

UniLodge

570 Swanston Street

Where I want to be

RESIDENT HANDBOOK

570 SWANSTON STREET, CARLTON VIC 3053

WELCOME

Welcome to UniLodge @ 570 Swanston

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

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.

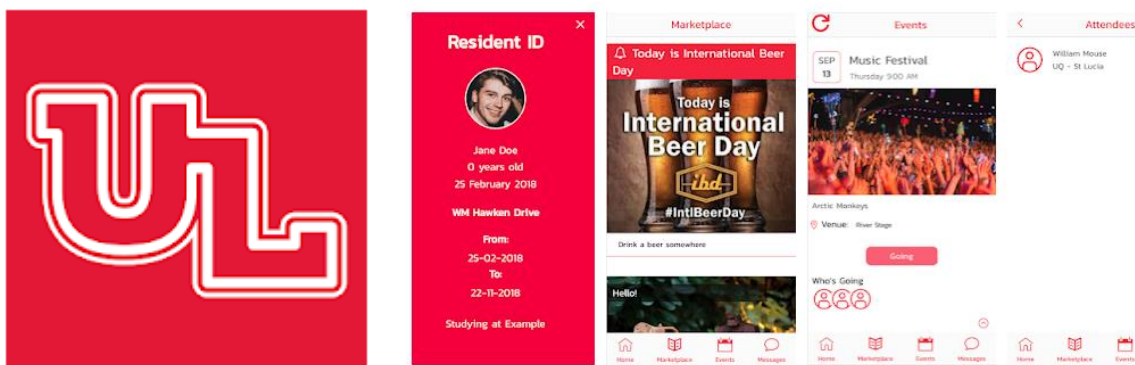
We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

We want to develop an atmosphere that provides students with the greatest to maximise their success, enjoyment and experience from their time studying in Melbourne.

Enjoy your stay!

UniLodge Resident Services Hub

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



CONTACT DETAILS

Important Contacts

UniLodge Office	+61 3 8352 5500
Email	570@unilodge.com.au
After Hours / Residential Advisor	0420 883 557
Emergency - Police, Fire, Ambulance	dial 000

Mail

Your postal address is

(Your Name)
(Your Apartment Number) /570 Swanston Street
CARLTON VIC 3053

Your mail will be delivered to your private mailbox which is located In the entry foyer behind the timber slat doors. Access is via your building fob.

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

A mailbox key will be provided to you at your check-in appointment.

If you are expecting items that will not fit in your letterbox please ensure when you order that you put your mobile number on the order. If you are not home to collect the item, the delivery driver will leave a card in your letterbox advising you how to collect your parcel.

The closest Australia Post Office is located in the University of Melbourne in the Union building.

Suggestions and Complaints

Should you at any time have any suggestions or complaints, please contact:

General Manager Portfolio
UniLodge @ 570
c/- 139 Bouverie Street
Carlton VIC 3053

Email: 570@unilodge.com.au

Our grievance policy outlines steps for making a complaint at Unilodge. Please ask reception if you require a copy.

THE ROLE OF **UNILODGE**

We have been appointed by the owner of your apartment to manage the lease and tenancy on the apartment.

It is important to note that UniLodge DO NOT manage the building at 570 Swanston Street.

Resident Life

Connecting you to services, people and places is just one of the important roles we play here at UniLodge. Whether you want to connect with other residents, the local community or just know the best places to 'hang out' we can help you. We want to assist you wherever possible to fit into your home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

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

As a new Resident you may experience difficulty adjusting to:

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



Your Customer Service Team

No matter what your inquiry, question or requirement, our staff will be happy to assist and help you wherever they can.

Please feel free to pop by our D2 reception and we will be happy to give you the information you need. Anyone affected by illness, accident or death of a relative or friend, should talk to the Manager at Reception. If necessary we can connect you to the appropriate counsellors for further support.

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

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

Your Residential Advisor Team

Our Residential Advisors are students themselves and know what it is like to live away from home. They can help with a number of different inquiries.

