

To be **UniLodge**

@ UQ – St Lucia

*Where I want to be*

# 2020 **RESIDENT HANDBOOK**

48 Walcott St, St Lucia QLD 4067

# WELCOME

## Welcome to UniLodge @ UQ – St Lucia

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 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 lease 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 @ UQ – St Lucia 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 Brisbane.

***Enjoy your stay!***

# 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 Community Spirit Events, 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 even if only for a chat! UniLodge wants your stay to be a happy and prosperous one.



## *What is community spirit?*

Community Spirit is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, the Customer Service Coordinators and the Property Manager – Operations.

## *UniLodge's multicultural vision*

We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building to engage in 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 people.

## *What does the program aim to achieve?*

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

## *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 UniLodge St Lucia Facebook page for information and then sign up with reception or let us know you are going on Facebook! Our customer service staff at reception can assist you or answer any questions you may have.

# UPON ARRIVAL

This handbook contains vital information which works in conjunction with your Rooming Agreement. You must read these documents and, once understood, sign the acknowledgment form when you check in, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Rooming Agreement and this is generally given to you on your arrival.

The IMPORTANT items you will receive during the application time or on checking in are:

- A security swipe card or unit key
- A copy of the entry condition report for your unit
- A copy of your Rooming Agreement
- A bond longement form
- RTA renting in QLD fact sheet
- Body Corporate By-laws
- Any relevant certificates (ie pool certificate) if applicable

## **Security and Swipe Card/Unit Key**

You are issued with an access card/key when you check in. This will give you access to the front door, lifts, stairs and common areas, as well as your room and the carpark (if applicable). The swipe card should be carried by residents always. Your swipe card or unit key must not be given to any other person.

Should you lose your key or be locked out of your unit, you must contact reception immediately. Prices for the replacement of lost swipe cards/keys & lockout fees are as follows:

<b>Unit Keys</b>	\$75 each
<b>Letter Box Key</b>	\$75 each
<b>Swipe Cards/FOB</b>	\$25 each
<b>Lock out fee:</b>	\$75 each

**If you get locked out of your unit after hours, please note entry is given by after hour call-out staff and it is not immediate. You may need to wait up to an hour for access.**

## **Identification (ID)**

Your ID should be carried with you whilst on the property as it allows management to determine if a person is a resident or should potentially not be there. It also allows afterhours staff to identify you so that they may grant you access should you lose your swipe card or key. *Handy tip – For added security you should always keep your keys and ID separate.*

## **Office**

The office is located on Level 1 and our friendly 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. The office is open, Monday to Friday 10am to 4pm.

## **Access to other units**

Entering another resident's unit without authority will result in the same action as a member of the public entering a home without approval. That is, offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, theft, all residents should keep their doors closed regardless of whether or not they are in their unit, and always escort guests/visitors to the property.

## **Absence from your unit**

If you intend to leave your unit for an extended period, please ensure you advise our staff. We will note this on your file in case we need to contact you in an emergency. If you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid.

**Additional furniture**

The installation of other furniture into a resident's unit 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 unit and furniture required.

# CONTACT DETAILS

## *Phone Number*

Please ask the reception upon arrival for your room phone number.

Line rental is included in your rent but not call costs. Standard charges are applied for all outgoing calls.

## *Address*

Each unit is allocated a letterbox, which is located at the front of the Walcott Street car park.

Mail being sent to you should be addressed as follows:

<b>Name</b> <b>UniLodge @ UQ – St Lucia</b> <b>Unit Number_ _ _ _ / 48 Walcott St</b> <b>St Lucia Qld 4067 Australia</b>
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If your mail does not include your unit number it will cause delays in delivery to your letterbox, and may result in being returned to sender.

Please note that UniLodge @ UQ – St Lucia does not accept mails or parcels on your behalf. The nearest post office is at 1/217 Hawken Drive, St Lucia, QLD 4067 should you need to collect any missed parcels.

