

**UniLodge**

*Where I want to be*

# 2020 **RESIDENT HANDBOOK**

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# WELCOME

## Welcome to UniLodge @ UC

It gives me great pleasure to welcome you to UniLodge @ UC. This is a vibrant and thriving, adult learning community. We share our lives in this community within a culture of respect and an appreciation of diversity.

This Handbook provides clear policy and practical information to help inform your accommodation selection decisions, and to inform you about how we live here in this community. Please consider it to be a guide for how we can all have the safest, most comfortable, friendliest and overall best experience while studying at your chosen higher education provider. While coming into a new and different environment can sometimes be a little daunting you can take comfort in the fact that your fellow UniLodge @ UC residents are on the same journey with you and hopefully your shared experiences and this handbook can alleviate any apprehension.

UniLodge @ UC provides a world-class, collegiate environment to explore your unique potential. Under the direction of the Residential Life Manager, we create opportunities to participate in a wide range of academic, social, sporting, cultural, artistic and community activities. These are designed to enhance your experience at University and your future beyond it. I very much hope that you will take the chance to participate as fully as you are able. Our team, including our student leaders – Residential Advisors – will work hard to make your arrival and time here as interesting, happy and comfortable as possible.

UniLodge @ UC is a community where diversity and the individual are respected and where an inclusive and tolerant environment is cultivated. Academic excellence is actively encouraged and opportunities to gain experience in leadership roles abound.

As the General Manager, I am responsible to the University for all aspects of the good governance of the Lodges, including your well-being and safety and that of other residents. To do this, I work with a great team of caring, concerned and committed people - including the Residential Life Manager, Residential Advisors and the administrative, maintenance and housekeeping staff. We take our responsibility to provide you with a comfortable and safe living environment very seriously, and our staff are keen to help you in every way possible.

It is also my hope that you will graduate with many treasured memories from your time and friendships made here. No one should walk our halls as a stranger. It is the responsibility of each and every one of us to look out for the best interests of our fellow residents.

We are always available to respond to any questions you may have about the Handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority. I very much look forward to meeting you and to welcoming you to UniLodge @ UC and all it has to offer you during your time at university and beyond.

**Enjoy your stay!**

**Dale Brosnahan**  
**General Manager**

# Your Team

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My role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. I am committed to developing the UniLodge @ UC experience through collaborations and creating a community of engagement and respect.

To assist me in achieving this, I have a great team of staff and residents who are active in both organising and participating in the Community Spirit Program throughout the year.

**Dale Brosnahan – General Manager**

**E: [dale.brosnahan@unilodge.com.au](mailto:dale.brosnahan@unilodge.com.au)**

**T: +(61) 2 6110 4000**



I manage the Customer Service teams at UniLodge @ UC and work closely with your Customer Service Managers. I ensure that our properties and our common area facilities are being well cared for, arrears and any late payments are notified to our residents and that resident concerns are being addressed as fairly and as quickly as possible.

In my role I work closely with the General Manager, Residential Life Manager and the University on key operational matters and can be an additional point of contact for any resident who would like to discuss any issues that come up during their stay at UniLodge.

**Jenny Chu - Property Manager Operations**

**E: [jenny.chu@unilodge.com.au](mailto:jenny.chu@unilodge.com.au)**

**T: +(61) 2 6110 4000**

My role focuses on providing leadership and support in the management and development of the pastoral care and community spirit programs as well as academic support within the UniLodge @ UC buildings.

I play a key role in the successful creation of an engaging and supportive environment for all residents and staff, helping students navigate their university experience, with the main purpose to assist and support students through difficult and/or challenging times, acting as the central advisory resource throughout one's stay.

**Luke Favero – Residential Life Manager (RLM)**

**E: [reslifemgr.uc@unilodge.com.au](mailto:reslifemgr.uc@unilodge.com.au)**

**T: +(61) 2 6109 4201**





# Your Team

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I am the Customer Service Manager at Weeden Lodge. My role is to ensure that facilities within the building and apartments are kept to a high standard.

I also look after Residents accounts, address residents' concerns and take care of the day to day running of Weeden Lodge.

**Haseeb Khan – Customer Service Manager  
@ Weeden Lodge**  
**E: [csm.weeden@unilodge.com.au](mailto:csm.weeden@unilodge.com.au)**  
**T: +(61) 2 6113 5000**



As Customer Service Manager of UC Lodge, my role is to ensure that the building and the apartments are well looked after. I look after resident accounts and I am the first point of contact for any concerns or issues that residents may be experiencing.

**Katie Baxter – Customer Service Manager  
@ UC Lodge**  
**E: [csm.uclodge@unilodge.com.au](mailto:csm.uclodge@unilodge.com.au)**  
**T: +(61) 2 6110 4000**

As Customer Service Manager of Cooper Lodge, my role is to ensure that the building and the apartments are well looked after. I look after resident accounts and I am the first point of contact for any concerns or issues that residents may be experiencing.

**Kate Chang – Customer Service Manager  
@ Cooper Lodge**  
**E: [csm.cooper@unilodge.com.au](mailto:csm.cooper@unilodge.com.au)**  
**T: +(61) 2 6109 4200**



# Your Team

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As Reservations Co-ordinator of UniLodge @ UC my role is to manage room placements and renewals on behalf of your Customer Service Teams.

You may remember me from your booking process, but if not: Hello and welcome to UniLodge @ UC!

**Maria Romero – Reservations Co-ordinator**

**E: [uc.reservations@unilodge.com.au](mailto:uc.reservations@unilodge.com.au)**

**T: +(61) 2 6110 4000**



I look after the day to day running and maintenance of UC Lodge as well as supervise our maintenance handymen at Cooper and Weeden Lodge.

This includes looking after plant and equipment of our lodges and also resident concerns involving maintenance.

**Baz McGrath – Maintenance Manager**

**E: [uc.uclodge@unilodge.com.au](mailto:uc.uclodge@unilodge.com.au)**

# Your Team, Reception & Contacting the After Hours RA

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## **Maintenance Handymen**

We have a team of experienced and professional handymen tasked with maintaining the Lodge and the fittings in the room. Your handyman will do everything from changing your door batteries to unblocking a drain to changing a light! Just visit reception and let our staff know your problem and we'll get right to fixing it!

## **External Contractors**

From time to time UniLodge will employ external contractors for jobs at UniLodge. Cleaning, some maintenance such as electrical, plumbing and window cleaning are all services UniLodge contracts external contractors to complete.

## **Customer Service Coordinator**

Our CSC team is responsible for the day to day running of Reception. The CSC team works with our Customer Service Managers to ensure a high standard of administration and building management. Your reception team is happy to help with anything which might come up during your stay, come say hello and let us know what we can do!

## **Residential Advisor: RA**

The RA's are our after-hours staff responsible for any matter that occurs outside of Reception opening hours, including emergencies. The RA team also help coordinate and implement the Community Spirit Program.

## Reception

Reception is open from 9:00 am – 5:00 pm Monday to Friday. Reception is closed on weekends and Public Holidays. You can contact our Reception team by email, phone or by coming down to visit our staff at the desk.

Reception is here to help with anything which might come up during your stay at UniLodge and are there to organise any maintenance needed in the apartment, give you your mail and take payments for your account or to answer any other questions about your stay!

**Reception is open  
9:00 am – 5:00 pm  
Monday to Friday**

## Contacting the After Hours Residential Advisor

If you require assistance after hours or on the weekends please call our Reception phone number and dial 0 after the automated message to be connected to the Residential Advisor.

Our Residential Advisors are on site to respond to any urgent issues that occur outside of office hours. If you are locked out, or if there is an emergency you can call the RA and they will come and help you!

Weeden Lodge  
+(61) 2 6113 5000 or  
use the intercom at reception.

Cooper Lodge  
+(61) 2 6109 4200 or  
use the intercom at reception.

U C Lodge  
+(61) 2 6110 4000 or  
use the intercom at reception.



# Residential Address, Receiving Mail & Parcel Lockers

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## Residential Address

### Weeden Lodge

<Your Full Name>  
Weeden Lodge  
<Your Room Number>  
74 Chandler St  
Belconnen, ACT 2617

### Cooper Lodge

<Your Full Name>  
Cooper Lodge  
<Your Room Number>  
Cnr Telita & Pantowora Street  
Bruce, ACT, 2617

### UC Lodge

<Your Full Name>  
UC Lodge  
<Your Room Number>  
Pantowora Street  
Bruce, ACT, 2617

## Receiving Mail

Every resident at UniLodge is allocated a mailbox at reception. Mail sent to you should be addressed to your full name and your room number. Any mail which is unable to be identified may be returned to sender, so please be sure to address it as below.

Your mailing address is:

### Weeden Lodge

<Your Full Name>  
<Room Number>  
74 Chandler St  
Belconnen, ACT 2617  
Australia

### Cooper Lodge

<Your Full Name>  
<Room Number>  
LPO Box 5003,  
University of Canberra,  
Bruce, ACT, 2617  
Australia

### UC Lodge

<Your Full Name>  
<Room Number>  
LPO Box 5002,  
University of Canberra,  
Bruce, ACT, 2617  
Australia

## University of Canberra Parcel Lockers

Australia Post have Parcel Lockers installed outside Cooper Lodge reception, for use by students to receive parcel deliveries, such as online shopping or care packages from home.

Parcel Lockers are free to use and accessible 24/7. Sign up at <http://www.auspost.com.au/ParcelLockers>.

The mailing address for the Parcel Lockers is:

**University of Canberra Parcel Locker**  
**24 Telita St**  
**BRUCE ACT 2617**

# Online Resident Portal & Your Room and Your Apartment

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## Online Resident Portal

The UniLodge @ UC Resident Portal is an online web-based tool, set-up for our residents. You may have already used the Resident Portal when lodging your initial application with us. Your Username and password from your application will remain active for the duration of your stay.

You can access the portal to:

- log Maintenance requests,
- update your contact details, and
- check your account balance.

This service is available 24/7 at the below web link which means you can gain direct access to the Online Resident Portal from the comfort of your room.

