

STUDENTLIVING[®]

BY

UniLodge[®]

VIVIDA

RESIDENT HANDBOOK

367 Burwood Road, Hawthorn, VIC 3122

WELCOME

WELCOME TO STUDENT LIVING – VIVIDA

Dear Resident,

Welcome to Student Living – Vivida. We trust that your stay here will be both enjoyable and productive.

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

All the members of the UniLodge team understand that you are here not only to 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 an enjoyable and successful stay.

Most of the issues in the Resident Handbook are based on common sense and much of the content will already have been explained when you checked 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 is 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.

Enjoy your stay!

Student Living – Vivida Management Team

CONTACT DETAILS

Receiving Mail

Your postal address is:

(Your Name)

Student Living – Vivida

(Your Room Number) /367

Burwood Road HAWTHORN VIC

3122

All mail will be delivered to the letterboxes opposite reception and can be collected 24/7. For parcel/packages, the delivery person will contact you directly.

In case you are not contactable, a delivery docket will be placed in your letterbox to collect the parcel/package from the post office stated on the docket.

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.

Sending Mail

The closest Australia Post Office is located in Glenferrie Road, 5-minute walk heading North on the right-hand side.

IMPORTANT CONTACTS

Site office / Reception Facsimile	+61 3 9006 5200 +61 3 9818 4583
Customer Service Co-ordinator	+61 3 9006 5200 vivida@unilodge.com.au
Customer Service Manager	+61 3 9006 5200 csm.vivida@unilodge.com.au
General Manager – Portfolio & Officer in Effective Control	+61 3 9006 5200 kanav.sharda@unilodge.com.au
<u>After Hours Contact</u> Residential Advisor	0488 480 047
<u>Reception Hours</u> Monday to Friday Saturday Sunday	9.00am to 4.00pm Closed Closed
Emergency (Police, Fire, Ambulance)	000

The Management or Resident Advisor is on call 24 hours a day.

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 Vivida. 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 Residential Advisors on site who can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

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

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.

To assist students, the student handbook has simplified the rules of the owner's corporation. For a more detailed and comprehensive look at these rules, please see reception to view the complete copy.

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 Student Living – Vivida! If you have any questions after reading this handbook, please do not hesitate to see reception 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 which play here at Vivida.

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 Vivida 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 have trouble 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 inquiry, question, or requirement our staffs are here to assist and help you wherever they can. Our Residential Advisors are students themselves and know what it is like to live away from home. They can help with several different inquiries. Please feel free to pop by reception and we will be happy to assist you the information you need.

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

RESIDENTIAL ADVISORS

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

Residential Advisors are extremely important members of the Staff, and therefore all Residents must comply with all requests that they issue. They can be contacted outside the normal office hours on 0488 480 047 or by dialing 03 9006 5200 and pressing 7 after the prompts.

SOCIAL SUPPORT

- At Vivida 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 Vivida 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 Vivida 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 especially after 10pm
- Don't leave your belongings lying around in shared areas
- Clean up after yourself
- Don't use other people's things without asking
- Have consideration and respect for others in all facets of life
- Remembering that all Residents 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 Vivida 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 staffs are here to support you and provide guidance, assistance, and referral where necessary. We have connections with university counselors (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 or email to vivida@unilodge.com.au & csm.vivida@unilodge.com.au, therefore we can discuss this matter with the Residential Rental Provider(s) promptly.
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OUR RESIDENTIAL LIFE PROGRAM

About Our Residential Life Program

Our Residential life program is designed to support and bring out the best in each resident through the duties and activities carried out by senior residents - Residential Advisors, the customer service staffs, and the Property Management team.

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

What Types of Activities Underpin the Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

Attending Events

Attending and signing up for events is easy, simply download the UniLodge APP (available for both Apple and Androide users). You should receive login details within a few weeks of moving in, however if you do not receive these details by email, please contact reception for assistance.

