StudentLiving®
by UniLodge®

2027

RESIDENT HANDBOOK

WELCOME TO STUDENTLIVING- ON MARGARET!

We trust that your stay here will be both enjoyable and productive. Management is aware that you are here not only 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 Tenancy so that all residents can enjoy their stay.

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 prove useful to you in answering any questions and in assisting you with the most common issues that may occur.

StudentLiving- on Margaret 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!

The UniLodge Team

1. UNILODGE CONTACT DETAILS

Phone Number: **(61 7) 3295 3500**

Address: Each unit is allocated a letterbox, which is located at Reception. Mail being sent to you should be addressed as follows:

Name
StudentLiving- on Margaret
(Unit Number) _____ / 108 Margaret St
Brisbane Qld 4000 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 StudentLiving- on Margaret does not accept packages on behalf of residents.

The Building

Name	StudentLiving- on Margaret
Address	108 Margaret Street Brisbane Qld 4000
Switchboard Telephone	+(61)(7) 3295 3500
Nearest Intersection	Albert Street

Reception

Our 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. Reception hours are as follows:

Monday to Friday – 9am to 4pm.
Saturday / Sunday – 10am to 3pm.
Public holidays – closed.

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

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

In order to assist students, the Resident Handbook helps assist you with the most common issues and questions that may arise during your stay. Please take the time to read through this handbook and ask staff during your induction if you have any questions. As part of signing your Tenancy Agreement, you will be acknowledging that you have read this handbook.

2. 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 visit Reception and we will be happy to give you the information you need.

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

Complaints

Should you at any time be unsatisfied with any outcome in regards to your rights of tenancy, please contact the Customer Service Manager. All complaints should be submitted in writing to: onmargaret@unilodge.com.au.

Financial Problems

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

Personal Problems

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

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.**

Consent Matters

UniLodge promotes safety, respect and tolerance in our communities. As a home away from home, it is important to us that each resident feels comfortable in our properties, and that each resident is prepared to uphold our values of respect and inclusion. In line with this, UniLodge has provided access to an online module "Consent Matters". This module has been designed to educate young adults, such as yourself, on consent and respectful relationships. Sexual assault or sexual harassment is not tolerated in our communities.

This module may be distressing for some students who have experienced sexual violence, and if you feel this will be the case, please let us know and we will exempt you from completing this module.

You can create a new account by visiting http://unilodge.adesaustralia.com/login and clicking "Sign Up". All users will need an Organisation Username and Password to create an account specific to their property. The Organisation details for our property are:

Property: **StudentLiving- on Margaret**
Organisation Username: **ULonMargaret2021** Organisation
Password: **ULonMargaret2021**

Sexual Harassment

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.

StudentLiving- on Margaret 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 StudentLiving- on Margaret who indulges in any form of discrimination or sexual harassment will be asked to leave.

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

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

Alcohol and Drug Education

UniLodge provides free-to-access online modules related to Alcohol and Drug Education. These online modules are to be completed prior to arrival (wherever possible) and are aimed at improving well-being while providing greater alcohol and drug awareness throughout our resident communities.

You complete this module, please login into the portal at http://unilodge.adesaustralia.com/login by using the existing login details above in the 'Consent Matters' section.

Social Support

UniLodge will organise Community Spirit Events throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge and your time spent as students.

Study Problems

If you have an academic problem, 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 dialling '9'. **Residents must always be tolerant of other Residents' study habits.**

Workplace Health and Safety

Under the Workplace Health and Safety Act, StudentLiving- on Margaret is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As Residents you must not be negligent in terms of causing or contributing towards an accident eg. 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.

UniLodge

Where I want to be

Project 100

What is Project 100?

Project 100 is about contacting 100% of your in house residents at least once each fortnight, sometime more depending on your requirements with your university, and gauging how they are doing.

Anyone who isn't doing well, should be referred to your RLM/PMO/ GM or GMP in a confidential email (i.e. don't include personal details as a comment in the shares P100 sheet) to follow up.

What do we do ?

For the welfare of our residents, we have started Project 100 at UniLodge which would be deals with contacting our in-house residents at least once each fortnight just to check how are they going and if they need any of our assistance. This will help us in understanding your needs and would help us in providing better customer service.

We might make a call or send an email if we have not seen you once in each fortnight and appreciate if you could please respond to it.