In addition, we also have a secured parcel locker that can be used (at cost) located near the lift lobby on Level (-1) of Walcott Street entrance. Parcel collection process is simple:

- (1) Press “Collect” on the screen of the parcel locker
- (2) Enter your phone number and pin code that you received via SMS notification
- (3) The designated locker door will open and you can retrieve your parcel

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# THE BUILDING

<b>Name</b>	UniLodge @ UQ – St Lucia
<b>Address</b>	48 Walcott St St Lucia, QLD, 4067
<b>Office Telephone</b>	07 3726 2300
<b>Operating hours</b>	9am – 4pm, Monday to Friday (excluding public holidays)
<b>Resident Advisor</b> <b>afterhours emergency</b>	0448 036 887
<b>Emergency Contacts</b> <b>(Police, Fire, Ambulance)</b>	<b>000</b>

# **RIGHTS & RESPONSIBILITIES**

## **Resident's Rights**

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

## **UniLodge's Rights**

- To send remedy of breach notices to residents who break the terms or conditions of the Rooming Agreement, body corporate by-laws, cause damage to any parts or inclusions of the building or cause inconvenience to other residents/staff.
- To issue remedy of breach notices to residents defaulting on their rental payments, and to send a notice to leave if not remedied.
- To inspect the condition of the unit during reasonable hours, after issuing the resident with an entry notice (Form 9).
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.
- To issue formal warnings or apply charges for persons in breach of this resident handbook.

## **Resident's Responsibilities**

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to UniLodge any damage/maintenance issues to your unit in writing within 1 day after being noticed.
- Pay for charges as outlined in the Rooming Agreement.
- Abide by the terms of the Rooming Agreement, rules and regulations of the building and any body corporate by-laws that apply.
- Only use the premises for residential purposes.
- Be responsible to pay for any consumables (e.g., blown light bulbs and batteries) or damages in your unit.
- Be responsible to pay for any false fire alarm call outs that may occur from your unit.

## **UniLodge's Responsibilities**

- To make sure the unit is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.
- Assist residents where possible in solving issues/problems that may arise.

# EMERGENCY PROCEDURES

## Upon Fire Alarm

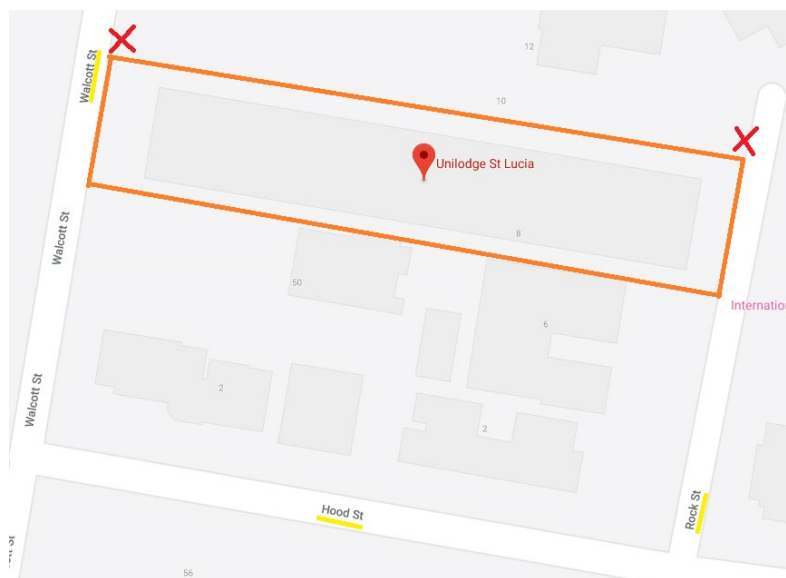
- Call Fire Brigade (000) - if calling from your room dial zero (0) for an outside line first
- Call the Residential Advisor (07 3726 1700 or 0448 036 887) and alert them to the alarm
- Use fire blankets or fire extinguishers if it is safe to do so and you feel competent in doing it
- Evacuate to assembly area
- Remain at assembly area and await further instructions
- Assist any person in immediate danger only if safe

## Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level.

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY. EVACUATE VIA THE FIRE STAIRS TO THE NEAREST EMERGENCY ASSEMBLY POINT IN THE EVACUATION DIAGRAM.**

Please assemble in the driveway of the building on the lower side of Unilodge on Walcott Street until instructed by the fire department that it is safe to re-enter the building.



