UniLodge HERSTON

2027

RESIDENT HANDBOOK



WELCOME TO UNILODGE HERSTON

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

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

We hope you find this guide useful in answering any questions you may have – but should you still have any queries, please feel free to ask.

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

OUR TEAM

No matter what your inquiry, question or requirement, our staff are here to assist and help you wherever they can.

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs.

Please feel free to come to reception and we will be happy to give you the information you need.

RESIDENTIAL ADVISORS

Dedicated residential advisors are on hand after hours to help look after your welfare and safety.

When reception is closed, a residential advisor will be on duty to assist with your needs. These residential advisors work closely with UniLodge management relaying all issues that arise within the building.

Residential advisors are important members of the UniLodge staff, and therefore all residents must comply with all requests that they issue.

ACKNOWLEDGEMENT OF RESIDENT HANDBOOK

As part of signing your Lease Agreement, you will be acknowledging that you have read this handbook and will abide by the expectations and rules set out in it.

Should any changes occur to this document during your stay, you will be notified by UniLodge Herston management via email.





UNILODGE HERSTON CONTACT DETAILS

Name	UniLodge Herston
Address	86 Bramston Terrace, Herston QLD 4006
Reception Phone	(07) 3187 4200
After Hours Phone	0466 165 348
Reception Hours	Monday – Friday: 9am – 5pm

**To be confirmed: An after-hours emergency contact number will be communicated to residents prior to occupancy.*

The after-hours number is to be used when reception is closed and is only for emergencies, reporting suspicious activity, noise complaints, or lock outs. Do not call the after-hours number to collect mail, borrow a vacuum or pay rent.

ON ARRIVAL GUIDELINES



The items you will receive on checking in are:

- A security swipe card
- An electronic copy of the Entry Condition Report for your room
- A copy of the Rooming Accommodation Agreement
- A key for your pantry locker Information of the fridge and freezer space

ACCESS CARD

You are issued with an access card when you check in. The access card will give you entry to the front entrance, lifts, common areas, and your apartment/bedroom. The access card should be carried by the resident at all times. The access card should be in the posession of leaseholders only, access card must not be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact reception. UniLodge Staff reserve the right to confiscate cards off anyone who is not deemed to be the leaseholder

There is a cost to the resident to replace their access card if they are lost. Prices for the replacement of lost access cards and lock out fees:

- Replacement swipe cards : $50 each.

LOCK OUT FEE

- During office hours: Free
- After-hours: 1st lock out is free then $50 each subsequent lockout (No Exceptions – Fees to be pay within 48 hours)

ON ARRIVAL GUIDELINES

INDUCTION PROGRAM

Please register in UniLodge ADES learning website and complete mandatory training modules:

- Alcohol and Drugs Australia
- Respectful Relationships
- Wellness: Diet, Exercise and Sleep
- Mental Health and Support Services
- Food safety

ARRIVAL CHECKLIST

Before you arrive:

- Book an arrival time.
- Essential Documents
  1. Your passport (or other ID if an Australian citizen),
  2. Proof of University enrolment,
  3. Your student visa,
  4. Any other documentation you've been requested to provide ready to go.
- Complete the ADES introduction modules (instructions on how to complete them in the section 'Induction Program')
- Put the RA phone number 0466 165 348 and the Herston office number (07) 3187 4200 in your mobile phone.

Within three days of checking in:

- Complete your electronic Entry Condition Report and ADES modules.
- Your swipe card will expire after three business days, meaning you will temporarily lose access to your room, unless these are completed.
- Make sure you have obtained access to the Wi-Fi and update your access card.

Most students arriving from overseas experience a certain amount of 'Culture Shock'.

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

Many new students, including Australian students, are living away from their family and friends for the first time.

So, we encourage you to become involved in our Residential Life Events, where you can make new If you are having difficulty settling in, our staff are here to help you! We also have many students from different countries that are going through the same experiences as you.

RESIDENTIAL LIFE PROGRAM

SOCIAL SUPPORT

We will organise events and activities throughout the year as part of the Residential Life Program. We encourage you to participate in these activities as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Participating in the organised social events will help you make friends and develop long lasting relationships that will enrich your experiences here at Herston and your time spent as a student. If you wish to access our residential life calendar, please sign-in to your Student Portal.

THE RESIDENTIAL LIFE PROGRAM

Our Residential Life Program consists of a range of events, activities, and support networks to help you meet new people, settle into Queensland, do well in your studies, and make the most of your time here at Herston. It is managed by our Residential Life Manager and Residential Advisors – and we love suggestions from you too. You will see our Events Calendar on our notice boards around UniLodge Herston – you can also check your Student Portal for events.

