

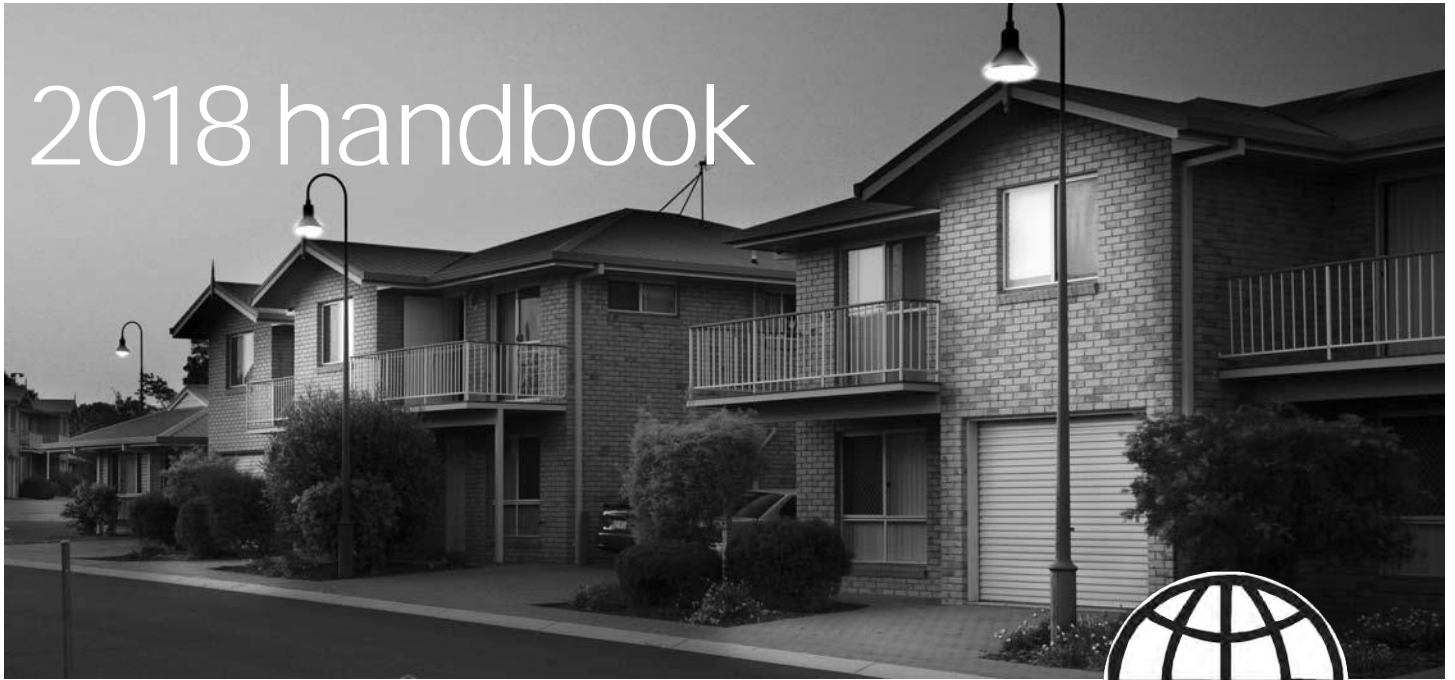


537-561 West Street
PO Box 455 Toowoomba
Queensland 4350 Australia
P: +61 7 4690 0000
E: office@studentvillage.com.au
W: www.studentvillage.com.au



2018 handbook

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student live&learn village

adjacent toowoomba usq

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introduction about the student village

location

The Student Village is ideally located adjacent to the USQ being about a 5 minute walk to the centre of the USQ Campus.

the complex

The Student Village has 144 fully furnished villas and townhouses surrounded by gardens, pergolas and paths. An indoor salt water pool is available for residents @ \$2.00 per use (please see Student Village Office staff for opening times & to obtain entry tokens). A Laundromat is also centrally located and conveniently open 24 hours with washing machines and dryers from \$3.00 per use. Clothes lines are available adjacent to the Laundromat and scattered throughout the Village within easy reach of the units. Please note that the use of these facilities is done so at your own risk.

the units

The Student Village consists of 3 bedroom Villas and 4 or 5 bedroom two storey Townhouses. All units are furnished from the lounge and dining suite right down to basic crockery and cutlery. The open plan living areas give a sense of spaciousness to the units. Bathrooms have both bath tub and shower recess with the townhouses having an additional shower and toilet downstairs for convenience. Each bedroom comes equipped with a bed (most with storage drawers) and mattress, a study desk with overhead lighting, chair, book shelves and inbuilt wardrobe. All you need to bring are your personal belongings, bedding & linen. Limited items are available for sale at the office. Please contact the office to see items available for sale.

student village management

The Student Village is owned and operated by Kelly Consolidated Pty Ltd as part of the locally owned J M Kelly Group. Mr Jack Kelly founded the JM Kelly Group in 1939 and has since grown the Group to become one of Toowoomba and Southeast Queensland's most respected family businesses. Our employees operating the Student Village include administration, cleaning and maintenance staff.

student village contact details

The Student Village office is open from 9:00am to 5:00pm Monday to Friday (excluding Public Holidays and over Christmas/New Year). To help us serve you to the best of our ability, please ensure all business matters and matters of a non-urgent nature are dealt with during these times. An external phone is available for urgent issues and emergencies after hours. The phone is located on the wall outside the Student Village office. Maintenance issues can be advised by either using the link located on our website www.studentvillage.com.au or by visiting the Student Village office.

You may also contact us by:

PHONE (07) 4690 0000

AFTER HOURS PHONE (07) 4690 0001

EMAIL office@studentvillage.com.au

WEB SITE www.studentvillage.com.au

STREET ADDRESS 537-561 West Street, Toowoomba QLD 4350

student village mission statement

The Student Village provides quality, budget, share accommodation for students and associates of the University of Southern Queensland, Tafe QLD (South West Campus) and other approved educational organisations. We aim to create a harmonious community where all residents can experience quiet enjoyment of their accommodation whilst ensuring their time with us is both academically productive and enjoyable.

house rules

In order to live harmoniously within a community such as the Student Village, certain rules and guidelines are necessary for the quiet enjoyment of all residents. It is our aim that the following rules help provide a foundation for acceptable social behaviour within the Student Village and the local community. Please ensure you are familiar with the following House Rules. It is your responsibility to ensure your behaviour has a positive impact on your fellow housemates, neighbouring units, the entire Student Village and the community at large. Where the house rules directly relate to the Residential Tenancies Accommodation Act 2008, the Section number is referenced beside in brackets. Where the house rules directly relate to the Residential Tenancies and Rooming Regulations 2009, the Schedule number is referenced in brackets.

Please be advised that this document was current at the time of printing. Management has the right to make fair and reasonable changes to the current document within the legislative guidelines.

abandoned / discarded belongings (S363)

Please remove all your belongings at the end of your tenancy with the Student Village. No responsibility will be taken for any goods remaining once you have departed. Important documents and/or money will be held for a period of 28 days upon which the item/s will be given to the Public Trustee. Items of a non-valuable nature may be disposed of, sold and/or given to charity as per the Residential Tenancies and Rooming Accommodation Act 2008. Residents are advised that they may be charged for storage and/or disposal of discarded or abandoned items (this includes items stored as a result of eviction). Please refer to the Residential Tenancies Authority (www.rta.qld.gov.au) for further information on abandoned property.

Illegal/unauthorised storage of goods and/or property (including over Semester breaks) is not allowed. Residents will be charged storage fees until the resident can be contacted and asked to remove the items. If the resident cannot be contacted, the items will be treated as abandoned property and handled accordingly. This includes goods and/or property left in common areas (including garage).

abusive and/or aggressive behaviour

Abusive and/or aggressive behaviour, whether it be verbal, cyber, emotional and/or physical in nature, toward fellow housemates, residents, staff, visitors and/or contractors will not be tolerated within the Student Village. After hours, our security contractor may enter your unit if abusive/aggressive behaviour or risk to safety is suspected. Residents are advised that their rental agreement may be immediately terminated and possible prosecution by the law may result if such behaviour occurs. We remind you that your visitors and guests are your responsibility whilst they are on the Student Village premises. Abusive and/or aggressive behaviour by visitors and guests will not be tolerated and could jeopardise your accommodation within the Student Village.

