

UniLodge

JCU Halls of Residence

Where I want to be

2020

**RESIDENT
HANDBOOK**

1 James Cook Drive, James Cook University, Townsville QLD 4811

WELCOME

Welcome to JCU Halls of Residence

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

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

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

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

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

Enjoy your stay!

TABLE OF CONTENTS

1. Settling in	6
2. We care about you!.....	7
2.1 Academic Support.....	7
2.2 Our Residential Life Program.....	7
2.3 Financial Problems.....	8
2.4 Living Together	8
2.5 Personal Problems.....	9
2.6 Privacy.....	9
2.7 Bullying, Sexual Harassment and Assault, and Discrimination.....	9
2.8 Social Support.....	9
2.9 Workplace Health and Safety	10
2.10 Complaints.....	10
2.11 Your Shop.....	10
3. Rights & responsibilities.....	11
3.1 Resident Rights	11
3.2 UniLodge Rights	11
3.3 Resident Responsibilities	11
3.4 UniLodge Responsibilities.....	11
4. Your agreement with us	12
4.1 Condition Report	12
4.2 Sanctions/Fines.....	12
4.3 Eviction	13
4.4 Termination of Residential Agreement	14
5. Rules of residency	15
5.1 Alcohol.....	15
5.2 Behaviour.....	15
5.3 Building Security	15
5.4 Children.....	15
5.5 Cleaning and Inspections.....	15
5.6 Common Property	15
5.7 Cooking (for self-catered only)	15
5.8 Drugs/Illegal Substances.....	15
5.9 Eligibility of Residents.....	15
5.10 Furniture and Equipment	16
5.11 Gambling.....	16
5.12 Lockouts.....	16
5.13 Overnight Guests	16

5.14	Pets	16
5.15	Requests by Staff	16
5.16	Smoking	16
5.17	Noise Complaints	16
5.18	Inter-college events	17
5.19	Social events on campus	17
5.20	Female only areas	17
5.21	Alcohol Free Zone	17
6.	Refund policy	17
6.1	Advanced Residential Fee (Rent)	17
6.2	Breaking the Residential Agreement	18
7.	Arrival	18
7.1	Compulsory Training	19
7.2	Absent From Your Apartment	19
7.3	Access to Other Bedrooms/Apartments	19
7.4	Access to the Building	19
7.5	Additional Furniture	19
7.6	Identification	19
7.7	Security and Proximity Keys	19
8.	Building facilities	20
8.1	Dining Hall	20
8.2	BBQ	20
8.3	Bicycle Storage	20
8.4	Car Parking & Permit	21
8.5	Recreational Area	21
8.6	Board Games	21
8.7	Laundry	21
8.8	Mail Boxes	21
8.9	Reception / After-Hours Staff	21
8.10	Rubbish	21
8.11	Compost	22
8.12	Shopping	22
8.13	Computer lab	22
8.14	Printing Facilities	22
8.15	Transport	22
8.16	Utilities – Electricity, Water and Internet	22
8.17	Storage	22
9.	Communications	23
9.1	Internet	23

10.	Contact details	23
10.1	Emergency Contacts	23
10.2	Property Details	23
11.	Emergency procedures	24
11.1	Evacuation & Assembly Area	24
11.2	Fire Detectors	24
11.3	Fire Doors.....	25
11.4	Upon Fire	25
12.	Health.....	26
12.1	First Aid.....	26
12.2	Local Dentist, Doctor, and Hospital Contact Details.....	26
13.	Operating and caring for your apartment.....	27
13.1	Maintenance.....	27
13.2	Housekeeping	27
13.3	Vacuum Cleaner.....	28
13.4	Air conditioning	28
13.5	Power points.....	28
13.6	Walls	28
14.	Payments	29
14.1	Residential Fee (Rent).....	29
14.2	Sundry Charges	29
14.3	Apartment Repairs.....	29
15.	Security	30
15.1	Insurance and Security for Your Apartment.....	30
15.2	Intruders	30
15.3	On campus security	30
15.4	Access to buildings.....	30
15.5	Previous residents	30
	RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM	31

1.SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in our Residential Life 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! We also have many students from different countries who are going through the same experiences as you.

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

2.WE CARE ABOUT YOU!

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

New residents often experience difficulty adjusting to:

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

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

Anyone affected by illness, accident or death of a relative, should talk to the Residential Life Manager or General Manager. If necessary we can refer you to the JCU Counselling Service for further support.

UniLodge is proud to offer a pastoral care network. When you join our community 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 and to offer advice and sometimes referrals to other services.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So whether you want to connect with other residents, 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.

2.1 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.**

2.2 Our Residential Life Program

What is a Residential Life Program?

Our Residential Life Program is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Advisors, the Residential Life Manager, the customer service staff, and the General Manager.

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

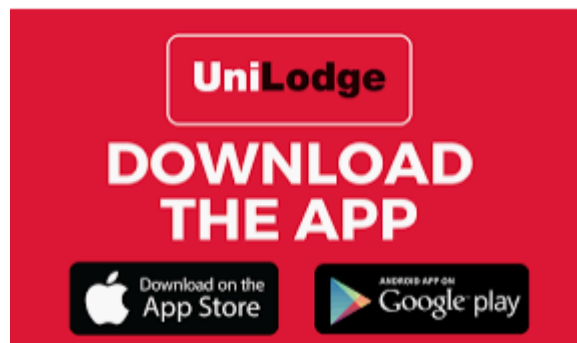
It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life 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 - indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, just go to the UniLodge APP, where you can register for events, which can be downloaded from the Google Play Store and the Apple Store. The wide range of events loaded for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception are able to assist you or answer any questions you may have.



