

**UniLodge**

LINCOLN HOUSE

*Where I want to be*

2022

# RESIDENT HANDBOOK

Wurundjeri Country  
125 Bouverie Street, Carlton VIC 3053

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# WELCOME

## Welcome to UniLodge Lincoln House

*On the lands of Wurundjeri Woi Wurrung people, of the Kulin Nations, and whose elders past, present, and emerging we acknowledge.*

We trust that your stay here will be both enjoyable and productive. We understand that you are here not just to study, but also to enjoy yourself and be at ease. We hope to alleviate some of the pressures you will face, through our Residential Life Program, which includes a variety of social events, life skills and links to the University's extensive student services.

The Resident Handbook is designed to enhance everyone's understanding of the building and to understand your obligations in observing the "House Rules" in relation to the Residential Tenancy Agreement. The aim is that through a better understanding, all residents can enjoy their stay.

Most of the issues in this Resident Handbook are based on common sense and outlined during the initial sign-up process, and subsequent orientation. The regulations are designed for your comfort, safety, security and wellbeing.

We hope you find this guide useful in answering any questions you may have - but should you still have any queries, please feel free to ask – we're here to help!

UniLodge management is committed to developing an atmosphere and environment that provides students with the support you need, and the best possible opportunities to maximise your potential to achieve success and an all round student experience.

A very warm welcome to UniLodge Lincoln House!

The UniLodge Lincoln House Team

***Enjoy your stay!***

Please note – this handbook is written without reference to temporary measures in place due to COVID restrictions. Please contact Reception or refer to emails for any changes to the information in this booklet that are in place at any point in time.



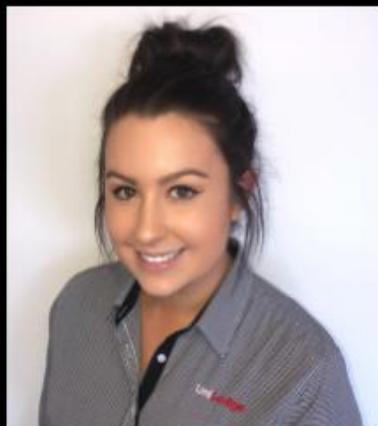
# MEET OUR PERMANENT STAFF

WE'RE HERE TO HELP YOU.

GOT A QUESTION? NEED A HAND WITH SOMETHING? JUST LOOKING FOR SOMEONE TO TALK TO? THAT'S WHAT WE'RE HERE FOR.



**MEGAN**  
CUSTOMER SERVICE MANAGER



**KATE**  
GENERAL MANAGER



**ANNIE**  
RESIDENTIAL LIFE MANAGER



**TRENT**  
FACILITIES MANAGER



**JAMIE**  
CUSTOMER SERVICE COORDINATOR

**UniLodge** LINCOLN HOUSE

# MEET OUR RESIDENTIAL ADVISORS

THEY'RE RESIDENTS, JUST LIKE YOU.

BUT THEY'RE ALSO HERE TO LOOK AFTER YOU, WHEN OUR  
PERMANENT STAFF AREN'T AROUND.

YOU CAN CONTACT THE DUTY RA WHEN THE OFFICE IS CLOSED ON  
0438 014 252.



DAVID  
(ZIMBABWE)



CHAYTALI  
(MAURITIUS)



LUMBII  
(BOTSWANA)



MAIKO  
(AUSTRALIA)



KEELY  
(CANADA)



HUNG JIEN  
(MALAYSIA)



JASON  
(MAURITIUS)



JAVDEN  
(MALAYSIA)

UniLodge

LINCOLN HOUSE

# **ARRIVAL AND SETTLING IN**

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This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Residential Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed Residential Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room
- A copy of the Residential Tenancy Agreement

Most students arriving from overseas experience a certain amount of 'culture shock'.

The people, the weather, the food, and the buildings may be new and it may take you a little time to get used to your new surroundings.

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 our Residential Life Events, where you can make new friends and begin to feel more 'at home'.

If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you. Please come and see us - if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

Issues outside of office hours? Please contact our Residential Advisor – a student and resident just like you, who is on duty when the office is closed – on 0438 014 252.

# INDUCTION PROGRAM

To introduce you to our building, we run an induction program that tells you more about who we are, what we do, and how you can make the most of your time here.

All residents are required to complete this induction program within seven days of moving in – but in good news, most of it can be completed before you even arrive, which will mean you'll be ready to fully embrace your new home as soon as you arrive.

The first part of our induction program is a set of online modules. These modules will only take a few minutes to do for each module, and each is followed by a short quiz.

**All residents are required to complete these modules within three days of moving in** – but as they contain handy information like video tours of the building and hints for getting around Melbourne, we recommend you complete them before you even arrive. You never know, it might just help you adjust what you pack to bring with you!

## How to complete the modules:

- Go to <https://unilodge.adesaaustralia.com/>
- Register, selecting Lincoln House as the organisation username, and using the password *UniLodge*
- Complete all modules
- Email the certificate to [rilm.lincolnhouse@unilodge.com.au](mailto:rilm.lincolnhouse@unilodge.com.au)

The second part of our induction program is after you arrive. During intake periods, we run two to three Welcome Evenings a week, where you'll get to meet an RA, learn more about your new home, go on a tour, and share a meal with your fellow residents. This is the best way to start to meet your neighbours, so make sure you get along to the first sessions that you're available for when you arrive!

Outside of our main intake periods, our Residential Life Manager will arrange to meet with you for a personalised tour around the building and induction session.