3. GETTING SETTLED INFORMATION

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 if only for a chat! UniLodge wants your stay to be a happy and prosperous one.

4. ON ARRIVAL GUIDELINES

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You must read these documents and, once understood, sign the Tenancy Agreement 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 provided within 48 hours of your arrival once signed by all parties.

The items you will receive on checking in are:

- A Security Swipe Card and Unit Key.
- A copy of the Entry Condition Report for your Unit.
- Body Corporate Rules (by-laws).
- A Copy of your Tenancy Agreement.
- Residential Tenancy Authority Renting in QLD brochure.
- Internet details.

Security and Swipe Card/Unit Key

You are issued with a swipe card when you check in. The swipe card will give you access to the front door and lifts.

The swipe card should be always carried by residents. Your swipe card or 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 Reception immediately during business hours. For afterhours, please call 9 from your room or lobby phone or dial 07 3295 3500 directly from your mobile phone to reach Nitel services.

Please find following the prices for the replacement of lost swipe cards, keys and lock out fees:

Swipe Cards	$55.00 each.
Lock Barrel	$450.00 e a c h (which includes change of door lock, replacement key, replacement spare key, delivery and installation).
Key	$100.00 each
Lock out fee	Free of charge providing entry is gained by a UniLodge staff member during reception hours

For alternative entry, please call ESL Lock Professionals 1300 375 562 or their after-hours number on 0438 172 890.
Residents should confirm the fee for this service payable directly to the locksmith prior to confirming.

Please note immediate entry is not guaranteed by UniLodge staff or Locksmith.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at UniLodge. It also allows after-hours access should you lose your swipe card or key. **You should always keep your keys and identification separate.**

Access to your unit

As a community we are all responsible for maintaining the environment in which we live, and as Residents, you have a responsibility to maintain the complex in a state acceptable to all residents. Consequently, the following paragraphs should be interpreted as guidelines for the establishment of a harmonious living environment.

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.

Absent from your unit

If you intend to leave your unit for any length of time, please ensure you advise Reception. Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

5. RIGHTS & RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

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 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 unit during reasonable hours, after issuing the resident with an Entry Notice. For emergency, UniLodge staff may contact without notice.
- Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request identification from residents.

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.
- Smoking inside the building is strictly prohibited and may result in breach leading to termination of your lease.
- 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 blown light bulbs, batteries or damage 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.

6. 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 advise Reception.

Building Security

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

- Residents must carry identification at all times and, if requested, show it to Management, Security or Staff.
- Under no circumstances may Residents loan out their Security Swipe Card/Unit key or 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 out of the building after hours. The issued swipe card must not be given to the guest/s.

Requests by staff

Residents must comply with all reasonable requests from UniLodge Management and support staff.

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

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.



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.

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

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

Cleaning and Inspections

All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, UniLodge units will also be inspected randomly, after due notice is given, for faults or damage.
You can hire a vacuum cleaner from Reception, during office hours for $4.00 per half hour.

PREVENT COMMON TENANT COST

DRAINS SILICONE, TOILET FLOORING



Keep toilet floors clean of grime and dirt

Keep bathroom & kitchen silicone clean of mould and stains

To avoid charges for tenant damage



PREVENT COMMON TENANT COSTS

DRAINS,SILICONE, TOILET FLOORING

KEEP HAIR OUT OF DRAINS

or you will be charged for damage and PLUMBER'S FEE will become YOUR COST





PREVENT COMMON TENANT COSTS

You will PAY FINES if pouring cooking grease in your drains!







HELP YOUR ENVIROMENT



PREVENT COMMON TENANT COSTS

Damage While Defrosting your fridge



You could be electrocuted if you use knife or other metal to remove ice while defrosting your freezer

A sharp metal object could puncture the freezer wall. **Then you would have to purchase a new fridge and take the damaged appliance to the nearest landfill and pay the electrician who inspected your unit.**

This could cost you up to $500!!!!

Don't let that happen to you! Avoid letting your freezer become thick with ice. That prevents the lower part of the fridge from cooling. Google online for safe ways to defrost your fridge.