The Residential Tenancies and Rooming Accommodation Act 2008 S253 (c) states:

A resident in rental premises has the following obligations:

- (c) Not to interfere with, and to ensure the resident's guests do not interfere with, the reasonable peace, comfort or privacy of another resident or another resident's appropriate use of the other resident's room or common areas.

alcohol

The excessive consumption of alcohol at the Student Village is not permitted. Abusive, illegal and/or disruptive behaviour arising from alcohol consumption will not be tolerated and residents are warned that their rental agreement may be immediately terminated if such behaviour ensues. It is illegal for persons under 18 years of age to consume alcohol.

Due to safety issues, distilling of beer and/or alcoholic beverages is strictly forbidden within the Student Village. Immediate termination of your accommodation may result.

balconies (regarding drying of clothes)

Clothes lines and dryers (within the Student Village Laundromat) are available for drying clothes. Residents are not to hang washing over the balconies or under the eaves of balconies, in trees or shrubs. Sufficient clothes lines have been installed throughout the Student Village for convenient drying of clothes and linen. Placing clothes (and any other objects such as signs and banners) in front of the gas heater to dry is strictly forbidden as it poses a major fire threat. Clothes airers can be purchased for your convenience at the Student Village office.

care of property – vandalism and malicious damage – mattresses – tv tuning

The Student Village supplies quality, budget, share accommodation, and Management and residents take pride in the condition of the units. Looking after the property in your unit and surrounds ensures that costs and therefore rents are kept to a minimum. Any expenses arising out of wilful or malicious damage of Student Village property will be charged to the resident. In serious cases, offenders may be prosecuted. Residents are reminded that where damage is caused by a visitor or guest of a resident, the resident will be held responsible for the damage and will be invoiced for damage caused by their visitor or guest. Malicious damage includes, but is not limited to, putting foreign objects such as foods, oils etc. down sinks, baths and toilets, which may cause flooding in the unit, flooding the bathroom when showering, using the toilet or over filling the bath. Where it cannot be determined who is responsible for damage, missing furnishings, unit uncleanliness etc., Student Village office staff will usually divide all applicable charges between all residents of the unit/s.

Please do not sleep directly on mattresses. Mattress protectors are highly recommended. A sheet is required to protect the mattress from stains and wear and tear. You may be charged for a replacement mattress if it is found to be damaged due to lack of care. If you prefer to bring your own mattress, please make the request in writing prior to bringing this item to your unit. Student Village office staff will assess your request and arrange for removal of the supplied mattress, if approved.

TVs are pre-tuned. Please do not attempt to retune the television. If you have issues with the picture quality please contact Student Village office staff to assist. Maintenance will not respond to any tuning issues if someone has attempted to retune the TV without permission. Maintenance will only assist in repairs where the TV belongs to the Student Village.

The Residential Tenancies and Rooming Accommodation Act 2008 (S253) states:

The resident must keep their room and inclusions clean, having regard to their conditions at the start of the tenancy.

Maintain the room in a condition that does not give rise to a fire or health hazard e.g. allowing newspapers to build up, blocking access to resident's room and, at the end of the rooming accommodation agreement, to leave the resident's room and inclusions, as far as possible, in the same condition they were in at the start of the agreement, fair wear and tear excepted. This includes cleaning of the carpet to a professional standard.

Please see Student Village office staff if you need a recommendation for a professional cleaners or to have the Student Village office staff organise your carpet clean on departure.

common areas inside units

Common (shared) areas in these premises include kitchen, lounge, dining area, bathrooms, toilet/s, laundry, garage, hallways, balconies, patio and entry/exit areas of the unit. We remind you that smoking is not permitted inside the units. The Residential Tenancies and Rooming Accommodation Regulation 2009 (Schedule 5) states:

The provider must maintain the resident's common areas in a way that the areas remain fit for the resident to live in.

Residents must leave common areas neat, clean and tidy after using them.

Residents must ensure their guests leave common areas neat, clean and tidy after using them.

Common areas must be kept clean. If common areas are found to be of an unacceptable standard, they may be brought up to standard by our cleaners immediately at a cost to the residents. Please ensure that all common areas are left clean, neat and tidy upon departure (end of your tenancy agreement) of the unit.

common areas outside units

Residents must not throw cigarette butts or rubbish into the gardens immediately outside the units and/or into the gardens and pathways surrounding the units. Where cigarette butts or rubbish are found outside a unit, it will be the responsibility of all residents of the unit to clean up the area. Failure to do so will result in an excess cleaning fee from \$60 per cleaner per hour which will be payable by all residents of the unit if the offending resident/s cannot be identified.

dispute resolution

We are all individuals with different likes, dislikes and opinions and at times problems may arise. Don't complain to everyone else first and then your fellow residents last. Be responsible and mature and try to resolve the problem by first communicating respectfully with the relevant people. Bring in mediators before the issue gets out of hand. Management will only step in if specifically requested and/or if the comfort and/or safety of others are being significantly compromised. If you haven't had positive results by first discussing the issues with fellow residents, please put your issues in writing (email or letter) to Management so that each issue can be fully addressed. Student Village office staff can provide you with a Dispute Resolution Form to complete. You may be offered a room transfer (dependant on availability) where conflict cannot be resolved. Obviously, if the issues are serious and/or life threatening, the police and Management should be contacted immediately. Further advice can be found at www.rta.qld.gov.au or by contacting the RTA's Dispute Resolution service – 1300 366 311.

drugs and unlawful substances

Possession and/or use of illegal drugs and other unlawful substances is forbidden by the law of the State of Queensland and the Commonwealth of Australia. Any infringement to these laws will result in the resident and/or visitors or guests of the resident being reported immediately to the police and immediate eviction from the Student Village may ensue.

extra furnishings

The units are furnished. Without the prior written consent of Management, no large items of furniture (e.g. beds, mattresses, fridges, fans, heaters, air conditioning units, washing machines, dryers, lounges, armchairs, TVs etc.) may be brought into the unit. Student Village bed bases are unable to be removed from the bedroom unless prior approval from Management has been sought. See the Student Village office for details. Items that give rise to a fire, safety or health hazard will not be accepted. Charges may be incurred for removal of Student Village furnishings where consent has not been given. All extra furnishing items located in common areas (including garage) MUST be labelled with your name and unit number. Furniture belonging to the Student Village is not to be moved from one room to another or from one unit to another unit or be taken outside. This includes not taking furniture out onto balconies, in gardens or in the street etc. When furniture is taken outside, it is susceptible to being stolen and/or damaged by the weather. The cost for any loss or damage will be billed directly to the resident/s responsible. Pay TV (such as Foxtel) connections can only be installed where prior authorisation in writing from Management has been obtained.

Washing machines and dryers are not allowed for residents renting rooms. Please see Student Village office staff for the latest information on banned items.

firearms, fireworks & flammable liquids

Firearms, fireworks (including fire crackers), flammable liquids and other dangerous substances are not to be brought into the Student Village. Any infringement of this rule may result in termination of your rental agreement and possible prosecution by the law.

gambling

No form of organised/illegal gambling is permitted at the Student Village.

heaters & air conditioning units

Toowoomba can be very cold in the winter months. An inbuilt gas heater is provided in each unit to help warm the units during the winter months. The gas heater does not replace the need for warm clothing to be worn inside the units throughout winter. Residents are prohibited from putting any objects close to the heater, especially furniture and clothing, as this can pose as a dangerous fire hazard. For safety and energy conservation, please ensure the heater is turned off when leaving the unit. If Management or staff enter a unit which has a heater turned on, with no residents visible, the heater will be turned off and/or disconnected. A Notice to Remedy Breach may be issued in this instance. Continual breaches may result in eviction.