<https://unilodge.starrezhousing.com/StarRezPortalUC/>

**Please note: Logging maintenance issues via the portal is not suitable in an emergency. In an Emergency, please contact reception or the Residential Advisor directly by phone.**

## Your Room and Your Apartment

All apartments are fully furnished. We hope you find your room/apartment cosy and comfortable. Should there be any issues on check in with your room/apartment please notify reception.

UniLodge provides you with an Ethernet Cable (2 for Double Studio / 1 Bedroom Apartments) for the duration of your stay. This remains property of UniLodge and will be charged to your account if missing on departure from the Lodge. If one is not already located in your room on arrival, please ask for one at Reception.

### What is not provided?

- Laundry detergent and dishwashing liquid
- Cooking equipment (pots and pans), crockery, cutlery, glasses and cooking utensils
- Linen, quilts/blankets and pillows
- Towels and tea towels
- All food and meals
- Small appliances (kettle, toaster etc.)
- Toilet paper and toiletries
- Cleaning equipment
- Washing additives / Detergents

### Available to borrow from Reception

- Vacuum cleaner
- Steam iron
- Flatbed trolley
- Board games

**A Photo ID is required to borrow items from reception. The ID will be held at reception until the item is returned. Items are only available during reception hours, but board games can be kept overnight.**

# Your Room and Your Apartment & Your Shop

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## **Additional Furniture**

The inclusion of other furniture into a Resident's apartment is not permitted unless a written application is submitted to, and approved by, UniLodge @ UC Management. Every request is considered individually and residents should seek approval prior to purchasing any additional furniture.

Air conditioning units, refrigerators, washing machines and any other whitegoods are not permitted within UniLodge apartments without prior written approval from management.

## **Pets**

Under no circumstances are residents permitted to bring pets or animals into the complex. The resident will be fined and required to remove the animal/pet from the premises immediately, offenses may lead to possible eviction.

Residents must seek management approval to keep tank/aquarium pets (i.e. fish, lizard) in their apartment.

Residents with an already-accredited service animal which may not otherwise be accepted are encouraged to notify management and discuss their specific circumstances.

## **Your Shop**



No need to drag yourself to the local shopping centre on your first day in a strange new city and lug everything home on the bus! You can order a pre-prepared kit or individual items depending on what you need. Keep things stress-free and get your new home ready with Your Shop by UniLodge.

To see exactly what's in your kit and the full range of household goods available to purchase online visit [www.unilodge.com.au/shop](http://www.unilodge.com.au/shop)

# Common Areas

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## Common Areas

Please be mindful that UniLodge enforces a noise curfew from 10:00 pm Sunday – Thursday and midnight on Fridays and Saturdays. During key assessment periods at the University or as advised to residents by management, UniLodge may enforce a full noise curfew. Noise complaints should be reported to the Duty RA at the time they are occurring.

The furniture provided in the common areas is for use by all residents and their guests. We ask that residents do not interfere with the use of these spaces by taking furniture from the areas, or by damaging any of the furniture. Care should be taken to leave the areas clean and tidy for other residents.

The common areas are for the use of all residents and should be seen as a safe haven for all residents to bond with each other and relax outside the confines of their own apartments. Using the lounge and gaming areas is a great way to meet new people and make some new friends. Gaming / entertainment equipment can be loaned via Reception during office hours.

### **Common Area Kitchens and Fridges**

Common area kitchens and dining areas are available at all lodges for use by residents and their guests. Be considerate of your fellow residents and leave the kitchens clean and neat when you finish using the space. Dirty dishes and appliances, uncovered or expired food will be assumed unwanted and will be thrown out.

When using the shared fridges, please be sure to label your food with your name, room number and the date you put the food into the fridge. Be conscious that many residents use the fridges, so store your food in a neat and confined way so there is room for everyone's food.

In our common kitchens, we supply ovens, stove tops, microwaves, fridges and bins. Residents supply their own crockery and cooking utensils.

Please don't take other residents food. If you are caught stealing from another resident you may face eviction. UniLodge has zero tolerance of any theft or other criminal behaviour.

### **Common Property**

Common property refers to any property that is owned by UniLodge @ UC that is provided for the use of residents and their guests in the common areas of the property. This includes all fixtures, furniture, structures, materials, equipment, appliances and other items that are located in common areas, common kitchens and original apartment furnishings.

Residents and their guests must not remove furniture or items from common areas or damage any common property, leave anything on or obstruct the use of common property. Damage caused by improper use can result in the resident being charged for the cost of repairing the property.

UniLodge @ UC take no responsibility for any items left in communal areas.

# Common Areas

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**Walls and Ceilings:** Permanent fittings or additions/changes to your walls, door or ceiling is not permitted. This includes things like hooks, nails, screws, paint and stickers. Blue Tac or other adhesive tacks are the best option for putting up posters/calendars, however care should still be taken when removing to protect the paint.

We recommend against using 'Self-adhesive Temporary Hooks' as their removal can still damage the paint.

**Window hangings:** Please be aware that display of laundry or personal items from windows, including hanging items on the exterior of the building, is not permitted.

**Laminated Surfaces:** Many of the surfaces in your apartment have a laminated wood finish. While this is easy to clean and is a very neat finish, it is susceptible to damage due to misuse or carelessness. Chopping directly onto the bench top, placing hot objects such as pans directly onto the laminate, abrasive cleaning cloths such as steel wool will cause damage to the surface.

**Glass and Mirrors:** Your windows and mirrors are made of glass. Take care when cleaning your windows or mirrors – extreme temperature changes from splashing hot water on cold glass/cold water on hot glass can cause the glass to crack. All glass is susceptible to breakage if something is hit hard against it.

**Carpet and Vinyl:** Many apartments have a 'pod-style' bathroom with a hard plastic floor. Take care when using products which can cause permanent stains or damage to the floor. Things like hair dye, some candles and some cleaning products can cause staining to the floor.

Your apartment's kitchen area is fitted with vinyl flooring. While durable, please be careful not to scratch or mark flooring with sharp or hot objects. Rubbish and spoiled foodstuff can also result in permanent staining to the vinyl.

The remainder of your apartment is carpeted. Take care when consuming food or drink in these areas as carpet is very easily stained.

## **Garbage and Recycling**

At Cooper Lodge and UC Lodge, garbage and recycling can be disposed of via garbage chutes on every floor between 7:00 am and 10:00 pm. Use the bin provided in your apartment as a reference to what can fit down the chute.

Larger items, including bedding, towels or large linens can be disposed of by contacting reception during business hours.

At Weeden Lodge garbage bins are located in South Wing and North Wing ground floor car parks.

**Please dispose of rubbish thoughtfully by placing it directly down the chute or into the bin – do not leave rubbish on the floor!**



# Common Areas

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## **Bike Storage**

Secure bike storage areas are provided free of charge to all UniLodge residents. To gain access to the secure bike storage you need to visit reception and:

1. Register your bike and have access encoded on your room card
2. Attach your tag to your bike
3. Re-register your bike at reception every year.

Unregistered bikes kept in our bike storage area without a tag or with an expired tag will be assumed abandoned and removed.

The bike is then stored for a minimum of three months from the removal date. Bikes not registered are not entitled to be stored in our bike racks and any costs of removal are at the owner's expense.

## **Vehicle Parking**

Allocated parking is available for Weeden Lodge residents who have been approved and granted access by management. Spaces are limited, so residents are encouraged to apply early to avoid disappointment.

Weeden Lodge residents can apply for Internal Car Parking for \$27.00 per week or External Car Parking for \$22.00 per week.

**Approved Weeden Lodge parkers are also granted a UC Parking Permit at no additional expense if they are a UC Student.**

Parking out the front of Weeden Lodge reception is for staff, contractors and emergency services personnel only.

For Cooper Lodge and UC Lodge residents, campus parking is available only via the University of Canberra. Please see <http://www.canberra.edu.au/on-campus/parking> for more information.

Please be aware ACT Government parking inspectors operate on the University campus.

# Air Conditioning at Weeden Lodge

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## Air Conditioning at Weeden Lodge

Ducted air conditioning operates by drawing large volumes of fresh air from external pumps on the roof into a central heating or cooling unit. The air is then brought to a temperature of between 18 and 23 degrees and distributed throughout the property by the ducts found in each apartment and hallway.

Every apartment has a thermostat in the apartment to measure the current temperature of that apartment and to regulate the temperature and quantity of air each room receives. An apartment showing a high temperature will receive less air than an apartment showing a cold temperature. The system works to try and bring each apartment to a minimum temperature of 20 degrees, and maintains a building average temperature of 21 degrees.



Example of thermostat and card on/off switch, with air conditioning set to 'off'.  
The blue light activates once the ducting has closed.



Example of thermostat and card on/off switch, with air conditioning set to 'on'.

When a room is disconnected from the Air Conditioner, the room will start to equalise to the outside temperature. So if it's hotter outside than it is in your room, consider turning your Air Conditioner off for a few hours.

We recognise that some people prefer temperatures warmer or cooler than 20 degrees, and we encourage those residents to use a personal heater or a fan to better manage the temperature of their environment.

If you have any concerns please contact reception directly on [uc.weeden@unilodge.com.au](mailto:uc.weeden@unilodge.com.au) or by phoning 02 6113 5000. You can also log maintenance jobs online through <https://unilodge.starrezhousing.com/StarRezPortalUC/>.

# General Safety at UniLodge @ UC

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## General Safety at UniLodge @ UC

UniLodge takes the safety of residents seriously and the building is secured by electronic key cards, security cameras and 24/7 on site staff. Be security conscious for yourself, fellow residents and for your home.

- Don't allow people to 'tail-gate' you through key access doors. If you don't recognise someone as a fellow resident don't open the door for them.
- Keep your door closed and look after your key! If you lose your key, call us ASAP and we will deactivate the lost key so that it cannot be used.
- Staff are on site 24/7 and will respond to any concerns you might have. If you need help or if something makes you feel uncomfortable then please call us and we will come and help! Carry your Student ID with you. If you lose your key or are locked out, you may be asked to show your ID.
- Do not show any person to another resident's apartment or tell them where they live!