2.3 Financial Problems

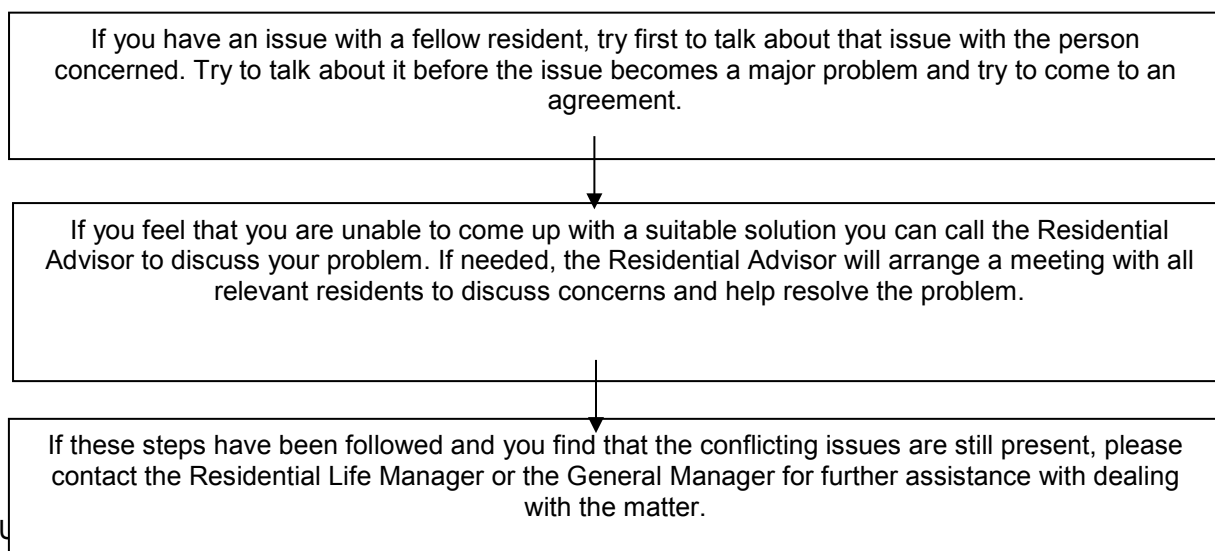
If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan.

There are a few options available to students to support them including:

- [Halls Bursaries](#)
- [JCU Access Funds](#)
- [JCU Scholarships](#)
- [JCU Student Loan](#)
- [Centrelink](#)

2.4 Living Together

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



Tips for happy living in a multi-share apartment

- Always clean up after yourself
- Be aware of the noise you and any guests you have produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- If living in a self-catered facility, 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 may 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 who 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 apartments if any resident requests one. If all residents decide that they do not wish to have a meeting, then all residents must confirm this in writing.

2.5 Personal Problems

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

2.6 Privacy

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

2.7 Bullying, Sexual Harassment and Assault, and Discrimination

Bullying, Sexual Harassment and Discrimination is not tolerated and is against the law in Australia.

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

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

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate or threaten another person. Examples include: behaving aggressively, teasing or 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;

We are committed to providing a respectful and safe place to study and live.

Confused about consent? Watch the Tea Consent video: <https://www.youtube.com/watch?v=fGoWLWS4-kU>

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.

For more information and links on your safety, please visit the JCU website [here](#).

2.8 Social Support

UniLodge will organise Residential Life 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. Partaking 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.

2.9 Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, UniLodge is recognised as a workplace and 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. Penalties will be imposed for tampering with any fire detection, equipment (fire extinguishers, etc) or fire-fighting systems.

2.10 Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life Manager. 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 - Talk politely and openly to the person involved

Step 2 - Inform the person that you will take the matter to UniLodge management

Step 3 - Inform UniLodge management of the complaint, and they will work with you to resolve the issue.

If UniLodge management make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, 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 and may seek the advice of any relevant independent 3rd party (including JCU).

2.11 Your Shop



As a UniLodge resident, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you - our 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 set 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 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!

3. RIGHTS & RESPONSIBILITIES

3.1 Resident Rights

- a) To start the residency with the premises in a reasonable condition that complies with health and safety regulations.
- b) Peaceful enjoyment of the premises.
- c) A secure environment.
- d) To be given a copy of the Residential Agreement.

3.2 UniLodge Rights

- a) To send Breach notices to residents who break the terms or conditions of the Residential Agreement, this Handbook, and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b) To issue a fine to a resident and/or issue a Breach notice to a resident in the event of a breach of the terms and conditions of the Residential Agreement and/or this Handbook.
- c) To issue Breach notices to residents defaulting on their Residential Fee payments, and to send a Notice to Leave if not remedied.
- d) To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- e) Request ID from residents.
- f) Amend noise restrictions during swotvac and exam periods.

3.3 Resident Responsibilities

- a) Pay the Residential Fees by the due date and by the agreed method of payment.
- b) Do not use the premises for illegal purposes.
- c) Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- d) Keep the premises and inclusions clean.
- e) Be responsible for your guests' behaviour.
- f) Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- g) Report to UniLodge any damage/maintenance issues to your premises in writing.
- h) Pay for charges as outlined in the Residential Agreement and this Handbook.
- i) Abide by the terms of the Residential Agreement, rules and regulations of the building.
- j) Only use the premises for residential purposes unless otherwise agreed in writing.
- k) Pay for any damage in your apartment.
- l) Pay for any false fire alarm call outs that may occur from your apartment.

3.4 UniLodge Responsibilities

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

4.YOUR AGREEMENT WITH US

4.1 Condition Report

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

The completed Condition Report must be **returned to the office within 48 hours** of you receiving the report. Failure to do so will result in the Condition Report forming the basis for any additional costs of repairs at the end of your agreement.

