



Resident Handbook 2020

University Apartments



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1. WELCOME TO UNIVERSITY APARTMENTS

We are committed to ensuring that your stay here is both enjoyable and productive.

The Resident Handbook is designed to ensure that everybody acknowledges and understands the building and observes the Hall Rules so that all residents can enjoy their stay.

We hope that this Handbook will prove useful in answering questions and in assisting you with common concerns that may occur. The regulations ensure the **comfort, safety and security** of all residents and their visitors.

Our Multicultural Vision

We promote a culture of mutual respect, inclusion and celebration of diversity. We aim to provide opportunities for the building of cross-cultural understanding and friendship.

Here at University Apartments, we will ensure everyone:

- Behaves respectfully towards others
- Looks out for everyone else
- Shares a sense of family, friendship and belonging
- Interacts with, learns from, and values everyone else.

The University fosters a memorable living and learning experience that provides students with the greatest opportunity to maximise their success, enjoyment and academic endeavours from their time studying at The University of Melbourne.

We trust you will enjoy your stay!

University Apartments Residency Team
The University of Melbourne

2. SETTLING IN

We are here to help you!

Many students experience 'culture shock' when arriving in Australia or at the University.

The people, the weather, the food, and the buildings are new and it may take you a little time to get used to your new surroundings. This is okay!

Many new students are living away from their family and friends for the first time. We encourage you to become involved in our Live and Learn Program where you can make new friends and begin to feel more 'at home' with your new family.

If you are having difficulty settling in, our staff are here to help you. The University wants your stay to be a happy and prosperous one, so don't be shy, please come and see us for a chat!

3. WE CARE ABOUT YOU – PASTORAL CARE

The University of Melbourne is providing dedicated community-based support to help you in your new home environment. One of the big advantages of living in a community is there is always someone around to help. Do not keep your worries to yourself – contact us and we can help you to resolve the problem privately and confidentially.

New residents may experience difficulty adjusting to:

- The transition from school to tertiary/university life
- A different education system and different academic demands
- Living away from home
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Lifestyle and culture changes 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.

We are here to assist you every step of the way.

Anyone affected by illness, accident or death of a relative should talk to the Residential Life Manager or Hall Manager. We may suggest you seek further support from the University's Wellbeing Services (their details can be found at the back of this handbook on page 26).

The pastoral care support that we offer at University Apartments is a part of the University's support network. When you join our community, you will find there is always someone to talk to. Our staff can connect you to services, people and places to assist you with your transition.

Amongst the staff at University Apartments are our Residential Assistants –residents who have been trained to help residents in need, and to encourage residents to enjoy their time here. Our Residential Assistants have previous experience of university life and understand the stresses of studying. They are available for advice, ideas or just someone to talk to, and will get to know you during your time at University Apartments. They live amongst you at University Apartments, so there'll always be someone around to help you.

3.1. Academic Support

If you have an academic problem, we are here to help! Should it be regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers or applying for special consideration we can help to refer you to the right people and help you along the way.

As a resident you may experience differing levels of stress, particularly around examination time. We are here to provide a supportive environment 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 respectful of other residents' study habits.**

3.2. Our Live and Learn Program

What is the Live 'n Learn Program?

Live 'n Learn is an integrated, contemporary, experience based program for our residents. Live 'n Learn is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Assistants, the Residential Life Manager, the customer service staff, and the Hall Manager.

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, social and sporting; personal and social relationships, safety and security, and cultural and community connectivity.

What kind of activities are included?

- Socially responsible activities, such as getting residents involved in volunteering or raising funds for a charity in need, and participation in worthwhile community activities.
- Evening events full of entertainment which encourage integration, fun and friendship.
- Excursions to museums, markets, festivals, and activities such as indoor rock-climbing and cycling adventures.
- Educational and special interest forums, seminars and focus groups.
- Life skills workshops covering important topics such as budgeting, interview skills, and resume writing.
- Activities and parties centred around different countries and cultures.