Dedicated Residential Advisors are on hand after hours to help look after your welfare and safety. They have experience of and understand what it is like to live and study away from home. When the reception is closed, a Residential Advisor will be on duty to assist with your needs. These Residential Advisors will work closely with UniLodge Management relaying all issues that arise within the building.

Residential Advisors are UniLodge employees and extremely important members our team. Any requests or directions made by the Residential Advisors should be adhered to.

From time to time the opportunity arises for UniLodge to hire new Residential Advisors. If you are interested in becoming a Residential Advisor, please speak to our management team. No matter what your inquiry, question or requirement, our staff will be happy to assist and help

PAYING YOUR RENT

In accordance with your residential tenancy agreement, your rent is to be paid in advance at all times. Please note we do not accept cheques or cash payments in our office.

PAYMENT IS VIA ONE OF THE FOLLOWING METHODS

DIRECT DEPOSIT

Direct Bank Deposit at any *Bank of Melbourne* bank or Internet Banking Transfer to:

Bank Name	Bank of Melbourne
Account Name	UniLodge @ 570 Rental Trust Account
BSB	113-879
Account No	414-263-901
Reference	<i>Your apartment number</i>

If you are paying your rent by direct deposit then please note that you should transfer your payment **at least 2 business days** prior to the date it is due.

WECHAT; ALIPAY; BESTPAY

This method is available using the app on your phone and our UniLodge@570 QR code.



SETTLING IN

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in resident activities and events. This can help build your network of new friends and hopefully make you begin to feel more 'at home'.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or are experiencing language barriers, please see our friendly staff. We are here to help you. For after-hours assistance, we have Residential Advisors on site who can help you with security problems, issues relating to your apartment and any other emergencies. For general questions or queries you have it is best to speak to the office during business hours.

We hope that you enjoy your stay at UniLodge @ 570 Swanston. If you have any questions after reading this handbook, please do not hesitate to see reception and we will assist you in any way we can.

Every building has rules. The Owners Corporation (which is made up of all the owners of the apartments) has set the rules for the building (not UniLodge). All residents must comply with these rules. You will have received a copy of these rules with your confirmation email. If you would like a further look at these rules, please see us in the office.

Social Support

At UniLodge we organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge team and most importantly other residents within the building. Participating in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as residents. Please feel free to talk with reception should you have any suggestions or queries.

SETTLING IN

Get to Know Your Neighbours

Here are some handy hints towards getting to know and living happily with your neighbours:

- Introduce yourself to your neighbours and have conversations with them whenever you can – don't be shy, you may have lots in common!
- Respect others' sleeping and studying habits by not creating excessive noise
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others in all facets of life
- Remembering that all residents of UniLodge are students. You could assist each other with study and/or have study groups together
- Suggesting social activities that you and your neighbours could attend together within, or outside of UniLodge may be a great way to make new friends and meet more people!

Personal Problems

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

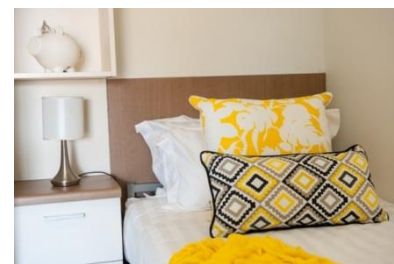
Financial Problems

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

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. Communication is the key – talk to us so we can work out a plan together for ensuring you are able to meet your commitments. Hiding does not make the issue go away.

YOUR SHOP

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



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

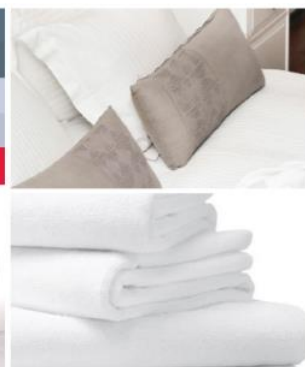
"I am satisfied with my product. It was very good value for money, & having everything already in my apartment when I moved in was a great relief." – Tom, UniLodge @ Resident



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



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



RIGHTS AND RESPONSIBILITIES

This handbook contains the Rules of Occupancy and forms, along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge.

