THE UNIVERSITY OF MELBOURNE

RESIDENT HANDBOOK 2020

UNIVERSITY APARTMENTS

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1 WELCOME TO UNIVERSITY APARTMENTS

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

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

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

Our Multicultural Vision

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

Here at University Apartments, we want to ensure everyone:

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

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

We trust you will enjoy your stay!

University Apartments Residential Team

The University of Melbourne

2 SETTLING IN

We are here to help you!

Many students experience ‘culture shock’ when arriving in Australia or once they begin their studies at the University.

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

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

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

3 PASTORAL CARE

The University of Melbourne is providing dedicated community-based support to help you in your new home environment. One of the big advantages of living in a community is that there is always someone around to help. Do not keep your worries to yourself – Please feel free to come and speak to one of our friendly staff members, who will endeavour to help you resolve the problem. Rest assured that any conversation you have will be kept strictly confidential.

New residents may have trouble adjusting to:

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

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

Anyone affected by serious illness, whether physical or mental, an accident or the death of an individual close to them should speak should talk to the Residential Life Manager or Hall Manager. We may suggest you seek further support from the University's Wellbeing Services, their details can be found at the back of this handbook.

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

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

3.1 Academic Support

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

As a resident you may experience differing levels of stress, particularly around examination time. We are here to provide a supportive environment in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be respectful of other residents' study habits.**

3.2 Residential Life Program

3.2.1 What is the Residential Life Program?

The Residential Life Program is an integrated, contemporary, experience-based program for our residents and is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents. This program is managed by the Residential Life Manager and the Residential Assistants with support from the customer service staff and the Hall Manager.

It offers a balanced program of activities that supports resident life across many different aspects such as:

- Standard of living and quality of life.
- Mental and physical health.
- Academic and personal achievements.
- Social and sporting; personal and social relationships.
- Safety and security, and;
- Cultural and community connectivity

3.2.2 What kind of activities are included?

- Socially responsible activities such as getting residents involved in volunteering or raising funds for a charity in need, or participation in worthwhile community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Excursions to museums, markets, festivals, and activities such as indoor rock-climbing and cycling adventures.
- Educational and special interest forums, seminars and focus groups.
- Life skills workshops covering important topics such as budgeting, interview skills, and resume writing.
- Games and movies nights.
- International parties and cultural activities.

3.2.3 Attending Events

Attending and signing up for events is easy and all happens through the Lisa Bellear House Instagram page - @lisabellearhouse. Our customer service staff at the Lisa Bellear House reception can assist with any questions you may have.

3.3 Communal Living

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

Step 1: If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.

Step 2: If you feel that you are unable to come up with a suitable solution you can call the Residential Assistant to discuss your problem. If needed, the Residential Assistant will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.

Step 3: If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager or the Hall Manager for further assistance with dealing with the matter

3.4 Financial Issues

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

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

3.5 Personal Issues

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

3.6 Privacy

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

3.7 Bullying, Sexual Harassment/Assault and Discrimination

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

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

The *Equal Opportunity Act 2010 (VIC)* makes discrimination unlawful based on a person's **gender, race, age, sexual preference, religion, political beliefs or activities.**

Bullying involves repeated unreasonable behaviour that may victimise, humiliate, intimidate or threaten another person. Examples include: behaving aggressively, teasing or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Sexual harassment includes the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where a reasonable person would have anticipated that the conduct would offend, humiliate or intimate another person:

- unsolicited acts of physical intimacy.
- unsolicited demands or requests (whether directly or by implication) for sexual favours.
- a remark with sexual connotations relating to another person.
- engaging in any other unwelcome conduct of a sexual nature directed at another person

We are committed to providing a respectful and safe place to study and live, and students are reminded of their obligations under the University's Student Conduct Policy.

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

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

If you think you have been subjected to bullying, sexual harassment or assault, or discrimination please contact the Residential Life Manager if your concern relates to University Apartments. The Safer Community Program can also be contacted for support and guidance if preferred.

3.8 Social Support

The Residential Team at University Apartments will organise the Residential Life Program throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and other residents within the building. Participating in the organised social events will help you to make friends and develop long lasting relationships that will enrich your experiences here at University Apartments and your time spent as students.

