UniLodge

2026

RESIDENT HANDBOOK

WELCOME

Welcome to UniLodge Visage

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

UniLodge Visage management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Brisbane.

Enjoy your stay

SETTLING IN

Most students coming 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 Community Spirit Events, so that you will 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 who are going through the same experiences as you. Please come and see us even if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

What is community spirit?
Community Spirit is an integrated, contemporary, residential life program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Residential Advisors, the Customer Service Coordinators and the Property Manager – Operations.

UniLodge's multicultural vision
We promote a culture of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building to engage in cross-cultural understanding and friendship. So everyone feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, interacts with, learns from, and values - all people.

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

What types of activities underpin the community spirit program?

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

Attending events
Attending and signing up for events is easy, just go to UniLodge St Lucia Facebook page for information and then sign up with reception! Please be advised that the community spirit membership is optional and is not included in your rent. Contact reception for more information.

UPON ARRIVAL

This handbook contains vital information which works in conjunction with your tenancy agreement. You must read these documents and, once understood, sign the acknowledgment form when you check in, as agreement to abide by the building rules and contract obligations. You are also entitled to a copy of the signed tenancy agreement and this is generally given to you on your arrival.

The items you will receive on checking in are:

- A unit key
- A copy of the entry condition report for your unit
- a copy of your tenancy agreement

Security and unit key

You are issued with a unit key when you check in. The unit key will give you access to the front door and your apartment. The swipe card should be carried by residents at all times. Your unit key must not be given to any other person.

Should you lose your key or be locked out of your unit, you must contact the reception immediately. Prices for the replacement of lost keys & lockout fees are as follows:

Unit Key	At cost
Letter Box Key	At cost
Garage remote	At cost
Lock out fee:	$88 each

If you get locked out of your unit after hours, please note entry is given by onsite staff and is not immediate. You may need to wait up to several hours for access.

Identification (ID)

Your ID should be carried at all times as it allows management to determine if a person is a resident at the property. It also allows afterhours access should you lose your key. **You should always keep your keys and ID separate.**

Office

The office is located on level 1 of 18 Gailey Road, St Lucia, and our friendly staff will not only assist with questions and queries regarding the property, but have a range of knowledge concerning the local area, food, travel and general information. The office is open Monday to Friday 10 am to 4 pm.

Access to other units

Entering another resident's unit without authority will result in the same action as a member of the general public entering a home without approval. That is, offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed regardless of whether or not they are in their unit, and always escort guests/visitors to the property.

Absence from your unit

If you intend to leave your unit for an extended period of time, please ensure you advise our staff. We will note this on your file in case we need to contact you in an emergency. If you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid.

Additional furniture

The installation of other furniture into a resident's unit 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 unit and furniture required.

CONTACT DETAILS

Address

Each unit is allocated a letterbox, which is located at the front of the building.
Mail being sent to you should be addressed as follows:

Name **UniLodge Visage** **Unit Number_____ / 221 Sir Fred Schonell Drive** **St Lucia Qld 4067 Australia**

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

Please note that UniLodge Visage does not accept mails or parcels on your behalf. The nearest post office is at 1/217 Hawken Dr, St Lucia, QLD 4067 should you need to collect any missed parcels.

THE BUILDING

Name	UniLodge Visage
Address	221 Sir Fred Schonell Drive St Lucia, QLD, 4067
Office Telephone	07 3726 1700
Operating hours	10 am – 4 pm, Monday to Friday (excluding public holidays)
Resident afterhours Emergency	07 3726 1700
Emergency Contacts (Police, Fire, Ambulance)	**000**

RIGHTS & RESPONSIBILITIES

Resident's Rights

- Access to a unit 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.

UniLodge's Rights

- To send remedy of breach notices to residents who break the terms or conditions of the tenancy agreement, body corporate by-laws, cause damage to any parts or inclusions of the building or cause inconvenience to other residents.
- 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 unit during reasonable hours, after issuing the resident with an entry notice (Form 9).
- 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.
- To issue formal warnings or apply charges for persons in breach of this resident handbook.

Resident's 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 unit in writing.
- Pay for charges as outlined in the tenancy agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building and any body corporate by-laws that apply.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any consumables (e.g., blown light bulbs and batteries) or damages in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

UniLodge's Responsibilities

- To make sure the unit 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.
- Assist residents where possible in solving issues/problems that may arise.

