UniLodge

THE UNIVERSITY OF SYDNEY



RESIDENT HANDBOOK

WELCOME

Welcome to UniLodge Kensington

We are very pleased to welcome you to UniLodge Kensington, and we hope your stay here will be both enjoyable and productive.

Our goal at UniLodge Kensington is to create a supportive and friendly community in which to live and to ensure your living environment is conducive to study.

By coming to UniLodge Kensington we recognise you have probably made big life changes which can be quite daunting but equally exciting. Whether it be moving away from family and friends to a new country or starting at a new university, know that many of your new neighbours are also taking those same huge steps and we are here to help you make the transition. What a fantastic opportunity to try new experiences, to make the change, and to understand your unique strengths!

Our community of both staff and residents are drawn from all over the world allowing you to be part of a truly global community now and into the future. Although you're here to study, we encourage your participation in our Residential Life Program which offers numerous activities catering to various interests. We welcome your feedback and participation and if you would like to start a new activity or require an introduction to a different group, please let us know as we will help in any way possible.

Building a healthy and supportive community from such diversity requires each of us to value and respect the rights and needs of everyone. This Handbook lists the policies, rules, and structure of our community which is designed to maintain our high standards of COMFORT, SAFETY, and SECURITY for all.

We hope this Handbook will be a useful reference for answering any questions you have about living at UniLodge Kensington, but we are always available to respond to any questions you may have concerned this Handbook, your Residential Agreement, or anything else – your safety, comfort, and welfare are our priority.

We wish you all the very best during your time at UniLodge and hope you enjoy your stay!

The UniLodge Kensington Team

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SETTLING IN

Many of your neighbours, including from Australia, are living away from their family and friends for the first time. The people, the weather, the food, and the surrounds are all new so it will take time to get used to your new surroundings. To help you, we encourage you to become involved in our **Residential Life Program**, 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. If you would like to speak with someone from your university, you could contact student support at the University of Sydney or student support at the University of NSW.

Please come and see us if only for a chat! The team wants your stay to be a happy and prosperous one.

WE CARE ABOUT YOU!

UniLodge strives to provide community-based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you 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 have trouble 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
- Lifestyle and culture changes, may come as a shock, and may include:
  - Finding their way around i.e. transport, clubs, churches, etc
  - Basic establishment tasks e.g. bank accounts etc

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

Anyone affected by illness, accident, or death of a relative, should talk to a member of the team. If necessary, we can refer you to the appropriate counsellors for further support. We're here to help in any way we can.

UniLodge is proud to offer a pastoral care network. When you join our community, you will find there is always something to do and someone to talk to.

Connecting you to services, people and places is just one of the important roles to play here at UniLodge. So, whether you want to connect with other Residents, and the local community, or just want to know the best places to "hang out" we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely, and securely as possible so you can get on with the job of studying and enjoying your time here.

Academic Support

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

If you need help, you can reach out to the support teams at The University of Sydney or the University of NSW.

RESIDENTS MUST ALWAYS BE TOLERANT OF OTHER RESIDENTS' STUDY HABITS.

RESIDENTIAL LIFE

What is Residential Life?

Residential Life is an integrated, contemporary, student life program, run by UniLodge for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities carried out by Senior Residents, Residential Advisors, the Customer Service Manager, the Customer service staff, and the Property Manager - Operations.

UniLodge's Multi-cultural Vision

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunities 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 and interacts with, learns from, and values - all people.

What does the Program aim to achieve?

It offers a balanced program of activities that supports the Resident's 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 local charities, or participation in community activities.
- Barbeques and nights full of entertainment, that encourage interaction, fun, and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars, and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities

Attending Events
Attending and signing up for events is easy, just go to the events page on the Accommodation Portal, where you can register for events, or in some cases subscribe to an event locally, at Reception. The wide range of events will be loaded on the events page but also check out the noticeboards around the building for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our Residential Life or Customer Service Team can assist you or answer any questions.

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 Customer Service Manager or the Property Manager. In most cases, problems can be resolved through informal enquiries and discussions. Complaints can also be made online by email to accommodation.ke@sydney.edu.au

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

Step 1 - Talk politely and openly to the person involved
Step 2 - Inform the person that you will take the matter to UniLodge Management
Step 3 - Inform the UniLodge Manager of the complaint, and they will work with you to resolve the issue.

If you have a complaint against UniLodge Kensington, please come and speak with us about it; we will always do our utmost best to help you! Please note complaints must be processed with UniLodge Kensington and not with your University unless you wish to escalate an unresolved complaint that has not first been addressed by UniLodge Kensington staff, or secondly by UniLodge Australia's head office in Brisbane who can be contacted by phone on (07) 3233 3700 or email feedback@unilodge.com.au.

If you have any concerns with the terms of your Residential Agreement, please contact your UniLodge property team on (02) 9919 9888 or accommodation.ke@sydney.edu.au who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns have not been heard, you should contact your university for assistance. You can contact The University of Sydney or the University of NSW. If you still feel the complaint has not been addressed and it warrants an independent party to assist with a resolution, you may contact the Department of Fair-Trading NSW on 133 220 or their website - https://www.fairtrading.nsw.gov.au/

Financial Difficulties
If you are experiencing any financial difficulties, please come and speak to a member of the team. Often, these difficulties can be managed by the implementation of a financial plan.

The Residential Life Supervisor can also help connect you to your university, whom may be able to offer some form of assistance through their Financial Support team. Financial teams may be able to provide student loans, advice and advocacy around Government student payments, grants based on financial needs (including housing/ rent assistance grants) and welfare support. If you would rather, you may contact the Financial Support teams independently at The University of Sydney or the University of NSW.

LIVING TOGETHER @ UNILODGE

Living in a close community like UniLodge 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.

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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.

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

Tips for happy living in a twin room

- Always do your fair share of cleaning.
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming.
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all Residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full.
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs.
- Always store valuable items in your room.
- Be considerate with your use of shared facilities and equipment.

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.

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
- remarks with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature concerning the other person.
- And the person engaging in the conduct described above does so:

- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated, or intimidated by the conduct.

UniLodge is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Anyone at UniLodge 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 Customer Service Manager or Property Manager - Operations and the appropriate steps will be taken.

Social Support



UniLodge will organise Residential Life 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.

Workplace Health and Safety

Under the Workplace Health and Safety Act, UniLodge is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As 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.

YOUR 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, 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, and having everything already in my room 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!



