UniLodge

PARK CENTRAL

2026

RESIDENT HANDBOOK

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This handbook forms part of your Lease Agreement. You must read these documents and, once understood, sign the Lease Agreement acknowledging your intent to abide by the building rules and contract obligations.

1. WELCOME TO UNILODGE PARK CENTRAL

UniLodge Park Central welcomes you to a community that provides students with a COMFORTABLE, SAFE and SECURE space to maximise their success and experience from their time studying in Brisbane.

We appreciate that you are here to enjoy your university experience while keeping your studies a priority. We aim to support your goals by providing a homely living environment and offering a variety of events and activities, both big and small, for you to enjoy along the way.

The Resident Handbook is designed to ensure that everybody understands the Rules of Residency so that all students can enjoy their stay at UniLodge Park Central. We hope that this Handbook will prove useful in answering frequently asked questions and assist with common queries or issues that may occur.

Welcome to your new home. We look forward to a great time together!

Ethos: “Your Trust, Our Commitment”

UniLodge Park Central’s motto “Your Trust, Our Commitment” seeks to place you at the heart of everything we do. We value your stay with us and aspire to work closely with you to ensure a fun and exciting residential life. We welcome residents of all backgrounds and talents, and believe diversity makes for a stronger and more vibrant residential community. We seek to provide a nurturing environment in which we will listen attentively to your needs and support you in your journey of learning and growth. At the same time, it is important to us that you feel safe, comfortable and rejuvenated after a long day out. At UniLodge Park Central, your trust in us drives our commitment to delivering an exceptional residential experience.

Mission

UniLodge Park Central's mission is to deliver an outstanding Student LIFE experience for all students.

- **Lead** a vibrant, fun and exciting residential community.
- **Include** students of all backgrounds and talents.
- **Foster** friendships and connections.
- **Empower** students in their learning and growth.

Our Values

Respect	To have respect for one another as members of the same community.
Safety	To always follow safety guidelines and look out for your fellow residents.
Inclusiveness	To welcome people of all backgrounds, cultures, and stages of life.
Fun	To create an interactive and enjoyable environment where people can connect, learn, and engage.
Trial	To always have an open mind and be willing to step out of your comfort zone.

Our Team

Front Desk Reception

Reception is your first point of contact for any residential enquiries including checking your accounts, lockouts during office-hours, collecting parcels, check-ins and checkouts. Please feel free to come to Reception and we will be happy to assist you with the information you need. Alternatively, you can also email **parkcentral@unilodge.com.au** for general enquiries.

Our front office team has a wide range of knowledge about the surrounding area, so come have a friendly chat with us outside of busy check-in and check-out periods.

Residential Life Team (ResLife)
Residential Life Team is here to assist our residents with welfare checks, general complaints, after-hours emergency situations, event-related queries and flatmate disputes. If you need to get in touch with ResLife Team, email us at **reslife.parkcentral@unilodge.com.au**

Reservations Team
Reservations Team is here to assist with booking-related enquiries such as room types and paid room upgrades. Please email **reservations.parkcentral@unilodge.com.au** when you want to get in touch.

Maintenance Team
Maintenance Team is here to assist with any faults you come across in the property, personal or in common spaces, including electrical, plumbing or bin chute issues. To lodge a maintenance job, go to **GillyHub** and access the Maintenance Request form, completed with as many details as you can and provide an image where possible.

Alternatively, the link may be accessed through **https://sl1nk.com/23ywzy3**

Students are required to register for an account to utilise the portal upon check-in, sent to your email. The registration link will expire within 7 days of check-in.

Contact Details

Building Name: Sky Tower or Metro Tower
Address: 8 Gillingham Street, Woolloongabba, QLD 4102

Reception Phone: (07) 3556 9500

Email: parkcentral@unilodge.com.au

Emergency Contact: (Police, Fire, Ambulance) Dial 000 from your mobile/cell phone.

Reception Hours	Residential Advisors (RA)
Monday to Friday: 9 AM to 5 PM (Except Public Holidays)	Weekends and Outside of Office Hours **Sky Tower Phone**: 0455 944 106 **Metro Tower Phone**: 0436 361 851

The after-hours number is to be used in case of:

- Emergency situations.
- Unusual or suspicious activity in the building.
- Lockouts.
- Noise related issues.
- Health and mental-health concerns.
- Equipment borrowing till 7 PM (To be returned by 7 PM).
- Games accessories hire till 10 PM (To be returned by 10 PM).
- Maintenance issues that can pose a health hazard.
- Fire alarm set off.