STAY SAFE AND AVOID UNWANTED COSTS

RECYCLING & RUBBISH

- PLACE RECYCLABLES IN THE **CARPARK BIN** WITH THE **YELLOW LID**.
- TAKE CARE TO **FLATTEN YOUR BOXES** SO THERE IS ROOM FOR OTHER USERS
- **NEVER LEAVE FURNITURE** OR ANY ITEM THAT IS NOT BAGGED IN THE CAR PARK. SURVEILLANCE CAMERAS ARE IN PLACE AND **OFFENDERS WILL BE FINED**.

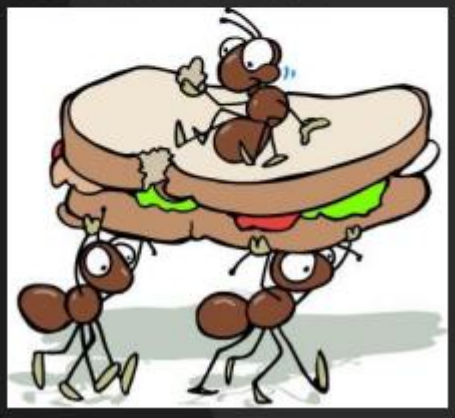


ROOM INSPECTIONS

- Every 3 months we conduct inspections of your Room.
- We will notify in writing 7 days beforehand
- **Remember: you are using someone else's property. So take care not to damage or misuse the rental space or items in it.**
- Inspections will check for tenant damage and cleanliness and repairs.

PEST CONTROL

- A UniLodge contractor conducts PEST CONTROL every 12 months.
- **You need to ensure all corners and skirting boards of your room are accessible and not blocked.**



- **It is up to you to do your part to prevent infestation**
- **Otherwiseadditional treatment will be at the tenant's cost**
- **Keep your balcony door closed** when you are away. Regularly dispose of rubbish .
- **Keep a rubbish bag in your bin** and keep it closed.
- **Do not leave food or rubbish out in the open.**

Departure Cleaning

Your unit 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 excluding fair wear and tear. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations. We can offer this service to you includes professional cleaning, the cost of replacement mattress protector and shower curtain. Please check with reception for the cost.

Please be advised that extra charges may apply for extra cleaning, if required. You are more than welcome to undertake the works yourself or engage a professional cleaner of your choice. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your unit after you have cleaned it to ensure it meets the expectations prior to releasing the bond.

7. YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and a UniLodge representative. 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 no later than and within 7 days** of your arrival. Failure to do so will result in the precondition report forming the basis for any Bond claims at the end of your tenancy.

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 " otice to eave" and an application will be made for eviction.

In addition to the termination provisions, " otice to eave" will be given to any Resident who:

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

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

Security Deposit or Bond

A security deposit equivalent to four (4) weeks rent is required. The security deposit 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 security deposit cannot be used for rent unless authorised by the Property Manager. The cost of repair or excessive cleaning may be deducted from the security deposit**.**



Termination of Tenancy Agreement

A Tenancy Agreement may be terminated 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 or house rules of the building.
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, 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.

Reletting fees – If a tenant/resident breaks a tenancy agreement and decides to leave early, they may be responsible for reletting costs. Reletting costs are used by a property manager/owner to support the reletting of a property (finding a new tenant).

Reletting costs | Residential Tenancies Authority

8. PAYING YOUR RENT

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 in advance.
Payments can be made in the following way:

a) Bank Transfer into the UniLodge Bank Account.
b) Direct Deposit at the bank into the nominated UniLodge Bank Account.

Bank Account Details

BSB No:	114-879
Account Number:	419 859 703
Swift Code:	SGBLAU2S
Reference	**(Unit number) (Full Name) Rent**

Please use your name and room number as a reference and provide Reception with the receipt. If reference number is not used, your rent can go missing and UniLodge shall not be responsible for it and you might end up paying more.

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

Protect your credit history and rental history by paying rent on time . Breach and rental history lasts for 7 years.

Please note that the landlord can take you to court for any unpaid rent.

POOR FINANCIAL CREDIT means REJECTION when you want to buy things



Sundry Charges

Sundry charges are payable by residents and include telephone call charges, additional cleaning, light bulbs, lock out fees, vacuum cleaner hire and repairs. These charges are to be paid in full when due. The resident must make payments for outgoings within 3 days of the due date.

Unit Repairs

UniLodge employs 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.**

Replacement of Swipe Card and/or Keys

There will be a cost to the resident to replace their Security Swipe Card and/or Unit Key if they are lost. If a key is missing for more than 24hours it is classed as lost and a replacement key will be issued at a cost payable by the tenant.

