

**UniLodge**

@ RMIT Bundoora - Walert House

*Where I want to be*



# 2020 RESIDENT HANDBOOK

345 McKimmies Road, Bundoora VIC 3083

# WELCOME

We trust that your stay here will be both enjoyable and productive. Management 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 and familiarises themselves with the building and how things work so that all residents can enjoy their stay.

In this Handbook you will find that most items mentioned are based on common sense and that questions that you would like to ask have already been explained during the initial check-in process.

We hope that the information provided in this Resident Handbook will prove useful in assisting you with the most common instances that may occur.

UniLodge @ RMIT Bundoora - Walert House wants to continue in maintaining a positive, safe and secure atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

**UniLodge @ RMIT Bundoora – Walert House Team**

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# SETTLING IN

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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 Program, so that you will make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! Please come and see us if only for a chat! We also have many students from different countries who are going through the same experiences as you.

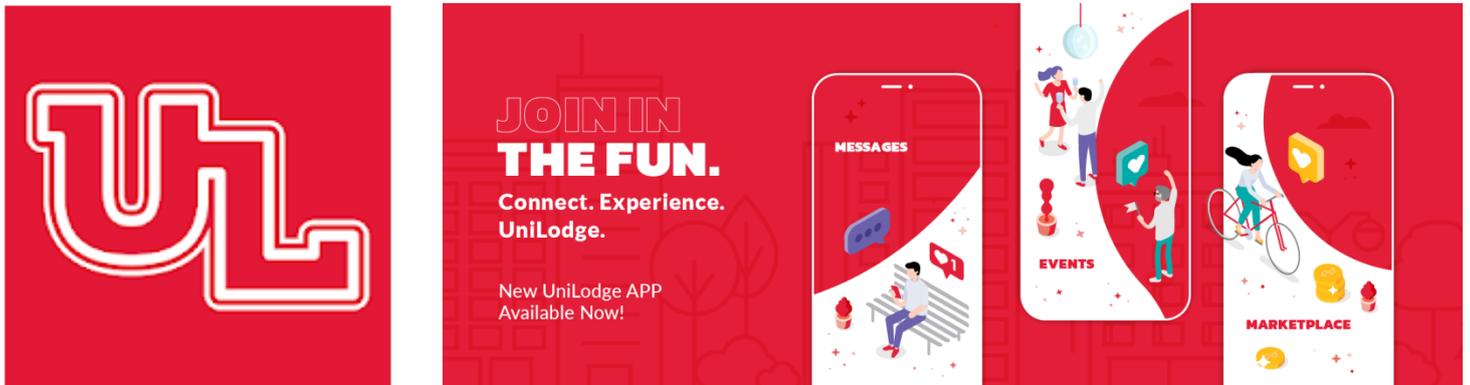
Most students coming from overseas experience a certain amount of 'culture shock'.

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

UniLodge @ RMIT Bundoora – Walert House would like your stay to be a happy and prosperous one.

## UniLodge Resident Services Hub

Get started on the right track by downloading our FREE student app in the Google Play store or from the Apple Store now!



# WE CARE ABOUT YOU! – PASTORAL CARE

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UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone here to help. Do not keep your worries or problems to yourself – the sooner we know, the sooner we can help you to resolve any issues that you may be dealing with. Our staff will keep conversations confidential, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New residents often have trouble adjusting to:

- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and being responsible for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Life style and cultural changes, which may include:
  - Finding their way around e.g. transport, clubs, churches etc.
  - Basic establishment tasks e.g. setting up bank accounts etc.

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into the Residential Life Office, located on the ground level at room 109, and we will be happy to give you any information or support that you may need.

**Anyone affected by illness, accident or death of a relative, should take the time and talk to the Residential Life Manager, Chelsea Murray or General Manager, Con Stylianou. If necessary, we can refer you to the RMIT Counselling Service for further support.**

UniLodge is proud to offer a pastoral care network. When you join our community at Walert House, you will find there is always something to do and someone to talk to.

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

Connecting you to services, people and places is just one of the important roles we play here at Walert House. So, whether you want to connect with other residents, engage with the local community or just want to know the best places to 'hang out' we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely and securely as possible, so you can get on with the job of studying and enjoying your time here.