The best and most efficient heating will result if the blinds are drawn and windows and doors closed. The operation of heaters is checked during our preventative maintenance inspections which generally occur twice a year. For safety reasons, personal heaters and air conditioning/reverse cycle units are prohibited. Any appliance in a unit that uses excess electricity may be prohibited.

immediate eviction

Under the Residential Tenancies and Rooming Accommodation Act 2008 (S370), immediate eviction from the Student Village may arise if Management believes the following has occurred:

- a) The resident uses his/her room, unit or common area for an illegal purpose.
- b) The resident or guest of a resident has intentionally or recklessly:
 1. destroyed or seriously damaged a part of the Student Village or a facility in the Student Village; or
 2. endangered another person in the Student Village; or
 3. significantly interfered with the reasonable peace, comfort or privacy of another resident or another resident's appropriate use of the other resident's room or common areas.

For the benefit of all residents of the Student Village, we will follow through with the above legislation should any of the above occur.

keys and lockouts

Please ensure you keep your room key on you at all times to avoid locking yourself out of your room, unit and/or USQ gate. You will also require your room key to access the gate located at the entrance to the USQ as this gate remains locked at all times. The USQ gate is under constant surveillance, as well as other areas of the Student Village. Footage may be forwarded to the Police in occurrences of misuse of the gate. Lockouts at any time of the day or night will incur a minimum lockout charge of \$55 per lockout (higher on public holidays / Sundays). Continued multiple lockouts by the same person will not be tolerated and you will be asked to show Management what steps you have taken to ensure you have your room key with you at all times. Please be aware that multiple lockouts from continued irresponsible behaviour may incur increased lockout charges. This includes lockouts during and/or after office hours. Also be aware that, as a security measure, the Student Village administration, cleaners and maintenance staff have been instructed to always lock units when they are finished cleaning / maintaining/inspecting rooms or units. Lockout fees will still be incurred in this instance and will incur a minimum charge of \$55 per lockout. Lockouts will be billed by the Student Village. All Student Village invoices for lockouts are to be paid within 7 days of the date on the invoice. If you are locked out after hours, please use the after hours phone located on the external wall of the Student Village office or dialling 4690 0001 from your mobile. Security will require photo identification from all residents requiring assistance with lockouts.

keys and safety

It is imperative for your own security and peace of mind, and that of your fellow residents, that you keep your room key with you at all times. **DO NOT LOAN YOUR KEY TO ANYONE.** Damaged keys will incur a minimum \$25 replacement fee for each key. Lost keys or keys not returned at the end of a tenancy will also incur a minimum \$25 replacement fee for each key plus an additional fee from \$295 in order to change the locks of the entire unit and bedrooms. Key replacements will be billed by the Student Village. The key replacement fee is to be paid immediately upon receipt of the new key/s.

Residential Tenancies and Rooming Accommodation Act 2008 (S250) states:

- The resident must not make a copy of a key without the provider's permission.
- The resident must not tamper with a door lock in the premises.

moving units and/or rooms

All efforts are made to allocate you the room of your choice. Moving units and/or rooms is not allowed without Management's approval and an amendment to your Rental Agreement and Bond. A form must be completed to request room transfers. This form is available at the office or can be emailed to you, on request. If you have a particular issue with your allocated unit and/or room, please advise Student Village office staff immediately. In the event that your request is not currently available you will be placed onto a waiting list and will be notified when your request becomes available. Moving without notifying Management may be viewed as termination of your rental agreement.

A \$50 transfer fee may apply where Management feels a sufficient/genuine reason is not given for moving.

new arrivals

As the Student Village is shared accommodation there may be times where a new resident moves into your unit late at night, early morning or on weekends

(at any time during a semester). In cases of outside of office hour's arrivals, our contracted security firm will arrange access for the new resident.

noise (S253)

Residents of the Student Village have the right to quiet enjoyment of their living environment and particularly the right to study at any time. Noise is defined as any sound that can be heard outside the immediate area where the person is present. Excessive noise that interferes with another person's ability to study, sleep, or simply relax, will not be allowed. 10.00pm is the cut-off time for all noise interfering with the peace and quiet of other residents. Unacceptable levels of noise will be required to be shut down after this time or at any other time where Management feels the noise is excessive and interfering with other residents. After hours noise may be attended by our contracted security firm, including entry to common areas of units.

Please be responsible with the use of alarm clocks, computer equipment, tablets, mobile phones, iPods, iPads, MP3 players, CD Players and clock radios and ensure the alarm is turned off when you have left your unit for the day or are away for the weekend or holidays.

notice to remedy breach – rta form r11

A "Notice to Remedy Breach" is a legal document that is given to a resident where there has been a breach in the rental agreement and/or House Rules. It notifies the resident of the concerns of Management asking the resident to rectify the situation in a given amount of time. Where the breach isn't rectified in the time frame, eviction and/or charges may ensue.

operating as a business/garage sales

The Student Village is located on private property. As such, no business is to be conducted from Student Village units. This includes, but is not limited to garage sales, sale of wholesale goods, mechanical repairs, hawking etc.

parking

All residents of the Student Village who own a vehicle are required to collect a Student Village parking permit sticker from the office. This sticker must be displayed on the windscreen of your vehicle at all times. Visitors and guests are required to park in the Visitors car park at the entrance to the Student Village to ensure there is enough parking available for residents close to their units. Residents with more than one vehicle must only park one vehicle near their accommodation. There is no allocated parking spaces for residents however, please do not park/obstruct any driveways or garage access. All additional vehicles must be parked in the visitor's car park. Blitzes by Management on illegally parked/unregistered vehicles without a parking permit are frequent. Non-resident vehicles may be towed away at the owner's expense. Residents are reminded that road markings and signs within the Student Village are as per normal road markings and signs e.g. yellow lines on roundabouts means no parking on or within the roundabout.

We remind you that parking at the Student Village is done so at your own risk. Management does not accept any liability for damage to vehicles. Vehicles considered abandoned, including unregistered vehicles may be removed. Unregistered vehicles must not be kept on the property.

parties

Permission for a proposed party must be obtained from the Student Village office staff at least 24 hours in advance (during office hours). A Party Permission Form is available from the office and must be signed by the resident holding the party as well as all residents of the unit confirming that they agree for the party to occur. This resident will be held responsible for the proper conduct of the occasion, including noise control, behaviour of participants, damage to property and post-party cleaning up. Private parties can be held on Friday and Saturday nights only and will end at 11pm. Any damage to property arising from a party will be billed directly to the resident or unit holding the party. The damage invoice is to be paid within 7 days of the date on the invoice.

pets/feeding of birds and animals

We regret to advise that pets of any kind are not permitted in the Student Village for health and safety reasons. Pets include, but are not limited to, dogs, cats, birds, fish and turtles. No feeding of birds or animals in the Student Village is permitted.

pool

Due to Health & Safety Regulations, alcohol, glassware and food of any kind is strictly prohibited within the swimming pool surrounds. Excessive noise or a breach of any of the pool policies may result in the pool being closed. Please contact the Student Village office staff during office hours for pool entry hours, entry costs and conditions of use (including approved pool items). For non-residents, pool entry is at the discretion of Management.

posters, hooks, prints, stickers, etc.

Affixing posters, hooks, prints, stickers etc. to walls or ceilings is not permitted. The cost to repair damage done to walls or ceilings will be borne by the resident/s. Please be aware that often an entire wall or ceiling will need to be repaired and repainted where even minor damage has been done. The invoice for damage is to be paid within 7 days of the date on the invoice. Management may approve an application to hang artwork in the common areas. This will be dependent on a number of factors. On approval, Management only may arrange the hanging of the artwork.

rubbish

Green lidded bins (general refuse) are provided at the rear of units. You should remove rubbish from your unit daily. Please help by ensuring that rubbish bags are not overfull and are tied tightly. Do not place loose rubbish in the bins. Do not leave rubbish beside bins. Extra rubbish bags (complimentary) are available from the Student Village office to line rubbish bins. Charges may occur where rubbish is not removed and poses health & safety risks. Recyclable items should be put in the recycle bins (yellow lid) conveniently located throughout the Student Village. Recycling items include plastic bottles, glass,

paper, cardboard etc. No food scraps or non-recyclable items are to be placed in the recycle bins (yellow lid).

skateboards, roller-skates, scooters and rollerblades etc.