9. UNILODGE REFUND POLICY

Security 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 more than 28 days from commencement of the lease, or if UniLodge management is unable to provide accommodation in accordance with our obligations, all security 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 RTA bond deposit 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 and expenses such as cleaning, telephone etc are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee. If a tenant has broken the lease, the tenant must pay lease break charges plus rent until the lease expires or until a new tenant moves in whichever happens first.

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 the 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 security deposit 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 until another resident is found.

10. ROOM FACILITIES

What is in my Room/Apartment?

- Bed (please confirm the bed size and dimensions upon booking)
- Desk
- Desk Chair
- Dining Table
- Dining Chairs

- Small Kitchenette with hotplate in most units (full kitchen in common area including oven) Toaster, Kettle, Microwave, Bar Fridge and sink
- Ensuite with Shower, Shower Curtain, Toilet & Vanity

Utilities

Electricity, water consumption and internet is included in your rent.

11. RESIDENTIAL LIFE PROGRAM

What is Residential Life Program?

It is an integrated, contemporary 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 senior residents - Residential Advisors, the customer service staff, and the Customer Service Manager.

UniLodge's Multicultural Vision

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

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life 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 Residential Life Program?

- Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Food nights, Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Various festivals , 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 the StudentLiving- on Margaret webpage, where you can register for events via Event Brite or simply by contacting reception. The wide range of events will be loaded via Event Brite app for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception are able to assist you or answer any questions you may have.

General Terms and Conditions

- Please read and understand the following terms and conditions as they are binding on all ticket purchases.
- Tickets for this event are only available for UniLodge residents who are a member of the Residential Life program. Only one (1) ticket is provided
- Tickets to the events are heavily discounted as part of your Residential Life Program membership; hence, failure to show up at the event will result in the full value of the event being charged to you.
- If you do not want to participate in this event and would like to cancel, please let the Reception know as soon as possible so that we may cancel your ticket and re-advertise. However, a replacement attendee is not guaranteed and you are still liable for the full value of the event until a replacement is found.
- No exchange of tickets will be made under any circumstances and tickets are not transferable.
- The resale of tickets is prohibited. UniLodge reserves the right to cancel any tickets that have been resold.
- The ticket you are securing cannot be redeemed at the venue, you will be required to meet at the time indicated above and either travel as a group to the event or collect a valid entrance pass.
- The promoters/venue owners may postpone, cancel, interrupt or stop the event due to adverse weather conditions, life threatening situations or any other condition that they deem as posing a risk or danger to the public or property at the event.
- The ticket holder voluntarily assumes all risk and danger incidental to the event whether occurring prior to, during or subsequent to the actual event, including any death, personal injury, loss, damage or liability.

In signing the lease agreement you consent to the following:

I consent to UniLodge using or retaining any image of myself in UniLodge marketing materials.

In consideration for receiving permission to participate in any Community Spirit Event, I hereby release, waive, discharge and covenant not to sue, UniLodge their officers, agents, servants, or employees (hereinafter referred to as releases) from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or any of the property belonging to me, whether caused WHETHER CAUSED BY THE NEGLIGENCE OF THE RELEASEES, or otherwise, while participating in such activity, or while in, on or upon the premises where the activity is being conducted.

I am fully aware of the possible risks involved and hazards connected with this activity, including but not limited to travel risks. Hereby elect to voluntarily participate in said activity with full knowledge that said activity may be hazardous to me and my property. I VOLUNTARILY ASSUME FULL RESPONSIBILITY FOR ANY RISKS OF LOSS, PROPERTY DAMAGE OR PERSONAL INJURY, INCLUDING DEATH, that may be sustained by me, or any loss or damage of property owned by me, as a result of being engaged in such activity, WHETHER CAUSED BY THE NEGLIGENCE OF RELEASEES OR OTHERWISE.

I ACKNOWLEDGE AND REPRESENT THAT I have read the Community Spirit Program section of this agreement, understand it and sign it voluntarily as my own free act and deed; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least sixteen (16) years of age and fully competent; and I execute this Release for full, adequate and complete consideration fully intending to be bound by same.

12. YOUR SHOP – UNILODGE ONLINE SHOP



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

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

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

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

Visit **Your Shop** now and order today!





