



THE **STUDENT** HOUSING COMPANY



Infinity Place:
Student Handbook
All You Need to Know



Our Story

Set up in the UK in 2011 to develop purpose-built, high quality student accommodation, The Student Housing Company (TSHC) has brought a new energy and level of service to the student accommodation sector. The brand is currently home to over 4,000 students in nine UK cities.

In September 2016, TSHC became part of the GSA family. GSA is a global student

accommodation leader, headquartered in Dubai. GSA is an owner of student accommodation in Australia, China, Dubai, Germany, Ireland, Japan, Spain and the UK.

We are very excited to open our second student accommodation in Melbourne which is Infinity Place located at 684-688 Elizabeth Street.

About Us

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. Our prime locations, all-inclusive rents, exceptional customer service and great community spaces set us apart from other student accommodation providers. Parents and students can expect complete peace of mind with this unique approach to student accommodation.

We strive to make our students feel safe, comfortable and looked after. People are at the core of our business and a huge amount of effort goes into wellbeing,

ensuring students feel at home and comfortable speaking with staff. In 2016, TSHC delivered an award-winning student wellbeing programme – raising mental health awareness and driving a strong sense of community.

We want students to find renting a room from us incredibly easy, so we try to make everything we do as clear and upfront as possible. From our plain-speaking name to the refreshingly simple job titles on our team's badges, we want students who rent from us to understand what they're getting and who they're talking to at all times.



What makes us special

Location, location, location

Infinity Place is within close proximity to two of Australia's leading universities. It is 50m to the University of Melbourne and 750m to RMIT's city campus. Being on Elizabeth street, the CBD is also only one tram stop away or a quick walk down the road, meaning students are only a short trip away from all CBD locations.

see page 12 for more

Something for everyone – price and product

Infinity Place has been designed to provide something for everyone, because no student is the same. The building features 8 different room types offering shared and individual living options with a range of varying rent prices.

see page 14 for more

All-inclusive pricing model

At The Student Housing Company we want to be as upfront as possible with our students when it comes to rent. Therefore, our rent prices include all bills – including electricity, gas, water, unlimited Wi-Fi – to make your student experience as simple as possible.

see page 18 for more

Global award-winning brand and service

We are focused on delivering high level of service, security and attention to detail. Here are the awards we are proud to have earned since our beginning.

Awards

2017



2016



2015



2014

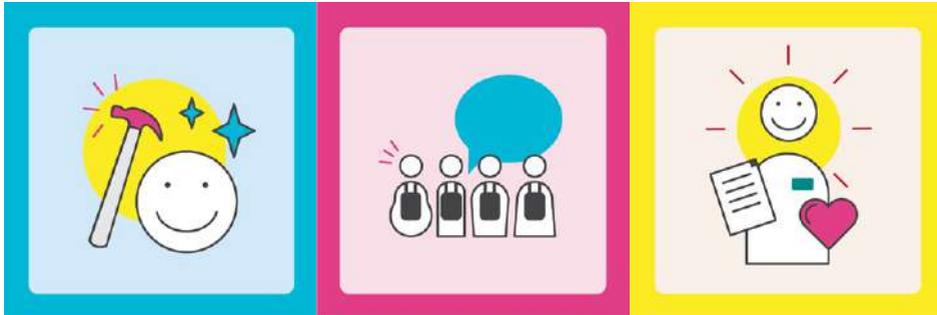


Accreditations



Our Five Customer Promises

We make Five Promises to our students that we think reflect the quality of our service. They won't tell you how to survive O-week or exams, but they give you a good indication of what to expect from our high standard of service.



IF THINGS **BREAK** OR GO WRONG IN OUR BUILDINGS **WE'LL FIX THEM** QUICKLY AND CHEERFULLY.

WE'LL ACTIVELY **SEEK STUDENT INVOLVEMENT** IN OUR COMPANY THROUGH PLACEMENTS.

THE **PEOPLE WHO WORK** IN YOUR BUILDING HAVE BEEN HIRED FOR THEIR **INTEGRITY, FRIENDLINESS AND WILLINGNESS TO GO THAT BIT FURTHER.**



WE'LL BE **UPFRONT** ABOUT ALL THE **COSTS** YOU'LL FACE TO RENT A ROOM FROM US.