### **Safety and Security on Campus**

Cameras operate in and around UC buildings 24/7 and are monitored by UC Security. UC Security are there if you need assistance on campus. They also offer an escort service from and to anywhere on Campus 24/7 – call 02 6201 2222.

- UC Security Website: <http://www.canberra.edu.au/on-campus/security>
- UC Security Phone Number: 02 6201 2222
- Security intercom phones are also available around campus!

### **Insurance and Security for Your Belongings**

UniLodge @ UC is not responsible for any damage and or loss caused to personal items during your stay with us. This includes items in your apartment, personal items being used in common areas or belongings in any area of the greater building facility including bike sheds, the Weeden courtyard and on the Cooper concourse.

All Residents are strongly advised to take out contents insurance cover to their personal belongings and items such as stereos, computers, personal electronics, bicycles and clothing as they are not covered by UniLodge @ UC policies.

# Residential Advisors and Student Support

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## Residential Advisors and Student Support

At UniLodge @ UC we strive to provide community based support as well as facilitating a comprehensive residential life program to supplement our resident's studies.

The Residential Advisors (RAs) are your first point of contact for support within our lodges. The RAs are student leaders who work to build a sense of community and help provide the pastoral care network. The RA role is supported by our live-in managers who are on call to assist with emergency situations. Each RA is trained in first aid, fire safety, mental health first aid and crisis management. The RAs act as student advocates relaying issues and concerns that arise within the building to our Residential Life Manager.

RAs are spread out throughout the lodges and work together to ensure you have support when it is needed. Our RA's also contribute to and implement academic, social, wellbeing and sporting events throughout the lodges. One of the big advantages of living in a community is that there is always someone there to help. If you are concerned for yourself or another resident, the sooner you let us know the sooner we can connect you to someone who can help. We encourage you to talk to your RA or the Residential Life Manager!

Our RAs also act as our after-hour team. When Reception is closed, an RA will be on duty to assist with your needs and ensure the safety and security of our Lodges.

### 2020 RA Team

#### **Weeden Lodge**

Sahil Hassani  
Kiran Rajesh  
Tom Fiander  
Ellaine Dimayuga  
Grace Kelly  
Jessica Aw

#### **Cooper Lodge**

Emily Pickersgill  
Zoe McAndrew  
Cecile Markho  
Will Weekes  
Alexandra Paterson  
Peter Atley

#### **UC Lodge**

Elizma Nel  
Kat Hoy  
Emil Terbio  
Luca Napoli  
Sean Monk  
Mandy Mills

# Health and Wellbeing

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## Health and Wellbeing

UniLodge @ UC strives to provide community based support. One of the biggest advantages of living at UniLodge is our 24/7 support structure readily available to assist our residents.

Our Residential Advisor and broader UniLodge team are here to support you and provide guidance, assistance and referral where necessary. Please contact the RA that you feel most comfortable with to discuss any personal issues or concerns. They work closely with the Residential Life Manager and the UC Medical and Counselling Centre and other community provided health specialists, should you require specialist support.

If you have concerns for your personal wellbeing or that of another resident, please do not hesitate to contact our team. Our RAs are trained to assist you with any concerns you may have. For further support you can contact the RLM. If necessary we can refer you to the appropriate services both on and off campus for additional support.

Your personal concerns are addressed in confidence on a need to know basis. However please be aware some issues may need to be escalated to external support services to provide yourself or another resident the highest level of care.

### **Mental Health**

Mental Health can affect anyone, and we need to take care of each other. If you or another resident is struggling with mental health please get in contact with the RA, Residential Life Manager or in severe cases emergency services on 000.

UniLodge staff will attempt to ensure that appropriate supports are in place and that follow up with concerned residents is undertaken.

There are mental health support services that we can connect residents too including ACT Mental Health, University Counselling Centre or with another medical service provider. A 'Safety Plan' may also be developed in collaboration with the resident.

For more information and support for mental health issues please visit [www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Notifiable Disease and Communicable disease**

If management reasonably suspects a resident has a notifiable disease, it will direct the resident to the University Health Services or the resident's GP for a medical assessment to confirm. If the resident does have a notifiable disease the Health Services or GP is required to report the disease in accordance with the Public Health Act 1997.

They (or the Chief Health Officer of the ACT) may direct the University (and UniLodge @ UC) on how any public health aspects of the disease are to be managed within the University or Lodge, where applicable.

If the resident does not attend the GP examination as directed by management, they may be excluded from UniLodge @ UC until they have obtained medical advice demonstrating that they do not pose a disease risk to other residents. Their return is dependent on them obtaining medical advice demonstrating that they are fit to return and present minimal or no risk to fellow residents.



# Health and Wellbeing

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Where a resident is required to leave because they have a communicable disease, UniLodge @ UC will provide reasonable assistance to enable the resident to locate suitable alternative accommodation.

In the case of contracting an infectious disease such as measles, a resident should take protective measures such as: leaving UniLodge @ UC for the infectious period, using face masks and limiting their interactions. Should there be concern regarding an illness, Management will seek medical advice from University Health Services about how best to contain it.

## **Long-Term Illness and Disability**

UniLodge @ UC strongly supports the right of people with disabilities to enjoy student accommodation while enrolled in university.

If a long term illness or disability is disclosed prior to arrival, UniLodge @ UC reserves the right to request a medical certificate confirming the resident's capacity for independent living.

Residents may seek adjustments to their accommodation to help them manage their disability and UniLodge may offer adjustments or support services appropriate to the resident's needs. Significant changes to existing infrastructure or services are considered on a case by case basis and depending on the nature of the adjustments may incur, with consultation to the resident, additional expenses.

With respect to the resident's privacy, UniLodge may consult other areas of the University, including disability services and the university health services to assist in the management of the illness.

In a situation where a resident suffers from a long-term illness or disability and seeks assistance beyond a duty of care that is reasonably practical for our staff, it may become unreasonable for UniLodge @ UC to continue to make further adjustments for this illness or disability. If this were to occur UniLodge @ UC reserves the right to explore more suitable accommodation options on a case by case basis, but also reserves the right to terminate a resident's Occupancy Agreement.

## **Emergency Medical Procedure / Transport to hospital**

In the case of an emergency, call 000 for an ambulance. Ambulance costs are the responsibility of the person requiring medical care. It is highly recommended that residents have health cover that includes ambulance travel.

Any non-emergency transport to a hospital is a private matter. The use of a taxi as transport is recommended if no personal vehicle is available. It is recommended that a friend or companion should also escort the resident to the hospital for safety reasons.

# Health and Wellbeing & Living Together

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## **Informing Emergency Contact Persons**

In cases where there is considerable concern for the health or wellbeing of a resident or the resident is unable to communicate their wishes, UniLodge management may contact the emergency contact persons nominated by the resident.

**Persons under the age of 18 will have their emergency contact or guardian contacted in all cases.**

## **Health and Wellbeing Contact List**

- Emergency Services (Police, Fire, Ambulance): 000
- UC Security Team: 02 6201 2222
- University of Canberra Medical & Counselling Centre: 02 6201 2351
- University of Canberra Welfare: 02 6206 8841
- University of Canberra Inclusion & Engagement: 02 6201 5233
- Calvary Hospital: 02 6201 6111
- Lifeline (24 hour telephone counselling service): 13 11 14
- Mental Health Crisis Assessment Team (CATT): 1300 629 354
- Weeden Lodge Reception/RA: 02 6113 5000 or 0403 794 167
- Cooper Lodge Reception/RA: 02 6109 4200 or 0438 453 197
- UC Lodge Reception/RA: 02 6110 4000 or 0466 502 602

## Living Together

Living in a close community like UniLodge @ UC can be a lot of fun, but it does require consideration and respect for other members of the community. It requires compromise and reaching reasonable mutual expectations as this is everyone's home. Most often conflict occurs due to a lack of communication. If you have an issue with a roommate or a neighbour, we encourage our residents to be proactive and:

1. Talk about the issue respectfully and politely with the residents involved. Explain why you have a problem and try to come to a mutual agreement through compromise and understanding.
2. If you find that you are unable to come up with a mutually acceptable solution you can call the RA to discuss the issue. Your RA may arrange a house meeting with your roommate/s and/or the other resident and facilitate an open and respectful discussion.
3. We encourage our residents to make sincere attempts to settle their conflict by being open with each other. If you have tried this and are still unable to reach an understanding, please contact the Residential Life Manager and we will offer assistance through mediation. Keep in mind that it is very difficult to arrange a room move during the semester, so being flexible and open to solutions is important when addressing the issue.

# Living Together

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## **Get To Know Your Flatmates - Tips for a Happy Apartment**

Many residents at UniLodge @ UC live in multi-share apartments. This means that you share the kitchen, lounge area and the bathroom with other roommates. Multi-share common areas are for the enjoyment of all residents and it is the responsibility of all roommates to keep them in a tidy manner.

Here are some tips towards getting to know and living happily with your roommates:

- Introduce yourself to your roommates and have conversations with them whenever you can. Encourage open communication between one another.
- Respect others' sleeping and studying habits by not creating excessive noise after hours. This includes being aware of the noise you make and/or any of your guests. This is a common courtesy which you should extend to all residents.
- Clean up after yourself and always do your fair share of the cleaning. We suggest creating a cleaning roster for the kitchen, bathroom and vacuuming. This may include taking turns to take out the garbage. If you and your roommate/s are unable to come to an agreement independently, an RA or staff member may be able to assist you.
- Don't use other people's things without asking and do not steal other roommate's food, drink or belongings. If this occurs, please speak to an RA and/or Management as needed.
- Clean your dishes as you use them and be considerate with your use of shared facilities and equipment. Sharing the cooking is a great way to try new foods and cut costs.
- If you have guests staying, take the time to inform your roommates and introduce them! Asking if your roommates mind if you have guests over is always a polite gesture.
- Always store valuable items in your room and avoid leaving personal items in the common living areas.
- Remembering that all residents of UniLodge @ UC are students. Living with other students provides opportunities to study together, learn together and have a great university experience.
- Suggesting social activities that you and your roommates could attend together within or outside of UniLodge @ UC may be a great way to make new friends and meet more people.

# Community Spirit Program

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## **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 – The RLM, Residential Advisors, the customer service staff, and the General Manager.