# ARRIVAL CHECKLIST

## Before you arrive

- Book an arrival time
- Have your passport (or other ID if an Australian citizen), proof of University enrolment, your COVID-19 vaccine passport.a copy of your student visa and any other documentation you've been requested to provide ready to go
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number (0438 014 252) and the Lincoln House office number (03 9113 8200) in your mobile phone

## Within three days of checking in

- Complete your electronic Entry Condition Report and ADES modules – your swipe card will expire after three business days, meaning you will temporarily lose access to your room, unless these are completed.
- Attend an induction evening to meet an RA and other residents
- Make sure you've gotten access to the wifi and the UniLodge App



# RESIDENTIAL LIFE PROGRAM

## What is the Residential Life Program?

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle in to Melbourne, do well in your studies, and make the most of your time here at Lincoln House. It's run by our Residential Life Manager and Residential Advisors – and we love suggestions from you too!

You'll see our Events Calendar on our notice boards around UniLodge Lincoln House – you can also check our UniLodge App for events on your mobile phone!

## What types of activities underpin the Residential Life program?

- Barbeques and nights full of entertainment that encourage interaction, fun and friendship
- Trips away – go surfing, indoor rock-climbing, bike riding, and travel to great Australian icons
- Educational and special interest forums, seminars and focus groups
- Life skills sessions such as budget workshops, interview skills, and resume writing workshops
- Socially responsible activities such as raising much needed funds for a charity such as Movember, or participation in community activities
- Games and movies nights
- Sporting activities such as netball, basketball, Australian footy and cricket
- International parties and cultural activities

## The UniLodge App and registering for events

To find out more about the events on offer and start signing up, download the UniLodge App from the App Store or Google Play – just search for UniLodge.

You're already registered in the app – to log in, your username is the email address that you have previously given us, and your password is the same as the one that we give you to access the internet. If you've lost your password, or aren't sure what email address to use, come and see us at Reception or send us an email.

Many of our events require you to register in order to participate – make sure you register ahead of each event that you want to attend (and don't forget to put it in your calendar!).



# FACILITIES & SERVICES

## Services from Reception

Service	Cost
Lock out fee	Free during Office Hours \$10.00 After Hours
Replacement access card	\$55
Printing	\$0.20 per page black and white \$1.00 per page colour
Photocopy	\$0.20 per page black and white \$1.00 per page colour
Vacuum Cleaner	Free for first hour, then penalties apply
Iron	Included in the laundry
Trolley	Free for first hour, then penalties apply

## BBQ

The BBQ is located in the outdoor skydeck on the 13th floor and is available to residents every day for free use. Please ensure that you clean the BBQ after use and do not leave personal items in the area.



## Bicycle Storage

Bicycle racks are located in the security bike storage room in the basement, as well as in the courtyard. All bikes need to be registered first with UniLodge reception, and we will then give you access to the storage in the basement. Bikes cannot be stored in your room, or the corridor.

## Car Parking

Car parking is not available at the property. Paid street parking is available or the closest undercover carpark is located at University Square, 244 Bouverie Street.

## Laundry

A laundry with washing machines and dryers is located on the second floor of the residency. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. The detergent is automatically dispensed into each washing machine, so you don't need to add laundry detergent, except for the last two machines on the far end, where you can add your own detergent. If you experience a problem with one of the machines, please fill out a Maintenance Report.



## Mail, parcels and other deliveries

All mail and parcels are received by reception and can be collected during office hours – we recommend that you come and check your mail at least once a week.

Please note that groceries and meal deliveries cannot be accepted by UniLodge, and cannot be left unattended inside the foyer – be sure to have your deliverer contact you.

## Reception

Our staff will assist with questions and queries regarding the property, and have a range of knowledge concerning the local area, food, travel and general information. Reception hours are as follows:

Monday to Friday 08:00am – 6:00pm

Saturday, Sunday and public holidays - closed (RA on duty)

## Resident Lounges

There are four resident lounges on the ground, 2<sup>nd</sup>, 7<sup>th</sup> and 13<sup>th</sup> floors.

- **Ground Floor:** Fireplace, lounges, book swap.
- **2<sup>nd</sup> Floor:** Playstation, table tennis, pool table, large cinema room.
- **7<sup>th</sup> Floor:** Foosball, two large flat screen tvs, pool table, kitchenette, terrace and two balconies.
- **13<sup>th</sup> Floor:** Rooftop Terrace, BBQs, gardens, cinema room, large flat screen tv



Please show consideration to your fellow residents by cleaning up after yourself when using these areas.

## **Rubbish and Recycling**

Please empty your rubbish and recyclable items into the respective chutes (general garbage and recyclable) which are located on each level. This should be done on a regular basis for health and hygiene reasons. If something does not fit in the chute, it is preferable you dispose of your rubbish and recyclable items in the Ground Floor garbage room located across from the standing bike racks in the ground floor courtyard. You can access this room using your regular access card.



Penalties apply for any rubbish and recyclable items left outside of the garbage chutes. Ensure rubbish bags are tightly closed before you put them down the chute.

For recyclables, there are also recycling tubes and boxes in the ground floor kitchen where you can place your recycling into the dedicated tube/box for batteries, empty containers, toothbrushes, writing instruments etc. It is important that you flatten boxes and place them in the recycling bin outside the ground floor kitchen.

## **Study Rooms**

You can invite your friends to join a study group and share your creative ideas in one of our four Study Rooms located on level 1. These rooms are fully equipped with large flat screen TVs, wall-sized whiteboards, tables and multiple powerpoints. There is even a unisex toilet nearby for your convenience.



## **Transport**

Information on public transport can be obtained from the [Public Transport Victoria website](#) or you can [download the PTV app](#) on your mobile phone. Our friendly customer service staff can assist you to navigate the website or the app.

