

Cairns Student Lodge



2017

Resident Handbook

The CSL Team:

The Management Team at Cairns Student Lodge (CSL) is committed to providing safe, secure accommodation for all its residents. We believe in respect and accountability and our aim is for residents and their families to "Enter as strangers, leave as friends".

The management team is made up of staff headed up by Hamish Allardice plus student residents known as Resident Assistants (RAs).

The RA program plays a critical role in providing support and security at the Lodge. The RA role is primarily to offer mentoring and support to other residents. They are also required to conduct rounds each night to ensure the safety of residents as well as monitoring noise levels and general behaviour under the Code of Conduct listed at the back of this Handbook. These individuals have been appointed to RA positions on the basis of their experience, leadership qualities and commitment to life at CSL. They are there for your benefit, so if you have any problems, concerns or questions, please feel free to contact them.

You will be notified who the RAs are on the property early in the semester.

The rest of the CSL team are made of:

Kitchen

Scott, Connie and Nicole the Chefs
Deb, Steve and the rest of the kitchen crew

Maintenance

Jake and Dennis

Housekeeping

Yoko, Sonia, Veronica and Mary

Reception

Robyn – reservations and administration
Karen – marketing and events
Simone – accounts
Hamish

Important contact numbers:

It is a great idea to add the RA phone number to your phone contacts list.

Name	Position	Phone	Email
The office		+61(0)740571111	reception@cairnsstudentlodge.com.au
Hamish Allardice	General Manager	+61(0)478 078 456	gm@cairnsstudentlodge.com.au
Resident Assistant	Resident Assistant	+61(0)400 024 541	n/a

A brief History in time

The land upon which Cairns Student Lodge (CSL) currently stands is part of the country traditionally owned by the Djabugay (pronounced japurkai), Yirrijandji (pronounced irrikandji) and Gimuy Yidinji (pronounced goom eyeyidinji). The current owners and staff of CSL would like to recognise the traditional owners of the site and acknowledge the elders past and present. We recognise these people's deep and continuing cultural and spiritual connection to the area.

The suburb of Smithfield was originally a township of its own on the banks of the Barron River. It was named after William Smith (a gold prospector) in 1876. However, the township was unknowingly built in a floodplain and after a number of floods, the entire town was relocated to the current location and the previous site was deserted by 1881. Smithfield is now a suburb of Cairns, and the urban development around CSL continues, with growing parts of the Smithfield Village and North Point estates.

In 1987 James Cook University opened the Cairns Campus in Smithfield, and CSL was built in 1999 as student accommodation. The current owners of CSL purchased the property on 27 February 2016. At that time, the buildings and grounds closely resembled the initial construction, with minimal capital investment for many years.

In 2016 major renovations to student rooms, common areas and grounds was undertaken to make the lodge more homely and contemporary.

Fire Safety

Smoke and thermal detectors are fitted throughout the Lodge in accordance with regulations. Residents are not permitted to light naked flames in rooms, this includes candles, aromatherapy burners, oil burners and incense. In your unit, cooking food is restricted to the microwaves and kettles supplied. NO other cooking implements are allowed in the units – this includes toasters and electric frying pans. If you wish to use other cooking implements, the DIY Kitchen is available. Please be aware that steam from the shower can set off alarms, therefore, it is absolutely necessary to close the bathroom door when the shower or taps are running.

You or your guests must NOT tamper with or prevent the normal operation of fire safety equipment, including but not limited to the misuse of fire extinguishers, hose reels and alarms or covering of smoke detectors. If you or your guests cause damage to fire safety equipment you will be required to pay for the repair or replacement of such equipment. The Queensland Fire & Rescue Service may issue the offender/s with an infringement notice and associated fine, this is in excess of \$500.

If you or your guests are responsible for the unjustified attendance of the fire brigade at Student Residence or surrounding areas, whether accidental or otherwise, you must pay the full costs of any infringement notice issued, currently this is in excess of \$1700.

If the person directly responsible for tampering with fire equipment or for the unjustified attendance of the fire brigade cannot be determined, the CSL Management may allocate costs between residents, including you, as is considered reasonable in the circumstances. This may mean that all residents of a particular area, including you, share equally in meeting the costs of tampering with equipment or an unjustifiable attendance.