For **Multi-share Apartments**, an inspection of your living areas including kitchen and bathroom may be required each time a resident sharing your apartment moves in or departs. If any damages occur in these areas, the charges will be divided between all residents, unless the Staff and Management are notified of who is responsible for the damages.

4.2 Sanctions/Fines

- a) Where a resident has been found in breach of the Residential Agreement or Resident Handbook, a resident may receive a sanction. Such sanctions are designed to hold residents accountable for their inappropriate behaviour and are imposed for their educative effect.
- b) In determining an appropriate sanction for a misconduct matter, the situation and each resident will be evaluated individually. Multiple factors will be considered, including the details of the current breach, the resident's previous conduct, history and attitude in arriving at the best sanction for that individual.
- c) The resident may receive either a fine, a breach, or both. An order for restitution for damage caused to or misappropriation of property and/or an alcohol ban may also be imposed.
- d) If a fine is imposed, the total amount must be paid to UniLodge within 7 days. Failure to comply is constituted as being a serious breach of the Resident Handbook, loss of privileges/use of facilities/services or more severe penalties will apply. Additionally, failure to pay a fine within 7 days may result in the swipe card access expiring until the fee is paid in full.
- e) Please note, where a resident has been found in breach of the Residential Agreement or Resident Handbook, they may also receive a breach notice which will be recorded on their file. Three breaches of the same nature may result in termination of the Residential Agreement.
- f) The fines that may be applied for misconduct matters are outlined below:

Misconduct:	Sanction/Fine (plus community service):
Burning of incense, candles or other flammable substance	\$25 and/or confiscation (if applicable)
Cooking in non-cooking areas	\$30
Smoking upon any part of JCU Halls of Residence	\$100
Creating or permitting noise which disturbs or is likely to disturb residents	Maximum \$50 and/or loss or restriction of privileges (if applicable)
Failure to sign in overnight guests	Maximum \$50 and/or loss or restriction of privileges
Drunk and disorderly behaviour	Maximum \$50 and/or imposition of alcohol ban and/or loss or restriction of privileges (if applicable)
Possession of, or consuming alcohol, if under the age of 18 years	Maximum \$50 and/or imposition of alcohol ban, and/or loss or restriction of privileges (if applicable) and/or confiscation/disposal of alcohol
Consuming alcohol in any public part of the UniLodge JCU Halls outside of permitted hours and areas	\$20
Failure to return communal areas to a clean, reasonable	\$20 and/or loss or restriction of privileges (if

condition after use including food spills or rubbish not disposed of in any common areas including corridors	applicable)
Failure to attend compulsory induction or training without prior approval of absence	\$20 per failure
Calling upon a Residential Assistant or staff between midnight and 8.00am for a lock-out, or having 3 or more lockouts	\$10
Littering upon any part of the JCU Halls of Residence	\$20
Urinating or vomiting on/from any part of the JCU Halls of Residence other than the designated amenities	\$20 and restitution payable for cleaning costs (if applicable)
Failure to arrange a flatmate meeting at a mutually agreeable time with housemates by week 3 of semester	\$20 each resident
Failure to attend confirmed flatmate meeting	\$20
Tampering with any fire equipment, lighting, movement sensors or similar	\$20 plus the cost to any repairs to rectify damage caused
Obstructing a fire door	\$20
Failure to inform UniLodge if you are away for more than one night	\$10
Failure to attend a CSP event following RSVP or failure to remove yourself from the event on the APP	\$5 per event
Failure to evacuate the building in the event of an emergency in less than 4 minutes or not complying with directions of the Fire Warden	\$20 plus warning/breach and/or possible legal implications
Giving your access card to the possession of others	\$50
Losing or failing to return car parking permit (except upon expiry)	\$50

4.3 Eviction

UniLodge Rules of Residency promotes tolerance, courtesy and care for others and the different needs within the community. If you choose to ignore or transgress these guidelines, you shall receive written warnings from UniLodge management. Residents who have received warnings and continue with such behaviour will face termination of their Residential Agreement.

Where a resident's behaviour is deemed to be "unacceptable" by UniLodge in connection with any incident, their Residential Agreement can be terminated without prior warning. Unacceptable behaviour may include but is not limited to:

- a) In possession of, using or distributing illegal drugs or implements or other illegal substances.
- b) Harassment, abuse or discrimination of another resident, staff member or person.
- c) Sexual/physical abuse of another resident, staff member or person.
- d) Theft or intentional damage of another person's property.
- e) Significant interference with the peace, comfort or privacy of another resident or staff member.
- f) Smoking within an apartment or in any other area of the building.
- g) Tampering with or removal of the smoke detector in their apartment.
- h) Tampering with or unwarranted use of fire-fighting equipment.
- i) Obstructing or tampering with fire doors.
- j) Entering another Resident's room illegally or uninvited.
- k) Intoxication or consuming alcohol in times and areas other than permitted.

Many of these behaviours are against the law. Residents should be aware that in addition to eviction, matters may be referred to police, and/or JCU for consideration under the University's student Code of Conduct.

4.4 Termination of Residential Agreement

A Residential Agreement may be terminated if:

- a) The resident fails to pay rent by the due date and all notices to remedy have not been satisfied.
- b) The resident's behaviour is deemed "unacceptable" by UniLodge or JCU (as defined by the Residential Agreement or this Handbook).
- c) The resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Residential Agreement all the residents' personal property must be removed. Any property left in the apartment will be disposed of.

5. RULES OF RESIDENCY

These rules form part of your Residential Agreement with UniLodge. Please read these rules and if you have any questions or need a translator advise the customer service staff at reception.