Please avoid engaging the RAs for general or rent/booking related enquiries and instead come down to the reception during office hours or send us an email.

Our Agreements and Acknowledgement of the Resident Handbook.

UniLodge strives to develop an atmosphere that provides an outstanding student experience that allows each resident the opportunity to maximise their success and enjoyment during their time studying.

As part of signing your Lease Agreement, you will be acknowledging that you have read this Handbook and the Residence Rules and will abide by the expectations and rules set out in each. Should any changes occur to this document during your stay, you will be notified by UniLodge Park Central management via your email.

As a community, we are all responsible for maintaining a clean, safe and welcoming environment. Residents are expected to take responsibility for maintaining shared facilities and living areas in a condition that is clean, tidy and respectful of others.

Level 2 Common Area

- Study areas with booths and study tables.
- Games area featuring pool tables, foosball table, table tennis, and vending machines.
- Outdoor dining & BBQ facilities.
- Kitchen and dining area in the Metro Tower and Sky Tower, equipped with cooking facilities.
- Gym located in the Sky Tower. Please note that the use of the gym is at your own risk.
- Music room located in the Metro Tower.
- Dedicated quiet study room in the Metro Tower, equipped with a printer that students may use.

Parking

Limited car park spaces are available at an additional charge of $30.00 per week (subject to change), charged fortnightly along with rental payments. Any cars, bikes or other vehicles that are parked on the premises that are not approved by UniLodge Park Central will be fined or towed at the expense of the resident. There are no charging points for electric vehicles in the carpark. Please note, residents' cars are parked at their own risk.

E-Scooters/E-Bikes/Bicycles

Secure bike storage is available to residents in the Underground parking. If you wish to store your bike, please visit reception to register your bike and receive a bike tag. Bikes that do not have an approved UniLodge Park Central bike tag or are not parked in a designated parking space will be removed. Retrieval will be at the cost of the resident.

Bicycles are NOT to be kept in your apartment or room. This is a fire and safety hazard and is strictly prohibited. Any bikes found in an apartment may be breached and fined. Please note, residents' bikes are parked at their own risk.

Laundry

The laundry room is located on Level 2 in both Metro Tower and Sky Tower. Facilities available for use include washing machines and dryers. Access to the laundry is available 24/7. A charge of $4.50 is applied per cycle (wash and dry), paid contactlessly on the machine by card or phone. You will need to supply your own detergent.

Rubbish

Please dispose of your rubbish into the rubbish chutes located on each floor. There are chutes for both general waste and recyclable materials. Each chute is labelled clearly to avoid any contamination of waste.

Please read these carefully and abide by the instructions. Rubbish is NOT to be left in hallways, common areas, beside council bins or any other undesignated areas. Residents found illegally dumping rubbish will be fined $500.

If the bin chutes are out of order or you have any large, bulky items, please dispose of rubbish in the bins on Lower Ground in the carpark. Please refer to the signage on the door of the bin chutes. Residents found blocking the bin chute with bulky items or leaving rubbish outside the chute will also be fined.

Rights and Responsibilities of UniLodge Residents

Residents' Rights:

- Access to an apartment that is fit to live in, in a good state of repair and complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.

If you have any concerns about the terms of your residential agreement, please contact your UniLodge property team on **(07) 3556 9500** or email parkcentral@unilodge.com.au, and we will be happy to discuss any concerns you have.

If you feel your concerns have not been resolved, please contact UniLodge Head Office at **feedback@unilodge.com.au,** and a member of the Operations Head Office team will contact you within three business days.

Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact RTA at **https://www.rta.qld.gov.au/.**

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff or email our Operations Head Office team.

UniLodge's Rights:

- To send remedy of breach notices to residents who break the terms or conditions of the lease 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 apartment during reasonable hours, after issuing the resident an Entry Notice. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, and use of drugs and alcohol within the premises.
- Request identification from residents.

Resident's Responsibilities:

- Ensure that rent is paid on time 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 any damage or maintenance issues to your apartment in writing.
- Pay for charges as outlined in the lease agreement.
- Abide by the terms of the lease agreement and the rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible for paying for any false fire alarm call-outs that may occur from your apartment.

