

**UniLodge**

ON LONSDALE

*Where I want to be*

# RESIDENT HANDBOOK

39 Lonsdale Street Melbourne VIC 3000

Dear Resident/s,

You are now an official Resident of UniLodge on Lonsdale. We trust your stay here will be both enjoyable and productive.

UniLodge strives to develop an atmosphere that provides students with the greatest opportunity to maximize their success, enjoyment and experience from their time studying.

All the members of the UniLodge team understand that you are here not only enjoy yourself but also to study and at times you will be under pressure to complete assignments and revise for exams, therefore the Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all Residents can have both enjoyable and successful stay.

Most of the issues in the Residential Handbook are based on common sense and much of the content will already have been explained when you check-in. It is also important to remember that all the regulations are designed for your comfort, safety and security.

We hope that this handbook will prove useful in answering any questions you may have and in assisting with common issues that may occur.

And remember, everyone on the UniLodge team are here to help you settle in and feel at home throughout your stay so always feel free to come and have a chat with any member of staff.

## Contact Details

### Receiving Mail

#### Your postal address is:

(Your Name)

UniLodge on Lonsdale

(Your Room Number) /39 Lonsdale Street,

MELBOURNE VIC 3000

All mail will be delivered to the letterboxes with your room number and can be collected 24/7.

For parcel/packages, you will receive a parcel slip and come to our reception to collect with your ID during our business hours.

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

The closest Australia Post Office is located in Ground Floor 111 Bourke Street, Melbourne VIC 3000, 5 minutes walk near the corner of Exhibition Street and Bourke Street.

## Your onsite UniLodge on Lonsdale team!

**UniLodge Office Phone Number**

03 8102 7499

**After Hours Care Taker Contact Number**

0400 090 208

(Mon – Fri 5:00pm to 8:30am, Weekend and public Holiday 24 hours on call)

**Reception Hours**

Monday to Friday

8:30am to 5:00pm

Saturday & Sunday

Closed

**Emergency (Police, Fire, Ambulance)**

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## Settling In

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

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

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in student activities and events, so that you will make new friends and begin to feel more ‘at home’.

There are many different nationalities represented at UniLodge. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after hour’s assistance we have a caretaker on site that can help you with security problems and/or emergency issues relating to your room/apartment.

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

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

**In order to assist students, the student handbook has simplified the rules of the body corporate. For a more detailed and comprehensive look at these rules, please refer to the confirmation email or please ask the reception.**

**Please note that it is your responsibility to read the student handbook and understand the rules of occupancy. Ignorance is not an excuse!**

**We hope that you enjoy your stay here at UniLodge on Lonsdale! If you have any questions, please do not hesitate to see reception or email us and we will assist you in any way that we can.**

## Student Life










### Connecting students with life

Connecting you to services, people and places is just one of the important roles with play here at UniLodge, so whether you want to connect with other students, the local community or just know the best places to ‘hang out’ we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

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

As a new Resident you may experience difficulty adjusting to:

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

## OUR STAFF

No matter what your enquiry, question or requirement our staff are here to assist and help you wherever they can.

Our caretaker can help with urgent maintenance after business hours. Please feel free to pop by reception and we will be happy to give you the information you need.









Anyone affected by illness, accident or death of a relative, should talk to the Property Manager at Reception. If necessary, we can connect you to the appropriate counsellors for further support.

## SOCIAL SUPPORT

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

## GET TO KNOW YOUR NEIGHBOURS

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

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

## PERSONAL PROBLEMS

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

## FINANCIAL PROBLEMS

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

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur, but you need to let us know and we can discuss it. Email [csm.lonsdale@unildoge.com.au](mailto:csm.lonsdale@unildoge.com.au), therefore we can discuss this matter to the landlord(s) promptly.

## COMMUNITY SPIRIT PROGRAM

To keep up to date with Community Spirit event visit the events calendar on our Facebook page

We will have information about upcoming events and any other relevant news!