WHAT TYPES OF ACTIVITIES UNDERPIN THE RESIDENTIAL LIFE PROGRAM?

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

UNILODGE STUDENT PORTAL AND REGISTERING FOR EVENTS

To find out more about the events on offer and start signing up, sign-in to the UniLodge Student Portal.

If you are already registered through Student Portal – to log in, your username is the email address that you have provided us, and your password can be your own and can be reset at any time. Many of our events require you to register to participate make sure you register ahead of each event that you want to attend (and don't forget to put it in your calendar).

(Scan above QR code to sign-in to Student Portal)

FACILITIES & SERVICES

SERVICES FROM RECEPTION

Service	**Cost**
Lock out fee	Free during Office Hours $50.00 After Hours (First Lockout per tenancy is free of cost)
Replacement access card	$50
Replacement Pantry locker key	$50
Printing	$0.50 per page black and white $1.00 per page colour
Photocopy	$0.20 per page black and white $1.00 per page colour
Vacuum/Mop/Broom/Iron/ Trolley	Free for first hour, then penalties of $5 per hour apply

BICYCLE, E BICYCLE, SCOOTER, E SCOOTER STORAGE. (PLANT ROOM P9)

Bicycle racks are available in the secured bike storage room (Plant Room P9). Please visit UniLodge Herston reception to gain access and someone from the customer service team will show you the location to the secured bike storage room. Bicycles cannot be charged or stored in your room, or within the building.

Students that choose to park bicycles or scooters in storage area, **USE AT OWN RISK. Management is not responsible for loss, theft or damage to personal items stored in this area.**

CAR PARK

There are no car park facilities at the residence. It is your responsibility to follow parking signs around the Herston precinct. This includes No Parking in service bay outside the kitchen. A 15-minute parking time limit with license plate recognition on Fourth Avenue has been put in place that will incur a fine if.

LAUNDRY

A laundry with washing machines, dryers, irons (from reception), and ironing boards are located on Level 1 of the North Tower. Credit and Debit Card is permitted. (Cash is not accepted). **Management is not responsible for loss, theft or damage to personal items in this area.**

FACILITIES & SERVICES

HERITAGE SPACES

Studying is an integral part of living at UniLodge, and we want to ensure you have enough space to study. The 24-hour dedicated quiet study area in the Heritage Rooms on Level 1. Please respect the space and abide by the expectations.

Management is not responsible for loss, theft or damage to personal items in this area.

GYM

The 24-hour gym has a range of equipment for your use. To make sure you can use it at any time when you check in, your use of the gym is at your own risk. Please wipe clean the equipment before and after your usage. Please do not remove any of the equipment in the gym. **Management is not responsible for loss, theft or damage to personal items in this area.**

CINEMA

The 24-hour cinema is to make sure you can use it at any time when you check in, Please do not remove any of the equipment or furniture in the cinema. **Management is not responsible for loss, theft or damage to personal items in this area.**

GAME LOUNGE

The 24-hour game lounge has a range of game equipment (pool table, table tennis table) for your use. Please do not remove any of the equipment in the game lounge. **Management is not responsible for loss, theft or damage to personal items in this area.**

BBQ

You can book the portable BBQ from the front desk for use only within designated areas within the external courtyards of UniLodge Herston. Your use of the BBQ must not present any fire hazard. To make sure you can use it at any time when you check in, **your use of the BBQ is at your own risk**. Please clean the portable BBQ (ensure that the gas bottle is turned off prior to returning) and notify reception when finished.

RESIDENT LOUNGES

There are three resident lounges at UniLodge Herston. They are located on the ground floor, basement 1 and 2 of the building. **Management is not responsible for loss, theft or damage to personal items in this area.**

RECEPTION

Our staff will assist with questions and queries regarding the property and have a range of knowledge concerning the local area, food, travel, and general information. Reception hours are as follows: Monday to Friday 09:00am 5:00pm Saturday, Sunday, and public holidays - closed (RA on duty)

FACILITIES & SERVICES

UTILITIES - ELECTRICITY, GAS & WATER

Electricity, gas, water, and internet costs are included in your rent.

INTERNET

Free Unlimited High-Speed WiFi Internet is available throughout the building via Third Party Internet Service Provider - Superloop. Please contact Superloop on 1800 661 407 for technical support.

