



UniLodge Park Central

Resident Handbook 2019

8 Gillingham Street
Woolloongabba QLD 4102

Table of Contents

| | |
|---|----|
| 1. WELCOME TO UNILODGE PARK CENTRAL! | 3 |
| a) ETHOS | 3 |
| b) OUR TEAM | 4 |
| c) OUR CONTACT DETAILS | 4 |
| d) OUR AGREEMENTS | 5 |
| e) COMMON ROOM AND BUILDING FACILITIES | 5 |
| 2. SETTLING IN AND ENJOYING YOUR STAY WITH US | 7 |
| a) GETTING YOU SET UP ON ARRIVAL | 7 |
| b) MAIL, PARCELS AND DELIVERY | 8 |
| c) PAYING YOUR RENT | 9 |
| d) GETTING TO KNOW YOUR NEIGHBOURS | 10 |
| e) LEARNING TO LIVE TOGETHER HARMONIOUSLY | 11 |
| f) LOOKING AFTER YOUR APARTMENT | 11 |
| g) WHAT TO DO IN AN EMERGENCY? DON'T PANIC! | 14 |
| h) YOUR SHOP | 15 |
| i) CONTENTS INSURANCE | 16 |
| j) SETTING UP A BANK ACCOUNT IN AUSTRALIA | 16 |
| 3. RULES AND REGULATIONS | 17 |
| a) RIGHTS AND RESPONSIBILITIES FOR RESIDENTS AND UNILODGE | 17 |
| b) RULES OF LEASE | 18 |
| 4. THE LEASE AGREEMENT | 27 |
| a) CONDITION REPORT | 27 |
| b) BREACH OF LEASE | 27 |
| c) BOND AND ADVANCE RENT | 28 |
| d) REFUND OR CANCELLATION | 28 |
| e) RENEWAL OF LEASE | 29 |
| f) ROOM MOVE | 29 |
| g) TERMINATION | 29 |
| 5. MAKING THE BEST OF YOUR COMMUNITY EXPERIENCE HERE | 30 |
| a) HELPING YOU ADAPT: WE'RE HERE FOR YOU AND WE CARE | 30 |
| b) OUR COMMUNITY SPIRIT PROGRAM | 31 |
| c) HEALTH AND WELLBEING | 32 |
| d) MENTAL HEALTH SUPPORT | 34 |
| e) SUPPORT AND ASSISTANCE | 35 |

1. WELCOME TO UNILODGE PARK CENTRAL!

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

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

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

UniLodge Park Central 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 management team is here to help you settle in and feel at home throughout your stay.

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

UniLodge Park Central

a) ETHOS

“Your Trust, Our Commitment”

UniLodge Park Central’s motto “**Your Trust, Our Commitment**” seeks to place you at the heart of everything we do. We value your stay with us and aspire to work closely with you to ensure a fun and exciting residential life. We welcome residents of all backgrounds and talents, and believe diversity makes for a stronger and more vibrant residential community. We seek to provide a nurturing environment in which we will listen attentively to your needs and support you in your journey of learning and growth. At the same time, it is important to us that you feel safe, comfortable and rejuvenated after a long day out. At UniLodge Park Central, your trust in us drives our commitment to delivering an exceptional residential experience.

Mission

To deliver an outstanding Student **LIFE** experience during your stay with us at UniLodge Park Central:

- To **Lead** a vibrant, fun and exciting residential community
- To **Include** students of all backgrounds and talents
- To **Foster** friendships and connections
- To **Empower** students in their learning and growth

Values [FIRST]

| | |
|---------------|---|
| Fun | We want to build a fun and engaging space |
| Inclusiveness | We welcome people of all backgrounds |
| Respect | To have respect for one another as members of the same community |
| Safety | To always follow safety guidelines and look out for your fellow residents |
| Trial | To always have an open mind and willing to step out of your comfort zone |

b) OUR TEAM

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 assist you with the information you need.

i) UNILODGE RESIDENTIAL ADVISORS

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience of and understand what it is like to live and study away from home. When the Reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are extremely important members of the UniLodge Staff, and therefore all Residents must comply with all requests that they issue.

ii) CONNECT WITH US

Connect with us at UniLodge Park Central!