It is also a great way to communicate and meet with your new friends you have met through our community spirit program.



[On Lonsdale - Facebook Page](#)



## YOUR SHOP



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

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

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

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

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



## **RULES OF OCCUPANCY**

This handbook contains the Rules of Occupancy and forms along with your Residential Tenancy Agreement the terms and conditions you agree to abide by during your stay at UniLodge. Residents must read the information contained in this handbook.

### **RIGHTS & RESPONSIBILITIES**

UniLodge acts as the Managing Agent for the Landlord(s) of the apartment.

#### **RESIDENT(S) RIGHTS:**

Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.

Peaceful enjoyment of the premises.

A secure environment.

#### **RESIDENT(S) RESPONSIBILITIES:**

Pay the rent by due dates and through the agreed method of payment.

Do not use the premises for illegal purposes.

Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour.

Keep the premises and inclusions clean.

Be responsible for your guests' behaviour.

Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions.

Report to UniLodge on Lonsdale any damage to the premises. Email to [csm.lonsdale@unilodge.com.au](mailto:csm.lonsdale@unilodge.com.au)

Pay applicable charges as outlined in the Residential Tenancy Agreement.

Abide by the terms of the Residential Tenancy Agreement and Rules and Regulations of the building detailed in this handbook.

Only use the premises for residential purposes.

#### **LANDLORD(S) RIGHTS:**

To issue notices of breach to Residents who break the terms of the Residential Tenancy Agreement / Student Handbook and/or cause damage to any parts or inclusions of the building and / or cause inconvenience to others.

To issue a notice to vacate to residents defaulting on their rent payment/s.

To issue a breach notice to Residents who fail to comply with the terms and conditions of the Residential Tenancy Agreement and building regulations.

To inspect the condition of the apartment during reasonable hours after issuing a notice to inspect.

To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.

#### **LANDLORD(S) RESPONSIBILITIES:**

To make sure the apartment is clean and fit to live in at the start of the agreement.

Provide a reasonable level of peace, comfort and privacy in the premises.

Ensure the premises are reasonably secure.

Ensure compliance with laws regarding the health and safety of persons using or entering the premises.

Maintain the premises and inclusions in good repair and keep common areas clean.

## **BOND**

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organization and held in trust for the term of the tenancy. The bond cannot be used for rent at any time. The cost of any repairs or excessive cleaning may be deducted from the bond upon departure.

## **CONDITION REPORT**

At the commencement of the Residential Tenancy Agreement, a condition report will be completed and signed by both the Resident(s) and a UniLodge on Lonsdale representative. This condition report will be checked upon you vacating to assess any damage to your apartment, its furniture and equipment.

**The completed and signed condition report must be returned to reception within three (3) Business Days of your arrival.**

Failure to do so will result in the original condition report forming the basis for any bond claims at the end of your tenancy.

# RENTAL PAYMENTS

Rent is to be paid in advance at all times. Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

<p><b>Credit Card (Master card, Visa) &amp; EFTPOS</b></p> <p>These payments can be made in person. If the card holder cannot be present, please contact your reception to collect the Credit Card Authorisation form and</p> <p>Email: <a href="mailto:csm.lonsdale@unilodge.com.au">csm.lonsdale@unilodge.com.au</a></p> <p>Please be aware there is a 0.77% surcharge attached to all credit card payments.</p>	<p><b>Internet Transfer or Telegraphic Transfer</b> <i>Telegraphic Transfers attract bank fee.</i></p> <p>Please use your <b>apartment number and surname as your reference description.</b></p> <p><b>Bank Name:</b> Bank of Melbourne <b>Account Name:</b> College House Management <b>BSB No.:</b> 113 – 879 <b>Account No.:</b> 491 074 652 <b>SWIFT CODE:</b> SGBLAU2S <b>Reference No:</b> <b>Your Apartment Number</b></p> <p>Internet Transfer payments may be set up to debit your account automatically every month. Making it easier for you automatic debit occurs three (3) business days before your rent falls due.</p>
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## TERMINATION OF RESIDENTIAL TENANCY AGREEMENT

A Residential Tenancy Agreement may be terminated if:

1. The Resident fails to pay the rental within fourteen (14) days of the due date. Also, if the Resident fails to pay all outstanding expenses within seven days after receiving their account.