## Smoke Detectors

Please be informed about the following points:

1. 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.
2. Do not touch or tamper with the smoke detectors and sprinklers. You may also be responsible for the cost of repairs to the system that this damage may cause.
3. Don't panic if there is a fire which has triggered the smoke detector - Call the fire brigade on 000 if there is a fire and notify UniLodge @UQ – St Lucia on (07) 3726 2300 immediately.
4. In the event of excessive cooking fumes in your unit that cause your alarm to activate please close your main apartment door, open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear.

IMPORTANT: Please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for unwanted alarms (currently in excess of \$1,600).



# YOUR AGREEMENT WITH US

## **Bond**

A bond cheque equivalent to four (4) weeks rent is required upon check in. The bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of the tenancy and/or for any further period in which the resident may occupy the unit. Please present a bank cheque or Australian Post money order to reception upon check in to commence your tenancy.

**IMPORTANT:** The bond cannot be used for excess rent at the end of a tenancy unless authorised by the Property Manager - Operations. The cost of repair or excessive cleaning may be deducted from the bond.

## **Entry Condition Report**

At the commencement of the Rooming Agreement, an Entry Condition Report must be completed and signed by both the resident and the property manager. The completed condition report must be **returned to the office within 3 days** of your arrival. This Condition Report will be used at the end of the Rooming Agreement to assess any damage to the unit, its furniture and equipment. Failure to submit an entry condition report within the timeframe will result in the previous condition report forming the basis for any bond claims at the end of your tenancy.

## **Termination of Rooming Agreement**

A Rooming Agreement may be terminated by UniLodge if:

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

At the termination of a Rooming Agreement as decided by management on an appropriate end date, all the resident's personal property must be removed and all monies owed paid until this date. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines. You may also be charged with any disposal fees.

## **Eviction**

UniLodge promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a breach and potential subsequent Notice to Leave.

In addition to the termination provisions, a Notice to Leave will be given to any Resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or person
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person
4. Is found to be involved in theft of another person's property
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

# PAYMENTS

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

## **Rent**

Rent is to be paid as per the Rooming Agreement and should be paid 4 weeks in advance.

Payments can be made by Bank Transfer into UniLodge @UQ – St Lucia Bank Account

## **Bank Account Details**

**Bank name:** St George Bank  
**Bank branch address:** 10 Felix Street, Brisbane CBD, QLD 4000  
**Account name:** BCA Management Pty Ltd  
**ABN:** 92 082 448 011  
**BSB No:** 114-879  
**Account Number:** 466 339 807  
**Swift Code:** SGBLAU2S

Please use your unit number and last name as a reference and email us a copy of the receipt.

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

## **Sundry charges**

Sundry charges are payable by residents and can include telephone call charges, additional cleaning, light bulbs, lock out fees and lost swipe cards/room keys. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

## **Unit repairs**

UniLodge engages maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided but does not include durable goods such as light globes, batteries and toilet paper. These are the resident's own responsibility. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs. **If maintenance is requested but the fault has been caused by user error or the item is not found to be faulty the tenant will be charged appropriately.**

## **Replacement of swipe card and/or keys**

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

# PASTORAL CARE

## **WE CARE ABOUT YOU!**

UniLodge strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. 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 ie. Transport, clubs, churches etc
  - Setting up bank accounts

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

Our Residential Advisors are also happy to assist you with any issues, including after-hours assistance to all the residents. They have many roles and responsibilities, including building a residential community through Community Spirit Programs, acting as a para-counsellor for residents, being a familiar first resource for students with academic or institutional questions, and enforcing tenancy rules.

*Any one affected by illness, accident or death of a relative, should talk to the Property Manager - Operations. If necessary we can refer you to the appropriate counsellors for further support.*

# TROUBLESHOOTING AND COMPLAINTS

## **Studies**

If you need help with your academics, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, talking with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help refer you to the relevant department or faculty that will be able to 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, by calling the reception or after-hour number.

*Residents must always be tolerant of other Residents' study habits.*

## **Personal concerns**

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

## **Financial hardship**

If you are experiencing any financial difficulties, please speak to the Property Manager - Operations. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own student financial unit usually managed by the Student Services.

## Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. We would need to notify relevant 3<sup>rd</sup> parties if we feel there is a threat to life. All records are held in strictest confidence and archived in accordance with privacy legislation.