Facebook: UniLodgeParkCentral

Instagram: @unilodgeparkcentral

c) OUR CONTACT DETAILS

| | |
|---|---|
| Building Name | UniLodge Park Central |
| Tower Name(s) | Metro Tower / Sky Tower |
| Address | 8 Gillingham Street Woolloongabba QLD 4102 |
| Main Reception phone | +61 7 3556 9500 |
| Email | parkcentral@unilodge.com.au |
| Emergency Contact (Police, Fire, Ambulance) | Dial 000 from your mobile/cell phone |

Reception

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

| Reception Hours | |
|--------------------------------------|--|
| Monday to Friday 9:00am to 7:30pm | Saturday & Sunday 10:00am to 3:00pm |
| <i>(Except Public Holidays)</i> | |

| | |
|--|--|
| After Hours Contact Metro Tower Phone 0436 361 851 | After Hours Contact Sky Tower Phone 0455 944 106 |
|--|--|

The after-hours number is to be used when:

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

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

d) OUR AGREEMENTS

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

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

e) COMMON ROOM AND BUILDING FACILITIES

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

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.

Level 2

- Work on your assignments in the **Quiet Study Area** with booths and study tables
- Cook up a storm with your friends in the **Kitchen and Dining Area** in the Metro Tower and Sky Tower, equipped with everything you will need to create a gourmet feast.

- Practice in the **Music Room** located in the Metro Tower and get together with friends for a fun-filled jamming session.
- Stay fit in the **Gym** located in the Sky Tower with a great range of exercise equipment and TV
- Chill out, socialise or enjoy the fresh air in the **Outdoor Dining & Kitchen Deck** which includes outdoor seating and tables.
- Hangout with your mates in the **Common Areas** which offers a large space in both Metro and Sky Towers
- **Enjoy Netflix** in the **TV Lounge** and watch your favourite TV shows, movies or sporting events on **Foxtel** in the state of the art **Theatrette**. The theatrette also features a massive 75-inch TV screen to promote your ultimate experience
- Challenge your friends to a game in the **Games Area** on the ground level, which features pool tables, foosball table, table tennis, TV and vending machines
- Enjoy the **landscaped outdoor area** that provides a fine mix of herbs and plants

Sky Garden

- Enjoy the views on Levels 4, 7, 10 & 13 in Metro Tower and on Levels 5, 8, 11, 14, 17, 20 & 23 in Sky Tower
- **Herb and Vegetable Gardens** provide fresh produce for your meals

Laundry

The laundry room is located on Level 2 in both Metro Tower and Sky Tower 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. You will need to supply your own detergent.

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 Park Central bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the resident.

Parking

Limited car park spaces are available at an additional charge. Please contact Reception for pricing and details. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge Park Central will be removed at the expense of the resident.

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. Each chute is equipped with a diverter switch to switch between general waste and recyclable waste. 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. Dedicated quiet study area is located in the Metro Tower on Level 2. Please respect the space and abide by the expectations.

Gym

The 24 hour gym has a range of equipment for your use. To make sure you can use it at any time when you check in we will ask you to sign a form that acknowledges your use of the gym is at your own risk.

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.

2. SETTLING IN AND ENJOYING YOUR STAY WITH US

a) GETTING YOU SET UP ON ARRIVAL

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. You will receive a copy of the signed lease agreement and this is provided to you on your arrival once signed by all parties.

The items you will receive on checking in are:

- An access card
- A copy of the entry condition report for your unit
- A copy of your lease agreement
- Residential Tenancy Authority information on renting in QLD
- 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, and your apartment/ bedroom.

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

Replacement of Access Card

There will be a cost to the resident to replace their access card if they are lost. If 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:

Swipe Cards: \$50.00 each.