UniLodge's Responsibilities:

- To make sure the apartment 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 or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

Rules of Your Lease

Eligibility of Residents

- All residents must be enrolled in or studying at a university, TAFE, college or school. If the apartment you have selected is for two people, there will be an additional charge of $50 per week for the additional occupant.
- All residents and other occupants must be registered and sign a rooming agreement.
- UniLodge Park Central is **NOT** a suitable environment for children under the age of 17.
- Residents must not sublet the apartment under any circumstances.

Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. Under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction.

Smoking

UniLodge Park Central is smoke-free in the building and the surrounding property, including the apartments, all common areas and within 5 metres of the property. As such, any costs resulting from the repair and cleaning of any damage caused by cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible. If you are going to smoke, please do so at least 5 metres away from the UniLodge Park Central property.

Alcohol

UniLodge Park Central promotes the responsible consumption of alcohol for residents over the age of 18. Alcohol is permissible (if you are over the age of 18) within the building only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below. Designated Drinking Areas:

- Resident rooms.
- Second Floor Common Area until 10 PM (excluding the media room).
- BBQ Area until 10 PM.

Any alcohol is to be consumed in moderation, and there is to be no excessive noise. Intoxication will under no circumstances be accepted as an excuse for misbehaviour. The full consequences will apply for misbehaviour following any destructive or socially unacceptable acts, including where the resident cannot remember the wrongdoing. Any activities that may encourage rapid consumption are not permitted. Staff may shut down any activity at any time that is deemed in breach of this policy. Breakages of glass or items that may cause injury must be reported to staff immediately. It is the responsibility of those consuming alcohol to put all rubbish, including bottle tops, into the bins provided. Any alcohol left unattended may be confiscated by UniLodge.

Gambling

Gambling is not permitted on the premises.

Harassment

UniLodge Park Central is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Any resident of UniLodge Park Central who is found to have undertaken any form of discrimination or harassment will be issued with a breach notice which could potentially lead to termination of lease. The Anti-Discrimination Act makes discrimination unlawful on grounds including gender, race, age, sexual preference, religion, political belief or activity.

Harassment is any type of unwelcome behaviour that is based on one of the attributes covered by anti- discrimination law and which embarrasses, offends, humiliates, intimidates or scares the person being harassed. Harassment may include one or a combination of the following but is not limited to:

- Racist jokes.
- Verbal abuse or derogatory comments based on race.
- Derogatory comments based on pregnancy.
- Homophobic abuse and/or material displayed.
- Verbal or written abuse directed at a transgender person.
- Ethno-religion, marital status, actual or presumed homosexuality, or actual or presumed carers' responsibilities.
- Making derogatory comments or jokes at the expense of a person with a disability.
- Derogatory comments or abuse based on a person's age.

Sexual harassment is acting against Australian legislation and occurs where:

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

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.

If you think you have been subjected to any form of discrimination, please contact a manager or email: reslife.parkcentral@unlodge.com.au, and the appropriate steps will be taken.

Furniture and Equipment

The furniture and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to these items. The resident is permitted to make alterations with the placing of furniture and equipment within the apartment, however, all furniture and equipment must be placed in their original position at the end of the lease period.

Common Property

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

Pets

Pets or animals are not accepted at UniLodge Park Central, including fish. Guide dogs and other registered assistance animals are permitted. If required, please inform our team at parkcentral@unlodge.com.au.

Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their apartment private room and shared apartment common areas (where applicable). In addition, UniLodge staff will conduct periodic routine inspections, after due notice is given for cleaning, faults or damage. We provide a vacuum for residents to hire at reception

Departure Cleaning

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered it. To take some of the stress out of your exit process, UniLodge delivers a bond cleaning service that meets the cleaning expectations and standards of UniLodge, which includes professional cleaning, carpet and

mattress steam cleaning and the replacement of the mattress protector and shower curtain.

Should you wish to clean yourself, please contact a UniLodge staff in person or via email to officially register and obtain a checklist to assist in the cleaning. Please note that self-cleaning tenants are required to provide a mattress protector and shower curtain at their own cost, and give a **minimum of 7 days' notice** from the day of their vacate. UniLodge reserves the right to decline self-cleaning registrations where sufficient notice has not been provided.