## Residential Life Office



<b>Important Resources</b>	
Reception	9998 8400
Duty Phone	0429 094 773
<b>RMIT Services</b>	
RMIT Security Bundoora	9925 3333 or 0418 551 814
	Building 216, West Campus
RMIT Connect	9925 5000
	Building 202, West Campus
	<a href="https://www.rmit.edu.au/students/contact-and-help/connect">https://www.rmit.edu.au/students/contact-and-help/connect</a>
Bundoora Library	9925 2020
	Building 210, West Campus
RMIT Safer Community	9925 2396
	<a href="mailto:safercommunity@rmit.edu.au">safercommunity@rmit.edu.au</a>
RMIT Study Support	<a href="https://www.rmit.edu.au/students/study-support">https://www.rmit.edu.au/students/study-support</a>
The Ngarara Willim Centre	9925 4885
	Building 202, Level 3, Room 21, Bundoora West Campus
RMIT Careers	<a href="https://www.rmit.edu.au/students/life-and-work-opportunities/jobs-and-career-advice">https://www.rmit.edu.au/students/life-and-work-opportunities/jobs-and-career-advice</a>
<b>Emergency</b>	
Police, Fire, Ambulance	000
RMIT Security - Emergency	9925 3333
RMIT Counselling After-Hours Crisis Support	9925 4365
Crisis Assessment Team (Northern Region)	1300 874 243
Centre Against Sexual Assault (24 hours)	1800 806 292
Victorian Poisons Information Centre	13 11 26
CATT- Crisis Assessment and Treatment Team	1300 721 927
NCASA- Northern Centre Against Sexual Assault	9497 1768
<b>Support Lines</b>	
Grief Line (12pm–12am)	9935 7400
Lifeline (24 hours)	13 11 14
Victorian Suicide Line (7pm – 12am)	1300 651 251
Beyond Blue (24 hours)	1300 22 4636
Direct Line (24 hours drugs/alcohol info)	1800 888 236
Australian Parenting and Relationships Helpline	1300 365 859
Sexual Health Hotline	9227 6178
Abortion Counselling (24 hours)	1300 737 732
Victoria Legal Aid Helpline	1300 792 387
<b>Medical Services</b>	
Nurse on Call	1300 60 60 24
Bundoora Family Clinic	9467 7733
University Hill Medical Centre	9467 4222
Mill Park Superclinic (24 hours)	9436 4155
Achernar Dental Care	9467 3332
Home Doctor Service	1300 968 737
Austin Hospital (Emergency Patient Information)	9496 5500

## **Academic Support**

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you have any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, [applying for special consideration](#) due to sickness or family troubles - we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other residents' study habits.**

## **Community Spirit – 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 each resident, while creating and fostering a community within the building through the duties and activities carried out by Residential Advisors, the Residential Life Manager, the Customer Service Staff, and the General Manager.

### ***UniLodge Multicultural Vision***

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunities to build cross-cultural understanding and friendships so that everyone feels respected, looks out for each other, shares a sense of family, friendship and belonging, and interacts with, learns from, and values - all people.

### ***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. We aim to add value to the on-campus experience, by providing support and fostering community.

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

- Socially responsible activities such as getting residents involved in fundraising for a charity and participating in activities around the community.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - experience iconic areas of Melbourne and Victoria.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budgeting workshops, interview skills, resume writing workshop and cooking classes.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International and cultural activities, events and celebrations.

### ***How do I Sign Up for CSP Events?***

Attending and signing up for events is easy. You simply download our student app via the Google Play Store or the Apple Store and register to keep up-to-date with what's going on in the building and across the UniLodge group. Some events require the purchasing of a ticket (usually at a heavily discounted rate from the original cost) and most events are absolutely FREE!