WE KNOW WE CAN'T GET EVERYTHING RIGHT ALL OF THE TIME, SO WE WILL READ AND CONSIDER ALL OF YOUR **SUGGESTIONS ON HOW TO IMPROVE** OUR SERVICE.

Wellbeing Program

Our Mission

To truly understand the nature of our student customers and the challenges they face as they make their way through their higher education experience, and to provide an impactful and valuable framework of information, guidance and opportunities to ensure they have the chance to thrive during their stay with us.

9 Pillars

Examples of opportunities offered to students in our University Square residence

Pillar	In-Residence Activities
 Spiritual	Mindfulness Colouring
 Mental	World Mental Health Day
 Cultural	Visit to Queen Vic Markets
 Social	Aussie BBQ
 Environmental	Planting sunflowers for your room
 Physical	Free Fruit Friday
 Academic	Study skills workshop
 Career	'Careers & Employability' talk in partnership with RMIT University
 Financial	Budgeting Workshop

Infinity Place

**684-688 Elizabeth Street,
Melbourne**

Infinity Place is a home for 335 students offering a variety of studio room types including accessible studios, one bed apartments and three or six bed shared apartments. The building offers premium accommodation and has been designed specifically to support your academic success. The residence offers an extensive array of common spaces and facilities giving you the opportunity to socialize and study with friends, or to enjoy your own private space when you want to.



Why choose Infinity Place?

Space and so much more

Infinity Place has an abundance of co-working space throughout the property for you to socialise, study, innovate and enjoy! You'll never be bored with the facilities in this building, including a gym, fitness studio, cinema, gaming room, communal TV/lounge, communal kitchen, library, coffee area and two huge outdoor lounge terraces with barbecues and city skyline views.

Core focus on lifestyle

Not only does the building include a gymnasium, it also has a fitness studio/yoga space to ensure students can maintain a healthy body and mind.

Transport accessibility

Trams run on the doorstep of Infinity Place along Elizabeth Street, meaning the CBD is only one stop away. Trams will also connect you to Melbourne's train network, meaning you are connected to every corner of the city.

Innovative rooms and spaces

Our entire range of rooms have been designed to maximise comfort. Our 6 Bed Townhouse has a two-story layout to create space and wow factor, whilst our executive studio is the largest of its kind in Melbourne.

Interconnected residential community

Infinity Place and University Square students get the best of both worlds, because living at either one of these buildings means you can enjoy the facilities of both buildings, which are just across the road from each other.

Your home in the heart of Melbourne

Melbourne is constantly ranked among the top 5 most liveable cities in the world by the Economist. It's the cultural capital of Australia and some even say it's the sporting capital of the world.

Student life in Melbourne couldn't be better, the city is home to 8 universities boasting 300,000+ students, making it Australia's biggest university city. If you're looking for a vibrant, buzzing and diverse university experience, you've come to the right place.