Eviction notices require the resident to vacate the property within fourteen (14) days.

2. The resident permits or allows any breach or fails to comply with the Terms and Conditions of the Residential Tenancy Agreement or Rules of Occupancy.

At the termination of a Residential Tenancy Agreement, the Resident’s personal property must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document, which if broken, will incur penalties. Where a resident believes that they cannot continue to stay in the apartment, they must notify UniLodge on Lonsdale management as soon as possible.

When considering the premature termination of your Residential Tenancy Agreement, it is your responsibility to:

-  Continue to pay all rent charges until a new resident can be secured or the Residential Tenancy Agreement ends, whichever comes first.
-  Pay all associated costs including applicable advertising and break lease fees as set out in your Residential Tenancy Agreement.
-  In all cases, a departure cleaning fee applies.

### Cancellation of confirmed booking prior to arrival:

The payment of the first month’s rental and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Tenancies Act 1997. In such an instance a cancellation/administration fee equivalent to one week’s rental plus GST will apply.



## IMPORTANT REMINDER TO RESIDENTS

The Residential Tenancy Agreement you have entered into is a legally binding contract.

The Landlord reserves the right to seek recovery of these monies should you fail to meet your legal requirements. UniLodge have the resources to recover monies owed outside of Australia.

## BEHAVIOUR

Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by Management. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement, however, they will still be held responsible for rental payments until the apartment is re-let.

## DISCIPLINARY ACTION

We would always attempt to resolve any issues by mutual consent. However, your tenancy is under Victorian Law and covered by the Residential Tenancies Act 1997 and there are responsibilities for both parties.



We will discuss face to face and explain what the issue is. A note will go on your file.



A caution letter depending on how serious the issue is.



A Breach Notice, explaining what part of the Tenancy Agreement is not being complied with and an opportunity and timeframe to rectify.



Possibly a Notice to vacate the apartment by a certain day.



Possibly an eviction notice or Order from the Victorian Civil and Administrative Tribunal (VCAT)

## ESCALATION POLICY

UniLodge has a variety of people available to assist you or to resolve an issue. If you are unsatisfied with the resolution we recommend that firstly you meet with us and discuss. If there is a need to escalate the issue further as you are still unsatisfied please present in writing to the next person on the list below:

1. UniLodge on Lonsdale Customer Service Manager  
03 8102 7496 [csm.lonsdale@unilodge.com.au](mailto:csm.lonsdale@unilodge.com.au)
2. UniLodge on Lonsdale Building Manager  
03 8102 7495 [sagar.godbole@unilodge.com.au](mailto:sagar.godbole@unilodge.com.au)
3. UniLodge Australia Pty Ltd Administration Assistant  
07 3233 3700 [info@unilodge.com.au](mailto:info@unilodge.com.au)
4. Consumer Affairs Victoria  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au) [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au) 1300 55 81 81

## NOISE LEVELS

All residents must observe consideration for their neighbours. In correspondence to the Environment Protection (Residential Noise) Regulations, no excessive noise is permitted as follows hours: Monday to Thursday before 7:00am and after 10:00pm; Friday, Saturday & Public Holidays before 9:00am and after 11:00pm; Sunday before 9:00am and after 10:00pm. Please use **common sense** and **consideration**.

## SMOKING

Smoking is NOT PERMITTED anywhere inside the building or premises. Smoking is only permitted outside the UniLodge on Lonsdale building.

## ALCOHOL

Alcohol is NOT PERMITTED anywhere in the foyer, common area including corridor and stairwell.