## **Utilities - Electricity, Gas & Water**

Electricity, gas, water and wi-fi costs are included in your rent.

# LOOKING AFTER YOUR ROOM

## **Carpet**

You can borrow a vacuum cleaner from Reception to vacuum your floors. We recommend you vacuum at least once a fortnight. The vacuum cleaners are available whenever Reception is open.

## **Departure Cleaning**

Your room has been professionally cleaned and fitted with a new mattress protector prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations.

Please do not remove from your room any item or equipment that has been provided by UniLodge.

## **Ensuite bathrooms**

Keep the grout and silicone clear of mould and stains through regular (we recommend weekly) cleaning using water, a cloth, and a shower cleaner or natural alternative.



## **Fan**

The fan on your wall comes with a remote control, but it can also be controlled from the fan itself. If it doesn't work when you first try it, ensure that it is plugged in and turned on at the powerpoint. If you are still having issues, please file a maintenance report.

## **Hanging items on walls**

You can hang items on your walls, but you must ensure you do not damage the walls in the process, and that you remove everything before you leave. You can buy special hooks, such as 3M removable hooks, from supermarkets or hardware stores, which are designed not to damage the walls once removed. Please do not use sticky tape or blu tac, as both of these will cause damage. Any damage caused as a result of removing these hooks will be your responsibility and repair will be at your cost.

## **Hard floors (ensuite rooms only)**

Use a light floor detergent mixed with water. Make sure the flooring is dry to avoid slipping when you walk across it.

### **Hard surfaces (desks, cupboards etc.)**

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



### **Heating**

There is a centrally controlled hydronic heater installed in your room. Once the outdoor temperature drops to 19 degrees, the heater will begin to warm your room. If the outdoor temperature reaches 23 degrees, it will automatically stop. You can adjust the temperature using the dial on the side.

At no time should the heater be covered or obstructed in anyway, and clothing and laundry must not be hung over the heater due to the risk of fire. Please also be aware that the heater and the pipe around it are not designed to be stood on or hit – doing so may result in damage to the heater, and potentially cause flooding in your room.

### **Mattress**

Please ensure that you use the provided mattress protector on your bed between the mattress and your sheets to prevent stains or damage to your mattress.

### **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.

### **Smoke Detector**

Your room has been installed with a smoke alarm. Generally, they are located on the ceiling of your room. Each one is connected to a 240V power supply via your room switchboard.

**If you attempt to tamper with or remove your smoke alarm, you may be fined in excess of \$3,000 by Melbourne Fire Brigade.**

### **Windows and mirrors**

Clean your windows and mirrors with a soft, lint-free cloth and water, white vinegar or a window cleaner – please don't use abrasive cleaners, scouring pads or anything else that's abrasive on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products.

# YOUR SHOP



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

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 room when I moved in was a great relief."**

– Tom, UniLodge Resident

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



# COMMUNAL KITCHEN

The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge. The cleaners' duties do not include tasks that are your responsibility such as:

- Washing up your dirty dishes
- Removing your rubbish and placing it in the rubbish/recycling bins

Any items left in the common area kitchen will need to be cleaned and put away off the benchtops into your reserved wooden lockers or assigned fridge space. Pots and pans can be stored under the stoves provided they are clean and tidy, but please remember that this space is communal, and others may use them.

If you see any issues in the kitchen, such as blocked sinks or faulty stovetops, please report them to a staff member or file a maintenance report.

On arrival you will receive a fridge tub to store your refrigerated items in within the fridge. Please keep all items within this tub, and keep this tub in your allocated fridge. Make sure to check your tub regularly and clean out any food going off, and clean up any mess you make in the fridge – it spoils it for everyone! While there are mini-fridges available in the floor lounges throughout the building, these are for storing small everyday items that you'll regularly access from your room, like milk for tea – please don't store cooking items in these fridges.



Please keep all frozen items in a bag that you can close in the freezer – we recommend a zip up insulated bag from the supermarket. Please ensure you write your name and room number on your bag. You can put it in a freezer of your choice.

You are welcome to purchase a lockable bag or basket to store your food in instead.

We conduct regular cleanouts of all the fridges and freezers in the building. When we are doing this, we will give you a week's notice, sending out an email, and putting posters on the fridges or freezers to let you know what's being cleaned out and how to prepare.

Please also ensure you always close the fridge and freezer doors properly behind you – if they are left propped open, the appliance can warm up and food spoil.

# BE SUSTAINABLE

We're trying to ensure life at Lincoln House is as environmentally friendly and sustainable as possible, which is why we've got a range of energy and water saving initiatives in the building, as well as aim to keep as much waste out of landfill as possible.

But to do this we need your help! Some things that you can do to help us include:

- Keep your showers short – use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic – have a set of re-usable bags for your shopping, and keep a set of reusable cutlery, straws and a reusable coffee cup in your bag for takeaway. You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into!
- Separate recycling from landfill, and put each down the right rubbish chute
- Got some clothes or homewares you no longer need, but are too good to throw out? Take them to our bin room downstairs (opposite the bike racks in the courtyard) and put them in our charity donations bins – they'll go to Diabetes Victoria, who'll sell them in their charity shops and put the profit to good use
- Check out our specialist waste streams to recycle those 'hard to recycle' items, like batteries, spray bottle nozzles and more. These are stored in the Kitchen and bin room.
- Don't put your food waste in the bin! Put it in the caddy in the kitchen, and it'll be added to our compost bin in the courtyard. This goes on to feed our courtyard veggie garden, and the cycle of life continues!