5.1 Alcohol

Management promotes a responsible attitude towards the consumption of alcohol. Alcohol is permissible (if you are over the age of 18) when responsible consumption within your own apartment, and in the common areas Sunday to Thursday until 10pm and Friday to Saturday until 11pm, which will be monitored by staff or Resident Advisors after hours. Drunk and disorderly behaviour will not be tolerated and you will be in breach of your Residential Agreement. Management reserves the right to change these rules at any time.

5.2 Behaviour

Residents must agree to abide by the code of behaviour which is captured throughout this Handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Breaches of the code of behaviour will be dealt with by management. Repeated breaches may amount to "unacceptable behaviour" and constitute grounds for early termination of your Residential Agreement; you will still be responsible for payment of your residency fees until the apartment is re-let. A single finding of "unacceptable behaviour" may result in the termination of your Residential Agreement without prior warning (see 4.3 Eviction in this Resident Handbook).

5.3 Building Security

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

- Residents must carry ID at all times and, if requested, show it to management, Security or staff.
- Under no circumstances are residents to loan out their proximity key to anyone.
- Residents must carry their proximity key with them at all times to access the building.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Rules of Residency whilst in the building.
- Residents are responsible for personally letting their guests out of the building after hours.

5.4 Children

The property has not been built with the safety of children in mind, and therefore children are not permitted to reside within the building.

5.5 Cleaning and Inspections

All rooms are cleaned fortnightly and residents must ensure that cleaners have the ability to enter the rooms. One room clean is allowed to be skipped per year and residents must register it on the portal.

Apartments and rooms will be inspected, after due notice is given, for condition, faults or damage. Apartments and rooms may also be randomly inspected if there is suspicion of criminal behaviour or a breach has taken or likely to take place. Residents agree that photos may be taken during routine inspections for the purpose of recording the condition or findings of the inspection.

5.6 Common Property

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

5.7 Cooking (for self-catered only)

To ensure your safety and that of other residents, residents must cook in a responsible manner, using the range hood exhaust fan at all times. Residents will be charged the associated costs for any cooking that triggers the smoke alarms resulting in the attendance of the Fire Brigade.

5.8 Drugs/Illegal Substances

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

5.9 Eligibility of Residents

- All residents must sign a Residential Agreement
- Children are not permitted to reside at JCU Halls of Residence
- Residents must not sub-let the apartment under any circumstances

5.10 Furniture and Equipment

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

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

5.11 Gambling

Gambling is not permitted on the premises.

5.12 Lockouts

A lockout fee will apply should you lock yourself out of your apartment or the building and require a UniLodge staff member to provide you access. If you have lost or broken your proximity key, you will be issued with a new swipe card – a fee will be charged.

5.13 Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights. Residents may have a guest stay up to three times a semester only. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay.

UniLodge does not provide extra bedding for guests. Residents must accommodate guests within their own bedroom/apartment. If you are residing within a multi-share apartment, your guest must sleep within the bedroom and not the common areas within the apartment.

To ensure compliance with fire and safety regulations (and in consideration of the rights of other residents in multi-share apartments), the following process must be followed:

- A guest must be registered at reception
- A guest must be accompanied at all times by a resident
- A Guest Form must be completed by the resident
- A guest cannot stay more than three consecutive nights (a penalty may be charged if this is breached)

Failure to follow this process will render the resident liable to disciplinary action.

Residents must ensure that their guests comply with the Rules of Residency and reasonable directions given to them by management. If requested to do so by management, a guest must leave the building immediately.

5.14 Pets

Pets or animals are not permitted within the building unless prior consent is granted from UniLodge management.

5.15 Requests by Staff

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

5.16 Smoking

JCU is a smoke-free university, including all buildings, land and carparks.

JCU Halls of Residence is smoke-free which includes the apartments and common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible.

Please visit this website for further information <https://www.jcu.edu.au/work-health-and-safety/smoke-free-campus>

5.17 Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. As a general rule, noise must be kept to a minimum at all times and especially after 10pm, or during swotvac and exam periods. There are "quiet zones" throughout Rotary International House, Townhouses and the top floor H Block of George Roberts Hall.

If you are disturbed by noise, speak to the resident making the noise and ask that they desist. If they do not, or if you don't feel comfortable asking, speak to reception if during business hours, or the Duty RA if after hours,

immediately so the matter can be investigated. Noise complaints are monitored by management; repeat offenders will be liable to disciplinary action.

5.18 Inter-college events

JCU halls and the affiliated colleges run regular inter-college events throughout the year, from sporting to arts activities for students to get involved in. We expect that students maintain a high standard of behaviour, demonstrate respectful attitudes and uphold the hall values while participating in these events. Any form of harassment, discrimination or other deemed inappropriate behaviours will be addressed as per the student conduct disciplinary actions. Minimum dress standards apply to all on college events including supporters/spectators (even if hosted off college or off campus):

- Footwear (enclosed)
- Pants (shorts or skirts are acceptable)
- Tops (singlets are acceptable)
- No clothing displaying offensive language or symbols
- No previous hall affiliate group clothing (unless approved by manager)

5.19 Social events on campus

If you wish to host a small informal event at your Hall, an application must be submitted to your Senior RA at least 5 days prior to the event, or 28 days if alcohol is to be sold or provided (however we do not recommend this for private functions). Residents hosting a function will be held responsible for all attendee behaviour. Event guidelines include; a responsible person must remain sober in case of emergency, non-alcoholic beverages must be available, we recommend consuming food before, during or after the event, music or loud noise must cease at 11:00pm, the function must cease completely and all guests vacate the premises by midnight, the space must be cleaned and rubbish removed post function and left in a clean state. Failure to comply with these conditions may result in the loss of privilege to host further functions.

5.20 Female only areas

We offer designated Female Only Areas and Male Only Areas - Residents in these areas may host visitors or overnight guests from time to time in accordance with the guest policy. Male visitors may NOT use the communal bathroom facilities in the Female Only Areas; they must use the bathroom facilities of adjacent floors/buildings.