RIGHTS & RESPONSIBILITES – YOUR AGREEMENT

Resident Rights and Responsibilities

Resident's responsibilities and behaviour

(a) The Resident must:

(i) keep the Room in a reasonably clean and tidy state at all times;

(ii) notify the University as soon as practical of any damage to the Room, Furniture or the Common Areas;

(iii) without limiting any other provision of this Agreement, pay for the reasonable costs of repairing any damage the Resident (or a Resident's Associate) causes to the Room, Furniture or the Common Areas;

(iv) regularly check their mail box. The University will not sign for any courier or mail item on the Resident's behalf unless management agrees to collect parcels on the Resident's behalf and the Resident has signed any necessary authority or consent form to enable management to do so;

(v) ensure lights and other electrical equipment are turned off when not in use;

(vi) comply with the University's and the Operator's policies, procedures and rules (including, without limitation, any Resident Handbook) as notified by the University to the Resident prior to entering into this Agreement or as varied under clause 11(c);

(vii) comply with the reasonable directions and instructions of the University, the Operator and all operational staff (including, without limitation, those designated as "Residential Life Coordinators" and "Resident Assistants" (if any));

(viii) complete any online educational or training module required by the University or the Operator;

(ix) if the Resident is a Student of the University, complete the Respect@Sydney training, within 1 month of arrival;

(x) ensure that all of the Resident's information on the Student Accommodation Portal is up to date, including but not limited to, the Resident's photograph and mobile phone number; and

(xi) notify the University of any absence from the Room exceeding 48 hours. If a Resident is absent for longer than 72 hours without notification, the University may enter the Resident's Room to investigate and may report the Resident as a missing person and/or contact the Resident's next of kin.

(b) The Resident must not:

(i) create any noise, nuisance or other disruption in or around the Residence that is likely to interfere with the peaceful enjoyment of any other residents, any other person using the Residence, any neighbours of the Residence or the public;

(ii) use any outdoor Common Areas before 7am or after 10pm on any day of the week;

(iii) attach any thing, item, furniture, fixture or fitting in the Room or the Common Areas (including posters, pictures and wall hangings);

(iv) alter or add to the Room or the Common Areas without the University's prior written consent;

(v) remove any Furniture, fixtures or fittings (including data port(s)) in the Room and/or Common Areas without the University's prior written consent;

(vi) damage or misuse any Furniture, fixtures or fittings (including data port(s)) in the Room and/or Common Areas;

(vii) cause congestion to the data network by downloading large files such as movies (and continue to do so despite a warning from Residence management);

(viii) smoke any substance in their Room or in the Residence, including the outside areas of the Residence;

(ix) possess, cultivate, supply or use any illegal drugs or substance or prescription medication (other than for its intended purpose), or any equipment used for such illegal drugs, substances or medications. If the Resident is found to be in possession of any illegal drugs, substance or prescription medication (other than for its intended purpose) the University may (amongst other things) immediately confiscate them and may report the incident to the police;

(x) possess any firearms or other weapons. If the Resident is found to be in possession of any firearms or weapons the University may (amongst other things) immediately confiscate them and may report the incident to the police;

(xi) write, draw or mark any surface forming part of the Residence, including by using chalk. If the Resident is found to be responsible for any chalking or other graffiti, they will be liable for (amongst other things) the reasonable cleaning cost as an Indemnified Amount;

(xii) use the Residence's internet network (if any) or other parts of the Residence to conduct any criminal and/or illegal activity;

(xiii) unless the Room contains a kitchenette, cook in their Room, including by using microwaves, kettles, toasters, rice cookers, electric woks, frypans or hotplates. Cooking is only permitted in designated communal kitchen areas and in kitchenettes (using appliances approved or provided by the University);

(xiv) obstruct, interfere with or in any way block any building access, including any disabled access, ramps, fire doors, stairs or lifts. The University may (amongst other things) remove any items that are causing such a blockage;

(xv) keep any hazardous materials including aerosol paint spray cans, automotive or industrial products, chemicals, propane, kerosene or corrosive materials in their Room or anywhere in the Residence;

(xvi) allow any Visitor to use the laundry facilities;

(xvii) keep any pets in their Room or elsewhere in the Residence. Pets includes all animals, fish, birds and reptiles, but does not include any guide dog or registered assistance animal that the University has been notified of prior to entering into this Agreement;

(xviii) conduct any business of any description from their Room or the Residence, including any online business;

(xix) post any flyers or advertising material anywhere in the Residence without the University's approval and, if approved, only in the areas designated by the University as notice boards;

(xx) bring any shopping trolleys onto the Residence; or

(xxi) use any amplified sound equipment (including musical instruments, televisions, radio and microphones) in any outside area of the Residence (including any rooftop terrace) at any time.

(c) The Resident must not threaten, abuse (whether sexually, physically, verbally or otherwise), intimidate, harass, bully or carry out hazing on any member of staff of the University or the Operator, any other resident, trades people or any other person using the Residence, including either directly or through online, social media or other means. If the Resident fails to comply with this clause 8(c) then the University may immediately terminate this Agreement and the provisions of clause 15 will apply.

(d) The Resident must not engage in gender-based violence, which means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or the deprivation of liberty or autonomy of any person. If the Resident fails to comply with this clause 8(d) then the University may immediately terminate this Agreement and the provisions of clause 15 will apply.

(e) The Resident acknowledges that the Student Charter applies to conduct in all parts of the Residence including the Room and the Common Areas. If the University determines that the Resident has breached the Student Charter then that will constitute a breach of this Agreement and the University may (amongst other things) immediately terminate this Agreement and the provisions of clause 15 will apply.

(f) The Resident must obey all laws relating to residing in and using the Room and the Residence, comply with any lawful notice issued by any authority and will notify the University immediately of any notice received.

(g) Without limiting clauses 8(a)(vi) or 8(a)(vii), the Resident must comply with the University's and the Operator's reasonable directions and cooperate with the University and the Operator in its response to:

(i) any actual or suspected Emergency; and

(ii) COVID-19 or other pandemic, epidemic, local disease outbreak, public health emergency or quarantine including, without limitation, if requested by the University or the Operator:

(A) wearing face masks, checking-in and being screened before entering the Premises in accordance with any reasonable processes requested by the University or the Operator; and

(B) complying with all laws and the requirements of NSW Health including public health orders and safety plans.

Dispute Resolution

If you have any concerns with the terms of your residential agreement, please contact your UniLodge property team on 02 9199 9888 or accommodation.ke@sydney.edu.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: accommodation.info@sydney.edu.au

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.

The University of Sydney Rights and Responsibilities

- To send Breach Notices to Residents who break the Terms or Conditions of the Residential Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Breach Notices to Residents defaulting on their Residential Fees, and to send a Termination Notice to Vacate if not remedied.
- Request ID from Residents.
- 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 or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

Grant of licence

(a) The University of Sydney (ABN 15 211 513 464) ("University") grants to the Resident for the Term a licence to reside in a room in the Residence as a lodger and use the Common Areas on the terms and conditions set out in this Agreement and the Resident accepts that grant.
(b) The licence referred to in clause 1(a):

(i) is not exclusive as against the University;

(ii) does not give the Resident any tenancy, estate or interest in all or any part of the Room or the Residence;

(iii) is personal and must not be assigned; and

(iv) may not be sublicensed by the Resident without the prior written consent of the University.

(c) The parties acknowledge that the Residential Tenancies Act 2010 (NSW) ("Act") does not apply to this Agreement because this Agreement is of a kind referred to in section 8 of the Act and/or the

Residence is exempted from the operation of the Act under clause 31 of the Residential Tenancies Regulation 2019 (NSW).