Attending Events

Attending and signing up for events is easy and all happens through the new app – you can browse upcoming events, activities and pre-register. The app can be downloaded from the Apple and Google Play Store. Keep up to date by following us on our Instagram page.

3.3. Financial Problems

If you are experiencing any financial difficulties, please speak to the Residential Life Manager or the Hall Manager as soon as possible. Often, these difficulties can be managed by the implementation of a financial plan and we can provide advice and support to help.

The University's Campus Community team can also offer support and guidance to students in relation to financial matters. Their details can be found towards the end of this handbook on page 27.

3.4. Living & Learning Together @ University Apartments

Live & Learn Together @ University Apartments

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

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution you can contact the Residential Assistant to discuss your problem. If needed, the Residential Assistant will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.



If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager or the Hall Manager for further assistance with dealing with the matter.

3.5. Personal Problems

Don't be afraid to discuss any personal issues that are upsetting you with our staff. They are here to support you, provide guidance, assistance and referral where necessary.

3.6. Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask.

3.7. Bullying, Sexual Harassment and Assault, and Discrimination

University Apartments has a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Bullying, sexual harassment, assault, and discrimination are not tolerated and is against the law in Australia. Anyone at University Apartments who engages in any form of bullying, sexual harassment or assault or discrimination will be asked to leave.

The Equal Opportunity Act 2010 (Victoria's anti-discrimination law) 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, but is not limited to, the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where 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, and students are reminded of their obligations under the University's Student Conduct Policy.

The University takes all allegations of bullying, sexual harassment, assault, and discrimination very seriously, and the Safer Community Program is here to help you. If you, or someone you know, have experienced discrimination, sexual harassment, assault, or bullying, we are here to provide support, referrals and information to assist you.

The Safer Community Program is located in Stop 1, 757 Swanston Street. They can be contacted by phone on +61 3 9035 8675 or by email on safer-community@unimelb.edu.au

If you think you have been subjected to bullying, sexual harassment, assault, or discrimination whilst at University Apartments, or by a fellow resident of University Apartments, please contact the Residential Life Manager. The Safer Community Program can also be contacted for support and guidance if preferred, or if your concerns do not relate to University Apartments.

3.8. Social Support

The Residency Team at University Apartments will organise Live 'n Learn events throughout the year and encourage you to attend these activities, as they provide the ideal opportunity to get to know the staff and other residents within the building. Participating in the organised social events will help you to make friends and develop long lasting relationships that will enrich your experiences here at University Apartments and your time spent as a student.

3.9. Occupational Health and Safety

Under the *Occupational Health and Safety Act 2004*, University Apartments 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; for example, preventing easy access or exit from the building by leaving belongings or rubbish in entrances, or interfering with any fire safety notices or equipment.

3.10. 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 management. If you do come across some difficulty in your life at University Apartments, 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 management.

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

If the University Apartments Residency Team 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 Hall Manager. An appointment to speak with the Hall Manager may be made via email.

Should you wish to appeal a decision, or where consideration of the complaint by the Hall Manager is not appropriate, the matter may be considered by the Academic Registrar. Details on student complaints and grievances can be found at:

<https://students.unimelb.edu.au/explore/complaints-and-grievances>

3.11. Your Shop



As a resident of University Apartments, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you – the 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. Please email us for more information.



3.12. Metro Works

You acknowledge and Agree that the Residence is located within close proximity to the construction site for the new Parkville train station, which forms part of the Victorian Government's Melbourne Metro Rail Project. If You accept this offer and reside at the Residence, You (or any Family Member or Guest of the Residence) may experience disruption (e.g. noise and vibration) and other adverse amenity impacts from the Project works. The Project works may occur Monday to Friday, on weekends, and at night.

4. RIGHTS & RESPONSIBILITIES

4.1. Resident Rights

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

4.2. Management Rights

- a) To send notices of breach of duty to residents who break the terms or conditions of the Accommodation Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- b) To issue notices of breach of duty to residents defaulting on their residence fee payments, and to send a Notice to Leave if not remedied.
- c) 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.
- d) To request ID from residents.