Smoking

In accordance with Queensland Government regulations, smoking is not permitted in the following areas:

- Inside any room
- In any of the buildings
- On balconies or stairwells

The Lodge provides ashtrays in the designated outdoor smoking tolerated areas. Please dispose of your cigarette butts with consideration. Do not drop them in any outside area of the grounds, or allow any guest to do so. Fines will result from littering the grounds with cigarette butts or other rubbish.

All fire safety equipment and procedures will be explained by your RA. You will find a copy of the fire evacuation procedures in the entry of every unit. Please make sure you have read and understood the fire evacuation route closest to your room within 24 hours of your arrival.

Room Key and ID Card

Your key opens your front door and your specified bedroom, no other keys will open that bedroom. You must keep the room key or ID Card we issue to you in your custody at all times. You must not lend your key or ID Card to any person. If you lose your key or ID Card, you must report this immediately to the CSL Office. We will charge \$55 fee for the replacement of a key and this must be paid to us before the replacement key is issued to you.

Security

We take safety and security seriously at CSL and we expect that residents will adopt the same attitude towards their personal safety, the safety of others and the security of CSL property. Our security measures include CCTV monitoring and professional security patrols at night. Security cameras operate in various areas of CSL to assist in maintaining safety and security for everyone. Tampering with the cameras is a serious breach and could result in eviction.

You must NOT leave external entry doors open or ajar and you must ensure that the windows and doors of your residence are closed and locked when you are not in attendance.

Immediately report any suspicious activities or visitors to the RA on duty or Hamish.

Loss or Theft

Any theft of a resident's personal property or that belonging to CSL including food and kitchen items will be treated as a criminal act. At minimum, this could cause eviction or, if serious, police involvement.

Insurance

CSL cannot accept any responsibility for the theft, loss or damage of residents' personal effects. We recommend that you make your own arrangements to insure personal property against theft or breakage. You may be able to have your personal property insured as an extension of another contents policy issued in Australia – speak to your insurer if you wish to consider this option. Be aware that if you leave your room unlocked, most insurance companies will decline a claim for stolen property.

Electrical Appliances

You must not keep or use portable air-conditioners, fridges, freezers, heaters or evaporative coolers unless supplied by us. We will not be liable for loss or damage of electrical appliance/s.

Dangerous items

You must NOT bring onto CSL premises -

- a) explosive, hazardous or flammable materials
- b) firearms or replica firearms regardless of whether or not you have a permit
- c) illegal weapons and substances (including drugs and drug paraphernalia)
- d) any other item that may cause harm to or threaten another person

We will contact the Police if we determine that you have any of these dangerous items in your possession.

Laundry

Our laundries are equipped with washing machines and dryers, and clothes lines are also available for use. You must keep laundry facilities tidy.

Washing machines and dryers require \$1 and \$2 coins to operate. Change for the machines may be obtained from the office or the RA's desk in the dining hall. Washing detergent is automatically added each wash and additional detergent should not be added. For those who wish to use their own laundry detergent, there is a washing machine in the laundry in Bedarra that doesn't dispense detergent automatically. Don't forget to push the 'start' button on the washing machines.

You must not place laundry on balconies or out of windows. Subject to the approval of your roommates you may use mobile drying or airing racks in your unit.

Take care when using laundry equipment. This includes not overfilling the washing machines or dryers, and making sure excessively wet clothes are not placed in dryers. Remember to clean the dryer's filter after each use. The machines are well maintained and cleaned on a regular basis and CSL accepts no responsibility for loss or damage to clothing. If you find a fault with any of the laundry facilities, please notify the RA or office as soon as possible.

Vehicles

Limited parking is available in off-street car parks at CSL, and is available on a first come, first served basis. Please register your vehicle at reception.

To help us provide parking facilities for all students please notify us if you believe any vehicles may have been abandoned or parked on site by non-residents. Cars not identified as belonging to residents will be reported to the Police or other appropriate authority.