## **UniLodge's Multicultural Vision**

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

## **What does the Program Aim to Achieve?**

Our Community Spirit Program has been designed with you in mind and has been refined over the past 10 years to be the best program on offer! The Community Spirit Program helps to build a sense of community at each UniLodge property, where our residents and staff are there for each other. Based on a holistic framework, the program focuses on five key areas and is meant to make sure you stay healthy, connected, motivated at your studies and learn skills to maintain your wellbeing and build a future career.

## **What types of activities are there?**

- 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.



# Community Spirit Program





# Community Spirit Program

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# Community Spirit Program

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## **Attending Events**

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 – The RLM, Residential Advisors, the customer service staff, and the General Manager.

## **Stay Up to Date**

To keep up to date with information and happenings at our lodges, please ensure you are checking your email and pigeon hole (mailbox) regularly. Also, keep an eye out for our weekly U-News newsletter.

UniLodge UC also communicates to our students via our official social media platforms. Furthermore, our RA's coordinate unofficial Facebook pages for our lodges as a discussion forum.

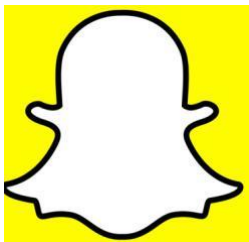
Please see below the names to search for our social media platforms:



UniLodge UC  
Cooper Lodge 2020  
UC Lodge 2020  
Weeden Lodge 2020



UniLodge\_UC



UniLodge\_UC

# Sexual Harassment and the Broderick Review

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## Sexual Harassment and the Broderick Review

UniLodge and the University of Canberra take a zero-tolerance approach to sexual misconduct while living or studying on campus. Reports made by survivors or witnesses of sexual misconduct are treated with the utmost confidentiality, seriousness and empathy.

When appointing Residential Advisors, UniLodge has conscientiously tried to select at least 1 Residential Advisor who is an International Student and aims for a balance of genders in order provide as diverse a group as possible for survivors seeking support.

### **What is the Broderick Review?**

The University of Canberra identified a need to examine and improve its response to sexual harassment and sexual assault with a desire to become a global leader in this area. There were many aspects of the University's response that were working well, but there was more to be done. Consequently, it commissioned Elizabeth Broderick, former Sex Discrimination Commissioner, to conduct a review of the University policies and culture to inform and guide its efforts. This was called "The Broderick Review".

You can read more about The Broderick Review here:

<https://www.canberra.edu.au/current-students/safe-and-respectful-community/respect.now.always/documents/Broderick-Report-to-University-of-Canberra.pdf>

Following the review, UC has released an action plan which can be reviewed here:

<https://www.canberra.edu.au/current-students/safe-and-respectful-community/respect.now.always/documents/Broderick-Public-Action-Plan-18-Oct-4pm.pdf>

### **Sexual Harassment**

Sexual harassment is any unwelcome sexual advance, unwelcome request for sexual favours or any other unwelcome conduct of a sexual nature, which, in the circumstances, a reasonable person would anticipate the possibility that the recipient would feel offended, humiliated or intimidated. Examples of this conduct include:

- Unwelcome touching staring or leering
- Sexually explicit pictures or posters
- Unwanted invitations to go out on dates
- Requests for sex
- Intrusive questions about a person's private life.

### **Reporting Sexual Harassment**

If you have been sexually assaulted or harassed, you can report this to the following people for support, advice and referral:

- UC Director of Student Life - (02) 6201 2284
- UC Medical & Counselling - (02) 6201 2351
- UC Student Welfare - (02) 6206 8841
- UC Security - (02) 6201 2222
- Police – 000
- Any Residential Advisor or UniLodge Staff member you feel comfortable speaking to.
- UniLodge Residential Life Manager - (02) 6109 4201

# Sexual Harassment and the Broderick Review

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## **Support for Survivors**

Support for Survivors

- Counselling Centre @ UC - (02) 6201 2351: Provides counselling and referral for students who have experienced sexual assault.
- Australian Federal Police – 131 444: Sexual Harassment is a serious crime and you can go to the police for help or to report this crime.

# Drugs, Alcohol, Smoking, Gambling and Parties

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## Drugs, Alcohol, Smoking, Gambling and Parties

### **Drugs and Illegal Substances**

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

If you feel you are having problems due to drug use (or know somebody in the building who is), please talk to your floor RA or the RLM. We can put you in touch with people who can help you including the University of Canberra Medical and Counselling Centre. We will endeavour to provide you with reasonable, discreet and confidential support.

### **Alcohol**

UniLodge @ UC encourages a responsible attitude towards the use of alcohol in the community. We would like to remind residents and their guests that they each share a duty of care towards their fellow residents and guests within UniLodge @ UC.

This policy is intended to allow residents to live and socialise happily in UniLodge @ UC, respecting the rights of other residents. The objective of this policy is to enable those residents to enjoy alcohol responsibly and in moderation. Equally, UniLodge @ UC is respectful of those residents who choose not to consume alcohol.

UniLodge @ UC will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms. Within the University, the sale, supply, consumption and advertising of alcohol is regulated by the Alcohol Statute 2006.

### **Alcohol Usage**

UniLodge encourages safe and responsible consumption of alcohol.

- Alcohol is to be consumed in a responsible fashion at UniLodge @ UC. Residents and their guests have the responsibility to ensure that their decision to consume alcohol does not negatively impact the broader community.
- Residents do not have the right to pressure other people to consume alcohol. This behaviour is seen as not in the spirit of community and is unacceptable at UniLodge @ UC.
- A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at UniLodge @ UC.
- In the event that a resident or their guest's behaviour is seen to be impactful to the community, then security, police, or management may be contacted to resolve the situation.
- Alcoholic drinking games and activities that promote binge drinking are not permitted at UniLodge @ UC.

**Persons under the age of 18 will have their emergency contact or guardian contacted if they are found to be intoxicated or consuming alcohol.**

Worried about the drinking habits of a friend or resident? Contact your RA or speak to the University of Canberra Medical and Counselling Centre for advice on how you can help them.



# Drugs, Alcohol, Smoking, Gambling and Parties

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## **Smoking**

The University of Canberra is a smoke free campus. This will include the removal of all designated smoking areas. Please refer to University policies for the most current information and rules.

Smoking is not permitted on the UC campus, which includes all areas in and immediately surrounding Weeden Lodge. Persons who wish to smoke while staying at UniLodge must adhere to the University of Canberra smoking policy.

The University of Canberra maintains a smoke-free environment. Smoking is prohibited in all University buildings and vehicles in addition to those locations where smoking is legally prohibited or otherwise restricted by the ACT Smoke-Free Public Places Act 2003. This includes your room and all other places inside the Lodge, including courtyards and balconies and applies to all residents, guests, and staff. For more information regarding smoking at UC, please refer to the UC Tobacco on Campus Policy.

You can find more information about the University's smoking policy at the following link:

[https://guard.canberra.edu.au/policy/policy.php?pol\\_id=3240](https://guard.canberra.edu.au/policy/policy.php?pol_id=3240)

Smoking of any substance is NOT PERMITTED in any room, apartment, stairwell (fire stairs), or indoor area of the building. Fines will apply in every case and repeat offences may lead to eviction.

If there is a complaint of the smell of smoke on your floor, rooms will be inspected. If there is the smell of smoke coming from your room in particular, this is sufficient evidence to hold you liable for any fines, charges or eviction that follow – Please note you do not have to be caught in the act. The smell of smoke is strong and the air vents in your rooms are connected to the other resident's vents. Therefore the smell travels and it is very noticeable if persons are smoking in an area where they should not be smoking.

**Please dispose of your cigarette butts responsibly. We take pride in our building and litter shows little respect for our community.**

Residents who wish to stop smoking should contact the University of Canberra Health service for assistance, visit the Quit now website or call the Quit line 13 78 48.



## **Gambling**

Gambling is not permitted on the premises. This includes social and/or informal gambling events ie poker.

## **Parties and Social Events**

Parties are a part of University life and residents may hold parties at UniLodge @ UC. Residents hosting parties need to be aware that they are accepting a significant responsibility. The below guidelines are intended to help the host have a safe and fun party, and to explain UniLodge's policy with regard to parties.

# Drugs, Alcohol, Smoking, Gambling and Parties

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## **Host Guidelines**

- The Residential Advisor (RA) is always there for help. If you feel you are losing control of the party or if you are concerned for the wellbeing of one of your guests please contact the RA on duty.
- Don't ignore behaviour which is unacceptable. If an attendee is doing something which breaches the Code of Conduct or makes you feel uncomfortable, you are entitled to ask them to leave – if you are not comfortable in doing so, call the RA.
- Stay sober while hosting the party.
- Be conscious of any noise curfews which are in effect. Respect the noise curfew, and plan to wrap up the party or move the party off-site. During exam periods a full noise curfew is in effect.
- Know who is coming ahead of time. Be aware of 'plus-ones' and limit it where possible.
- Avoid facilitating drinking games or activities which encourage binge-drinking.
- Where you anticipate having more than 20 party attendees, let reception or the Duty RA know so that our staff can be ready to support you if needed.
- If you are hosting a party in a Multishare apartment, you require the consent of all your housemates.

## **UniLodge Guidelines**

- RAs are on call to offer reasonable assistance to the host in closing down a party and responding to concerns for any attendee's wellbeing.
- Enforce any noise curfews which are in effect in a polite and reasonable manner.
- UniLodge may close down the party for any reason. Common reasons for a party being closed down are:
  - o The party is unreasonably disruptive to other residents or has extended past the noise curfew.
  - o Attendees are causing damage to Common Property.
  - o Staff or Residential Advisors are unable to locate the host or the host is visibly intoxicated.
  - o An attendee has required medical assistance or staff have reasonable concern that there is a safety risk.
  - o Any other reason the staff member deems as an appropriate reason to close down the party.
- If UniLodge finds out that an under 18 resident is consuming alcohol, their legal guardian will be informed. Residents found to be supplying alcohol are breaking the law.
- Any evidence of drug use may result in the police being called.
- If a party or the attendees are unmanageable or the staff member has concern for their safety, the police may be called to help close down the party.