5.21 Alcohol Free Zone

We offer a designated Alcohol Free Zone at University Hall. Residents who choose to live in this zone wish to be removed from any noise and anti-social behaviour related to alcohol use.

- Residents in the alcohol free zone agree not to store or consume alcohol in the designated area, and whilst these residents are free to consume alcohol off campus, they must not return to the designated area while under the influence of alcohol.
- All residents and their guests must respect the rights of the residents living in the alcohol free zone and comply with the rules governing the zone.
- Residents who are under the age of 18 at the commencement of their contract term may be considered for allocation to this area (regardless of preference)
- It should be noted that drunk and disorderly behaviour is unacceptable conduct of any resident and will be dealt with under the Rules of Residency and Residential Agreement.

6. REFUND POLICY

6.1 Advanced Residential Fee (Rent)

No Refund

- In the event of a resident being evicted, the resident will continue to be responsible for the rent till the end of their contract and will not be eligible for refund of any rent paid until another resident is found.
- At the end of a Residential Agreement, where damage has been caused to UniLodge property the resident will remain liable for any additional costs.
- Where a resident breaks a Residential Agreement without cause, the resident is not eligible for any refund of advanced rent until another resident is found.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be at the resident's expense.

Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and paid fees and/or Residential Fees, the resident must give at least **28 days written notice** prior to the commencement date of their Residential Agreement. The Administration Fee is non-refundable.
- Where a resident wishes to withdraw their application after accepting an offer of accommodation and paid fees and/or Residential Fees, and the notice period is less than 28 days written notice prior to the commencement date of their Residential Agreement, then they will be required to pay 28 days of Residential Fee from the date of notice starting from the commencement date to the 28th day from the notice period. The balance of the rent (if any) and other fees, excluding the Administration Fee, will be refunded.

Total Refund (except the Administration Fee)

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

6.2 Breaking the Residential Agreement

The Residential 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 Residential Fees, they must notify UniLodge management in writing as soon as possible.

If the resident wishes to terminate the Residential Agreement before the end date the resident must notify UniLodge management in writing of their intention to terminate their Resident Agreement, giving UniLodge management no less than 28 days' notice and continue to pay the Residential Fee until the earlier of:

- (a) The expiry of the Resident Agreement; or
- (b) The commencement date of a new Residential Agreement between a replacement occupant and UniLodge

In addition, an early termination fee equivalent to 2 weeks rent is payable upon notification of breaking the Residential Agreement.

Under extenuating circumstances UniLodge management, directed by JCU, have the ability to reduce the notice period or fee associated with termination of a Residential Agreement.

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

- Pay the residential fee for the remainder of the contract up front or 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 until at least the original contract end date.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the contract.

You have entered into a legally binding agreement and you are responsible for the payment of the Residential Fees under this agreement for the agreed term. UniLodge and JCU reserves the right to seek recovery of these monies should you fail to meet your legal obligations and your results may be withheld if you have a debt with JCU. We have the resources to recover monies owed to us outside of Australia.

7.ARRIVAL

This handbook contains the rules of residency which form part of your 'Residential Agreement'. You must read this document and, once understood, sign the acknowledgment form issued to you upon arrival, which will evidence your agreement to abide by the building rules and your contractual obligations. You are entitled to a copy of your signed Residential Agreement. Upon check in, you will receive the following items (unless already received):

- Keys or proximity card that provides access to the accommodation and common areas such as dining halls and laundries
- A copy of the Entry Condition Report for your apartment
- A copy of the Residential Agreement

- A copy of the Resident Handbook
- A Direct Debit Form and Calendar
- A Consent to Release Imaging Form

You will also be required to make an appointment to attend a compulsory induction session within 1 business day of arrival. The induction provides an overview of important information related to your residency, as well as everything you need to know about living at JCU Halls of Residence.

Kindly note, all online compulsory training must be completed before you are able to gain access to your room.

7.1 Compulsory Training

Compulsory training includes:

- UniLodge's ADES (online)
- JCU Respect Now (online)
- JCU Respect (face to face)
- UniLodge Induction (face to face upon arrival)

7.2 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 Residential 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 Residential Fees payments prior to going on holiday.

7.3 Access to Other Bedrooms/Apartments

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

7.4 Access to the Building

All areas of the building including apartments and common areas are accessible only with a proximity key. It is necessary to carry your swipe card at all times.

7.5 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.

7.6 Identification

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

7.7 Security and Proximity Keys

- You are issued with a swipe card when you check in. The swipe card will give you access to your apartment front door and bedroom if living within the multi-share apartments and common areas within the building.
- The proximity key should be carried by residents at all times. Your swipe card must not be given to any other person and staff find any person in unauthorised possession of a swipe card that is not their own, that swipe card will be confiscated. Furthermore, if any such person found in possession of a swipe card is not a resident or an authorised visitor, they will be asked to leave the premises immediately.
- 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 on the numbers below. Please note that a \$10 fee is applicable in this instance.
 - University Hall - 0407 586 568
 - Rotary International House - 0418 874 831
 - George Roberts Hall - 0439 875 748
- Should you lose your swipe card or be locked out of your apartment, you must contact a UniLodge staff member immediately.

8. BUILDING FACILITIES

8.1 Dining Hall

JCU Halls have a contract caterer, Chartwell's that run our dining hall kitchens at George Roberts and University Hall – 3 times a day, 7 days a week. We can cater for certain dietary requirements, and ask students make contact with the catering manager upon arrival to discuss individual needs.