Room and room allocation

Room and room allocation

(a) Subject to the terms and conditions of this Agreement, the Resident is entitled to occupy the Room from the Commencement Date and the Resident must vacate the Room no later than the Termination Date. Where the Room Type is:

(i) single occupancy, the Resident may only occupy the Room as a single person and may not occupy the room in conjunction with any other person(s); or
(ii) twin occupancy, the Resident may only occupy the Room in conjunction with one other person who has entered into a residential agreement with the University for twin occupancy of the Room.
(b) The Resident acknowledges that the Room is furnished with the Furniture. The Resident may not add any additional furniture, furnishings, or other items requiring an electrical connection or heat source or furniture over 40cm in diameter (including heaters, electric blankets, cooking appliances,

lights, extra beds, mattresses or armchairs) to the Room without the approval of the University (which must not be unreasonably withheld).
(c) Whilst the Room Type will be as described in this Agreement, the location of the Room allocated to the Resident and the other residents within the Residence is within the absolute discretion of the University.
(d) The University may, with not less than seven days prior notice to the Resident (or without notice in the case of clause 3(d)(ii)(C) or clause 3(d)(ii)(F)), move the Resident to another room of the same Room Type or to a room of no lesser standard in the Residence or in an Other Residence:
(i) during the Summer Period; and
(ii) at any time if the University reasonably considers it necessary or desirable:
(A) for repair and maintenance purposes;
(B) for reasons of student safety or student welfare (including to cater for the specific needs or health (including mental health) requirements of a resident);
(C) in an actual or suspected Emergency;
(D) to address difficulties between residents of the Residence;
(E) for the effective economic use of the University's student accommodation resources; or
(F) to correct an administrative or clerical error,
and the Resident must comply with any such requirement to move to another room within the period specified by the University (acting reasonably). If the Resident fails to do so, the University may arrange to move the Resident's possessions to the alternate room or to storage (if so required).
(e) Despite clause 3(d), in the event of an actual or suspected Emergency, the University may, without notice to the Resident, temporarily move the Resident to another room in the Residence or in an Other Residence.
(f) If the University requires the Resident to move to another room under clause 3(d) or 3(e), the Resident will not be required to pay any Other Fee. If the relocation is temporary (in the case of clause 3(e) or as notified by the University to the Resident), the Resident must vacate the temporary room and return to the Room as and when directed to do so by the University. If the Resident fails to do so, the University may arrange to move the Resident's possessions back to the Room or to storage (if so required).
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(g) The Resident may reside only in the Room allocated to them by the University and may not move to another room in the Residence without the University's prior written consent (which must not be unreasonably withheld). If the Resident fails to comply with this clause 3(g), then the University may immediately terminate this Agreement and the provisions of clause 15 will apply.
(h) The Resident may request to be moved to another room and the University may consent to the request (which must not be unreasonably withheld). Whether or not the request is approved, the Resident must pay to the University the request to move fee specified in the Fees Schedule.
(i) If for any reason the Resident moves into:
(i) a room type that has a lower room fee than the Room, then the Resident will pay the lower room fee while they occupy that room; or
(ii) a room type of a higher standard that has a higher room fee than the Room (unless the move is temporary in the case of clause 3(e) or as notified by the University to the Resident), then the Resident will, subject to agreement between the Resident and the University, pay the higher room fee until the Termination Date.
(j) Unless the relocation is temporary (in the case of clause 3(e) or as notified by the University to the Resident), if the Resident moves to another room for any reason (including if required to move by the University under clause 3(d) or if the University approves the Resident's request under clause 3(h)), the new room will become the Room for the purposes of this Agreement and the amount payable under clause 3(i) will become the Room Fee for the purposes of this Agreement.

Condition Report

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

The completed electronic Condition Report must be **signed and returned within 48 hours** of your arrival. Failure to do so will result in the Entry Condition Report forming the basis for any security deposit claims at the end of your occupancy.

Security Deposit

The Resident is required to pay a Security Deposit. This is held on behalf of the owner of the room which is equivalent to four (4) weeks occupancy fee.

(a) The Deposit will be held by The University of Sydney and may be applied towards:

  (i) The reasonable cost of repairs to the Room, Furniture, or the Common Areas because of damage (other than fair wear and tear) caused or contributed to by the Resident (or a Resident's Associate);
  (ii) Any Fee or other amount due and payable by the Resident under this Agreement which has not been paid by the Resident;
  (iii) The reasonable cost of any necessary cleaning of the Room, Furniture or Common Areas, the need for which is caused or contributed by the Resident; and
  (iv) The reasonable cost of replacing locks or other security devices altered, removed, or added by the Resident without the consent of The University of Sydney.

(b) If all or any part of the Deposit is applied by The University of Sydney under or another provision of this Agreement, the Resident must pay to The University of Sydney within seven days of being given notice requiring them to do so, the amount necessary to restore the Deposit to the amount specified in the Residential Agreement Acknowledgement.

(c) The Resident must not fail or refuse to pay any Fees and/or other amounts due and payable under this Agreement with the intention that the outstanding amount be recovered by The University of Sydney from the Deposit.

(d) The Deposit, or any balance of the Deposit (if any) after any deduction from the Deposit by The University of Sydney under this clause, will be refunded to the Resident within 30 business days of termination of this Agreement unless the Resident agrees that The University of Sydney may retain the Deposit and apply it as the deposit under any subsequent Residential Agreement.

The Security Deposit is then held on the Resident's behalf for the term of the occupancy and for any further period in which the Resident may occupy the room.

The Security Deposit cannot be used for the Residential Fees and the Resident is prohibited to use the deposit for any purpose other than as a deposit to be used to reimburse any costs incurred at the end of your occupancy. The cost of repair or excessive cleaning may be deducted from the Security Deposit unless other arrangements are made.

Please be aware that a compulsory Departure Cleaning Fee (for basic cleaning only) is payable at the beginning of your occupancy. Any additional cleaning needed over and above a basic clean will be deducted from your Security Deposit. We will be in contact before this deduction is made.

Immediate Eviction

The Residential Agreement and this Residential Handbook promote 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 The University of Sydney and/or Management. Residents who have received warnings and continue with unacceptable behaviour may be issued with an immediate eviction notice.

In addition to the termination provisions, immediate eviction 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 have seriously or persistently intimidated, threatened, harassed, abused, or discriminated against another person, Resident, staff member or authorised agent of The University of Sydney or UniLodge Kensington; or caused or permitted any such threats, abuse or conduct (whether any abusive language or threat has been directed towards the 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.

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

Early Termination of Residential Agreement

The Resident may terminate this Agreement before the Termination Date by giving written notice to The University of Sydney of at least the applicable notice period specified and the Agreement will terminate on and from the end of that notice period**.** The University of Sydney may terminate this Agreement on at least seven days' notice after the date of this Agreement and before the Commencement Date if the Resident is a Returning Resident and:

(ii) The Resident committed a serious or material breach of any of the provisions of the residential agreement that preceded this Agreement, and the breach was not known to the University at the time of entering into this Agreement; or

(ii) for reasons of student safety or student welfare.