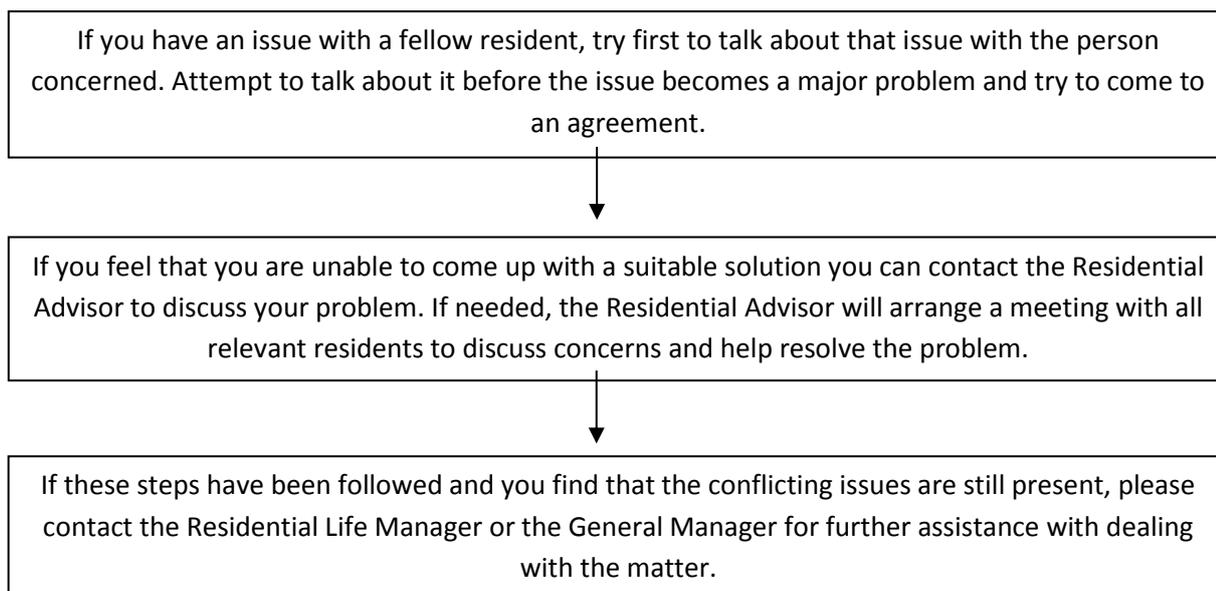
To keep up to date with Community Spirit make sure you log into our student app! If you have any questions or concerns with the App, don't hesitate to contact our Residential Life Manager at [reslifemgr.rmitb@unilodge.com.au](mailto:reslifemgr.rmitb@unilodge.com.au), or pop down to the Res Life Office at room 109.

### **Financial Problems**

If you are experiencing any financial difficulties, please speak to the Residential Life Manager, Reservations Coordinator or the Property Manager – Operations. Often, these difficulties can be managed by the implementation of a financial plan to assist with rental payments. In addition, universities have their own Student Financial Service Unit usually managed by a Student Services Department that can assist with broader living expenses. [RMIT Connect can provide helpful information on financial assistance.](#)

### **Living Together @ UniLodge**

***Living in a close community like UniLodge can be a lot of fun, but it will take effort, compromise and consideration of others. 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 out overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room.
- Be considerate with your use of shared facilities and equipment.

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

### **Multishare Cleaning**

Each fortnight, the kitchen and lounge room areas of multishare apartments will be cleaned by professional cleaners. Cleaners will be addressing the following areas:

- Stovetop
- Oven
- Microwave
- Range-hood
- Glass splashback
- Spills in the fridge
- Living area floor

You will be notified of the cleaning schedule for your apartment after you have moved in. The cost of this service is included in your fees.

Residents will still be responsible for:

- Disposing of any rubbish (including old food)
- Cleaning bedrooms
- Cleaning bathrooms
- Wiping everyday surfaces (such as the bench, table, coffee table, shelves around the TV).
- Washing dishes

### **Personal Problems**

Do not be afraid to confide in Walert House staff to discuss any personal issues that may be affecting you. We are here to support you, provide guidance, assistance and referral where necessary.

### **Confidentiality**

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

### **Bullying, Sexual Harassment and Assault, and Discrimination**

Bullying, sexual harassment and discrimination is **NOT tolerated** and is against the law in Australia. UniLodge is committed to providing a respectful and safe place to study and live at UniLodge @ RMIT Bundoora – Walert House.

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

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

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

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

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

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

Email: [safercommunity@rmit.edu.au](mailto:safercommunity@rmit.edu.au)

Phone: 03 9925 2396

Need a better understanding about what sexual consent is? Then watch this video [Watch the Tea Consent video](#).