Resident Rights and Responsibilities

- You have the right to access an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- You have the right to peaceful enjoyment of the premises and a secure environment.
- Pay the rent by due date and through the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises, inclusions or common areas.
- Report to UniLodge on Campus any damage to the premises.
- Pay applicable charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement and rules and regulations of the building detailed in this handbook.
- Only use the premises for residential purposes.

Landlord Rights and Responsibilities

- To issue notices of breach to Residents who break the terms of The Residential Tenancy Agreement/Resident Handbook and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue a notice to vacate to residents defaulting on their rent payment/s.
- To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.
- To inspect the condition of the apartment during reasonable hours, after issuing a notice to inspect.
- To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.
- To make sure the apartment is clean and fit to live in at the start of the agreement.
- Provide a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair

KEYS AND LOCKOUTS

Keys

Keys should be carried with you at all times.

Each apartment has its own individual restricted series key – which means it cannot be copied unless authorised and ordered by UniLodge.

Replacement Keys

Locksmith fees will apply for a lost apartment key.

A MINIMUM CHARGE OF \$220 WILL APPLY and costs are subject to change at any time. The front door lock is on a restricted key system. Losing a key means the entire lock needs to be replaced and recoded.

Replacement mailbox keys are \$125 each.

Proxy Cards

Your proxy card will give you general building access. To open a door or use the lift, hold your proxy card against the proximity sensor box.

Replacement Proxy Cards

To replace a lost proxy card, or if the proxy card is not returned at the end of tenancy, a fee of \$225 will be charged.

Lockouts

A lockout fee will apply should you lock yourself out of your apartment and you require a spare key for access.

A \$30 charge applies during office hours

A \$75 charge applies after office hours

Please be aware the above prices are subject to change

SMOKE ALARMS AND EMERGENCY PROCEDURES

Emergency Fire Procedures

- ASSIST ANY PERSON IN IMMEDIATE DANGER, ONLY IF SAFE TO DO SO
- CALL THE FIRE BRIGADE ON 000
- EXTINGUISH THE FIRE IF SAFE TO DO SO
- EVACUATE TO THE ASSEMBLY AREA – DO NOT USE LIFTS IF THERE IS A FIRE
- REMAIN AT ASSEMBLY AREA UNTIL AUTHORISED PERSONS CAN UPDATE YOU ON WHEN YOU CAN RE-ENTER THE BUILDING

Emergency Evacuation Procedures

In the event of an emergency where the building needs to be evacuated, you need to ensure you are familiar with your evacuation plan. Each floor level has a copy of this plan located near the elevator. Please DO NOT use the elevator in the event of an emergency. You can evacuate using the fire stairs.

Smoke Detector and Alarm

Smoke detectors and alarms are located throughout the building including inside your own apartment. Please take note of the following:

- Never cover or remove your smoke detector in your apartment, as this will put everyone else in the building at risk. The Metropolitan Fire Brigade may also fine you. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
- The smoke detectors in the apartments are very sensitive. If you set the alarm off in your room, and there is NO fire, you need to clear any smoke from your room by turning on your rangehood above your stove, turning on your airconditioner and opening your window or balcony door. DO NOT open your front door and allow smoke into the common area hallway. This will set off the building alarm triggering the Metropolitan Fire Brigade to attend.
- Common area alarms are connected directly to the Fire Control Panel, which relays the call to the Fire Brigade automatically when activated. If you are cooking or boiling water and the smoke or steam activates the alarm you will be liable for any costs from the fire brigade - \$3000 minimum charge.

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

Residents causing false alarms will be responsible for paying the heavy fines imposed by the Fire Brigade for call outs. False alarms include those caused by tenant negligence in the event of accidentally setting off the common area alarms.

GENERAL INFORMATION

Insurance

Tenants acknowledge the landlord's insurance DOES NOT provide cover for the tenant's possessions. Your rent provides you with contents insurance to a limited value of \$3000. If you require more cover, we can assist you with taking out an additional insurance policy at your own cost.

Cooking

Cooking is permitted inside your apartment in the kitchenette area provided. We recommend you use the rangehood exhaust fan at all times. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs. Rangehoods are fitted with filters which can be removed for cleaning. We recommend this is done on a monthly basis at a minimum.