Lock out fee: Free of charge for the first time.
\$50 per lockout applicable for after-hours assistance
(when reception is not open, this includes public holidays that fall on a week day)

b) MAIL, PARCELS AND DELIVERY

Each unit is allocated a mail slot, which is located at your Reception in the Tower you live.

Mail being sent to you should be addressed as follows:

| |
|---|
| <p>Your Name (<i>English name</i>) UniLodge Park Central <Tower Name> (Unit Number) _ _ _ _ _ / 8 Gillingham St Woolloongabba QLD 4102 Australia</p> |
|---|

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

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

Parcels

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

- Parcels must be in the name of the resident only; we do not accept parcels on behalf of friends or family of residents. Ensure it is in the name in which you have signed your lease agreement so we can identify.
- We do not accept food or perishable items (e.g. supermarket deliveries, UberEats orders, etc.).
- If a parcel has not been collected within 2 weeks of delivery we will return the unclaimed delivery back to sender.

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

Sending Mail

The closest Post Office is located:

Shop 3 62 Cleveland Street, STONES CORNER, QLD, 4120
Phone: +61 7 3336 5730

c) PAYING YOUR RENT

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

Rent

Rent is to be paid as per the lease agreement, and must always be 2 weeks 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.
- c) At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa). Credit card payments incur a surcharge.
- d) WeChat Pay, AliPay, BestPay or JD Pay. Surcharge applies.

Bank Account Details

Bank Name: St George Bank
Bank Address: 12/1 Eagle Street, Brisbane QLD 4000
Account Holder Name: UniLodge Park Central
BSB Number:: 114-879
Account Number: 450728322
SWIFT CODE: SGBLAU2S
Reference: Entry ID issued to you. If you are unsure of what this is, please contact Reception.

Payment of Rent must be received on or before the due date
All receipts to be emailed immediately after every payment

WeChat Pay & AliPay



Remark: Entry ID issued to you. If you are unsure of what this is. Please contact Reception.

Direct Debit Decline Fees

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

Other Charges

Sundry charges are payable by residents and include additional cleaning, lock out fees, equipment hire and repairs. The resident must make payments for outgoings within 7 days of the invoice.