# GETTING HELP

We promote a culture of mutual respect, inclusion and celebration of diversity. We aim to provide opportunities for the building of intercultural understanding and friendship. This means everyone feels respected, looks out for everyone else, and shares a sense of family, friendship and belonging.

UniLodge strives to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear regardless of the size or nature of your problem.

Things that can take time to adjust to include:

- Transitioning school to tertiary/university life
- A different education system with different demands
- Living away from home, family, and friends, and looking after yourself
- Settling into city life, a new state or a new country
- Language barriers and lifestyle and cultural changes
- The administration involved in setting up life in a new place, such as signing up to bank accounts, tax file numbers, superannuation and more
- Managing your study loads

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into reception and we will be happy to give you the information you need, or direct you to other people and services who can assist further.



**If you, or a fellow Lincoln Houser, is affected by illness, accident, death of a relative, or any other challenges, please contact our Residential Life Manager or General Manager. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.**

## Complaints

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

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

**Step 1** - Talk politely and openly to the person involved

**Step 2** - Inform the person that you will take the matter to UniLodge management

**Step 3** - Inform the UniLodge manager of the complaint, and they will work with you to resolve the issue

If you have a complaint against UniLodge Lincoln House, please come and speak with us about it; we will always do our best to help you! Please note complaints must be processed with UniLodge Lincoln House, and not with the University unless you wish to escalate an unresolved complaint that has not first been addressed by Lincoln House staff, or secondly by UniLodge Australia's head office in Brisbane at (07) 3233 3700.

If you have any concerns with the terms of your leasing agreement, please contact your UniLodge property team on (03) 9113 8200 or [lincolnhouse@unilodge.com.au](mailto:lincolnhouse@unilodge.com.au) 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](mailto: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/>

### **Financial Difficulties**

If you are experiencing any financial difficulties, please speak to the Residential Life Manager, the Customer Service Manager or the General Manager. Often, these difficulties can be managed by the implementation of a financial plan.

The Residential Life Manager can also help connect you to the University, which may be able to offer some form of assistance through their Financial Aid team. The Financial Aid team provides student loans, advice and advocacy around Government student payments, grants based on financial need (including housing/rent assistance grants) and welfare support.

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

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

# LIVING TOGETHER AT LINCOLN HOUSE

**Living in a close community like Lincoln House can be a lot of fun, but it will take effort and compromise. Follow these escalation steps if conflicts arise.**

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

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

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

## **Tips for happy living around others**

- Tidy up after yourself
- Keep your room clean and tidy
- Be aware of the noise you and any guests you have over produce
- Be considerate with your use of shared facilities and equipment
- Always put your rubbish in bins or down the chute
- Don't leave food lying around (it encourages pests)
- Store valuable items in your room

## **Personal Problems**

Do not be afraid to confide in the appointed UniLodge staff to discuss any personal issues that are getting you down. Our team is here to support you and provide guidance, assistance and referral where necessary.

The University of Melbourne Counselling and Psychology team can be contacted through their webpage, or by phone (03) 8344 6927.

## **Privacy**

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

**All matters discussed will be kept confidential.**

## **Sexual Harassment**

Sexual harassment is both unacceptable and may break the law. It occurs where:

- a person subjects another person to an unrequested act of physical intimacy; or
- makes an unrequested 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;
- Also if 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 have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains this way. Anyone at Lincoln House who indulges in any form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **gender, race, age, sexual preference, religion, political belief or activity.**

If you think you have been subjected to any form of discrimination, please contact the Residential Life Manager or General Manager and the appropriate steps will be taken.

## **Social Support**

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Lincoln House and your time spent as a student.

## **Workplace Health and Safety**

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both management and residents. As a resident, you must not cause or contribute towards an accident, such as by preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment.

# **YOUR AGREEMENT WITH US**

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## **Condition Report**

At the commencement of the Residential Tenancy Agreement an electronic Entry Condition Report will be completed and acknowledged by both the resident and a UniLodge representative. This electronic Condition Report will be used at the end of the Residential Tenancy Agreement to assess any damage to the room, its furniture and equipment.

The Condition Report must be **completed within 3 business days** of you receiving the emailed report. Failure to do so, means any changes you feel are necessary cannot be included in the report if it is not returned; or if you turn it in late.

## **Eviction**

UniLodge Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or violate these guidelines, he/she shall receive written warnings from the UniLodge management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Vacate" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Vacate" will be given to any resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another resident, staff member or person.
4. Is found to be involved in theft of another person's property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found smoking in their room or in any other area of the building
7. Is found to have tampered with or removed the smoke alarm in their room.

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

## **Bond**

The Bond is sent to the **Residential Tenancy Bond Authority (RTBA)** – a government organisation. There it is 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.

## **Termination of Tenancy Agreement**

A Residential Tenancy Agreement may be terminated if:

1. The resident fails to pay the rent within fourteen (14) days of the due date. Also, if the resident fails to pay all outstanding expenses within seven (7) 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 room will be disposed of in accordance with the Residential Tenancies Act 1997.

The Residential Tenancy Agreement is a legally binding document. If broken, you will incur penalties. Where a resident believes that they cannot continue to stay in the room, they must notify UniLodge Lincoln House management in writing as soon as possible.

## **Breaking the Residential Tenancy Agreement**

When considering the early 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.

You are required to give us 28 days notice if the reason for the early termination falls under "special circumstances". However, it is in the resident's best interest to give as much notice as possible.

## **Cancellation of confirmed booking prior to arrival**

The payment of the first two week's rent and bond 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 two week's rental plus GST will apply.

