

# Welcome to the UniCentral Family!

- Office hours: Mon-Fri 9am-5pm.
- Office Contact 0753730000 [office@unicentral.net.au](mailto:office@unicentral.net.au)
- STG Security 0400136006 – Management afterhours 0408702172 (these numbers are also on the back of the front unit door)

- **Wifi**

Modems are available to purchase from the office: New \$75 or Re-Set \$35

Monthly Options: \$40 for 200gb - \$50 for 400gb - \$70 for Unlimited

Our office can assist with setting up your account with Cirrus.

- **Keys**

You have been given a set of keys which includes your unit/room key, a gate key and a letterbox key. The cost to replace this full set is \$409.50.

- **Decorating your room**

We want you to feel at home in your room so please feel free to use sticky blue tac, but not tape or LED strips as these may rip paint off the wall.

- **Mail**

Letters will be delivered to your unit letterbox and parcels will be delivered to the office.

When a parcel is delivered you will receive an email to advise you have a parcel to collect from the office. You will need your ID to collect parcels.

- **Paying rent**

You can pay rent via bank transfer or by card. If you pay by card there is a surcharge. Two weeks rent is due every payment. Please ensure you do not fall behind in rent as this can affect your rental record. The easiest way to pay rent is to manually schedule payments from your banking app. This is usually found by going to payments>schedule recurring payments and there should be an option to set up payment frequency, add a start date/end date and amount. It is very important to add your last name and room number so we can correctly allocate your payment.

Our accounts details:

BSB: 034676

Account: 434234

- **Entry condition report & Lease documents**

You have been given an entry condition report. Please have a thorough look through the unit and your room and write down any damages/wear & tear and return this to the office within 3 days of receiving it. We will email you copies of your lease documents, bond lodgement & returned entry condition report.

- **Maintenance**

For any maintenance issues you can come into the office to fill out a maintenance request form or email us [office@unicentral.net.au](mailto:office@unicentral.net.au) and let us know what 2-hour window and which day suits you to fix or investigate the issue. If it is a non-urgent issue, we may send you an entry notice which gives you 24-hour notice before we come and have a look.

- **Harmonious living with roommates**

We encourage you to communicate your concerns or issues in a respectful manner to your roommates. Starting the conversation can be daunting, but this will pay off in the long run as your roommate will know how you feel about the issue and you can resolve it quickly with them. Management will only step in once residents have used all means necessary to resolve disputes. A lot of work has gone into allocating you in your unit based on what you are studying, your interests and hobbies as well as taking into consideration the existing residents that are already living there.

As part of your application, you have signed the House Rules, which are available to read through at any time by going to our website>FAQ>House Rules.

- **Cleaning**

All residents of your unit are collectively responsible to keep the lounge, kitchen, and outdoor area clean and especially free from rubbish. In QLD flies and maggots are an issue if rubbish isn't taken out to the bins frequently. In QLD mould is a common issue so please keep on top of cleaning the mould in your bathroom. Our cleaners can clean your bathroom for an extra fee, you can organise this through the office. There is a cleaning calendar on your fridge which shows which days our cleaner will come to do a common area clean. On this day, please assist our cleaners by leaving the unit as tidy as possible: Ensure the floor & benches are clear, remove all rubbish and personal property from common areas, wash and put away dishes.

- **Rubbish**

Please only put recycling in the recycle bins for the sake of the environment. If you are taking out your rubbish and notice that there is no bin in the bin enclosure you must walk out to the street where the bins will be waiting for collection. Please do not leave your bag of rubbish on the ground in the bin enclosures as birds will get into the bags and cause a mess everywhere.

- **Lockouts**

If you have accidentally locked yourself out, we can give you a spare set of keys from the office to borrow; you will need to provide your ID. During office hours this is a free service, however after-hour lockouts will incur a fee.

- **Security & Noise**

Parties are not allowed in units, the pavilion is a great place to gather with friends. There is a 10PM Noise Curfew. For any noise or security issues please call STG security 0400136006 & send us an email so we can follow this up with security.

Our management team of David, Hannah, Josh & Nikol live on-site and you can contact us on 0408702172 for any after-hours maintenance emergency or lockout.

The security of the unit is every resident's responsibility so please ensure your front & back doors are locked as well as windows closed.

- **No smoking allowed inside units or rooms**

- **Overnight guests are allowed 1 night per week for a fee of \$25/night**

- **Departure**

On departure you are responsible to complete a bond clean yourself (checklists are available from the office) or pay for a bond clean as well as a carpet clean and mattress sanitisation (this can be organised through the office at a competitive price). Once a check on your unit and room has been completed and there has been no damage noted, your bond will be refunded to you.