1. The Resident fails to pay the Occupancy Fee within three days of the date upon which it was due. The Resident fails to pay other outstanding expenses for seven days after receiving their account. Eviction notices will be issued within a 7-day notice period.

2. The Resident permits or allows for any breach or failure to comply with the Terms and Conditions of the Residential Agreement or Rules of Occupancy.

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 Residential Agreement all the Resident's personal property must be removed. Any property left in the room will be disposed of under the terms of the Residential Agreement.

In all cases, a departure cleaning fee applies.

Termination by Resident

CIRCUMSTANCE	NOTICE PERIOD	CANCELLATION FEE
Domestic & international students: Agreement signed but Term not commenced.	4 weeks' notice prior to Commencement Date	None
Domestic & international students: Agreement signed but Term not commenced.	Less than 4 weeks' notice prior to Commencement Date.	$200
Domestic student: Agreement signed but Resident does not receive an offer from the University or another tertiary education institution in Australia	Notice within 48 hours after main round offers are released by Universities Admissions Centre if the student does not receive an offer. Support documentation in the form of written evidence of no offer must be supplied.	None, unless required notice and/or support documentation is not given, in which case a $200 charge applies.
International student: Agreement signed but Resident does not receive an offer from the University or another tertiary education institution in Australia.	Notice within 48 hours of having an application for study declined. Support documentation in the form of written evidence of no offer must be supplied.	None, unless required notice and/or support documentation is not given, in which case a $200 charge applies.
International student: Agreement signed but Resident does not receive visa approval.	Less than 4 weeks' notice prior to Commencement Date. The applicant must provide evidence in writing that they have not received a visa or that their application for a visa has been declined.	None, unless required notice and/or support documentation is not given, in which case a $200 charge applies.
Domestic & international students: Term commenced.	2 weeks' notice	The lesser of the amount that is equivalent to (a) four weeks of the Room Fee; and (b) the Room Fee payable between the effective date of termination and the date that a replacement resident commences paying a room fee in respect of the Room
Domestic & international students: Resident terminates due to policy change that materially and detrimentally affects the Resident's right to reside in the Room and/or use the Residence.	2 weeks' notice	None

The payment of the first fortnight's Residential Fees and other upfront charges is required in advance of your arrival and to secure the booking. This is on a non-refundable basis. Only in special circumstances (with appropriate support documentation) would a refund be considered, subject to the Residential Agreement. In such an instance a cancellation/administration fee equivalent to one week's Residential Fees plus GST will apply.

Discipline and Misconduct

(a) Without limitation, the Resident will be guilty of misconduct if they have:
   (i) repeatedly breached a term of this Agreement.
   (ii) breached any of their responsibilities
   (iii) broken any law at the Residence or during the Term.

(b) Without limiting, in the event of misconduct, The University of Sydney may carry out disciplinary action including:

   (i) issuing a warning notice notifying the Resident of the misconduct and the steps required by the Resident to ensure their continued occupation of the Room.
   (ii) imposing additional conditions on the Resident's continued occupation of the Room
   (iii) notifying relevant authorities, including the police; and
   (iv) In the event of misconduct that cannot be rectified, or is illegal, or which, in The University of Sydney's opinion, has caused serious distress to other residents or staff, immediately terminating this Agreement and the provisions of early termination will apply.

(c) If the Resident fails to comply with any warning notice, then The University of Sydney may elect to immediately terminate this Agreement.

RULES OF OCCUPANCY

These Rules form part of your Residential Agreement with the University. Please read these Rules and if you have any questions or need a translator advise the Customer Service Team.

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible but a Resident must not:

(i) Possess or consume alcohol if the Resident is under the age of 18 years
(ii) Supply alcohol to any person under the age of 18 years
(iii) Sell or distribute alcohol in the Residence and
(iv) Do no permit any other things that are inconsistent with the responsible consumption of alcohol.

The following are not permitted in any part of the Residence including in any Room and/or Common Areas:

(i) Kegs
(ii) Alcohol apparatuses that enable a person to consume large quantities of alcohol quickly
(iii) Alcohol that is not specifically manufactured for human consumption
(iv) Drinking games and or
(v) Promotional activities in cooperation or connection with alcohol suppliers

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 and/or The University of Sydney. Repeated offences could constitute grounds for early termination of your Residential Agreement. All fees and charges, as outlined in your Residential Agreement, will be applicable.

Bicycles and Motor Bikes

Bicycles are not to be wheeled though the main foyer and should not be kept in your room. Bicycle racks and Motorbike parking are in the Basement, and access is available via Anzac Parade using your swipe card.

Bicycles and motorbikes must be registered with Management and locked on the rack and parked when left in this area; no responsibility will be taken for any damage or theft to the bicycle and motorbike. The Resident must not charge an electric bicycle battery in the Room. Any bicycles left in any location other than on the bicycle racks will be removed by Management. Any bicycles left in any location other than on the bicycle rack will be removed. Any bicycle removed will be disposed of immediately, and Management will take no responsibility or liability for any loss incurred because of this removal.

Building Security

All Residents and visitors agree to be bound by the terms as outlined in the Residential Agreement and as instructed by management. Please note that the building is fitted with CCTV in all common areas.

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

Cleaning and Inspections



All Residents are responsible for the day-to-day cleaning of their room. In addition to this, Management will also inspect rooms as per the Residential Agreement, after due notice is given, for cleanliness and damage.

If upon inspection by Management it is found that your room is not clean as set out in the inspection notification, a cleaner will be arranged on your behalf and charged to your account.

A vacuum cleaner is available (on loan) from Reception during office hours by providing your photographic identification. There is a 1-hour limit, and if there are any faults with the vacuum cleaners, please report them to the Customer Service Team. Before returning the vacuum cleaner to Reception, please remove and dispose of the contents in the filter.

Weekly/fortnightly and monthly cleaning can be arranged at an extra cost.

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. It is forbidden for Residents to remove furniture (chairs, beanbags) from common areas.

Common property is any area not within your room so includes but is not limited to building corridors, lounges, foyers, courtyards, roof top, bicycle rack areas and driveways. Under no circumstances can laundry be left on common property, nor can the area(s) be used for storage of any kind. Any floor mats, door stoppers and the like should be kept in your room and not in the common corridor. Any item left in the common property will be removed without further warning.

The rooftop BBQ area and the ground floor open courtyards are not to be used by any Resident between 10pm and 7am each day. These areas will be closed during this time.

Cooking

To ensure the safety of yourself and other Residents, you must cook responsibly, always using the rangehood exhaust fan**.** The range hood is located above your cooktop, make sure it is switched on (you will be able to always hear sound when on) – even when you don't anticipate smoke (i.e. cooking sausages, chicken, even toast!). There is a switch for the stove hob and rangehood which will allow you to turn on and off with a flick of a button.