# **RULES OF TENANCY**

These rules form part of your Residential Tenancy Agreement with UniLodge. Please read these rules, and if you have any questions or need a translator, advise reception.

## **Absent from your Room**

If you intend to leave your room for any length of time, please complete the vacation form using the QR code at Reception. This will help us to locate you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times.

## **Access to other rooms**

Entering another resident's room without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. If you are invited into a room, and subsequently asked to leave, you must do so immediately. To prevent trespassing and, in particular theft, all residents should keep their doors closed and windows locked regardless of whether or not they are in their room.

## **Access to the Building**

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors.

## **Additional Furniture**

**The installation of other furniture into a resident's room is not permitted** unless a written application is submitted to, and approved by UniLodge management. Every request will be looked at separately depending on the size of the room and furniture required. This includes items such as fridges, freezers, portable aircons, etc.

## **Alcohol**

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own room. Alcohol is NOT permitted in common areas, hallways, or outside the entrance of the building.

Under 18s are strictly NOT allowed to consume alcohol on the UniLodge premises.

## **Behaviour**

Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Residential Tenancy Agreement. Residents can contest any disciplinary action by first contacting UniLodge Australia head office (07) 3233 3700 and secondly Consumer Affairs Victoria 1300 558 181.

## **Building Security**

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

- Residents must carry ID at all times and, if requested, show it to management, security or staff.
- Under no circumstances are residents to loan out their security swipe card.
- Residents must not let non-residents enter behind them. If in doubt, they must call the RA on duty or notify reception.

## **Candles**

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the Melbourne Fire Brigade (see Cooking).

## **Children**

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

## **Cleaning and Inspections**

You are responsible for the day to day cleaning of your room. In addition to this, your room will be inspected every six months after the initial first inspection of your room. We will notify you in writing before we come to inspect your room for cleanliness and possible property damage. Residents who fail these inspections will be required to rectify any issues and a further inspection will be arranged.

## **Common Property**

You must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused. You must not remove furniture (chairs, beanbags) from common areas. When vacating, do not leave unwanted items in common areas to give away. If your items are in good condition, you can leave them in our charity bins in the Bin Room or give them directly to friends. If not, please dispose in the bins in the Bin Room.



## **Cooking**

To ensure the safety of yourself and other residents, and avoid a false fire alarm, never leave your food unattended. Keep the **rangehood exhaust fan on high at all times**. The rangehood is located above the cooktop. Make sure it switched on (you will be able to hear a low sound) at all times – even when you don't anticipate smoke.



**If your cooking triggers the smoke alarm, the Metropolitan Fire Brigade will come to Lincoln House. If the brigade deems it a false fire alarm, they will charge you for all costs associated with their emergency call out. This can be a costly exercise – that is a minimum of \$3500. Please exercise care when cooking.**

Store your items and spices in your assigned cupboard. Do not hang dish towels on your locker. Fridge space is assigned and you will be given a marked tray for your items. However, you are welcome to use whichever freezer you prefer.

## **Drugs and illegal Substances**

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex, including possession or use of equipment associated with the use or manufacture of illegal drugs/substances. Failure to comply with this rule can result in eviction. If you or someone you know is struggling with drug use, please speak to our team so that we can help connect you with appropriate support services.

## **Furniture and Equipment**

The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. The resident is liable for damage to this property.

The resident is not permitted to make alterations or additions to the room or the furniture and equipment within the room, unless the request has been given in writing and approved by management.

## **Gambling and Gaming**

Gambling is not permitted on the premises.

## **Guest Policy**

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is ONE. Guests who are found to be staying overnight will be asked to leave immediately.



## **Identification**

Identification should be carried at all times as it allows management and security to determine if a person is a resident at Lincoln House. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

## **Lockouts**

If you lock yourself out of your room during business hours we will let you back in free of charge. Afterhours, the first time you are locked out of your room is no charge to you, however a charge of \$10 will apply each time after this. If you have lost your swipe card, you will be issued with a new swipe card – note, a fee of \$55 will be charged for replacement. Make sure your key card is not in your room when you request a new card; we cannot refund your money if you find your card at a later date. Please remember to keep your room key with you at all times, including during fire alarms.

## **Noise Curfew**

As this is a student residency, people are here to study and as such noise must be kept at a minimum after 10pm. If you are being bothered by excess noise, you are reminded to call the Resident Advisor on duty, they will then investigate the situation and revert back to you. Special curfew hours apply during exam times.

## **Neighbours**

You are further reminded to keep a noise down when entering and exiting the building, especially at night. Please be respectful to our local neighbours, who can be bothered by loud noises residents make coming home late at night. Residents who do not respect this may receive a breach. A breach notice is a formal warning that one of the parties is not fulfilling their obligation. The notice details what must be done for the party to be compliant and how much time is allowed for the party to respond.

## **Parties**

Residents are not permitted to have parties in their rooms and management reserves the right to shut down a party if necessary.

## **Pets**

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



## **Requests by Staff**

Residents must comply with all reasonable requests from UniLodge management and support staff. Note that Resident Advisors are UniLodge staff and often represent management in after hours. Requests by UniLodge management/administration for face to face meetings with residents, are not optional, cannot be rejected, and must be complied with - as they are always very important. All reasonable efforts will be made to find a mutually convenient meeting time and location.

## **Residents aged under 18**

If you are a resident aged under 18, you must check in with the Residential Advisor each night by 10pm. If you are going to be away, you must ensure you let the Reception know in advance, as well as seeing any other required permissions to be away. You must not consume alcohol.

