

TENANT HANDBOOK

Please take the time to read this handbook
Carefully and refer to it as necessary

Contents

This handbook forms the basis on which University Village operates. You are expected to read it and to clarify any points you do not understand before you take up residency.

All tenancies are in accordance with the Residential Services Act. A copy of this act is available on line or by contacting any Queensland Office of the Residential Tenancy Authority.

It is the intention of the Owners and Management to provide all tenants with a safe pleasant and appropriate environment in which they can live and study without undue disruption or noise from other tenants or visitors.

▪ **Office hours and contact details**

The office hours 9.00am to 5pm.

In an emergency managers may be contacted on 07 5594 9934. If you are unable to come in office hours, please arrange an alternative time with management.

Should you have any queries please contact the onsite manger in person, via telephone or email on universityvillage1234@gmail.com

▪ **Body Corporate By-laws**

It is in your interest to read and remember the enclosed Schedule of By-laws, and the "House Rules".

As you will note all the by-laws are common sense and intended to maintain the standard and appearance of what is your home and to provide you with a safe enjoyable environment.

1. Money Matters

▪ **Rent Payments.**

The preferred method of payment is Internet Banking. Please ensure your payment references your name &/ room number so it can be correctly allocated to your tenant account.

Rent is to be paid 2 weeks in advance.

Rent includes electricity and water.

Failure to pay rent on time may result in cancellation of your tenancy agreement and the forfeit of all or part of your bond.

▪ **Security Bond**

All Residents are required to lodge a Security Bond with the office at the commencement of their lease agreement. The bond amount is calculated as 4 weeks rent.

Once you have paid your bond it is transferred to the Residential Tenancies Authority. The return of a bond upon exit is conditional upon you as the resident complying with all the conditions of your lease agreement.

▪ **Financial Hardship**

Please contact the onsite manager in the event of financial hardship.

2. Resident facilities

▪ **Utilities Charges**

University Village all unit owners are responsible for water and electricity charges

Suggestions for saving electricity and water:

- Switch off all unnecessary lights.
- Do not use fan heaters with the doors open.

- Do not leave appliances (e.g. fan heaters **and air conditioners**) turned on when you're not at home.
- Report all leaking taps and showers immediately.
- Only use the dishwasher when full.

▪ **Internet**

Free 10GB Internet Broadband ADSL2 (other Internet packages are available) is available in every bedroom per month.

Management is responsible to connect your room to the Internet. Students are responsible for configuring their own computers. Access to peer-to-peer sites, such as movie and music download sites have been blocked. Management reserves the right to block any web site or port to enhance the smooth running of the system.

▪ **Swimming Pool**

The hours of use are strictly between 7.30 am and 9.00 p.m. Only **plastic** (not vinyl or rubber) inflatable pool items will be permitted in the pool.

The conditions of use are displayed on the pool gate.

- No glass, food or drink is to be taken into the pool area.
- Smoking is not allowed in the pool area.
- No diving or rough behaviour is permitted.
- Visitors are only allowed to use the pool if their host is with them.

Any breach to these rules will not be tolerated.

3. Health and Safety

▪ **Emergency Evacuation**

The evacuation procedure is displayed on the inside of the front door of each unit. You should read it and become familiar with the procedure. There are heat sensors in every unit, which are "back to base" wired. This means if they are activated the Fire Brigade are automatically alerted and will arrive. The emergency assembly area is on the opposite side of Tonga Place.

If the alarm sounds:

1. **YOU MUST LEAVE YOUR ROOM IMMEDIATELY and go to the assembly area as quickly as possible. Always check that the other 2 rooms in your unit are vacated and close the front door when you leave your unit.**
2. Yell out loud that there is a fire as this will assist other tenants to leave their rooms and they can pass on the message.
3. Phone Emergency Services on 000 and your onsite Manager to alert them of the fire

The Fire Brigade recovers the costs of deliberate or malicious false alarm call outs so these will in turn be charged on to the tenants responsible.

▪ **Smoke Alarms**

The smoke alarms have been fitted to save lives as such any malfunction of the smoke alarms should be reported to the onsite manager immediately for repair.

Under no circumstances should smoke alarms be tampered with. Any inspection that reveals that the smoke alarm has been tampered with will result in the issue of a Notice of remedy Breach and the repairs to the damage will be charged to the offender or their host.

The smoke alarms are not connected to the Fire Station. If these sound, open all windows and doors and turn on the ceiling fans. They will stop automatically when the smoke levels reduce. When the alarm is sounding please exit the unit and only re-enter when it is safe to do so and the alarm has stopped.