3.9 Occupational Health and Safety

Under the *Occupational Health and Safety Act 2004,* University Apartments is recognised as a workplace, and as such staff and residents alike are responsible for maintaining a safe and secure environment at all times. As a resident, you must not directly cause or contribute towards an accident; for example, preventing easy access or exit to or from the building by leaving belongings or rubbish in entrances or interfering with any fire safety notices or equipment.

3.10 Complaints

Life in a community can sometimes throw challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by management. If you do come across some difficulty in your life at University Apartments, do not hesitate to raise it with the Residential Life Manager. In most cases, problems can be resolved through informal enquiries and discussions.

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

Step 1 - Talk politely and openly to the person involved.
Step 2 - Inform the person that you will take the matter to University Apartments management.
Step 3 - Inform management of the complaint, and they will work with you to resolve the issue.

If the University Apartments Residential Team make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you are able to have the decision reviewed by the Hall Manager. An appointment to speak with the Hall Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the Hall Manager is not appropriate, the matter may be considered by the Academic Registrar. Details on student complaints and grievances can be found here:

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

4 RIGHTS AND RESPONSIBILITIES

4.1 Resident Rights

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

4.2 Management Rights

a) To send Remedy of Breach notices to residents who break the terms or conditions of the Accommodation Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
b) To issue Remedy of Breach notices to residents defaulting on their accommodation fee payments, and to send a Notice to Leave if not remedied.
c) To inspect the condition of the property at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
d) Request ID from residents.

4.3 Resident Responsibilities

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

4.4 Management Responsibilities

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

5 YOUR AGREEMENT WITH US

5.1 Security Deposit

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

5.2 Condition Report

At the commencement of your Accommodation Agreement, you will be issued with a Condition Report that is to be completed and signed by you and a representative of University Apartments. The Condition Report describes the current state of the apartment and is accompanied by photographic evidence. If you find anything that is contrary to what is described in the Condition Report, you must make a note of it next to the relevant section. It is important for you to complete and return your Condition Report as it will be used at the end of your Accommodation Agreement to assess any damage to the apartment, its furniture and equipment.

The completed Condition Report must be **returned to the office within 2 business days** of you receiving the report. Failure to do so will result in the original Condition Report issued to you at the start of your agreement forming the basis for any security deposit claims at the end of your agreement.

5.3 Termination of Agreement

An Accommodation Agreement may be terminated if:

a) The resident fails to pay the accommodation fee by the due date and all notices to remedy have not been satisfied.
b) The behaviour of a resident is deemed "unacceptable" by management (as defined by the Accommodation Agreement).
c) The resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

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

5.4 Eviction

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

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

a) Carrying, using or distributing illegal drugs or other illegal substances.
b) Harassment, abuse or discrimination of another resident, staff member or person.
c) Sexual/physical abuse of another resident, staff member or person.
d) Theft of another person's property.
e) Significant interference with the peace, comfort or privacy of another resident or staff member.
f) Smoking within an apartment or in any other area of the building
g) Tampering with or removal of the smoke detector in their apartment.

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

6 RULES OF RESIDENCY

6.1 Eligibility of Residents

- Must be a current student of the University of Melbourne
- All residents must sign an Accommodation Agreement
- Children are not permitted to reside at University Apartments
- Residents must not sub-let the apartment under any circumstances

6.2 Building Security

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

6.2.1 Keys

When you check in to University Apartments you will be issued with a key to your apartment, your mailbox, and a fob to gain access to the building. this card will give you access to:

Keys should always be carried by residents when leaving the apartment and must not be given to any other person. Should you lock yourself out of your apartment and/or room during business hours please contact Lisa Bellear House reception and they will assist you. You will then need to travel to Lisa Bellear House to pick up a spare set of keys. Once you have retrieved your original keys you will need to deposit your spare set in the mailbox labelled "Building Manager". If you lock yourself out after-hours, call the on duty Residential Assistant on +61 447 205 197. Please note that a $10 fee is applicable in this instance. If you lose your keys, the charge for a replacement set is detailed below:

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

Should you lose your keys or be locked out of your apartment, you must contact a University Apartments staff member immediately.