You must drive motor vehicles (cars, motorbikes or scooters) on designated roads only and park in designated parking areas. Parking is not permitted on lawns, footpaths, nature strips, or garden areas.

Car wash facilities are available between Fitzroy and Bedarra. Please keep this area clear when not in use. Please note that residents store their cars at their own risk and no responsibility will be accepted for stolen or damaged cars.

First Aid

Any personal injuries or serious/contagious illnesses should be reported to the office or Duty RA. This helps CSL to fulfil its duty-of-care in assisting you. If further medical attention is required, there is a medical centre and extend hours' pharmacy at Campus Shopping Centre, opposite CSL. First Aid kits are available in the Office, the main kitchen and the DIY kitchen.

Internet

The Cairns Student Lodge Internet service is available throughout the property at no additional charge to resident students for study, family contact and personal entertainment purposes. As the network is an unmetered shared service, access during peak

demand may slow things down. Also, Internet services such as video streaming (Skype, Facetime, Netflix and movie/TV) will not work properly during heavy demand. The service is designed to be shared and is made available under fair use provisions. Examples of unfair use include excessive downloading, tampering with the network and or conducting criminal activity with the use of the service.

You will be provided with two access codes, allowing each resident to have two devices connected to the wi-fi network. Once setup, your device should automatically connect without you needing to re-enter the code. If you wish to have internet on more devices, you will need to arrange your own, for example through the 4G mobile network.

If you experience speed or access issues:

1. Try to rearrange your use outside peak hours (Mon-Sat 4:00PM-11:00PM) to obtain better access.
2. Check your WiFi settings are correct
3. Check your computer has antivirus and antimalware installed and is working
4. Check that your Windows/Mac/iOS/Android software is up to date
5. Check your device for damaged or cracked hardware
6. Remove any pirated software if applicable

If you are uncertain about any of these, we recommend that you get professional help from a Computer service shop. The nearest one is The PC Guys at Smithfield Campus Village Shopping centre across the road from CSL.

If you are having trouble with the CSL WiFi network, please check the trouble shooting suggestions with your access voucher. If these are unsuccessful, please complete a WiFi Internet service request form available at reception or the RA booth in the dining hall. Please note that if the fault is with your device and not the CSL network you will be required to pay the service charge.

Catering

We offer a wide choice of buffet-style hot and cold menu items (including vegetarian, vegan and Halal) at every meal service. Some menu items are more popular than others, so portion limits may be imposed to allow others to enjoy their first choice. All meals are eaten in the Dining Hall with the exception of cut lunches, late dinners and special events.

Meal times are as follows:

Weekdays Mon-Fri	Breakfast	7am - 9am
Weekends & Public Hols	Breakfast	8.30am – 10 noon
	Lunch	12 noon – 1.30pm
Weekends & Public Hols	Lunch	12 noon – 1pm
	Dinner	6pm – 8pm
Weekends & Public Hols	Dinner	6pm – 7.30pm

Variations to meal times and Dining Hall operations may occur from time to time (particularly during study breaks and recess). Residents will be advised of any variations.

Late Dinners

Late dinners can be ordered by completing a form in the 'Late Dinners' folder in the Dining Hall. Orders must be placed by 5:30pm on the day they are required and can be collected prior to 10:30pm from the fridge in the Dining Hall.

NB: If you order a late dinner AND come to dinner during service times on the same day, you will be charged \$14 for an extra dinner.

Your late dinner MUST be collected before 10:30pm on the day it is ordered.

Management has the right to cease ordering of late meals for any individual at any time.

Dining Hall Etiquette

- Dress is informal but must include a minimum of shirt or singlet, shorts and footwear.
- If you have been exercising, please shower and freshen up in your unit before coming to the dining hall.
- No bags are allowed in the Food Services area. Bags must be left on the baggage shelf provided.
- Sanitizing hand gel is available in the Dining Hall to use upon entry at each meal service. Please practice good personal hygiene at all times.
- Use utensils provided for serving up food. Thinking of our fellow vegetarian students please don't use utensils for meat for vegetable dishes and vice versa.
- No Dining Hall equipment or furniture is to be removed from the Dining Hall under any circumstances. Repair or replacement cost for any damage or theft of Dining Hall equipment including cups, plates, cutlery or utensils will be charged to the resident deemed responsible.
- Except for your packed lunch, late dinner and a small quantity of fresh fruit, no food is to leave the Dining Hall without authority.