## DRUGS / ILLEGAL SUBSTANCES

The use of / or being under the influence or in possession of any illegal substance in the building is strictly forbidden. This means that under NO CIRCUMSTANCES are any illegal substances permitted within the complex. Failure to comply with these rules will result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to us who are here to assist in every way possible and put you in touch with people who can help you.

## INSURANCE

Tenants acknowledge that the landlord's insurance does not provide cover for the tenant's possessions. Tenant's monthly rental does include limited content's insurance. If you feel that you require more, it will be the tenants responsibility to purchase said insurance. (*Note: it is strongly recommended the tenant take out contents insurance to adequately cover their possessions*).

## INTRUDERS

If you see anyone behaving suspiciously, call Reception or the Caretaker on duty immediately and watch the person or persons from a distance, but do not put yourself at risk.

At NO CIRCUMSTANCES give access to unknown person/s.

Respect others privacy by referring visitors to reception or the caretaker.

Do not give out another resident's room number to others.

If in doubt – please contact UniLodge Management or the on-duty caretaker

## BUILDING SECURITY

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

We suggest that you **keep your doors locked at all times and should take your keys and proxy card with you at all times.**



Under no circumstances must residents loan out their proxy card or any other apartment keys.



Residents are responsible for the behaviour of their visitors and must understand that visitors are also bounded by all the building rules whilst in the facility.



Residents should NOT allow access into the building to person/s unknown

**Each apartment has its own individual restricted series key – which mean it cannot be copied unless authorized and ordered by UniLodge on Lonsdale.**

## ACCESS TO OTHER APARTMENTS

Entering another Resident's apartment without consent will result in the same action as a member of the general public entering anyone's home without approval. That is, offenders may be detained and charged with trespass by the appropriate authorities. To prevent trespassing and, in particular theft, all Residents should keep their doors closed and locked regardless of whether or not they are in their apartment.

## LOCKOUTS

A lockout fee will apply should you lock yourself out your apartment. You must pay all costs to replace locks, keys and key cards if lost.

## EMERGENCY FIRE PROCEDURES

Residents are asked to familiarize themselves with the following evacuation procedures:

- ✚ On hearing the alert tone (intermittent beeping), prepare to leave.
- ✚ Listen for announcements over the public address system.
- ✚ On the evacuate tone (whopping sound) leave the building by the nearest available emergency exit without delay.
- ✚ Before open your door, use the back of your hand to check the temperature of the door and door handle. **If HOT – DO NOT OPEN** and remain in the room and attract attention at the window.
- ✚ **DO NOT RUN & DO NOT USE LIFTS**
- ✚ Assist any person in immediate danger, only if safe to do so
- ✚ Take your wallet, mobile phone, wear warm clothes and wear shoes, then close your door.
- ✚ Call the fire brigade on 000 and notify Reception on 03 8102 7499 or after hour caretaker on 0400 090 208.
- ✚ Extinguish the fire if safe to do so
- ✚ Evacuate to the assembly area by the stairwell; follow any instructions given by the caretaker, floor warden, or Emergency Personnel.
- ✚ Assemble Point – **Corner of Lonsdale Street and Spring Street** on the right of UniLodge on Lonsdale main entrance.
- ✚ Wait at the assembly point for further instructions. Do not leave the area without informing Emergency Personnel.

**FIRE EQUIPMENT** – There is a fire alarm system throughout UniLodge. The building is fitted with many fire hose points and fire extinguishers. Please take all fire alarms seriously.

If you interfere with fire alarms or firefighting equipment, including sprinkler systems and smoke detectors, you will be liable for rectifying any damage caused. If a fire cannot be controlled due to the equipment being damaged, anyone found responsible for that damage could also be held legally responsible for the damage caused by the fire.

### **DO NOT TAMPER WITH ANY FIRE EQUIPMENT**

**FIRE ESCAPE DOORS** – Fire escape doors, where provided, must not be tampered with and must be used only in an emergency.