You must register for all events via the app by the registration date, unfortunately we are unable to permit attendance if you have not pre-registered due to booking limitations etc.

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 Vivida.

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

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

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

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

RIGHTS & RESPONSIBILITIES

Student Living – Vivida acts as the Managing Agent for the Residential Rental Provider of the property.

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 Vivida. Residents must read the information contained in this handbook and sign the acknowledgement form located at the last page and return it to reception within 3 business days of moving in.

RESIDENT RIGHTS:

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the Residential Tenancy Agreement and condition report.

RESIDENT 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 guest's behaviour
- Not intentionally, maliciously, or negligently damage, or allow anyone else to damage the premises or inclusions intentionally, maliciously, or negligently.
- Report to Student Living – Vivida any damage to the premises. Email to vivida@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.

RESIDENTIAL RENTAL PROVIDER RIGHTS:

- To issue a notice to vacate to residents defaulting on their rent payment/s.
 - 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 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.
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RESIDENTIAL RENTAL PROVIDER 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.

ELIGIBILITY OF RESIDENTS

Residents must be students enrolled in an approved educational facility.

- All Residents must be registered and sign a Residential Tenancy Agreement
- Residents must not sub-let the apartment under any circumstances.

BOND

The Bond is sent to the RTBA – a government organization and held in trust for the term of the tenancy. The bond cannot be used as 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 Student Living – Vivida 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 always paid in advance. Failure to pay rent in accordance with the Residential Tenancy Agreement will result in eviction.

THE PREFERRED METHOD OF PAYMENT IS BY DIRECT DEPOSIT & EMAIL THE RECEIPT TO vivida@unilodge.com.au

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

Bank Name: Bank of Melbourne
Account Name: Vivida Trust Account
BSB: 113-879
Account No: 430-302-210
Reference: ***All rental payments MUST be transferred with your room number for us to clearly identify your payment.***

OR

We also accept EFTPOS & credit card payment, (surcharge apply for credit card payments).

Please be aware that we do not accept personal cheques or cash.

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 Student Living – Vivida management as soon as possible.

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

- 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 OR EARLY TERMINATION OF CONTRACT DURING LEASE TERM

Any cancellation of confirmed booking prior to arrival / lease start or early termination of contract will be dealt with on a case by case basis.

By accepting the offer upon booking – you agreed to the terms and conditions contained in the [Residential Tenancies Agreement](#).

By sending us money you accepted the Standard Residential Tenancy Agreement, the rent payable, the lease terms including the start and end date of the lease.

Further, you agreed that the need for your signature was given by way of this electronic communication. (Per S.9 Electronic Transactions (Victoria) Act 2000).

IMPORTANT REMINDER TO RESIDENTS

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

The Residential Rental Provider 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 notice. Repeated offences by a Resident could constitute grounds for early termination of their Residential Tenancy Agreement.

NOISE LEVELS

All residents must observe consideration for their neighbours. If a resident is asked to reduce noise from any area within the building by Residential Advisors or management staff, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement. If you believe someone is causing noise pollution, please contact Reception or Residential Advisor on duty on **0488 480 047**. If the issue persists, please contact the police by calling "000". 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**.

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)



SMOKING

Smoking is NOT PERMITTED anywhere inside the building.

Smoking is only permitted on the roof top garden and not any other outdoor area of the building.



ALCOHOL

Alcohol is NOT PERMITTED under any circumstances on the premises, including outdoor

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.

We can certainly put you in touch with people who can help you.

GAMBLING AND GAMING

Gambling is NOT PERMITTED on the premises or any common area including corridor and stairwell.

INSURANCE

Renters acknowledge that the Residential Rental Provider's insurance does not provide cover for the renter's possessions.

Residents who have signed a rental package agreement will have limited renter's insurance coverage. See product disclosure statement available at reception to find out more information.

INTRUDERS

- If you see anyone behaving suspiciously, call Reception or the Residential Advisor 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 on duty Residential Advisor.
- Do not give out another resident's room number to others.
- If in doubt – please contact the Management or the on duty Residential Advisor.