## Complaints

Should you at any time be unsatisfied with any outcome in regards to your rights of tenancy, please contact the Customer Service Coordinator or Property Manager - Operations. All complaints should be submitted in writing. Our complaints handling policy and procedure is available and on display at all reception desks.

## Sexual harassment and racism

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

UniLodge @ UQ – St Lucia is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Any member of UniLodge @ UQ – St Lucia who indulges in any form of discrimination or sexual harassment will be asked to leave.

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

If you think you have been subjected to any form of discrimination or sexual harassment, or have witnessed any of these, please contact the Property Manager - Operations and the appropriate steps will be taken.

# HEALTH

## Overseas student health cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re enrolment.

Under OSHC you are covered for accommodation and/or treatment in public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.

Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover. Please note that emergency services in Australia are very expensive and ambulance cover is recommended.

## General health care

**In case of an emergency dial 000**

Do not go to the emergency centre of a Queensland public hospital if you have a minor illness. This should only be used for an emergency. You could call 1300 HEALTH or 1800 IM SICK, a government sponsored medical helpline available 24 hours per day.

The University of Queensland also provides free health services to its current students. St Lucia campus clinic operates from Monday to Friday, 8.30am – 5.00pm. You must make an appointment with the clinic in advance by calling 07 3365 6210 to see the doctor. Please bring your student ID and Medicare/OSHC card when you visit.

# RULES OF TENANCY

These rules form part of your Rooming Agreement with UniLodge. Please read these rules and if you have any questions or need a translator please contact the reception

## **Eligibility of Residents**

Each 2 bedroom apartment is only permitted for 2 occupants – **1 per bedroom**.

- All residents must be registered and sign a Rooming Agreement
- Children are not permitted to reside at UniLodge @ UQ – St Lucia
- Residents must not sub-let the unit under any circumstances

## **Building Security**

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

- Residents should carry ID at all times and, if requested, show it to management
- Under no circumstances should residents provide a Security Swipe Card/Unit key to someone else or try to copy their own keys
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by the Handbook rules whilst in the building
- Residents are responsible for personally letting their guest/s enter or exit the building and should escort them whilst on premises

## **Requests by staff**

Residents and their guests must comply with all reasonable requests from UniLodge management.

## **Behaviour**

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

## **Drugs/Illegal Substances**

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

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

## **Smoking**

UniLodge is a smoke free building which includes the unit, balconies (if applicable), main entrances, carparks and common areas, as such any costs resulting from the repair and cleaning of any damage caused through burns, littering, smoke residue or build-up of nicotine will be charged to the tenant responsible. Please note that there are fines applicable for smoking in the property and residents can be charged upwards of \$100 per instance.

## **Alcohol**

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is **NOT** permitted in common areas or the exterior of the building.

## **Gambling**

Gambling is not permitted on the premises.

**Furniture and Equipment**

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

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

**Common Property**

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

**Pets**

Under **NO** circumstances are you are permitted to bring any pets or animals into the building.

**Cleaning and Inspections**

All residents are responsible for the day to day cleaning of their unit. In addition to this, UniLodge units will also be inspected, after due notice is given, for faults, damage or cleanliness. As UniLodge @ UQ provides shared accommodation all guests are equally responsible and required to clean up after themselves when using the kitchen and balcony of their unit or common areas.

**Departure Cleaning**

Your unit has been professionally cleaned for your arrival. You are required to have your room professionally cleaned (including carpets) prior to departure. You are eligible to choose your own professional cleaning company but if their cleaning service is not adequate you may be charged additional cleaning fees by UniLodge. If you choose your own cleaning company, you will need to provide us with a receipt from the cleaning company (including carpet cleaning). We recommend the use of UniLodge cleaning services to ensure your bond is refunded without incident.

*Per bedroom: \$231 (not including carpet cleaning)*

**Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge @ UQ – St Lucia is recognised as a workplace and, as such, this puts responsibilities on both management and residents.

As a resident, you must not be negligent in terms of causing or contributing towards an accident (e.g., preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment).

# CARING FOR YOUR UNIT

## Maintenance

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

1. Identify the problem and prepare to give the associated details.
2. Contact reception and fill in the maintenance work order / authorisation form.

## Appliances and Fixtures

### a) Microwave

Your kitchen is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. Do not place metal items inside the microwave.