These forms of transport can be very noisy and dangerous. Residents are asked not to use skateboards, roller-skates, scooters, rollerblades etc. within the Student Village grounds.

smoking (S268)

Smoking of any substance is strictly prohibited inside any part of any unit (this includes shishas). Smoking is not only costly and a direct health hazard to yourself, but also a possible health hazard to fellow residents of your unit through the effects of passive smoking. **Further, smoking inside units is seen as a serious fire hazard and will not be tolerated.** Residents found breaching this house rule will be given a "Notice to Remedy Breach". A subsequent breach may result in immediate termination of your rental agreement.

If you choose to smoke, you may smoke outside the units in the courtyard areas or outside on the balconies as long as the doors/windows are closed behind you to prevent smoke entering the unit. Smoking within 5 metres of non-residential buildings is not permitted. This includes the Student Village office, pool and community hall. Should Management receive complaints about smoke from a neighbouring unit entering another unit, Management will act in favour of the resident/s being affected by the smoke.

Please dispose of cigarette butts properly. **They are not to be discarded (especially in the gardens or on the ground).** Residents who have smoked in their units will be charged an excess cleaning fee from \$250 to remove the smoke smell from carpets, mattresses, walls and any other furnishings. Where cigarette butts need to be cleaned from the gardens/grounds near the unit, residents of the unit will be charged from \$60 per cleaner per hour cleaning fees. Where a mug or other crockery has been used as an ashtray, residents will be asked to pay the replacement cost of the item which has been misused. Invoices are to be paid within 7 days from the date on the invoice.

social media

Any social media posts which disclose any personal/private information about the Student Village or their staff, tenants or contractors, which is considered derogatory, defamatory, slanderous, racial, discriminatory (as per the Anti-Discrimination Act) or harassing/threatening/bullying may jeopardise your rental agreement. Legal action may also ensue.

subletting

The resident named on the lease for the room must be the person occupying the room. Subletting is not allowed under any circumstances. Subletting may result in eviction.

trespassing

Unwelcome guests or guests misbehaving will be immediately asked to leave the Student Village. Unauthorised persons (including persons in the unit without the resident being in attendance) will be deemed to be trespassing. Please contact Management or after hour's security (4690 0001) immediately if you feel unsafe with an unwanted guest or visitor who has overstayed his/her welcome. Residents of the Student Village entering another unit uninvited or invited but without the presence of the tenant will also be considered to be trespassing and will be dealt with accordingly. Trespassers will be handled by the local authorities and may face prosecution.

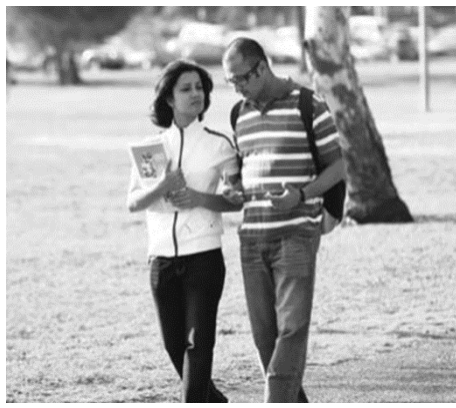
vehicles

Any vehicle making excessive noise is not allowed within the grounds of the Student Village. This includes cars and motorbikes and any stereo equipment associated with vehicles. Speeding is strictly prohibited. The speed limit within the Student Village of 15 km p/h must be adhered to. Vehicles are not to be driven or parked over lawns, garden beds, and/or footpaths. Cleaning of oil leaks from vehicles will incur a charge. Vehicle repairs are not to be conducted on the Student Village site without the express permission from Management. The cost to repair any damage done to Student Village property (including lawns and gardens) will be the responsibility of the owner of the vehicle. All invoices arising from malicious damage must be paid within 7 days of the date on the invoice. N.B. All residents' vehicles must display a Student Village parking sticker (see "Parking"). Unregistered vehicles are prohibited in the Student Village unless permission from Management has been obtained.

visitors and overnight guests

A fee from \$25 p/night is payable for pre-approved overnight guests. Unapproved guests will incur a fee from \$60 p/night. Eviction may occur where a resident has had unapproved guests on multiple occasions. Visitors and guests are expected to abide by the house rules and respect the property of fellow residents and the Student Village. At all times the resident has the responsibility for the visitor's or guest's behaviour. All visitors and guests should be entertained in the common areas of the unit and should leave the Student Village by 10pm (unless attending an authorised party in which guests should leave by 11pm). All visitors are to be accompanied by the resident they are visiting at all times. Visitors and guests are strictly prohibited from staying overnight in resident's rooms or anywhere within the unit without prior consent from Management. The resident will be billed directly for any breaches of this rule.

Allowing unapproved visitors and guests to reside in your unit means an increase in utility usage (water/gas/electricity), Workplace Health and Safety issues (fire safety) and less comfort to other tenants in the unit. Regular increased, excessive utility usage may jeopardise your rental agreement with the Student Village. If you are aware of other tenants in your unit allowing unapproved guests, you may advise the Student Village office confidentially. After hours security can be contacted.



zero tolerance

A zero tolerance policy applies to the following:

- Narcotics (illegal drugs)
- Jettisoning cigarette butts
- Skateboards / rollerblades / roller-skates / scooters etc.
- Firearms / fireworks /BBQ's /portable gas cookers
- Scaling fences / gates
- Divulging access information to unauthorised entities
- Removal of batteries and/or tampering with smoke detectors
- Abusive and/or aggressive behaviour
- Racial intolerance
- Fire hazards such as piggy backing power adaptors, drying clothes on top of gas heaters, putting furniture too close to the gas heater etc.
- Smoking inside units / garage (including shishas)
- Relocation of furniture
- Candles / incense in any room or any item posing a fire hazard
- Glass / ceramic crockery in pool area
- After hours use of facilities
- Unaccompanied guests in any part of the complex
- Subletting
- Excessive alcohol consumption

health and safety

ambulance cover

If you ever require the services of an Ambulance, there is no direct charge to you by the Ambulance service within the State of Queensland if you are a Queensland resident. Please use this service responsibly and only for emergency medical events. Non-residents should check with their Insurance provider as charges may apply. Please refer to the Qld Ambulance website for further information www.ambulance.qld.gov.au

cultural diversity, sensitivity and tolerance

Australia is a multicultural country. It prides itself on its record of achievement in integrating people from all parts of the world. Australia commits to the rights of all people to enjoy equal rights and be treated with equal respect regardless of race, colour, creed or origin. To ensure this commitment is maintained, racial intolerance will not be accepted. Complaints must be made in writing via the grievance form available at reception. All grievances will be taken seriously. Different societies and people have evolved their own distinct qualities that are neither superior nor inferior to other ones. Please respect this and be tolerant of others.

emergency (ambulance, police, fire)

000 (triple zero) or 112 (from a mobile device) is the number to call for Ambulance, Police, Fire.

existing medical and/or physical conditions in the case of an emergency

We request that all residents advise the Student Village office staff of any existing medical and/or physical conditions, along with an action plan and a list of medications you are required to take. There is provision on the Student Village Application Form for this information. Under the Privacy Act, all information is held in the strictest of confidence and only divulged to medical personnel in the case of an emergency. Please also ensure your emergency contact details are up to date.

fire

For safety reasons the following are prohibited within the units / Village:

- B.B.Q
- Personal Heaters (only fixed gas heater supplied is allowed)
- Candles & garden kerosene lamps (bamboo)
- Naked flames of any description (this includes camp fires)
- Firearms
- Portable gas cookers
- "Piggy-backing" power adaptors (please use approved power packs with a trip switch and don't overload with too many appliances)
- Smoking (cigarettes, shishas, e-cigarettes & vaporizers in any part of the unit (including garage)
- Incense
- Flammable liquids
- Fireworks (illegal in Queensland)
- Electric blankets

Without the prior written consent of Management, no large items of furniture (e.g. beds, mattresses, fridges, lounges, armchairs, TVs etc.) may be brought into the unit. Items that give rise to a fire or health hazard will not be accepted.

