

Rooming accommodation agreement (Form R18)

Residential Tenancies and Rooming Accommodation Act 2008

Part 1 Rooming accommodation details

**Item
1**

1.1 Address of the rental premises

Room no.		
		Postcode

1.2 Type of rooming accommodation (tick ✓ if applicable)

☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ Student accommodation

1.3 Agent or manager/provider

Name/trading name

Address

	Postcode

1.4 Phone

Mobile

<input type="text"/>	<input type="text"/>
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Email

<input type="text"/>

**Item
2**

2.1 Resident/s

1. Full name/s			
Phone		Email	
Emergency contact full name/s			
Emergency contact phone			
Emergency contact email			
2. Full name/s			
Phone		Email	
Emergency contact full name/s			
Emergency contact phone			
Emergency contact email			

2.2 Address for service (if different from address of the premises in item 1.1) Attach a separate list

**Item
3**

3.1 Manager/provider's agent If applicable. See clause 28

Name/trading name

Address

	Postcode

3.2 Phone

Mobile

<input type="text"/>	<input type="text"/>
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Email

<input type="text"/>

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Item 4 **4.1 Resident's representative for notices** If applicable. See clause 29

Name/trading name

Address

	Postcode

4.2 Phone

Mobile

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Email

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Item 5 **Notices may be given to**

(Indicate if the email is different from item 1, 2, 3 or 4 above)

5.1 Agent or manager/provider

Email Yes ☐ No ☐

Facsimile Yes ☐ No ☐

5.2 Resident/s

Email Yes ☐ No ☐

Facsimile Yes ☐ No ☐

5.3 Provider's agent

Email Yes ☐ No ☐

Facsimile Yes ☐ No ☐

5.4 Resident's representative

Email Yes ☐ No ☐

Facsimile Yes ☐ No ☐

Item 6 **6.1 Inclusions provided** Insert inclusions, for example, furniture or other household goods let with the premises. Attach list if necessary.

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Item 7 **7.1 The term of the agreement is** ☐ fixed term agreement ☐ periodic agreement

7.2 Starting on

7.3 Ending on

Fixed term agreements only. For continuation of agreement, see clause 5

Item 8 **Rent** \$ per ☐ week ☐ fortnight See clause 6(1)

Item 9 **Breakdown of rent** See clause 3(1e). Please break down amount of rent for each – in either percentage or dollar values.

Accommodation

Food service

Personal care service
See clause 30

Other services
(attach a list if necessary)

N.B The manager/provider/agent acknowledges they do not receive any government funding on behalf of the resident for the services charged for in the breakdown above.

Item 10 **Rent must be paid on the**

day of each

Insert day. See clause 6(2)

Insert week/fortnight

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Item 11 **Methods of rent payment** Insert the ways the rent must be paid. See clause 6(3)

Details for direct credit

Bank/building society/credit union

BSB no. Account name

Account no. Payment reference

Item 12 **Place of rent payment** Insert where the rent must be paid. See clause 6(4) to 6(6)

Item 13 **13.1** Can the rent be increased? ☐ Yes ☐ No

13.2 The day the rent was last increased for the room

Note: The provider/provider's agent must not increase, or propose to increase, the rent payable by a resident less than 12 months after the last rent increase for the resident's room. Rent increase requirements do not apply to exempt provider's. The Act provides definitions for an exempt provider.

13.3 How will the rent increase be calculated?

13.4 When will the rent increase start?

Starting on See clause 8

Item 14 **Rental bond amount** \$ See clause 11

Item 15 **Services to be provided** Attach list if necessary

Item 16 **Utility services for which the resident must pay** See clause 13

Item 17 **House rules** have been provided to the resident/s ☐ Yes ☐ No See clause 16

Item 18 **18.1** Number of persons allowed to reside in the room

18.2 Number of persons allowed to reside at the rental premises See clause 17

Item 19 **The type and number of pets approved by the provider to be kept in the resident's room** See clauses 22A to 22D

Type Number Type Number

Part 2 Standard Terms

Division 1 Preliminary

1 Interpretation

In this agreement –

- (a) a reference to **the rental premises** includes a reference to any inclusions for the rental premises stated in this agreement for item 6.1; and
- (b) a reference to a numbered section is a reference to the section in the Act with that number; and
- (c) a reference to a numbered item is a reference to the item with that number in part 1; and
- (d) a reference to a numbered clause is a reference to the clause of this agreement with that number.

2 Terms of a rooming accommodation agreement

- (1) This part states, under the *Residential Tenancies and Rooming Accommodation Act 2008* (**the Act**), section 73, the standard terms of a rooming accommodation agreement.
- (2) The Act also imposes duties on, and gives entitlements to, the provider and resident that are taken to be included as terms of this agreement.
- (3) The house rules for the rental premises are taken to be included as terms of this agreement.
- (4) The provider and resident may agree on other terms of this agreement (**special terms**).
- (5) A duty or entitlement under the Act overrides a standard term or special term if the term is inconsistent with the duty or entitlement.
- (6) A standard term overrides a special term if they are inconsistent.

Note – Some breaches of this agreement may also be an offence under the Act, for example, if –

- the provider or the provider's agent enters the resident's room in contravention of the rules of entry under sections 257 to 262; or
- the resident does not sign and return the condition report to the provider or the provider's agent under section 81.

- (7) In accordance with section 77 of the Act, a Rooming Accommodation Agreement must include the day the rent for the resident's room was last increased, within the meaning of section 105B, at the time the agreement is entered into. However, this does not apply if the provider is an exempt provider.

Division 2 Period of rooming accommodation agreement

3 Start of rooming accommodation agreement

- (1) Written agreement required s77 (4)
The agreement must –
 - (a) be written in a clear and precise way; and
 - (b) state the provider's name, address and any telephone number and the resident's name and any telephone number; and
 - (c) fully describe the services to be provided under the agreement; and
 - (d) state the amount of rent payable, when it is payable and how it must be paid; and
 - (e) state the components of the rent attributable to accommodation, a food service, a personal care service or another service; and
 - (f) state the amount of any rental bond payable; and
 - (g) for a fixed term agreement, state the term for which it applies; and
 - (h) be signed by the parties; and
 - (i) comply with any other requirement prescribed under a regulation.
- (2) This agreement starts on the day stated in this agreement for item 7.2.