Any cooking or other activity that triggers the smoke alarm resulting in the attendance of NSW Fire Brigade will result in associated charges being forwarded to the Resident or room responsible for activating the alarm. This can be a costly exercise – please exercise care when cooking and never leave unattended.

Drugs, Gambling and Gaming

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 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.
Gambling and Gaming is not permitted on the premises.

Eligibility of Residents

- All Residents must be able to prove their student status through current enrolment documentation provided by their Tertiary Institution.
- Children are not permitted to reside at UniLodge.
- Residents must not sub-let the room under any circumstances.

Empty Rooms/Beds

It is forbidden to occupy empty beds or rooms by letting friends stay or storing possessions in there. These beds or rooms are reserved for your new housemates or neighbours who could be moving in soon! If a door is left open to a vacant room, please alert the Customer Service Team, or shut it behind you.

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 the 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 formally approved in writing by Management.

Furniture is not to be moved from the room under any circumstances.

Guest and Visitor Policy

The Resident must ensure that all Resident's Associates or other persons who are in the Residence in their company comply with the Resident's obligations under this Agreement and do not do anything which the Resident is prohibited from doing by this Agreement. The Resident is responsible for the conduct and behaviour of all the Resident's Associates, and the Resident is liable for all expenses, costs, fees, charges, and damage incurred by such Resident's associates including any injury or property damage they cause. The Resident should always accompany the guest and not give the guest any access keys. All Visitors must vacate the Residence by 10 pm on Sunday to Thursday (inclusive) and by 11 pm on Friday and Saturday. **Guest and visitors are not permitted to stay overnight**. The building fire

regulations do not permit overnight guests. Guests who are found to be staying overnight will be asked to leave immediately.

Noise and Gathering Restriction

EXCESSIVE noise is not tolerated and is inappropriate behavior under the conditions of the RESIDENTIAL AGREEMENT.

Management will not hesitate to act on behalf of the majority of Residents who abide by the Rules of Occupancy. Continued behavior against UniLodge Rules of Occupancy will result the matter being referred to The University of Sydney and may result in heavy fines, the cancellation of your Residential Agreement and you will be removed from the building.

You are further reminded to keep 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 notice. If you are experiencing noise-related problems that are affecting your study, please advise us immediately so that appropriate action can be taken. If the noise you are experiencing is evident during our reception hours, contact the Customer Service Team. If the noise occurs after hours, contact the Residential Advisor. In all instances, to contact the appropriate person, call the Customer Service Team at Reception. This call will be diverted to the appropriate person on duty at the time and the necessary action taken.

No excessive noise is permitted during the following periods: Monday to Thursday before 7:00 am and after 10:00 pm; Friday, Saturday, Sunday, and Public Holidays before 9:00 am and after 11:00 pm.

Residents are not permitted to have parties unless authorised by Management by completing an event booking form. Management reserves the right to shut down an unauthorised party should the noise and alcohol policies be breached.

Pets

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

Requests by Staff

Residents must comply with all reasonable requests from Management and support staff. Note that Residential Advisors are UniLodge staff and often represent Management after hours.

Requests by Management for face-to-face meetings with Residents, are not optional, cannot be rejected and must be complied with as they are always very important.

Shopping Trolley

Shopping trolleys are not permitted in the building at all. This means you cannot bring a trolley on the premises to unload your shopping then return it. If you are caught with a trolley, you will be heavily fined.

Smoke Alarm, Fire safety and Emergencies

Under no circumstances will the Resident remove, interfere with, tamper, or obstruct any smoke alarm, fire exit sign, fire door, fire extinguisher, evacuation plan or any other fire protection equipment within the Room or any part of the Residence. The Resident must not do anything concerning the Residence that might result in a fire safety risk or hazard. For example, the Resident must not:

(i) use electric blankets, any heater other than a heater supplied by UniLodge, candles, open flame torches, incense or other open flame devices anywhere inside or around buildings in the Residence

including in Rooms and Common areas; or

(ii) misuse the heaters in any manner that would be a fire hazard, such as by drying clothes on or close to heaters or placing heaters close to curtains or soft furnishings.

The Resident is responsible and liable to pay an Indemnified Amount for callouts triggered by the Resident or a Resident's Associate, including any false alarms. An indicative amount for this Indemnified Amount is specified in the Fees Schedule, however, this amount is indicative only and the Resident will be liable for the full Indemnified Amount. In case of an actual or suspected Emergency or an Emergency drill, the Resident must follow instructions given by Management or emergency personnel (for example, firemen and policemen). Tampering with any Emergency Fire Equipment could lead to the early termination of your occupancy.

Smoking



UniLodge is a smoke-free building that includes your room, the rooftop terrace, the courtyard, the front of the building, 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.

If during your occupancy you are found smoking in your room, additional cleaning will be needed to remove the odor from your room at the end of your contract term. This will be at your additional cost and will include but is not limited to cleaning all walls, ceilings, and cupboards. Steam cleaning carpet and all soft furnishings and blinds.

Residents who wish to smoke outside must do so outside of the building and at least 4 meters away from the boundary of the building. The use of electronic cigarettes, vaping, or the use of any equipment for smoking purposes is also strictly prohibited.

ARRIVAL

This handbook contains the "Rules of Occupancy" which forms an addendum to your "Residential Agreement". You must read these documents and, once understood, acknowledgment receipt prior to your arrival, as an agreement to abide by the Building Rules and contract obligations. This document and your Residential Agreement are available on your portal.

You will receive a programmed swipe key for your room on your arrival.

A compulsory induction will be provided on the day of arrival.

Absent from your Room



If you intend to leave your room for any length of time, please ensure complete the going away form via the portal. Management will note this on your file should we need to contact you in an emergency. Please note if you are away over an Residential Fee instalment date, it is your responsibility to ensure that your fees are prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the room has been abandoned, please ensure that you attend to all fee payments before going on holiday.

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 a Resident is invited into a Room and subsequently asked to leave, the Resident will 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 using a swipe card. It is necessary to use your swipe card to open the automatic sliding doors.

Additional Furniture
The installation of other furniture into a Resident's room is not permitted unless a written application is submitted to and approved by Management. Every request will be looked at separately depending on the size of the room and the furniture required.

Security, Locks, and Key
The Resident is not permitted to change any of the locks in the Room. Key cards and keys must not be duplicated or left in the card reader. The Resident must immediately report the loss or damage of any door locks and keys. A lockout fee of $10 could be charged during office hours each time and a fee of $30 after office hours if you lock yourself out of your room (by forgetting your card). If you have lost your swipe card, you will be issued a new swipe card. Note, that a fee of $50 will be charged for replacement. Ensure your key card is not in your room when you request a new card; we cannot refund you if you find your card later. Please remember to always keep your room key with you, including during any evacuation.