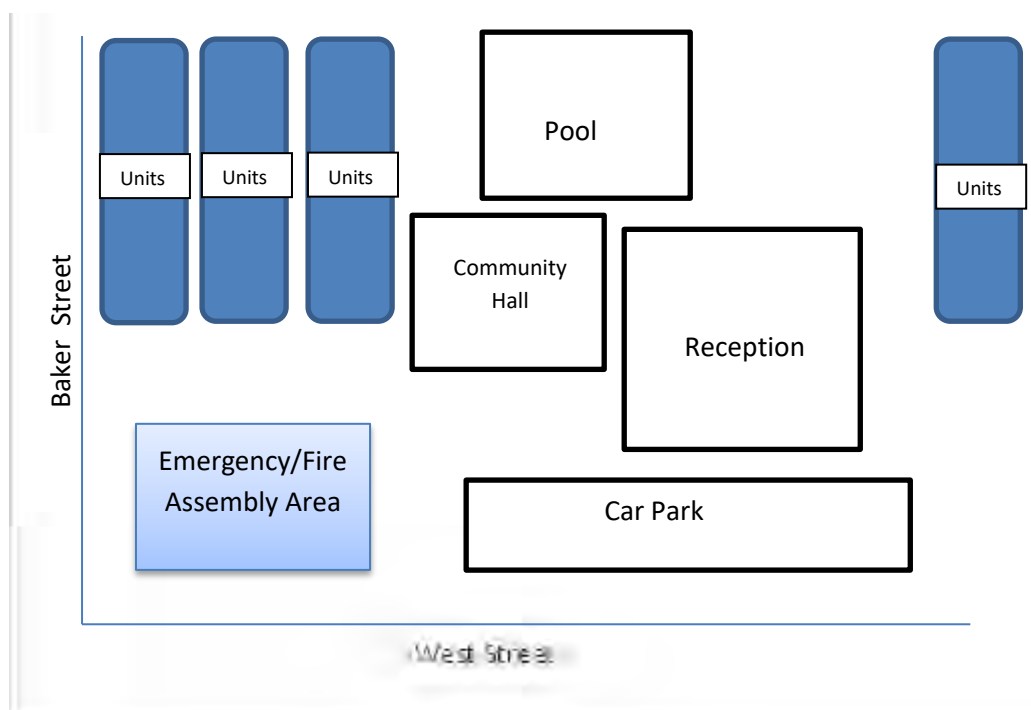
fire blankets

In case of a fire, fire blankets are fitted in all units as per local authority regulations. Fire blankets should be used in accordance with the instructions on the front of the pack. Any missing fire blankets should be reported immediately to Management. Under no circumstances are fire blankets to be tampered with. A "Notice to Remedy Breach" will be issued for any offence involving the misuse of these life saving devices. Further, termination of your rental agreement may be considered. Where a fire blanket has been deliberately removed/tampered, a charge from \$100 (for each removal) will be placed on the resident's/tenants account. Invoices are to be paid within 7 days from the date on the invoice. No charges will be invoiced for correct use of a fire blanket under reasonable conditions i.e. where used to prevent/put out a fire.

fire evacuation procedures

Please be familiar with evacuation procedures as posted on the back of each bedroom door as well as in the common area.

In the event of a fire, Emergency Services should be contacted by dialling 000 (triple zero) and following their instructions carefully. Management should be then immediately notified when it is safe to do so. All residents should assemble on the vacant land on the West Street side of the Community Hall to the south of the visitor's car park. Fire Extinguishers are only to be used in case of an emergency, when it is deemed safe to do so. Assembly area signage is located on the fence on West Street.



harassment

Laws within Australia clearly outline that harassment is an unwelcome behaviour and may result in prosecution for more serious offences. Harassment may be verbal, written, physical, sexual and/or racist in nature. Any form of harassment within the Student Village is strictly prohibited. We welcome people from any country in the world and promote a community spirit where everyone is treated with respect and dignity. If you feel you have been the target of harassment, we encourage you to contact Management and lodge a written complaint. Further advice can be found at www.rta.qld.gov.au.

insurance

Management is unable to insure property belonging to another individual and therefore no responsibility or liability can be taken with your personal items (including vehicles) should they be destroyed, damaged or stolen whilst you are in residence at the Student Village. Management strongly advises that residents obtain their own contents insurance to cover all their personal belongings whilst in residence at the Student Village. Any damage caused to Student Village property from vehicles will require comprehensive insurance to cover the cost of the repairs.

keys

We stress again, for your own personal safety, please ensure you have your unit and room key with you at all times. Do not loan your key to another person. Do not leave your room and/or unit without locking the door behind you. Your room key is also required to access the entrance gate to the USQ.

medical emergencies and accidents

Student Village Security is available 24 hours a day. In the case of a serious accident or medical emergency, telephone Emergency Services by dialling 000 (triple zero) or 112 (from your mobile device) and follow their instructions carefully. Management should then be contacted when it is safe for you to do so. In order to contact Security after hours, please phone 4690 0001 or call from the after-hours phone located outside the Student Village office.

personal safety

All residents are advised to exercise caution if they choose to walk at night, especially between the University Campus and the Student Village. If practical, always walk in groups for added safety. Please report any person/s showing suspicious behaviour immediately to Student Village office staff or after hours security. Residents may also ask USQ security staff to escort them to the security gate located at the top of our complex.

smoke detectors

Smoke detectors are fitted in all units as per local authority regulations. They are hard wired into the electrical supply and have a backup battery in case of electrical failure. If the smoke detector beeps please advise the Student Village office immediately so the battery can be replaced – do not remove the battery. Management checks the smoke detectors at least twice per year. Any malfunction of smoke detectors should be reported immediately to Management. Under no circumstances are smoke detectors to be tampered with or batteries removed. A “Notice to Remedy Breach” will be issued for any offence involving these life saving devices. Further, termination of your rental agreement may be considered. Where batteries have been deliberately removed, a charge from \$50 (for each removal) will be placed on the resident’s account. Where smoke detectors have been deliberately damaged and require replacement a charge from \$150 will be placed on the residents account. Invoices are to be paid within 7 days from the date on the invoice.

student services

Student Services is a service offered to all residents studying at the University (USQ) and Tafe QLD (South West Campus). Contact details as follows.

USQ : 4631 2372 or student.services@usq.edu.au.

Tafe QLD (South West Campus): 1300 914 754 or southwest@tafe.qld.edu.au

Alternatively, residents are welcome to drop in to discuss their needs at the relevant campus and the Student Services Reception team will put them in touch with the right support staff.

A brief overview of student services include:

- Health, counselling and wellbeing
- Careers developments
- Multi-faith
- Disability Resources
- Accommodation
- Welfare

student village security

The Student Village has security available 24 hours a day 7 days a week for emergencies and breaches of security, but they cannot be in all places at once. Please take responsible steps for your own safety by ensuring all doors are locked when you are asleep or have left your unit. Encourage all residents of your unit to do the same and keep their keys on them personally at all times. This will help give everyone in the unit peace of mind that their belongings are always behind locked doors. Once again, if you notice someone acting suspiciously, please notify Student Village office staff immediately and/or the police if the situation warrants it. Security cameras are located throughout the Student Village. As an added security measure, a local security firm is contracted to do regular patrols within the grounds of the Student Village and assist with safety and security of residents. This may include entering units and/or rooms in an emergency. The security firm is engaged for emergencies and security related issues only. Please do not call the security firm for general maintenance and/or rental issues, etc.

The phone to contact security outside of office hours is located on the outside wall of the Student Village office. You can also call 4690 0001 from your mobile.