4 Entry condition report – s 81

- (1) This clause applies only if a rental bond is payable, or has been paid, under this agreement.
- (2) The provider must prepare, in the approved form, sign and give the resident 1 copy of a condition report for the room.
- (3) The copy must be given to the resident on or before the day the resident occupies the room under this agreement.
- (4) The resident must mark the copy of the report to show any parts the resident disagrees with, and sign and return the copy to the provider not later than 7 days after the later of the following days –
 - (a) the day the resident occupies the room;
 - (b) the day the resident is given the copy of the condition report.

Note – A well completed condition report can be very important to help the parties if there is a dispute about the condition of the room when the rooming accommodation agreement started.

- (5) After the copy of the condition report is returned to the provider by the resident, the provider must copy the condition report and return it to the resident within 14 days.
- (6) However, the provider does not have to prepare a condition report for the resident's room if –
 - (a) this agreement has the effect of continuing the resident's right to occupy the room under an earlier rooming accommodation agreement; and
 - (b) in accordance with the Act, a condition report was prepared for the room for the earlier rooming accommodation agreement.
- (7) If a condition report is not prepared for this agreement because subclause (6) applies, the condition report prepared for the earlier rooming accommodation agreement is taken to be the condition report for this agreement.

5 Continuation of fixed term agreement – s 82

- (1) This clause applies if –
 - (a) under this agreement, rooming accommodation is provided to the resident for a fixed term; and
 - (b) neither the provider nor the resident gives the other party a notice under chapter 5, part 2 ending the agreement or agrees in writing with the other party to end the agreement.
- (2) This agreement continues to apply after the last day of the term, as a periodic agreement, on the same terms on which it applied immediately before the last day of the term, other than the term about the fixed term.

5A Costs apply to early ending of fixed term agreement—s 396A

- (1) This clause applies if –
 - (a) this agreement is a fixed term agreement; and
 - (b) the resident ends this agreement before the term ends in a way not permitted under the Act.
- (2) The resident must pay the reletting costs under section 396A(3).
Note – For when the resident may end this agreement early under the Act, see clause 23 and the information statement.
- (3) This clause does not apply if, after experiencing domestic violence, the resident ends this agreement or the resident's interest in this agreement under chapter 5, part 2, division 3, subdivision 2A of the Act.

Division 3 Rent

6 When, how and where rent must be paid – ss 98 – 100

- (1) The resident must pay the rent stated in this agreement for item 8.
- (2) The rent must be paid at the times stated in this agreement for item 10.
- (3) The rent must be paid –
 - (a) in a way stated in this agreement for item 11; or

- (b) in the way agreed after the signing of this agreement by –
 - (i) the provider or resident giving the other party a notice proposing the way; and
 - (ii) the other party agreeing to the proposal in writing; or
- (c) if the provider intends to change the way rent is paid to a way that is not stated in this agreement for item 11 and no way is agreed to after the signing of this agreement – in a way the provider proposes by written notice to the resident under section 99A.
- (4) The provider must give the resident written notice advising of the costs associated with the ways to pay rent offered to the resident that the resident would not reasonably be aware of if the provider or provider's agent knows or could reasonably be expected to find out about the costs.
- (5) The rent must be paid at the place stated in this agreement for item 12.
- (6) However, if, after the signing of this agreement, the provider gives a notice to the resident stating a different place for payment and the place is reasonable, the rent must be paid at the place while the notice is in force.
- (7) If no place is stated in this agreement for item 12 and there is no notice stating a place, the rent must be paid at an appropriate place.

Examples of an appropriate place –

- the provider's address for service
- the provider's agent's office.

7 Rent in advance – s 101

The provider may require the resident to pay rent in advance only if the payment is not more than 2 weeks rent.

Note – Under section 101(2), the provider or the provider's agent must not require a payment of rent under this agreement in a period for which rent has already been paid.

8 Rent increases – ss 105 and 105B

- (1) If a provider proposes to increase the rent, the provider must give notice of the proposal to the resident.
- (2) The notice must state –
 - (a) the amount of the increased rent; and
 - (b) the day stated must not be earlier than the later of the following –
 - (i) 4 weeks after the notice is given;
 - (ii) 12 months after the last rent increase for the resident's room under section 105B, as stated in item 13.2.
- (3) Also, if this agreement is for a fixed term, the rent may not be increased before the term ends unless –
 - (a) this agreement states for item 13.1 rent can be increased; and
 - (b) this agreement states for item 13.3 the amount of the increase or how the amount of the increase is to be worked out; and
 - (c) the increase is made in accordance with item 13.3.
- (4) Subject to an order of the tribunal, the increased rent is payable from –
 - (a) if this agreement is for a fixed term – the day stated in item 13.4; or
 - (b) if this agreement is not for a fixed term – the day stated in the notice.
- (5) However, increased rent is payable by the resident only if –
 - (a) the rent is increased in compliance with this clause; and
 - (b) the increased rent is not payable before the end of the minimum period before the rent may be increased under section 105B; and
 - (c) the increase in rent does not relate to –
 - (i) compliance of the rental premises or inclusions with the prescribed minimum housing standards; or
 - (ii) keeping a pet or working dog in the room.
- (6) Subclauses (1) to (5) do not apply if the parties amend this agreement to provide for another service to be provided by the provider to the resident and for an increase in the rent in payment of the service.

- (7) However, subclause (6) does not apply if the provision of the service –
 - (a) is necessary for the rental premises or inclusions to comply with the prescribed minimum housing standards; or
 - (b) is a condition of the provider's approval to keep a pet in the room.

8A Resident's application to tribunal about rent increase – s 105A

- (1) After the provider gives the resident notice of a proposed rent increase, the resident may apply to the tribunal for an order setting aside or reducing the increase if the resident believes the increase –
 - (a) is excessive; or
 - (b) is not payable under clause 8.
- (2) However, the application must be made –
 - (a) within 30 days after the notice is received; and
 - (b) for a fixed term agreement – before the term ends.