6.2.2 Identification

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

6.2.3 Access to Apartments/Bedrooms

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

6.3 Behaviour

Residents must agree to abide by the code of behaviour which is captured throughout this handbook. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Breaches of the code of behaviour will be dealt with by management. Repeated breaches may

amount to “unacceptable behaviour” and constitute grounds for early termination of your Accommodation Agreement; you will still be responsible for payment of your accommodation fees until the apartment is reoccupied. A single finding of “unacceptable behaviour” may result in the termination of your Accommodation Agreement without prior warning (**see 5.4 Eviction**).

6.4 Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own apartment. You are **NOT** permitted to consume alcohol in common areas, which will be monitored by staff after hours.

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

6.5 Smoking

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

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

6.6 Drugs/Illicit Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction. If you are concerned you are becoming addicted to drugs, or know somebody in the building who is, please speak to management. We are here to assist in every way possible and can put you in touch with services to assist you.

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

6.7 Gambling

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

6.8 Noise Complaints

Residents have the right to quiet enjoyment of their apartment and surrounds. As a rule, noise must always be kept to a minimum, especially from 10pm, or during SWOTVAC (Study Without Teaching Vacation) and exam periods. If you are disturbed by noise, speak to the resident making the noise and ask that they desist. If they do not, or if you do not feel comfortable asking, speak to reception if during business hours (or the on duty Residential Assistant if after hours) immediately so the matter can be investigated. Noise complaints are monitored by management; repeat offenders will be liable to disciplinary action.

6.9 Children

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

6.10 Pets

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

6.11 Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their bedroom/apartment. Apartments will also be inspected randomly, after due notice is given, for faults or damage.

6.12 Common Property

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

6.13 Furniture and Equipment

The installation of other furniture into a resident's apartment is <u>not</u> permitted unless a written application is submitted to and approved by University Apartments management. Every request will be looked at separately depending on the size of the apartment and furniture required.

6.14 Cooking

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

6.15 Holidays

If you intend to leave your apartment for more than one night, please ensure you advise reception and complete the online Holiday Form. The University Apartments team will note this on your file should we need to contact you in an emergency. Please note if you are away over a period where accommodation fees are due, it is your responsibility to ensure that your accommodation fees have been prepaid. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all accommodation fee payments prior to going on holiday.

6.16 Overnight Guests

Residents may have a guest stay overnight for a maximum stay of three consecutive nights. Residents must complete a Guest Form either online or at reception that includes the guest's details and the length of their stay. Management reserves the right to withdraw permission for overnight guests at any time. Guests must be over the ages of 18 to stay overnight at University Apartments.

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

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

- An online Guest Form must be completed by the resident
- A guest must always be accompanied by a resident.
- A guest cannot stay more than three consecutive nights.

Failure to follow this process will render the resident liable to disciplinary action. Residents must ensure that their guests comply with the Rules of Residency and reasonable directions given to them by management. If requested to do so by management, a guest must leave the building immediately.

6.17 Lockouts

A lockout fee of $10 will apply should you lock yourself out of your apartment or the building and require a University Apartments staff member to provide you access after-hours. If you have lost your keys, you will be issued with a new set and a fee will be charged.

6.18 Requests by Staff

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

7 REFUND POLICY

7.1 Security Deposit and Four-Week Advance

7.1.1 No Refund

- In the event a resident is evicted, the resident will not be eligible for refund of any accommodation fees paid until an acceptable Applicant is found that suits the eligibility criteria for living at University Apartments and takes up their Accommodation Agreement.
- At the end of the Accommodation Agreement, where damage has been caused to University Apartments property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed and the resident will remain liable for any additional costs.
- Where a resident breaks an Accommodation Agreement without cause, the resident is not eligible for any refund of advanced accommodation fee until another resident is found.