Our team will inspect your apartment after you have departed to ensure it meets the expectations prior to releasing the bond. Should the apartment not meet our departure clean standards, we have the right to take a cleaning fee from your bond refund.

Your Agreement with Us

Entry Condition Report

At the commencement of the lease agreement, an Entry Condition Report must be completed and signed by both the resident and a UniLodge representative. This condition report will be used at the end of the lease agreement to assess any damage to the apartment, its furniture and equipment.

The completed condition report must be returned to the office within 7 days of your arrival, or change to a new room. Failure to do so will result in the pre-condition report forming the basis for any security deposit claims at the end of your lease.

Formal Warning

UniLodge promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, they will receive a formal written warning from UniLodge management.

Breach

Residents who continue to engage in the same behaviour after receiving a formal warning will be issued a written breach notice. A written breach notice may be issued to residents for conduct including, but not limited to:

- Being found to be involved in the theft of another person's property.
- Significantly interfering with the peace, comfort or privacy of another resident or staff member.

Eviction

Residents who receive multiple written breaches and continue to engage in unacceptable behaviour may be issued with a Notice to Leave, and an application may be made to terminate their residency in accordance with the applicable legislative requirements. The accumulation of three written breaches for the same offence will result in the commencement of the eviction process.

In addition to the termination provisions, a Notice to Leave may be issued immediately to any resident whose conduct includes, but is not limited to:

- Being found in possession of, using, or distributing illegal drugs or other prohibited substances on the premises.
- Engaging in harassment, bullying, discrimination, or intimidation of another resident, staff member, visitor, or any other person.
- Engaging in sexual abuse, physical assault, or any other form of violence against another resident, staff member, visitor, or any other person.
- Smoking or vaping in their room or in any non-designated smoking area within the building.
- Tampering with, disabling, removing, or otherwise interfering with a smoke alarm or other fire safety equipment.
- Engaging in any other serious misconduct that places the safety, security, or wellbeing of residents, staff, visitors, or the property at risk.

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

Bond

Bond equivalent to four (4) weeks rent is required. The bond is a security deposit which is lodged with the Residential Tenancies Authority on behalf of the resident for the term of their lease in which the resident may occupy the apartment. The bond cannot be used for rent unless authorised by the General Manager. The cost of repair or cleaning may be deducted from the bond.

2. SETTLING IN FOR AN ENJOYABLE STAY

Getting You Set Up on Arrival

The items you will receive on check-in are:

- Access card
- Welcome card with your accommodation details:
  - Internet login
  - Room number and Entry ID
  - GillyHub QR code

Access Card

The access card will give you entry to the front entrance, lifts, and your apartment/bedroom. The access card should always be carried by the leaseholder. Your access card MUST NOT be given to any other person. Should you forget or lose your card, you must contact Reception or an RA immediately.

PLEASE NOTE: Subletting your unit is STRICTLY PROHIBITED at Unilodge Park Central. Any persons found doing this will be issued with a breach notice and a fine of $500.

Replacement of Access Card

There will be a cost to the resident to replace their access card if lost or forgotten. If a key is missing for more than 24 hours, it is classed as lost, and a replacement card will be issued. Prices for the replacement of lost access cards and lockout fees are as follows (subject to change):

Lockout Fee:

- Forgotten Key: $65.00 fee applicable for after-hours assistance. Free of charge for the first time in each contract.
  - No charge during office hours.
- Lost Key: $65.00 for a replacement

Internet Login

Complimentary internet is offered at UniLodge Park Central. You will receive the login details on your welcome card upon check-in. Should you encounter any problems with the internet, please reach out to the internet provider, Superloop, through the number below. It can also be found on your card.

Superloop: 1800 661 407

Room Number

Your room number is subject to change until the day of your check-in, which will also be the latest contract you have signed and provided to you on the card. Rooms that begin with PCS refer to the Sky Tower, while PCM refer to Metro Tower.

Entry ID

This is a unique resident ID that will be required in certain documents that may be completed during your stay, such as the Check-Out Form and the Vehicle Registration Form.

GillyHub QR Code

GillyHub is our resident document hub where you may find all the documents that you may need during your stay. Please take a quick look at the hub so you may familiarise yourself with what may be available at UniLodge Park Central. You may also find further information on rent payment, rental bond and break-lease.

Alternatively, you may access the website by searching "GillyHub UniLodge Park Central" on your preferred search engine.