9 Rent decreases for matters including loss of amenity or service – s 106

- (1) This clause applies if –
 - (a) the resident's room or common areas become partly unfit to live in, or their amenity or standard substantially decreases, other than because of intentional or reckless damage caused by the resident or a guest of the resident; or
 - (b) a service provided to the resident under this agreement is no longer available or is withdrawn, or the standard of the service substantially decreases, other than because the resident has not met the resident's obligations under this agreement.
- (2) The rent payable under this agreement decreases by the amount, and from the time, agreed between the provider and the resident.
- (3) If the provider and the resident can not agree on the amount or time for the decrease, either of them may apply to a tribunal for an order decreasing the rent by a stated amount from a stated time.

10 Rent decreases because of resident's absence – s 107

- (1) This clause applies if either of the following is not provided to the resident because of the resident's absence –
 - (a) a personal care service;
 - (b) a food service, but only if the resident is absent from the rental premises for a continuous period of more than 2 weeks.
- (2) The provider and the resident may agree to a reduction in rent for the period of the absence.
- (3) If the provider and the resident can not agree on a reduction in rent for the period of the absence, the resident may apply to a tribunal for an order decreasing the rent by a stated amount for the period.

Division 4 Rental bond

11 Rental bond required – ss 111 and 116

- (1) If a rental bond is stated in this agreement for item 14, the resident must pay to the provider or the provider's agent the rental bond amount –
 - (a) if a special term requires the bond to be paid at a stated time – at the stated time; or
 - (b) if a special term requires the bond to be paid by instalments – by instalments; or
 - (c) otherwise – when the resident signs this agreement.

Note – There is a maximum bond that may be required.
- (2) The provider or the provider's agent must, within 10 days of receiving the bond or a part of the bond, pay it to the authority and give the authority a notice, in the approved form, about the bond.

- (3) The bond is intended to be available to financially protect the provider if the resident breaches this agreement.

Example –

The provider may claim against the bond if the resident does not leave the room in the required condition at the end of the rooming accommodation agreement.

Note – For how to apply to the authority or a tribunal for the bond at the end of the rooming accommodation agreement, see sections 125 to 141. Delay in applying may mean that payment is made on another application for payment.

12 Increase in bond – s 154

- (1) The resident must increase the rental bond if –
 - (a) the rent increases and the provider gives notice to the resident to increase the bond; and
 - (b) the notice is given at least 11 months after –
 - (i) this agreement started; or
 - (ii) if the bond has been increased previously by a notice given under this clause – the day stated in the notice, or the last notice, for making the increase.
- (2) The notice must state the increased amount and the day by which the increase must be made.
- (3) For subclause (2), the day must be at least 1 month after the resident is given the notice.

Division 5 Outgoings

13 Charge for utility service – s 170

- (1) The resident must pay an amount for utility services supplied to the rental premises during this agreement if –
 - (a) the service is stated in this agreement for item 16; and
 - (b) the resident's room is individually metered for the utility service by an appliance approved by the supplying entity.
- (2) The provider must give the resident a copy of the documents about the amount charged by the supplying entity within 4 weeks after the provider receives the documents.
- (3) The resident is not required to pay an amount for utility services if the provider does not give the resident a copy of the documents.

Note – Section 170(2)(b) limits the amount the resident must pay.

Division 6 Rights and obligations of provider and resident

14 Provider's obligations – ss 247 and 249

- (1) The provider has the following obligations –
 - (a) to ensure the provider is not in breach of a law dealing with issues about the health or safety of persons using or entering the resident's room or common areas;
 - (b) to take reasonable steps to ensure the resident –
 - (i) always has access to the resident's room and to bathroom and toilet facilities; and
 - (ii) has reasonable access to any other common areas;
 - (c) to take reasonable steps to ensure the security of the resident's room and the resident's personal property in the room;
 - (d) to maintain the resident's room and common areas in a way that the room and areas remain fit for the resident to live in;
 - (e) to take reasonable steps to ensure the resident's room and common areas and facilities provided in the room and areas –
 - (i) are kept safe and in good repair; and
 - (ii) subject to any agreement with the resident about cleaning the resident's room or common areas or facilities – are kept clean;
 - (f) not to unreasonably restrict the resident's guests in visiting the resident;

- (g) to ensure that the times during which the provider, or an agent of the provider, is available to be contacted by the resident are reasonable, having regard to all the circumstances including the services being provided to the resident under this agreement.

- (h) to ensure the rental premises and inclusions otherwise comply with any prescribed minimum housing standards applying to the rental premises or inclusions.

- (2) For subclause (1)(e)(ii), an agreement about cleaning common areas may be made only for a common area used by the resident and a minority of other residents of the provider.

Example for subclause (2) –

Four residents have individual rooms opening out onto a living area which is available for use only by those residents. The provider and the 4 residents may agree that the cleaning of the living area is to be done by the 4 residents.

- (3) The provider must take reasonable steps to ensure the resident has quiet enjoyment of the resident's room and common areas.
- (4) The provider or the provider's agent must not interfere with the reasonable peace, comfort or privacy of the resident in using the resident's room and common areas.

15 Resident's obligations generally – s 253

- (1) The resident has the following obligations –
 - (a) to use the resident's room and common areas only or mainly as a place of residence;
 - (b) not to use the resident's room or common areas for an illegal purpose;
 - (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;
 - (d) to pay the rent when it falls due;
 - (e) not to keep an animal on the rental premises without the provider's permission;
 - (f) not to intentionally or recklessly damage or destroy, or allow the resident's guests to intentionally or recklessly damage or destroy, any part of the rental premises or a facility in the rental premises;
 - (g) to keep the resident's room and inclusions clean, having regard to their condition at the start of this agreement;
 - (h) to maintain the resident's room in a condition that does not give rise to a fire or health hazard;

Examples of a fire hazard –

- allowing newspapers to build up in the resident's room
- blocking access to the resident's room.