### b) Refrigerator

Your kitchen is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on and setting should be in the middle – otherwise you might find your food does not stay cold or it might freeze. If a fridge is not working the first thing we do is defrost it and attempt to reset the fridge – in this instance all items should be removed from the fridge during this period.

### c) Dishwasher

Your kitchen is provided with a small drawer dishwasher for your convenience. An appropriate detergent/tablet is required when using the dishwasher to ensure it does not overflow or break the dishwasher.

### c) Smoke Detector

Your unit has been installed with a smoke alarm. Generally, they are located on the ceiling in the kitchen areas and outside in the common area hallways on each floor. Each one is connected to a 240V power supply via your unit switchboard. *Please see page 9 for more information.*

### d) Glass and Aluminium

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

#### WHAT NOT TO DO

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

f)

## Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used. Notify the reception immediately if this cannot be removed.

### g) Tiled Surfaces

- Do NOT clean the tiles with ACID.
- Do NOT clean tiles with any abrasive materials.



- Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

#### **h) Mirrors**

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

#### **i) Laminex and tiles**

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used. Do not place hot items on Laminex and this will cause it to melt/burn.

#### **j) Scratches, cuts and burn marks**

Chopping and cutting directly onto the surface can damage surfaces. To prevent this happening, use a chopping board. Sliding of heavy objects can cause scuffing of the surface. Do not leave hot pans on the bench directly. Residents will be charged for replacement of the surface if severe cuts, scratches or burns occur.

#### **k) Hanging Items on the walls**

Please be very careful of what you stick onto the walls. In the event that paint is damaged when removing posters or other hanging items - we are required to paint the entire wall and you will be responsible for the cost.

#### **l) Periodic inspections**

UniLodge inspects every tenanted apartment biannually to ensure that the unit is in good care and condition. Photos will be taken during this process and an inspection report will be sent to the owner of your apartment. It is strongly recommended to clean and tidy your unit regularly.

Extra inspections may be organised, breaches issued and fines placed on your account should your room not be kept in a hygienic and respectable state.

# REFUND POLICY

## **Full Refund**

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

The bond is refundable at the end of a Rooming Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any property for which the resident is liable, all cleaning is performed of an acceptable standard. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond.

## **Partial Refund**

In the case where a resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a deposit, must give at least **28 days written notice** prior to either the commencement date of their rooming agreement or the UniLodge Semester start date, whichever is the earliest. Where appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

## **No Refund**

In the event of a resident being evicted or not fulfilling their obligations as per the breaking of a lease, the resident will not be eligible for refund of any rent/bond paid until another resident is found.

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

Where a resident breaks a Rooming Agreement without cause, the Resident is not eligible for any refund of advanced rent and payment must be made until another resident is found.

## **Breaking the Rooming Agreement**

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

There is no set amount of notice a resident can give if they wish to break the Rooming Agreement early for exceptional reasons. However, it is in the resident's best interest to give as much notice as possible and, as a guide, four-week notice should be the minimum time.

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

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let. Reletting can be done in two ways:
  - (1) Find another suitable person to take over your unit so there is a continuation of payments to the unit owner OR
  - (2) UniLodge will find a suitable replacement to take over the lease agreement – advertising fees are applicable.
- In either case, rent must be paid until the suitable replacement is found. The unit must be returned to the same standard that it was at the commencement of the lease.
- Pay the break lease fee and all other outstanding fees up until this point

*Suitable replacement means the person must be a university student, not currently living in any UniLodge property and is willing to stay until the end date of the lease agreement (with option to extend the lease).*

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

# COMMUNICATIONS

To receive incoming calls directly to your unit, your family and friends will need to dial your direct line.

UniLodge Management will not reveal a resident's telephone number/extension to outsiders. We ask that all residents follow this practice to protect the privacy of other residents.

Residents should be contacted through their direct number **ONLY**. Your phone number is available from reception upon request.

## **Telephone in your unit**

You have access to voicemail and your family and friends can phone directly into your unit. If you are unavailable, they can leave a message on your voicemail.

**PLEASE NOTE: We Do Not Accept Reverse Charges Calls**

To make calls from your unit you must dial '0' (zero) for an outside line, then enter the telephone number.