Dining Hall Options			
Service	Options	Weekday Times	Weekends Times
Breakfast	Continental	6.30am – 9am	7am – 11.30am
	Hot	7am – 9am	
Lunch	Hot (2 options, incl 1 x Veg) Salad Bar	11.30am – 1.30pm	11.30am – 1.30pm
Dinner	Hot (3 options, incl 1 x Veg) Salad Bar	5.30pm – 7.30pm	5.30pm – 7.30pm

Should you have class during lunch service you may arrange a packed lunch during breakfast time. If you have a late class, you can contact the dining hall and arrange a late meal to be put aside and this can be collected later from the Residential Assistant.

Chartwell's and JCU Halls are constantly working together to ensure the service and food is of a good standard. We ask students to provide feedback through either their food reps or our food feedback survey: <https://forms.gle/jZ2CLWLYkfASSHb6A> and address this regularly to make improvements, alter menu items, and provide monthly theme nights for the students. The food reps meet regularly with catering to discuss the above as well on behalf of the student body.

For your own safety and with the consideration of others in mind, residents must observe minimum dress requirements in any public area of the Halls (including dining halls). These include:

- Footwear (enclosed)
- Pants (shorts or skirts are acceptable)
- Tops (singlets are acceptable)
- No clothing displaying offensive language or symbols
- No previous hall affiliate group clothing (unless approved by manager)

If you do not meet our minimum dress requirements, you will be asked to return to your room for appropriate attire, and a penalty may be imposed.

8.2 BBQ

There are BBQ areas located near the dining halls and breezeway of each hall. Residents must ensure that you clean the BBQ after use and no personal items are left in the area. BBQ utensils can be borrowed from reception or calling the Duty RA after hours.

8.3 Bicycle Storage

Bicycle racks are located on ground floor, 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.

The JCU Green Bike Fleet Program repairs second hand bikes and sells them at low cost to JCU students. The program provides affordable and convenient transport, saves energy, reduces carbon emissions, improves health, improve resource efficiency and reduce waste.

<https://www.jcu.edu.au/tropeco-sustainability-in-action/sustainable-campus/sustainable-transport/bicycle-travel-at-jcu/tropeco>

8.4 Car Parking & Permit

Car parking is available at the property and permits can be applied for at Reception. The permit is a 'permit to look' for a park within the accommodation car park. The permit does not entitle the Resident to access a specific parking space. Car parking permits does not guarantee availability of a parking space and at certain time parking is oversubscribed and permit parking is not available.

The permit is not valid in any other part of the univesrity except for JCU Halls of Residence.

Once you are no longer a resident of JCU Halls of Residence, your car parking permit is no longer valid and you must return your car parking permit. Failure to return your permit, will result in a \$50 fine.

If you lose your car parking permit, you will required to pay \$50 for a new permit.

Guests visiting residents must have a permit to avoid a fine, please see reception for a guest permit.

8.5 Recreational Area

The recreational area at each hall contains a kitchenette, table and chairs, a large flat screen TV, table tennis, piano and pool table.

The common areas are regularly cleaned by cleaners however 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
- Wiping down the bench tops and sink area from your mess

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. Residents must ensure to leave the kitchen clean and tidy otherwise they will be charged for cleaning costs.

Please show consideration to other residents by ensuring these areas are kept clean and tidy at all times.

8.6 Board Games

Board games are available for resident use. They are available in each of the residences.

8.7 Laundry

Laundries are open 24/7 and come equipped with industrial washers and dryers for students, irons and ironing boards. A prepaid laundry account and FOB (proximity key) is required to use the washing machines and dryers. Laundry credit can be purchased from your Hall office or online through the JCU Halls Portal (cash is not accepted). Excludes University Hall Townhouses, which are coin operated – When using the machines simply scan your FOB, if there is sufficient credit, it will activate your desired machine for a set time period. Please note you must supply your own laundry powders/liquids. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception.

8.8 Mail Boxes

All mail and parcels are received by reception and can be collected during office hours. Mail will be sorted into pigeon holes in the dining halls or reception and available after it has been received by the University and sorted.

8.9 Reception / After-Hours Staff

Our staff will not only assist with questions and queries regarding the property, but have a range of knowledge concerning the local area, food, travel and general information. Reception hours are Monday to Friday 10am to 5pm and Saturday 10am to 1pm.

When reception is closed, you can reach the Residential Advisor that is on call to assist you. The RA numbers are:

- University Hall - 0407 586 568
- Rotary International House - 0418 874 831
- George Roberts Hall - 0439 875 748

8.10 Rubbish

Garbage bins and recycle bins are located in the carparks at each hall. Dispose of your excess rubbish in these industrial bins only.

Please do not leave your rubbish in the hallways, you will be in breach of this Handbook. Emptying your rubbish should be done on a regular basis to avoid pests inhabiting our premises.

There is a separate bin for recycling. Please ensure you follow the signage and only place recyclable items within the recycling in this bin.

There is also a donations bin located at each hall for old clothing or household items. Items must be placed in the bin and should not be left on the ground. If it does not fit then it cannot be donated via these bins.

8.11 Compost

Compost bins are available at Rotary for you to be able to compost in your apartment. You can bring your compost down to a larger compost bin located out the back of Rotary International House. This large bin gets disposed of into the JCU Community Garden.

8.12 Shopping

The campus shopping area, located 500 metres from the halls of residence, includes a medical centre, pharmacy, coffee shop, post office and food outlets. The larger shopping centre Stockland Townsville Shopping Centre is approximately 4km north of the JCU campus.

8.13 Computer lab

There is an IT lab at each hall which provides students a convenient place to study and print off items, all the while being connected to the JCU network. This does not include The Village.

8.14 Printing Facilities

A printer is available in the study rooms at Rotary International House and George Roberts Hall and can be accessed through your JCU credentials.