- (2) The resident's obligations under subclause (1) do not apply to the extent the obligations would have the effect of requiring the resident to repair, or compensate the provider for, damage to the resident's room or inclusions caused by an act of domestic violence experienced by the resident.

16 House rules – ss 266–276

- (1) The resident must comply with the house rules for the rental premises.
- (2) The provider must give the resident a copy of the house rules for the rental premises before entering into this agreement.
- (3) The provider or the provider's agent for the rental premises must ensure a copy of the house rules for the rental premises is displayed, at all times, at a place in the rental premises where it is likely to be seen by the residents.
- (4) At least 7 days before making any changes to the house rules for the rental premises, the provider must give a notice to the resident stating the following –
 - (a) proposed changes and the day the changes are to take effect;
 - (b) that the resident may object to the changes and how an objection may be made.

- (5) However, if this agreement starts less than 7 days before the proposed changes are to take effect, the provider need only give the notice mentioned in subclause (4) when this agreement starts.

17 Number of occupants allowed

- (1) No more than the number of persons stated in this agreement for item 18.1 may reside in the room.
- (2) No more than the number of persons stated in this agreement for item 18.2 may reside at the rental premises.
- (3) However, more people may reside in the room or at the rental premises if the resident and the provider agree.

19 Supply of locks and keys – s 250

- (1) The provider must supply and maintain all locks necessary to ensure the resident's room is reasonably secure.
- (2) The provider must give the resident a key for each lock that secures an entry to the following –
 - (a) the resident's room;
 - (b) a building or building within which the resident's room and common areas are situated.
- (3) The resident must not make a copy of the key without the provider's permission.
- (4) The resident must not tamper with a door lock in the rental premises.

20 Changing locks – s 251

- (1) The resident may request the provider to change or repair a lock that secures entry to the resident's room if the resident reasonably believes there is the likelihood of –
 - (a) risk to the resident's safety; or
 - (b) theft of, or damage to, the resident's belongings.
- (2) The provider must not act unreasonably in failing to agree to change or repair the lock.
- (3) Also, the provider must change or repair the lock if the request states it is made for the purpose of protecting the resident from domestic violence.
- (4) If the provider changes a lock because of a request mentioned in subclause (3), the provider must not give the key for the changed lock to any other person other than the resident without the resident's agreement or a reasonable excuse.

21 Fixtures or structural changes – ss 253A–256AA

- (1) The resident may attach a fixture, or make a structural change, to the rental premises only if the provider agrees to the fixture's attachment or the structural change.

Note – Fixtures are generally items permanently attached to land or to a building that are intended to become part of the land or building. An attachment may include, for example, something glued, nailed or screwed to a wall.

- (2) The provider's agreement must be written, describe the nature of the fixture or change and include any terms of this agreement.

Examples of terms –

- that the resident may remove the fixture
- that the resident must repair damage caused when removing the fixture
- that the provider must pay for the fixture if the resident can not remove it

- (3) If the provider does agree, the resident must comply with the terms of the provider's agreement.
- (4) The provider must not act unreasonably in failing to agree.
- (5) If the resident attaches a fixture, or makes a structural change, to the rental premises without the provider's agreement, the provider may –
 - (a) take action for a breach of a term of this agreement; or
 - (b) waive the breach (that is, not take action for the breach) and treat the fixture or change as an improvement to the rental premises for the provider's benefit (that is, treat it as belonging to the provider, without having to pay the resident for it).

- (6) A fixture may be attached, or a structural change may be made, to premises if the fixture or structural change –
 - (a) is necessary for a resident's safety, security or accessibility; and
 - (b) is attached or made in the circumstances, and in accordance with any requirements, prescribed by regulation.

22 Provider's right to enter resident's room – ss 257–262

The provider or the provider's agent may enter the resident's room during this agreement only if the obligations under sections 257 to 262 have been complied with.

Division 6A Pets

22A Keeping pets and other animals in resident's room – ss 256B and 256G

- (1) The resident may keep a pet or other animal in the resident's room only with the approval of the provider.
- (2) However, the resident may keep a working dog at the premises without the provider's approval.
- (3) The resident has the approval of the provider to keep a pet in the resident's room if keeping the pet in the room is consistent with item 19.

Notes –

- 1 If item 19 states 2 cats, the resident is approved by the provider to keep up to 2 cats in the resident's room.
- 2 For additional approvals to keep a pet or other animal in the resident's room see clause 22C.

- (4) An authorisation to keep the pet or working dog in the resident's room continues for the life of the pet or working dog and is not affected by any of the following matters –
 - (a) the ending of this agreement, if the resident continues occupying the premises under a new agreement;
 - (b) a change in the provider or provider's agent;
 - (c) for a working dog – the retirement of the dog from the service the dog provided as a working dog.
- (5) An authorisation to keep a pet, working dog or other animal in the resident's room may be restricted by a body corporate by-law, house rules or other law about keeping animals at the rental premises.

Examples –

- 1 The rental premises may be subject to a local law that limits the number or types of animals that may be kept at the premises.
- 2 The rental premises may be subject to a body corporate by-law that requires the resident to obtain approval from the body corporate before keeping a pet at the premises.

22B Resident responsible for pets and other animals – s 256C

- (1) The resident is responsible for all nuisance caused by a pet or other animal kept in the resident's room, including, for example, noise caused by the pet or other animal.
- (2) The resident is responsible for repairing any damage to the premises or inclusions caused by the pet or other animal.
- (3) Damage to the resident's room or inclusions caused by the pet or other animal is not fair wear and tear.

