

UniLodge

ON A'BECKETT

Where I want to be

2020
**RESIDENT
HANDBOOK**

106-116 A'Beckett Street, Melbourne, VICTORIA 3000

WELCOME

Welcome to UniLodge On A'Beckett

Dear Resident,

We trust that your stay here will be both enjoyable and productive.

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

All the members of the UniLodge team understand that you are here not only to enjoy yourself but also to study and at times you will be under pressure to complete assignments and revise for exams. Therefore the Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all Residents can have both an enjoyable and successful stay.

Most of the issues in the Resident Handbook are based on common sense and much of the content will already have been explained when you checked-in. It is also important to remember that all the regulations are designed for your comfort, safety and security.

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

And remember, everyone on the UniLodge team are here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

Enjoy your stay!

UniLodge on A'Beckett Management Team

WELCOME TO UNILODGE ON A'BECKETT

CONTACT DETAILS

Receiving Mail

Your postal address is:

(You're Name)

UniLodge on A'Beckett

(You're Room Number) /106 – 116 A'Beckett Street,

MELBOURNE VIC 3000

Hostel Residences – Level 1 & 2

All mail will be delivered directly to your mailbox located on the ground floor. Residents can collect their mail at the reception during business hours.

UniLodge on A'Beckett will sign for packages delivered during business hours if the package is addressed to the correct name and/or room.

Apartment Residences – Level 3 to 7

Mails can be collected from the mailbox located in the hallway of the lift entrance.

UniLodge on A'Beckett will sign for package delivered during business hours if the package is addressed to the correct name and/or apartment number. Email notification will be sent out to your email addresses and residents can collect the packages at the reception during business hours by showing your photo ID.

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

Please note we are unable to accept parcels larger than 431 x 406 x 596mm (A Standard size moving box), heavier than 15kg or parcels that are perishable.

Sending Mail

The closest Australia Post Office is located at **Ground Floor 58 Franklin Street, Melbourne VIC 3000** - 5 minutes walk near the corner of Elizabeth Street and Franklin Street.

The closest Red Australia Post post box is located at **Elizabeth Street outside "I Love this Shop"**.

Important Contacts:

UniLodge Service Desk (Office Hours)		+61 3 9328 8449
Residential Advisor (After Hours)		+61 417 121 753
Facsimile		+61 3 9329 0199
Reception Hours	Monday to Friday	9:00am to 5:00pm
	Saturday / Sunday & Public Holidays	Closed
Emergency (Police, Fire, Ambulance)		000

The UniLodge Management or Student Advisor is on call 24 hours a day.

WELCOME TO UNILODGE ON A'BECKETT

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country; you may experience a certain amount of 'culture shock'.

The people, the weather, the food, the buildings, etc will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

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

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after-hours assistance, we have Management and Student Advisors on site that can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

Please come and see us even if it's only for a chat! UniLodge wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

In order to assist students, the student handbook has simplified the rules of the owners corporate. For a more detailed and comprehensive look at these rules, please see reception to view the complete copy.

Please note that it is your responsibility to read the student handbook and understand the rules of occupancy. Ignorance is not an excuse!

We hope that you enjoy your stay here at UniLodge on A'Beckett! If you have any questions after reading this handbook, please do not hesitate to see reception and we will assist you in any way that we can.

WELCOME TO UNILODGE ON A'BECKETT

RESIDENT LIFE

Connecting residents with life

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

We want to assist you where ever 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.

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

As a new Resident you may experience difficulty adjusting to:

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

OUR STAFF

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

Our Residential Advisors and management team can help with urgent maintenance after business hours. Please feel free to contact us and we will be happy to give you the information you need.

Anyone affected by illness, accident or death of a relative, should talk to the Manager at Reception. If necessary, we can connect you to the appropriate counsellors for further support.

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.

WELCOME TO UNILODGE ON A'BECKETT

SOCIAL SUPPORT

At UniLodge, we organize social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge staff and most importantly other Residents within the building. Participating in the organized 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. Please feel free to talk with reception should you have any suggestions or queries.

GET 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 especially after 10pm
- ✚ 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 some 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 in a close community like UniLodge can be a lot of fun, but it will take effort and compromise.

Tips for happy living in a multi-share rooms / apartment!

- ✚ Always do your fair share of cleaning.
- ✚ Decide on a cleaning roster for the kitchen, bathroom and vacuuming (Applied to apartment residences)
- ✚ Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- ✚ Do not leave dirty dishes overnight.
- ✚ Take out the garbage when the bin is full.
- ✚ Decided if you are going to share the cooking, it is 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.

WELCOME TO UNILODGE ON A'BECKETT

PERSONAL PROBLEMS

Please talk to us if you are experiencing any difficulties, personal issues, study problems or just anything that may be getting you down. Our staffs are here to support you and provide guidance, assistance and referral where necessary. We have connections with University counsellors (for University students) or community provided health specialists, should you require specialist support.

FINANCIAL PROBLEMS

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

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur but you need to let us know at the reception or email to onabeckett@unilodge.com.au, therefore we can inform this matter to the landlord(s) promptly.

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 senior residents - Residential Advisors, customer service staff, and the Property Manager.

UniLodge's Multicultural Vision

We promote a cultural 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.