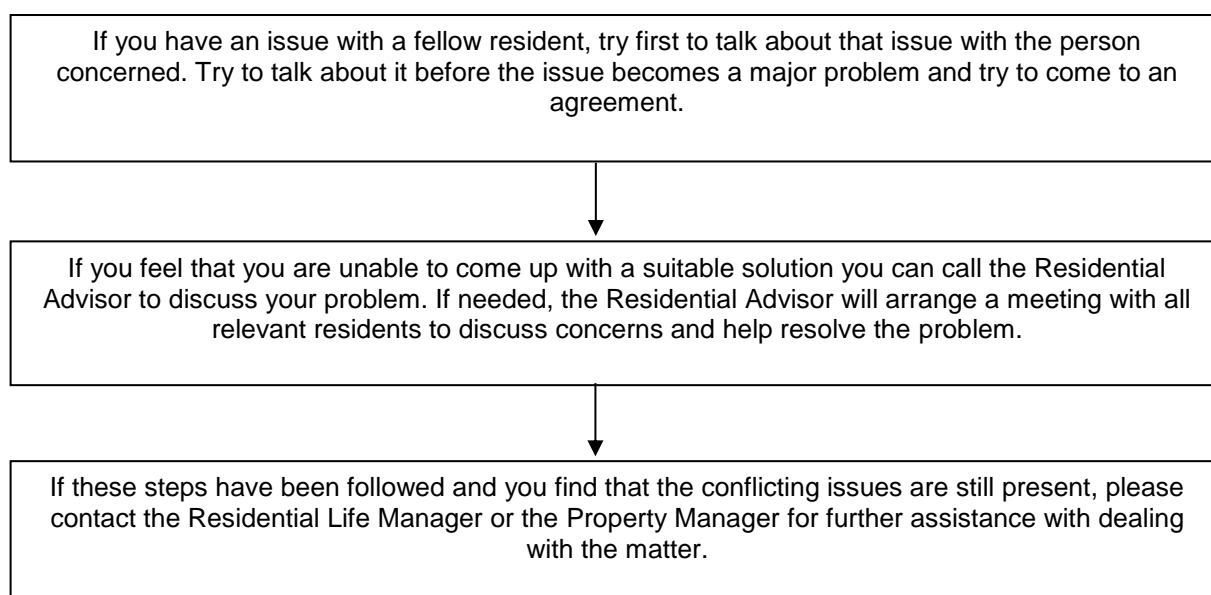
d) GETTING TO KNOW YOUR NEIGHBOURS

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

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

Living Together @ UniLodge

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



Tips for happy living in a multi-share apartment

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

e) LEARNING TO LIVE TOGETHER HARMONIOUSLY

Short Term Illness

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

Communicable Disease

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

Some strategies may include

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

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

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

Medical conditions

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

f) LOOKING AFTER YOUR APARTMENT

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

Maintenance

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

1. Identify the problem and prepare to give the associated details

2. Fill in the maintenance form online by clicking the below link:
[Maintenance Request Form](#)
3. Photos of the damage or concern are very helpful

Apartment Repairs

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

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.

Appliances and Systems

Refer to instruction manual for correct usage. Please contact reception to obtain one.

Glass and Aluminium

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

WHAT NOT TO DO

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

Joinery Items

Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used. **Note:** 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. To be effective the refrigerator should be constantly left on.

Smoke Detector

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

Stains

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

Tiled Surfaces

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

Walls

Hanging Items on the Walls

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

g) WHAT TO DO IN AN EMERGENCY? DON'T PANIC!

Upon Fire

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

Assembly Location

Refer to posters and signage throughout the building and make sure you know where this location is

Fire Sprinklers and Detectors

Please be informed about the following points:

1. The smoke detector in your room is connected to a fire alarm system. 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 (current fines exceed \$1200). You may also be responsible for the cost of repairs to the system that tampering may cause
3. In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas (including apartment hallways). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines (currently in excess of \$1200). Please open your windows and fan the fumes away from your detector. For the rooms where the windows are sealed, please ensure that your rangehood extraction fans are running.
4. **Should there be a fire, dial 000 immediately**

False alarm callouts can incur a fine exceeding \$1200

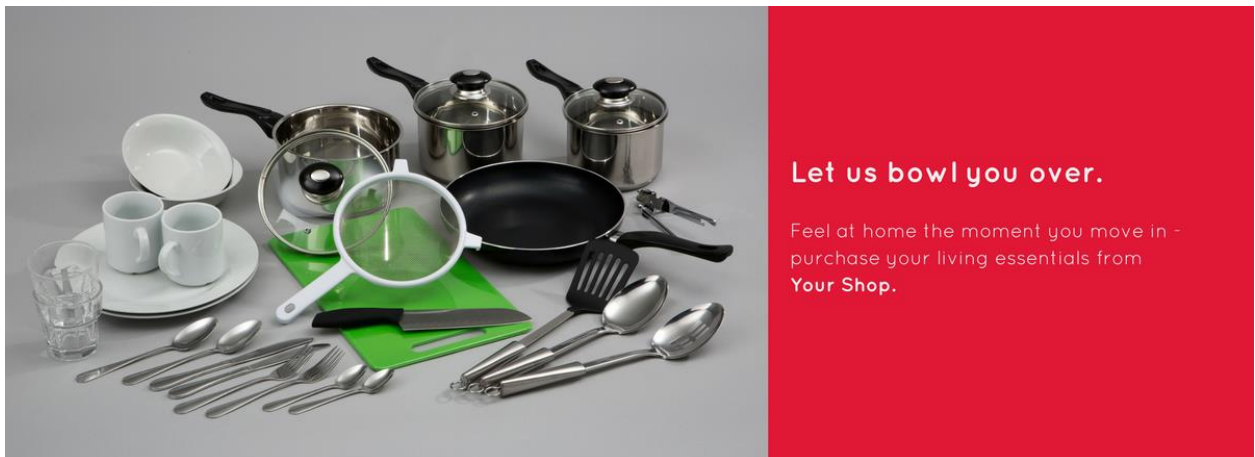
With just a little extra care, we can all reduce the chance of false alarms

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS
DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

h) YOUR SHOP



Are you ready to make the journey to Uni in 2018? Travel light and hassle free!