▪ **Security**

All tenants are responsible for the security of their own bedrooms and their unit. Management strongly recommends tenants lock their bedroom doors when they are sleeping or leave their unit, and the front doors or security screens if they are last out. Tenants should carry their keys with them at all times. Management may charge for unlocking rooms.

Tenants are not permitted to jam security doors or gates open or in any way prevent them from closing properly. Neither tenants nor their guests are allowed to jump or climb any fences, gates or walls. Management accepts no responsibility or liability for any injury resulting from such practices.

▪ **Insurance**

We recommend all tenants to make their own arrangements for contents insurance for their personal belongings, motor vehicles and bicycles to avoid possible loss.

The Owners, Body Corporate and Management does not accept any responsibility for the security or safety of tenants or their belongings.

▪ **Health Emergencies and Accidents**

In the case of serious accident or medical emergency, please telephone Emergency Services on 000 immediately and follow their instructions carefully. Secondly, inform your Onsite Manager.

For Doctors after hours that conduct house calls.- phone Med Call on 07 55 311 224, this is at your expense. Their website is <http://www.medcall.com.au/> .

▪ **Harassment**

Harassment of any kind is unacceptable behaviour. Harassment is deemed to have occurred if:

1. An individual makes an unwelcome advance or an unwelcome comment, to another person;
2. The other person has made it clear that the conduct is unwelcome; and
3. Such conduct can be physical, verbal or written.

If you feel you have been the subject of Harassment, please contact the Onsite Manager and lodge a complaint.

▪ **Firearms, ammunition, illegal substances and articles.**

Tenants shall not have in their possession (even if a permit allows) any firearms, ammunition, fireworks, knives or other weapon, drugs, substance, or any item that is prohibited by law. Such abuse will be reported to the Police and will result in the immediate termination of the offender's tenancy agreement.

4. House rules

▪ **Cleaning and carpet care**

Tenants are responsible for cleaning and maintaining their living area and contents. Common rooms are subject to monthly inspections and bedrooms to quarterly inspection. Consistently dirty and untidy units will be given breach notices. If rooms are not found to the manager's satisfaction you will be given 24 hours (or longer if management so agrees) to clean. If after a reinspection your room is still not clean a cleaner will be employed to bring your unit to an acceptable standard and the offending tenant will be responsible to pay the additional cleaning fees.

Interior surfaces must not be cleaned with nylon or metal scourers. Carpets should be vacuumed weekly. Major spillages on the carpet should be reported to the office immediately.

For weekly cleaning of walls, tiles and showers, gumption is best and is available at the office.

▪ **Care of White goods**

Washing machines

These are provided to all residents at a cost of \$4 per cycle.

Clothes Dryer

These are provided to all residents at a cost of \$4 per cycle.

The dryer comes with a lint filter. It is important that this filter is cleaned out every time you dry your clothes. A blocked filter reduces the air circulation and in addition to not drying your clothes effectively, will place strain on the motor and cause damage.

Clothes lines are out the rear of the building through the car park

If you are unsure of how to operate the washing machine or dryer please ask the Onsite Manager.

Fridge, oven, microwave and dishwasher

Each unit has the above to meet the needs of the unit residents. Additional refrigerators are not allowed in bedrooms or common areas.

Vacuum cleaner

Each unit has been provided with a vacuum cleaner. Vacuum cleaners must not be taken from the unit or lent to other units inside the complex. Any vacuum cleaner that is lost or stolen will be the equal responsibility of all residents in that unit for replacement.

Please empty the dust-bag regularly to ensure the vacuum is effective.

If the vacuum cleaner has problems with suction, first check dust-bag and then check the extension pipe for blockages. If you are still having problems, please contact the Onsite Manager to inspect.

▪ **Noise**

All tenants have the right to peace and quiet to study at any time. Excessive noise is any noise that interferes with another tenant's ability to sleep, study or otherwise quietly enjoy their living environment. There is to be no noise audible from the courtyard area after 9.30pm.

▪ **Behaviour**

Management will not tolerate any dangerous offensive or disruptive behaviour from tenants or their guests. Breaches of this rule may result in immediate eviction of the offender.

▪ **Visitors**

University Village is privately owned and management reserves the right of entry. Tenants are responsible for the behaviour and noise of their guests.