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

### **Social Support**

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

### **Workplace Health and Safety**

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

### **Complaints**

Life in a community can sometimes challenges can arise that are difficult to manage on your own. You might have a problem with a fellow resident, staff member, or a decision that has been made by UniLodge management. If you do come across some difficulties at UniLodge @ RMIT Bundoora – Walert House, don't hesitate to the Residential Life Manager, Chelsea Murray ([reslifemgr.rmitb@unilodge.com.au](mailto:reslifemgr.rmitb@unilodge.com.au)) or the General Manager, Con Stylianou ([con.stylianou@unilodge.com.au](mailto:con.stylianou@unilodge.com.au)). In most cases, problems can be resolved through informal enquiries and discussions.

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

**Step 1** – Try to address the situation with the resident first. If you do not feel comfortable talking to the resident then continue on to step 2.

**Step 2** - If the problem is not resolved after step 1, contact the Residential Life Manager ([reslifemgr.rmitb@unilodge.com.au](mailto:reslifemgr.rmitb@unilodge.com.au))

**Step 3** - The Residential Life Manager or UniLodge Management will assist you with working through the situation.

If UniLodge management make a decision related to your complaint, you are able to have the decision reviewed by the General Manager. An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge Chief Operating Officer.

In addition to the above, you have the right to an external review may seek the advice of any relevant independent 3<sup>rd</sup> party, such as the Victorian Ombudsman.

# YOUR SHOP

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

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

***"I am satisfied with my product. It was very good value for money and having everything already in my apartment when I moved in was a great relief."***

*~ Tom, UniLodge resident*

***"My All-In-One Essentials pack will be so helpful when taking the big step of moving out of home to study. Thanks to this set I won't have to worry about shopping for the day to day things used around the home."***

*~ Chloe, UniLodge Resident*

Offering a great variety of products, our prices are highly competitive and certainly comparable to 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



# REFUND POLICY

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## Security Deposit and Advanced Residence Fee (Rent)

### **No Refund**

- In the event of a resident being evicted, the resident will not be eligible for refund of any rent paid until another resident is found.
- At the end of a Residence Agreement, where damage has been caused to Walert House property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed, and the resident will remain liable for any additional costs.
- Where a resident breaks a Residence Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.

### **Partial Refund**

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to either the commencement date of their Residence Agreement. The application fee is non-refundable.
- Where the appropriate notice is given, a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party. A further \$200 cancellation fee may apply.

At the end of a Residence Agreement which is not renewed, a partial refund will be issued if there are any outstanding fees, damages to the room, or additional cleaning required.

### **Total Refund**

- A security deposit is refundable at the end of a Residence 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 Walert House property for which the resident is liable, and expenses such as cleaning, are fully paid.
- If the student does not receive an academic offer from RMIT, or they do not receive their visa, provided the resident notifies UniLodge @ RMIT Bundoora – Walert House within the penalty free period in December and January, their booking will be cancelled without financial penalty. Please check with reception for official date per annum.

## Breaking the Residence Agreement

The Residence Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the residency fees, they must notify Reservations Coordinator (reservations.walert@unilodge.com.au) in writing as soon as possible.

If the resident wishes to terminate the Residence Agreement before the end date the resident must notify UniLodge management in writing of their intention to terminate their Residence Agreement. The resident must give UniLodge management no less than 28 days' notice and continue to pay the Residence Fees until the earlier of:

- The expiry of the Residence Agreement; or
- The commencement date of a new Residence Agreement between a replacement resident and UniLodge management.

In addition, a cancellation fee equivalent to 2 weeks rent is payable.

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

When considering terminating your Residential Agreement, it is your responsibility to do the following:

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

**By accepting your offer you have entered into a legally binding agreement and you are responsible for the payment of the residence fees under this agreement for the agreed term. UniLodge @ RMIT Bundoora – Walert House reserves the right to seek recovery of these monies should you fail to meet your legal obligations.**

# ARRIVAL

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Upon check in, you will receive the following items:

- A security swipe card
- A Check In Form
- A copy of the Entry Condition Report for your apartment
- A Direct Debit Form and Calendar

Within 5 days of arrival, you will also be required to make an appointment to attend a compulsory induction session. The Induction Session provides an overview of important information related to your residency, as well as everything you need to know about living at Walert House.

## **Absent From Your Apartment**

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

## **Access to Other Bedrooms/Apartments**

Entering another resident's bedroom or apartment without authorisation is not permitted. Culprits 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.

## **Access to the Building**

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

## **Additional Furniture**

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

## **Identification**

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

## **Security and Swipe Card**

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

The charge for a replacement of a lost swipe card is \$55 each.