When the Resident leaves the Room, the Resident must ensure that all external doors are locked and must not tamper with the locking mechanism to keep any door (or window) unlocked while closed. The Resident agrees that the Resident is jointly and severally liable with any other residents of the Room to lock all windows (if necessary) and doors in the Room to prevent access from intruders. Management and the University of Sydney are not responsible for any theft or damage to any of the parts, equipment, or contents of the Resident's property, except to the extent that the theft or damage is caused or contributed to by the acts or omissions of Management or The University of Sydney.

BUILDING FACILITIES

BBQ
The BBQ is located on the rooftop terrace and is available to Residents between 7 am and 10 pm each day. Please ensure that after you have used the BBQ you have cleaned the BBQ and no personal items are left in the area.

Bicycle Storage
Bicycles are not to be wheeled through the main foyer and should not be kept in your room. Bicycle racks are in the Basement, and access is available via the driveway using your swipe card. Bicycles must be registered with Management and locked in a rack when left in this area; no responsibility will be taken for any damage or theft of the bicycle. Bicycles not on the designated rack will be removed. Any bicycle removed will be disposed of immediately, and Management will take no responsibility or liability for any loss incurred because of this removal.

Common Area



Subject to this Agreement, the Resident may use the Common Areas for their intended purposes. The Common Areas are for the use and enjoyment of all residents of the Residence. Residents should not obstruct access to, overload, store, or leave any equipment or personal belongings in or otherwise interfere with Common Areas. The resident must promptly clean up any mess made by them in Common Areas (including in any kitchen areas) and must not cause any damage to any part of the Common Areas or the furniture and fittings in those areas. The Resident is responsible for any damage they cause to the Common Areas.

The common area kitchen and dining area are regularly cleaned by cleaners appointed by Management. The cleaners' duties do not include tasks that are your responsibility such as:
· Washing up any dishes left in the area
· Removing rubbish and placing it in the rubbish bins (Penalties may apply)

Any items left in the common area kitchen, or the fridge/freezer (without a label) will be thrown away into the rubbish. Any sink blocked in the common kitchen must be reported to Management immediately.

The gym, music room, and cinema are in the Lower Ground Floor with 24/7 access with resident key but during exam periods and any period pre-the exam periods assigned for studying ("exam period"), no social gatherings are to be held that may disturb other residents, except with the prior written approval of Residence management. From time to time, common areas may be closed and/or converted to quiet study areas, to minimize noise that may disturb residents' study and sleep and to facilitate quiet studying during exam periods

Laundry



The laundry is open 24/7 and is on the Lower Ground Floor of the building.. Washing liquid or detergent is not supplied. For effective cleaning and drying, do not overload the machines. Please don't leave washing or baskets in the laundry room unsupervised. If you experience a problem with one of the machines, please get in touch with Management with the number on the machine. Ironing facilities are also available in the laundry room.

Mailboxes

All mail and parcels are received at Reception and can be collected during office hours (Grocery, meal deliveries, perishable items, or furniture of any kind will not be accepted by Management). Parcels are restricted in size to be no larger than 430 x 315 x 317 mm.

Reception

Our staff will assist with questions and queries regarding the property but also have a range of knowledge concerning the local area, food, travel, and general information. Printing and photocopy facilities are available from Reception at $0.20 per page black and white $1 per page for colour. Reception hours are as follows:

Reception Hours:

Monday – Friday: 8am - 6pm (outside of this covered by Night Managers)

Saturday & Sunday: 9am - 5pm (outside of this covered by Night Managers)

Public Holidays: 9am - 5pm (outside of this covered by Night Managers)

Resident Lounge/Study Rooms / Open Areas



There are numerous recreation areas on the Lower Ground Floor, Ground Floor and residential levels of the building, incorporating a large flat-screen TV and lounge chairs, tables, stools, pool table, communal kitchen, Music and Theatre rooms. Each level from 1 to 8 has a minimum of two study rooms. Another area for quiet study is located on the ground floor. Please show consideration to other Residents by ensuring these areas are constantly always kept clean and tidy.

Rubbish



Please empty your rubbish and recyclable items into the respective shoots (general garbage and recyclable) which are located on each level and in between rooms X16 and X17 of every floor. This should be done regularly for health and hygiene reasons. If something does not fit in the chute, please do not force it into the chute but dispose of your rubbish and recyclable items in the Basement garbage rooms (penalties apply for any rubbish and recyclable items left outside of the garbage shoots).

Recycling Tips:

- Remember what recyclable is: paper, cardboard, and packaging containers made from plastic, liquid paper board (i.e., milk cartons), glass, steel, and aluminium.
- Make sure recyclables are empty – remove solid food scraps.
- Keep recycling out of plastic bags – or else it may end up in landfill.

Transport



Information on public transport can be obtained from the Transport NSW website - https://transportnsw.info/. Our friendly customer service staff can assist you in navigating the website or the app.

The University of Sydney will be offering a free shuttle service Monday to Friday going to and from the Darlington Campus and will run in the mornings and afternoons. Please see reception for pick up times.

Utilities - Electricity, Gas & Water



Electricity, gas and water consumption is included in your Residential Fees, along with unlimited Wi-Fi

Departure Cleaning

Your room has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a condition of your agreement, 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, Management has been able to assist and recommend a cleaning company that delivers a service that we believe is of a very high standard which meets our expectations.

Printer

If you are considering buying a printer for your room, please consider a low emission printer that complies with one of the following standards:
– RAL UZ 171
– ECMA-328
– GGPS.003

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

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 or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Heating
The room is central air-conditioned with heating and cooling. At no time should these outlets be covered or obstructed in any way.

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
Chopping and cutting directly onto the surface can damage Laminex surfaces. To prevent this from happening, use a cutting or chopping board. Sliding heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove from their room any item or equipment that has been provided by Management.

Microwave Oven
Your room is provided with a microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply. **Please, use only containers suitable for microwaves and be mindful about how long you are setting up to heat your food. Misuse can cause false fire alarms at the Resident's cost.**

Mirrors
The manufacturer recommends gently wiping with a damp lint-free cloth.

Refrigerator
Your room is provided with an electric refrigerator/freezer connected to a 240-volt electric power supply. On arrival to 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. If you are living in twin rooms, please be mindful of your roommate and only use your allocated space. Overfilling the refrigerator section could result in the freezer section "icing over" restricting the use of the freezer and potentially damaging the device. Please ensure you keep the refrigerator and freezer working at their most efficient at all times to avoid any damage or loss of food.

Roller Blinds
You will find a chain on the side of the window or sliding door. Pull the chain gently and smoothly from directly underneath to either raise or lower your window blinds. Should you pull the chain off, it will be at your cost to have it re-attached.

Smoke Detector



Your room has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. Each one is connected to a 240V power supply via your room switchboard. **If you attempt to tamper, cover, or remove your smoke alarm you may be fined by NSW Fire Brigade as outlined in the Rules of Occupancy.**

Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of a cleaning liquid that does not contain solvents can be used. If you are unsure, please come and speak with us at Reception.

Tiled Surfaces

Do NOT clean the tiles with ACID or 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.