## **Security and Swipe Card**

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building, after-hours access to eligible areas, your room and the recreation areas.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your room to ensure your room is secured.
- Should you lose your swipe card or be locked out of your room, you must contact reception or the Resident Advisor on duty, immediately to regain access and/or replace your card accordingly.

## **Smoking**

UniLodge is a smoke free building which includes the room, balconies common areas, and outdoor communal areas (such as the rooftop and courtyard). Any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke outside are not permitted to smoke on UniLodge Lincoln House property. This includes the use of e-cigarettes and vaping.

## **Tenancy requirements**

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

# **RIGHTS & RESPONSIBILITIES**

## **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 lease agreement and entry condition report.

## **UniLodge Rights**

- To send Remedy of Breach notices to residents who break the terms or conditions of the Residential Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 7am and 9pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

## **Resident Responsibilities**

- Pay the rent by the due date and by 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 any other resident.
- 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 any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Residential Tenancy Agreement.
- Abide by the terms of the Residential Tenancy Agreement rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your room.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your room.

## **UniLodge Responsibilities**

- To make sure the room is clean and fit to live in at the start of the agreement.
- Providing 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/or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

# PAYMENTS

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## **Rent**

Rent is to be paid two weeks in advance at all times as per the Residential Tenancy Agreement. Payments can be made in the following way:

- a) Direct debit. UniLodge deducts your rent fortnightly.
- b) Bank Transfer into the UniLodge bank account.
- c) Credit card at the reception desk during business hours (2.31% surcharge applies)
- d) Cohort Go (which was sent to you during your initial letter of offer and confirmation emails)

**Bank Name:** St. George Bank (also known as Bank of Melbourne)

**Account Name:** Australia Education Holdings 4 PTY LTD ATF Bouverie Street Operational Trust

**Full Name:** UniLodge Lincoln House, 125 Bouverie Street, Carlton VIC 3053

**BSB:** 334040

**Account No:** 555372801

**Swift No:** SGBLAU2S

**Reference:** your name and room number

Please instruct your bank to reference your deposit/transfer with your **full** name.

**Payment of rent must be received on or before the due date. Rent is paid on a fortnightly basis.**

**Residents whose payments are in arrears may be issued with a notice to vacate**

## **Extra Charges**

Extra charges are payable by residents and include additional cleaning, lockouts and repairs. These charges are to be paid in full at the time of organising.

## **Room Repairs**

UniLodge employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs. For any damage caused, UniLodge Lincoln House will utilise their own contractors for quality of work, legislative compliance and site inductions. You are not permitted to engage your own private contractors.

# CONTACT DETAILS

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## **Emergency Services Contacts** (Police, Fire, Ambulance)

Call 000

## **Property Address**

Please address your mail and parcels with full details (name, room and street address) Each room is allocated a pigeon hole mailbox, located at Reception. This is available during office hours (only). Example of how mail should be addressed as follows:

Your full name	Mr John Citizen
UniLodge Lincoln House	UniLodge Lincoln House
Wurundjeri Country	Wurundjeri Country
(your room number) / 125 Bouverie Street	12345 / 125 Bouverie Street
Carlton	Carlton
VIC 3053	VIC 3053
Australia	Australia

### **Example:**

If your mail does not include your room number it will cause delays in delivery to your letterbox, or may result in the mail item being returned to sender. Please note that we are unable to accept groceries, meal deliveries, or perishables at Reception – drivers will need to contact you directly to deliver any of these.

As of 2020, Australia Post has started encouraging Australians to include the name of the traditional lands we live on in our postal addresses. This information can be included after your name, and before your street address. We live on Wurundjeri Country.

**Property Main Telephone Number:** +61 3 9113 8200

**Outside Office Hours (Resident Advisor) call mobile:** +61 (0)438 014 252

## **Customer Service Details**

- Email: [lincolnhouse@unilodge.com.au](mailto:lincolnhouse@unilodge.com.au)
- Telephone: (03) 9113 8200
- Online: <https://www.unilodge.com.au/student-accommodation-melbourne/lincolnhouse>