7.1.2 Partial Refund

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

7.1.3 Total Refund

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

7.2 Breaking Accommodation Agreement

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

If the resident wishes to terminate the Accommodation Agreement before the end date the resident must notify University Apartments Residential Team in writing of their intention to terminate their

Accommodation Agreement, giving University Apartments Residential Team no less than 28 days' notice and continue to pay the accommodation fee until the earlier of:

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

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

Under extenuating circumstances management can reduce the notice period or fees associated with termination of an Accommodation Agreement.

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

- Continue to pay the accommodation fees as per the agreement until the apartment is re-let. We will refund any monies owed to you when the apartment is reoccupied.
- Find another suitable person to take over your apartment so there is a continuation of payments for the room.
- In all cases the apartment must still be returned to the same standard that it was in at the commencement of the Accommodation Agreement.

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

8 ARRIVAL

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

Upon check in, if you have not already, you will receive the following items:

- A set of keys to the building, your apartment and your mailbox
- A copy of the Condition Report for your apartment
- A copy of the Accommodation Agreement
- A copy of the Resident Handbook
- A calendar of the scheduled due dates for accommodation fees
- A Consent to Release Imaging Form

Within 5 days of arrival, you will also be required to make an appointment to attend a compulsory induction session. Induction provides an overview of important information related to your residency, as well as everything you need to know about living at University Apartments.

8.1 All-In-One Essentials Pack

As a resident of University Apartments, you don't have to worry about bringing sheets, pillows, pots or pans, and electrical appliances with you – the All in One Essential pack is a fabulous way to ensure that everything you need is sitting ready and waiting when you arrive. Items are available for purchase throughout your stay with us. Please visit reception or email us for more information.

9 FACILITIES ONSITE AND NEARBY

9.1 Reception/After-Hours Staff

Our reception staff are located at Lisa Bellear House and will not only assist with questions and queries regarding the property, but also have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are 10am – 6pm Monday - Sunday. Staff can be contacted by phone on +61 3 9109 0900 or by email at uni-apartments@unimelb.edu.au. Outside of these hours you can reach the Residential Assistant, who is on call to assist you, by phone on +61 447 205 197. You can call the Residential Assistant for assistance with lockouts, noise complaints and urgent maintenance.

9.2 Mail/Parcels

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

If you wish to order a parcel, please order it to Lisa Bellear House (see address below) and make sure to have your name on the parcel. You will be notified once the parcel has arrived at Lisa Bellear House, be given a reference number and asked to collect the parcel from the office there.

Resident Name
Lisa Bellear House
303 Royal Parade
Parkville VIC 3052 Australia

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

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

9.3 Resident Lounges

The resident lounges contain a large flat screen TV and lounge chairs. Please show consideration to other residents by ensuring these areas are always kept clean and tidy.

9.4 Bicycle Storage

Bicycle racks are located on every floor within the building except the lobby.

To preserve carpets and other fittings and fixtures, bicycles are not to be brought into any of the apartments or to be stored on any part of the common property within the building. Transgressions will lead to bikes being removed; any locks or mechanisms securing the bike will be removed at the expense of the resident.

9.5 Laundry

Laundry facilities are located in your apartment and you are provided with a washer/dryer. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact the Lisa Bellear House reception.

9.6 Rubbish Disposal

Please empty your rubbish into the rubbish chutes which are located on each level. This should be done on a regular basis to avoid pests inhabiting our premises. If your items are too big to fit in the chute, please do not block them. The rubbish and recycling bins are located at the back on the building by the basketball court.

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

9.7 Utilities

Utilities (water, electricity, gas, and internet) are included as part of your accommodation fees, however we encourage residents to be mindful of their consumption.

9.8 Transport

The property has great access to public transport, with the 19 tram travelling directly into Melbourne's CBD stopping just minutes from the building. For those looking to explore Melbourne by train, the Royal Park train station on the Upfield line is only 10 minutes away, connecting residents with greater rail networks, such as Southern Cross and Flinders Station.

9.9 Shopping

Barkly Square Shopping Centre is only a 15-minute walk north of the property or four stops on the 19 tram, with a great selection of supermarkets, outlet stores, takeaways, and cafés, continuing all the way along Sydney Road. With Melbourne's café culture, you will never have to walk far to find somewhere to eat.