- No alcohol is to be consumed in the Dining Hall except for during approved functions.

All residents are expected to clean up after themselves at each meal service. This includes returning all condiments etc to where they belong and placing all crockery and cutlery to the wash up area. If you spill something or otherwise make a mess, please ask the kitchen staff for a cloth so that you may clean it up.

Dining hall guests

The Lodge is your home while you are with us and **occasionally** you may wish to invite a guest to the Dining Hall. You may add the additional meal to your account or it may be paid for (cash only) at the Dining Hall desk. If you have a guest who would like to dine with us on a regular basis, please see Robyn or Hamish to setup an ongoing arrangement.

Food Comments and Feedback

If you have any suggestions to improve our services to you, please provide constructive comments in the Feedback Box on the wall near the wash-up area. These comments can be provided anonymously if preferred.

Communal Living

Living together comfortably demands a high degree of cooperation and consideration for others. We expect our residents to clean their own rooms and to keep their shared living areas clean and tidy. You are responsible for the emptying your unit's rubbish and recycling bins. This must be done at least once per week, more frequently is recommended. Residents are required to ensure waste and recycling bins are emptied into the appropriate bins provided in each courtyard or in the large bins in the carpark. Ensure any food scraps are removed as soon as practical – this is especially important in our tropical climate.

Housekeeping staff will clean the entry, lounge and bathroom of the units once per week according to the following schedule:

Monday	Lizard Building, Units 62 - 76
Tuesday	Orpheus Building, Units 1 - 15
Wednesday	Bedarra Building, Units 16 - 30
Thursday	Bedarra Building, Units 31 – 38 Fitzroy Building, Units 39 - 45
Friday	Fitzroy Building, Units 46 - 61

The cleaning schedule may vary occasionally especially in study break or recess periods, however, we will notify you of any such changes where possible. Please note that Housekeeping will lock your unit on departure as it is a mandatory safety measure, so make sure you have your key with you. Vacuum cleaners, brooms, dustpans and brushes are available for loan from the office to clean your bedroom. **These items MUST BE RETURNED to the office within 24 hours.**

Linen

All rooms are provided with a mattress protector. Linen packs and blankets are available for purchase at reception or you may use your own. Please ensure that a mattress protector and sheet are used at all times.

Public Transport

There are several bus routes easily accessible from Cairns Student Lodge. The bus stop on McGregor Road at the other end of Faculty Close is serviced by the following services:

- 111 (Cairns Central to/from Kewarra Beach via Smithfield and Trinity Beach).
- 112 (Smithfield Shopping Centre to/from Yorkeys Knob)

There is also a major bus terminal at JCU, offering additional Cairns Central services, as well as services to Palm Cove, Redlynch and Brinsmead, among other destinations. Uber is also available. More information is available from the Sunbus Cairns website.

Sub-letting

You must NOT allow any other person to use your residence, or sub-let your residence to another person or give any other person the benefit of this Agreement.

Grounds

Our tropical gardens, the BBQ area and the swimming pool are an asset to living at CSL and we hope that you enjoy these spaces. Please help keep the grounds looking good by removing rubbish, using ashtrays where provided and ensuring our communal areas remain free cigarette butts or other litter. **Please place all recycling and waste in the appropriate bins.**

Maintenance

You are expected to respect CSL's furniture, fixtures and fitting and accept responsibility for damage that you cause. However, CSL will provide any maintenance or repairs as required, whether through carelessness or wear and tear.

Any faults should be reported to the office or Duty RA and a Maintenance slip (available from reception or the RA booth in the dining hall) completed detailing the problem. Minor repairs will usually be fixed within 24 hours or where not possible, advice on a timeframe will be provided to you. Emergency repairs will be undertaken immediately and any such repairs allow maintenance to enter your bedroom without notice. You will be notified in writing of any such events if you are not in your room at the time.