Don't spend your first day in a new city having to worry about hunting around for linen and kitchen items – trust us you will have much more exciting things to do and see! So whether arriving by plane, bus or train, make settling into your new lodge easy by pre-purchasing your basics from our online store. Click [Your Shop](#) and have them delivered to your apartment prior to your arrival. **Please place orders at least 7 to 10 days prior to arrival to ensure they arrive in time.**

Our most popular is the [All in One Essentials Pack](#) which as the name suggests is very comprehensive and includes linen, pot, pan, cutlery, plates, cups, cooking utensils + more from only AUD\$249 (based on king single* bed product)... amazing value!!

**Bed sizes are as per your room types. Studio = King Single size, Studio Double = Double Size, Studio Accessible = Double, Studio Deluxe = Double and 6 Bedroom = King Single. Prices include shipping and GST.*

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



i) CONTENTS INSURANCE

Have you considered Contents Insurance? It is an optional service available to residents. The policy offered covers up to \$5,000 of your personal items located at your UniLodge property where you have entered in to a tenancy agreement.

With Contents Insurance you are insured for loss or damage to your contents during your tenancy while they are at the site caused directly by any of the insured events such as fire, theft and storm.

Start protecting your valuable belongings when you move in. Complete the application and choose your payment option by clicking the link below:

[Contents Insurance Application](#)

j) SETTING UP A BANK ACCOUNT IN AUSTRALIA

The best things in life may be free, but if you're going to get by in Australia, you're going to need easy access to money. And the best way to enjoy that is to set up an Australian bank account.

UniLodge has partnered with Commonwealth Bank, Australia leading provider of integrated financial services. Have instant access to your bank account and a dedicated support team to help you through the process.

To open a bank account or to find out more simply visit:

commbank.com.au/movingtoaustralia

The Big 4 Banks

You've plenty of choice when it comes to banking. There are many regional banks, local credit unions and building societies – but it's the Big 5 banks that are the key players in Australia.

These are:

- Commonwealth Bank – www.commbank.com.au
- NAB – www.nab.com.au
- ANZ – www.anz.com.au
- Westpac – www.westpac.com.au

3. RULES AND REGULATIONS

a) RIGHTS AND RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

Resident's Rights:

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

UniLodge's Rights:

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

Resident's Responsibilities:

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

UniLodge's Responsibilities:

- To make sure the apartment is clean and fit to live in at the start of the agreement
- Providing a reasonable level of peace, comfort and privacy in the premises
- Ensure the premises are reasonably secure

- Ensure compliance with laws regarding the health or safety of persons using or entering the premises
- Maintain the premises and inclusions in good repair and keep the common areas clean

b) RULES OF LEASE

House Rules

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

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 Park Central, you are allocated 100GB of Wi Fi per month. Please refer to the information given in your arrival pack and on the signage around the building for assistance and troubleshooting with your internet connection. Please contact the supplier if you would like to top up your account if you have used your allocated GB. Wi-Fi is available throughout the entire building. A 'How to Connect' guide will be included in your welcome pack and email to you with your arrival information.

Video surveillance

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

Security

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

Identification

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

Social Gatherings

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

Events in Rooms

Residents may hold small events in their room without filling out an event request form. A small event is deemed to be

- no more than 6 extra guests in a 4, 5 & 6 bedroom apartment
- no more than 3 extra guests in a Studio apartment

If an event is being held with more people than the guidelines above, an event request form must be 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.

Events in Common Spaces

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

An event cannot exceed:

- 20 guests in total in a 4, 5 & 6 bedroom apartment
- 6 guests in total in a Studio apartment

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.

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

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

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

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

Events must conclude by 11pm.