Mail and Parcel

Mail and parcels are stored at Sky Tower Reception, and should be addressed as follows:

[Your Full Legal Name]

[Room Number] 8 Gillingham St, Woolloongabba, QLD 4102, Australia

If your mail does not include your **ROOM NUMBER** or your **FULL LEGAL NAME**, it may cause delays or losses. This may result in your mail being returned to sender (RTS).

Written authorisation is required (via email) should the intended recipient would like another person to pick up the item.

It is possible that residents with a common surname may reside in the same unit during different time periods. Should you collect someone else's mail and then realise it does not belong to you, you are to return it to Reception immediately.

Small and Medium Parcels

Small and medium parcels are stored in the Groundfloor parcel locker located in Sky Tower. A QR code and digit code will be sent to your registered email and phone number, which you may use to collect the parcel at any time.

These parcels may be stored in the locker for a maximum of 2 months.

Large Parcels

Any parcels that do not fit in the Groundfloor locker will be directed to Sky Tower Reception where they will be stored. These can only be collected during office hours, where a valid form of photo identification is shown. These parcels are held for a maximum of 30 days.

Parcels for past residents and non-residents, or those without enough information to be contacted, will be stored for a maximum of 2 business days.

- Reception only accepts parcels during office hours on behalf of the residents. We do not take responsibility for parcels delivered after hours.
- We do not take responsibility for the state the parcel arrives in, or when picked up by the Resident.
- Parcels must be in the name of the resident only. We do not accept parcels on behalf of friends or family of residents. We do not accept responsibility should these parcels be lost.
- Food and perishable items (e.g. supermarket deliveries, UberEATS orders, etc.) are not accepted by Reception. The tenant is responsible for meeting the driver in the lobby for pickup.

Mail

All mail is delivered to the letterboxes located in Sky Tower. No notifications are sent when mail arrives, so please check your allocated letterbox regularly, preferably at least once a week.

To send mail, you may find the closest Post Office at:

Shop 3, 62 Cleveland Street, STONES CORNER, QLD, 4120
Phone: +61 7 3336 5730

Paying Your Rent

Rent is to be paid as per the Lease Agreement and must be paid 2 weeks in advance. Residents whose payments are in continuous arrears will be issued with breach notices.

Payments can be made in the following ways:

- **Direct Debit:** The Direct Debit Form must be completed separately from a nominated Australian bank account. Sent during check-in or when requested.
- **Online:** Stripe online payment platform (Debit/Credit Card, Direct Debit, WeChat Pay, Alipay, UnionPay). Sent on rent payment days.
- **In-Person:** At reception during business hours via EFTPOS or Credit Card (MasterCard or Visa).

Online payments will require a payment receipt to be sent to receipts.parkcentral@unilodge.com.au.

Direct Debit Decline Fee

Should a direct debit payment be declined by the resident's bank, you may be charged a processing fee.

Other Charges

Sundry charges may apply to residents and include additional cleaning, lockout fees, equipment repairs and other miscellaneous costs. Residents are required to pay any outstanding charges within 7 days of the invoice date.

Getting to Know Your Neighbours

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

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

Living Together at UniLodge

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

- If you have an issue with a fellow resident, first try to speak to the person concerned before it becomes a major problem.
- If you feel that you are unable to come up with a suitable solution, you can email ResLife to discuss your problem.
- If needed, the ResLife team 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 conflict is still not resolved, the ResLife Manager or the Property Manager will step in to take necessary measures to assist with the problem.

Happy Living in a Multishared Apartment

- Always do your fair share of cleaning.
- Decide on a regular cleaning roster for the kitchen, living area and bathroom.
- Be aware of the noise you and any guests make. This is a common courtesy extending to all residents. 10 PM to 8 AM is strictly Quiet Hours.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking. It is a great way to try new foods and cut costs.
- Always store valuable items in your room.
- Be considerate with the use of shared facilities and equipment.

Learning to Live Together Harmoniously

Short-term Illness

UniLodge acknowledges that residents may experience short-term illnesses that are neither communicable nor notifiable. In such circumstances, we will provide reasonable assistance where possible and encourage residents to continue their studies while managing their health.

Communicable Diseases

In the event that a resident contracts an infectious disease, they must notify UniLodge immediately to help protect the health and safety of all residents. Residents are expected to cooperate with UniLodge and follow any instructions provided to help prevent the spread of infection.