RUBBISH AND RECYCLING

Please bring your rubbish to the ground floor of the building BIN ROOM. There are bins for both general waste as well as recyclable materials. Please make sure your rubbish is properly secured in a tied-up garbage bag. No loose garbage is to be placed down the garbage bin. Rubbish is not too be left in hallways, common areas or beside bins. Any residents found doing so will be contacted and it may result in a breach notice.

Recycling bins are available throughout the ground floor of the building; the main bins are in the BIN ROOM, and it is the one with the YELLOW LID for recycling. The large RED LID bins are of any large items, household items or loose items. The GREEN BINS are only for cans and bottles (clearly marked)

TRANSPORT

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

MAIL, PARCELS, AND OTHER DELIVERIES

All mail are received by reception and can be collected during office hours we recommend that you come and check your mail at least once a week. Please note that groceries and meal deliveries cannot not be accepted by UniLodge and cannot be left unattended inside the foyer be sure to have your deliverer contact you.

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

Your full name
UniLodge Herston Lady Lamington Building
(your room number) / 86 Bramston Terrace
HERSTON QLD 4006
Australia

Example:

Mr John Citizen UniLodge
Herston
Lady Lamington Building Room
2345
86 Bramston Terrace
HERSTON QLD 4006
Australia

PARCELS

GroundFloor parcel lockers are provided for residents to use free-of-charge. To use the lockers, simply follow the steps below:

1. Your items will be delivered and stored into one of these smart lockers.
2. You will receive a secure access code for 24/7 collection, by SMS or email.
3. You can then go to the locker control panel where you can enter your secure access code and retrieve your parcel.

**Large parcels that do not fit the parcel lockers will be accepted by Reception during office hours on behalf of the staying residents.*

Please note that we do not accept any parcels on behalf of friends or family of residents.

All parcels will only be kept by Reception for a maximum of seven (7) days.
Any parcels held by Reception for more than seven days will be returned to sender. It is the resident's responsibility to ensure they track their parcels and check with Reception to know if their parcels have been delivered.

Collection Hours

- GroundFloor parcel lockers: 24/7 access
- Reception (Large Parcels): Monday to Friday, 9:00am – 7:00pm

MAIL, PARCELS, AND OTHER DELIVERIES

FOOD DELIVERY

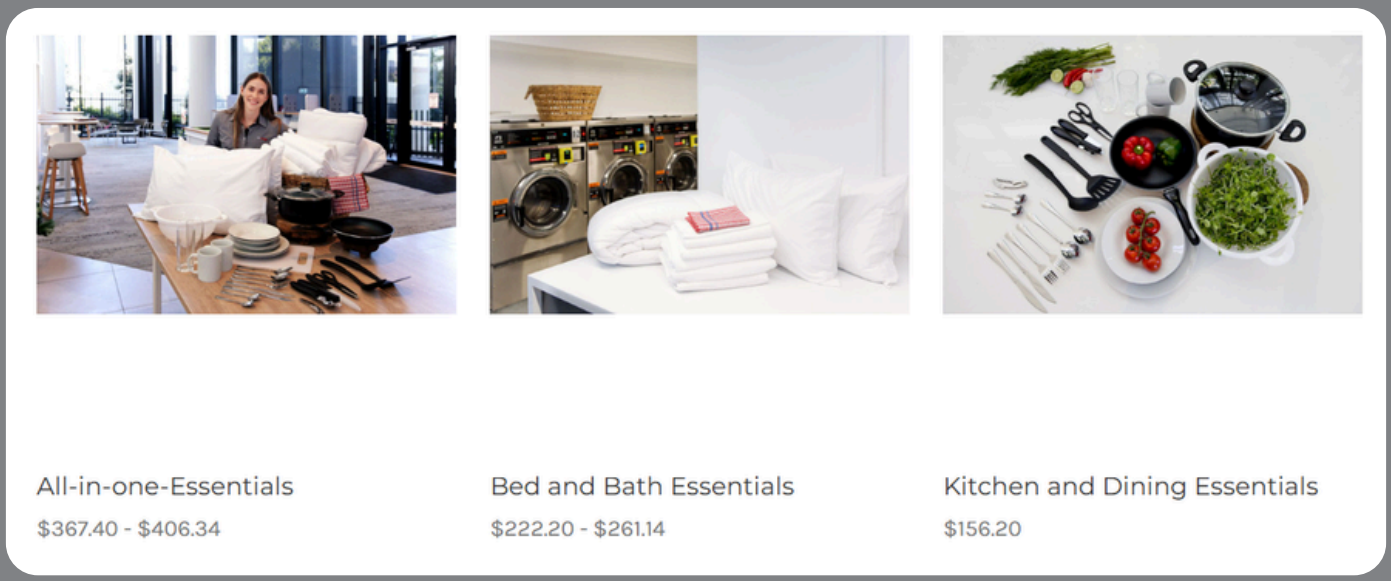
Food deliveries directly to individual units are not permitted at UniLodge Herston for safety purposes. However, food deliveries may be collected at the lobby. Residents are reminded not to give delivery personnel access to any parts of the buildings. Please note that you must be onsite at the property to receive any food deliveries. UniLodge Herston staff cannot accept food deliveries on your behalf due to food hygiene concerns and inability to store food at correct temperatures.