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

Non-residents of UniLodge

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

Hosts should be aware of these rules:

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

Visitors

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge's rules and regulations on the lease agreement, the House Rules and the UniLodge Park Central Resident Handbook. All visitors must leave by 10pm. All unwanted visitors or trespassers should be reported to UniLodge Park Central. If you are expecting visitors, you must personally come down to reception to verify and receive your visitors.

Overnight Guests

Only one overnight guest is permitted at a time. All residents must complete a guest request form available from reception and have their guest approved by UniLodge Park Central at a minimum of 24 hours prior to the guest's arrival. A guest can only stay for a maximum of three (3) consecutive nights at UniLodge Park Central and will not be permitted to be signed in by another resident to extend their stay at the property. Overnight stays during examination 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 Park Central 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 Park Central can be asked to leave at any time.

Exam and study times

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

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

Criminal Activity

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

Intruders

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

Remember:

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

If in doubt, please contact UniLodge Park Central staff.

Personal belongings and insurance

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

Contents insurance can be purchased through UniLodge for an additional cost on top of your normal rental payments. Please contact reception for more information.

Transport

- Information on public transport can be obtained from the Transit Help Line Phone 13 12 30 (calling card or mobile only), or [www.http://translink.com.au](http://translink.com.au).
- Buses run from Buranda bus station parallel to Gillingham Street right next to UniLodge Park Central.
- Buranda railway station is located at the end of the road from UniLodge Park Central.

Informing Emergency Contact Person(s)

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

Access to other apartments

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

Absent from your apartment

If you intend to leave your unit for longer than 3 nights, please ensure you advise reception. You will need to fill in an extended leave form and 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 apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Additional furniture

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

Health and Safety

As residents you must not partake in any act or behave in a manner that 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 by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.

Complaints

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

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

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

- If you feel the matter has not been dealt with, you can take the matter to the Property Manager of UniLodge Park Central and submit a complaints form to reception. 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 to fill in our complaints form that can be submitted to: parkcentral@unilodge.com.au

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 licensed for two people, both occupants must be studying and there will be an additional charge of \$50 per week.

All residents and other occupants must be registered and sign a rooming agreement.

- UniLodge Park Central is NOT a suitable environment for children under the age of 16
- Residents must not sub-let the apartment under any circumstances

Building Security

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

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

Requests by staff

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

Behaviour

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

Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction.

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

Smoking

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

- No smoking within 5 metres of public transport waiting points such as bus stops, taxi ranks, and ferry terminals
- Smoke free buffer increases to 5 metres at all non-residential building entrances
- No smoking at commercial outdoor eating or drinking areas

Alcohol

UniLodge Park Central 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) 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
- Level 2 Common Area (excluding the Theatrette)
- Level 2 Outdoor Area 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. Kegs, funnels, yard glasses, beer bongs and other related implements that may encourage rapid consumption are not permitted.

Breakages of glass or items that may cause injury must be reported to UniLodge Park Central reception or the RA on duty 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. Please respect the opening hours of the common areas. UniLodge staff and RA's may shut down any activity at any time that is deemed in breach of this policy.

All empty glass bottles and cans must be properly disposed off in the recycling bins located in the common areas or via rubbish chute located on each floor pressing the recycle option on the chute diverter.

Gambling and Gaming

Gambling is not permitted on the premises. Any member of UniLodge Park Central who is found to have undertaken actions not in accordance within this rule will be issued with a breach notice which could potentially lead to termination of lease.

Furniture and Equipment

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

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

Common Property

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

Pets

Pets or animals are not accepted at UniLodge Park Central – this includes fish.

Guide dogs and other registered assistance animals permitted – if required please inform the team at UniLodge Park Central and obtain a registration form.

Noise

All residents have the right to the quiet enjoyment of their apartment and common areas, particularly during times of study and exams. Be mindful and respectful of others residents in the building and how excess noise affects others.

All residents must keep noise to a minimum between the hours of 10:00pm and 8:00am.

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 faults or damage.

You can sign out/borrow a vacuum cleaner from reception.

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 very high standard, and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing).