EMERGENCY PROCEDURES

Upon Fire Alarm

- Close door, open windows and balcony doors and wave away smoke with towel or cloth.
- Call Fire Brigade (000) - if calling from your room dial zero (0) for an outside line first
- Use fire blankets or fire extinguishers if it is safe to do so and you feel competent in doing it.
- Evacuate to assembly area
- Remain at assembly area and await roll call
- Assist any person in immediate danger only if safe

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY. EVACUATE VIA THE FIRE STAIRS TO THE NEAREST EMERGENCY ASSEMBLY POINT IN THE EVACUATION DIAGRAM.

Please assemble in the driveway of the building on Warren Street until instructed by the fire department that it is safe to re-enter the building.

Smoke Detectors

Please be informed about the following points:

1. 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.
2. Do not touch or tamper with the smoke detectors and sprinklers. You may also be responsible for the cost of repairs to the system that this damage may cause.
3. Don't panic if there is a fire which has triggered the smoke detector.
4. Call the fire brigade on *000* if there is a fire and notify UniLodge on (07) 3726 1700 immediately.
5. In the event of excessive cooking fumes in your unit that cause your alarm to activate please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for unwanted alarms (currently in excess of $1,254.10). Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear

YOUR AGREEMENT WITH US

Bond
A bond equivalent to four (4) weeks rent is required. The bond is lodged with the Residential Tenancies Authority on behalf of the resident for the term of the tenancy and/or for any further period in which the resident may occupy the unit.

The bond cannot be used for rent unless authorised by the Property Manager - Operations. The cost of repairs or excessive cleaning may be deducted from the bond.

Entry Condition Report
At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and the UniLodge Property Manager - Operations. This Condition Report will be used at the end of the Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 7 days** of your arrival. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Termination of Tenancy Agreement
A Tenancy Agreement may be terminated by UniLodge if:

1. The Resident fails to pay rent by the due date and all notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the tenancy agreement or the rules of tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Tenancy Agreement as decided by management on an appropriate end date, all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines. You may also be charged with any disposal fees. All remaining fees must be paid up.

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 transgress 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 Leave" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Leave" 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.

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

PAYMENTS

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

Rent
Rent is to be paid as per the tenancy agreement and must always be paid on time fortnightly.

Payments can be made by Direct Debit through Console Pay or EFTPOS at reception.

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

Sundry charges
Sundry charges are payable by residents and include additional cleaning, light bulbs, lock out fees and lost swipe cards/room keys. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

Unit repairs
UniLodge engages maintenance staff and contractors to repair any damages or problems that occur on the premises. General maintenance of the apartment is provided but does not include durable goods such as light globes, batteries and toilet paper. These are the resident's own responsibility. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs. **If maintenance is requested but the fault has been caused by user error or the item is not found to be faulty the tenant will be charged appropriately.**

Replacement of garage remote and/or key
There will be a cost to the resident to replace their security garage remote and/or key if they are lost. If a garage remote and/or key is missing for more than 24 hours it is classed as lost and a replacement garage remote and/or key will be issued.

PASTORAL CARE

WE CARE ABOUT YOU!
UniLodge strive 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.

New residents often experience difficulty adjusting to:
- The transition from school to tertiary/university life
- A different education system and different demands
- Living away from home, and fending for themselves
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Life style and culture changes, this may come as a shock, and may include:
  - Finding their way around ie. Transport, clubs, churches etc
  - Setting up bank accounts

UniLodge staff are here to assist you with all these issues and more. Feel free to pop into our reception and we will be happy to give you the information you need.

Any one affected by illness, accident or death of a relative, should talk to the Property Manager - Operations. If necessary we can refer you to the appropriate counsellors for further support.

TROUBLESHOOTING AND COMPLAINTS

Studies
If you need help with your academics, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues.

As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately, by calling the reception or after-hour number.

Residents must always be tolerant of other Residents' study habits.

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

Financial hardship
If you are experiencing any financial difficulties, please speak to the Property Manager - Operations. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Unit usually managed by the Student Services.

Privacy
Your privacy is important to us. Should you wish to discuss any matter in private, please ask.
All matters discussed will be kept confidential.