No tenant is to enable any person into the complex unless they personally know them. This is essential to maintain the security of the complex. Unwanted visitors should be reported to the manager immediately. Trespassers will not be tolerated.

▪ **Parties**

Please consume alcohol responsibly. Alcohol may be consumed in your unit but under no circumstances in the courtyard areas. **Parties** and drinking sessions are **NOT** permitted in units or common areas.

▪ **Overnight Visitors**

NO Visitors are permitted to stay overnight.

▪ **Bicycles, Skateboards, Roller Blades, Scooters etc**

Such items must not be used anywhere in the complex.

Tenants' bicycles must only be locked into the stands provided in the garage area.

Management accepts no responsibility for the security of bicycles.

▪ **Damage**

Any damage must be reported to management so repairs can be effected as necessary.

Tenants will be held responsible for any damage caused by their guests either accidental or deliberate.

▪ **Smoking**

Smoking is not permitted in any rooms or enclosed areas. Any evidence of smoking in units or bedrooms will result in the tenants paying for a commercial clean and deodorisation of the entire unit.

Cigarette butts must be disposed of in the ashtrays provided.

▪ **Candles and Incense**

Because of the risk of fire and damage to surfaces, the burning of candles, incense, oils or any other open flame is prohibited anywhere in the complex.

▪ **Posters etc.**

Posters and prints may not be fixed to internal walls under any circumstances.

Under no circumstances will staples, pins, nails, screws, sticky tape, double-sided tape etc be used to attach anything to any surface inside or out. The manager at the tenant's expense will repair any damage or surface marks resulting from affixing items to walls.

No sexually explicit or offensive posters, books or materials are allowed in the units.

- **Clothes drying.** The body corporate bylaws state no clothing, washing etc is to be visible from any unit so do not hang any clothing, towels or mats over the balcony rails. Use the dryers or airers inside.

- **Smoke alarms**

At no time will tenants do anything to affect the normal operation of any smoke alarm, heat sensor or other warning or indicator device. Any damage done to any device including "Exit" lights will be charged to the offender or their host.

- **Rubbish and Litter**

In accordance with the body corporate bylaws no person shall at any time deliberately or otherwise drop litter anywhere other than in the bins provided.

All food and general rubbish must be placed into a plastic bag and tied securely before being placed in the "skip bin" provided.

- **Intercom system**

This system enables tenants to open the pedestrian gate remotely from their room. Tenants must never open the gate without confirming the person entering is invited and comes directly to their unit.

Guests must not open the gate for strangers. Tenants are responsible for the behaviour of any person they have allowed to enter the complex.

- **Mail**

Each 3-bedroom unit has its own letterbox at the front of the complex. Tenants must always state their room number as part of their address. Any parcels delivered to the complex will be redirected to the correct unit as soon as practical after delivery. When terminating their tenancy, tenants must change their address at the Post Office.

- **Vehicles**

Unauthorised vehicles are not to be parked within the complex at any time. Visitor's cars must park outside the complex unless management gives prior permission.

Mechanical repairs, maintenance or service of any vehicle, motorcycle or other machine is not permitted within the boundaries of the complex. Unauthorised vehicles may be towed at the owner's expense. Tenants are responsible for the cost of removing oil or stains caused by them or their visitors.

5. Termination of Lease

- **End of lease**

When terminating your lease you must hand to management a completed R13 "Resident leaving form" 7days prior to departure. This is found in the back of your blue folder along with a Cleaning Schedule on how your rooms should be left.

You need to make an appointment for management to inspect your room before you leave. If management is not satisfied with the exit condition of both your room and the common area including all the furnishings, you will be given the opportunity to attend to these matters or have us organize cleaners on your behalf.

- **Exit costs**

You will be required to pay a cleaning fee which includes your room and cleaning of the common areas as stated in your lease

You will also be required to pay a carpet cleaning fee as stated in your lease, any outstanding rent and missing or damaged items.

- **Bond refund**

Once exit costs have been attended to your bond will be released. To allow release of your bond the Form R4 "Refund of Rental Bond" form will need to be signed by you and the onsite manager and then lodged with the Residential Tenancies Authority.

- **Breaking your Lease**

Should you decide to break your contract and leave before the end of the signed tenancy agreement, you are required under Queensland Law to continue paying rent until a replacement tenant moves in. You are required to pay all costs relating to the reletting of your room. You could also forfeit your bond. We suggest you talk to management if you are considering breaking your lease to ensure you understand your rights and responsibilities. You cannot sub-lease your room yourself. We will work with you to find another tenant if required.