When you leave

Upon your departure, office personnel will conduct an inspection of your room, checking that all inventory items are left in a reasonable condition. You will be charged for any items that are missing or damaged beyond reasonable wear and tear. When you vacate your room, remove all rubbish and food items, or we will pass on the costs of rubbish removal to you.

Additional Cleaning & Maintenance Charges

Labour (minimum 1 hour) -Extra cleaning, removal of rubbish etc	\$49.50 per hour
Large item removal (fridge, furniture etc)	\$120
Painting	Room \$750
	Wall \$175
	Door \$150
Repair of flooring, broken windows etc	Dependant on damage repair costs

Mail

During your stay, the most efficient way for mail to be addressed to you is:

Your Name
Cairns Student Lodge
10 - 24 Faculty Close
SMITHFIELD QLD 4878

Mailboxes for each unit are located in the Dining Hall. Residents are encouraged to check their mailbox regularly. Parcels can be collected from the office - you will receive a note advising you if a parcel is delivered. Unfortunately, we cannot provide a service to forward your mail once you leave the property – please contact Australia Post if you require this service.

Air conditioners

Ensure that the thermostat is **set no lower than 22°C**. In consideration for the environment and those in nearby rooms, please turn off your air conditioner when you are not in your unit or room.

Storage

Unless you are authorised to remain in residence by the office, all rooms must be vacated and completely emptied of all non-inventory items at the end of the lease agreement. For summer vacation, there is limited storage space available to returning residents. Approval must be sought through the office and fees and conditions apply. Non-returning residents must take all their belongings with them. **Any items left without approval will incur a fee.** Items not claimed or identified as approved will be considered abandoned property and will be dealt with as per the provisions of the Accommodation Act.

Bicycles

Bikes must be stored in the various bike racks located in each courtyard. Bikes may NOT be kept in rooms, units, on verandas or stairwells. Bikes should be secured with chain and locks. Please note that residents store their bikes at their own risk and no responsibility will be accepted for stolen or damaged bikes; we recommend you arrange your own insurance.

Social Functions

You are welcome to hold social functions for celebrating birthdays or other special occasions. You must seek permission from the office at least five days before the event. Residents holding any functions are responsible for all attendees. To summarise, conditions of hosting a function are as follows:

- Permission must be obtained from the office
- A responsible person must remain sober in case of emergency (name must be given to the office)
- Non-alcoholic beverages must be available
- Food must be served to lessen the effects of any alcohol
- Music or loud noise must be reduced at 9:30pm. NB: **Music can only be played INSIDE**, not in any outdoor areas including the pool and BBQ areas.
- All functions must cease completely and all guests vacate the premises by midnight
- Function organisers must undertake to remove bottles, cans and other rubbish to the appropriate bins during or after the function.

Refund Policy

There are no refunds on rent paid in advance.

Rules and regulations regarding Australian domestic residents are provided for under the Residential Tenancies Act. Please refer to the RTA website www.rta.qld.gov.au for more information. A pamphlet highlighting the broad roles and responsibilities of tenants will be provided on arrival. If you require a pamphlet, please ask at the office or go to the website.

CSL - CODE OF CONDUCT

The Resident Code of Conduct is based on consideration for other residents, safety and hygiene, Federal, State or Local Law. All residents are required to abide by the Code of Conduct. Its purpose is to ensure a safe and enjoyable living and learning experience for all residents.

Safeguarding the residential environment

All residents are expected to act in a way that will NOT –

- a) cause or permit your residence and the surrounding grounds and common areas to be used in a way which adversely and unreasonably affects the comfort and privacy of other residents or your neighbours
- b) conduct any business from your residence or in the surrounding grounds and common areas
- c) engage in illegal, riotous or unreasonably noisy activities or behaviours
- d) engage in activities or behaviours which in the reasonable opinion of the Management of the Student Residence are likely to bring CSL into disrepute or are likely to prejudice the well-being of other residents

Hygiene standards

You must observe and maintain socially acceptable standards of hygiene and tidiness in all areas of CSL including resident rooms, kitchens, bathrooms and other common areas. You must only discard rubbish and recycling in the receptacles provided by us. Where we determine that your residence or common areas used by you are unacceptably dirty or untidy according to normal social standards we will clean these areas and charge you all or part of the costs of cleaning.