Complaints
Should you at any time be unsatisfied with any outcome in regards to your rights of tenancy, please contact the Customer Service Coordinator or Property Manager - Operations. All complaints should be submitted in writing or via email to ongailey@unilodge.com.au where possible.

Sexual harassment and racism
Sexual harassment is acting against Australian legislation and occurs where:

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

And 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 Visage is a friendly and supportive community, and it is expected that members will be pro-active in ensuring that it remains so. Any member of UniLodge Visage 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 or sexual harassment, or have witnessed any of these, please contact the Property Manager - Operations and the appropriate steps will be taken.

HEALTH

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. Please note that emergency services in Australia are very expensive and ambulance cover is recommended.

General health care

In case of an emergency dial 000

Do not go to the emergency centre of a Queensland public hospital if you have a minor illness. This should only be used for an emergency. You could call 1300 HEALTH or 1800 IM SICK, a government sponsored medical helpline available 24 hours per day.

The University of Queensland also provides free health services to its current students. St Lucia campus clinic operates from Monday to Friday, 8.30am – 5.00pm. You must make an appointment with the clinic in advance by calling 07 3365 6210 to see the doctor. Please bring your student ID and Medicare/OSHC card when you visit.

RULES OF TENANCY

These rules form part of your tenancy agreement with UniLodge. Please read these rules and if you have any questions or need a translator please contact the reception

Eligibility of Residents

- All residents must be registered and sign a Tenancy Agreement
- Residents must not sub-let the unit under any circumstances

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
- Under no circumstances must Residents loan out their Security Swipe Card/Unit key or copy try to copy their own keys
- 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 enter or exit the building after hours. The issued key must not be given to the guest/s to enter or exit the building by them.

Requests by staff

Residents must comply with all reasonable requests from UniLodge management.

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Tenancy Agreement, however you will still be held responsible for rent until the unit is re-let.

Drugs/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. Failure to comply with this rule can result in eviction.

If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to management. We are here to assist in every way possible.

Smoking

UniLodge is a smoke free building which includes the unit, balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Please note that there are fines applicable for smoking in the property.

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 unit. Alcohol is **NOT** permitted in common areas.

Gambling and Gaming

Gambling is not permitted on the premises.

Furniture and Equipment

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

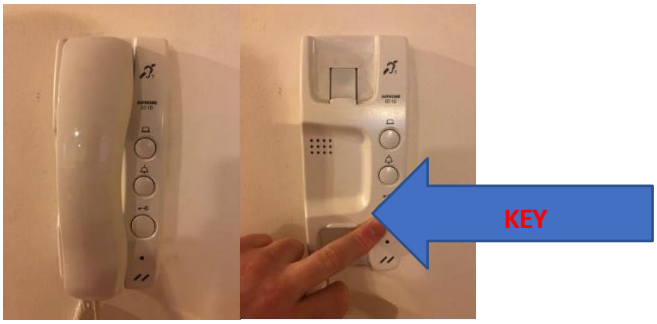
The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by management.

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.

Operating the Intercom
When someone, at the entrance to the property wants to be let in, they will call your unit on the intercom system by simply entering the *Unit Number* followed by the BELL.



The Intercom handset in your Unit will ring. Pick up the receiver and you will be able to talk with the person outside, press the KEY button to unlock the door or Gate.



Pets
Under NO circumstances tenant/s are permitted to bring any pets or animals into the building. This includes fish, reptiles, birds, cats, dogs, etc. Anyone found in breach shall be served with a final warning letter. Tenant/s shall be liable for any charges associated with the cleaning and/or maintenance and/or other charges.

Please note the above excludes approved trained guide pets. For example, dogs, cats, etc. The management may ask for all the appropriate paperwork and/or professional referrals.

Please note the management reserve the right to decline the request under reasonable circumstances.

Cleaning and Inspections
All residents are responsible for the day to day cleaning of their unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for faults, damage or cleanliness. As UniLodge @ UQ provides shared accommodation all guests are required to clean up after themselves when using the kitchen and balcony of their unit or common areas.