BUILDING SECURITY

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

We suggest that you always keep your doors locked.

- Under no circumstances must residents loan out their car park remote, proxy card or any other apartment keys.
- Residents are responsible for the behavior of their visitors and must understand that visitors are also bound by all the building rules whilst in the facility.
- Residents should NOT allow access into the building to person/s unknown, if a staff finds any person in unauthorized possession of an Access Fob, key or car park remote, such set of keys will be confiscated.
- Each apartment / car park lot have its own individual restricted series proxy card or remote

that means it cannot be copied unless authorized and ordered by Student Living – Vivida. If you lost your car park remote (if any), proxy card or key(s), you need to contact reception or the on-call Residential Advisor IMMEDIATELY.

- Proxy card / Apartment door Key is issued to you when you check-in which will give you general building access. To open a door, hold the proximity card to the swipe box, once the light shows green and beeps you can open the door
- Lockout fee will apply includes being lock out of your apartment. **\$30.00 during office hours and \$75.00 after hours**
- Replacing a lost / broken car park remote(s), Access Fob(s) or key(s), please refer to the form *UniLodge Vivida Lockout Key and Remote Request*

ACCESS TO OTHER ROOMS / APARTMENTS

- Entering another Resident's apartment without consent will result in the same action as a member of the 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, theft, all Residents should keep their doors closed and locked regardless of whether they are in their apartment or not.

The rules listed above are put in place to ensure the safety and security of all Residents, UniLodge Management treats any breaches of these rules very seriously!

EMERGENCY FIRE PROCEDURES

Resident is 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 (a whopping sound) leave the building by the nearest available emergency exit without delay.
- Before opening 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 LIFT.
- Assist any person in immediate danger, only if safe to do so.
- Bring your wallet, mobile phone, wear warm clothes and shoes.
- Keep all doors closed to contain any fires.
- Extinguish the fire if safe to do so,
- Evacuate to the assembly area by the stairwell; follow any instructions given by the management team, Residential Advisors, floor warden, or Emergency Personnel.
- Assemble Points:
 - Building A – Exit to Burwood Road and assemble away from the building to provide clear access to fire personnel
 - Building B – Exit to Glenferrie Place and assemble away from the building to provide clear access to fire personnel
- 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 the building, 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 the little heat sensors in the ceilings and smoke detectors, you will be liable for exclusions from the UniLodge. If a fire could not be controlled because the firefighting equipment was 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,
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ensure that you open the window and the range hood above the stove is on. However, do not open the 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**. This is a serious breach and if you are caught tampering with the smoke detector, there are severe penalties which may result in eviction and legal action being taken against you.
- The smoke detectors in the 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 occurred from the fire brigade. False alarm may incur a cost of \$3,000.00**

DO NOT TOUCH OR COVER THE SMOKE DETECTORS

- ✚ Utmost care should be taken when moving furniture etc. into or around your room/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 room / apartment and other room / apartments may occur which **costs up to \$25,000 damage**.

COOKING

Cooking is permitted inside your apartment. To ensure the safety of other residents, residents must cook in a responsible manner, always using the range-hood exhaust fans. Any cooking which triggers the smoke alarms resulting in the attendance of the Metropolitan Fire Brigade will be charged for all associated costs.

GARBAGE

A garbage room is located on the ground floor through the car park. Please ensure rubbish is placed into the bins. If garbage is left on the floor, it will be investigated, and costs charged to your room account plus a Breach of Tenancy Agreement Notice issued. Do not exit the garbage area through the bin room door as this will trigger the main fire alarms of the building. This would result in a penalty of \$3000 for breach.

PLEASE CONSIDER THE ENVIRONMENT AND DISPOSE OF ALL RUBBISH THOUGHTFULLY.