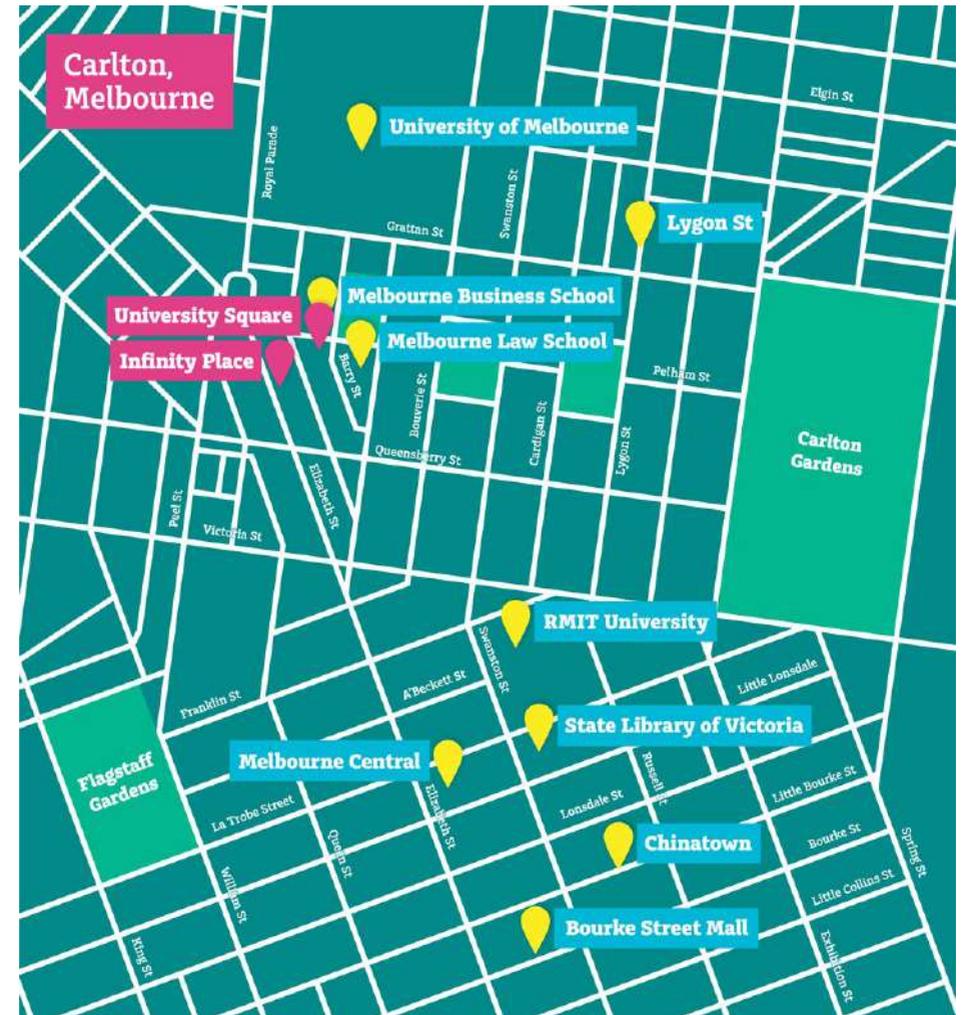
Interconnected Residential Community ⇄

Highlights at University Square



Map of Infinity Place location and surroundings

- University of Melbourne Business and Law Schools 01 min walk
- University of Melbourne main campus 03 min walk
- RMIT University 10 min walk
- Melbourne Central 02 tram stops
- Bourke Street Mall 03 tram stops
- State Library of Victoria 15 min walk
- Chinatown 03 tram stops
- Lygon Street 10 min walk



Rooms and Prices

Room Type	Contract Length	Prices (Weekly)	Description
Studio with Terrace	Short Term 9 or 12 weeks	From \$535 per person	All the same fixtures and fittings as the Standard Studio with the added benefit of your own private terrace. Enjoy a fully fitted kitchen and living area with all of the bells and whistles just for yourself. These apartments are located throughout the building from Floors 2 to 16. The average size of our Standard Studio with Terrace apartments is approximately 20 sq.m.
	Long Term 24, 26, 52 weeks		
1 Bed Apartment	Short Term 9 or 12 weeks	From \$529 per person	If extra space and privacy are required, why not choose a 1 Bedroom apartment. Enjoy a fully fitted kitchen and living area with all of the bells and whistles just for yourself. All with access to the abundance of great common spaces and shared facilities that Infinity Place has to offer. These apartments are located on Floors 2, 9 and 10. The average size of our 1 Bed Apartment is approximately 30 sq.m.
	Long Term 24, 26, 52 weeks		
Premium Studio	Short Term 9 or 12 weeks	From \$529 per person	The Premium Studio provides you with everything you need to live the student dream! This includes a large bed, study area, a kitchen/dining area furnished with a dining table and chairs, and a fully fitted kitchen with all of the bells and whistles. These apartments are located throughout the building on Floors 2 to 19. The average size of our Premium Studios is approximately 20 sq.m. You can also live in the sky in one of the Premium Studios located on Floors 11 to 19, which have epic city views!
	Long Term 24, 26, 52 weeks		
Executive Studio	Short Term 9 or 12 weeks	From \$499 per person	For your very own home away from home. The Executive Studio – approximately 27 sq.m. – comes with all of the fixtures and fittings needed for comfort and privacy. Kitchen/dining area comes furnished with a dining table and chairs and a fully fitted kitchen with all of the bells and whistles. These apartments are located throughout the building from Floors 1 to 19, and we have some Executive Studios with terraces and city views too!
	Long Term 24, 26, 52 weeks		