13. SECURITY INFORMATION

Insurance and Security for your unit

Contents insurance is included in your rent. Any large complex is vulnerable to petty theft, and StudentLiving- on Margaret is no exception. We suggest that you **keep your door locked at all times.** Please click here to view the Product Disclosure Statement and Financial Services Guide.

CONTENTS INSURANCE INFORMATION Summary

Your rent is already inclusive of Contents Insurance of $5,000.00 to cover personal items located at your UniLodge property where you have entered in to a tenancy agreement.

Excess

The excess is $500.00 for each and every claim.

What you are insured against?

You are insured for loss or damage to your contents during your tenancy while they are at the site caused directly by any of the insured events such as fire or explosion, storm or rainwater including flood, lighting or thunderbolt, theft, malicious acts, riot or civil commotion, earthquake or tsunami, bursting, leaking, discharging or overflowing of fixed basins, shower bases or other fixed apparatus, fixed tanks or fixed pipes used to hold or carry liquid of any kind, impact by vehicle, an aircraft or a waterborne craft.

What contents mean?

(a) all household goods and personal effects within your private room provided by UniLodge which belong to you or for whose loss or damage you are legally liable

(b) articles of special value which you have listed on the schedule under "contents specified items"

(c) if you are a tenant, landlord's fixtures and fittings for which you are legally liable and fixtures and fitting installed by you for your own use

(d) motorised wheelchairs which does not require registration

(e) canoes, surfboard, surf skis or sailboards and any watercraft not exceeding 3 metres in length and 10 horsepower whilst contained within your private room provided by UniLodge. **What contents does not mean?**

1. fish, birds or animals of any description
2. trees, shrubs and any other plant life (other than pot plants)
3. any caravan or trailer
4. motorised vehicles other than described in (d)
5. watercraft other than described in (e)
6. aircraft or their accessories (other than a non-pilotable model aircraft)
7. accessories or spare parts of motor vehicles, caravans, trailers, aircraft or watercraft while they in or on the motor vehicle, caravan, trailer, aircraft or watercraft
8. photographic ad video equipment and musical instruments or musical equipment used for earning income
9. any property illegally in your possession
10. commercial or retail trade stock
11. contents whilst contained in any other building or common area.

How to make a claim?

Please contact Risksmart Claims Management, a subsidiary of Honan Insurance Group, by completing the claims forms available from your UniLodge property staff.

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call Reception 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.

- **UniLodge has 24 hour video surveillance.**
- **o not s o n e son to esident's nit, o te t e e e t e i e - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person in the lifts or open the front entry door.**
- **Tell the visitor to call Reception.**

If in doubt - call Management by Dialling '9 ' or 07 3295 3500 through your mobile phone. If in danger or under threat, call 000.

14. EMERGENCY PROCEDURES

Upon Fire

- Assist any person in immediate danger only if safe.
- Close door.
- Call Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Attack fire if safe to do so.
- Evacuate to assembly area.
- Remain at assembly area and await further instruction.

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.
Please assemble along the footpath on the upper side of StudentLiving- on Margaret Street (George Street end), until instructed by the fire department that it is safe to re-enter the building. Please do not obstruct the driveway.

Fire Sprinklers and Detectors

Please be informed about the following points:

1. The smoke detector in your room is connected to a fire alarm system. If the smoke detector in your room gets activated when there is no danger, open your windows to let the smoke out and the alarm will stop automatically. **DO NOT OPEN THE DOOR OF YOUR ROOM AS IT WILL ACTIVATE THE MAIN FIRE ALARM IN THE CORRIDOR AND FIRE SERVICES WOULD ARRIVE. If the fire alarm is found to be fault, you may incur charges for upto $ 1900or more.**
2. Never cover or attempt to remove the smoke detector in your room. These are connected to the main building fire alarm system and tampering may cause a system fault and/or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector the Queensland Fire & Rescue Service has within its power to levy fines and commence prosecutions (current fines exceed $1900 or more). You may also be responsible for the cost of repairs to the system that tampering may cause.
3. 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 (including unit halls). Activation of common area alarms will automatically call the Queensland Fire & Rescue Service who has within its power to levy fines (currently in excess of $1900 or more). Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector. Smoke detector will cease its alarm once all smoke is clear.
4. **Should there be a fire, dial 000 immediately.**False alarm callouts can incur a fine exceeding $1900 or more. With just a little extra care, we can all reduce the chance of false alarms.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

5. **False Alarms** : In case of a false fire alarm that is there is no real danger and if the smoke detector in your room is beeping, open all windows of your room and please notify reception or after hours by calling 07 3295 3500 immediately.