You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond. If the cleaning is unsatisfactory we will engage our professional cleaner at an additional cost.

For the cleaning of multi share apartments, please see reception for rates for common areas and inclusions.

4. THE LEASE AGREEMENT

a) CONDITION REPORT

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

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

b) BREACH OF LEASE

Eviction

UniLodge rules of lease promote 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 expulsion and possible prosecution.

c) BOND AND ADVANCE RENT

Bond

Bond equivalent to four (4) weeks rent is required. Bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease and / or for any further period in which the resident may occupy the apartment. Bond lodged is in Australian Dollars only.

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

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

Advance Rent

Advance Rent equivalent to two (2) weeks rent is required at the time of accepting the offer. This will go towards the initial rent payment. This payment is non-refundable and any changes made to the booking prior arrival will incur an admin fee equivalent to one week rent. Changes to your lease agreement must be done at least two week prior arrival and is subject to availability.

d) REFUND OR CANCELLATION

Total Refund

In the event where 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 to take up residency but wish to decline this offer, a cancellation fee will apply in addition to forfeiting the advance rent.

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 all outstanding expenses such as cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond, as is the departure cleaning fee.

No Refund

In the event that an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn the resident will forfeit the rent paid in advance to secure the accommodation.

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

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

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

e) RENEWAL OF LEASE

Renewing your lease is easy with UniLodge! All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals and we will be in contact with details. Please note you will be required to sign a new lease and pay a deposit to secure your future booking.

f) ROOM MOVE

If you wish to upgrade or simply move to a different room, you can request for a room move by simply sending us an email. All requests will need to be submitted in writing and are subject to availability. Please note fees apply to any changes made to your reservation. Please review departure cleaning under section 3(b) of this Resident Handbook.

g) TERMINATION

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.

A resident under General Tenancy Agreement must give at least 2 weeks' notice if they wish to break the lease agreement early by submitting Form 13 – Notice of Intention to leave. Under Rooming Accommodation Agreement, the resident is required to give at least 7 days' notice if they wish to break the lease agreement by submitting Form R13 – Resident Leaving Form

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

- Pay up front the remainder of occupancy fees that are due under the agreement; or
- Find another suitable person, approved by UniLodge Park Central Management, to take over your apartment, or UniLodge will conduct this on your behalf. An early termination fee equivalent to 2 weeks rent plus GST applies, as well as rent up until the next resident moves in/end of lease (whichever comes first). Please note that booking incentives are to be paid back if your stay duration was less than six (6) months from your contract start date. UniLodge does not guarantee being able to find a replacement resident for the lease.

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

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

UniLodge Management may cancel your reservation via email if any of the following occurs:

- the information you provide as part of the booking process turns out to be false; or
- you fail to comply with your obligations as set out in the Resident Handbook and Lease Agreement, meeting student status requirements, signing Residential Tenancy Agreement when required, not paying Bond and Advance Rent payment by the specified due dates.

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 is in 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 personal property(s) of the resident must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Authority guidelines.

5. MAKING THE BEST OF YOUR COMMUNITY EXPERIENCE HERE

a) HELPING YOU ADAPT: WE'RE HERE FOR YOU AND WE CARE

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

New residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different expectations
- Living away from home, and looking after themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Life style and culture changes, this may come as a shock

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

You can also contact the Residential Life Manager via email rlm.parkcentral@unilodge.com.au or call us at +61 7 3556 9500

b) OUR COMMUNITY SPIRIT PROGRAM

Our Residential Life Program



What is Community Spirit?

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

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

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

What Types of Activities Underpin the Community Spirit Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity (e.g. Movember) or participation in community activities
- Barbeques and nights full of entertainment which encourages integration, fun and friendship
- Trips to Aussie spots - go surfing, indoor rock-climbing, bike riding to great Australian icons
- Educational and special interest forums, seminars and focus groups
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights
- Sporting activities such as netball, basketball, footy, cricket – it's up to you
- International parties and cultural activities

Attending Events

Attending and signing up for events is easy, just go to the UniLodge webpage, where you can register for events via Ticketbooth on the Community Spirit page. The wide range of events will be loaded via Ticketbooth for the upcoming months so you can see what events are coming up and choose the ones you wish to attend. So simple! Our customer service staff at reception are able to assist you or answer any questions you may have.