**FIRE SAFETY** – All residents have a legal and personal responsibility to assist in maintaining a safe environment within UniLodge. UniLodge Accommodation has been fitted with the most up to date technology in terms of fire and smoke detection. Each apartment has been fitted with a smoke alarm, sprinkler system and a warning device.

Please note the following points:

The smoke detector in your apartment is not connected to the automated fire alarm system. If you have an alarm sound (intermittent beeping) from your smoke detector in your room, ensure that you open the window and the range hood above the stove is on. However, do not open the front door.

- ✚ Please **never cover your smoke detector or disconnect the battery** in your apartment, as this will put everyone else in the building at risk and the Fire Brigade will fine you over \$3,000.
- ✚ The smoke detectors in the corridors are connected directly to the Fire Control Panel, which calls the Fire Brigade automatically when it is activated. **If you have opened your door while you are cooking, or boiling water and the smoke or steam from your apartment activates the alarm, you are liable for any costs incurred from the fire brigade.** A false alarm may incur a fine of \$3,000.00
- ✚ Utmost care should be taken when moving furniture etc. into or around your apartment, not to hit a sprinkler head.



**DO NOT under any circumstances HANG ANY ITEMS** from sprinkler heads. Activating the sprinkler system will result in flooding the apartment and others apartments, this may incur costs up to \$25,000 damage.

**39 Lonsdale Street  
Melbourne  
Evacuation Diagram  
Ground**

**Legend**

- Hose Reel
- Dry Powder Ext.
- Fire Phone Point
- Manual Call Point
- Emergency Warning Sys.
- Fire Indicator Panel
- Substation
- Gate
- Exit
- Fire Door
- Hydrant
- Gas Isolation Valve
- Preferred Egress Path
- Evac. Assembly Area

**Standard Fire Orders**

- 1** If safe, assist anyone in immediate danger
- 2** Close the door to isolate fire and smoke
- 3** Call the Fire Brigade on **000**  
Operate Manual Call Point
- 4** If safe, extinguish fire  
DO NOT PLACE YOURSELF IN DANGER!
- 5** If required, or if the evacuation tones sound, evacuate to Assembly Area  
Do NOT use the lifts
- 6** Remain at Assembly Area as directed

**Evacuation Assembly Area Diagram**

**Emergency Warning System**

**Alert Tone "Beep ... Beep ... Beep"**

1. Be aware there is a potential Emergency
2. Do not commence evacuation, unless it is unsafe in your area
3. Await "All Clear" message, OR

Should an Evacuation be required you will hear an **Evacuation Tone "Whoop ... Whoop ... Whoop"**

1. Evacuate via exit
2. Do NOT use the lifts
3. Proceed to Assembly Area
4. Follow all instructions given by Emergency Service

## GARBAGE

Several large bins are located on the front left-hand side of the building (ground floor) Please be aware that you need to separate normal rubbish (green bins), recycling bins (small green bins with yellow lids) and cardboard recycling bins (blue bins). **Cardboard cartons must be flattened before disposal.** Signs are located outside for further instructions. There is no rubbish collection during weekends, please disposal all the rubbish during Monday to Friday morning to help us keep the building clean and tidy.

Large items like mattress, fridge, etc. are considered as hard waste, please advise Reception and will update you with the hard waste collection date to put those unwanted items in the rubbish bin area. Failure not adhering to information, fines will be given.

Please consider the environment and dispose of all rubbish thoughtfully. If garbage is left on the ground it will be investigated and costs charged to your account, with a Breach of Tenancy Agreement Notice issued.

## MAINTENANCE

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

To report any maintenance, please see the staff member at reception and email [csmlonsdale@unilodge.com.au](mailto:csmlonsdale@unilodge.com.au)

## FURNITURE AND EQUIPMENT

The furniture, and other items provided in the apartments and common areas are to be used for the purposes which they are designed for. The Resident is liable for damage to any property.

The Resident is not permitted to make any alternations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by Management / landlord/s.