**All calls will automatically be charged to your room and payment must be made in addition to your regular rental payments.**

# BUILDING/ROOM FACILITIES

## **Laundry**

Each apartment is equipped with a washing machine and dryer as well as a laundry sink with underneath storage. For effective cleaning and drying, do not overload the machines and use correct powder for your type of machine.

## **Common Room**

The common room is located on Level 1. Within the common room there is a pool table, vending machines, ping pong table, giant chess and BBQ. This is a non-smoking area.

*Please be mindful of the noise restrictions that apply to this area – quiet hours are between 11pm and 7am every day. Residents guests must be accompanied by a Resident at all times to ensure comfort and security for our residents.*

## **BBQ Area**

There is BBQ's located in the common room. For your own safety, **no alcohol/smoking is permitted in this area.**  
*BBQ hours: 7am – 11pm.*

## **Bicycles/Storage**

In order to preserve floor coverings and other fittings and fixtures, bicycles are **not** to be brought into the building including your unit. Contact reception for bicycle storage.

## **Parking**

Residents who have paid for a car park space are authorised to park their vehicle in the car park. If you would like to lease a car park space please contact reception. Visitor parking is to be used for visitors while on the premises seeing a resident, or for contractors completing work on the premises and at no other time. Vehicles will be fined/towed if using the visitor parking incorrectly.

# SECURITY

## **Insurance and Security for your unit**

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are **not covered** by UniLodge @ UQ – St Lucia.

Any large complex is vulnerable to petty theft, and UniLodge @ UQ – St Lucia is no exception. We suggest that you keep your door locked at all times.

## **Intruders**

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call the office or after hours staff immediately.

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

*If in doubt - call us on 3726 2300 or 0448 036 887*

# UTILITIES

## **Electricity in your unit**

Electricity consumption is included in your fees. Excessive use may involve an additional charge at the discretion of management – see the office for further details.

## **Gas**

Gas consumption is included in your fees. Excessive use may involve an additional charge at the discretion of management – see the office for further details.

## **Water**

Water consumption is included in your fees. Excessive use may involve an additional charge at the discretion of Management – see the office for further details.

## **Air Conditioning**

Air conditioning consumption is included in your fees as part of your electricity however this is based on average use in Australia. Excessive use may involve an additional charge at the discretion of Management – see staff for further details.

Please respect your fellow apartment resident and use energy conservatively. Ensure that your balcony door is shut and your ceiling fan is not on when using your air conditioner.

## **Internet**

120GB included per month in your fees. The speed will be restricted to 256kbps if data limit is exceeded. Peer-to-peer traffic may occur during periods of high demand. Super loop's terms and conditions apply. These may be viewed at [www.bigair.com.au](http://www.bigair.com.au)

# TRANSPORT

Information on public transport can be obtained from the Translink website. Please visit [www.translink.com.au](http://www.translink.com.au) for more information. You will need cash or a go card to use most of Brisbane public transport.

Within a 10minute walk you can access bus or ferry and use public transport to navigate Brisbane. If you ever need help just ask reception!

## LOCAL FACILITIES

- St Lucia supermarket – 185 Sir Fred Schonell Drive, St Lucia QLD 4067
- IGA supermarket – 240 Hawken Drive, St Lucia QLD 4067
- Local eateries are available near IGA and St Lucia supermarket
- Gym, swimming pool, bank, hair salon, bookshop, clinic, dentist and cafeteria are located in the University of Queensland - St Lucia campus.



# USEFUL CONTACTS

UniLodge @UQ – St Lucia	07 3726 2300
Afterhours Residential Advisor	0448 036 887

## **University of Queensland**

Student services	07 3365 1704
St Lucia campus security	07 3365 3333
Health Services	07 3365 6210
Library	07 334 64312
Tutors	07 3365 2788
Student union/Student help on campus	07 3377 2200

Lifeline	13 11 14
Beyond Blue	1300 224 636

## **Brisbane public hospitals**

Royal Brisbane Hospital	07 3646 8111
Princess Alexandra Hospital	07 3176 2111
Logan Hospital	07 3299 8899
Mater Hospital	07 3163 8111
Queen Elizabeth II Jubilee Hospital	07 3182 6111

Translink	13 12 30
Department of Transport and Main Roads	13 23 80

EMERGENCY Police/Fire/Ambulance	000
Non-urgent incidents - PoliceLink	131 444