DDA Studio	Short Term 9 or 12 weeks	From \$489 per person	Our DDA studios are very generous in size (30 sq.m). They are accessible for students with disabilities and in compliance with Disability Discrimination Act in Australia. They have the same modern stylish features of a studio, but with extra living and dining space and a large en-suite bathroom. These studios are located on Floors 3 to 8.
	Long Term 24, 26, 52 weeks		
3 Bed Ensuite	Short Term 9 or 12	From \$469 per person	Live with friends or make new ones, and share a great kitchen-diner in one of these 3 Bedroom Ensuite apartments. Located on Floor 2 and 12 to 19, these apartments are built for socialising with living space to cook, chat, study or chill with your mates, with your own private ensuite to boot. Apartment living, privacy of your own space and access to the abundance of great common spaces and shared facilities that Infinity Place has to offer. The average size of our 3 Bed Ensuite apartments is approximately 68 sq.m.
	Long Term 24, 26, 52		
3 Bed Apartment	Short Term 9 or 12	From \$442 per person	Live with friends or make new ones, and share a great kitchen-diner in one of these 3 Bedroom apartments. Located on Floors 1 to 19, these apartments are built for socialising with living space to cook, chat, study or chill with your mates. Apartment living, privacy of your own space and access to the abundance of great common spaces and shared facilities that Infinity Place has to offer. The average size of our 3 Bed Apartments is approximately 73 sq.m.
	Long Term 24, 26, 52		
6 Bed Townhouse	Short Term 9 or 12	From \$419 per person	When it comes to value for money and WOW factor, this is the room type for you. The 6 Bedroom Apartment is over two levels and you still have your own space in a well designed, compact bedroom with a stylish and fully equipped kitchen and living area shared with 5 other students (some might say your new friends!). Plus of course you are still benefiting from all of the great features that come with living at Infinity Place at a value price. These apartments are located on Floors 1 to 19. The average size of our 6 Bed Apartments is approximately 128 sq.m.
	Long Term 24, 26, 52		

Contract Lengths

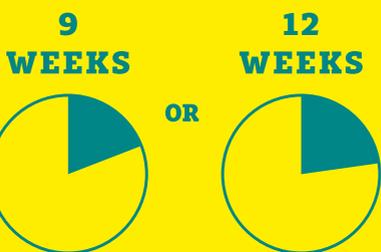
OPTION 1

BE THE FIRST TO LIVE AT INFINITY PLACE!

APRIL 23 - JUNE/JULY



SHORT TERM



DISCOUNTED RENT



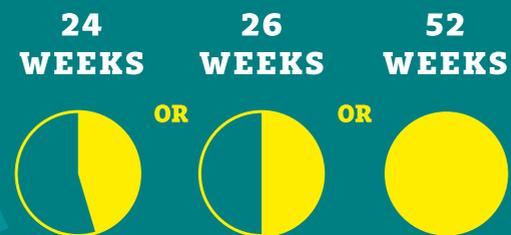
OPTION 2

MOVE IN FOR SEMESTER 2, 2019!

JULY ONWARDS



LONG TERM



STANDARD RENT



What's included in your rent?



Fully-furnished room

Bedrooms come equipped with a comfy bed, wide desk and study space. Loads of smart storage areas including a spacious wardrobe, storage under the bed and floor to ceiling shelving.



Premium kitchen appliances

All residents in shared apartments will have a shared kitchen and living area with an integrated oven and stove, fridge/freezer, kitchen table and chairs and lots more.



Onsite laundry

Laundry facilities are available in every property, so that you can easily wash and dry your clothes, you can even check if there are any machines available or if your laundry is done, via our laundry app.



All-inclusive rent

All your utilities included in your rent; that's water, electricity, gas, air conditioning and internet. No hidden costs! It's so easy to live with us.