UNILODGE ONLINE SHOP

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

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!



LOOKING AFTER YOUR APARTMENT

DEPARTURE CLEANING

Your room has been professionally cleaned and fitted with a new mattress protector prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, UniLodge has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations. Please do not remove from your room any item or equipment that has been provided by UniLodge

HANGING ITEMS ON WALLS

You cannot hang any items on the wall in your room.

BALCONY

Please keep the balcony clean. Do not leave any rubbish on the balcony. This will lead to pests and an unsanitary environment. If excessive rubbish is found, you may be fined for the area to be cleaned professionally. The balcony is to be quiet after 10pm. Please limit your guest use of this area and follow weight restriction signs. Take note that the balcony is a non-smoking area also. This also applies to drying clothes; you are not permitted to hang clothes over the balcony rail. You may have a small clothes rack for drying.

SMOKE DETECTOR

Your room has been installed with a smoke alarm. They are located on the ceiling of your room.

FAN

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

HARD SURFACED (DESKS, CUPBOARDS ETC)

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

MATTRESS

Please ensure that you use the provided brand new mattress protector on your bed between the mattress and your sheets to prevent stains or damage to your mattress. If not used, any resulting damage will cost a full replacement of the mattress. This will be on charged to your account.

WINDOWS

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

LOOKING AFTER YOUR APARTMENT

ELECTRICAL

You can use travel adaptors and multi-plug devices that comply with Australia General Electrical Safety standards (AS/NZS 3820) for your room or anywhere in the residence. We will tag the electrical items you bring into the residence. See Essential Safety Criteria, If you wish to have this item in your room, you must seek permission from management before use penalties will apply.

If a resident is found to possess any electrical items or power board that does not meet these Australia standards, it will be seized and returned only when you leave the residence, and you may incur a fine too. In addition, any item not meeting these Australia standards may increase the chance of causing a fire alarm which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees associated with this. For health and safety reason, you are not permitted to have these electrical items in your room:

- Heaters of any description
- Cooking equipment, including toasters, microwave, air fryer, sandwich press, steamer and rice cookers
- Air-conditioning units
- Washing machines or dryers

FLOORS

You can borrow a vacuum cleaner from Reception to vacuum your floors. We recommend you vacuum at least once a fortnight. The vacuum cleaners are available during office hours.

COMMUNAL KITCHEN

The common area kitchen and dining area are regularly cleaned by cleaners appointed by UniLodge Herston. The cleaners' duties do not include tasks that you are responsible for, such as:

- Washing up resident's dirty dishes.
- Removing residents rubbish and placing it in the rubbish/recycling bins.

Please take note of the following:

- Keep pots and pans either in locker provided or inside your room.
- Mop up any spills (oven, fridge, microwave, floors, benchtops) immediately.
- Wipe all bench tops clean after use.
- Wash dishes and put away after each use.
- Dispose food waste in rubbish bin.
- Clean stove-top, microwave, toaster, and oven after each use.

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

You are welcome to purchase a lockable bag or basket to store your food in instead. If you see any issues in the kitchen, such as blocked sinks or faulty stovetops, please report them to a staff member or file a maintenance report.

USAGE OF FRIDGES AND FREEZERS

On arrival, you will receive Information of the fridge and freezer area. In addition, a fridge bag to store your refrigerated items within the fridge will be given. Please keep all items within this bag and keep this bag in the fridge. Clean up and organise the content in the fridge and freezer regularly, clean out any out-of-date items.

FRIDGE AND FREEZER CLEANING

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

ALLERGIES

The common area facilities are shared. If you have any allergies, you are responsible for managing your health while staying at UniLodge Herston. We do not take responsibility for any illness because of using shared common kitchen facilities. If you do have any concerns regarding kitchen use, please contact reception.