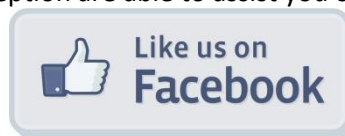
WELCOME TO UNILODGE ON A'BECKETT

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 such as Movember, or participation in community activities.
- ✚ Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- ✚ Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- ✚ Educational and special interest forums, seminars and focus groups.
- ✚ Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- ✚ Games nights and movies nights.
- ✚ Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- ✚ International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, just go to our UniLodge Resident Services Hub APP that can be downloaded through play store and register for events. The wide range of events will be loaded via APP 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 staffs at reception are able to assist you or answer any questions you may have.



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

YOUR SHOP



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

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

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

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

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

RULES OF OCCUPANCY

This handbook contains the Rules of Occupancy and forms along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge. Residents must read the information contained in this handbook.

RIGHTS & RESPONSIBILITIES

UniLodge acts as the Managing Agent for the Landlord(s) of the room / apartment.

RESIDENT(S) RIGHTS:

- ✚ To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- ✚ Peaceful enjoyment of the premises.
- ✚ A secure environment.
- ✚ To be given a copy of the Residential Tenancy Agreement and condition report.

RESIDENT(S) RESPONSIBILITIES:

- ✚ Pay the rent by due dates and through 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 a neighbour.
- ✚ 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 on A'Beckett any damage to the premises. Email to onabeckett@unilodge.com.au
- ✚ Pay applicable charges as outlined in the Residential Tenancy Agreement.
- ✚ Abide by the terms of the Residential Tenancy Agreement and Rules and Regulations of the building detailed in this handbook.
- ✚ Only use the premises for residential purposes.

LANDLORD RESPONSIBILITIES

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

RULES OF OCCUPANCY

LANDLORD(S) RIGHTS:

- ✚ To issue notices of breach to Residents who break the terms of the Residential Tenancy Agreement / Student Handbook and/or cause damage to any parts or inclusions of the building and / or cause inconvenience to others.
- ✚ To issue a notice to vacate to residents defaulting on their rent payment/s.
- ✚ To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- ✚ To inspect the condition of the apartment during reasonable hours after issuing a notice to inspect.
- ✚ To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

ELIGIBILITY OF RESIDENTS

Hostel Residents must be students enrolled in an approved educational facility within Melbourne and under 25 of age.

- ✚ All Residents must be registered and sign a Residential Tenancy Agreement.
- ✚ Residents must not sub-let the apartment under any circumstances.

BOND

The Bond is sent to the RTBA – a government organization and held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

CONDITION REPORT

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident(s) and a UniLodge on A'Beckett representative. This condition report will be checked upon you vacating to assess any damage to your apartment, its furniture and equipment.

The completed and signed condition report must be returned to reception within three (3) Business Days of your arrival.

Failure to do so will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

RULES OF OCCUPANCY

RENTAL PAYMENTS

Rent is to be paid in advance at all times. Failure to pay rent in accordance with the Residential tenancy Agreement will result in eviction.

<p>Credit Card (Master card, Visa)</p> <p>Please complete the bottom section of this form and scan or email to csm.abeckett@unilodge.com.au</p> <ul style="list-style-type: none">- Please note that payments made by Visa / Master Card Credit Cards will attract a 0.77% surcharge. Payments made by China Union Credit Card will attract 1.76% surcharge.	<p>EFTPOS (Australian Debit Cards Only)</p> <p>EFTPOS payments can be made in person at the UniLodge on A'Beckett Customer Service desk.</p> <ul style="list-style-type: none">- Overseas Debit Cards are considered as credit card. Visa / Master Card Credit Cards will attract a 0.77% surcharge. China Union Credit Card will attract 1.76% surcharge.
<p>Australian Bank Cheque/Draft</p> <p>Made payable to UniLodge on A'Beckett and mailed to the attention of:</p> <p>UniLodge on A'Beckett 106 – 116 A'Beckett Street, Melbourne VIC 3000 AUSTRALIA</p>	<p>Internet Transfer or Telegraphic Transfer <i>Telegraphic Transfers attract bank fee.</i></p> <p>Please use your apartment number / room number and surname as your reference description.</p> <p>Bank Name: St. George Bank Ltd (Bank of Melbourne) Account Name: UniLodge On A'Beckett Trust BSB No.: 113 – 879 Account No.: 468 534 243 SWIFT CODE: SGBLAU2S Reference No: Your Room/Apartment Number</p> <p>Internet Transfer payments may be set up to debit your account automatically every month. Making it easier for you automatic debit occurs three (3) business days before your rent falls due.</p>
<p>Please scan the QR code to use one of the below methods</p>  <p>Please use the apartment number as your reference number.</p> <div data-bbox="87 1691 1252 1848"> 支付宝 ALIPAY  微信支付 WeChat Pay  翼支付</div>	

RULES OF OCCUPANCY

TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account.
Eviction notices require the resident to vacate the property within fourteen (14) days.
2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the Resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify UniLodge on A'Beckett management as soon as possible.

When considering the premature termination of your Residential Tenancy Agreement, it is your responsibility to:

- ✚ Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends, whichever comes first.
- ✚ Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Tenancy Agreement.
- ✚ In all cases, a departure cleaning fee applies.