USQ Security is not engaged to deal with security issues at the Student Village. Please ensure you call 4690 0001 for all Student Village related security issues. As the security firm may be coming from another location in Toowoomba, there may be a minimum wait time of 20 minutes so please be patient. In the event you have been advised by security on a location for their arrival, please remain at the designated area until such time that security arrives.

theft

If theft occurs, you should notify the police 000 (triple zero) in the same way any other householder would, then notify Student Village office staff. We remind you that the Student Village cannot insure your personal contents and advise that you take out your own contents insurance.

cleaning and inspection of units (S247)

cleaning your unit

We strongly encourage you to set up a basic cleaning roster with fellow residents of your unit. This will ensure work is evenly distributed and you can all enjoy a clean environment.

For the benefit of all individuals residing in a unit, a reasonable standard of cleanliness, tidiness and hygiene is expected from all residents. In particular, the kitchen should be cleaned after each main meal of the day with particular care shown to cleaning any spills in the oven, stove top and microwave. Common area floors should be swept/vacuumed and mopped regularly. Do not vacuum wet areas as this can cause damage to the vacuum cleaner. Regular emptying of the vacuum cleaner and/or replacing the bag is recommended. Rubbish should be removed from units daily and placed in the bins provided at the back of the units for collection. Bathroom floors must be kept dry and clean and toilets must also be kept clean. To avoid pantry moths in the pantry/food cupboard we recommend that you seal all grains, rice, cereal, flour etc in airtight containers. If you do find meal moths, you can purchase meal moth traps from your local hardware store. Please also ensure your pantry is wiped out with warm soapy water on a regular basis. Slovenliness will not be tolerated. Excessively untidy and/or dirty units will not be given their standard service but may be brought back to a reasonable standard immediately by our cleaning department at the expense of the residents. A "Notice to Remedy Breach" will be issued for any offenders, with continued offenders having their rental agreement terminated. Excess cleaning fees from \$60 per cleaner per hour of cleaning will be billed to the residents to bring the unit back up to a liveable standard. Invoices are to be paid within 7 days from the date on the invoice.

cleaning your white goods – kitchen maintenance

For health reasons and efficient functioning of your refrigerator, you should regularly clean out the inside of your fridge and freezer, wipe out any spillages and throw out expired and/or rotten food. The Student Village cleaners are legally not able to throw out property belonging to a resident. Thought should also be given to where you place food and drinks within the fridge to ensure maximum cooling and efficient use of space. Non frost free freezers should be defrosted regularly to ensure they run efficiently. The oven, stove top, microwave, and toaster should also be cleaned after each use, as these functions are only carried out by the Student Village cleaners when scheduled (usually yearly). Please attend immediately to liquid that boils over on to the stove top. Please do not cook/heat anything directly on the stove top without a pot or pan. Do not place hot items directly onto benchtops, please use the pot stand provided. When preparing food do not cut directly on top of the benchtop, use the plastic cutting board provided. Damage to the stove top/benchtops may incur charges.

No metal of any kind should be used in microwaves. This includes aluminium foil, saucepans, cutlery and metal cooking utensils. Metal can cause damage to the inside of the microwave by elevating the heat beyond normal operating temperature. Please also ensure that all items heated in the microwave are not oversized (i.e. items bigger than the microwave plate) to prevent catching on the sides and damaging the microwave. Any water remaining in the microwave after use should be removed immediately to prevent rust in the microwave. Residents will be held responsible for any microwaves that are replaced due to containing rust or are damaged by misuse as stated above.

cleaning your bedroom

The cleaning of your bedroom is your personal responsibility. Vacuum cleaners are provided in each unit for your convenience. Please ensure you attend to vacuuming and give your bedroom a tidy up on a weekly basis. At the end of your lease, any bedrooms that are excessively dirty will incur an excess cleaning fee.

crockery and cutlery

There is adequate crockery and cutlery for use by all residents of each unit. Each 3 bedroom villa has a 4 place setting and each 4 and 5 bedroom townhouse has a 6 place setting. Crockery and cutlery must be returned to the kitchen and washed up after each use. Do not accumulate dirty crockery and cutlery within your bedroom. Not only is this a health hazard encouraging vermin and bacteria, but it is not fair on the remaining residents of the unit. Unwashed crockery and cutlery found in bedrooms/units will incur an excess cleaning charge of \$60 per cleaner per hour.

All residents of the unit will be held responsible for excessive loss and/or breakages of crockery and cutlery outside normal fair wear and tear. Please bring damaged/broken items to the office for replacement.

departure inspections

At the end of your rental agreement, an inspection will be conducted with you in your room and unit. This is required before Management can sign the form (RTA Form 4) for your bond money to be refunded to you from the Residential Tenancies Authority. The unit should be left in the same clean and tidy condition as at the start of your residency with fair wear and tear excepted. This also includes transferring to a new unit. As a guide, the following minimal clean should be done prior to your Departure Inspection:

- Remove your food from fridge/freezer. Wipe out and leave in a clean and hygienic state
- Remove your food from the pantry and wipe out
- Ensure all crockery, cutlery and cooking utensils are clean and in their correct place in the kitchen
- Clean microwave
- Clean stove top and oven

- Clean kitchen benches
- Place all rubbish in rubbish bags and place in the bin at the back of your unit provided for weekly collection
- Remove all your personal belongings from all common areas (including the garage) and ensure they are left clean and tidy
- Ensure that your room is left in a clean, neat and tidy state. This includes the wardrobe, shelves, desk, bookcase, window sills & frames, windows, walls, mattress & bed.
- Ensure you remove all your personal belongings from the unit
- Turn off all lights, TV and appliances not in use
- Close all windows and cupboards
- Leave unit clean and tidy, this includes all common area floors
- All stickers/notices provided by Management must be evident
- The bedroom carpet must be cleaned to a professional standard (including under the bed and bed drawers). A receipt must be provided if you choose to arrange your own carpet cleaning. Alternatively please see Student Village office staff for assistance with a reputable carpet cleaner at a discounted rate.
- Lock your room, entrance/exit doors and garage door
- Return keys to the office and wait for someone to accompany you for your departure inspection before finalising outstanding paperwork (Please note this procedure may take a minimum of 30 minutes to complete so please ensure you have allocated sufficient time to complete your departure inspection).
- After hours inspections including weekends are by appointment only. After hours departures without prearranged appointments will incur a charge of \$50.
- Excess cleaning charges will be applied for units and rooms left in an unacceptable condition.

A departure inspection checklist will be supplied for you to complete the above tasks. Please bring this with you to your departure inspection.

inspections

Throughout the year, Management will carry out a unit blitz of the common areas of the units along with two standard inspections on all units and bedrooms at the Student Village. Management encourages all residents to be in attendance, however it is not compulsory. On inspection, the units and bedrooms should be in a clean and tidy state. Inspections will commence at 9:00am and conclude by 4:00pm on the date advised in your Notice to Entry issued prior to your inspection. Extremely untidy and/or dirty units and/or bedrooms may be charged additional cleaning fees (charged at \$60 per cleaner per hour) in order to bring the unit back to a liveable standard without prior notification for the benefit of all residents in the unit. Any malicious damage to units or Student Village property may result in costs being incurred by the residents of the unit.

It is the responsibility of residents to ensure all Student Village property is accounted for at the time of these inspections. All missing or damaged property may be on charged to all residents of the unit. Residents who have personal belongings located in the common areas such as kitchens, bathrooms & garages to ensure these are clearly labelled with the residents' name & room number for easy identification during inspections.

The inspection also involves staff carrying out preventative maintenance. Please be aware that part of this preventative maintenance inspection will involve the testing of the safety switch attached to the electricity supply to the unit. This process will temporarily disrupt the power supply to the unit. Please ensure that all computer work is saved before this test is performed. Smoke detectors will also be tested at this time.

unit clean

To assist with the cleanliness of the units and rooms, the Student Village provides ***complimentary cleaning*** of the units (***generally*** fortnightly with the exception of Public Holidays and over the Christmas/New Year break). Where clear access is provided, the cleaners will vacuum and mop common area hard floor surfaces, vacuum common area carpets, clean bathrooms and toilets, clean kitchen sinks, benches, wipe over cupboards, outside of the fridge, microwave, stove tops and splashback, and dust where practical. This service is provided to help residents focus on their studies. It does not mean that the day to day standards of routine cleanliness and tidiness can be neglected by the residents of the units. Residents are responsible for the majority of the cleaning. Consistently dirty and/or untidy units will be given a "Notice to Remedy Breach" and may be charged additional cleaning fees from \$60 per hour per cleaner to bring the unit back to a liveable standard. Invoices are to be paid within 7 days from the date on the invoice. Continued neglect may result in termination of your rental agreement.