# BUILDING FACILITIES

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## **BBQ**

The BBQ is located on the outdoor terrace on level one and is available to residents 24/7 for use. Please ensure that you clean the BBQ after use and no personal items are left in the area.

## **Bicycle Storage**

Bicycle racks are located on the ground floor, and they are undercover and secure. All bicycles must be registered at reception for security purposes, and stored in the allocated area.

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any of the apartments. Bicycles are not permitted to be stored on any part of the common property within the building. Transgressions will lead to bikes being removed; any locks or mechanisms securing the bike will be removed at the expense of the resident.

## **Car Parking**

Dedicated car parking is available at the property and annual or half-yearly permits can be purchased from [RMIT](#).

## **Game Zones**

The property features two great game zones located on level 3 and in the ground floor Hub. We have the Pods on level 3 that have TV monitors for watching movies, playing lectures, or gaming. We also have The Hub which has a pool table, tennis table, and yoga mats.

## **Kitchen**

There is a spacious resident kitchen on level 2 that includes ovens, cooktops and microwaves. The common area kitchen and dining area are regularly cleaned by professional cleaners appointed by UniLodge @ RMIT Bundoora – Walert House. The cleaner's duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing rubbish and placing it in the rubbish bins

Any items left in the common area kitchen will be thrown away into the rubbish. Items left within the refrigerator must be labelled with the resident's name and apartment number; otherwise it will be thrown away. Any sink blocked by food must be reported to a UniLodge staff member. Please ensure that the range hood is on while cooking on the stove tops.

There are also kitchen facilities within the postgraduate lounge on level 6.

## **Laundry**

The laundry is open 24/7 and is located on level 4. It has washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception.

## **Mail Boxes**

All mail and parcels are received by reception and can be collected during office hours.

## **Reception / After-Hours Staff**

Our staff will assist you with any questions and queries regarding the property and also have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as followed:

- Monday to Fridays – 7am to 7pm
- Saturdays – 10am to 4pm
- Sundays and Public Holidays – Closed

The phone number for reception is +61 3 9998 8400.

When reception is closed, you can reach the Residential Advisor that is on call to assist you. Their mobile number is 0429 094 773, and a copy of their business card will be provided to you upon check-in.

### **Resident Lounges**

The resident lounges has a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

There are also postgraduate club-style lounges on levels 5 and 6.

### **Rubbish/Recycle**

Please empty small rubbish and recyclables into the chutes which are located on each level, or take larger rubbish or recyclables down to the garbage room on level 1 next to the elevators. This should be done on a regular basis to avoid pests inhabiting our premises.

### **Shopping**

University Hall Town Centre is only a 10-minute walk away from the property, offering over 100 stores, take away food outlets and cafes. There are also three cafes on campus.

### **Sporting Facilities**

The on campus RMIT Sports Centre is only a 2-minute walk away and offers specials to residents at UniLodge @ RMIT Bundoora – Walert House. The Sports Centre includes:

- four full-size indoor multi-purpose courts (usable for netball, basketball, futsal, badminton and volleyball)
- full-size hockey pitch and half-size hockey pitch
- full-size soccer pitch
- four squash courts
- athletics track
- outdoor tennis courts
- group fitness room
- function room
- fully equipped gymnasium
- café, and
- changing rooms, showers and lockers

### **Study Rooms**

Study project rooms are located on level 4 and available 24/7 for residents to use. The rooms feature video conferencing.

### **Utilities - Electricity and Water**

Electricity and water consumption are included in your residency fees.

### **Public Transport**

The property is in a great location with close access to public transport connecting residents to Melbourne CBD and surrounding suburbs. Information on public transport can be obtained from the [Public Transport Victoria](https://www.ptv.vic.gov.au/) website or you can download the PTV app on your phone. Our friendly customer service staff can assist you to navigate the website or the app.

### **Myki**

- You can top up your Myki card (public transport travel card – essential for travel on all public transport) at RMIT Connect in building 202.

### **Train**

- You can go to Thomastown Station which will take you into the city. Take bus Route 570 from

McKimmies Road to get to the Thomastown Station.

### Tram

- You can take the tram from Plenty Road on Route 86 into the City/Docklands.