22C Request for approval to keep pet – ss 256D and 256E

- (1) The resident may, using the approved form, request the provider's approval to keep a stated pet in the resident's room.
- (2) The provider must respond to the resident's request within 14 days after receiving the request.
- (3) The provider's response to the request must be in writing and state –
 - (a) whether the provider approves or refuses the resident's request; and

- (b) if the provider approves the resident's request subject to conditions – the conditions of the approval; and
Note – See clause 22D for limitations on conditions of approval to keep a pet in the resident's room.
- (c) if the provider refuses the resident's request –
 - (i) the grounds for the refusal; and
 - (ii) the reasons the provider believes the grounds for the refusal apply to the request.
- (4) The provider may refuse the request for approval to keep a pet in the resident's room only on 1 or more of the following grounds –
 - (a) keeping the pet would exceed a reasonable number of animals being kept in the room or at the rental premises;
 - (b) the room is unsuitable for keeping the pet because of a lack of appropriate space or another things necessary to humanely accommodate the pet;
 - (c) keeping the pet is likely to cause damage to the room or inclusions that could not practicably be repaired for a cost that is less than the amount of the rental bond for the room;
 - (d) keeping the pet would pose an unacceptable risk to the health and safety of a person, including, for example, because the pet is venomous;
 - (e) keeping the pet would contravene a law;
 - (f) keeping the pet would contravene a body corporate by-law or house rule applying to the rental premises;
 - (g) if the provider proposed reasonable conditions for approval and the conditions comply with clause 22D – the resident has not agreed to the conditions;
 - (h) the animal stated in the request is not a pet as defined in section 256A;
 - (i) another ground prescribed by a regulation under section 256E(1)(i).
- (5) The provider is taken to approve the keeping of the pet in the resident's room if –
 - (a) the provider does not comply with subclause (2); or
 - (b) the provider's response does not comply with subclause (3).

22D Conditions for approval to keep pet in resident's room – s 256F

- (1) The provider's approval to keep a pet in the resident's room may be subject to conditions if the conditions –
 - (a) relate only to keeping the pet in the resident's room; and
 - (b) are reasonable having regard to the type of pet, the room and the rental premises; and
 - (c) are stated in the written approval given to the resident in a way that is consistent with clause 22C(3).
- (2) Without limiting subclause (1)(b), the following conditions of the provider's approval are taken to be reasonable –
 - (a) a condition requiring the pet generally be kept in the resident's room;
 - (b) if the pet is capable of carrying parasites that could infest the resident's room – a condition requiring the room to be professionally fumigated at the end of this agreement;
 - (c) if the pet is allowed inside the resident's room – a condition requiring carpets in the room to be professionally cleaned at the end of this agreement.
- (3) A condition of the provider's approval to keep a pet in the resident's room is void if the condition –
 - (a) would have the effect of the provider contravening section 176 or 177; or
 - (b) would, as a term of this agreement, be void under section 178; or
 - (c) would increase the rent or rental bond payable by the resident; or
 - (d) would require any form of security from the resident.

- (4) For subclause (2), the resident's room is professionally fumigated, and carpets are professionally cleaned, if the fumigation and cleaning are done to a standard ordinarily achieved by businesses selling those services.

Division 7 When agreement ends

23 Ending of agreement – s 366

- (1) This agreement ends only if –
 - (a) the provider and resident agree, in a separate written document, to end this agreement; or
 - (b) the provider gives the resident a notice requiring the resident to leave the rental premises and the resident leaves the premises; or
Note – The notice must comply with chapter 5, part 2 of the Act.
 - (c) the resident or provider gives a notice terminating the agreement on a stated day; or
Note – The notice must comply with chapter 5, part 2 of the Act.
 - (d) the resident vacates, or is removed from, the rental premises after receiving a notice from a mortgagee or appointed person under section 384; or
 - (e) the resident abandons the resident's room and the period for which the resident has paid rent has ended; or
Note – See section 509 for indications a resident has abandoned a room.
 - (f) the tribunal makes an order terminating this agreement.
- (2) Also, this agreement ends for a sole resident if –
 - (a) the resident gives the provider a notice ending residency interest and vacates the rental premises; or
Note – See chapter 5, part 2, division 3, subdivision 2A of the Act for the obligations of the resident and provider relating to a notice ending residency interest.
 - (b) the resident dies.
Note – See section 387A for when this agreement ends if a sole resident dies.

24 Condition room must be left in – 253(1)(i) and (2)

- (1) At the end of this agreement, the resident must leave the resident's room and inclusions, as far as possible, in the same condition they were in at the start of this agreement, fair wear and tear excepted.
Examples of what may be fair wear and tear –
 - wear that happens during normal use
 - changes that happen with ageing
- (2) The resident's obligation mentioned in subclause (1) does not apply to the extent the obligation would have the effect of requiring the resident to repair, or compensate the provider for, damage to the resident's room or inclusions caused by an act of domestic violence experienced by the resident.

25 Keys

At the end of this agreement, the resident must return to the provider all keys for the resident's room and the rental premises.

26 Goods or money left behind in rental premises – ss 392 and 393

- (1) The resident must take all of the resident's belongings from the rental premises at the end of this agreement.
- (2) The provider must not treat belongings left behind as the provider's own property, but must deal with them under sections 392 and 393.

Division 9 Miscellaneous

27 Supply of goods and services – s 176

- (1) The provider or the provider's agent must not require the resident to buy goods or services from the provider or a person nominated by the provider or agent.
- (2) Subclause (1) does not apply to –
 - (a) a requirement about a food service, personal care service or utility service; or

Note – See section 176 for what is a utility service and schedule 2 of the Act for what is a food service and a personal care service.
 - (b) a condition of an approval to keep a pet in the resident's room if the condition –
 - (i) requires the carpets in the room to be cleaned, or the room to be fumigated, at the end of this agreement; and
 - (ii) complies with clause 22D; and
 - (iii) does not require the resident to buy cleaning or fumigation services from a particular person or business.

28 Provider's agent

- (1) The name and address for service of the provider's agent is stated in this agreement for item 3.
- (2) Unless a special term provides otherwise, the agent may –
 - (a) stand in the provider's place in any application to a tribunal by the provider or the resident; or
 - (b) do any thing else the provider may do, or is required to do, under this agreement.