Departure Cleaning

Your unit has been professionally cleaned for your arrival. You are required to have your room professionally cleaned (including carpets) prior to departure. You are eligible to choose your own professional cleaning company but if their cleaning service is not adequate you may be charged additional cleaning fees by UniLodge. If you choose your own cleaning company, you will need to provide us with a receipt from the cleaning company (including carpet cleaning). We recommend the use of UniLodge cleaning services to ensure your bond is refunded without incident.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge @ UQ – St Lucia is recognised as a workplace and, as such, this puts responsibilities on both management and residents.

As a resident, you must not be negligent in terms of causing or contributing towards an accident(e.g., preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment).

CARING FOR YOUR UNIT

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

1. Identify the problem and prepare to give the associated details.
2. Contact reception and fill in the maintenance work order / authorisation form.

Appliances and Fixtures

a) Microwave
Your kitchen is provided with a microwave located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. Do not place metal items inside the microwave.

b) Refrigerator
Your kitchen is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

c) Dishwasher
Your kitchen is provided with a small drawer dishwasher for your convenience. An appropriate detergent/tablet and rise aid is required when using the dishwasher.

c) Smoke Detector
Your unit has been installed with a smoke alarm. Generally, they are located on the ceiling in the kitchen areas and outside in the common area hallways on each floor. Each one is connected to a 240V power supply via your unit switchboard. Please see page 9 for more information.

d) Glass and Aluminium
Please note the following suggested points for the care and maintenance of the glass in your apartment.

WHAT NOT TO DO

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

e) Removing Stains
DO NOT use any powders or abrasive liquid cleaners. A light application of methylated spirits or cleaning liquid that does not contain solvents can be used. Notify the reception immediately if this cannot be removed.

f) Tiled Surfaces
- Do NOT clean the tiles with ACID.
- Do NOT clean tiles with any abrasive materials.
- Do NOT place-potted plants directly onto tiled balconies – remove any residue immediately before staining occurs.
- Use specifically designed tile-cleaning detergents only.

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

h) Laminex and tile cleaning
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.

i) Scratches, cuts and burn marks
Chopping and cutting directly onto the surface can damage laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Do not leave hot pans on the bench directly. Residents will be charged for replacement of the surface if severe cuts, scratches or burns occur.

j) Hanging Items on the walls
Please be very careful of what you stick onto the walls. In the event that paint is damaged when removing posters or other hanging items we are required to paint the whole wall and you will be responsible for the cost. No sticky tape is to be used. No blue tack is to be used as it can stain.

k) Periodic inspections
UniLodge inspects every tenanted apartment biannually to ensure that the unit is in good care and condition. Photos will be taken during this process and an inspection report will be sent to the owner of your apartment. It is strongly recommended to clean and tidy your unit regularly.

Extra inspections may be organised, breaches issued and fines placed on your account should your room not be kept in a hygienic state.

l) Foods with strong Odours
We ask that all our tenants are mindful of other residents when it comes to cooking and consuming foods with strong smells. We need to remember that not everyone has the same tastes or even sensitivity when it comes to smells. While we don't want to discourage you from enjoying your favourite foods here is a list of things to be careful of.

- Some herbs and spices
- Some fruits (such as Durian)
- Some seafoods – especially seafood waste
- Some curries

Please be mindful that some of these smells may cause issues for some residents especially if you can smell this in the hallways. Also be aware that some strong odours can linger in your apartment and in some cases may require extra cleaning or in extreme situations could require carpets to be replaced when it's time to move out.

REFUND POLICY

Deposit and Advanced Rent - Total Refund
In the event that an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all deposit payments and advance rent instalments will be fully refunded. However, whilst UniLodge representatives will try to offer applicants the rooms or units of their choice, this may not always be possible. If applicants are offered similar alternative accommodation within the same UniLodge facility before commencement of their Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.

The bond is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: Rent is paid in full, all furniture and equipment is accounted for, there is no damage to any UniLodge property for which the Resident is liable. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond.

Partial Refund
In the case where a resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and/or security deposit and/or rent, must give at least **28 days written notice** prior to either the commencement date of their tenancy agreement or the UniLodge Semester start date, whichever is the earliest. Where appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of UniLodge management**, dependent on the subsequent re-letting of the apartment to another party.

No Refund
In the event of a resident being evicted, the resident will not be eligible for refund of any Rent paid until another resident is found.