CANCELLATION OF CONFIRMED BOOKING PRIOR TO ARRIVAL OR EARLY TERMINATION OF CONTRACT DURING LEASE TERM

Any cancellation of confirmed booking prior to arrival or early termination of contract during the lease term will be subject to clause 45 of the Residential Tenancies Act 1997 and below (same as per lease offer).

By accepting the offer upon booking – you agreed to the terms and conditions contained in the [Residential Tenancies Agreement](#).

By sending us money you accepted the Standard Residential Tenancy Agreement, the rent payable, the lease terms including the start and end date of the lease.

Further, you agreed that the need for your signature was given by way of this electronic communication. (Per S.9 Electronic Transactions(Victoria) Act 2000).

RULES OF OCCUPANCY

IMPORTANT REMINDER TO RESIDENTS

The Residential Tenancy Agreement you have entered into is a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

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 by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement.






NOISE LEVELS

All residents must observe consideration for their neighbours. If a resident is asked to reduce noise from any area within the building by Residential Advisors or management staff, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement. If you believe someone is causing noise pollution please contact Reception on (03) 9328 8449 or Residential Advisor on duty on 0417 121 753. If the issue persists, please contact the police by calling "000".

In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows hours: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm. Please use **common sense** and **consideration**.

DISCIPLINARY ACTION

We would always attempt to resolve any issues by mutual consent. However, your tenancy is under Victorian Law and covered by the Residential Tenancies Act 1997 and there are responsibilities for both parties.

-  We will discuss face to face and explain what the issue is. A note will go on your file.
-  A caution letter depending on how serious the issue is.
-  A Breach Notice, explaining what part of the Tenancy Agreement is not being complied with and an opportunity and timeframe to rectify.
-  Possibly a Notice to vacate the apartment by a certain day.
-  Possibly an eviction notice or Order from the Victorian Civil and Administrative Tribunal (VCAT)

RULES OF OCCUPANCY



SMOKING

Smoking is NOT PERMITTED in any room, premises, and stairwells, on any balcony, inside the building or carpark area. Smoking is only permitted outside, a distance away from UniLodge on A'Beckett building.



ALCOHOL

Alcohol is NOT PERMITTED under any circumstances on the premises, including outdoors.

DRUGS / ILLEGAL SUBSTANCES

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO CIRCUMSTANCES are any illegal substances permitted within the complex. Failure to comply with these rules will result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to us who are here to assist in every way possible.

We can certainly put you in touch with people who can help you.

GAMBLING AND GAMING

Gambling is NOT PERMITTED on the premises or any common area including corridor and stairwell.

INSURANCE

Tenants acknowledge that the landlord's insurance *does not* provide cover for the tenant's possessions.

Residents who have signed a rental package agreement will have limited tenant's insurance coverage. See product disclosure statement available at reception to find out more information.

INTRUDERS

- ✚ If you see anyone behaving suspiciously, call Reception or the Residential Advisor on duty immediately and watch the person or persons from a distance, but do not put yourself at risk.
- ✚ At NO CIRCUMSTANCES give access to unknown person/s.
- ✚ Respect others privacy by referring visitors to reception or the on duty Residential Advisor.
- ✚ Do not give out another resident's room number to others.
- ✚ If in doubt – please contact UniLodge Management or the on duty Residential Advisor.

RULES OF OCCUPANCY

BUILDING SECURITY

All Residents and visitors agree to be bound by the security regulations or as instructed by UniLodge Management.

We suggest that you **keep your doors locked at all times and should bring your carpark remote (if any), keys and Access Fob with you at all times.**

- ✚ Under no circumstances must residents loan out their car park remote, access fob or any other apartment keys. Such an action will result in confiscation.
- ✚ Residents are responsible for the behaviour of their visitors and must understand that visitors are also bounded by all the building rules whilst in the facility. **NO VISITORS AFTER 10PM in Hostel Residences area.**
- ✚ Residents should NOT allow access into the building to person/s unknown, if UniLodge staff finds any person in unauthorized possession of an Access Fob, key or car park remote, such set of keys will be confiscated.
- ✚ Each room / apartment have its own individual restricted series key – which mean it cannot be copied unless authorized and ordered by UniLodge on A’Beckett. If you lose your car park remote (if any), Access Fob or Key(s), you need to contact reception or the on-call Residential Advisor **IMMEDIATELY.**

Access Fob is issued to you when you check-in. The fob will provide you access to the following areas:

- ✚ Reception Entrance
- ✚ Other Doors (as applicable)
- ✚ Lift Access (as applicable)
- ✚ Common Area (as applicable)



To open a door, place the Access Fob in the front of the electronic reader until it beeps and when the light turns green push / pull the door handle to open. PLEASE NOTE: If your Access Fob does not beep or if the light does not go green, please see reception to resolve this issue.

Lockout fee will apply includes being lock out of your room / apartment. **\$30.00 during office hours and \$75 after-hours.** To replace a lost proxy card, or if the proxy card is not returned at the end of tenancy, **a fee of \$50 will be charged.** Additional keys such as mailbox or locker keys etc. will be charged at replacement cost.

The rules listed above are put in place to ensure the safety and security of all Residents, UniLodge Management treats any breaches of these rules very seriously!