9.10 Sporting Facilities

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

• 850m^2 strength and fitnessgym • Indoor heated 25m lap pool • Personal training studio • Cycling studio • Cardio box studio • Massage and physiotherapy clinic • 2 multi-purpose stadiums • Group fitness classes • International standard athletics track • Synthetic hockey pitch	• Synthetic hockey pitch • Club style changing rooms • 2 BBQ's • 4 squash courts • 4 tennis courts • Netball/basketball court • Cricket and baseball training nets • Function spaces • Multiple ovals and playing fields

For more information please visit the Melbourne University Sport webpage.

10 CONTACT DETAILS

10.1 Property Phone Number

University Apartments does not have a phone number, our staff are located at Lisa Bellear House and can be contacted by phone on +61 3 9109 0900 between 10am and 6pm Monday-Sunday.

10.2 Property Address

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

Resident Full Name **University Apartments** **(Apartment Number) / 223 Berkeley Street,** **Melbourne VIC 3000 Australia**

Parcels sent to you should be addressed to Lisa Bellear House (**see section 9.2**).

10.3 Emergency Contacts

If you find yourself in an emergency that requires either the police, fire brigade or an ambulance please call 000. For all other emergencies please call the Lisa Bellear House reception on +61 3 9109 0900 during office hours, or the on-duty Residential Assistant on +61 447 205 197 if after hours.

11 COMMUNICATIONS

11.1 Telephones/Emergency Telephones

There are no landline telephones provided within the apartments.

11.2 Internet

The internet at the property is only available for use by residents of University Apartments. Internet access is available wirelessly throughout the interior of the building and selected areas externally. When you check-in to University Apartments you will be provided with the credentials necessary to access the network

Internet Customer Service Details

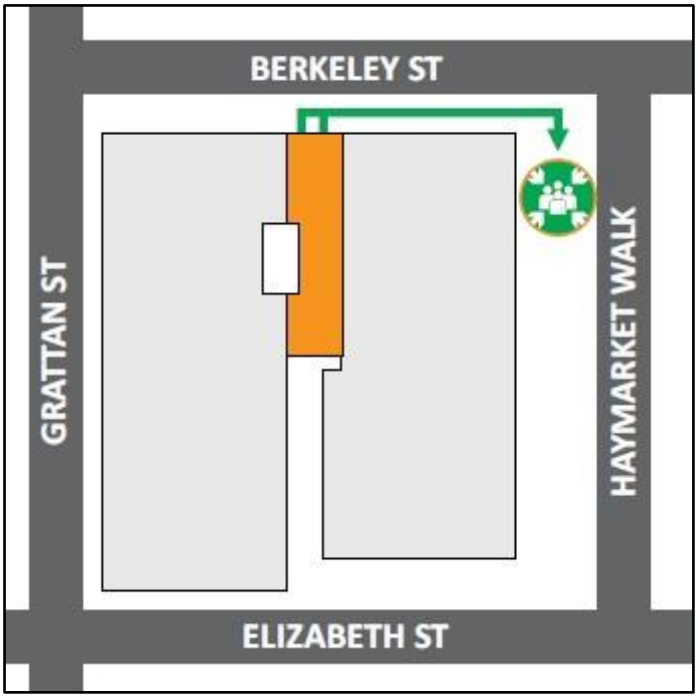
Phone	+61 3 9109 0900	Critical issues and advice
Email	uni-apartments@unimelb.edu.au	Non-urgent requests andqueries

12 EMERGENCY PROCEDURES

The University Apartments Residential Team will provide residents with emergency assistance in the event of:

- Personal, physical or psychological emergencies (e.g. theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition).
- Building infrastructure emergencies (e.g. fire or storm damage).
- Maintenance emergencies (e.g. loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows).
- Residency rule breaches (e.g. excessive noise, trespassing, other disturbances).
- Lockouts – where a resident locks themselves out or misplaces their swipe card.

12.1 Evacuation – Assembly Location



If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to ground level. Please assemble on the footpath at Haymarket Walk which is located to the right as you exit University Apartments from the front and await further instructions from University Apartments staff. Do not re-enter the building until the all clear is given from University Apartments staff or members of the Metropolitan Fire Brigade.