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



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

c) HEALTH AND WELLBEING

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

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

In case of an emergency dial 000 from a mobile

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

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

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

Health Services

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

(These services are only provided as a guide and are not endorsed by UniLodge Park Central)

| <u>Hospital and Emergency</u> | <u>Doctor</u> | <u>Dentist</u> |
|---|---|---|
| <p>Princess Alexandra Hospital 199 Ipswich Rd, Woolloongabba QLD 4102 Phone: +61 7 3176 2111</p> | <p>Central CBD 7 Days Medical Centre 1st floor, 245 Albert Street, Phone (24hrs): +61 7 3211 3611</p> <p>Buranda Family Medical Centre Shop 13/14 Buranda Village 264 Ipswich Road Buranda QLD 4102 Phone: +61 7 3393 2757</p> | <p>Soni Dental Suite 20, First Floor 250 Ipswich Rd Buranda QLD 4102 Phone: +61 7 3391 5633</p> <p>Medland Dental 66 Lambton St Annerley QLD 4103 +61 7 3426 5777</p> |

A variety of health services are also available at tertiary institutions. Please contact our Residential Life Manager for details about these.

Overseas Student Health Cover

International students on a study visa must have overseas student health cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the insurance company and complete an application for OSHC. Residents will be required to present their confirmation of enrolment form as proof of their status. If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

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

Short Term Illness

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

Communicable Disease

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

Some strategies may include

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

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

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

Medical conditions

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

d) MENTAL HEALTH SUPPORT

Your mental health and emotional wellness are important to us.

UniLodge Park Central aims to foster a safe, comfortable and nurturing space for residents. We understand that living away from home is a time of personal transition and adjustment. While these changes are often exciting, positive, and fun, they also bring a range of personal challenges and emotional stresses.

These personal challenges include:

- *Loneliness and/or social isolation*
- *Bullying and/or antisocial behaviour(s)*
- *Conflicts relating, but not limited, to identity, religion, culture, sexuality*
- *Depression*
- *Self-harm and suicidal thoughts*
- *Drug and alcohol dependencies and abuse*

Reaching out to your Residential Life team for support

“The quality of our lives depends not on whether we have conflicts,
but on how we respond to them.” (Thomas Crum)

It is important to focus on and cultivate your mental health and wellness, and the Residential Life team (Residential Life Manager and Residential Advisors) are here to address any worries or concerns you might have, and to support you every step of the way.

Please approach us at Reception, or drop us a note at rlm.parkcentral@unilodge.com.au if you would like to have a chat with us. The Residential Life team is well equipped to provide support as well as refer you to the relevant professional resources and channels.

Rest assured that everything you share will be handled with great care and confidentiality.

Community Spirit Program

We would also like to invite you to engage more fully with our Community Spirit Program. Through our many activities and events, you will get to make new friends, pursue your interest, grow beyond your boundaries, create fond memories, and have lots of fun. These experiences will go a long way in improving your wellbeing and optimising your mental health.

e) SUPPORT AND ASSISTANCE

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 the Residential Life Manager to discuss any personal concerns that are getting you down. They are here to support you and provide guidance, assistance and referral where necessary.

Any one affected by illness, accident or death of a relative or friend, should talk to the Property Manager or Residential Life 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 Park Central is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge Park Central who is found to have undertaken any form of discrimination or sexual harassment will be issued with a breach notice which could potentially lead to termination of lease.

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

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

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

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

- homophobic abuse and/or material displayed
- verbal or written abuse directed at a transgender person
- ethno-religion, marital status, actual or presumed homosexuality
- 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

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

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

Social Support

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

Study Concerns

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help refer you to the relevant department or faculty that will be able to assist with your concerns. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide an environment in which you can maximise your academic achievements.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge Park Central 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.