Please ensure that everyone in the unit makes an effort to keep the unit tidy at all times. This helps the cleaners to be able to do their job to the best of their ability and in the time allocated.

utilities

electricity, gas and water

Where full units are rented under one lease, utilities for water, gas and electricity are charged on a monthly basis, unless otherwise advised.

energy conservation

If it's not being used, turn it off! Please be mindful of wasting energy. Please assist by turning off lights and electrical appliances when they are not in use, especially when the unit is vacant. Please use appliances wisely to help energy conservation. Other ways to help minimise energy consumption include, but are not limited to:

- Do not overfill the bath – only use enough water required for bathing
- Take shorter showers where practical (4 minutes is recommended)
- Turn off the gas heater when exiting the room. Close all doors and windows while the gas heater is turned on.
- Dress warmly and sensibly during the winter months whilst in your unit/bedroom
- Put the plug in the sink when washing up dishes – do not leave the taps running
- Turn off the water when brushing your teeth
- Keep the fridge door closed when cooking – get out what you need and then close the door
- Regularly defrost your freezer
- Turn off all cooking appliances when not in use
- Turn off all lights when leaving your room/unit and when not in use

linen, towels, cleaning packs etc

A small amount of linen (sheet, pillows, and quilts) is usually available for purchase from the Student Village office, along with clothes airers, waste bins, towel and cleaning packs. Please see Student Village office staff during office hours for further details.

repairs and replacements

The Student Village will attend to repairs and replacements from fair wear and tear. We encourage you to report any damage or necessary repairs immediately to the Student Village office for attention. Every endeavour is made to attend to repairs quickly depending on the type of repair/replacement that is required. However, as much of the work is done by outside contractors, it is not always possible to provide residents with a definite time for the repair to be completed.

Where there has been malicious damage, the resident/s involved will bear the cost of the repair or replacement. Where the offending person doesn't own up to the damage, the Student Village will have no option but to divide any charges between all tenants of the unit. The following is a guide to charges for basic repairs and replacements:

Carpet cleaning	From \$40 per room	Re-cover sofas	From \$450 for a 2 seater, \$550 for a 3 seater
Cleaning	From \$60 per cleaner per hour	Range hood replacement	From \$150
Door replacement	From \$200	Repaint	From \$80 per hour
Fire blanket replacement	From \$100	Frypan/Saucepan replacement	From \$30
Fly screen replacement	From \$60 per screen	Smoke detector battery replacement	From \$50 per battery
Kettles/toaster/iron replacement	From \$20	Smoke detector replacement	From \$150
Key replacement	From \$25 per key	TV remote replacement	From \$45
Lock replacement (re-key room)	From \$100	TV replacement	From \$250
Lock replacement (re-key unit)	From \$295	Blind repair	From \$40
Lounge cleaning	From \$80 per seat	Blind replacement	From \$280
Microwave plate replacement	From \$30	Wall damage/repair	From \$50 per hour + materials
Microwave/vacuum replacement	From \$80	All other general repairs	From \$50 per hour + materials
Cleaning as a result of dirty rooms during inspection	From \$60 per cleaner per hour	Desk chairs	From \$85
Replacement of Student Village signage	From \$5	Mattresses	From \$100
Repair from removal of Student Village signage	From \$50 per hour	Mattress Cover Replacement	From \$30
		Crockery/Cutlery	From \$3
		Storage Fees	From \$10 per week

Prices include GST where applicable. For all other items not included, please refer to the Student Village office.

Please note that hourly rates will be higher if a tradesperson needs to complete the job. All invoices are to be paid within 7 days from the date on the invoice.

rubbish collection

Student Village Management empties the green lidded wheelie bins outside units weekly and the yellow lidded bins fortnightly. Please help by ensuring that all rubbish bags are not over full and are tied tightly to prevent the local fauna from spreading the contents throughout the gardens. Do not place loose rubbish into the bins. Do not place rubbish beside bins. Extra bin liners (complimentary) are available through the Student Village office. Excess rubbish removal will be at the expense of the resident. Recyclable items should be put in the recycle bins (yellow lid) conveniently located throughout the Student Village.

telephone/internet options

For convenience, a public phone is available on site, adjacent to the pool and laundry.

Should you wish to have a telephone connected in your room, please contact your preferred provider for further information. Charges apply for telephone connection and ongoing services of your choice. NBN is available.

The Student Village recommends using USB wireless internet whilst staying at the Student Village. This form of internet connection allows you to take it with you when you depart. Most companies have varied plans & packages available to choose from. Please contact a provider for further information on NBN packages. Common providers include Telstra, Optus and Dodo. Due to Workplace Health and Safety issues, data cable is not permitted to be run between rooms (i.e. along the floor, taped to walls and under doors). When vacating from the Student Village please ensure you organise for your telephone line and internet to be disconnected and/or transferred to your new address. For transferring your telephone/internet account please contact your provider. Please contact the Student Village office for further information.

vertical/roller blinds

For privacy, vertical/roller blinds are our choice of window covering. Please handle the cords gently. They only work if you pull them straight up and down standing directly by the window. Vertical blinds will not work properly if you pull them sideways from a distance – you will damage the mechanism. Single lengths of vertical blinds are not to be moved or changed within or between units and/or bedrooms. A charge from \$20 will be invoiced to put blinds back into their original position. Residents will also be charged for any malicious damage to vertical blinds with charges for repairs starting from \$40. Invoices are to be paid within 7 days from the date on the invoice. Please ensure blinds remain open/pulled back when windows are open to prevent damage from the wind.

vending machines

Vending machines are located outside the community hall. Drinks, food and sundry items are available from these machines. If you have any issues arising with these machines please contact the number provided on the vending machine.

water conservation

Please ensure that you use water carefully and don't leave taps running unnecessarily. Report any leaking taps immediately to the Student Village office. This includes leaks from the hot water system at the back of the units.

Residents wasting water will be given a "Notice to Remedy Breach". If wastage of water continues, your rental agreement may be jeopardised. The Student Village office will have up to date information in relation to any water matters from local government. The meters of each unit will be read on a regular basis.

business matters

arrival procedure

Prior to your arrival at the Student Village you need to ensure that the following steps have been completed:

- An application has been submitted via our website www.studentvillage.com.au or onsite at our office
- Documentation from your education provider confirming your current study status or if you are a staff member of the USQ, documentation confirming your employment
- Your holding deposit has been paid in full and you have received confirmation of your accommodation via e-mail
- The Student Village has been advised of your anticipated arrival date and time at least one week prior to arrival

Upon your arrival at the Student Village, you will be requested to:

- Pay two weeks rental in advance
- Sign a lease agreement for the current/upcoming semester or in the event of short term accommodation, the lease agreement will be dated until the expiry of your course
- Sign a bond lodgement form, if applicable
- Take a condition report for your allocated room to complete and return back to our office within 3 days
- Allow a Student Village staff member to take your photo to be added into your account for security purpose

Once all of the above has occurred you will then be issued with your room key.

Arrivals should be scheduled during office hours (Monday to Friday 9:00am to 5:00pm). If you are unable to arrange your arrival during office hours (due to international flights etc), please request an out of hours arrival prior to your arrival at the Student Village.

bond lodgement – rta form 2

All residents are required to pay a bond equal to 4 weeks room rent. On arrival at the Student Village, a Bond Lodgement Form (RTA Form 2) will need to be completed by the resident and the Student Village (Service Provider). The bond is then sent to the Residential Tenancies Authority (RTA) for the duration of the rental agreement. A receipt for the bond will be sent to you from the RTA. It is important that you keep this receipt in a safe place.

bond refund – rta form 4

On completion of your residency at the Student Village, a Bond Refund Form (RTA Form 4) will need to be completed in order to obtain your bond refund from the RTA. Both the resident and the Student Village (Service Provider) need to complete the form. We will require your Australian bank account details when completing the Form 4.

cancellation policy – cancelling accommodation prior to arrival and/or cancelling your lease extension

Should the Student Village be full on receipt of your application, your holding deposit will be returned to you in full. However, if the Student Village isn't full and you decide to cancel your accommodation with us once we have held a room for you in good faith prior to your arrival or after you have agreed to extend your lease (current tenants), a cancellation fee may apply as detailed below.