12.2 Fire Sprinklers and Detectors

It is important that you **DO NOT ATTEMPT TO TOUCH, OR TAMPER WITH, THE SMOKE DETECTORS AND SPRINKLERS**. Covering or attempting to remove the smoke detector in your room may cause a system fault and/or a false alarm as they are connected to the main fire alarm system. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade has within its powers to levy fines and commence prosecutions, the cost of which can exceed $3,000. You may also be responsible for the cost of repairs to the system that this damage may cause. Touching the

sprinkler head may result in the fire suppression system being activated causing hundreds of litres of water to flow into your apartment, which will flood not only your apartment but also those below. The costs for any damages incurred will be imposed upon the responsible resident.

In the event of excessive cooking fumes in your apartment that cause your alarm to activate please **DO NOT OPEN YOUR FRONT DOOR.** Smoke travelling from your apartment into hallways will trigger an automatic call to the Metropolitan Fire Brigade. Please ensure that you use your rangehood (the extraction fan above your cooktop), remove any cooking from the cooktop, open your windows and fan the fumes away from your smoke detector until the alarm ceases. You have five minutes to clear the fumes from your apartment before the Metropolitan Fire Brigade is automatically called. If the Metropolitan Fire Brigade is called, you may be liable for the callout fee which can exceed $3,000.

12.3 In Event of Fire

- Assist any person in immediate danger if safe to do so.
- Close doors to stop oxygen fuelling the fire.
- Call the Metropolitan Fire Brigade on 000.
- Attempt to put out the fire if it is safe and within your capacity to do so.
- Evacuate to assembly area using the stairs, not the lift, and assist anyone who may require it.
- Remain at assembly area and await roll call and direction from staff that it is safe to re-enter the building

13 HEALTH, WELLBEING AND STUDENT SUPPORT

13.1 First Aid

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

13.2 University of Melbourne Health Services

Dentist	Doctor
Melbourne Dental Clinic 723 Swanston Street Carlton. VIC 3010 https://dental.unimelb.edu.au/dental-clinic#contact 03 9035 8402 Monday – Friday: 8.30am – 5.00pm Saturday & Sunday: Closed	University of Melbourne Health Service 138-146 Cardigan Street Carlton. VIC 3053 https://services.unimelb.edu.au/health/home 03 8344 6904 Monday – Friday: 8.45am – 5.00pm Saturday & Sunday: Closed

13.3 Local Health Services

Hospital – Public	Hospital – Private
The Royal Melbourne Hospital 300 Grattan St Parkville VIC 3050 (1.6km, 9 minutes by tram) 03 9342 7000 https://www.thermh.org.au/ Open 24/7	Melbourne Private Hospital Royal Parade Parkville VIC 3052 (1.6km, 9 minutes by tram) 03 8341 3400 http://www.melbourneprivatehospital.com.au/ Monday – Friday: 6:30am – 9:00pm Saturday & Sunday: 8:00am – 8:00pm

In case of an emergency dial 000

13.4 Counselling and Psychological Services

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

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

Further information on the service and how to make an appointment can be found at this link: https://services.unimelb.edu.au/counsel

13.5 Safer Community Program

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

The Safer Community Program can be contacted by phone on +61 3 9035 8675 or by email at: safer-community@unimelb.edu.au

More details can be found at this link: https://safercommunity.unimelb.edu.au/

13.6 Financial Aid

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

Further details can be found at this link: https://services.unimelb.edu.au/finaid

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

14 CARING FOR YOUR APARTMENT

14.1 Compulsory Departure Cleaning

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

14.2 Maintaining and cleaning your apartment

14.2.1 Walls

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

14.2.2 Glass

Please note the following suggested points for the care and maintenance of the glass in your apartment, this includes the windows, bathroom fixtures, cooktop, and kitchen splashback.

WHAT NOT TO DO

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

14.2.3 Mirrors

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

14.2.4 Joinery Items

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

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

14.2.5 Tiled Surfaces

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

14.2.6 Removal of Stains

Do not use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used.

