## GET TO KNOW YOUR NEIGHBOURS

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

- Introduce yourself to your neighbors and have conversations with them whenever you can – don't be shy, you may have lots in common
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others
- Remembering that all residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within or outside of UniLodge may be a great way to make new friends and meet more people

## ASSISTANCE FOR COMMON CONCERNS

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### Financial Problems

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

### Personal Problems

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

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

### Privacy

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

### Harassment

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

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

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

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

- racist jokes
- verbal abuse or derogatory comments based on race
- derogatory comments based on pregnancy

- homophobic abuse and/or material displayed
- verbal or written abuse directed at a transgender person
- ethno-religion, marital status, actual or presumed homosexuality, or actual
- presumed carers' responsibilities
- making derogatory comments or jokes at the expense of a person with a disability
- derogatory comments or abuse based on a person's age

Sexual harassment is acting against Australian legislation and occurs where:

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

The person engaging in the conduct described above does so with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

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

### **Study Concerns**

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

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge South Bank 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.

### **Social Support**

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

# COMMUNITY SPIRIT PROGRAM

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## What is Community Spirit?

The Community Spirit Program is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by residential advisors and UniLodge staff.

## UniLodge's Multicultural Vision

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone feels respected, looks out for everyone else belongs and shares a sense of family, friendship and belonging, interacts with, learns from, and values all peoples.

## What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

## What Types of Activities Underpin the Community Spirit Program?

- Socially responsible activities such as getting residents involved in raising funds for a charity or participation in community activities
- Barbeques and nights of entertainment which encourages integration, fun and friendship
- Trips to Australian tourist spots
- 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
- Parties and cultural activities

## Attending Events

The wide range of events will be loaded onto our UniLodge app for the upcoming month/s so you can see what events are coming up and register for the events you wish to attend.

# YOUR SHOP – UNILODGE ONLINE SHOP

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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. Products are available for purchase throughout your stay with us at UniLodge.

Offering a great variety of products, our prices are highly competitive and certainly comparable to high street shops and supermarkets in Australia, and residents have compared the quality of our linen to that of a 5 star hotel!

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