Some strategies may include:

- In-house isolation - restricting areas of use to the personal bedroom and a dedicated bathroom area.
- Avoiding common areas of the building.
- Exclusion from any UniLodge activities during the infectious period.
- Careful hand washing.

- Care with coughing and sneezing in public areas.

If there is a breakout of an infectious disease involving a significant number of residents, management will seek medical advice from relevant health services.

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to management immediately. Where management reasonably believes the resident has a notifiable disease, it will refer the resident to the University's health service, the resident's preferred GP, or emergency services for a medical assessment of whether the resident has a notifiable disease.

Medical Conditions

To assist UniLodge in supporting our community, residents may wish to disclose medical information to staff which may assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file accessible only to approved UniLodge staff. Residents are encouraged to discuss their needs with the Residential Life Manager or Property Manager, and this will be conducted in a confidential environment.

Visitors

- Residents are responsible for their visitors and will be accountable for their actions.
- All visitors must obey UniLodge rules and regulations on the Lease Agreement, the House Rules and the UniLodge Park Central Resident Handbook.
- All visitors must leave by 10 PM.
- All unwanted visitors or trespassers must be reported to UniLodge Park Central. If you are expecting visitors, you must personally come down to reception to verify and pick up your visitors.
- If you are in a shared apartment, you need to obtain your flatmates' consent before you can bring in any guest.

Overnight Guests

- Only one overnight guest is permitted at a time.
- All residents must complete an Overnight Guest Form available on GillyHub and have their guest approved by UniLodge Park Central prior to the guest's arrival.
- A guest can only stay for a maximum of three (3) consecutive nights for free in a month, and will not be permitted to be signed in by another resident to extend their stay at the property.
- A guest can stay for a maximum of four weeks per lease with a charge. A $50 per week charge will be put on the leaseholder's profile.
- In a shared apartment, only one guest will be approved at a time and will need all flatmates to consent prior to the arrival of the guest.
- Overnight stays during examination periods will be considered on a case-by-case basis.
- Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

Noise

Residents are expected to respect others and help maintain a comfortable living environment. Quiet hours are from 10:00 pm to 8:00 am, during which residents must avoid loud noise, loud music, parties and other disruptive behaviour.

Residents are also responsible for ensuring their guests follow the same expectations. Repeated noise complaints may result in further action in accordance with UniLodge policies and procedures.

Looking After Your Apartment

Maintenance

Please follow the procedure below upon discovery of an item requiring attention in your personal room, shared apartment space, or common areas:

- Scan and complete a maintenance request form through the Facilio portal, found on GillyHub, accessible via an online search, or through the QR code available on your welcome card, available around the building and at reception.
- Photos of the damage or concern are very helpful.
- If there is an emergency related to the facilities, please call reception or the after-hours contact immediately.

Please ensure you register an account through the email invitation link sent to your registered email with UniLodge, checking both your junk and spam folders. You will only be able to access the maintenance portal with a registered account.

Repair Costs

UniLodge employs a dedicated maintenance staff and contractors to repair any damage or problems that occur on the premises. General maintenance of the apartment is provided. The resident is liable for any damage or loss caused by negligence or misuse and will be charged for labour and any associated costs

Multishare Damages

In multi-share apartments, if maintenance is required to fix damage in the apartment common areas, and responsibility is not claimed by an individual/s, costs will be shared equally across all residents of the apartment.

Appliances and Systems

For instructions on how to operate the appliances and systems available at UniLodge Park Central, you can refer to the videos available in the Check-In email or through the QR codes available in the lifts and notice boards on each floor. You can also find the videos by searching for UniLodge Park Central on YouTube.

Cleaning Glass & Aluminium

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

Mirrors

- Gently wipe with a damp, lint-free cloth.

Joinery Items

- Laminex surfaces can be sufficiently cleaned by wiping over with a clean, soft, damp cloth.
- Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent. Wax or other polishes are unnecessary and should not be used.
- Please refrain from using any caustic cleaning agent on any surfaces.

Stains

- DO NOT use any powders or abrasive liquid cleaners.
- A small amount of methylated spirits or a solvent-free cleaning solution may be used.

Scratches and Cuts

- Chopping and cutting directly onto the surface can damage Laminex/stone surfaces.
- 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.