## WALLS, DOORS & WINDOWS

Residents must submit a written request including a diagram if they wish to hang or install anything onto the walls and doors for approval by your landlord/s. Hanging items in common or shared areas including the front of apartment doors, balcony and windows is strictly prohibited.

## CARPETS






A vacuum cleaner is available to rent at the reception during operating hours, Monday to Friday 8:30am and 5:00pm. There is two (1) hours limit for the cost of \$4.00 which will be charged on your account, late returns will attract a further two (1) hours charge or more depends on returning time.

## PETS

Under **NO CIRCUMSTANCES** are you permitted to bring pets and animals into the building.

## CLEANING

It is expected that you will keep your apartment clean and tidy at all times to avoid potential pest infestation. UniLodge on Lonsdale have monthly pest control plan in the building, please advise if you have any issues. Please see below some tips for living in healthy environment.

-  Keep food covered
-  Clean and wash dirty dishes after every meal.
-  Wipe down all bench-tops and stovetops, appliances including rangehood in the kitchen every night with a cloth containing warm soapy water.
-  Garbage bins to be kept lidded and regularly disposed of.
-  Sweep, vacuum & mop floor regularly

## FRIDGE, COOKTOP & MICROWAVE

**Fridge** - Do not use harsh, abrasive cloths or cleaners or highly perfumed, strong smelling cleaners or solvents on any part of the refrigerator or freezer. The amount and types of food stored determines how often cleaning should be carried out. Ideally it is recommended that the refrigerator is cleaned everyone to two weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

**Cooktop** - keep the cook top clean and free from food spillage, grease & oil. Keep an eye on your cooking as overflow water / soup may cause damage to the electrical cooktop.

**Microwave** - Please ensure cooking times are correctly set as over cooking may result in the food catching fire and subsequent damage to oven.

When food is heated or cooked in disposable containers of plastic, paper or other combustible material, check the oven frequently due to the possibility of ignition. If smoke is observed, switch off, keep door closed.

Do not rinse the turntable by placing it in water just after cooking. This may cause breakage or damage.

Utensils should be checked to ensure that they are suitable for use in microwave oven. Never use metal or aluminium utensils inside the microwave.

## HEATING & COOLING

Please allow the reverse air-conditioning in the living area to run for ten to fifteen minutes until it blows out hot or cold air. At no time should this be covered or obstructed in anyway. Keep the return air duct (at the base of the unit) clean at all times. Clothing and laundry cannot be hung over the heater, as this is a dangerous fire hazard.

## BLINDS, WINDOWS & BALCONY (IF APPLICABLE)

You will find a chain on the side of the window or sliding door. To operate, pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off its mechanisms, it will be at your cost to have it re-attached. Blinds are very easily damaged by even a slight breeze if left down and a window is opened. If you wish to open a window or door, pull the blind up to avoid the blind being damaged.

No items are to be hung in or attached to your window. Clothing can be hung on a clotheshorse in your apartment or can be dried by using the dryer in the laundry. Any item(s) placed on your window or balcony area (if applicable) is a direct breach of your tenancy agreement.

### **NO SMOKING, NO HANGING CLOTHES, NO ITEMS SHOULD BE PLACED IN BALCONY AREA.**

Avoid condensation inside the apartment. This can cause dampness, mould issues, wood rot and corrosion inside the apartment. Please keep the windows open, ventilate bathroom, kitchen, cupboards and wardrobes to let the air circulate freely inside your apartment. Please regularly wipe down windows, frames and other affected areas with a fungicidal mould-killing wash. Make sure you follow the manufacturer's instruction precisely. Dry clean and shampoo mouldy carpets. Please report of ongoing issues to reception or email [csm.lonsdale@unilodge.com.au](mailto:csm.lonsdale@unilodge.com.au).

## LIGHT GLOBE & FLUORESCENT LIGHT FITTING

Residents are responsible for replacing their own light globe. These can be purchased from a supermarket or department store. UniLodge staff can arrange the replacement of light globe or fluorescent light fitting at cost to you, please ask reception for details.