29 Notices

- (1) A notice under this agreement must be written and, if there is an approved form for the notice, in the approved form.
- (2) A notice from the resident to the provider may be given to the provider's agent.
- (3) A notice may be given to a party to this agreement, the provider's agent or a representative –
 - (a) by giving it to the party, agent or representative personally; or
 - (b) if an address for service for the party, agent or representative is stated in this agreement for item 1, 2, 3 or 4 – by leaving it at the address, sending it by prepaid post as a letter to the address; or
 - (c) if a facsimile number for the party, agent or representative is stated in this agreement for item 1, 2, 3 or 4 and item 5 indicates that a notice may be given by facsimile – by sending it by facsimile to the facsimile number in accordance with the *Electronic Transactions (Queensland) Act 2001*; or
 - (d) if an email address for the party, agent or representative is stated in this agreement for item 1, 2, 3 or 4 and item 5 indicates that a notice may be given by email – by sending it electronically to the email address in accordance with the *Electronic Transactions (Queensland) Act 2001*.
- (4) A party, the provider's agent or a representative may withdraw his or her consent to notices being given to them by facsimile or email only by giving notice to each other party that notices are no longer to be given to the party, agent or representative by facsimile or email.
- (5) If no address for service is stated in this agreement for item 2 for the resident, the resident's address for service is taken to be the address of the rental premises.
- (6) A party, the provider's agent or a representative may change his or her address for service, facsimile number or email address only by giving notice to each other party of a new address for service, facsimile number or email address.
- (7) On the giving of a notice of a new address for service, facsimile number or email address for a party, the provider's agent or a representative, the address for service, facsimile number or email address stated in the notice is taken to be the party's, agent's or representative's address for service, facsimile number or email address stated in this agreement for item 1, 2, 3 or 4.

- (8) Unless the contrary is proved –
 - (a) a notice left at an address for service is taken to have been received by the party to whom the address relates when the notice was left at the address; and
 - (b) a notice sent by post is taken to have been received by the person to whom it was addressed when it would have been delivered in the ordinary course of post; and
 - (c) a notice sent by facsimile is taken to have been received at the place where the facsimile was sent when the sender's facsimile machine produces a transmission report indicating all pages of the notice have been successfully sent; and
 - (d) a notice sent by email is taken to have been received by the recipient when the email enters the recipient's email server.
- (9) In this clause –

representative means a person acting for the resident under section 525(1)(c).

30 Dictionary – Schedule 2


personal care service means a service of regularly providing a resident with –

- (a) help in –
 - (i) bathing, toileting or another activity related to personal hygiene; or
 - (ii) dressing or undressing; or
 - (iii) consuming a meal; or
 - (iv) meeting a mobility problem of the resident; or
 - (v) taking medication; or
- (b) help in managing the resident's financial affairs.

Part 3 Special terms

Insert any special terms here. See clause 2(4) to 2(6)

The resident/s must receive a copy of any applicable by-laws if copies have not previously been given to the resident/s.
Do not send to the RTA—give this form to the resident/s, keep a copy for your records.

 **Other languages:** You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

Signature of the agent, manager/provider or provider’s agent

Name/trading name

Signature

Date

Signature of resident 1

Indicate if acting on authority under *Guardianship and Administration Act 2000* or *Powers of Attorney Act 1998*.

Print name

Signature

Date

Signature of resident 2

Indicate if acting on authority under *Guardianship and Administration Act 2000* or *Powers of Attorney Act 1998*.

Print name

Signature

Date

Annexure 1

UniLodge Park Central – House Rules

As part of your lease agreement, you will be supplied with the House Rules for UniLodge Park Central.

General Rules

Eligibility of Residents

All residents must be enrolled in or studying at a university, TAFE, college, or school. If the apartment you have selected is licensed for two people, only the main tenant must be a student, the second occupant can be a non-student and there will be an additional charge of \$50 per week.

All residents and other occupants must be registered and sign a lease agreement.

UniLodge Park Central is NOT a suitable environment for children under the age of 17.

Sub-letting

Sub-letting is an arrangement where a tenant leases out a room or space to someone who isn't listed on the lease. **Residents at UniLodge Park Central cannot grant other person/s a license to occupy or use the whole or part of the premises, whether by written or verbal agreement with the other person/s.** Any violation of this subletting clause will be considered a breach of contract and will result in a **\$500** fine imposed on the resident.

Damages and Maintenance

For all maintenance issues, residents must complete a Maintenance Request Form (online form available on the resident portal site, GillyHub)

Costs to fix damage and need for maintenance in the apartment caused by the resident will be charged to the resident.

If the damage or need for maintenance has occurred in the common areas of a multi share apartment, the cost will be charged to the responsible resident. If the damage or maintenance


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is not claimed by an individual resident/s then the charge will be shared equally across all residents of the apartment.

Fire Alarms

If, due to the actions of the Resident, a fire alarm within the building is triggered and, as a result, the relevant fire authority charges UniLodge Park Central a false call-out charge or any other charge associated with the triggered alarm, the Resident will reimburse to UniLodge Park Central the full extent of those charges within 14 days of receipt of an invoice from UniLodge Park Central. The fines are currently in excess of **\$1,456.10** (subject to change).

Resident Responsibilities and Obligations

The Resident uses and occupies the room, the apartment, the common areas and equipment provided at his or her risk. The Resident releases the Provider/Manager from any claim for injury or loss of property which the resident has, or sufferings during the term of this agreement except where it is caused because of the negligence of the Provider/Manager.

The following are the resident's responsibilities:

1. Pay the rent by the due date and by the agreed method of payment.
2. Do not use the premises for illegal purposes.
3. Do not cause a nuisance or interfere with the reasonable pace, comfort, or privacy of any other resident.
4. Keep the premises and inclusions clean.
5. All guests/visitors must abide by the rules of the building and residents are responsible for their guests' behaviour.
6. Do not intentionally, maliciously, or negligently damage, or allow anyone else to intentionally, maliciously, or negligently damage, the premises or inclusions.
7. Abide by the rules of the Tenancy Agreement and rules and regulations of the building.
8. Only use the premises for residential purposes unless otherwise agreed upon by UniLodge park Central in writing.
9. Report to UniLodge Park Central any damage/maintenance issues to your apartment immediately.
10. Report any damage/required maintenance of building common areas immediately.


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Personal Information

1. The Resident acknowledges and agrees that the Provider will handle the Resident's personal information (and all third-party personal information provided by the Resident) in accordance with the Privacy Act.
2. The Resident consents to UniLodge Park Central disclosing their personal information to related entities and emergency services staff in the event of a serious event. The Resident's nominated emergency contacts and related entities may also be contacted in these instances.