Garbage

Please ensure you place your garbage in the rubbish bins provided in the garage. For health and safety, we ask that you do not place garbage in the stairwells or on the floor in the garage. Please consider the environment and dispose of all rubbish thoughtfully.

Maintenance

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

If you have **emergency maintenance**, please call us as soon as you find the problem. If it is afterhours, please call the Residential Advisor on 0420 883 557.

For all **general maintenance** items, please send us an email to 570@unilodge.com.au. Provide as much information as possible including photos.

Remember that it is your responsibility to change light bulbs and batteries if they expire during tenancy.

Maintenance contractors will attend to maintenance during business hours. If you are not home, they will gain access with the master key.

PLEASE NOTE: Non-urgent repairs require approval from your landlord before we can arrange maintenance.

GENERAL INFORMATION

Furniture and Equipment

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for.

The Resident is not permitted to make any 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 the Landlord.

It is expected that all care will be taken to avoid damage to fittings inside the apartment. This includes carpets, blinds and furniture.

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided by the apartment owners. Please do not store any furniture on your balcony. Items in common areas are not to be moved or taken to your apartment. If you move the furniture about during your stay, we ask that you return it to its original location within the apartment prior to your departure.

Walls, Doors and Windows

Residents must submit a written request including diagram to hang or install anything onto the walls and doors for approval by your Landlord. Hanging items in common or shared areas including the front of apartment doors and windows is strictly prohibited. Please note you can purchase hooks that do not damage the walls from your local supermarket or hardware store.

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

Pets

Under no circumstances are you permitted to bring pets and animals into the complex.

GENERAL INFORMATION

Cleaning

It is expected that you will keep your apartment clean and tidy at all times in accordance with your tenancy agreement. This includes regular scrubbing of the bathroom (including the toilet) and kitchen area, as well as removal of all rubbish daily. Failure to do so can result in breach notices being served and cleaning costs passed on to you.

Roller Blinds

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to raise or lower your window blinds. These chains are sensitive and all due care should be taken to ensure the chain is not pulled off the roller.

Holidays / Vacation

Residents should visit Reception to complete a 'Vacation Form'. Please notify Reception if you will be giving anyone access to your apartment while you are away.

Telephone

There is no apartment phone provided at UniLodge @ 570. We recommend all residents use their mobile phones for telephone calls. The phone in your apartment is used for the intercom. Please make sure it is plugged in so that visitors and delivery people can contact you.

Internet

You can connect to any internet provider of your choosing at UniLodge @ 570.

GENERAL INFORMATION

Sexual Harassment

Sexual Harassment contravenes Australian legislation and occurs where:

A person subjects another person to an unsolicited act of physical intimacy; or
makes an unsolicited demand or request (whether directly or by implication) for sexual favors 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 anticipate the possibility that the other person would be offended, humiliated or intimidated.

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

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

UniLodge is a friendly and supportive community, and it is expected that residents will be proactive in ensuring that it remains so.

If you think you have been subjected to any form of discrimination please contact the Manager.

Privacy

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. You can view our privacy policy on our website.

GETTING AROUND MELBOURNE





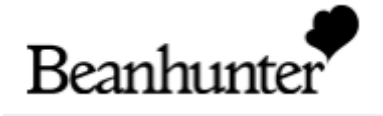
Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture. For more information on Melbourne or to check out local events visit www.thatsmelbourne.com.au

Getting around Melbourne is easy with Melbourne Central Station located 15 minutes by walking or 7 minutes by tram down Swanston Street. From here you can catch all metropolitan and interstate trains.

Trams run along Swanston Street and Victoria Street which are both close to UniLodge. Trams on these lines head to all suburbs including the CBD.

Information on public transport can be obtained from: www.ptv.vic.gov.au

Useful Apps

Embark - http://getembark.io/ 	Healthengine - https://healthengine.com.au/ 
Spotcycle - http://www.spotcycle.net/ 	Localscope - https://cynapse.com/localscope/ 
Beanhunter - https://www.beanhunter.com/australia 	Stocard - https://stocardapp.com/ 