## COMMON AREAS

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

Common area is located at Basement "B" has a large TV screen, free futsal table available to all Residents.

Laundry area is located in the Basement "B" which HAS COIN-OPERATED WASHING MACHINES AND DRYERS AVAILABE FOR Resident's use. Operation hours from 7:00am to 11:00pm everyday, please put your last load of laundry at the latest 10:00pm to ensure having enough time to collect your belongings before 11:00pm. (Please note that the dryers only accept \$1.00 coins)

Coin-operated vending machine stocked with snacks and drinks is located on the Ground Floor.

## BICYCLES STORAGE

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment or corridor. Bicycles must be parked in the allocated area. Please ask Reception for registration details.

## ARE YOU GOING ON A VACATION?

Please notify Reception or email to [csm.lonsdale@unildoge.com.au](mailto:csm.lonsdale@unildoge.com.au) if you will be giving anyone access to your apartment while you are away.

## TELEPHONE & INTERNET

VostroNet and UniLodge have teamed up to deliver the best available student internet solution on a next generation high speed network. Students find VostroNet Internet is the smart, safe and easy solution for their internet needs. No waiting to be connected, upon arrival you will be issued with your coupon for Unlimited Internet.

# VostroNet

## PHOTOCOPY AND PRINTING SERVICE





Photocopies can be made at Reception during business hours. We do not accept any USB input for printing, please email the documents to [onlonsdale@unilodge.com.au](mailto:onlonsdale@unilodge.com.au), please ensure you clearly state your name, apartment number, black & white or colour print and how many copy you needs.

Black & White Photocopy or Printing - \$0.20 per page

Colour Photocopy or Printing - \$0.40 per page

## SEXUAL HARRASSMENT

Sexual Harassment contravenes Australian legislation and occurs where:

-  A person subjects another person to an unsolicited act of physical intimacy; or
-  makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
-  makes a remark with sexual connotations relating to the other person; or
-  engages in any other unwelcome conduct of a sexual nature in relation to the other person;

Moreover, the person engaging in the conduct described above does so:

With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would anticipate the possibility that the other person would be offended, humiliated or intimidated.

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

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

UniLodge is a friendly and supportive community, and it is expected that residents will be pro-active in ensuring that it remains so. If you think you have been subjected to any form of discrimination please contact the General Manager.

## WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge on Lonsdale is recognised as a workplace and, as such, this puts responsibilities on both UniLodge Management and residents. As residents, you must not be negligent in terms of causing or contributing towards an accident. E.g. preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notices or equipment.

At no times are Residents to use the Fire Stairs as a form of access in and out of the building unless instructed to do so by UniLodge Management. Fire stairs and fire doors are only for evacuation purposes in an emergency. It is an offence to use these areas at any other time

## PRIVACY

Your privacy is important to us. Our privacy policy clearly outlines how we handle all confidential material. Should you wish to discuss any matter in private, please ask. All matters discussed will remain confidential.

## COMPLAINTS AND SUGGESTIONS

Should you at any time be unsatisfied with any outcome in regard to your rights of occupancy, please contact the Building Manager, Sagar Godbole.

Address – 39 Lonsdale Street, Melbourne VIC 3000 Email – [sagar.godbole@unilodge.com.au](mailto:sagar.godbole@unilodge.com.au)

Our grievance policy outlines steps for making a complaint at UniLodge; please ask reception if you require a copy.

## GETTING AROUND MELBOURNE

Melbourne is one of the most liveable cities in the world and is well known for its festivals, parks, sporting events and café culture.

For more information on Melbourne or to check out local events visit [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au).

Information on public transport can be obtained by visiting the [Public Transport Victoria website](#). You can find information on timetables, fares, routes and the journey planner.

### Buses

There is a bus stop in front of the building which takes you to the heart of CBD.