4.3. Resident Responsibilities

- a) To pay the residence fees by the due date and by the agreed method of payment.
- b) To not use the premises for illegal purposes.
- c) To not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- d) To keep the premises and inclusions clean.
- e) To be responsible for your guests' behaviour.
- f) To not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.
- g) To report to staff any damage/maintenance issues to your premises in writing.
- h) To pay for charges as outlined in the Accommodation Agreement and this Residential Handbook.
- i) To abide by the terms of the Accommodation Agreement, rules and regulations of the building.
- j) To only use the premises for residential purposes unless otherwise agreed in writing.
- k) To pay for any damage in your apartment.
- l) To pay for any False Fire Alarm call outs that may occur from your apartment.
- m) Any responsibilities as detailed in the University Student Conduct Policy (MPF1324).

4.4. Management Responsibilities

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

5. YOUR AGREEMENT WITH US

5.1. Condition Report

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

The completed Condition Report must be **returned to the University Apartments mailbox located on the bottom right of the mailboxes on the ground floor within 2 business days** of you receiving the report. Failure to do so will result in the non-completed Condition Report forming the basis for any security deposit claims at the end of your agreement.

5.2. Eviction

The University Apartments Residential Handbook promotes inclusion, 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 University Apartments management. Residents who have received warnings and continue with such behaviour will face termination of their residents' agreement.

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

- a) Carrying, using or distributing illegal drugs 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 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 the building.

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 the University of Melbourne for consideration under the University's Student Conduct Regulations.

5.3. Security Deposit

- a) A security deposit equivalent to four (4) weeks rent is required to secure the apartment and must be paid within 48 hours of receiving the Letter of Offer. The security deposit is held in an account on behalf of the resident for the term of the residency and/or for any further period in which the resident may occupy the apartment.
- b) The security deposit cannot be used for rent unless authorised by the Hall Manager.
- c) The cost of repair or excessive cleaning may be deducted from the security deposit.
- d) The resident is not entitled to make a claim on any interest of the security deposit.

5.4. Termination of Accommodation Agreement

An Accommodation Agreement may be terminated by management 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 management (as defined in Section 5.2).
- 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 an Accommodation Agreement all the residents' personal property must be removed. Any property left in the apartment will be disposed of. The resident is responsible for the rent up until another resident is found (as per Section 6.2 & 7.1.1).

6. HALL RULES OF RESIDENCY

The Rules of Residency form part of your Accommodation Agreement at University Apartments. Please read these rules and if you have any questions or need a translator advise the customer service staff via email.

6.1. 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 apartment. You are **NOT** permitted to consume alcohol in common areas, which will be monitored by staff after hours.

Alcohol drinking paraphernalia, such as beer bongs, whilst not prohibited are strongly discouraged. These items must not be stored in locations that are visible from common areas or general access areas.

6.2. 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 Accommodation 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 Accommodation Agreement without prior warning (see 5.2 Eviction).

6.3. 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 key fob to anyone.
- 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.

6.4. 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.

6.5. Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their apartment.

Apartments will also be inspected randomly, after due notice is given, for faults and/or damage.

6.6. 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 will be liable for all damages caused.

6.7. Cooking

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

6.8. 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 complex. Failure to comply with this rule can result in eviction. If you are concerned you are becoming addicted to drugs/illegal substances, or know somebody in the building who is, please talk to management. We are here to assist in every way possible and can put you in touch with people/services who can help.

Drug related paraphernalia, such as bongs, are strictly prohibited.

6.9. Eligibility of Residents

- All residents must sign an Accommodation Agreement
- Children are not permitted to reside at University Apartments
- Residents must not sub-let the apartment under any circumstances

6.10. 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.

6.11. Gambling

Gambling is not permitted on the premises. This does not include competitions or raffles organised by the Residential Life Team.