ACCESS TO OTHER ROOMS / APARTMENTS

Entering another Resident’s room / apartment without consent will result in the same action as a member of the general public entering anyone’s home without approval. That is, offenders may be detained and charged with trespass 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 room / apartment.

RULES OF OCCUPANCY

EMERGENCY FIRE PROCEDURES

Resident is asked to familiarize themselves with the following evacuation procedures:

- ✚ On hearing the alert tone (intermittent beeping), prepare to leave.
- ✚ Listen for announcements over the public address system.
- ✚ On the evacuate (a whopping sound) leave the building by the nearest available emergency exit without delay.
- ✚ Before open your door, use the back of your hand to check the temperature of the door and door handle. If HOT – DO NOT OPEN and remain in the room and attract attention at the window.
- ✚ DO NOT RUN & DO NO USE LIFTS
- ✚ Assist any person in immediate danger, only if safe to do so
- ✚ Bring your wallet, mobile phone, wear warm clothes and shoes.
- ✚ Block your door with shoe to keep it open to notify nobody inside the room/apartment.
- ✚ Extinguish the fire if safe to do so
- ✚ Evacuate to the assembly area by the stairwell; follow any instructions given by the management team, Residential Advisors, floor warden, or Emergency Personnel.
- ✚ Assemble Point – Corner of A’Beckett Street and Elizabeth Street on the left of UniLodge on A’Beckett main entrance – “Pie Face”.
- ✚ Wait at the assembly point for further instructions. **Do not leave the area without informing Emergency Personnel.**

FIRE EQUIPMENT – There is a fire alarm system throughout UniLodge, fitted with many fire hose points and fire extinguishers. Please take all fire alarms seriously.

If you interfere with fire alarms or fire fighting equipment, including the little heat sensors in the ceilings and smoke detectors, you will be liable for exclusions from the UniLodge. If a fire could not be controlled because the fire fighting equipment was damaged, anyone found responsible for that damage could also be held legally responsible for the damage caused by the fire.

DO NOT TAMPER WITH ANY FIRE EQUIPMENT

FIRE ESCAPE DOORS – Fire escape doors, where provided, must not be tampered with and must be used only in an emergency.

FIRE SAFETY – All residents have a legal and personal responsibility to assist in maintaining a safe environment within UniLodge. UniLodge Accommodation has been fitted with the most up to date technology in terms of fire and smoke detection. Each apartment has been fitted with a smoke alarm, sprinkler system and a warning device.

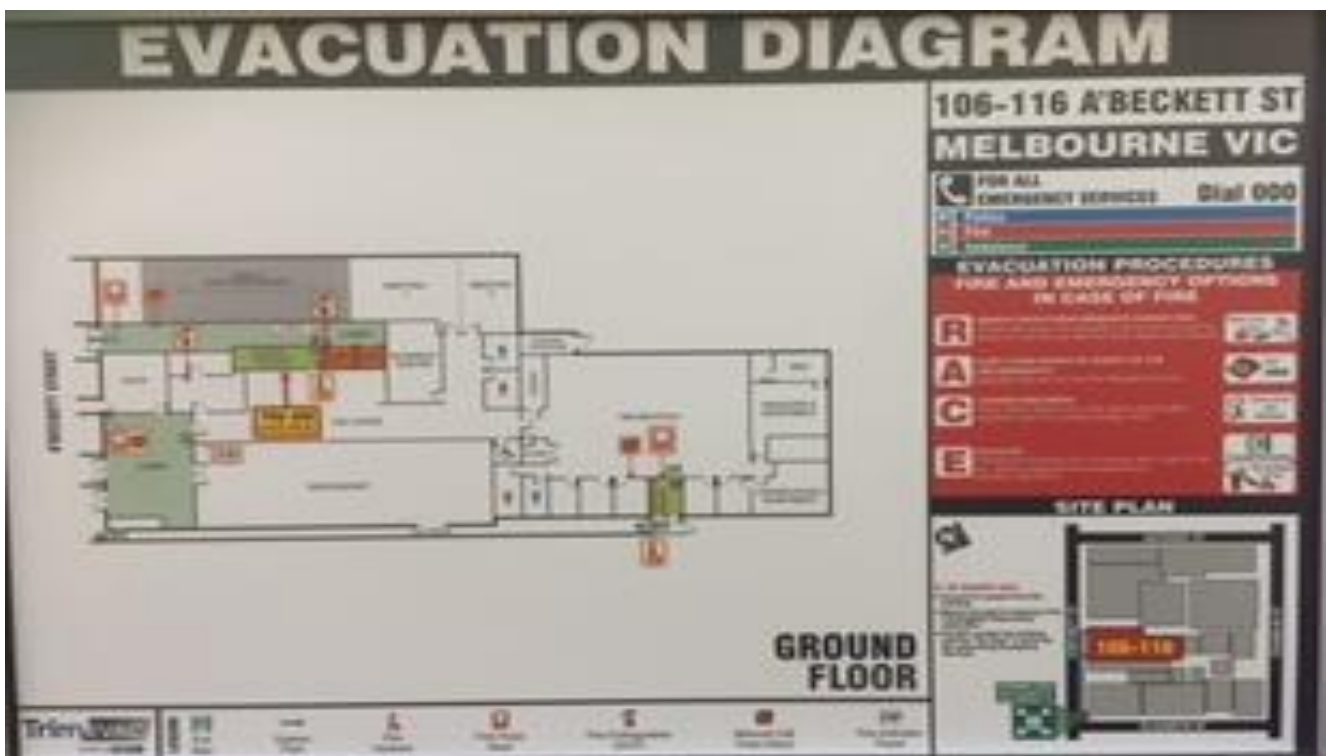
RULES OF OCCUPANCY

Please note the following points:

- ✚ The smoke detector in your apartment is connected to the automated fire alarm system. If you have an alarm sound (intermittent beeping) from your smoke detector in your room, ensure that you open the window and the range hood above the stove is on. However, do not open the door.
- ✚ Please **never cover your smoke detector or disconnect the battery** in your apartment, as this will put everyone else in the building at risk and the Fire Brigade will fine you **over \$3,000**. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
- ✚ Smoke detectors in corridors are connected directly to the Fire Control Panel, which calls the Fire Brigade automatically when activated. **False alarm can incur a fine in excess of \$2,000.00 by the Melbourne Fire Brigade. If you have opened your apartment door while cooking, or boiling water and the smoke or steam from your apartment activates the alarm – cost of any such false alarm will be at your expense.**

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

- ✚ Utmost care should be taken when moving furniture etc. into or around your room/apartment, not to hit a sprinkler head.
- ✚ **DO NOT under any circumstances HANG ANY ITEMS** from sprinkler heads. Activating the sprinkler system will result in flooding the room / apartment and others room / apartments may occur which **costs up to \$25,000 damage**.



RULES OF OCCUPANCY

COOKING

(FOR HOSTEL RESIDENTS ONLY)

Cooking is not permitted inside hostel rooms but there is a designated area for cooking which includes: electric cooktops, ovens, microwave, kettle, toaster, shared fridge & freezer, and lockable storage. You have to ensure the safety of other residents, you must cook in a responsible manner. **Should your cooking triggers a smoke detector in error, resulting in an attendance of the Fire Brigade - cost of any such false alarm will be at your expense – usually in excess of \$3,000.00 by the Melbourne Fire Brigade.**

GARBAGE

A garbage chute is located on every floor. Rubbish **MUST** be placed down these chutes except **cardboard cartons must be flattened and bring to our reception to disposal on your behalf.**

Large items like mattress, fridge, etc. are considered as hard waste, please advise Reception or email onabeckett@unilodge.com.au and will update you with the hard waste collection date to put those unwanted items in the specific hard waste area.

Do not place large objects down the chutes, which will cause blockages and an unpleasant and unhygienic build-up of garbage.

Please consider the environment and dispose of all rubbish thoughtfully. **DO NOT LEAVE GARBAGE ON THE FLOOR.** Residents found incorrectly disposing of garbage or leaving garbage in common area will be heavily fined with a Breach of Tenancy Agreement Notice issued.

MAINTENANCE

UniLodge on A'Beckett employs maintenance staff and contractors to attend to any damage or problems that occur on the premises. The Resident is liable for all damages or loss caused by negligence or misuse, and will be charged for any costs associated with rectification including labour.

To report any maintenance, please take a photo or video and email to onabeckett@unilodge.com.au with your name, apartment number by providing full details of what and where the problem is. If you would like to be present when a maintenance contractor attends to the problem, please indicate the period for us to organize with the maintenance team.

FURNITURE AND EQUIPMENT

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for. The Resident will be liable for damages caused to this property.

The Resident is not permitted to make any alternations 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 / landlord/s.

WALLS, DOORS & WINDOWS

Residents must submit a written request including a diagram if they wish to hang or install anything onto the walls and doors for approval by your landlord/s. Hanging items in common or shared areas including the front of apartment doors, balcony and windows is **STRICTLY PROHIBITED.**

RULES OF OCCUPANCY

CARPETS

A vacuum cleaner is available from reception during operating hours, Monday to Friday 9:00am and 4:00pm. You could borrow it once you have signed in the register. There is a 30 minute limit per person and late returns will attract a non-refundable charge.

PETS

Under **NO CIRCUMSTANCES** are you permitted to bring pets and animals into the building.

REQUESTS OF STAFF

Residents must comply with all reasonable requests from UniLodge Management, Residential Advisor and support staffs.

CLEANING

It is expected that you will keep your room / apartment clean and tidy at all times to avoid cockroach or rat infestation. UniLodge on A'Beckett has monthly pest control plan in the building, please advise if any issue. Please see below some tips for living in healthy environment.

- ✚ Keep food covered
- ✚ Clean and wash dirty dishes after every meal.
- ✚ For apartment residents, please wipe down all bench-tops and stovetops, appliances including rangehood in the kitchen every night with a cloth containing warm soapy water.
- ✚ Garbage bins to be kept lidded and regularly disposed of.
- ✚ Sweep floors and vacuum

FRIDGE, STOVE, RANGEHOOD & MICROWAVE (FOR APARTMENT RESIDENTS ONLY)

Fridge - Do not use harsh, abrasive cloths or cleaners or highly perfumed, strong smelling cleaners or solvents on any part of the refrigerator or freezer. The amount and types of food stored determines how often cleaning should be carried out. Ideally it is recommended that the refrigerator is cleaned every one to two weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

Stove - keep the cook top clean and free from food spillage. Keep an eye on your cooking as overflow water / soup may cause damage to the cooktop. It can also assist cleaning if you cover your stove with aluminium foil and then change this foil on a weekly basis, or after cooking very oily food.