Microwave

- Your apartment is provided with a microwave located in the kitchen. Wipe the inside of the microwave regularly with a warm, soapy cloth.
- Microwave dishes can be removed and washed.

Hanging Items on Wall

- Do not staple, stick, or pin any items to the walls.
- No sticky tape or blue tack is to be used. No blue tack is to be used.
- Use of hooks is allowed ONLY if they are easily removable and must be removed at the end of your tenancy.

NOTE: The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this occurs.

Tiled Surfaces

- Do NOT clean the tiles with ACID or abrasive materials.
- Do NOT place potted plants directly onto tiled balconies.
- Remove any residues immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

Refrigerator

Your apartment is provided with an electric refrigerator connected to a 240-volt electric power supply. On arrival, please check that the fridge is plugged in and switched on. You may need to adjust the cooling setting within the refrigerator.

NOTE: Do not overfill the freezer as this can cause the fridge section to lose cooling.

Emergency Situations

For any emergency situations that may pose an **immediate risk to the health, safety or wellbeing of yourself or others**, call **000** for emergency assistance.

This includes situations such as serious injury or illness, difficulty breathing, unconsciousness, fire, significant smoke, immediate threats to personal safety, or any situation requiring urgent assistance from Police, Fire or Ambulance services.

If it is safe to do so, please also notify UniLodge as soon as possible after contacting emergency services.

- During office hours, Monday - Friday, 9 AM to 5 PM, please dial
  - **(07) 3556 9500**
- Outside of office hours, please contact the Residential Advisors at:
  - Sky Tower: **(04) 5594 4106**
  - Metro Tower: (**04) 3636 1851**

Evacuation Sign

There is an emergency evacuation sign behind your personal room door. Please take your time to note the closest fire exit and the assembly area in case of an emergency, and familiarise yourself with your apartment's floor layout.

Please do NOT bring any belongings with you during an evacuation. Leave all personal items behind and evacuate immediately. Do not return to your room to collect belongings.

Fire Alarms

Call **000** and ask for the **Fire Brigade**.

If a fire alarm is heard, you have to evacuate the building immediately using the Fire Escape route. Follow the Fire Warden's instructions at all times. Evacuate to the assembly area. Remain at the assembly area and await instructions.

Smoke Detectors

Your apartment is equipped with a smoke alarm, generally located on the ceiling in the living room or bedroom. Tampering with fire safety equipment is strictly prohibited. Covering, removing or interfering with a smoke alarm will result in a $500 breach notice. If you notice any unusual behaviour or issues with your smoke alarm, please contact Reception or submit a maintenance request immediately. Do not touch or attempt to repair the equipment yourself.

Smoking, including cigarettes and vapes, is strictly prohibited in your room and anywhere on UniLodge Park Central property. A $500 breach notice will be issued if a breach is identified.

Fire Sprinklers and Detectors

The smoke detector in your room is connected to the building's main fire alarm system. If cooking smoke activates the alarm, do not cover, remove or interfere with the smoke detector. Open your windows and use a tea towel or similar item to gently fan the smoke away from the detector. If your windows are sealed, ensure the rangehood extraction fan is running.

Do not attempt to clear cooking fumes into common areas, including apartment hallways. Activating common-area alarms may automatically alert Queensland Fire & Rescue Service and result in a fine.

Never attempt to remove or tamper with smoke detectors and sprinklers. Tampering may cause a system fault or false alarm and may result in fines, prosecution and responsibility for any repair costs. Queensland Fire & Rescue Service fines for false alarms can exceed $1,475.

Should there be a fire, dial 000 immediately.

With just a little extra care, we can all reduce the chance of false alarms.

Setting Up a Bank Account in Australia

The Big 3 Banks

There are many regional banks, local credit unions and building societies – but it's the Big 3 banks that are the key players in Australia. You may choose to open an Australian bank account with these banks or any other Australian banks of your choosing.

These are:
Commonwealth Bank – www.commbank.com.au
NAB – www.nab.com.au ANZ – www.anz.com.au
Westpac – www.westpac.com.au

Your Shop

We make settling into your new home easy by offering the option to pre-purchase your basic needs from our online store. Visit Your Shop and have them ready for you to collect at the reception on your arrival.

The packs included are **Bed and Bath Essentials, Kitchen and Dining Essentials** and **All-In-One Essentials.**

*Please place your order at least 10 -14 days before your arrival to ensure they arrive in time.