6.12. Lockouts

A lockout fee of \$10 will apply should you lock yourself out of your apartment or the building, and require an University Apartments staff member to provide you access. If you have lost your fob and/or key, you will be issued with a new fob and/or key – a fee will be charged.

6.13. Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights, on an occasional basis. Residents must complete a Guest Form online that includes the guest's details and the length of their stay. Management reserve the right to withdraw permission for overnight guests at any time. Guests must be over the age of 18 to stay overnight at University Apartments.

The University Apartments Residency Team does not provide extra bedding for guests. Residents must accommodate guests within their own apartment.

To ensure compliance with fire and safety regulations the following process must be followed:

- 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.

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.

6.14. Pets

Under **no** circumstances are residents permitted to bring any pets or animals- including fish- into the building, with the exception of accredited assistance animals as required by law.

6.15. Requests by Staff

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

6.16. Smoking

The University of Melbourne is a smoke-free university, including all buildings, land and car parks. You can *only* smoke in designated smoking zones.

University Apartments is a smoke-free building which includes all apartments and common areas.

Any costs resulting from the repair and cleaning of any damage caused by smoking, such as through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible.

6.17. 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 from 10pm, and during SWOTVAC and exam periods. 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 the on duty Residential Assistant after hours or email the staff immediately so the matter can be investigated. Noise complaints are monitored by management; repeat offenders will be liable to disciplinary action.

7. REFUND POLICY

7.1. Security Deposit and Advanced Residence Fee (Rent)

7.1.1 No Refund

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

7.1.2 Partial Refund

- Where a resident wishes to withdraw their application after accepting an offer of accommodation and has paid a holding and/or security deposit and/or rent, the resident must give at least **28 days written notice** prior to either the commencement date of their Accommodation Agreement or the UNIVERSITY Apartment semester start date, whichever is the earliest.
- Where the appropriate notice is given, a portion of the security deposit may be refunded **at the discretion of management**, dependent on the subsequent re-letting of the apartment to another party.

7.1.3 Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by University Apartments but the offer of accommodation at University Apartments is withdrawn more than 28 days from commencement of the lease, or if management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded. Whilst University Apartments representatives will try to offer applicants their preferred apartment type, this may not always be possible.
- A security deposit is refundable at the end of an Accommodation Agreement which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment are accounted for, there is no damage to any University Apartments property for which the resident is liable and expenses, such as cleaning, are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

7.2. Breaking the Accommodation Agreement

The Accommodation Agreement is a legally binding document, which if broken may continue to attract costs for the resident. Where a resident believes that they cannot stay in the apartment or continue to pay the residency fees, they must notify University Apartments management in writing as soon as possible.

If the resident wishes to terminate the Accommodation Agreement before the end date the resident must notify the University Apartments Residency Team in writing of their intention to terminate their Accommodation Agreement, giving the University Apartments Residency Team no less than 28 days' notice and continue to pay the Residence Fee until the earlier of:

- (a) The expiry of the Accommodation Agreement; or
- (a) The commencement date of a new Accommodation Agreement between a replacement occupant and University Apartments.

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

Under extenuating circumstances management have the ability to reduce the notice period or fee associated with termination of an Accommodation Agreement.

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

- Continue to pay the residency fee as per the agreement until the apartment is re-let. We will refund any monies owed to you if and when the apartment is re-let.
- Find another suitable person to take over your apartment so there is a continuation of payments to the apartment owner.

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

You have entered into a legally binding agreement and you are responsible for the payment of the residence fees under this agreement for the agreed term. Management reserves the right to seek recovery of these monies should you fail to meet your legal obligations. The University may also take steps to withhold results and / or transcripts and / or the right to graduate for failing to pay all costs. We have the resources to recover monies owed to us outside of Australia.

8. ARRIVAL

This handbook contains the 'Hall Rules' which form part of your 'Accommodation Agreement'. You must read this document and, once understood, sign the acknowledgment form which will evidence your agreement to abide by the building rules and your contractual obligations. You are entitled to a copy of your signed Accommodation Agreement.