FOOD MANAGEMENT

Stealing food is not acceptable . Common fridges and freezers are accessed by all residents. We recommend that you place all your food in the provided bag and label your food in fridge and freezer. The safest place to store your food is in the provided pantry locker storage.

COMMUNAL BATHROOM

The bathrooms at UniLodge Herston are shared and mixed gendered. Residents are responsible for providing their own towels and toiletries and for keeping bathrooms tidy. Please ensure that floors and showers are kept clear of personal items and water. Wipe the shower cubicle after each use this will help reduce the amount of soap scum build up. Keep bathroom vanity top clear of personal items. We ask that when you use shared facilities you are mindful of other residents and limit excessive usage.

PERSONAL PROBLEMS

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

PRIVACY

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

SEXUAL HARASSMENT

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

- a person subjects another person to an unrequested act of physical intimacy; or
- makes an unrequested demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person.
- Also, if the person engaging in the conduct described above does so: with the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

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

The Anti-Discrimination Act makes discrimination unlawful on grounds including **gender, race, age, sexual preference, religion, political belief, or activity**. If you think you have been subjected to any form of discrimination, please contact the Residential Life Manager or Property Manager and the appropriate steps will be taken.

YOUR AGREEMENT WITH US

CONDITION REPORT

At the commencement of the Rooming Accommodation 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 lease agreement to assess any damage to the apartment, its furniture and equipment.
The completed condition report must be returned to the office within 7 days of your arrival. Failure to do so will result in the condition report forming the basis for any security deposit claims at the end of your lease.

EVICTION

UniLodge promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, they shall receive written warnings from 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.
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 eviction and possible prosecution.

BOND

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

ADVANCE RENT

Advance Rent equivalent to two (2) weeks rent is required at the time of accepting the offer. This will go towards the initial rent payment. This payment is non-refundable, and any changes made to the booking prior arrival will incur an admin fee equivalent to one weeks rent. Changes to your lease agreement must be done at least two-week prior arrival and is subject to availability.

REFUND AND CANCELLATION

TOTAL REFUND

In the event where UniLodge management is unable to provide accommodation in accordance with our obligations, all bond 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 lease agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply in addition to forfeiting the advance rent.

Bond is refundable at the end of a rooming accommodation agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge property for which the resident is liable and all outstanding expenses such as cleaning etc. are fully paid. Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the bond, as is the departure cleaning fee.

NO REFUND

If an applicant has fulfilled all obligations as defined by UniLodge but the offer of accommodation at UniLodge is withdrawn the resident will forfeit the rent paid in advance to secure the accommodation.

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 lease agreement, where damage has been caused to UniLodge property and the bond 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 until another resident is found.

RENEWAL OF LEASE

Renewing your lease is easy with UniLodge! All you have to do is send us an email with your name, unit number and length of lease when we advertise for renewals, and we will be in contact with details. Please note you will be required to sign a new lease and pay a deposit to secure your future booking.

ROOM MOVE

If you wish to upgrade or simply move to a different room, you can request for a room move by simply sending us an email. All requests will need to be submitted in writing and are subject to availability. Please note fees apply to any changes made to your reservation. Please review departure cleaning of this Resident Handbook.

TERMINATION

BREAKING THE LEASE AGREEMENT

The lease agreement is a legally binding document which if broken may continue to incur charges for the resident. Where a tenant 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.

A resident under the Rooming Accommodation Agreement must give at least 1 week notice if they wish to break the lease agreement early by submitting Form 13 – Notice of Intention to leave. Under Rooming Accommodation Agreement, the resident is required to give at least 7 the lease agreement by submitting Form R13 – Notice of intention to leave. notice if they wish to break.

When considering prematurely terminating your tenancy agreement, it is your responsibility to do one of the following:

- Pay up front the remainder of occupancy fees that are due under the agreement; or
- Find another suitable person, approved by UniLodge Herston Management, to take over your apartment, or UniLodge will conduct this on your behalf. An early termination fee equivalent to 1 weeks rent plus GST applies, as well as rent up until the next resident moves in/end of lease (whichever comes first). Please note that booking incentives are to be paid back if your stay duration was less than six (6) months from your contract start date. UniLodge does not guarantee being able to find a replacement resident for the lease.

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

YOUR AGREEMENT WITH US

You have entered into a legally binding agreement, and you are responsible for the payment of the lease 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 outside of Australia.