MAINTENANCE

Student Living – Vivida employs 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 take a photo or video and email to vivida@unilodge.com.au with your name, apartment number by providing full details of what and where the problem is. Please make sure you indicate whether you wish to be present or not when a maintenance contractor fixes the problem. Our management team will assess the issue and will advise you of an approximate time of when the maintenance can be completed.

Maintenance contractor(s) will attend to maintenance during their own operational hours Monday – Friday

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 this property.

The Resident is not permitted to make any alterations or additions to the apartment or the furniture and equipment within the apartment unless the request has been given in writing and approved by Management / Residential Rental Provider(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 Residential Rental Provider(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 from Reception from **Monday to Friday 9:00am and 4:00pm** by providing your Student Identification Card. There is a 30-minute time limit, and late returns will attract a non-refundable charge.

PETS

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

REQUESTS OF STAFF

Residents must comply with all reasonable requests from UniLodge Management, Residential Advisor and support staffs.

CLEANING

It is expected that you will always keep your room / apartment clean and tidy to avoid cockroach or rat infestation. Student Living – Vivida has monthly pest control plan in the building, please advise if any issue. Please see below some tips for living in healthy environment.

- Keep food covered
- Clean and wash dirty dishes after every meal.
- For apartment residents, please 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 floors and vacuum

FRIDGE, STOVE, RANGEHOOD & 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 every one to two weeks. Remove the shelves and wash in warm water. Rinse in clean water and dry before replacing.

Stove - keep the cook top clean and free from food spillage. Keep an eye on your cooking as overflow water / soup may cause damage to the cooktop. It can also assist cleaning if you cover your stove with aluminium foil and then change this foil on a weekly basis, or after cooking very oily food.

Range hood (Exhaust fan above the stove) – This should always be used when cooking in your apartment. Filters need to be cleaned on a regular basis. It may result in replacement of filter or repaint the ceiling at resident(s) cost if failure to use the rangehood and clean the filter. Windows should also be opened to air out apartment while cooking.

Cleaning Instruction – Pull out rangehood completely, making sure fan is not running and light is switched off. Pull filter until you can remove it from the casing. Use hot soapy water to remove grease for the filter (may require soaking); wipe down casing with wet cloth before re-inserting. Ensure filter is secured properly before closing range hood

Microwave (if applicable) - 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

If there is an electric panel heater installed in your apartment. At no time should this be covered or obstructed in anyway. Clothing and laundry cannot be hung over the heater as this is a dangerous fire hazard.

ROLLER BLINDS

You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off 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 Venetian blind up to avoid the blind being damaged.

WINDOWS & BALCONY (IF APPLICABLE)

No item is 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, which may cause dampness, mould health issues, wood rot, and corrosion and energy loss due to increased heat transfer. Please keep the window wide 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. It is the responsibility of the renter to keep the balcony clean and free of bird droppings. Please report of ongoing issues to reception or email to yivida@unilodge.com.au.

KITCHEN BENCHES, TABLES, STUDY DESKTOPS & CUPBOARDS

Chopping and cutting directly onto the kitchen tables and benches will damage the laminated surfaces. To prevent this happening, always 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.

Cleaning Instructions - A wipe over with a clean, soft damp cloth should be sufficient to keep all laminated 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. These can be found at any local supermarket. Wax or other polishes are unnecessary and should not be used.

TILED SURFACE

DO NOT clean the tiles with acid, with abrasive materials, place-potted plants directly onto the tiles. Use specifically designed tile-cleaning detergents only!

FURNITURE AND FIXTURES

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

Residents are asked not to remove from their apartment any item, furniture or equipment that has been provided by Student Living – Vivida. Also, items in common areas are not to be moved or taken to your room.

STUDENT COMMON ROOMS & COMMON AREAS

Please show consideration by ensuring these areas are constantly always kept clean and tidy.

The fifth floor lounge has a large TV screen and DVD player, free pool table and Foxtel available for use by all Residents. The lounge is also used for movie nights and other regular social events. There is also a coin-operated vending machine stocked with snacks and drinks in the common room.