TV

Every room has its own TV so you can relax and chill out on your own whenever you want. Every shared kitchen has its own squishy sofa area and TV for relaxing with your friends after those long days of study.



Outdoor Terraces

Outdoor terraces on levels 11 and 17 with views over the city makes for an epic selfie opportunity. A great chill out space for those summer evenings.



Onsite gym

Treadmills – Tick, Bikes – Tick, free weights - yes got those too. Work out in our fully equipped gym designed for those that thrive on burning the calories.



High-speed internet

High-speed broadband and WiFi is available throughout the entire building. We know how important it is to stay connected.



24 hour onsite service team

Our friendly residents support team is available 24 hours a day. Dedicated to delivering excellent customer service and wellbeing, help and support is always available to you.



24 hour CCTV security

The safety and security of our students is our number one priority. A personal access card is provided to each resident and staff are on-site 24/7, so there is always someone available to help if you need it. We use state of the art CCTV in all of our properties to ensure your safety and security.



Post and Parcel Service

Staff at reception will happily take delivery of parcels and sign for items if you are out, so you never miss that Amazon delivery.



Air conditioning

Every room comes equipped with air conditioning that is completely controlled by you, perfect for those warm summer nights.



Study Room

Not the most exciting of our common spaces but you'll be thankful for this later! If the library's full or you need to work on a group project our study spaces make a great alternative.



Maintenance services

If anything does go wrong, our 24/7 maintenance team will ensure it's fixed as quickly as possible.



Cinema Room

Squishy beanbags, surround sound, a massive screen and a connector to plug in most devices, you can watch your favourite programme or have a movie night on the big screen! Your mates will be jealous as!

FAQs

GENERAL

What is your address?

Infinity Place,
684-688 Elizabeth Street,
Melbourne, Victoria
Australia 3000

Who can live at Infinity Place?

If you're a full-time student, we'd love you to come live with us at Infinity Place. We will require to see a copy of your certificate of enrolment or acceptance confirmation from your university as part of the application process.

How old do I have to be to live at Infinity Place?

You must be at least 18 years old as at the date that you sign the rental agreement. If you are under 18 years old, your parent or a legal guardian needs to countersign the rental agreement.

Are all the apartments the same? Do I have a choice of room?

No, not all the apartments are the same. Whilst they are all built to the same high standard and quality, there are different types apartment, different sizes

and they are obviously situated in different parts of the building. Our apartments are priced to reflect these differences. More details can be found on the website, but the best thing to do if you're not sure is contact us and we can talk you through the options to find your perfect room.

VIEWING

How do I arrange a viewing?

We have a display suite open for visitors in our University Square building, just across the road from Infinity Place. You can arrange a viewing online at <https://thestudenthousingcompany.com.au/arrange-a-viewing/> or by giving us a ring on +61 (0)3 9052 3202 or dropping us an e-mail on infinityplace@thestudenthousingcompany.com.au.

When is the display suite open?

Our display suite is open Mon-Fri 10:00am – 4:00pm.

I live too far away, are there any alternative viewing options?

Our students come from all over the world and we understand it can be difficult to make a decision without visiting us. You can now book a viewing via Skype by giving us a call on +61 (0)3 9052 3202 or by sending us an email on info@thestudenthousingcompany.com.au.

BOOKING

How do I book my room?

It's easy! All you need to do is contact us directly with your requirements and we will get in touch with you within 48 hours to discuss these with you. You can then choose the type of room you want to book, the contract length and make an advance payment to secure your new home. To access our online booking portal head to <https://gsaa.starrezhousing.com/StarRezPortal/9A64B9D7/1/1/Home-Welcome>

How do I pay my rent?

You can pay your rent online via bank transfer. Bank account details, dates and amounts are all set out in your rental agreement which you sign before you secure your room. If that doesn't work for you, alternative payment options are also listed in the rental agreement and again our friendly team can talk you through these before you book. Just ask!

What do you need from me to book a room?

In order for us to complete your booking, we will need to see the following documentation:

- A copy of your ID card or passport
- A copy of your certificate of enrolment from your university
- For international students, a copy of your resident's permit and visa