Alcohol Policy

Residents are generally permitted to consume alcoholic drinks providing they comply with the laws governing the use of alcohol. However, if ongoing consumption of alcohol of an individual or group of individuals becomes a cause of angst with other residents, bans or any other restrictions may be imposed as deemed necessary to ensure the comfortable living of others. If the conditions imposed under an alcohol ban are breached, then eviction processes are likely to be activated.

Noise Policy

Where a number of people live together in close proximity, noise can often be a problem. Residents are asked to remember that people in surrounding rooms may be irritated by varying levels of noise. As a general principle, excessive noise is unacceptable at any time. From 10:30pm at night, there should be NO NOISE in the courtyard areas at all. Noise must also be kept at a minimum after this time, ANYWHERE on the property. Neighbouring houses, particularly in the street behind the Lodge, are likely to call the police if there is unacceptable noise in the BBQ & Pool areas at any time. Any requests from RAs, management or security, for people to quieten down or leave certain areas due to noise levels MUST be complied with. Failure to do so may lead to eviction.

Smoking Policy

Smoking is prohibited in all buildings, on stairwells or verandas. Smoking in these areas may lead to additional charges and/or eviction. Smoking is tolerated in the designated areas in the courtyards.

Guest Policy

Overnight guests are welcome as long as this occurs on an infrequent basis. The office must be advised prior to the guest staying and they must be authorised to use the Dining Hall services by the resident where necessary. Residents must seek agreement from their roommates prior to advising the office. Checks will be made to ensure this has occurred. Charges for overnight guests will start at \$30 per night for one to three nights. Any stays longer than three nights will require further special authorisation with the office. You are liable for the costs of any damage caused by your guest

Drug & Substance Abuse Policy

CSL has a zero tolerance attitude toward illegal drugs and substance use. This includes possession, distribution, sale or the possession of articles used in the taking of prohibited drugs. A breach of this policy will cause eviction and CSL reserves the right to report any such breach to the Police and/or parents or guardians of the Resident.

Each of the following is prohibited and a breach of the Resident Code of Conduct and in some instances a prosecutable offence:

Expellable offences (likely to lead to eviction):

- Non-payment of rent.
- Any criminal act or infringement of Federal, State or Local Law.
- Possession, distribution, sale or use of drugs or controlled substances, or other natural or chemical compound which purports to mimic the effects of illegal substances.
- Possession of an implement which could be used for the digestion, smoking or injection of a prohibited substance or other natural or chemical compound which purports to mimic the effects of illegal substances.
- Using, or permitting the use of, any part of CSL for illegal purpose.
- Being in possession of any items falling within the definition of Category A, B, C, D, E, H or R Weapons or Restricted Items within the meaning of the Weapons Categories Regulations 1997.
- Misuse of or tampering with fire hoses, extinguishers, smoke alarms or other fire safety equipment.
- Any tampering with or covering up of smoke detectors.
- Causing fire alarm activation through negligence or misuse.
- Verbal abuse, physical or sexual assault, or any harassment, including inappropriate phone calls.
- Creating noise which disturbs other people.
- Being under the influence of alcohol in such a way as to cause danger to self and/or others.
- Smoking inside, on stairwells or verandas.

Misconduct likely to cause penalties (can include monetary charges, bans or evictions):

- Vandalism or other wilful or reckless destruction of property
- Tampering with or inappropriate use of any CSL equipment or property.
- Burning incense, candles or other flammable substances.
- Failure to maintain common areas in a clean and reasonable condition.
- Using cooking implements in rooms other than microwaves and kettles.
- Failure to advise of overnight guests and/or sign in Dining Hall guests.
- Inappropriate dress/footwear in the Dining Hall.
- Removing food, crockery or cutlery from the Dining Hall without permission.
- Littering any part of the property.
- Keeping of any pets, fish, animals, birds, reptiles or insects on the property.