UniLodge Management may cancel your reservation via email if any of the following occurs:

- The information you provide as part of the booking process turns out to be false; or
- you fail to comply with your obligations as set out in the Resident Handbook and Lease Agreement, meeting student status requirements, signing the Rooming Accommodation Agreement when required, not paying Bond and Advance Rent payment by the specified due dates.

TERMINATION OF ROOMING ACCOMMODATION AGREEMENT

A lease 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 is in breach of the provisions of the lease agreement or the rules of lease.
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 lease agreement all the personal property(s) of the resident must be removed. Any property left in the apartment will be disposed of in accordance with the Residential Tenancies Authority guidelines.

RULES OF YOUR LEASE

ELIGIBILITY OF RESIDENTS

All residents must be enrolled in or studying at a university, TAFE, college or school.

- All residents and other occupants must be registered and sign a Residential Tenancy/ Rooming agreement.
- All residents must be 18 years of age as of the start of their lease date.
- Residents must not sub-let the apartment under any circumstances.

ABSENT FROM YOUR ROOM

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

ACCESS TO OTHER ROOMS

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

ACCESS TO THE BUILDING

The automatic foyer doors are programmed to operate without the use of a swipe card during reception hours. Outside of the reception hours, it is necessary to use your swipe card to open the automatic sliding doors. Only enter the building via designated entry doors, any resident using incorrect entry point, including fire doors, may result in breach notices.

ADDITIONAL FURNITURE AND APPLIANCES

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

RULES OF YOUR LEASE

ALCOHOL

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

BEHAVIOUR

Residents must agree to abide by the code of conduct. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Rooming Accommodation Agreement. Residents can contest any disciplinary action by contacting the Property Manager (07) 3187 4200

BUILDING SECURITY

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

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

CANDLES

It is forbidden to use candles and incense in the building, as they risk setting off the smoke alarm. Residents who set off the fire alarm are liable for the costs passed onto the property by the Queensland Fire and Emergence Services. This can be a costly exercise that is a minimum of $1,556.79 (the financial year 2026-2027 (fine subject to change by the QFES). See Unwanted alarm activation

CHILDREN

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

RULES OF YOUR LEASE

CLEANING AND INSPECTIONS

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

COMMON PROPERTY

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

COOKING (ONLY IN THE COMMUNAL KITCHEN)

To ensure the safety of yourself and other residents, and avoid a false fire alarm, never leave your food unattended. Always keep the rangehood exhaust fan on high. The rangehood is located above the cooktop. Make sure it switched on (you will be able to hear a low sound) at all times - even when you don't anticipate smoke. If your cooking triggers the smoke alarm, the Queensland Fire and Emergency Services will come to Herston. If the authority deems it a false fire alarm, they will charge you for all costs associated with their emergency call out.

DRUGS AND ILLEGAL SUBSTANCES

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

RULES OF YOUR LEASE

FURNITURE AND EQUIPMENT

The furniture, and other items provided in the rooms are to be used for the purposes for which they are made. The resident is liable for damage to this property. The resident is not permitted to make alterations or additions to the room or the furniture and equipment within the room unless the request has been given in writing and approved by management.

GAMBLING AND GAMING

Gambling is not permitted on the premises.

GUEST POLICY

Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building. Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves. Guests are not permitted to stay overnight. The maximum occupancy under the building fire regulation is ONE for a single room, TWO for a twin and 2 Bed Bunk and THREE for a 3 Bed. Guests who are found to be staying overnight will be asked to leave immediately and a possible breach to the resident.

IDENTIFICATION

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

NOISE CURFEW

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

RULES OF YOUR LEASE

NEIGHBOURS

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

PARTIES

Residents are permitted to have parties in the communal area. The number of guests allowed for each requested event in a common area will be assessed on an individual basis. To make sure you can use it at any time when you check in, we will ask you to sign an event request form that acknowledges your use of the common area is at your own risk. Please clean and tidy up the area after your event. Take note that residents are not permitted to have parties in their rooms and management reserves the right to shut down a party if necessary.

PETS

UniLodge Herston is unsuitable to accommodate any pets. This includes birds and fish.

REQUESTS BY STAFF

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

RULES OF YOUR LEASE

SECURITY AND SWIPE CARD

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

SMOKING

UniLodge is a smoke (no vaping is allowed) free building which includes the room, balconies common areas, and outdoor communal areas. Any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible. Residents who wish to smoke outside are not permitted to smoke on UniLodge Herston property. This includes the use of e-cigarettes and vaping.