Health and Safety

As residents, you must not partake in any act or behave in a manner that does that will promote a hazard to yourself or someone else. This includes, but is not limited to, preventing easy access or exit from the building by leaving personal articles or rubbish blocking any thoroughfare including exits, or interfering with any fire safety notice or equipment.

Security

Building Security

All residents and visitors agree to be bound by the security regulations and as instructed by management. Apartment doors must remain closed at all times. They are not to be held open, propped open or held back by any objects whether the resident is in the apartment or not.

Access Card

You are issued with an access card when you check-in. The access card will give you entry to the front entrance, lifts, and your apartment/ bedroom. The access card should be always carried by residents. Your access card **MUST NOT** be given to any other person. Should you lose your access card or be locked out of your apartment, you must contact Reception or the after-hours Residential Advisor team immediately.



PLEASE NOTE: **Subletting your unit is STRICTLY PROHIBITED** at UniLodge Park Central. Any persons found doing this will be issued with a breach notice of **\$500**.

Lockouts and Lost Key

If you find yourself locked out of the apartment during office hours, please come to reception to obtain a temporary room key. Ensure that you return the temporary key to the reception within thirty minutes of obtaining it to avoid any penalty fines. For lockouts that occur after office hours, please contact the Residential Advisors (RAs). They will assist you by providing you with a temporary room key, given that you provide your photo ID. Be aware that if you call the after-hour service for a lockout, a lockout fee of **\$65 will be charged** (subject to change).

Replacing a lost access card costs \$65 per room key. If a key is missing for more than 24 hours, it is considered lost, and a replacement card will be issued.

Refer to a Schedule of Fees for more information about applicable fees.

Identification

Identification should be carried at all times as it allows management and security to determine if a person is a resident at UniLodge. Identification should include a photo and your name in English. It also allows after-hours access should you lose your access card. You should always keep your access card and identification separate.

Under no circumstances may residents loan out their access card.

UniLodge Residential Advisor

Residential Advisors (RA) will be on duty to assist with emergency situations when reception is closed. Residential Advisors work closely with UniLodge Management and relay all issues that arise within the building. During business hours, Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts and collecting parcels. Be aware, the RA team will only assist you with emergency situations like being locked out, health related concerns, fire evacuation, welfare concern and similar situations. The reception team is the only point of contact for general enquiries or parcel collection.


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Residential Advisors are extremely important members of the UniLodge Staff, and therefore all residents must comply with all requests that they issue.

Reception Hours	After Hours Contact	
Monday to Friday 9:00am to 5:00pm (Except Public Holidays)	Metro Tower Phone 0436 361 851	Sky Tower Phone 0455 944 106

The Sky and Metro Tower numbers are to be used after hours only in case of:

- Emergency situations
- Unusual or suspicious activities in the building
- Lockouts / lost keys
- Noise related issues
- Health and mental-health concerns

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception during office hours or the emergency phone after hours immediately and keep a distance to **not put yourself at risk**.

Remember:

- Do not swipe your card for any other person in the lifts or open the front entry door.
- Do not show any person to a resident's unit or tell them where they live - the resident concerned may not wish to see the visitor.
- Tell the visitor to call reception.
- UniLodge has 24-hour video surveillance.

If in doubt, please contact UniLodge Park Central staff.

Access to other apartments

Entering another Resident's apartment without authority will result in the same action as a member of the general public entering a home without approval. That is, offenders may be



detained and charged with trespassing by the appropriate authorities. To prevent trespassing and theft, all residents should keep their doors closed and locked regardless of whether they are in their apartment.

Personal belongings and insurance

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they will not be covered by UniLodge policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge Park Central is no exception. UniLodge is not responsible for any damage caused to your personal items during your stay with us.

Visitors

Non-residents of UniLodge

Residents are responsible for their visitors and will be accountable for their actions. All visitors must obey UniLodge rules and regulations on the lease agreement, the House Rules, and the UniLodge Park Central Resident Handbook. Non-residents of UniLodge Park Central are welcome to visit between the hours of **8 am and 10 pm**. If bringing guests over in shared apartments, the flatmates need to be given 24 hrs notice prior to the visit to avoid discomfort. All unwanted visitors or trespassers should be reported to UniLodge Park Central. If you are expecting visitors, you must personally come down to reception to verify and pick up your visitors.

- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the rules of the lease whilst in the building.
- Residents are responsible for personally letting their guest/s in and out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.
- **All visitors must leave by 10pm.**

Overnight Guests


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Each apartment is allowed only one overnight guest at a time. All residents must complete an overnight guest form available at reception and have their guest approved by UniLodge Park Central at a minimum of 24 hours prior to the guest's arrival. A guest can only stay for a maximum of three (3) consecutive nights at UniLodge Park Central without incurring charges. There will be a charge if a guest is staying for more than three (3) nights.

If a guest plans to stay for more than 4 weeks, they must undergo the application process, be added to the lease as an additional occupant, and sign the lease agreement. An additional occupancy fee will be applied on top of the weekly rate paid by the main tenant. An additional occupant is permitted only to room types designed for 2 occupants like the studio apartments.

If you are in a multi share apartment, you must first obtain consent from all your roommates. For single-gender apartments, guests of the opposite gender are not permitted to stay in the apartment overnight.

All guests must obey all UniLodge rules and regulations on the lease agreement, the House Rules, and the UniLodge Park Central Resident Handbook. Residents will be liable and responsible for any breach of a UniLodge rule or regulation that their guest commits.

Guests who do not abide by the rules and regulations of UniLodge Park Central can be asked to leave at any time.

Social Gathering

Events in Rooms

Residents are permitted to have guests in their rooms, provided that they obtain consent from all their roommates. Number of guests allowed in each room type is:

- No more than 6 extra guests in a 4-, 5- & 6-bedroom apartments.
- No more than 3 extra guests in a studio apartment.


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If you would like to invite more people than the guidelines above, you must get approval from the management. Any in-room event which has the potential to be disruptive to the community should instead take place in our common areas on level two.