At the end of a tenancy agreement, where damage has been caused to UniLodge property and the security deposit is not enough to cover the cost of rectification, the bond will be claimed and the Resident will remain liable for any additional costs.

Where a Resident breaks a tenancy agreement without cause, the Resident is not eligible for any refund of advanced rent and payment must be made until another resident is found.

Termination Clause.

Under a General Tenancy Agreement, you must provide written notice 14 days prior your departure date if you wish to end your tenancy early, following the requirements set out by the RTA. When considering early termination, it is your responsibility to pay the remainder of rent owed under the agreement. Reletting or early termination costs may apply, typically capped according to RTA rules. In all cases, the property must be returned in the same condition as at the start of the tenancy, subject to fair wear and tear.

You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us inside or outside of Australia.

BUILDING/ROOM FACILITIES

Laundry
Each apartment is equipped with a front loading washing machine and dryer as well as a laundry sink with underneath storage. For effective cleaning and drying, do not overload the machines.

Bicycles/Storage
In order to preserve floor coverings and other fittings and fixtures, bicycles are **not** to be brought into the building including your unit. Contact reception for bicycle storage.

Parking
Each Unit is allocated one car park space so you are authorised to park your vehicle in this car park.

SECURITY

Insurance and security for your unit
All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are **not covered** by UniLodge Visage policies.

Any large complex is vulnerable to petty theft, and UniLodge Visage is no exception. We suggest that you **keep your door locked at all times.**

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

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

- Do not show any person to a resident's unit, or tell them where they live - the Resident concerned may not wish to see the visitor.

If in doubt - call Management on 3726 1700

UTILITIES

Electricity in your unit
Electricity consumption is not included in your monthly tenancy fee. Please contact any provider to connect.

Water and Gas
Water consumption is not included in your monthly tenancy fee. Please contact Locality Energy to connect: https://localityenergy.com.au/visage, or call their office on 1800 040 168 to set up your account over the phone.

Air Conditioning
Air conditioning consumption is not included and is a part of your electricity consumption.
Please respect your fellow apartment resident and use energy conservatively.

Ensure that your balcony door is shut and your ceiling fan is not on when using your air conditioner.
We remind all residents to be mindful of the above especially when having guests over.

Internet
Internet is not included in your monthly tenancy fee. Please contact any provider to connect.

TRANSPORT

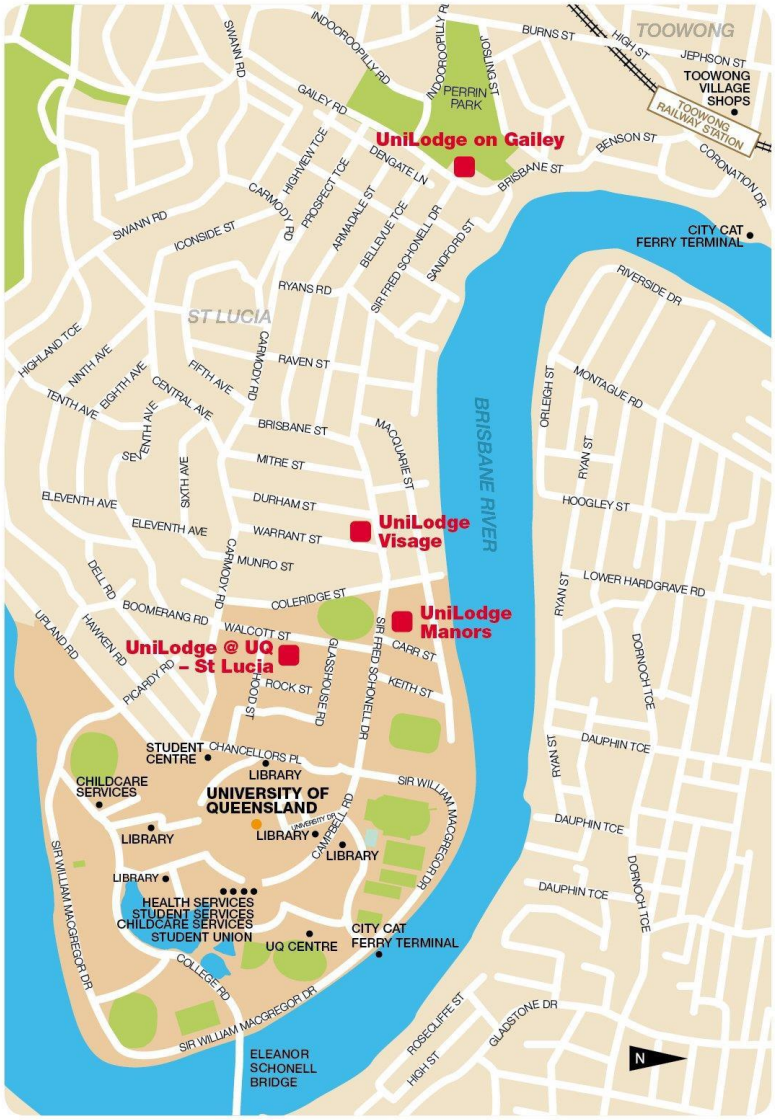
Information on public transport can be obtained from the Transit Help Line. Please visit www.translink.com.au for more information.