14.3 Fixtures and equipment

You, your family and guests must not tamper with or interfere with the correct operation of any University supplied equipment or fittings in the building. This includes, without limitation, any locks, windows and door fittings. You will be responsible for the costs of any repairs to any of these things resulting directly or indirectly from any tampering or interference. Residents are asked not to remove from their apartment any item or equipment that has been provided by University Apartments.

14.3.1 Smoke Detector/Sprinklers/PA System

As described in the Emergency Procedures section previously, your apartment has been installed with a fire detection and suppression system. Generally, smoke alarms and sprinklers are located on the ceiling in the living/bedroom areas. Smoke alarms are connected to a 240V power supply via your apartment switchboard. If you attempt to tamper with, cover or remove your smoke alarm or sprinklers you are liable to be fined more than $3,000 by Metropolitan Fire Brigade.

14.3.2 Heating and Cooling

Each apartment is outfitted with either a reverse-cycle air-conditioner or a wall mounted heater. **Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.**

14.3.3 Rangehood

Every apartment is outfitted with a rangehood above the cooktop. It is important that whenever you are cooking in your apartment that the rangehood is turned on. To do this simply pull the rangehood out towards you and turn it on using the control switches on the underside.

14.3.4 Cooktop

Every apartment is outfitted with a two or four burner glass induction cooktop that is connected to a 240V single-phase power supply. When cooking please ensure that you are using the rangehood to extract cooking fumes from the apartment and try to avoid using low-flashpoint oils such as olive oil, as they will create excessive smoke especially at higher temperatures. High-flashpoint oils such as vegetable or canola oil are recommended. When you are done cooking, after the cooktop has cooled down make sure that you wipe off any oil or spilled food to keep the unit clean. Please be careful when placing pots and pans on the unit as carelessness can cause the unit to crack, additionally, do not place cold objects onto a hot cooktop or hot objects onto a cold cooktop as it can also cause thermal cracking. **Do not leave cooking unattended as it is a smoke and fire risk.**

14.3.5 Microwave

Your apartment is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. When using the microwave, it is highly recommended that you cover any food that you cook inside of it to avoid spattering. If you do create a mess after use you should wipe the interior with a clean, damp cloth.

14.3.6 Clothes Washer/Dryer

Your apartment has a combined washer/dryer located in the bathroom. It is connected to a 240V single-phase electric power supply. Please ensure that is connected on arrival and that the hot and cold-water pipe connections are secure. Avoid overloading the machine and use on liquid detergent.

14.3.7 Refrigerator

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

14.3.8 Study desk and chair

In your bedroom you will have a study desk and chair

14.3.9 Blinds

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

14.4 Maintenance

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

1. Identify the problem and be prepared to give details, it is helpful if you take a photo or a video of the issue before proceeding to report it.
2. Contact the customer service staff at reception and inform them of the issue, if possible, also show the staff the photos or videos of the issue as this will assist them when reporting the issue to the maintenance team.
3. Please advise the customer service staff if you would like to be present when the contractors attend to your issue, or if you would like to be given notice of when they will be attending.

15 PAYMENTS

15.1 Accommodation Fees

Accommodation fees to be paid as per the Accommodation Agreement and must always be in advance. Payments can be made in the following way:

- Fortnightly bank transfer (per agreed schedule dates)
- One lump sum payment for the upcoming semester

All payments are accepted in $AUD only, the University does not take responsibility for any transfer fees incurred with transferring money from overseas institutions

Bank Account Details

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

Please use your name as a reference and provide reception with the receipt. We recommend setting up automatic payments through your financial institution to avoid late payment of fees.

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

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

15.2 Sundry Charges

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

15.3 Repairs

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

16 SECURITY

16.1 Insurance and Security for Your Apartment

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

16.2 Intruders

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

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

- University Apartments has 24-hour video surveillance.
- Do not show any person to a resident's apartment or tell them where they live - the resident concerned may not wish to see the visitor.
- Tell the visitor to call the person to come and collect them.
- Do not open the front entrydoor for non-residents.