- Upon check in, you will receive the following items: A security fob, an apartment key and a mailbox key
- A copy of the Entry Condition Report for your apartment
- A copy of the Accommodation 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. Induction provides an overview of important information related to your residency, as well as everything you need to know about living at University Apartments.

8.1. Absent from Your Apartment

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

8.2. 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.

8.3. Access to the Building

It is necessary to use your fob to open the building main entry door.

8.4. 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 management. Every request will be looked at separately depending on the size of the apartment and furniture required.

8.5. Identification

Identification should be carried at all times as it allows University Apartments staff to determine if a person is a resident. It also allows after-hours access should you lose your fob or key. **You should always keep your fob and ID separate.**

8.6. Security and Fobs

- You are issued with a Security fob when you check in. The fob will give you access to the main entrance door of the building .
- The fob should be carried by residents at all times. Your fob must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure it is secured.
- Should you lock yourself out of your apartment and/or building during business hours Please contact our staff member on 03 9109 0900 and they will assist you. After hours, call the on duty Residential Assistant. Please note that a \$10 fee is applicable.
Should you lose your security fob, apartment key and/ or mailbox key, you must contact University Apartments staff member immediately on 03 9109 0900.

Please find following the prices for the replacement of lost swipe fob, your apartment key and mailbox key:

Security Fob	\$55.00 Each
Apartment Key	\$200.00 Each
Mailbox Key	\$35.00 Each

9. UNIVERSITY APARTMENTS FACILITIES

9.1. Bicycle Storage

Bicycle racks are located on every floor. All bicycles must be stored in the designated area.

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

9.2. Mail Boxes

Mailboxes at University Apartment are used for correspondence between official Australia Post items and the resident. University of Melbourne asks that residents do not place items in another resident's mailbox without their permission.

If you are expecting a delivery, please make arrangements to be available when it arrives.

Please remember to bring your keys down to your mailbox to collect your mail.

Prior to moving out you should contact Australia Post to have your mail redirected so that your forwarding address can be updated.

9.3. After-Hours Staff

Residential Assistants, who are our after-hours staff will be on call to assist you. Their mobile number is +61 447 205 197.

9.4. Resident Lounge

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

9.5. Rubbish

Please empty your rubbish into the rubbish chutes which are located on each level. This should be done on a regular basis to avoid pests inhabiting the premises. If your items are too big to fit in the chute, please dispose of them in the rubbish and recycling bins located in the carpark to avoid blocking the chutes. The carpark can be accessed through the ground floor.

9.6. Shopping

Melbourne Central Shopping Centre is only a 20-minute walk south of the property or three stops on the 19 tram, with a great selection of supermarkets, outlet stores, takeaways, and cafés, continuing all the way along Elizabeth Street and Swanston Street. With Melbourne's café culture, you'll never have to walk far to find somewhere to eat.

If you're looking for a shopping experience with a difference, why not visit the Queen Victoria Market, only a 10-minute walk south with everything from fresh food, meat, seafood, clothes and souvenirs.

9.7. Sporting Facilities

Residents of University Apartments are only minutes from the University of Melbourne's Rugby and Soccer Clubs. The University offers a range of sporting and fitness facilities through Melbourne University Sport, including:

- 850m² strength and fitness gym
- Indoor heated 25m lap pool
- Personal training studio

- Cycling studio
- Cardio box studio
- Massage and physiotherapy clinic
- 2 multi-purpose stadiums
- Group fitness classes
- International standard athletics track
- Synthetic hockey pitch
- Club style changing rooms
- 2 BBQs
- 4 squash courts
- 4 tennis courts
- Netball/basketball court
- Cricket and baseball training nets
- Function spaces
- Multiple oval and playing fields

For more information or to view membership options, visit the Melbourne University Sport webpage: <http://www.sport.unimelb.edu.au/>.