### Bus

- You can take the bus to Thomastown Station on Route 570 from McKimmies Road.
- You can take the bus to Greensborough Station on Route 566 from Plenty Road.
- You can also take the bus to Plenty Valley Westfield on Route 382 from McKimmies Road.

### RMIT Courtesy Bus

The RMIT University Courtesy Bus is a free service that is active from 5:00pm until 1:30am, 7 days a week at the Bundoora campus. The bus will run each 30 minutes throughout these hours.

Stop 1: Walert House

Stop 2: B203 Sports Centre

Stop 3: B210/202 Library/Security

Stop 4: Plenty Rd, Tram/Bus access

Stop 5: Coles/Uni Hill Shopping

Stop 6: B300 Health Care Clinic

Stop 7: Bundoora East B251 (closes at 10:30pm)

Stop 8: Plenty Rd, Tram/Bus access



# COMMUNICATIONS

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## **Internet**

Internet access via the RMIT network is available through a data point in each bedroom and wireless throughout the interior of the building and selected areas externally. Use of the RMIT network is only available via the use of RMIT credentials and is subject to the same conditions of use as the rest of the campus. Please be advised that online gaming is not supported through the RMIT network.

### **Internet Customer Service Details**

<b>Phone</b>	<b>+61 3 9925 8888</b>	Critical issues and advice
<b>Web Form</b>	<a href="http://myTechSupport.rmit.edu.au">myTechSupport.rmit.edu.au</a>	Non-urgent requests and queries

## **Telephones / Emergency Telephones**

There are no landline telephones provided within the apartments. Emergency telephones provided on each level near the lifts which will connect you to RMIT University Security staff, the on-duty Residential Advisor and Emergency Services

## **Printing**

For your convenience a printer is located on level 4. Printing is through the RMIT Network. You are required to either log in with your student number and password on the panel of the printer or swipe your student card on the scanner located on the side of the printer. Further details can be obtained from reception.

# CONTACT DETAILS

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## **Emergency Contacts**

Dial **000**

**(Police, Fire, Ambulance)**

## **Property Address**

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

<p style="text-align: center;"><b>Resident Full Name</b> <b>UniLodge @ RMIT Bundoora – Walert House</b> <b>(Apartment Number) _ _ _ _ / 345 McKimmies Road</b> <b>Bundoora VIC 3083 Australia</b></p>
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If your mail does not include your apartment number, it will cause delays in delivery to your letterbox and may result in being returned to sender.

## **Property Phone Number**

+61 3 9998 8400

When you dial the property phone number after hours, your call will be diverted to a voicemail so please contact the Duty RA on 0429 094 773 for further assistance.

# EMERGENCY PROCEDURES

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UniLodge @ RMIT Bundoora – Walert House will provide residents with emergency assistance in the event of:

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

## **Assembly Location - Evacuation**

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level. Please assemble on the footpath at the Tennis Courts and await further instructions from UniLodge staff. Before re-entering the building please wait until instructed by the fire department that it is safe. You will be able to find an Evacuation Diagram on the back of your apartment door that instructs you of your nearest fire exit and evacuation point.

## **Fire Sprinklers and Detectors**

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm systems and these actions may cause a system fault and or a false alarm. Do not smoke, vape or use an electronic cigarette in the building as these actions may also cause the system to fault or set off a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your apartment that cause your alarm to activate please do not attempt to clear these fumes into the building common areas by opening your apartment door. This will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$3,000)”. Please open your windows, turn on your rangehood and fan the fumes away from your detector which will cease its alarm once clear.

**DO NOT OPEN YOUR MAIN DOOR.**

**\*\*False Alarm Callouts by Metropolitan Fire Brigade currently exceed \$3,000  
This cost will be passed on to the responsible resident\*\*.**

**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 activating hundreds of litres of water to gush into your apartment, which will flood not only your apartment but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

## **Upon Fire**

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000).
- Evacuate to assembly area using the stairs.
- Remain at assembly area and await roll call.

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY OR POWER OUTAGE**

# HEALTH

## First Aid

All Walert House staff have completed first aid training and hold a valid First Aid and CPR certificate.