## **When things go wrong**

- Management may issue Formal Warnings or fines in response to breaches of the Code of Conduct. Severe breaches may also be cause for immediate eviction.
- Where a non-resident breaches the Code of Conduct, they may be instructed to leave UniLodge and not permitted to return.
- Where a non-resident has been instructed to leave UniLodge, all future access is considered Trespass and the police will be contacted.
- Hosts may be charged for any damage or cleaning in common property.
- Where an involved person is under the age of 18, they will have their legal guardian contacted.

## **Criminal Activity**

Any criminal activity will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those younger than 18 years old.

Persons under the age of 18 will have their emergency contact or guardian contacted if they are found to be intoxicated or consuming alcohol.

# Cleaning & Maintenance

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## Cleaning & Maintenance

### What Am I Expected To Clean?

All residents are expected to:

- Clean and vacuum their room on a regular basis.
- Clean their bathroom, shower and toilet of any grime/mold, dust/hair and stains that may occur while they are residing in their apartment.
- Maintain their room, kitchen and bathroom in a hygienic manner
- Clean the internal windows and walls in their room.

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

- Participate equally with other residents in keeping the apartment common areas clean.
- Clean all appliances and surfaces within an Apartment.
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment;
- and Remove garbage from the Apartment regularly.

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

- Mr Muscle Kitchen Cleaner(or equivalent) available at Woolworths or Coles, also wiping down the stove top after cooking prevents build-up of spilt food
- For ovens use oven cleaner available at Woolworths or Coles
- Ajax Floor(or equivalent) cleaner or bleach can help clean the bathroom floor, available at Woolworths or Coles
- Mr Magic sponge(or equivalent) or Easy Off Bam Bathroom Cleaner with Bleach available at Woolworths or Coles
- Multi-purpose spray for general cleaning

Where it is brought to the attention of management that an Apartment is not being cleaned or is unhygienic, residents of that Apartment will be requested to thoroughly clean the Apartment.

If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, management may arrange for the Apartment to be cleaned at the expense of the Apartment residents.

At Managements discretion, Multishare Apartments may be inspected on a more frequent basis to ensure the apartment is being kept in a clean and hygienic manner.

Vacuum cleaners are available at reception on request. Other cleaning products are the responsibility of the resident.

### Shopping list for cleaning

This list is not exhaustive, but can be a good starting point. Use what is required and recommended for each surface.

1.	Multipurpose Spray	2.	Cloths
3.	Mop	4.	Scouring Brush
5.	Bleach	6.	Toilet Brush
7.	Dishwashing Liquid	8.	Lint Brush (as required)
9.	Dishwasher cleaner (as required)	10.	Oven Cleaner (as required)

# Cleaning & Maintenance

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When using chemicals, please always follow the instructions on the chemical's packaging. Typical precautions are to wear gloves and to never mix chemicals as this can result in unanticipated reactions.






























If you accidentally inhale or swallow, accidentally get in your eyes or see an unexpected reaction on your skin call the Poison Information Centre on 13 11 26. The Poison Information Centre can give advice over the telephone if should present to a doctor or call an ambulance.

If you feel ever feel unwell then go to hospital, call an ambulance or call an RA or Reception for help.

**Poison Information Centre on 13 11 26**

# Cleaning & Maintenance

## Cleaning Checklist

Item	Method	Check list
Door(s)	Multipurpose Spray and cloth	<input type="checkbox"/> 
Walls	Multipurpose Spray and cloth	<input type="checkbox"/> 
Skirting Boards	Multipurpose Spray and cloth	<input type="checkbox"/> 
Flooring (Carpet)	Vacuum	<input type="checkbox"/> 
Flooring (Vinyl)	Vacuum, then mop.	<input type="checkbox"/> 
Kitchen Cabinetry	Multipurpose Spray and cloth	<input type="checkbox"/> 
Kitchen Sink	Multipurpose Spray and cloth	<input type="checkbox"/> 
Rangehood	Remove rangehood filter, soak in hot water and soap then scrub clean. Wait until dry before replacing.	<input type="checkbox"/> 
Stovetop	Multipurpose Spray and scouring brush	<input type="checkbox"/> 
Microwave (Internal and external surfaces)	Multipurpose Spray and cloth	<input type="checkbox"/> 
Oven	Oven cleaner / degreaser and scouring brush	<input type="checkbox"/> 
Dishwasher	Remove filter and empty into bin. Use dishwasher cleaner and follow instructions on the package. Do not use dishwasher until filter has been returned.	<input type="checkbox"/> 
Fridge and Freezer	Multipurpose Spray and cloth. Defrost as required.	<input type="checkbox"/> 
Waste Bins	Multipurpose Spray and cloth	<input type="checkbox"/> 
Dining Table and Chairs	Multipurpose Spray and cloth	<input type="checkbox"/> 
Desk Draws	Multipurpose Spray and cloth	<input type="checkbox"/> 
Wardrobe	Multipurpose Spray and cloth	<input type="checkbox"/> 
Mirror in Wardrobe	Multipurpose Spray and cloth	<input type="checkbox"/> 
Metal Basket Draws	Wet cloth	<input type="checkbox"/> 
Bathroom Vanity Cupboard	Multipurpose Spray and cloth	<input type="checkbox"/> 
Toilet	Bleach and toilet brush	<input type="checkbox"/> 
Bathroom Sink	Multipurpose Spray and cloth	<input type="checkbox"/> 
Shower Head	Fill a bowl with water and some Multipurpose Spray, and submerge shower head.	<input type="checkbox"/> 
Tap Faucets	Multipurpose Spray and cloth	<input type="checkbox"/> 
Bathroom Mirror	Multipurpose Spray and cloth	<input type="checkbox"/> 
Study Desk	Multipurpose Spray and cloth	<input type="checkbox"/> 
Desk Chair	Vacuum / Lint Brush	<input type="checkbox"/> 
TV and Remote	Dry Cloth	<input type="checkbox"/> 
Desk Lamp	Dry Cloth	<input type="checkbox"/> 



# Cleaning & Maintenance

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## **Maintenance Requests and Repairs**

All requests for repairs or replacements in your Apartment can be logged via the Resident Portal. Requests are carried out Monday to Friday by our Maintenance staff. Residents should report any problem that may cause immediate damage to the property (ie: water, flooding, fire, smoke etc.) or constitute a safety or security risk to Reception or the Resident Advisor on duty immediately.

To log non-emergency maintenance issues please use the Resident Portal:

[@ UC](https://unilodge.starrezhousing.com/StarRezPortalUC/UniLodge) has a substantial asset management and maintenance schedule which is continually being implemented, to ensure that the buildings are maintained in an excellent condition. All maintenance is carried out by qualified trade's people who will be identifiable by Visitor ID cards or UniLodge @ UC lanyards.

Maintenance does their best to ensure that urgent repairs are dealt with immediately and will prioritize issues which are very disruptive to residents. This may not always be possible due to the availability of contractors and parts required for repairs. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at UniLodge @ UC nor are they permitted to contract with any third party for such repairs.

All Residents are liable for replacement costs of consumable items in their apartment as well as all costs to repair or replace any damaged common property caused by them or through their negligence. (ie: failing to report a significant water leak within their apartment or obstructing access or works in an apartment in a maintenance emergency)

In all instances UniLodge @ UC strives to keep Resident's maintenance charges as low as possible within the constraints of costs levied by commercial service providers, contractors and supplies.

If you submit a 'maintenance request', you have given UniLodge @ UC permission to enter your Room/Apartment to carry out the requested maintenance and repairs. If you wish to be present, you should request an appointment. Please note, appointments are not available for maintenance emergencies.

## **Maintenance Requests and Repairs**

If there is an emergency situation such as an electrical fault, any leak or plumbing emergency, a room door that won't lock or anything that could be potentially hazardous, harmful or generally unsafe please call Reception or the RA after-hour immediately. UniLodge will access apartments for these or similar concerns.



# Building Facilities

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## Building Facilities

### **Laundry**

A coin-operated laundry facility with washing machines and dryers are located on the basement floor at Weeden Lodge and ground floor at Cooper Lodge and UC Lodge. For effective cleaning and drying do not overload the machines. As there is a limited number of washers and dryers, we ask that residents collect their washing soon after it finishes.

If you have a problem with any of the washers or dryers inform reception or an RA. Ironing boards are located in the laundry room. Irons are available on a loan basis from reception during office hours.

### **Utility Fees and Other Charges**

Utilities and Service fees are paid in advance together with your occupancy fees. The weekly utility rate is made up of gas, water and electricity.

Internet is an optional extra provided by connectmy.net; different packages are available.

Community Spirit Program Fees are to be paid in advance prior to the start of an Occupancy Agreement. The Community Spirit Program Fee of \$100.00 is a flat rate per person per year.

Other services will include charges for telephone usage and vehicle park spaces (if applicable).

Other charges payable by Residents include repairs and/or replacements required for apartment maintenance. Apartment repairs include consumable items (such as batteries for remote controls, light bulb replacement) and damages or loss caused by negligence or misuse. Residents are charged for any costs associated with apartment repairs including labour. These charges are to be paid in full once accrued.

Fines will also be imposed as a penalty and in addition to a formal warning for any breach of your Occupancy Agreement or the resident handbook.

# Your Agreement with UniLodge @ UC

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## Your Agreement with UniLodge @ UC

### **Security Deposit**

Prior to arrival, all residents pay a Security Deposit. The value of your security deposit is dependent on your room type and is reflected in your offer letter.

Your Security Deposit is held for the full duration of your stay in your apartment without deduction. On your departure, your Security Deposit will be applied toward any maintenance, excess cleaning charges or arrearage and then refunded to your nominated bank account

See clause 8 of your  
Occupancy Agreement  
for more details.

### **Occupancy Fees**

Your Occupancy Fees are to be paid fortnight in advance by Direct Debit from your nominated bank account or the resident may nominate to pay the full fee semesterly or annually in advance.

See clause 4 of your  
Occupancy Agreement  
for more details.