**Wellbeing Related Issues** [rilm.lincolnhouse@unilodge.com.au](mailto:rilm.lincolnhouse@unilodge.com.au)

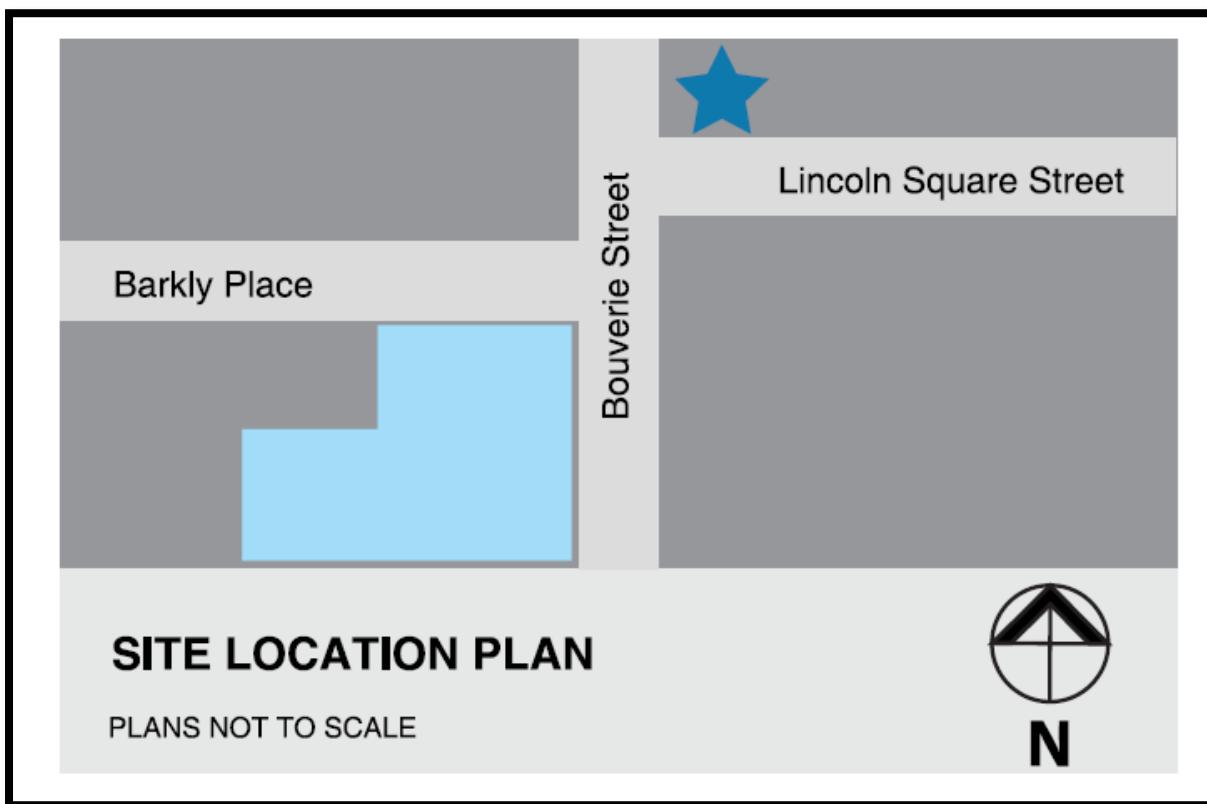
# EMERGENCY PROCEDURES

UniLodge will provide residents with emergency assistance in the event of:

- Personal, physical or mental emergencies (eg theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Building emergencies (eg fire or storm damage)
- Maintenance emergencies (eg loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Tenancy rule breaches (eg excessive noise, trespassing, other disturbances)
- Lockouts – where a resident is locked out because he/she misplaced the key swipe.

## **Assembly Location Point - Evacuation**

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level, as outlined in the Evacuation Diagrams throughout the building and await further instructions from the UniLodge staff. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or UniLodge staff, as it may not be safe to automatically re-enter the building.



### **Fire Sprinklers and Smoke Detectors**

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade has within its powers to levy fines and commence prosecutions (current fines exceed \$3,000). You may also be responsible for the cost of repairs to the system that this damage may cause.

**False alarm callouts by can result in fees in excess of \$3,000 that you are required to pay.**

Please open your nearest **window** and "fan" the fumes away from the detector which will then cease its alarm if cleared.

**The kitchen is fitted with a Fire Blanket and each bedroom has a fire sprinkler.**

**In the event of a fire, you should always remove yourself and others (if safe to do so)**

**Also remove yourself from the immediate danger, closing the doors behind you.**

**The building has fire rated doors and advanced systems for your safety**

**Do not touch the smoke detectors and sprinklers**

**Do not hang coat hangers from the sprinkler device**

Touching the sprinkler head may result in it being activated, causing hundreds of litres of water to gush into your room, which will flood not only your room but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

#### In the event of Fire

- Assist any person in immediate danger, only if safe.
- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

**REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY**

**IN CASE OF AN EMERGENCY  
(Fire, Ambulance, Police)  
DIAL 000**

# **HEALTH & SAFETY**

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Lincoln House follows the University of Melbourne COVID-19 Vaccination Policy (MPF1360). Therefore, all workers, students, visitors & residents **must be Fully Vaccinated against COVID-19** unless that person has been granted a University Exemption. This policy is made under the University of Melbourne Act 2009 (VIC) and supports compliance with the Directions of the Chief health officer of Victoria, made under s200(a)(d) of the Public Health & Wellbeing Act 2008 (VIC) and Occupational Health & Safety Act 2004 (VIC). All workers, students, visitors & residents must show staff proof of COVID-19 vaccination prior to entering the building.

## **Health services**

### **First Aid**

If you require minor first aid, please go to reception or call for assistance at 9113 8200. You can also contact the residential advisor on duty after hours at 0438 014 252.

### **Nurse-on-Call**

For 24/7 health advice from a registered nurse, call the free Victorian government nursing service, Nurse-on-Call, on **1300 60 60 24**. This service is free (except for any costs associated with making a call) and is available 24 hours a day, seven days a week.

### **Counselling and Psychological Services**

The University of Melbourne Counselling and Psychological Services (CAPS) provides free, confidential, short-term professional counselling to currently enrolled students and staff. Appointments can be made by telephoning (03) 8344 6927 or by making an online booking. Further information on the service and how to make an appointment can be found at this link: <https://services.unimelb.edu.au/counsel>

### **Safer Community Program**

The Safer Community Program (SCP) promotes a respectful, inclusive, and connected campus community that fosters safe learning, working and living at the University of Melbourne. The SCP provides the opportunity to seek support and advice about behaviours of concern. The SCP can be contacted by phone: (03) 9035 8675 or by email: [safer-community@unimelb.edu.au](mailto:safercity@unimelb.edu.au)

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

### **University of Melbourne Health Clinic**

GP (general practitioner, or generalist doctor) services can be accessed at the [\*\*University of Melbourne's Health Clinic\*\*](#). [\*\*Bulk billing\*\*](#) is available for all students.

138-146 Cardigan Street, Carlton; (03) 8344 6904; Monday – Friday: 8.45am – 5.00pm

### **Melbourne Dental Clinic**

Dental services are available at the [\*\*University of Melbourne's Dental Clinic\*\*](#). This is a teaching clinic – students under supervision may be treating you. University of Melbourne students and staff receive discounted treatment.