HEALTH PRECINCT CONDITIONS

UniLodge Herston is near the Royal Brisbane and Women's Hospital and STARS. These hospitals are non-smoking areas and have specific rules of conduct which you will notice on signage as you enter those hospital areas, and which are enforced by the operators of those hospitals. We ask that you be respectful of patients in the nearby hospital buildings and do not make noise that would cause concern to patients.

RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

RESIDENT RIGHTS

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises. A secure environment.
- To be given a copy of the lease agreement and entry condition report
- If you have any concerns with the terms of your residential agreement, please contact your UniLodge property team on herston@unilodge.com.au who will happily discuss any concerns you may have.
- If you feel your concerns have not been resolved, please contact UniLodge Head office at feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days.
- Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact RTA on 1300 366 311.
- For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au

UNILODGE RIGHTS

- To send Remedy of Breach notices to residents who break the terms or conditions of the Rooming Accommodation Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 7am and 9pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises. Resident Request Responsibilities ID from residents.
- 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 behaviour.
- Be responsible for your guests behaviour.
- Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises, or inclusions.
- Report to UniLodge any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Rooming Accommodation Agreement.

RESPONSIBILITIES FOR RESIDENTS AND UNILODGE

- Abide by the terms of the Rooming Accommodation Agreement rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your room.
- Be responsible to pay for any False Fire Alarm call outs that may occur from your room.

UNILODGE RESPONSIBILITIES

- To make sure the room is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort, and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health and/or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

ROOM REPAIRS

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

PAYMENTS

RENT

Rent is to be always paid two weeks in advance as per the Rooming Accommodation Agreement.
Payments can be made in the following way:
a) Stripe online payments through provided link.
b) Credit card at the reception desk during business hours.

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

RESIDENTS WHOSE PAYMENTS ARE IN ARREARS MAY BE ISSUED WITH A NOTICE TO REMEDY BREACH FOLLOWED BY A NOTICE TO LEAVE IF THE ARREARS ARE NOT CLEARED.

EXTRA CHARGES

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

EMERGENCY PROCEDURES

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

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

ASSEMBLY LOCATION POINT - EVACUATION

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

FIRE SPRINKLERS AND SMOKE DETECTORS

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Queensland Fire and Emergency Services has within its powers to levy fines and commence prosecutions. See Unwanted alarm activation

You may also be responsible for the cost of repairs to the system that this damage may cause.

False alarm callouts by can result in fees more than $1,556.79 that you are required to pay.

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

Do not touch the smoke detectors and sprinklers.
Do not hang coat hangers from the sprinkler device.

IN THE EVENT OF FIRE

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

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

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. We can provide confidential support and advice.

Some students coming to Brisbane for the first time may experience some 'culture shock'. The people, the weather, the food, and the buildings may be new, and it may take you a little time to get used to your new surroundings.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in our Residential LIfe Events, so that you will have the opportunity to 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. UniLodge wants your stay to be a happy and prosperous one.

HEALTH AND WELLBEING

Emergency medical treatment is available 24 hours a day at both public and private hospital emergency departments. If you need to visit the hospital remember to bring your health insurance card and any medicines, you are currently taking. If it's not an emergency, visit a medical centre and see a doctor.

In case of an emergency dial **000** from a mobile.

Any non-emergency transport to hospital is a private matter. Where appropriate, UniLodge will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, UniLodge will recommend that a friend, in addition to the driver, also travel with the person seeking medical care.

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that residents have health cover that includes ambulance travel.

COMMUNICABLE DISEASE

In the case of contracting an infectious disease, a resident must notify UniLodge management immediately. To ensure the health and safety of all residents, the resident is to cooperate with UniLodge to ensure they abide by instructions given.

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

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to management. Where management reasonably believes the resident has a notifiable disease, it will refer the resident to the university's health service or the resident's own doctor for a medical assessment of whether the resident has a notable disease.

MEDICAL CONDITIONS

To assist UniLodge to support our community, residents may wish to disclose medical information to staff member who can assist them should a medical situation arise. This information will remain confidential and will be recorded in the resident's electronic file which is protected by passwords and only accessible by approved UniLodge staff. Residents are encouraged to discuss their needs with a Manager, and this will be conducted is a confidential environment.

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.

AMBULANCE SERVICES IN QUEENSLAND

Ambulance services in Queensland are very expensive and ambulance insurance cover is For more information on ambulance cover go to the Queensland Ambulance Service.
See Queensland Ambulance Service

MENTAL HEALTH SUPPORT

Your mental health and emotional wellness are important to us.