Any late payment is considered a breach of your occupancy agreement and can lead to eviction, the debt being referred to Debt Collection Agencies or to the University. If evicted, the occupant is liable for all fees for the period of the Occupancy Agreement.

If you are experiencing financial difficulties, please contact management immediately and before you begin accruing arrearage.

### **Payment of your Room Fees**

The Direct Debit Form is completed by you on your arrival or anytime you wish to change which bank account or Credit Card you want to use to pay your fortnightly Room Fees.

Payment via Direct Debit is compulsory.

Alternatively you may pre pay the Room Fee upfront for either a full year or full semester by way of credit card, direct deposit or bank cheque.

Sundry charges are not payable by direct debit and should be paid using your EFTPOS/Credit Card or by direct deposit.

See Annexure A: Fee  
Schedule in your  
Occupancy Agreement  
for more details.

**Please note: UniLodge only accepts Visa or Mastercard and a 2.31% surcharge applies on Credit Card Payments.**

# Your Agreement with UniLodge @ UC

## **Condition Report**

Your room is granted to you in the condition set out in your condition report at the commencement of your stay. You must notify us within 2 Business Days if you do not agree with any comment in the Condition Report

You are responsible for all costs of repairing the apartment including the costs of any tradesmen hired by us to carry out repairs, excluding fair wear and tear or where the damage is pre-existing and set out in your condition report.

See clause 6 of your Occupancy Agreement for more details.

## **Handbook Acknowledgement Form**

See clauses 3, 7.2 and 21 of your Occupancy Agreement for more details.

The terms and conditions contained in the Residential Handbook are incorporated into your Occupancy Agreement.

Having read this handbook, you sign the Handbook Acknowledgement Form and agree to follow the guidelines within this handbook.

## **Continuation of Occupancy**

If you wish to continue occupying your apartment, we request 28 days' notice and subject to room availability and UniLodge acceptance of your request, we may offer you a new Occupancy Agreement.

The new Occupancy Agreement is subject to change of terms and fees from your existing agreement, and we encourage you to read that agreement and take the opportunity to seek independent advice.

See clause 20 of your Occupancy Agreement for more details.

UniLodge may allocate you a new room where your current room is needed to accommodate another resident's individual needs.

## **National Rental Affordability Forms**

Residents at UniLodge @ UC must meet certain eligibility criteria under the National Rental Affordability scheme. Your Occupancy Agreement is not binding on UniLodge until you demonstrate that you meet that eligibility criterion.

See clause 2 of your Occupancy Agreement for more details.

UniLodge will provide you with an Income Notification Form, which you must complete to demonstrate your income for the 12 month period prior to commencement of your stay at UniLodge @ UC.

## **National Rental Affordability Forms**

Subject to you meeting your contractual obligations, you may request an early termination of your Occupancy Agreement. In order to qualify for an early termination, you must meet one of the following criteria.

- You provide 4 weeks written notice of your intention to terminate and;
- You identify a potential resident that meets any eligibility criteria required by UniLodge and that resident enters into Occupancy Agreement

See clause 9.2 and 9.3 of your Occupancy Agreement for more details.


If you do not meet the above criteria, then you remain liable for all Room Fees until the Termination Date of your Occupancy Agreement or the above criteria has been met. Where an early termination is approved, you will be required to pay an early termination fee as outlined in your Occupancy Agreement.

# Your Agreement with UniLodge @ UC

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## **Termination of an Occupancy Agreement by UniLodge**

UniLodge may terminate your Occupancy Agreement with immediate effect where the resident or their guests breaches the UC Student Code of Conduct, or takes any action which UniLodge believes to be reasonable justification for immediate eviction.



See clause 7 and 9 of  
your Occupancy  
Agreement for more  
details.

UniLodge may also terminate your Occupancy where:

- a) we have given you notice in writing of a breach of your Occupancy Agreement and you have failed to rectify that breach within 21 days of the date of Our notice.
- b) the Room becomes uninhabitable for reasons outside UniLodge's control including fire, flood or storm. We will endeavour to give You notice of up to 3 weeks where practicable in the circumstances
- c) with one week's notice if You fail to be confirmed as a Student or fail to meet the NRAS eligibility requirements
- d) with immediate effect if You fail to occupy the Room within 10 days after the Commencement Date; or
- e) with immediate effect if We reasonably form the view that You have permanently vacated the Room prior to the Termination Date without notice.

UniLodge may also come to a mutual agreement with you to terminate your Occupancy Agreement in consultation with you in response to extenuating circumstances. Any request by you to terminate your Occupancy prior to the Termination Date in your Occupancy Agreement remains subject to UniLodge acceptance.

You remain liable for payment of all Room Fees unless otherwise agreed to in writing by UniLodge or until your Termination Date as specified in your Occupancy Agreement.

## **One-off or sundry payments**

If you are required to make an alternate payment due to a missed or declined Direct Debit or to settle any Sundry charges owed to UniLodge @ UC, you may opt to make this payment to UniLodge via bank transfer or using an EFTPOS or Credit Card at reception. Please see reception staff for bank details.

A table of all sundry charges is included on the next page.

Please note: International transfers often incur bank fees deducted from the transfer amount. Speak with your banking institution to ensure that any fees payable are not deducted from the rental amounts you pay.

Payments using Credit Cards attract a 2.31% surcharge to the value of the transaction.

# Your Agreement with UniLodge @ UC

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**Table of Sundry Charges**

<b>Fee/Charge</b>	<b>Amount</b>
Facsimile, Printing and Photocopying	Services are available at reception and will be charged at a 'per-page' rate. Rates for each service can be found in the Resident Handbook.
Telephone Calls	Telephone calls are charged based on usage.
Late Payment	\$25 per instance
Afterhours Lock Out Fee	\$15.00 per afterhours lockout where the Residential Advisor needs to be called. Lock outs during reception hours are not charged
Direct Debit Dishonour Fee	\$30
Replacement of a Swipe Card/Key	\$10 per replacement
Replacement Lock/card reader.	\$ as determined by Us
Fines for Behaviour in breach of clause 7 of your Agreement	Up to \$550 (per instance)
Rubbish Removal	\$50.00 minimum charge applies for any rubbish that is not disposed of correctly inside the garbage rooms.
Room Move Fee	\$55 (a move within the Residence)
Residence Move fee	\$55 (a move between Residences)
Early Termination Fee	1 Weeks of Accommodation Fees
Cancellation Fee	1 Week of Accommodation Fees
Re-lease / Short Stay Fee	\$100
Departure Cleaning	\$105
Additional Departure Cleaning	As determined by Us
Costs of any Damage to the Apartment	As determined by Us
False Fire Alarms Triggered by You or Your guests	As determined by the Fire Brigade (minimum \$1463.00)
Late Check Out Fee	\$100 per day or part thereof after the Termination Date
Credit Card Surcharge	A 2.31% surcharge will be charged on all payments made via Credit Card.



## Direct Debit Schedule

2020

January						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



# Rights and Responsibilities

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## Rights and Responsibilities

### **Resident's Rights**

- Access to an apartment that is fit to live in, reasonably clean, and in reasonable state of repair.
- Quiet enjoyment of the premises.
- A reasonably secure environment.
- To request from UniLodge mediation regarding roommate or neighbour disputes.
- To have had access to the resident handbook prior to moving into UniLodge.
- To have the terms of your occupancy outlined in writing in your Occupancy Agreement.
- To know how and why the occupancy may be terminated, including how much notice is given prior to eviction.
- To have access to a complaint resolution process.

### **Resident's Responsibilities**

1. To uphold the UniLodge @ UC Code of Conduct by:
  - a. Adhering to the UC Student Code of Conduct.
  - b. Adhering to section “7 – Your Behaviour” of your Occupancy Agreement.
  - c. Following any rules in the Resident Handbook and any reasonable instruction given to the resident by UniLodge Staff, Fire Wardens or Emergency Services.
2. To follow the Terms of your Occupancy Agreement by:
  - a. Adhering to all terms as outlined in your Occupancy Agreement.
  - b. Rectifying any notices of breach issued to you by UniLodge.
3. To be aware of your rights under section “19 – Complaint Resolution Process” of your Occupancy Agreement and to notify UniLodge management of your complaint in a reasonable time frame
  - a. In most cases the Complaint Resolution Process will be a requirement prior to any Early Termination being considered by management.

# Rights and Responsibilities

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## **UniLodge @ UC Rights**

- To issue notices of breach to Residents who have breached the Occupancy Agreement.
- To enter the apartment on reasonable grounds to carry out inspections, repairs or for any other reasonable purpose.
- To maintain control over the property.
- To make rules with relation to eligibility criteria for Residents.
- To take any action outlined in the Occupancy Agreement in response to a breach by a resident.
- To provide alternate solutions prior to permitting Early Termination of an Occupancy Agreement.

## **UniLodge @ UC Responsibilities**

1. Ensuring the apartment is fit to live in, reasonably clean and in a reasonable state of repair by:
  - a. Providing the room to you in that condition at the commencement of your agreement.
  - b. Undertaking periodic room inspections and issuing notices of breach where the apartment has not been kept in that condition.
  - c. To undertake formal mediation between housemates and issue notices of breach where necessary to ensure an apartment is being kept in that condition.
  - d. To respond to maintenance requests within a reasonable time frame.
2. To follow the Terms of your Occupancy Agreement.
3. Provide a reasonable level of peace, comfort and privacy in the premises.
4. Ensure the premises are reasonably secure.
5. Ensure compliance with laws regarding the health and safety of persons using or entering the premises.
6. Maintain the premises and common property in good repair and keep common areas clean.
7. To be transparent when an Occupancy Agreement is terminated or a resident is evicted and to give reasonable notice and reason to that resident.
8. To provide the resident access to a complaint resolution process.

# Rules of Occupancy

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## Rules of Occupancy

These Rules form part of your Occupancy Agreement with UniLodge @ UC. Please read these Rules carefully, and if you have any questions or need a translator, please contact reception.

### **Eligibility of Residents**

All Residents must be enrolled to study in the ACT during their stay at UniLodge @ UC. Residents must also comply with the NRAS requirements and have given the correct documentation.