   Open all windows, balcony door and rangehood for false alarms.

   Pease keep the apartment hallway door closed to avoid triggering the smoke alarms in hallway as it may activate the building fire alarm system alerting the Queensland Fire and Emergency Services causing a penalty for false alarm attendance.

15. RENEWING YOUR LEASE

Renewing your lease is easy with Uni odge! There's no need to make new friends in a new place. Save money on not having to pay for removal costs, or a new bond. All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals.



16. TERMINATING YOUR LEASE

Breaking the Tenancy Agreement

The Tenancy Agreement (lease) is a legally binding document which if broken may continue to incur charges for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify UniLodge management in writing as soon as possible.

When considering prematurely terminating your Tenancy Agreement, please contact reception for latest information and refer to reletting cost charges by RTA on their website for current information.

In all cases the unit must still be returned to the same standard that it was in at the commencement of the lease.

You have entered into a legally binding agreement, and you are responsible for the payment of the all rent and charges associated with it under this agreement for the term.

UniLodge reserves the right to seek recovery of these monies should you fail to meet your legal requirements.

17. LOOKING AFTER YOUR APARTMENT

Maintenance

Please follow the procedure below upon discovery of a maintenance 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 or email the issue at onmargaret@unilodge.com.au
3. Use Console tenant app and log maintenance along with photos.
4. Unless advised prior, UniLodge shall organise maintenance to be attended during business hours.
5. Unless it is an emergency, no maintenance shall be done after hours including weekends and public holidays. If the tenant requests for a maintenance to be attended immediately which is not urgent, the total cost must be borne by the resident.

Appliances and Systems

Blinds (Window)

Operating Instructions:

To alter the angle of the slats, rotate the clear operating wand in the appropriate direction. Do NOT over rotate the operating wand.

Care and maintenance of your blinds:

Regular cleaning and dusting is advised (this will prevent excessive cleaning costs at the end of your tenancy). This should preferably be performed with a feather duster (or similar). The slats should be opened or closed slightly to dust between the overlap of the slats. Take particular care not to damage the delicate strands of the string ladder, which supports the blind.

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.

Joinery Items

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.

Scratches and Cuts

Residents are asked not to remove from their unit any item or equipment that has been provided by StudentLiving- on Margaret/unit owner.

Microwave Oven

Your unit is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

Mirrors

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

Refrigerator

Your unit 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.

Smoke Detector

Your unit has been installed with a smoke alarm. Generally, they are located on the ceiling in the living room/bedroom areas. Each one is connected to a 240V power supply via your unit switchboard. If you attempt to tamper, cover or remove your smoke alarm you will be fined.

Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of METHALATED SPIRITS or cleaning liquid that does not contain solvents can be used.

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.

Walls

Hanging Items on the Walls

Please be very careful of what you stick onto the walls, we recommend to please not staple, stick, or pin any items to the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. No sticky tape is to be used. No blue tack is to be used as it can stain paint. Residents are not permitted to fix any permanent fixtures to the unit, including wall hooks.

18. GENERAL INFORMATION

Transport

- Information on public transport can be obtained from the Translink Contact Centre on 13 12 30 (calling card or mobile only), or https://translink.com.au/
- Buses run from under the Myer Centre- a 5 minute walk from UniLodge.
- Central railway station is located a 15 minute walk down from UniLodge. The station is right under Sofitel Hotel.

Health

Hospital and Emergency	Doctor	Dentist
Princess Alexandra Hospital Ipswich Road, Woolloongabba Phone: 07 3176 2111	Central CBD 7 Days Medical Centre 1st floor, 245 Albert Street, corner Adelaide Street Phone (24hrs): 3211 3611	Mary Street Dental 25 Mary Street, Brisbane Ground Floor, Bellevue Terrace Phone: 3229 7771

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.

In case of an emergency dial 000 from a mobile
Or 0000 from your unit phone.

Please contact onmargaret@unilodge.com.au or call 07 3295 3500 if you have any questions.

Welcome onboard and enjoy your stay with us.