Range hood (Exhaust fan above the stove) – This should always be used when cooking in your apartment. Filters need to be cleaned on a regular basis. It may result in replacement of filter or repaint the ceiling at resident(s) cost if failure to use the rangehood and clean the filter. Windows should also be opened to air out apartment while cooking.

RULES OF OCCUPANCY

Cleaning Instruction – Pull out rangehood completely, making sure fan is not running and light is switched off. Pull filter until you can remove it from the casing. Use hot soapy water to remove grease for the filter (may require soaking); wipe down casing with wet cloth before re-inserting. Ensure filter is secured properly before closing range hood

Microwave (if applicable) - Please ensure cooking times are correctly set as over cooking may result in the food catching fire and subsequent damage to oven.

When food is heated or cooked in disposable containers of plastic, paper or other combustible material, check the oven frequently due to the possibility of ignition. If smoke is observed, switch off, keep door closed.

Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.

Utensils should be checked to ensure that they are suitable for use in microwave oven. Never use metal or aluminium utensils inside the microwave.

HEATING

(FOR APARTMENT & HOSTEL RESIDENTS)

Please allow the wall panel heater to run for ten to fifteen minutes until it blows out hot or cold air. At no time should this be covered, or obstructed in anyway especially the ventilation part of the wall panel heater unit. Clothing and laundry cannot be hung over the heater, as this is a dangerous fire hazard.

BLINDS, WINDOWS & BALCONY (IF APPLICABLE)

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached. Blinds are very easily damaged by even a slight breeze if left down and a window is opened. If you wish to open a window or door, pull the Venetian blind up to avoid the blind being damaged.

No item is to be hung in or attached to your window. Clothing can be hung on a clothes horse in your apartment or can be dried by using the dryer in the laundry. Any item(s) placed on your window or balcony area (if applicable) is a direct breach of your tenancy agreement.

NO SMOKING, NO HANGING CLOTHES, NO ITEMS SHOULD BE PLACED IN BALCONY AREA.

Avoid condensation inside the apartment, which may cause dampness, mold health issues, wood rot, and corrosion and energy loss due to increased heat transfer. Please keep the window wide open, ventilate bathroom, kitchen, cupboards and wardrobes to let the air circulate freely inside your apartment. Please regularly wipe down windows, frames and other affected areas with a fungicidal mold-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo mouldy carpets. Please report of ongoing issues to reception or email to onabeckett@unilodge.com.au.

LIGHT GLOBE & FLUORESCENT LIGHT FITTING

(FOR APARTMENT & HOSTEL RESIDENTS)

Residents are responsible for replacing their own light globe, which can be purchased from a supermarket or department store. UniLodge staff can arrange the replacement of light globe or fluorescent light fitting, please ask reception for details.

RULES OF OCCUPANCY

KITCHEN BENCHES, TABLES, STUDY DESK TOPS & CUPBOARDS

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

Cleaning Instructions - A wipe over with a clean, soft damp cloth should be sufficient to keep all laminated 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. These can be found at any local supermarket. Wax or other polishes are unnecessary and should not be used.

TILED SURFACE (FOR APARTMENT & HOSTEL RESIDENTS)

DO NOT clean the tiles with acid, with abrasive materials, place-potted plants directly onto the tiles.
Use specifically designed tile-cleaning detergents only!

COMMON AREAS

Common area is located at ground floor contains a large TV screen available for use by all Residents. The lounge is also used for movie nights and other regular social events. Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. This area is available for use by all residents daily from 10:00am to 10:00pm.

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





The ground floor common area also includes a table tennis, a coin-operated pool table. Table tennis equipment, games and various card / board games are available from Reception from 9:00am to 9:00pm by providing your Student Identification Card. There is a 2 hour limit and late returns will attract charges. The Residents are liable for any missing cards / damages caused for all loan equipment.

Coin-operated vending machine stocked with snacks and drinks is located on the Ground Floor near reception area.

COMMON AREA CLEANING

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

The cleaner's duties do not include tasks that are your responsibility such as:

-  Washing up dirty dishes.
-  Washing personal laundry.
-  Removing rubbish and placing it in the rubbish chutes.
-  Picking up any items on the floor.






RULES OF OCCUPANCY

Any Item left out in any common areas will be thrown away into the rubbish. For any extra cleaning required – such as picking up student rubbish, leftover food and so on, there will be a cleaning charge. Any sink blocked by food will be repaired at the residents cost. There is **NO EXCUSE FOR LEAVING AN ITEM UNATTENDED** for any length of time as leaving your belongings or food in a common area prevents the area from being cleaned along with preventing other people from using that space.

COMMON KITCHEN APPLIANCES

Please be aware that the cleanliness of all kitchen appliances is the responsibility of the residents. When using the kitchen facilities it is important to clean items after use.