### Local Dentist, Doctor, and Hospital Contact Details

Dentist	Doctor
<p>Achernar Dental Care 240 Plenty Road Bundoora VIC 3083 (1.5km, 19-minute walk)</p> <p>03 9467 3332 <a href="http://www.bundooradentist.net.au/">http://www.bundooradentist.net.au/</a></p> <p>Monday – Saturday: 9.00am – 7.00pm Sunday: Closed</p>	<p>University Hill Medical Centre t26/Janefield Drive, Bundoora VIC 3083 (1.5km, 19-minute walk) 03 9467 4222</p> <p>Monday – Thursday: 8.30am – 6.00pm Friday: 8.30am – 5.30pm Saturday: 10.00am – 2.00pm Sunday: Closed</p> <p>Mill Park Super Clinic 250 Childs Road, Mill Park VIC 3082 (3.1km, 7 minutes via car)</p> <p>03 9436 4155 Open 24/7</p>
Hospital - Public	Hospital - Private
<p>Bundoora Extended Care Centre 1231 Plenty Road Bundoora VIC 3083 (3.8km, 8 minutes by Tram)</p> <p>03 9495 3100 <a href="http://www.nh.org.au/locations/bundoora-extended-care-centre">http://www.nh.org.au/locations/bundoora-extended-care-centre</a></p> <p>Open 24/7</p>	<p>North Park Private Hospital Plenty Road &amp; Greenhills Road Bundoora VIC 3083 (2.6km, 5 minutes by Tram)</p> <p>03 9468 0100 <a href="http://www.northparkprivatehospital.com.au/">http://www.northparkprivatehospital.com.au/</a></p> <p>Open 24/7</p>

**In case of an emergency dial 000**

# OPERATING AND CARING FOR YOUR APARTMENT

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## **Compulsory Departure Cleaning**

Your apartment has been professionally cleaned and fitted with new mattress protector and shower curtain prior to your arrival. These items are yours to take with you when you leave if you wish. Prior to departure, a \$130 compulsory cleaning fee will be charged to your account. This fee must be paid at reception prior to your departure. This fee covers the cost of:

- a professional clean
- replacement shower curtain, and
- replacement mattress protector

A condition listed in your Residential Agreement is that you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

## **Glass**

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.

## **Heating**

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

## **Cleaning**

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

## **Appropriate Use of Kitchen Surfaces**

When cooking utensils please use heat pads and cutting or chopping boards, as this could damage the countertops and surfaces. Sliding of heavy objects can cause scuffing of the surface.

Residents will be charged for any damage that occurs or replacements to the countertop and surfaces.

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

## **Maintenance**

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

1. Identify the problem and be prepared to give the associated details.
2. Contact the customer service staff at reception to log a job

### **Microwave Oven**

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

### **Mirrors**

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

### **Refrigerator**

Your apartment includes a 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.

### **Roller Blinds**

You will find a chain on the side of the window. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain of; a charge will apply for any maintenance and replacement costs.

### **Fly Screens**

There is a fly screen fitted to the opening window/s within your apartment. You slide the handle back and forth to open and close your fly screen. The fly screen can be completely closed when the window is open. Should you have any problems with your fly screen please do not attempt to fix it yourself, please see reception and we will log a maintenance job.

### **Smoke Detector**

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240-volt power supply via your apartment switchboard. If you attempt to tamper, cover or remove your smoke alarm you are liable to be fined more than \$3,000 by Melbourne Fire Brigade.

### **Stains – Removing Stains**

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

### **Tiled Surfaces**

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

### **Vacuum Cleaner**

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

### **Walls**

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from supermarkets or hardware stores, which are designed to leave the walls un-damaged once removed. However, there is no guarantee damage will not occur. These are "3M Brand Adhesive/Removable Hooks." Please ensure you remove these hooks at the end of your residency. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape blu-tack is to be used as it can stain.

# PAYMENTS

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

## **Residence Fee (Rent)**

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

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

## **Bank Account Details**

**Account Name:** *RMIT Student Accommodation Account*  
**BSB No:** 063262  
**Account Number:** 10826839  
**Swift Code:** CTBAAU2S

Please use your name and apartment number as a reference and provide reception with the receipt.

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

## **Sundry Charges**

Sundry charges, such as lock outs, are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings by the next Residence Fee instalment date.

## **Apartment Repairs**

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

# SECURITY

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## **Insurance and Security for Your Apartment**

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

## **Intruders**

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

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

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

The onsite campus carpark is open for any person to access on foot. Please don't leave bags or valuables in your car, and make sure your car is always locked.