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

Pool table equipment and consoles for Wii are available from Reception from 9:00am to 9:00pm by providing your Student Identification Card. There is a 2-hour limit and late returns will attract charges. The Residents are liable for any missing item / damages caused for all loan equipment.

The regular cleaning of your common areas will assist you in maintaining a comfortable living environment.

Cleaner's duties do not include tasks that are your responsibility such as:

- Removing rubbish and placing it in the rubbish chutes
- Picking up any items on the floor.

Any Item left out in any common areas will be thrown away into the rubbish. For any extra cleaning required – such as picking up student rubbish, leftover food and so on, there will be a cleaning charge. There is **NO EXCUSE FOR LEAVING AN ITEM UNATTENDED** for any length of time as leaving your belongings or food in a common area prevents the area from being cleaned along with preventing other people from using that space.

LAUNDRY ROOM

A laundry is located on the fifth floor of the building and has coin-operated washing machines and dryers available for Resident's use.

For effective cleaning and drying, do not overload the machines. The laundry is also to be always kept free of rubbish and personal items.

CAR PARK

Only those residents authorised by building management can occupy a car park in the building. If you are interested in renting a car park area, please come to reception for further information. Residents with a car park can only use the car park allocated to them and under NO CIRCUMSTANCES Park in another car spot. Unauthorized cars will be towed away at vehicle owner's expense.

BICYCLE STORAGE

To preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. Bicycles must be stored in the allocated area. Please ask Reception for details.

ARE YOU GOING ON A VACATION?

Please notify Reception if you will be giving anyone access to your room / apartment while you are away for security purpose. Please provide us with a contact telephone number while you are away, in case we need to contact you in the event of an emergency.

FACILITIES & SERVICES

TELEPHONE

A phone line is readily available in your room for all students as you receive the handset, voicemail, ability to dial room to room and a dedicated phone line. Calls are charged at cost.

Student Living – Vivida employees will not reveal a Resident's telephone number / extension to outsiders. We ask that all Residents follow this practice to protect the privacy of other Residents.

INTERNET

SuperLoop and UniLodge Australia have teamed up to deliver you the best available student Internet solution on a next generation high speed network.

At UniLodge you will be able to connect to Internet with fast broadband speeds and download limits that are generous enough to satisfy the hungriest Internet user.

For more information, please refer to your 'UniLodge Australia – Internet Service Fact Sheet' supplied in your welcome bag or visit <https://wifi.superloop.com> for more information.

FAX SERVICE

Faxes may be sent to and from Student Living – Vivida.

The fax number for Student Living – Vivida is +61

3 9818 4583. Fax service cost

- \$3.00 + \$1.00 per additional page for both incoming and outgoing facsimiles **locally**
- \$5.00 + \$1.00 per additional page for both incoming and outgoing facsimiles **internationally**

This will be charged to your account. To make sure we know a received facsimile is for you, please ensure it clearly states your name and apartment number or address.

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 vivida@unilodge.com.au for requesting service, please ensure you clearly state your name, apartment number, black & white or colour print out and how many copy you needs.

Printing service cost:

- Black and white photocopying or printing \$0.20c per page (A4 size)
- Colour photocopying or printing \$1.00 per page (A4 size)

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 Manager.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, Student Living – Vivida is recognized 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 notice 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

If you have any concerns with the terms of your leasing agreement, please contact **the property team per details below** who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au.

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:

Student Living – Vivida Phone: 03 9006 5200	Customer Service Coordinator Email: vivida@unilodge.com.au	Raisa Chowdhury
Student Living – Vivida Phone: 03 9006 5200	Customer Service Manager Email: csm.vivida@unilodge.com.au	Ash Rahman
Student Living – Vivida Phone: 03 9006 5200	General Manager – Portfolio Email: kanav.sharda@unilodge.com.au	Kanav Sharda

GETTING AROUND MELBOURNE

Melbourne is one of the most livable 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

Information on public transport can be obtained from:

Check out <http://ptv.vic.gov.au/> for more public transport information, including timetables, fares, route information and the Journey Planner

You can also download the following applications to your smart phone; they are available in both apple & android versions.