Buses 402 and 412 run from the University of Queensland campus all across the city.

The City Cat ferry is also within walking distance which allows comfortable transport into the city centre via the tranquil waters of the Brisbane River.

LOCAL FACILITIES

St Lucia supermarket – 185 Sir Fred Schonell Drive, St Lucia QLD 4067
IGA supermarket – 240 Hawken Drive, St Lucia QLD 4067
Local eateries are available near IGA and St Lucia supermarket
Gym, swimming pool, bank, hair salon, bookshop, clinic, dentist and cafeteria are located in the University of Queensland - St Lucia campus.



USEFUL CONTACTS

UniLodge Visage	07 3726 1700
University of Queensland	
Student services	07 3365 1704
St Lucia campus security	07 3365 3333
Health Services	07 3365 6210
Library	07 334 64312
Tutors	07 3365 2788
Student union/Student help on campus	07 3377 2200
Lifeline	13 11 14
Beyond Blue	1300 224 636
Brisbane public hospitals	
Royal Brisbane Hospital	07 3646 8111
Princess Alexandra Hospital	07 3176 2111
Logan Hospital	07 3299 8899
Mater Hospital	07 3163 8111
Queen Elizabeth II Jubilee Hospital	07 3182 6111
Translink	13 12 30
Department of Transport and Main Roads	13 23 80
Police/Fire/Ambulance	000
Non-urgent incidents - PoliceLink	131 444

GENDER-BASED VIOLENCE

At UniLodge, we are committed to fostering safe, respectful, and inclusive environments across all our student accommodation properties in line with the **National Higher Education Code to Prevent and Respond to Gender-based Violence 2025**.

Gender-based violence (GBV) includes any form of harm, coercion, or control rooted in gender dynamics, including (but not limited to) sexual assault, harassment, stalking, coercive control, and technology-facilitated abuse. Recognising that GBV disproportionately affects women, and is compounded by intersectional factors like cultural background, disability, or diverse sexual orientation and gender identity, our whole-of-organisation approach prioritises primary prevention through evidence-based strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

Our Strategic Plan comprehensively addresses GBV prevention and response, tailored to the specific requirements of Standard 7 of the Code. Our Plan integrates dynamic policy, continuous education programs, and a **'No Wrong Door'** disclosure process that empowers community with choice and agency, while working to mitigate systemic risks, barriers and enablers.

To learn more about our initiatives and how we are driving long-term change, view our full **Strategic Plan here.**

DISCLOSURE

If you or someone you know has experienced Gender-based Violence, there is support available. You can make a Disclosure via any of the following channels:

- Speak directly to your Res Life Manager (RLM), Res Life Coordinator (RLC), General Manager, or Residential Assistant (RA).
- Call your Res Life Team or General Manager on the number provided for them.
- Use the online Disclosure and Support Form via the QR Code. You can remain anonymous.

UniLodge

GENDER-BASED VIOLENCE
UNILODGE POLICY



GENDER-BASED VIOLENCE
UNILODGE POLICY

DEFINITION

Gender based Violence means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy, and where the conduct is:

(a) Driven by unequal gender power dynamics or relationships, and/ or

(b) Connected to gendered expectations or stereotypes, and/ or

(c) Extended to Gender Identity and/or expression.