9.8. Transport

University Apartments has great access to public transport, with tram 19 travelling directly into Melbourne's CBD stopping just minutes from the building. For those looking to explore Melbourne by train, the Flagstaff train station and Melbourne Central train station are a short walk or tram ride away, connecting residents with greater rail networks.

Information on public transport can be obtained from the [Public Transport Victoria](#) website or you can download the PTV app on your phone.

You can purchase or top up your Myki card (public transport travel card – essential for travel on all public transport) at selected stations and stops, online, by phone (1800 800 007) or anywhere you see a Myki sign including all 7-Elevens. Android phone users can also use Google Pay to register a digital Myki where they can manage their Myki by topping up on the go and touching on and off with their phone. Information on how to set up the Myki with the app can be found at:

<https://www.ptv.vic.gov.au/tickets/myki/mobile-myki/>

9.9. Utilities - Electricity and Water

Electricity and water consumption are included in your accommodation fees.

10. COMMUNICATIONS

10.1. Internet

The internet available at University Apartments is only available for students studying at the University of Melbourne. Internet access is available wirelessly throughout the interior of the building and selected areas externally.

Internet Customer Service Details

Phone	03 9109 0900	Critical issues and advice
Email	uni-apartments@unimelb.edu.au	Non-urgent requests and queries

10.2. Telephones

There are no landline telephones provided within the apartments.

11. CONTACT DETAILS

11.1. Emergency Contacts

Police, Fire, Ambulance (Emergency services) - Dial 000

Campus Security: 1800 246 066

11.2. Property Address

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

<p style="text-align: center;">Resident Full Name University Apartments (Apartment Number)_____ / 223 Berkeley Street, Melbourne VIC 3000 Australia</p>

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

11.3. Property Contact Details

Phone Number: +61 3 9109 0900

Email Address: uni-apartments@unimelb.edu.au

Residential Assistant (after hours only) +61 447 205 197

12. EMERGENCY PROCEDURES

The University Apartments Residency Team 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 fob and/or key.

12.1. Assembly Location - Evacuation

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level. Please assemble on the footpath area in front of the building and await further instructions from University Apartments Residency staff. Before re-entering the building please wait until instructed by the fire department that it is safe to do so.

12.2. Fire Sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room, as these are connected to the main fire alarm 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 Metropolitan Fire Brigade has the right to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your apartment that cause your alarm to activate **DO NOT OPEN YOUR MAIN DOOR**. Please do not attempt to clear these into the building common areas. This will automatically call the Fire Brigade who have the right to levy fines for “Unwanted Alarms (currently in excess of \$3,000)”. Please open your windows and fan the fumes away from your detector which will cease its alarm once clear.

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

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

12.3. Upon Fire

- Assist any person in immediate danger only if safe.
- Close doors as you move away from the fire to prevent oxygen fuelling the fire.
- Call the Fire Brigade (000).
- 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

13. WELLBEING, HEALTH AND STUDENT SUPPORT

13.1. First Aid

All University Apartments Residency staff have completed first aid training and hold a current certificate.

13.2. University of Melbourne Health Services and local health services

Dentist	Doctor
Melbourne Dental Clinic 723 Swanston Street Carlton. VIC 3010 https://dental.unimelb.edu.au/dental-clinic#contact 03 9035 8402 Monday – Friday: 8.30am – 5.00pm Saturday & Sunday: Closed	University of Melbourne Health Service 138-146 Cardigan Street Carlton. VIC 3053 https://services.unimelb.edu.au/health/home 03 8344 6904 Monday – Friday: 8.45am – 5.00pm Saturday & Sunday: Closed
Hospital - Public	Hospital - Private
The Royal Melbourne Hospital 300 Grattan St Parkville VIC 3050 (500m, 7 minutes on foot) 03 9342 7000 https://www.thermh.org.au/ Open 24/7	Melbourne Private Hospital Royal Parade Parkville VIC 3052 (400m, 6 minutes on foot) 03 8341 3400 http://www.melbourneprivatehospital.com.au/ Monday – Friday: 6:30am – 9:00pm Saturday & Sunday: 8:00am – 8:00pm

In case of an emergency dial 000

13.3. Counselling and Psychological Services

The University of Melbourne Counselling and Psychological Services (CAPS) provides free, confidential, short-term professional counselling to currently enrolled University of Melbourne students and staff.