All residents must meet the NRAS eligibility criteria outlined in your offer letter and online at the below link. UniLodge may request information and documentation prior to, and periodically through the duration of your stay to assess your ongoing eligibility.

<https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme>

All Residents must be checked in at reception and sign an Occupancy Agreement. Residents must not sub-let the apartment under any circumstances. If anyone is found to be sub-letting, the person residing in the apartment may be asked to vacate and in some circumstances be evicted or fined for a breach of contract.

### **Immediate Eviction**

UniLodge @ UC Rules of Occupancy promote tolerance, courtesy and care for others and the different needs within the community. Management reserves the right to issue written warnings to residents whose behaviour is found to be unacceptable.

Residents who have received a warning and continue with unacceptable behaviour will be asked to leave immediately and be issued in writing an eviction notice. Immediate eviction may occur in the following circumstances:

- Carrying, using or distributing illegal drugs or other illegal substances;
- To be involved in the harassment of or discrimination against another Resident, staff member or person;
- To be involved in the sexual and/or physical assault of another Resident, staff member or person;
- To be involved in theft of another person's property;
- To continue to engage in unacceptable behaviour as described in the Occupancy Agreement or this handbook after Management has issued a warning.
- Any action which threatens to cause harm to another resident.

**Any behaviour which is against the law may also lead to eviction and the police being contacted.**

### **Instructions from staff**

Residents must comply with all reasonable instructions from UniLodge @ UC staff members.

# Rules of Occupancy

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## **Behaviour**

Residents must agree not to engage in any unacceptable behaviour. Unacceptable behaviour includes any action which unreasonably interferes with another resident's quiet enjoyment of the property, causes damage to the property or is in breach of the current UC student code of conduct.

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

Residents are expected to advise their guests of the expected behaviour while in the property. Visitors are bound by the Rules of Occupancy while visiting the property and any damages caused by your visitors will be your responsibility to rectify.

## **Noise Levels**

UniLodge enforces quiet hours between 10:00pm and 7:00am and a complete curfew on excessive noise during exam periods.

You are expected to ensure that the noise you make is reasonable and considerate of your room-mates and the wider community.

Residents are expected to be considerate of the needs of others. If you are disturbed by noise from other people, please be confident in your right to express your concerns in an appropriate manner to the people involved.

Should you feel uncomfortable talking directly to the people or if your request is ignored please call the Residential Advisor.

**If you have a noise complaint please contact the duty RA. We cannot assist unless we are notified.**

# Guests / Holidays

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## Guests / Holidays

### **General Guest Information**

Where UniLodge become aware of a subletting arrangement, UniLodge will instruct the guest to vacate immediately. Subletting is a breach of your Occupancy Agreement. It is sub-letting if your guest uses your apartment in exchange for money or in exchange for them paying money to UniLodge on your behalf.

Unregistered guests or guests who breach the behavioural expectations of our community will be instructed to depart immediately. Should they return to the lodge after having been instructed to leave, it will be considered trespass and may result in Security or Police being contacted.

UniLodge has the right to revoke a guest's right to be inside the Lodge at any time and for any reason.

### **Guest Behaviour**

All guests are expected to read the UniLodge @ UC handbook and comply with our Rules and with the UC student code of conduct. Any behaviour which would be unacceptable by a resident or UC Student is unacceptable for a guest and will result in the immediate expulsion of the guest from our properties.

### **Guests staying with you**

You are allowed to have guests stay with you periodically throughout the year. Guests are permitted for up to 4 nights with management approval.

If management has reason to believe that a guest's is residing permanently in your apartment, management may issue warnings or require the guest demonstrate that they have an alternate place of residence prior to their being allowed to stay as a guest at UniLodge.

### **Multishare Apartments**

If you are staying in a Multi-share Apartment, guests must stay within the Resident's room and not common lounge areas. All roommates must give permission and sign off on the Guest Form prior to the guest's arrival. Roommates may withdraw permission for the guest to stay in the apartment at any time and for any reason.

### **Guests while you are on holiday**

From the 1st of December to the 25th of January, residents are permitted to nominate a single guest to occupy their apartment. This guest must be registered with Reception prior to your departure from the Lodge.

If you do not register your guest prior to your departure from the Lodge, they will be instructed to vacate the apartment and the Lodge with immediate effect.

# Social Media Guidelines

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## Social Media Guidelines

UniLodge @ UC actively uses social media sites to build an online community. Our official UniLodge @ UC Facebook page allows prospective and current students, their families, alumni, staff and friends of UniLodge @ UC to share content, ideas and experiences, and find helpful information. We have unofficial, lodge specific Facebook pages which act as a platform to enable current residents to communicate with other residents residing in the same lodge as them, with ease. We invite you to use them to connect with UniLodge @ UC and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms, and also observe the following guidelines. UniLodge @ UC reserves the right to remove posts that don't comply.

These guidelines will grow and change as the social media networks themselves grow and change. Please contact your respective lodge via email if you believe these guidelines need to be changed, or additional guidelines added.

Please keep in mind if you have a question or concern regarding your stay at UniLodge the best way to receive feedback is by contacting our Reception team. For privacy reasons, UniLodge staff are generally unable to discuss individual accommodation related matters online through social media platforms.

### **General Guidelines**

- **Think before you post.** It is in your best interest to be mindful of your digital footprint. Would you want your parents or future boss to see what you have posted?
- **Be respectful.** Language or targeted comments which would be unacceptable offline is unacceptable online. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- **Don't be a bully.** Online bullying or targeting will not be tolerated. Residents who breach this code of conduct be it online or otherwise will be issued formal warnings and may face eviction.
- **Keep it relevant.** Think to yourself what is the purpose for my post or comment. Anything that is deemed irrelevant to the overall intended purpose of the social media sites will be removed.



# Offer of Accommodation

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## Offer of Accommodation

Your Application Processing Fee, Room move Fee (if applicable) Community Spirit Fee and Departure Cleaning Fee are non-refundable. Security Deposit and advanced occupancy fees can in some circumstances be partially or fully refundable.

In the event that you have fulfilled all obligations as defined by UniLodge @ UC but the offer of accommodation by UniLodge @ UC is withdrawn by us, or if UniLodge @ UC Management is unable to provide accommodation in accordance with our obligations UniLodge @ UC will provide a full refund to an account you have nominated in writing.

Always refer to your offer of accommodation. Your offer of accommodation may offer you a 'like but different' room should your preference be unavailable.

If after accepting the offer of accommodation and making a payment to secure your booking you decide to withdraw from your accommodation you must give at least 14 days written notice prior to the start date of your booking. Where 14 days' notice has been given, you will qualify for a full refund on the Security Deposit and occupancy fees only.

Where fewer than 14 days' notice is provided, you will incur a Cancellation Fee equivalent to 1 week's Occupancy Fees.

Where you request to withdraw from the accommodation on or after your booking's start date, you will incur a Cancellation Fee equivalent to 1 week's Occupancy Fees and will be liable for all Occupancy Fees until the apartment is successfully relet and another person takes up Occupancy of the apartment. Any remaining credits will be refundable.

In no circumstances is the Application Fee, Room Move Fee (if applicable), Departure Cleaning Fee or Community Spirit Fee refundable.

# UniLodge @ UC Complaints Process

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## UniLodge @ UC Complaints Process

UniLodge aims to resolve resident complaints in a transparent and fair manner. With respect to our privacy policy UniLodge will disclose to the complainant any requested information or documentation required to fully address the complaint.

Our objective in providing a complaints process is to allow our residents to air their grievances in a constructive manner with a focus on reaching a mutually acceptable solution. Where a mutually acceptable solution cannot be reached, UniLodge may refer to the resident handbook or to your Occupancy Agreement in response to your grievance.

UniLodge aims to reach resolution of the complaint in a reasonable time frame, with a focus on minimising any ongoing impact to the resident engaging in the complaints process.

**Step 1:** Contact the Customer Service Manager for your property. Explain your grievance and your desired outcome.

<b>CSM @ Weeden Lodge</b> <a href="mailto:csm.weeden@unilodge.com.au">csm.weeden@unilodge.com.au</a>	<b>CSM @ Cooper Lodge</b> <a href="mailto:csm.cooper@unilodge.com.au">csm.cooper@unilodge.com.au</a>	<b>CSM @ UC Lodge</b> <a href="mailto:csm.uclodge@unilodge.com.au">csm.uclodge@unilodge.com.au</a>
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The Customer Service Manager will respond to your complaint within 5 business days and may request to meet with the complainant as part of reaching a solution.

(Not resolved?)

**Step 2:** Contact the Property Manager – Operations via email and submit the details of your complaint in writing. The Property Manager – Operations will request a meeting to discuss the matter further.

Property Manager – Operations  
@unilodge.com.au

(Not resolved?)

**Step 3:** Where a matter cannot be resolved following the process, you are entitled to apply to the ACT Civil and Administrative Tribunal for resolution of the occupancy dispute.

It is important to remember that you have signed an Occupancy Agreement. An Occupancy Agreement differs from a Tenancy Agreement quite significantly.

# UniLodge @ UC Mediation Process

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## UniLodge @ UC Mediation Process

Living in a community as large as UniLodge @ UC can sometimes produce challenges that are difficult to address on your own. You might have a problem with a fellow resident or room-mate and may want mediation to help you resolve the issue. In most cases, problems can be resolved through informal discussions.

Here are the steps to follow if you need help to resolve a problem:

**Step 1:** Talk politely and openly to the other resident involved. Explain to them in a respectful way what it is that is causing you problems. You might ask your Residential Advisor for advice on what you could say or for them to help you express your concerns.

(Not resolved?)

**Step 2:** Request formal mediation to be facilitated by the Residential Life Manager between you and the other resident. The Residential Life Manager may take steps including formal warnings, scheduling additional room inspections or other action depending on the circumstances.

(Not resolved?)

**Step 3:** If formal mediation has been unsuccessful, you may contact the Residential Life Manager. We may take further action to resolve this issue.

Before initiating the formal resolution procedures, students should try to resolve the complaint directly with the person concerned. Students are encouraged to seek advice about how to resolve their complaint.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing living or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints. Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

# In Case of Emergencies

## In Case of Emergencies

Fire/floods/bomb threats/medical emergencies/intruders/black outs


Your apartment is equipped with a smoke and fire detector. Some apartments may also be fitted with a sprinkler head.