Bus stop located on the opposite side of the building takes you to the eastern suburbs of Melbourne.

### Cycling

Melbourne has dedicated on-road bike lanes that run throughout the CBD.

Cycling without a bike helmet is illegal. You can purchase helmets from [7-Eleven](#), [Big W](#), [Target](#) and other stores.

### Trains

Getting around Melbourne is easy with Parliament Train Station located a two-minute walk from your front door.

### Trams

There is a free tram service throughout the Melbourne CBD. Trams also run throughout the Melbourne suburbs.

Tram routes can be found on the [Public Transport Victoria website](#).

### Walking

39 Lonsdale Street is conveniently located within 10 minutes' walk of [QV](#), [Melbourne Central](#), [Emporium](#), [Chinatown restaurants](#), [Australian Catholic University](#), [Holmes College](#), [Ozford College](#), [RMIT University](#), [Victoria University City Campus](#)



## Shopping Centres and Supermarkets

Supermarkets	Distance from 39 Lonsdale St
<b>IGA X-press Lonsdale Street</b> 35 – 41 Lonsdale Street, Melbourne	Downstairs
<b>Woolworths Supermarket (QV)</b> Corner of Lonsdale Street & Swanston Street, Melbourne	5-minute walk
<b>Coles Supermarket</b> 211 Latrobe Street, Melbourne Central, Melbourne	10 Minute walk
<b>Tang Food Emporium Asian Groceries</b> 185 Russell Street, Melbourne	5-minute walk
<b>Spring Street Grocer</b> 157 Spring Street, Melbourne	5-minute walk
<b>ALDI Melbourne</b> 501 Swanston Street, Melbourne	15-minute walk
Shopping Centres	
<b>QV</b> Swanston Street & Lonsdale Street, Melbourne	7-minute walk
<b>Melbourne Central Shopping Centre</b> 211 La Trobe Street, Melbourne	10-minute walk
<b>Melbourne's GPO</b> 338-352 Bourke Street, Melbourne	10-minute walk
<b>Emporium</b> 287 Lonsdale Street, Melbourne	10-minute walk
Markets	
<b>Queen Victoria Market</b> 513 Elizabeth Street, Melbourne	20-minute walk

## Hospitals and Emergency

Hospitals	Contact Information
<b>Royal Dental Hospital</b> 720 Swanston Street, Carlton	(03) 9009 3800
<b>Epworth Freemasons</b> 320 Victoria Parade, East Melbourne	(03) 9418 8188
<b>St. Vincent's Private Hospital</b> 51 Victoria Parade, Fitzroy	(03) 9288 2211
<b>The Royal Victorian Eye and Ear Hospital</b> 32 Gisborne street, East Melbourne	(03) 9929 8666
Doctors	Contact Information
<b>Melbourne City Podiatry</b> 68 Lonsdale Street, Melbourne	(03) 9947 1947
<b>QV Medical Centre</b> 55/292 Swanston Street, Melbourne	(03) 9662 2256
Dentists	Contact Information
<b>East Melbourne Dental Group</b> 1/126 Wellington Parade, East Melbourne	(03) 9417 5874
<b>Gorgeous Smiles Dentistry</b> 68 Lonsdale Street, Melbourne	(03) 9639 9600
Counselling Services	Contact Information
<b>The University of Melbourne</b>	(03) 8344 6927
<b>RMIT University</b>	(03) 9925 4365
<b>Central Queensland University</b>	13 27 86
<b>Australian Catholic University</b> Level 1, Mary Glowery Building	<a href="#">Website Booking</a>
<b>Swinburne University</b>	<a href="#">Website Booking</a>
<b>Melbourne Counselling Services</b> 69 Bourke Street, Melbourne	(03) 9658 3250
<b>Beyond Blue</b>	1300 22 4636
<b>Suicide Helpline</b>	13 11 14
<b>Gamblers Help</b>	1800 858 858
<b>Better Health Channel</b>	13 11 14