This includes:

-  Electric cooktops
-  Ovens
-  Microwave
-  Kettles / Toasters
-  Refrigerators

LAUNDRY ROOM

A laundry is located on each floor of the building and has coin-operated washing machines and dryers available for Resident's use.

For effective cleaning and drying, do not overload the machines. Ironing boards and irons are located in the laundry room. These are free of charge to all Residents. The laundry is also to be kept free of rubbish and personal items at all times.

CAR PARK AREA & COMMON PROPERTY

Only those residents authorised by UniLodge can occupy a car park in the building. If you are interested for renting a car park area, please come to reception for further information. This authorisation is subject to availability and must always be paid at least one (1) month in advanced. Residents with a car park can only use the car park allocated to them and under **NO CIRCUMSTANCES** Park in another car spot. Unauthorized cars will be towed away at vehicle owner's expense.

Bicycles are **not permitted** into the building and are not to be stored on any part of the common property within the building.

No signs in relation to sale or lease of a/or advertising material are allowed to be displayed without prior approval of UniLodge management.

RULES OF OCCUPANCY

ARE YOU UNDER 18 YEARS OF AGE?

The Australian Commonwealth Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) have established immigration requirements relating to the care of students who are under 18 years of age. Under these regulations and conditions, the responsibility has been placed on the education provider to ensure and declare that appropriate arrangements have been made for the student's accommodation, support and general welfare while attending their course(s) in Australia.

Universities / Colleges will work closely with UniLodge on A'Beckett to ensure that accommodation requirements and arrangements under this legislation are adequate and adhered to.

If you are under 18 years of age while staying at UniLodge on A'Beckett, this is the procedure that you must follow in accordance with the above law:

- 1) Not be outside the building later than **10:00pm** any evening
- 2) Contact the Residential Advisor on 0417 121 753 to sign the logbook between 9:00pm to 10:00pm each evening showing that you are on the premises prior to 10:00pm.
- 3) No circumstances that UniLodge staffs can approve our fewer than 18 students stay outside UniLodge on A'Beckett without consents from your University or College office.

The above procedures are put in place to ensure your safety and welfare. If you do not adhere to this procedure, while you are less than 18 years of age, UniLodge on A'Beckett has a legal responsibility to report this information to your university or College office. This may lead to disciplinary action being taken and may also risk the successful completion of your course.

ARE YOU GOING ON A VACATION?

Please complete the **"Vacation Form"** from the Reception during business hours or email to onabeckett@unilodge.com.au if you will be giving anyone access to your room / apartment while you are away for security purpose. Please provide us with a contact telephone number while you are away, in case we need to contact you in the event of an emergency.

If you are under 18 of age intends to stay for one or more nights away from UniLodge on A'Beckett, you are required to seek permission from their parents, guardian and/or school. This information must be passed onto UniLodge on A'Beckett management during office hours, at least 48 business hours prior to the night they intend to stay away via email to onabeckett@unilodge.com.au. **Under no circumstances that UniLodge staffs can approve the application without consents from your Guardian and/or school.**

INTERCOM (FOR APARTMENT RESIDENTS)

Guests and visitors are able to contact you in your apartment from the Intercom unit at the entrance doors by dialling your apartment number followed by the bell key. This call will be directed to your room intercom phone.

RULES OF OCCUPANCY

INTERNET

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Once connected you also have access to the VostroNet Wi-Fi network.

Unlimited Internet is included in all rate packages. You will receive an activation token on arrival.

For more information visit: <https://www.vostronet.com/>.

PHOTOCOPY AND PRINTING SERVICE

Photocopies can be made at Reception during business hours. We do not accept any USB input for printing, please email the documents to onabeckett@unilodge.com.au for requesting service, please ensure clearly states your name, apartment number, black & white or colour print out and how many copy you needs.

Black & White Photocopy or Printing - \$0.20 per page (A4 Page)

Colour Photocopy or Printing - \$0.40 per page (A4 Page)

SEXUAL HARRASSMENT

Sexual Harassment contravenes Australian legislation and occurs where:

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

Moreover, 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 anticipate the possibility that the other person would be offended, humiliated or intimidated.

The Anti-Discrimination Act makes discrimination unlawful on grounds including:

Gender, race, age, sexual preference, physical, religion, political belief or activity.

UniLodge is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so. If you think you have been subjected to any form of discrimination please contact the Manager.

RULES OF OCCUPANCY

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge on A'Beckett is recognised as a workplace and, as such, this puts responsibilities on both UniLodge 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 any thoroughfare including exits, or interfering with any fire safety notice or equipment.

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by UniLodge Management. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time.

PRIVACY

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask? All matters discussed will remain confidential.

COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome in regards to your rights of occupancy, please contact **Kanav Sharda**, the General Manager.

Address – 106 – 116 A'Beckett Street, Melbourne VIC 3000

Email – kanav.sharda@unilodge.com.au

Our grievance policy outlines steps for making a complaint at UniLodge; please ask reception if you require a copy.