You will find your evacuation plan on your apartment door. In an emergency situation, you should evacuate as per your evacuation plan or as otherwise directed by Staff or emergency services. You are encouraged to familiarise yourself with the location of alarms, fire fighting equipment and emergency exits.

Please familiarise yourself with how to use a fire blanket and fire extinguisher by reading the info-graphs below and ensuring you know where they are located in your room. If you cannot put the fire out leave the room, close door and call 000 for help. Staying safe should be your number one priority!

**Call 000 immediately for any life-threatening emergency and the RA.**

### How to use a fire blanket

Light Duty: Suitable for burning clothing and small fires involving burning liquids.  
EXTINGUISHING ACTION : Smothering  
CLASSES OF FIRE  

**For a substance in flames**

**1** Pull tape down until blanket is Released.

**2** Open blanket fully ensuring the blanket protects your hands, place gently over flames to seal fire from air.

**3** Turn off power supply. Leave blanket over fire.

**For a person in flames**

**1** Pull tape down until blanket is Released.

**2** Open blanket fully ensuring the blanket protects your hands, wrap around the person to seal fire from air.

**3** Seek medical Assistance.

No Life Preserver Tel: Fax: 01 20 2041 9100  
Tel: 01 20 2041 9175  
Fax: 01 20 2041 9175  
Fire blanket Use Only

100% POLYESTER 2000g  
UNILODGE 2020  
www.unilodge.co

### OPERATING YOUR FIRE EXTINGUISHER



**P**ULL THE PIN



**A**IM AT THE BASE



**S**QUEEZE TRIGGER



**S**WEEP

**Remember:**

- Test extinguisher before approaching the fire
- Keep low & approach with the wind at your back
- Back away, watching for rekindle

# In Case of Emergencies

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## **What Can Cause A Fire?**

**Cooking Fires:** Cooking fires are a major cause of building fires. They are usually caused by cooking oil overheating (without someone to watch it), grease that has accumulated on the stove or range hood, and dish towels or pot holders left too close to burners. When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, fire blankets or use a fire extinguisher. Provide a safe place for dishtowels and pot holders away from the heat of the stove. Don't wear loose clothing while cooking and never reach across a burner.

**Furniture Fires:** Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or leaving a hot item on combustible material.

**Smoking and naked flames are not allowed at UniLodge @ UC. Residents found to be smoking or where there is reasonable evidence to indicate that smoking has occurred in the apartment will be fined.**

**Electrical Fires:** Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, replace immediately.

Please note: Australian standard power points are 240 volts – if you have brought appliances into Australia be aware that some countries use different voltage devices and using them in Australian sockets can damage the appliance and cause a fire hazard.

**Never use water on Electrical fires. Turn appliance off if safe to do so.**

# Tips for Fire Safety

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## Tips for Fire Safety

Note: Steam, dust and smoke can trigger fire alarms.

- If you are cooking and the smoke alarm goes off in your apartment, stop cooking, and immediately turn off the appliance at the wall.
- If the alarm sounds in your room, you have 2 minutes to clear the cause of the alarm before triggering the building alarm.
- When you are cooking - keep the door closed, open the windows and turn the room fan on if needed.
- Make sure your exhaust fan is on when cooking and make sure it's clean!
- When showering, turn the light/exhaust on and close the bathroom door. Please also close the door after you have stepped out of the shower whilst the steam dissipates.
- If there is smoke or steam filling your apartment, do not open your apartment door. This will automatically set off the fire alarm for the entire building, which will result in the Fire Brigade being called and sending the entire building into full evacuation.
- NEVER PUT OIL UNDER WATER.
- DO NOT SMOKE IN YOUR ROOM!

**Any charges related to Fire Brigade attendance are born by the resident responsible for triggering that alarm. The Brigade charges up to \$1463.00 but can charge more depending on the circumstances.**

Steam, dust and smoke can trigger our alarms. Be careful when using items such as irons, electric blankets, sprays, hairdryers and straighteners, aromatherapy supplies, heaters, or cooking equipment as these may trigger alarms. Residents are solely responsible for ensuring that any equipment they bring in does not present a fire hazard. Any breach of these rules may result in residents getting fines or an eviction.

You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building. Interfering with a smoke detector is a serious breach of your responsibilities. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in costs and fines being charge to residents. They may also serve as grounds for eviction. If you are caught tampering with a smoke detector in your room, apartment or anywhere else in the buildings there will be severe penalties, including heavy fines and possible eviction.

The smoke detector in your room is connected to the automated fire alarm system. The smoke detectors in corridors are connected directly to the Fire Control Panel, which relays to the Fire Brigade automatically.

**Do not tamper with or cover the smoke detectors or fire sprinklers – it is against the law. Fines up to \$1463.00 will apply.**



# Fire Alarm Procedure

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## Fire Alarm Procedure

If you have accidentally set off the Fire Alarm you should:

1. Evacuate immediately and close your door behind you if the apartment is unsafe due to fire or smoke, otherwise:
2. Phone reception or the RA to inform staff of alarm.
3. Ensure your Rangehood is on and the vent in your bathroom is running.
4. Fan smoke detector with a book or paper to disperse the smoke.
5. Continue fanning the smoke away from the detector until it stops beeping.
6. Note: You should always keep your door shut to contain the smoke or fire.

**Any charges related to Fire Brigade attendance are born by the resident responsible for triggering that alarm. The Brigade charges up to \$1463.00 but can charge more depending on the circumstances.**

Upon Fire Alarm

- Turn off all electrical/gas appliances
- Check your apartment for smoke and fire
- Close your apartment door and proceed to the nearest fire exit, checking for smoke and fire
- Assist any person (only if safe)
- Evacuate to assembly area – as directed and remain at assembly area and await further instruction
- Follow ALL directions from Emergency Services Personnel or UniLodge Fire Wardens or staff

**Do not use the lifts in any fire emergency, in case of an emergency dial 000.**

### **Personal Emergency Evacuation Plans**

Some residents may request or require a Personal Emergency Evacuation Plan due to a visual, hearing, mobility impairment or for any other reason. This may be a temporary arrangement due to an injury such as a broken leg, or it can be a more permanent arrangement.

Please contact management if you would like to put in place a Personal Emergency Evacuation Plan.

### **Personal Emergency Evacuation Plans**

If the alarm sounds please follow direct instruction from UniLodge staff. UniLodge staff will investigate and communicate feedback and instruction via the building loud speaker.

If you hear an alert tone “BEEP BEEP”, please remain calm and wait for instruction. You do not need to evacuate the building at this point, only get ready to evacuate.

If you hear the evacuation tone “WHOO WHOO”, or are instructed to evacuate, try to remain calm and make your way to the nearest FIRE EXIT and continue on to the Evacuation Muster Point unless otherwise directed by Emergency Personnel or UniLodge Fire Wardens.

# Fire Alarm Procedure

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## **Evacuation Assembly Location**

If you are instructed to evacuate, please assemble at the specified evacuation area;

- Cooper Lodge Assembly Point - Across Pantowora St in the grass area between The Coffee Grounds Cafe and Building 25.
- UC Lodge Assembly Point - Across Pantowora St in the grass area between The Coffee Grounds Cafe and Building 25.
- Weeden Lodge Assembly Point – Across Chandler St in the grass area next to Chatterbox Cafe.

## **Fire Sprinklers & Detectors**

If you are instructed to evacuate, please assemble at the specified evacuation area;

- The smoke detectors and fire sprinklers are connected to a fully automatic fire alarm.
- Any interference with any smoke detector or fire sprinkler is a serious breach and will incur severe penalties and will put everyone else in the building at risk.
- Do not touch the smoke detectors or fire sprinklers.
- Do not hang any item on any sprinkler device.

Touching the fire sprinkler may cause the sprinkler to activate sending hundreds of litres of water into the area, which will flood your apartment and those below. Severe damage costs will be imposed on any person who damages a fire sprinkler.

## **Preventing Fire Hazards**

As a resident you must not partake in any act or behaviour that will promote hazard to yourself or someone else. This includes, but is not limited to – preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare or interfering with any fire safety notice or equipment. It is a serious offence to block a fire exit, should any resident be caught obstructing any fire exit they may face eviction and charges.

# Quick Contacts and Local Information

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## Quick Contacts and Local Information

### Medical & Emergency Services

Police, Fire Ambulance: 000  
Crime Stoppers: 1800 333 000  
Poison Information Centre: 13 11 26  
UC Medical & Counselling: 02 6201 2351

### Building Contacts

Cooper Lodge Reception  
T: (02) 6109 4200  
E: uc.cooper@unilodge.com.au

UC Lodge Reception  
T: (02) 6110 4000  
E: uc.uclodge@unilodge.com.au

Weeden Lodge Reception  
T: (02) 6113 5000  
E: uc.weeden@unilodge.com.au

### Management Team

#### Customer Service Managers

Cooper Lodge  
T: (02) 6109 4200  
E: csm.cooper@unilodge.com.au

UC Lodge  
T: (02) 6110 4000  
E: csm.uclodge@unilodge.com.au

Weeden Lodge  
T: (02) 6113 5000  
E: csm.weeden@unilodge.com.au

#### Residential Life Manager

T: (02) 6109 4200  
E: reslifemgr.uc@unilodge.com.au

#### Property Manager - Operations

T: (02) 6109 4200  
E: jenny.chu@unilodge.com.au

#### General Manager

T: (02) 6110 4000  
E: dale.brosnahan@unilodge.com.au

### Pastoral Care

Emergency Services  
T: 000

UC Crisis Line  
T: 1300 271 790

Lifeline  
T: 13 11 14

Access Mental Health  
T: 1800 629 354

### Residential Advisor

Cooper Lodge  
T: (02) 6109 4200 then press 0 when prompted  
M: 0438 453 197

UC Lodge  
T: (02) 6110 4000 then press 0 when prompted  
M: 0466 502 602

Weeden Lodge  
T: (02) 6113 5000 then press 0 when prompted  
M: 0403 794 167