8.15 Transport

Sunbus provides a regular bus service to and from the campus, city and suburbs. Information on public transport can be obtained from the [Public Transport Townsville](#) website. Our friendly customer service staff can assist you to navigate the website or the app.

8.16 Utilities – Electricity, Water and Internet

Electricity, water and internet consumption are all included in your Residential Fees.

8.17 Storage

Residents may choose to store their belongings in their room over the summer break for a fee of \$50 per week. JCU Halls of Residence also have designated areas that students can store up to 4 containers free of charge. If students elect to store their belongings on campus, JCU Halls of Residence hold no responsibility and they are stored at the resident's risk. Residents will be required to sign a storage contract agreeing to the terms and conditions.

9.COMMUNICATIONS

9.1 Internet

There is internet available in the apartments and common areas. Internet access via the JCU 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 JCU network is only available via the use of JCU 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 JCU network.

Internet Customer Service Details

Phone +61 7 4781 5500
Web Form ithelpdesk@jcu.edu.au

10. CONTACT DETAILS

10.1 Emergency Contacts

Dial **000**
(Police, Fire, Ambulance)

10.2 Property Details

Mail being sent to you should be addressed as follows:

<p>Rotary International House JCU Halls of Residence Your Room Number and Block James Cook University Townsville 4811 QLD AUSTRALIA</p> <p>PH: (+61)7 4781 5592 E: jcu halls@unilodge.com.au Open hours: Monday to Friday 10am – 5pm Saturday 10am – 1pm (except public holidays)</p> <p>After Hours On Duty Residential Assistant: 0418 874 831 Senior Residential Assistant: 0408 888 231</p>	<p>George Roberts Hall JCU Halls of Residence Your Room Number and Block James Cook University Townsville 4811 QLD AUSTRALIA</p> <p>PH: (+61)7 4781 5590 E: jcu halls@unilodge.com.au Open hours: Monday to Friday 10am – 5pm Saturday 10am – 1pm (except public holidays)</p> <p>After Hours On Duty Residential Assistant: 0439 875 748 Senior Residential Assistant: 0439 878 572</p>	<p>University Hall JCU Halls of Residence Your Room Number and Block James Cook University Townsville 4811 QLD AUSTRALIA</p> <p>PH: (+61)7 4781 5777 E: jcu halls@unilodge.com.au Open hours: Monday to Friday 10am – 5pm Saturday 10am – 1pm (except public holidays)</p> <p>After Hours On Duty Residential Assistant: 0407 586 658 Senior Residential Assistant: 0439 889 568</p>
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11. EMERGENCY PROCEDURES

UniLodge 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)
- Building 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 locks themselves out or misplaces their swipe card

In emergency, residents should contact Emergency Services (Police, Fire, Ambulance) on 000

It is a requirement for all residents to undertake training to ensure JCU meets its legal obligations and ensures everyone's safety.

The **Fire Evacuation Program (FEP)** is an interactive online training, assessment and evacuation planning program. It was designed to ensure residents, staff and guests know what to do and how to evacuate quickly and safely in the event of an emergency, and complies with the Queensland Building Fire Safety Regulation 2008.

Evacuation training must be completed by all residents:

- No later than two days after moving into their room
- No later than two days after moving to a new room on another floor or building at JCU
- No later than one month after a material change to the physical layout of their work space
- Every 12 months

**Complete the
Fire Evacuation Program**

To use the Fire Evacuation Program, staff and students must first select their relevant **campus** (select from Townsville, Cairns or Offsite Campus), followed by the **precinct** and **building**. Instructions for completing the Fire Evacuation Program are then provided according to the building selected.

11.1 Evacuation & Assembly Area

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down any stairs to ground level and exit the building. Please assemble at the Emergency Assembly Area located outside the building and await further instructions from the Fire Warden.

You must evacuate the building in under 4 minutes. Failure to do so may result in a breach or fine.

Before re-entering the building please wait until instructed by the fire department that it is safe to re-enter the building.

11.2 Fire Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the 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 (but no fire) in your apartment that cause your alarm to activate please do not attempt to clear these into the building common areas. 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)" plus fire service contractors attendance. **DO NOT OPEN YOUR MAIN DOOR UNLESS YOU NEED TO EXIT THE BUILDING IN CASE OF A FIRE.**

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

11.3 Fire Doors

In the buildings, there may be a number of fire doors inside the building that will be activated and released when the fire alarms are activated. These doors can be easily pushed open to travel through when in the closed position.

Under no circumstances are you to obstruct the area that fire doors are located or place anything next to them where they will not allow them to shut properly and freely when an alarm is activated. If you attempt to obstruct or tamper with the doors and their ability to close automatically, you may place yourself and others in danger, and you may also be liable for any damages caused.

After a fire alarm activation has stopped, the doors can be opened again and magnetised to their correct open position.

11.4 Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone who may be unable to assist themselves.
- Remain at assembly area and await roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

12. HEALTH

12.1 First Aid

There are a number of UniLodge staff that have completed first aid training and hold a current certificate.

12.2 Local Dentist, Doctor, and Hospital Contact Details

JCU	
JCU Security – General enquiries	4781 6000
Police Link – Non urgent	131 444
Student Centre	4781 5255
International student support/advisor	4781 6166 1800 754 185 After Hours
Student equity and wellbeing	4781 4711
University Chaplin	4781 5447
Library	4781 5500
Student Association	4781 4400
Health Services	
Townsville General Hospital	4433 2916
Doctor to your door	1300 968 736
JCU Health – General Practice	4759 6300
Dentist	1800 028 998
Pharmacy on JCU	4775 4741
Lifeline	131 114
Beyond Blue	1300 22 4636

In case of an emergency dial 000

13. OPERATING AND CARING FOR YOUR APARTMENT

All residents are expected to:

- Remove all items off the floor and tidy all surfaces prior to fortnightly cleans;
- Maintain their room in a hygienic manner; and
- Clean any large messes and remove rubbish items that will not fit in your bin.