Toilet Bowls

It should be cleaned at least weekly to ensure good hygiene standards. Do NOT use any abrasive materials or solutions. A specific toilet cleaning detergent should be used with a brush. If you are unsure what is needed, please come to visit us at Reception.

Walls

Hanging items on the walls

Please be very careful of what you stick onto the walls. The walls could become damaged, or paint removed if care is not taken, and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores that are designed not to damage the walls once removed; however, there is no guarantee that damage will not occur. These are 3M Brand adhesive/removable hooks. Please ensure you remove these hooks at the end of your occupancy. Any damage caused because of removing these hooks will be your responsibility and repair will be at your cost. No sticky tape is to be used. No "Blu Tac" is to be used as it can stain and damage the walls.

PAYMENTS

Residential Fees

Your Residential Fees (also known as rent) are to be always paid 2 weeks in advance as per the Residential Agreement. Payments are to be made via the online portal and in line with the payment calendar.

Payment of all Residential Fee must be received on or before the due date

Residents whose payments are in arrears will be issued with breach notices or notices to vacate.

Room Repairs



UniLodge manages all damage repairs 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, Management will utilize the appropriate tradesperson for quality of work, legislative compliance, and site inductions. If a suitable tradesperson is sourced by the Resident, it must meet the requirements as stated above.

COMMUNICATIONS

Internet

Wi-Fi Internet is included in your Residential Fees! Whilst this is ample for even high-end users, if you are experiencing any issues, let the Customer Service Team know.

Customer Service Details

- Email: accommodation.ke@unilodge.com.au
- Telephone: 02 9199 9888
- Online: https://www.unilodge.com.au

University of Sydney Wellbeing Support

In the event of a life-threatening emergency, please call 000. During business hours you can call +61 2 8627 8433 and If you're in Australia, you can contact the support line by calling 1300 474 065 or by texting 0488 884 429 outside of office hours (5 pm to 9 am weekdays, 24/7 weekends and public holidays). For more information, please visit University of Sydney Support Services online by clicking here

UNSW Support Services

If you are studying at UNSW, please visit UNSW Support Services by clicking here

CONTACT DETAILS

Emergency Services Contacts (Police, Fire, Ambulance)
Dial 000 for all Emergency Services
Please also remember to contact your Residential Advisor on duty or the Customer Service Team at Reception if during Reception Hours.

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, available during office hours (only) Example of Mail should be addressed as follows:

Resident Full Name
UniLodge Kensington
Room Number _ _ _ _ _ / 187 Anzac Parade
Kensington NSW 2033
Australia

Example:
Mr John Citizen
UniLodge Kensington
101/187 Anzac Parade
Kensington NSW 2033
Australia

If your mail does not include your room number, it will cause delays in delivery to your pigeonhole or may result in the mail item being returned to the sender.

Property Main Telephone Number: +61 2 9199 9888
Reception Hours
(Open from Monday – Friday 8.00am to 6.00pm)
(Weekends 10am to 2pm)
(Closed on Public Holidays)
Outside Reception Hours (Night Managers) – Call +61 2 9199 9888

HEALTH & SAFETY

Important Numbers

Emergency (Fire, Police, Ambulance) 000			
The University of Sydney Student Services	1800 793 864	**Information NSW**	13 77 88
UTS Uni Student Services	1300 275 887	**Interpreting Service (24 Hours)**	1800 131 450
UNSW Student Services	(02) 9385 8500	**Kids Helpline**	1800 551 800
Notre Dame Student Services	(02) 8204 4429	**Medicare**	13 20 11
AIDS Helpline	1800 737 669	**Mental Health Foundation of Australia**	1300 643 287
Asthma NSW	1800 278 462	**Men's Line Australia**	1300 789 978
Cancer Hotline	13 11 20	**National Security Hotline**	1800 123 400
Centre Against Sexual Assault (CASA) - Crisis Line	1800 806 292	**Nurse on call 24Hours**	1300 606 024
Centrelink	13 10 21	**NSW deaf**	
Direct Line (Drug & Alcohol Counselling 24 Hour Line)	1800 888 236	**NSW Legal Aid**	1300 888 529
Eating Disorders Foundation of NSW	1800 33 4673	**NCAT**	1300 006 228
Epilepsy Association	1300 761 487	**Poisons Info Line**	13 11 26
Gambling Helpline	1800 156 789	**Pregnancy Help Line (24 Hours)**	1300 139 313
Gay and Lesbian Switchboard NSW (Q-Life)	1800 184 527	**Quit Line**	13 18 48
Grief Line	1300 845 745	**SANE Mental Illness Hotline**	1800 187 263
Immigration / Multicultural Affairs	13 18 81	**Suicide Call Back Service**	1300 659 467
Suicide Help Line (24 hours)	1300 651 251	**Women's Domestic Violence Crisis Service**	1800 656 463
Tenants Union of NSW	1800 251 101	**Women's Info and Referral Exchange (WIRE)**	1300 134 130

Local Police Station

Police Assistance Line: 131 444
Crime Stoppers: 1800 333 000

IN CASE OF AN EMERGENCY DIAL 000

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 enrolment.
- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

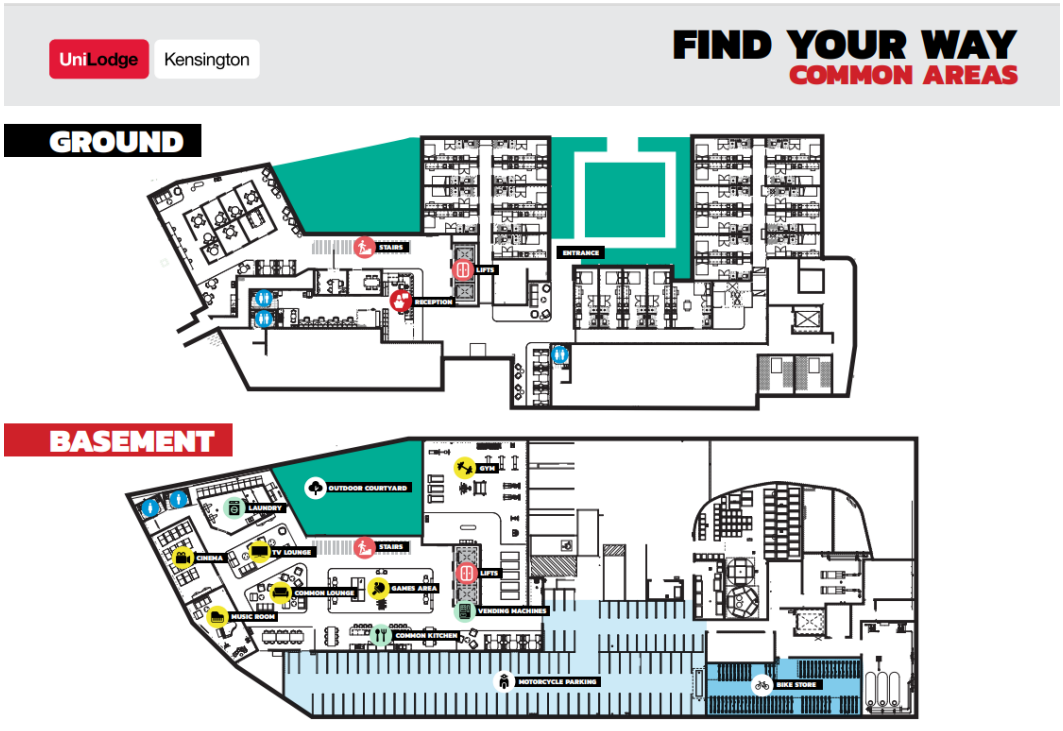
Please note that ambulance services in Australia are very expensive and ambulance insurance cover is recommended.