Level 1, 723 Swanston St, Carlton ; (03) 9035 8402; Monday – Friday: 08:30am – 5:00pm

## **University of Melbourne Eyecare**

Optometry services are available through [University of Melbourne Eyecare](#). University of Melbourne students and staff receive discounted treatment.

200 Berkeley St, Carlton; (03) 9035 6666; Monday - Friday, 08:45am – 5:30pm

## **Royal Melbourne Hospital (including emergency room)**

The Royal Melbourne Hospital, which includes a 24 hour emergency room, is a short walk from Lincoln House. Please let a Residential Advisor or other staff member know if you are being or have been admitted to the hospital – we will be able to offer you support while you are there and when you return.

300 Grattan St, Parkville; (03) 9342 7000; open 24/7

## **Healthsmart Pharmacy VCCC**

The closest pharmacy to Lincoln House is the 24 hour [Healthsmart Pharmacy](#) at the Victorian Comprehensive Cancer Centre (VCCC). This is a 'super pharmacy' – open 24/7, and staffed with nurses from 6-10pm each evening.

311 Grattan St, Parkville; (03) 9045 9777; open 24/7

## **Health information**

### **Overseas Student Health Cover**

International students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the insurance company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc. confirming your re enrolment.
- Under OSHC, you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

## **Ambulances in Australia**

Ambulance services in Australia are very expensive and ambulance insurance cover is recommended if it's not already included in any insurance you have. For more information on ambulance cover go to the [Ambulance Victoria website](#).

## **Security information**

## **Insurance**

We recommend taking out contents insurance to help protect your personal possessions. Contents insurance is available from a range of providers, or you can access it through us – visit us at Reception or send us an email to find out more about the packages we offer.

## **Intruders**

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

- UniLodge has 24 hour video surveillance
- Do not show any person to a resident's room, or tell them where they live - the resident concerned may not wish to see the visitor.
- Do not swipe your card for any other person in the lifts or open the front entry door
- Tell any visitors requesting entry to call reception or the person they're visiting
- Do not write your room number (or your name) on your key card (if lost, it should not indicate where or who it belongs to)

## **Lincoln House security**

If you ever have security concerns within our building, please contact Reception in person, by phone, or email. Outside of office hours, you can also contact the duty Residential Advisor. In an emergency, contact emergency services as well as the RA or office staff.

## **Local Police**

Our local police station is Melbourne North. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you'd like support in accessing police services, please see our Residential Life Manager or another staff member.

36 Wreckyn St; North Melbourne, (03) 8379 0800; 24/7

You can also access non-emergency police support using the Police Information Line on 131 444.

## **Security on Campus**

You can access security assistance on campus through the University of Melbourne's security team. They can provide first response to medical emergencies, or assist you if you have any concerns for your safety. They are also able to provide you with a security escort service if you ever feel unsafe moving around the campus.

You can contact [University Security](#) on 1800 246 066.

## Important Numbers

<b>Emergency (Fire, Police, Ambulance) 000</b>			
<b>Melbourne Uni Student Services</b>	136 352	<b>Life Line (24 Hours)</b>	13 11 14
<b>AIDS Helpline</b>	1800 133 392	<b>Medicare</b>	13 20 11
<b>Asthma Victoria</b>	1800 645 130	<b>Mental Health Foundation of Australia</b>	03 9427 0406
<b>Cancer Hotline</b>	13 11 20	<b>Men's Line Australia</b>	1300 789 978
<b>Centre Against Sexual Assault (CASA) - Crisis Line</b>	1800 806 292	<b>National Security Hotline</b>	1800 123 400
<b>Centrelink</b>	13 10 21	<b>Nurse on call 24Hours</b>	1300 606 024
<b>Direct Line (Drug &amp; Alcohol Counselling 24 Hour Line)</b>	1800 888 236	<b>Poisons Info Line</b>	13 11 26
<b>Eating Disorders Foundation of Victoria</b>	03 9885 0318	<b>Pregnancy Help Line (24 Hours)</b>	1300 139 313
<b>Epilepsy Association</b>	1300 374 537	<b>Quit Line</b>	13 18 48
<b>Gambling Helpline</b>	1800 156 789	<b>SANE Mental Illness Hotline</b>	1800 187 263
<b>Gay and Lesbian Switchboard</b>	03 9663 2474	<b>Suicide Call Back Service</b>	1300 659 467
<b>Grief Line</b>	03 9935 7400	<b>Suicide Help Line (24 hours)</b>	1300 651 251
<b>Immigration / Multicultural Affairs</b>	13 18 81	<b>Vicdeaf</b>	03 9473 1111
<b>Information Victoria</b>	1300 366 356	<b>Women's Domestic Violence Crisis Service</b>	1800 015 188
<b>Interpreting Service (24 Hours)</b>	13 14 50	<b>Women's Info and Referral Exchange (WIRE)</b>	1300 134 130
<b>Kids Helpline</b>	1800 551 800	<b>Tenants Union of Victoria</b>	03 9416 2577
<b>Victorian Legal Aid</b>	1300 792 387		



## HANDBOOK ACKNOWLEDGEMENT FORM

I \_\_\_\_\_ from Room \_\_\_\_\_

At UniLodge Lincoln House have read, fully understand and accept the contents of the current Residential handbook.

I acknowledge my responsibilities as a resident of the building and accept the terms by which my rental payments must be paid.

I understand the penalties for early termination of the Residential Tenancy Agreement.

Signature:

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Full name (please print name in English):  

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Date:  

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