Residents who live in Multi-share Apartments are also expected to:

- Participate equally with other residents in keeping the apartment common areas clean;
- Clean all appliances and surfaces after use;
- Do not leave items for long periods in the refrigerator or cupboards; and
- Remove garbage from the common area that will not fit in the bin.

Where it is brought to the attention of management that a Room/Apartment is not being maintained or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may arrange for the Room/Apartment to be cleaned at the expense of the Room/Apartment resident(s).

13.1 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. Submit the issue via one of these options:
 - Contact the customer service staff at reception and fill in the maintenance work order / authorisation form
 - Email your respective reception
 - Submit a maintenance request via the portal on the UniLodge JCU Halls website page

13.2 Housekeeping

Communal living might be a new experience to some and here we have outlined each party's responsibilities below. Our contract with the cleaning team covers the common areas of the building (bins, floors and surfaces), pathways, outdoor living, hallways, communal amenities, as well as a fortnightly room clean. The fortnightly room clean covers vacuuming/mopping of bedrooms floors, dusting/wiping down of surfaces, emptying your room bin and cleaning of private bathrooms (if applicable). We have schedules up in the common hallways to let you know when areas are cleaned. Residents must allow access for the fortnightly cleans however are allowed to miss only one room clean and must register on the portal if they wish to do so.

It is important that we assist in the enjoyment of these spaces by cleaning up after ourselves when using common facilities. To allow the cleaners to do what they have to we ask all residents to ensure their personal belongings are put away and tidy prior to your scheduled room clean. As well as making sure the common rooms and bathrooms are accessible and free of excess rubbish or belongings. Should you wish to clean your room more frequently than as per the schedule, cleaning equipment can be borrowed from reception or the RA to use.

We have a housekeeping feedback survey that allows students to comment anonymously and in real time on their satisfaction with the cleaning service we provide. The halls of residence and housekeeping team work together to address each comment received to keep the housekeeping services/standards at a high level. The housekeeping feedback survey is accessible 24/7 online here: <https://forms.gle/bG5zdVgbK72dFXyE6>

Please note that after each servicing of their room, housekeeping will lock the room on departure as a mandatory safety measure.

The need for a room clean is not only to ensure that room is fit to occupy and being kept in a good state of repair and cleanliness but also to ensure that the asset is protected in the long term for JCU. We appreciate your understanding and consideration.

Routine room inspections will be carried out during your period of residence. Inspections may be conducted in conjunction with your scheduled room clean or during the vacation periods. These inspections are checking for any damage and/or any maintenance issues.

13.3 Vacuum Cleaner

A vacuum cleaner is available for you to borrow. If you accidentally damage the vacuum cleaner whilst you are using it to clean your apartment, please ensure to advise a UniLodge staff member.

13.4 Air conditioning

Turn off your AC when you leave your room, not only does this save power but it also means that the AC will have a longer lifespan, help us to reduce moisture and maximize the effectiveness of the equipment;

13.5 Power points

Do not use double adapters (and do not use power boards on power points that already have a large device plugged in, i.e. air cons, fridges etc.)

13.6 Walls

Hanging Items on the Walls

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

No hammocks are to be attached to the buildings. No placement/storage of belongings against the building or in fire exit paths, this is also a matter of WHS and needs to be strictly followed.

Special note for the Village and Clark Wing: No items may be hung from the ceiling or walls due to the material and lease on the buildings. Any residents found hanging items will be charged for their removal and fixing the wall.

14. PAYMENTS

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

14.1 Residential Fee (Rent)

Rent is to be paid as per the Residential 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: JCU Halls of Residence
BSB: 064817
Account No: 0005 0027
Address: 151-173 Sturt Street, Townsville QLD 4810
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.

If any Residential Fees are outstanding for more than three days, the resident's proximity key may expire until the fee is paid in full.

14.2 Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. The resident must make payments for outgoings within 3 days of the due date.

14.3 Apartment Repairs

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

15. SECURITY

15.1 Insurance and Security for Your Apartment

The Resident will, at the Resident's discretion, take out personal property insurance to cover all property held in the Building by the Resident, and the Resident acknowledges that failure to do so will not in any way be cause for the Building Owner to compensate the Resident.

Items may include, and not limited to, stereos, computers, bicycles, clothing, mobile phone and appliances. No personal items are **covered** by UniLodge or JCU insurance policies. Any large complex is vulnerable to petty theft, and UniLodge JCU Halls is no exception. We suggest that you **keep your door locked at all times.**

15.2 Intruders

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

- **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 proximity key for any other person in the lifts or open the front entry door.**

15.3 On campus security

JCU Security are on-campus and patrol the grounds 24/7 and are able to escort you back to your residence if you are studying late at night. If you need an escort across campus, feel free to call JCU security (16000) and please report any suspicious activities to an RA or JCU security (16000).

15.4 Access to buildings

It is prohibited to access or attempt to access any JCU building or structure by unacceptable entry points other than the designated doors/pathways.

15.5 Previous residents

Once a person's contract has ended with the halls they are then classified as a previous resident. Previous residents are not permitted on college grounds unless approved by the manager.



**UniLodge JCU Halls of Residence
Resident Handbook Acknowledgement Form**

IMPORTANT

By signing this form you acknowledge your responsibilities as a UniLodge resident, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I, _____ from Apartment/Room _____ at

UniLodge JCU Halls of Residence, acknowledge that I have read, fully understand and accept the contents of the
2020 Resident Handbook.

I acknowledge my responsibilities as a UniLodge Resident of the building, the community standards expected of me, and will follow them accordingly.

Signed: _____ **Date:** _____