For more information on ambulance cover go to the NSW Ambulance website
https://www.ambulance.nsw.gov.au

STUDENT SERVICES

University	Contact Phone Number
University of Sydney	1800 793 864
University of NSW	(02) 9385 8500
University of Technology, Sydney	1300 275 887
Notre Dame University	(02) 8204 4429

FIND YOUR WAY



9 楼	天台 通勤便利设施
1–8 楼	自习室
底楼（G层）	前台 安静学习区 阅读休息区 庭院
地下一层 (B1)	公共休息区 游戏区 公共厨房 & 餐厅 电视休息区 健身房/瑜伽室 洗衣房 影音室 音乐室 庭院 自行车停放室

"YOUR GREEN BUILDING"





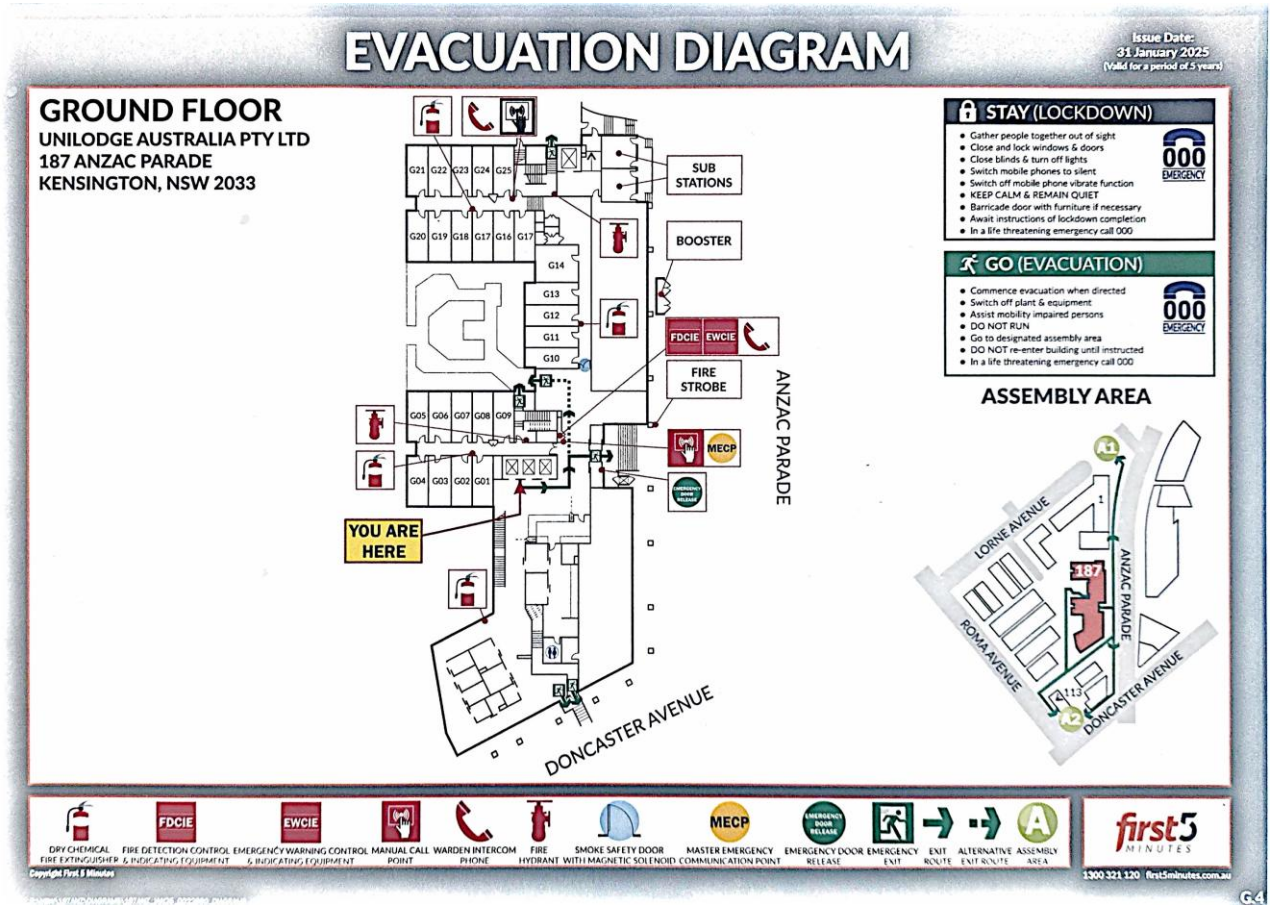
EMERGENCY PROCEDURES

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

- Personal, physical, or mental emergencies (e.g., theft, assault, harassment, vandalism, lost and found items, accidental or self-inflicted injury or medical condition)
- Build infrastructure emergencies (e.g., fire or storm damage)
- Maintenance emergencies (e.g., loss of power, loss of heating, flooding due to plumbing blockages or breaks, malfunctioning locks, damage to doors or windows)
- Occupancy rule breaches (e.g., excessive noise, trespassing, other disturbances)
- Lockouts – where a Residents lock themselves out or misplace their key.

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. Please assemble at the corner of Lorne Avenue and Anzac Parade as well as the corner of Doncaster Avenue and Roma Avenue (as outlined in the Evacuation Diagrams throughout the building) and await further instructions from Management. Before re-entering the building, please wait until instructed to do so by the fire department authority and/or management, as it may not be safe to automatically re-enter the building.



Smoke Detectors

DO NOT TOUCH THE SMOKE

DETECTORS 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).
- Attack fire if safe to do so.
- Evacuate to assembly area using the stairs, assist anyone else, only if safe to do so.
- Remain at assembly area and await all clear or roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

In the event of excessive cooking fumes in your room that cause your alarm to activate (without a fire) please do not attempt to clear these into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for "False" Alarms

Please open your windows and "fan" the fumes away from your detector which will then cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR TO RELEASE FUMES**

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

Each kitchen is fitted with a Smoke Alarm. In the event of a fire, you should always remove yourself and others (if safe to do so) from the immediate danger closing the doors behind you.

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 NSW Fire Brigade has it within its powers to levy fines and commence prosecutions (current fines exceed $5,000). You may also be responsible for the cost of repairs to the system that this damage may cause.