PERIOD FROM INTENDING TO START

LEASE (FORM18 FORM) AGREEMENT	CANCELLATION AMOUNT
More than 2 weeks' notice	\$100
Less than 2 weeks' notice	\$200

Refunds can take a minimum of two business weeks or up to five weeks for processing and can only be made to Australian bank accounts.

condition report – rta form 1

On arrival, you will receive a Condition Report for your room. It is important that you complete this report, marking where you either agree or disagree with our comments, and returning the report to the Student Village office within 3 days of moving into your room. Upon request the Student Village can photocopy/email the returned report to provide you with a copy which should be kept in a safe place until the end of your residency.

On departure, the Condition Report will be used for the final inspection of your room. Any damage not reported on the condition report may be on charged to the resident on departure.

departure procedure

Before you leave, the following procedures will help save you time:

- Advise the Student Village office staff of your departure date and time (Please note that after hours inspections are by appointment only. After hours departures without pre-arranged appointments may incur a charge of \$50)
- Locate your Condition Report
- Locate your Bond Receipt
- Arrange for your carpets to be cleaned to a professional standard
- Phone/Visit the Student Village office to arrange a departure inspection (refer to "departure inspections" for a list of what to do to prepare for your inspection)
- Complete the Departure checklist and have available for the departure inspection.
- Be present for your departure inspection if possible
- Go to the Student Village office to finalise any outstanding matters
- Complete a Bond Refund (RTA Form 4) with Student Village administration, your bank account details are required.
- If required, arrange for your mail to be redirected by Australia Post
- Return keys
- Finalise your account

dispute resolution of charges

If you have an issue with any charges (e.g. for replacements, malicious damage etc.) you have received, we request that you put your queries in writing to the Student Village office or via email office@studentvillage.com.au

The Student Village is covered by the Residential Tenancies and Rooming Accommodation Act 2008. The Residential Tenancies Authority administers this Act. The RTA can be contacted on 1300 366 311.

financial hardship

If you are having financial difficulties, please see the Student Village office before matters get out of hand. In many instances, assistance may be available. You may be offered a cheaper room, if available.

mail collection

Australia Post delivers mail to the Student Village office every day from Monday to Friday excluding Public Holidays and over the Christmas/New Year

break. Australia Post will supply a slip for large items and parcels to notify you to pick up your parcels from the USQ Post Office. Please ensure that your mail is addressed correctly as follows:

Your name
Your unit/room number
Student Village
537-561 West Street
Toowoomba, QLD 4350
Australia

Please ensure mail is collected regularly to prevent build up and to ensure information gets to you in a timely manner. All personal notices from the Student Village will be placed in your mailbox or sent via email.

mail redirection

Before you depart from the Student Village, please ensure you complete a "Mail Redirection" form from Australia Post. Due to the extremely large volume of mail received at the Student Village, we are unable to hold or redirect mail once residents leave the Student Village.

paying for damage to student village property

As already discussed, the Student Village will charge residents who wilfully or maliciously damage Student Village property. We remind residents that they are also responsible for the behaviour of their guests and visitors. Where damage has been done, an invoice will be issued to the resident. Any damage to property due to installation of non-Student Village property/items will be charged. All invoices are to be paid within 7 days from the date on the invoice. In cases of extensive damage, a payment plan may be negotiated.

paying rent

Rent is billed every fortnight and as per your rental agreement, rent is to be kept 2 weeks in advance at all times. A statement containing charges and payments is issued every 2 weeks. To maintain your account with a credit balance, rent should be paid each 2 weeks.

The following RTA notices will be issued due to rental arrears:

- Notice to Remedy Breach – if rent is 4 days late. You have 7 days to remedy this breach
- Notice to Leave – if rent is 12 days late and the Notice to Remedy breach has not been remedied. You have 4 days to remedy this breach.
- Eviction – If the Notice to Leave has not been remedied, eviction will ensure if rent is 16 days or more overdue

paying rent – preferred methods of payment

Our preferred method of payment is via Webpay (via our website – www.studentvillage.com.au). Please visit the Student Village office or contact us via email to obtain your payment password. Credit Card (VISA, MasterCard.), Internet Banking, or Direct Deposit into our bank account are also accepted methods of payment.

For ease, an authority can be set up for automatic deductions from either your credit card or bank account fortnightly. Please contact the Student Village office staff for an Ezidebit request form. Alternatively, you may elect to organise a direct deposit into our account with the financial institution of your choice. Our bank details are as follows:

Bank Name: National Australia Bank
Account Name: Kelly Consolidated Pty Ltd
BSB: 084-961
Bank Account Number: 517-538-057
International Swift Code: NAT AAU 3304 B

As direct deposit is a popular method of payment, please provide verification of your deposit especially if paying into our bank with cash. Placing your unit number and last name in the reference section will help us ensure your account is credited quickly with your payment.

For internet banking, please place your unit number and last name in the reference section and email us the transaction receipt to ensure we allocate your payment to the correct account.

Privacy

YOUR PRIVACY IS IMPORTANT TO US

The J M Kelly Group is committed to adhering to the Australian Privacy Principles as set out in the Privacy Act to ensure your personal information is handled correctly and your privacy is maintained.

PERSONAL INFORMATION COLLECTION

The J M Kelly Group collects only personal information from you that is necessary to:

- Operate our various functions and activities
- Comply with Australian Taxation Office requirements
- Comply with necessary business and accounting procedures

At all times, where it is reasonable and practical, we will only collect your personal information directly from you.

USE & DISCLOSURE

Unless otherwise required by law, the J M Kelly Group will not use or disclose personal information about an individual or business for a purpose other than for the primary purpose of collection as stated above. Further, personal information that is collected is not disclosed to other organisations in foreign countries. We do not sell your personal information to third parties.

ACCURATE INFORMATION

The J M Kelly Group takes all reasonable precautions to ensure that the personal information we hold is accurate and up to date. However, the accuracy of that information depends largely on the information provided by you. It's important that:

- You inform us immediately if there are any errors in your personal information
- You inform us immediately of any changes in your personal information such as change in address

release from standard residential services agreement – rta form 18

We remind all residents that the rental agreement is a legally binding document. Please advise the Student Village office within the two(2) business days if you have any concerns in regards to your lease, or if any of the information is incorrect (eg. spelling of name, lease end date etc.).

If you are deferring your studies and will be leaving the Student Village before the expiration of your rental agreement, the Student Village would appreciate at least 4 weeks written notification of your intention to leave along with confirmation from the USQ or your education provider of your deferment.

By law, residents may have to find a suitable resident to take over the renting of the room. Subletting is not allowed. The Student Village office will also endeavour to locate a suitable resident. In the event that a suitable resident is not found, you will be required to pay until the end of your tenancy.

In the event of financial hardship, you may be offered a transfer to a cheaper room (dependant on availability).

Eviction does not necessarily mean you will be released from payment of your tenancy agreement.

rental arrears

You are reminded that your rent is to be paid every fortnight in advance. If you get behind in your rental payments, the Residential Tenancies and Rooming Accommodation Act 2008 (S368), gives you 2 days to catch up with your payment if you have resided at the Student Village for less than 28 days or 4 days to catch up if you have been with us longer than 28 days. If you are having financial difficulties, please contact the Student Village office to discuss your options. Refer to "paying rent" for notice times for rental arrears.

standard residential services agreement – rta form 18

Under the Residential Tenancies and Rooming Accommodation Act 2008 the Student Village is using the above form as our rental agreement with our House Rules forming an integral part of the agreement with residents.