MISSION STATEMENT

At UniLodge, we are committed to providing safe, inclusive, and supportive living environments for all residents, staff, and visitors.

UniLodge adopts a proactive, evidence-informed, and risk-based approach to the prevention and response of Gender-based Violence, prioritising the safety, dignity, and autonomy of those impacted.

Gender-based Violence in any form is unacceptable and will not be tolerated in the UniLodge community.

Through strong leadership, clear policies, ongoing education, accessible support, and robust accountability, UniLodge maintains a culture of respect, equity, and responsibility across our student accommodation portfolio.

PRINCIPLES

UniLodge adopts five (5) core principles in working to prevent Gender-based Violence:

1. **Safety First**: Safety and wellbeing are the overriding priorities in all decisions and actions.
2. **Accountable Leadership**: UniLodge leaders own this policy, model respectful behaviour, drive prevention, and ensure measurable progress and continuous improvement.
3. **Education is Critical**: Continuous evidence-based education is coupled with robust ongoing assessment to identify systemic risks, enablers, and barriers, with measurable, action-based targets to ensure safe environments.
4. **Person-Centred and Trauma-Informed Systems**: All processes are designed to be trauma-informed, person-centred, and culturally safe. The agency and confidentiality of the person who has experienced harm are upheld, and procedural fairness is maintained for all parties. Through collaboration with universities and the UniLodge community, our systems are designed for transparency, integrity, and impactful consultation.
5. **Shared Responsibility**: Every member of the UniLodge community has a role in preventing Gender-based Violence and fostering a respectful environment.

ROLES AND RESPONSIBILITIES

All Members of the UniLodge Community (residents, staff, visitors, and contractors): Every person in our community plays an active role in preventing and responding to Gender-based Violence by:

- Promptly disclosing any incident or concern involving Gender-based Violence.
- Completing all mandatory education, orientation sessions, workshops, and awareness campaigns.
- Consistently modelling respectful, inclusive, and equitable behaviour and, where it is safe to do so, using ethical bystander intervention to support others.
- Contributing honest feedback through anonymous surveys, focus groups, and forums to help shape policies and practices.

Accommodation Staff (in addition to the above): Frontline and residential staff are required to:

- Actively participate in regular, ongoing training on prevention, recognition, and trauma-informed response to disclosures.
- Follow all Gender-based Violence procedures, and support colleagues and residents to do the same.

- Engage in regular wellbeing check-ins and access professional support to manage vicarious trauma and maintain their own capacity to help others.

UniLodge Leadership (Executive and Senior Management): Leadership is accountable for:

- Owning, championing, and regularly reviewing this policy and its implementation.
- Proactively addressing the known drivers of gender-based violence and ensuring full compliance with relevant legislation and standards.
- Ensuring all residents and staff have ongoing access to high-quality education and training.
- Ensuring that disclosure and reporting pathways are safe, trauma-informed, person-centred, culturally safe, and accessible — particularly for women, First Nations people, CALD communities, people with disability, and people of diverse sexual orientation and gender identity.
- Regularly seeking and acting on community feedback and maintaining strong collaboration with university partners and other providers.
- Publishing transparent, measurable progress reports to the UniLodge Board.

Gender-Based Violence Executive Officer: The designated Executive Officer is responsible for:

- Implementation of the UniLodge Gender-based Violence Strategic Action Plan 2026-2028.
- Coordinating the rollout of the policy, education programs, system uplift, and budget allocation.
- Facilitating annual risk assessments and data collection to identify and mitigate emerging risks.
- Leading a formal policy review at least every three years, incorporating community consultation and independent expert input where needed.

A breach of this Policy may result in action by UniLodge. Alleged or actual conduct by staff, residents and contractors that constitutes Gender-based Violence will be handled in accordance with the UniLodge Gender-based Violence Procedure. It may also fall under the relevant Code of Conduct, UniLodge Grievance and Complaints Procedure, Workplace Health and Safety Policy, or the relevant Resident Handbook, as applicable.

Any reports of non-compliance with this policy must be made in writing to feedback@unilodge.com.au.

This Procedure supports UniLodge's compliance with the National Higher Education Code to Prevent and Respond to Gender-based Violence 2025.



Vicki Nagle
Chief People Officer
December 2025