*Bed size corresponds to your room type. Studio Single and Shared Apartments = King Single. All other studio types = Double.

3. RESIDENTIAL LIFE PROGRAM

ResLife is responsible for overseeing the Residential Life and Wellbeing Program at UniLodge Park Central. Our programs offer an array of diverse, fun, and inclusive events designed to enrich your educational, cultural, social and wellbeing experiences.

The 5 ResLife pillars of UniLodge Events are:

- Academic
- Social
- Community
- Culture
- Health and Wellbeing

Every resident is welcome to email feedback and suggestions for events to reslife.parkcentral@unilodge.com.

Events and Eventbrite

Events will be published on Eventbrite, and the link will be shared with all in-room residents to register via email. Event updates and reminders are sent on a weekly basis, so make sure to check your email to get a spot in the events!

Events Expression of Interest

For larger events, participation will be managed through an Expression of Interest (EOI) process. This provides all residents with a fair and equitable opportunity to participate, particularly those who may have limited availability due to their busy schedules.

Submitting an EOI does not guarantee a ticket. Events using an EOI process will be clearly identified. If you are allocated a place, you will subsequently receive a separate registration form through email to confirm your place.

Event No-Shows

Non-attendance without at least 24 hours' notice will incur a penalty equal to the full ticket and transport costs. Penalties may be waived where a legitimate reason is provided, supported by a valid medical certificate or other appropriate evidence upon request.

Residential Advisors

After-hours Residential Advisors (RAs) are here to assist in emergencies while the office remains closed. For all general services, please visit us during office hours.

ResLife Support and Reporting

The ResLife team is here to support you throughout your residential experience. If you would like to speak with a ResLife staff member, scan the QR code to request a consultation about **welfare concerns**, such as, but not limited to:

- **Stress/Anxiety/Isolation**
- **Mental Health and Wellbeing Concerns**
- **Peer Conflict**
- **Cultural Adjustment**
- **Safety Concerns**



All information will be treated with care and handled in accordance with the policies and privacy requirements.

Urgent Wellbeing and Health Concerns

If you are struggling, or if you are concerned that someone you know may need immediate support, please call us at **(07) 3556 9500** or email us at reslife.parkcentral@unilodge.com.au during office hours (Monday - Friday, 9 AM to 5 PM). For urgent after-hours assistance, please contact the **RA Phone** on **(04) 5594 4106**.

Additional health and crisis support services are also available. Please refer to the end of this handbook for further information on Mental Health Helplines.

Social Media

Follow us on Instagram and Facebook to keep yourself updated on the latest events and activities.

https://www.instagram.com/unilodgeparkcentral/

https://www.facebook.com/UniLodgeParkCentral

4. GENDER-BASED VIOLENCE (GBV)

Our Commitment

UniLodge is committed to fostering a community where every resident is treated with dignity, respect, and fairness. We encourage residents to look out for one another, speak up when something does not feel right, and seek support whenever it is needed. No one should experience violence, harassment, or discrimination while living in our community.

What is Gender-Based Violence?

Gender-Based Violence (GBV) refers to any form of physical or non-physical violence, harassment, abuse, intimidation, or threats that are based on a person's gender, gender identity, or gender expression.

GBV includes behaviours that result in, or are likely to result in:

- Physical or psychological harm
- Coercion or controlling behaviour
- Fear or intimidation
- Deprivation of a person's liberty, autonomy, or sense of safety

GBV may be:

- Driven by unequal gender power dynamics or relationships;
- Connected to gendered expectations or stereotypes, and/or
- Directed towards a person's gender identity or gender expression.

Every resident has the right to feel safe, respected, and supported in their home.

Disclosure and Reporting

If you, or someone you know, has experienced or witnessed Gender-Based Violence, support is available.

You can make a disclosure by:

- Speaking with a member of the Residence Life team, including the Residential Life Manager (RLM), Residential Life Coordinator (RLC), or a Residential Advisor (RA).
- Contact your Residential Life Team or General Manager using the contact details provided in this handbook.
- Complete the online Disclosure and Support Form by scanning the QR code provided below. Anonymous disclosures are welcome.



Making a disclosure allows the Residential Life team to provide support and discuss available options. You are not required to make a formal complaint to access support.

Mental Health

HELPLINES