Appointments can be made by telephoning 03 8344 6927 or by making an online booking

Further information on the service and how to make an appointment can be found at:

<https://services.unimelb.edu.au/counsel>

13.4. Safer Community Program

The Safer Community Program (SCP) promotes a respectful, inclusive, and connected campus community that fosters safe learning, working and living at the University of Melbourne. The SCP provides the opportunity to seek support and advice about behaviours of concern.

The SCP can be contacted by phone - 03 9035 8675 or by email - safer-community@unimelb.edu.au

More details can be found at: <https://safercommunity.unimelb.edu.au/>

13.5. Financial Aid

Student Support (Financial Aid) provides student loans, advice and advocacy around government student payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

Further details can be found at: <https://services.unimelb.edu.au/finaid>

In addition to the above the University of Melbourne offers a suite of support to the student community. Details of the full range of opportunities and services can be found at: <https://students.unimelb.edu.au/>

14. OPERATING AND CARING FOR YOUR APARTMENT

14.1. Compulsory Departure Cleaning

Your apartment has been professionally cleaned and fitted with new mattress protectors prior to your arrival. Upon arrival, a \$180 compulsory cleaning fee needs to be paid in advance to cover the cost of a professional clean once you have vacated the apartment and replacement mattress protector. This fee is non-negotiable. A condition of your lease is you must leave your premises in the same condition as when you entered them. Any cleaning required beyond the standard professional clean will be at the resident's expense and deducted from the security deposit.

14.2. Glass

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

WHAT NOT TO DO

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

14.3. Heating

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

14.4. Joinery Items

Cleaning

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

Scratches and Cuts

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

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

Maintenance

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

1. Identify the problem and be prepared to give the associated details.
2. Contact management via email and fill in the maintenance work order/authorisation form.

14.5. Microwave

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

14.6. Mirrors

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

14.7. Refrigerator

Your apartment includes a refrigerator connected to a 240-volt electric power supply. On arrival check that the fridge is plugged in and switched on; you may need to adjust the cooling setting within the refrigerator. To be effective, the refrigerator should be constantly left on.

14.8. Blinds

The apartments are equipped with Venetian blinds or roller blinds.

Roller blinds: You will find a chain on the side of the window. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off it will be at your cost to have it re-attached.

Venetian blinds: You will find a string on the side of the blind. Pull gently towards the left to lower the left and towards the right to lock again once at the desired height. To raise, pull down and then to the right to lock once at desired height.

14.9. Smoke Detector

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

14.10. Stains – Removing Stains

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

14.11. Tiled Surfaces

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

14.12. 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 (3M adhesive/removable hooks), which are designed not to damage the walls once removed; however, there is no guarantee damage will not occur. 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.

15. PAYMENTS

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

15.1. Residence Fee (Rent)

Rent is to be paid as per the Accommodation 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

Bank Name: National Australia Bank
Account Name: University of Melbourne Ltd
BSB No: 083-170
Account Number: 68-684-5947
Swift Code: NATAAU3303M

Please use your full name as a reference and provide us with the receipt via email.

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

15.2. 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.

15.3. Apartment Repairs

University Apartments 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.

16. SECURITY

16.1. Insurance and Security for Your Apartment

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

16.2. Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call University Security on **1800 246 066** immediately and watch the person or persons from a distance. Do not attempt to approach the individual or put yourself at risk.

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

- **University Apartments has 24-hour video surveillance.**
- **Do not show any person to a resident's apartment, or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not tap your fob for any other person in the lifts or open the front entry door.**