PUBLIC TRANSPORT VICTORIA



APP TRAMTRACKER



MOOVIT: LOCAL TRANSIT



APP SPOTCYCLE

TRAINS

Alamein/ Belgrave/ Lilydale Line to Glenferrie Station

Get off at Glenferrie Train Station and you are in the heart of the Glenferrie Road shopping strip.

TRAMS

Melbourne University – Kew via St Kilda Beach (Route 16)

Runs along Glenferrie Road through the heart of the shopping centre. Docklands – Wattle Park (Route 70)

Get off at the corner of Riversdale and Glenferrie roads and walk north on Glenferrie Road for 5 to 10 minutes until you reach the shops.

City – Vermont South (Route 75)

From the City, get off at the corner of Burwood Road and Power Street, then walk east along Burwood Road for 5 to 10 minutes.

From Vermont South, get off at the corner of Riversdale and Glenferrie roads and walk north on Glenferrie Road for 5 to 10 minutes.

BUS

Kew – Oakleigh (Route 624)

Get off along Auburn Road and walk one block east for 5 minutes to Glenferrie Road.

WALKING

The Glenferrie Road precinct is one of the main activity centres in Boroondara and has an excellent walking network. There are good walking paths from the east and west through Grace Park and Central Park.

CYCLING

An on-road bike lane runs the length of Glenferrie Road, from Barkers Road to Monash Freeway.

There are also on-road bike lanes running along Auburn Road and Tooronga Road, which all connect with the Gardiners Creek Trail (off-road shared path).

There are also several informal cycling routes on Barkers Road, Burwood Road, Manningtree Road, Oxley Road, Wakefield Street (Swinburne University), Liddiard Street, Urquhart Street and Riversdale Road.

You will find secure bike parking hoops on Glenferrie Road, Burwood Road and on the Swinburne University Campus.

SHOPPING CENTERS AND SUPERMARKETS

Supermarkets	Distance from Student Living – Vivida
Woolworths Supermarket 674 Glenferrie Road Hawthorn	1 Minute walk
Coles Supermarket 689-699 Glenferrie Road Hawthorn	3 Minute walk
Indomart Asian Groceries 739 Glenferrie Road Hawthorn	4 Minute walk
Shopping Centres	
Glenferrie Market Shopping Centre 670 Glenferrie Road Hawthorn	1 Minute walk
Melbourne Central Shopping Centre 211 La Trobe Street Melbourne	15 Minute Train to Melbourne Central Station 15 Minutes by car
Market	
Boorondara Farmers Market 451 Auburn Road Hawthorn	10 Minutes by car
Queen Victoria Market 513 Elizabeth Street Melbourne VIC	15 Minutes by train to Melbourne Central Station 15 Minutes by car
Restaurants	
Zen Japanese Restaurant 388 Burwood Road Hawthorn	5 Minute walk
Grill'd 754 Glenferrie Road Hawthorn	5 Minute walk

HOSPITALS AND EMERGENCY

Hospitals	Telephone Number
Glenferrie Private Hospital 29 Hilda Crescent Hawthorn	(03) 9009 3800
The Royal Melbourne Hospital 20 Flemington Road, Parkville	(03) 8345 2000
St. Vincent's Hospital 41 Victoria Parade Fitzroy	(03) 9288 2211
Doctors	Telephone Number
Dr Janet Luxton 733 Glenferrie Rd Hawthorn	(03) 9818 1146
Dr Linden Smibert 522 Glenferrie Rd Hawthorn	(03) 9818 8721
Dentists	Telephone Number
Gentle Dental 781 Glenferrie Road Hawthorn	(03) 9818 2994
Counselling Services	Contact University
Swinburne Councillors, Hawthorn Level 4, The George, Wakefield St	(03) 9214 8025