UniLodge Herston aims to foster a safe, comfortable, and nurturing space for residents. We understand that living away from home is a time of personal transition and adjustment. While these changes are often exciting, positive, and fun, they also bring a range of personal challenges and emotional stresses.

These personal challenges include:

- Loneliness and/or social isolation
- Bullying and/or antisocial behaviour(s)
- Conflicts relating, but not limited, to identity, religion, culture, sexuality
- Depression
- Self-harm and suicidal thoughts
- Drug and alcohol dependencies and abuse

REACHING OUT TO YOUR RESIDENTIAL LIFE TEAM FOR SUPPORT!

"The quality of our lives depends not on whether we have conflicts, but on how we respond to them." (Thomas Crum)

It is important to focus on and cultivate your mental health and wellness, and the Residential Life team (Residential Life Manager and Residential Advisors) are here to address any worries or concerns you might have, and to support you every step of the way.

Please approach us at Reception or drop us a note at herston@unilodge.com.au if you would like to have a chat with us. The Residential Life team is well equipped to provide support as well as refer you to the relevant professional resources and channels. Rest assured that everything you share will be handled with great care and confidentiality.

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-oforganisation approach prioritises primary prevention through evidencebased strategies that challenge gender inequality, promote cultural change, and ensure trauma-informed support for residents and staff.

GENDER-BASED VIOLENCE - 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) or 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.

GET TO KNOW YOUR NEIGHBOURS



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

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

↓

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

↓

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

TIPS FOR HAPPY LIVING AROUND OTHERS

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

ASSISTANCE FOR COMMON CONCERNS

FINANCIAL PROBLEMS

If you are experiencing any financial difficulties, please speak to the Customer Service Manager. Often, these difficulties can be managed by the implementation of a financial plan. In addition, some tertiary providers have their own ways of assisting students financially.

PERSONAL PROBLEMS

Do not be afraid to confide in a Manager to discuss any personal concerns that are getting you down. We are here to support you and provide guidance, assistance and referral where necessary.
Anyone affected by illness, accident or death of a relative or friend, should talk to a Manager. If necessary, we can assist you to find the most appropriate services for further support

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.

STUDY CONCERNS

Should you be experiencing any concerns regarding course and subject selection, preparation for exams, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help refer you to the relevant department or faculty that will be able to assist with your concerns. As a student you will experience differing levels of stress at various times, particularly around examination time. We are here to provide an environment in which you can maximise your academic achievements.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act, UniLodge Herston 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 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.

COMPLAINTS

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge management.

If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the Residential Life Manager. In most cases, problems can be resolved through informal enquiries and discussions

STEP 1

Talk politely and openly to the person involved

STEP 2

Inform the person that you will take the matter to UniLodge management

STEP 3

Inform UniLodge management of the complaint, and they will work with you to resolve the
issue.



If UniLodge management make a decision relating to your complaint, whether it is a residential life, administrative or financial matter, you are able to have the decision reviewed by the General Manager.

An appointment to speak with the General Manager may be made at reception. Should you wish to appeal a decision, or where consideration of the complaint by the General Manager is not appropriate, the matter may be reviewed by the UniLodge Chief Operating Officer.

In addition to the above, you have the right to an external review and may seek the advice of any relevant independent 3rd party.

BE SUSTAINABLE

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

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

- Keep your showers short use a timer to keep your shower length to four minutes.
- Say 'no' to single use plastic have a set of re-usable bags for your shopping, and keep a set of reusable cutleries, straws, and a reusable coffee cup in your bag for takeaway.
- You can even get reusable takeaway containers that flatten down and you can get your takeaway food put into!
- Separate recycling from landfill, place in correct bin.
- Got some clothes or homewares you no longer need, but are too • • good to throw donating them. out? Ask about donating them.



SECURITY INFORMATION

INSURANCE

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

INTRUDERS

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

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

UNILODGE HERSTON SECURITY

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

LOCAL POLICE

Our local police station is Fortitude Valley Police Station. For non-emergency assistance, you can contact them directly by visiting in person (they are open 24 hours a day) or by phone. If you would like support in accessing police services, please see our Residential Life Manager or another staff member. Fortitude Valley Police Station, Cnr Brookes St and Wickham St, Fortitude Valley, 4006, (07) 3737 5757 You can also access non-emergency police support using the Police link on 131 444. See Police QLD