ESCALATION POLICY

UniLodge has a variety of people available to assist you or to resolve an issue. If you are unsatisfied with the resolution we recommend that firstly you meet with us and discuss. If there is a need to escalate the issue further as you are still unsatisfied please present in writing to the next person on the list below:

1. UniLodge on A'Beckett Customer Service Manager
03 9328 8449 csm.abeckett@unilodge.com.au
2. UniLodge on A'Beckett General Manager – Kanav Sharda
03 9328 8449 kanav.sharda@unilodge.com.au
3. UniLodge Australia Pty Ltd Administration Assistant
07 3233 3700 info@unilodge.com.au
4. Consumer Affairs Victoria
www.consumer.vic.gov.au consumer@justice.vic.gov.au 1300 55 81 81

WELCOME TO UNILODGE ON A'BECKETT

GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For more information on Melbourne or to check out local events visit: www.visitmelbourne.com

Information on public transport can be obtained from:

Check out <http://ptv.vic.gov.au/> for more public transport information, including timetables, fares, route information and the Journey Planner

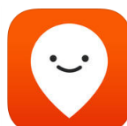
You can also download the following applications to your smart phone; they are available in both apple & android versions.



PUBLIC TRANSPORT VICTORIA APP



TRAMTRACKER



MOOVIT: LOCAL TRANSIT APP



SPOTCYCLE

WELCOME TO UNILODGE ON A'BECKETT

Trains

Melbourne Central station – One of the five stations on the City Loop, which encircles the Melbourne CBD.

Only 5 minutes' walk from UniLodge on A'Beckett

Platform 1 – South Morang Line, Hurstbridge Line & City Loop

Platform 2 – Pakenham Line, Cranbourne Line, Frankston Line, Sandringham Line & City Loop

Platform 3 – Craigieburn Line, Upfield Line, Sunbury Line, Werribee Line, Williamstown Line, Flemington

Racecourse Line & City Loop

Platform 4 – Lilydale Line, Belgrave Line, Glen Waverley Line, Alamein Line & City Loop

Trams

Along La Trobe Street:

St Vincent's Plaza – Etihad Stadium Docklands (Route 30)

City Centre Free Loops (Route 35 – City Circle)

Along Elizabeth Street:

North Coburg – Flinders Street Station (Route 19)

West Maribyrnong – Flinders Street Station (Route 57)

Airport West – Flinders Street Station (Route 59)

Walking

Within 5 to 10 minutes walking distance to major shopping centres, for example, Melbourne Central, QV Emporium, Chinatown restaurants, parklands, Victoria Market, State Library of Victoria, etc.

Not more than 16 minutes walking distance to RMIT, University of Melbourne, Melbourne Institute of Technology (MIT), Taylor's College, Monash College, William Angliss Institute, etc. . .

Within 18 minutes, walk to The University of Melbourne.

Cycling

An on-road bike lane runs along CBD area, with bicycle rental spots all around CBD.

WELCOME TO UNILODGE ON A'BECKETT

Shopping Centres and Supermarkets

Supermarkets	Distance from UniLodge on Lonsdale
IGA X-press Queen Street 370 Queen Street, Melbourne	2 minute walk
Hometown Asian Supermarket 2/422-440 Elizabeth Street, Melbourne	2 minute walk
Coles Supermarket 211 Latrobe Street, Melbourne Central Dome, Melbourne	5 Minute walk
ALDI Melbourne 2/501 Swanston Street, Melbourne	6 minute walk
Woolworth Supermarket Lonsdale Street, & Swanston Street, Melbourne	9 minute walk
Big W Lonsdale Street, & Swanston Street, Melbourne	9 minute walk
Shopping Centres	
Melbourne Central Shopping Centre 211 La Trobe Street, Melbourne	4 minute walk
QV Swanston Street & Lonsdale Street, Melbourne	8 minute walk
Emporium 287 Lonsdale Street, Melbourne	7 minute walk
Melbourne's GPO 338-352 Bourke Street, Melbourne	10 minutes walk
Market	
Queen Victoria Market 513 Elizabeth Street, Melbourne	7 minute walk

WELCOME TO UNILODGE ON A'BECKETT

Hospitals and Emergency

Hospitals	Telephone Number
Melbourne Private Hospital Royal Parade, Parkville	(03) 9342 4800
The Royal Melbourne Hospital 300 Grattan Street, Melbourne	(03) 9342 7000 (24 Hours)
St. Vincent's Private Hospital 51 Victoria Parade, Fitzroy	(03) 9288 2211
The Royal Victorian Eye and Ear Hospital 32 Gisborne street, East Melbourne	(03) 9929 8666
Doctors	Telephone Number
Swanston Street Medical Centre 393 Swanston Street, Melbourne	(03) 9205 7500 www.swanstonstreetmedicalcentre.com.au
QV Medical Centre 55/292 Swanston Street, Melbourne	(03) 9662 2256
Dentists	Telephone Number
Pacific Smiles Dental 360 Bourke Street, (Opp. GPO) Melbourne	(03) 8600 1600 www.pacificsmilesdental.com.au/melbourne/
Gorgeous Smiles Dentistry 68 Lonsdale Street, Melbourne	(03) 9639 9600
Counselling Services	Contact University
The University of Melbourne	(03) 8344 6927
RMIT University	(03) 9925 4365
Central Queensland University	13 27 86
Australian Catholic University Level 1, Mary Glowery Building	Website Booking
Swinburne University	131 114
Monash College	(03) 9905 3020
Melbourne Counselling Services 69 Bourke Street, Melbourne	(03) 9658 3250