Events in Common Spaces

Gatherings with a large number of people in attendance require a significant level of responsibility on the part of the person hosting. It is important that this person plans for this and is sober and present for the entire duration of the party.

The number of guests allowed for each requested event in a common area will be assessed on an individual basis. The use and set up of the space, activities being conducted within it and the room's capacity within safety regulations will all be part of the decision.

You must complete an event request form (available from reception) if you wish to use the common spaces. The event request form is designed to ensure that the interests of other residents not attending the party and people attending the party are adequately considered by the host.

Applicants are required to give the reason for the gathering, how many people will be in attendance, how many non-residents will be in attendance, and how the gathering will be managed.

The resident hosting the gathering will be held responsible for any breach of the UniLodge Park Central Handbook or House Rules, including damage and noise. Any costs arising from a gathering including costs for cleaning and damage, will be charged to the host.

Most events that are non-academic in nature will not be approved during the Exam period.

Events must conclude by 10pm.

For a gathering in a multi share apartment, the host must always have the unanimous consent of all other residents in that multi-share.


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Exam and study times

During official university study and exam periods, no social gatherings can be held that disturb other residents. Residents who finish their exams early and wish to celebrate are advised to celebrate outside of UniLodge.

Official UniLodge events held during this time will normally be low key and aimed at providing residents with the opportunity to take a quiet break from study.

Criminal Activity

Any criminal activity associated with a gathering or event will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to those who are under 18 years old.

Transport

Information on public transport can be obtained from the Transit Help Line Phone 13 12 30 (calling card or mobile only), or [www.http://translink.com.au](http://translink.com.au).

Buses run from Buranda bus station parallel to Gillingham Street right next to UniLodge Park Central.

Buranda railway station will be temporarily closed in 2024 due to its accessibility upgrade construction. The nearest train stations are at Park Road and Coorparoo.

Emergency Contact Person(s)

Generally, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or wellbeing of a resident, management may contact the emergency contact person(s) nominated by a resident in their agreement.


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Miscellaneous Guidelines

Absence from Apartment

If you intend to leave your unit for longer than 3 nights, please ensure you advise reception. The reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Complaints

Life in a community can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with a staff member. In most cases, problems can be resolved through informal enquiries and discussions.

Here are some steps to follow if you need help to resolve a problem:

- Talk politely and openly to the person involved. It is best to be open and honest and try to resolve the issue with the person directly. This isn't always easy but will give you the chance to voice your concerns personally.
- If you feel the matter has not been dealt with, inform the person that you will take the matter to UniLodge staff.
- If you feel the matter has not been dealt with, you can take the matter to the ResLife Supervisor of UniLodge Park Central and submit complaints form to reception. Your complaint will remain confidential.

Should you at any time be unsatisfied with any outcome in regard to your rights of tenancy, please contact reception to fill in our complaints form that can be submitted to: parkcentral@unilodge.com.au



Requests by staff

Residents must comply with all reasonable requests from UniLodge management and support staff.

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your lease agreement; however, you will still be held responsible for rent until the unit is re-let.

Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under **NO** circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction.

If you feel you are becoming reliant on drugs or other substances (or know somebody in the building who is), please talk to management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Smoking

UniLodge is a smoke free building which includes the apartments and all common areas. As such, any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the resident responsible. In Queensland there are strict laws about how close to buildings you can smoke so make sure you are familiar with these laws.

- No smoking within 5 metres of public transport waiting points such as bus stops, taxi ranks, and ferry terminals.
- Smoke free buffer increases to 5 metres at all non-residential building entrances.
- No smoking at commercial outdoor eating or drinking areas.


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Alcohol

UniLodge Park Central promotes the responsible consumption of alcohol for residents over the age of 18. UniLodge opposes excessive consumption of alcohol and binge drinking, as we are home for all residents and should not be treated as a drinking place. All residents should be able to study and sleep without being disturbed by other residents. While UniLodge permits responsible consumption between friends it opposes groups or individuals who wish to consume more than a few quiet drinks.

Alcohol is permissible (if you are over the age of 18) only if consumed within the designated drinking areas listed below. Alcohol is NOT permitted in any area not listed below.

Designated Drinking Areas

- Resident Apartments.
- Level 2 Common Area (excluding the Cinema room) until 10 PM.
- Level 2 Outdoor Area until 10 pm.

Any alcohol is to be consumed in moderation and there is to be no excessive noise. Noisy students will be asked to quiet down or directed to leave the building. Intoxication will under no circumstances be accepted as an excuse for misbehaviour. The full consequences will apply for misbehaviour following any destructive or socially unacceptable acts, inclusive of where the resident cannot remember the wrongdoing. Kegs, funnels, yard glasses, beer bong and other related implements that may encourage rapid consumption are not permitted.

Breakages of glass or items that may cause injury, must be reported to UniLodge Park Central reception or the RA on duty immediately. It is the responsibility of those consuming the alcohol to put all rubbish, including bottle tops, into the bins provided. Empty alcohol containers must be disposed of appropriately and in a timely manner. Please respect the opening hours of the common areas. UniLodge staff and RA's may shut down any activity at any time that is deemed in breach of this policy.

All empty glass bottles and cans must be properly disposed in the recycling bins located in the common areas and carpark.


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Gambling and Gaming

Gambling is not permitted on the premises. Any member of UniLodge Park Central who is found to have undertaken actions not in accordance within this rule will be issued with a breach notice which could potentially lead to termination of lease.

Furniture and Equipment

The furniture, and other items provided in the apartments are to be used for the purposes for which they are made. The resident is liable for damage to this property.

The resident is not permitted to make alterations or additions to the apartment or the furniture and equipment within the apartment, unless the request has been given in writing and approved by management.

Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused.

Additional furniture

The installation of other furniture into a resident's apartment is **not** permitted unless a written application (with dimensions and all applicable details) is submitted to and approved by UniLodge management. Every request will be looked at separately depending on the size of the unit and furniture required.

Pets

All pets or animals are not conducive to the living environment at UniLodge Park Central – this includes fish.


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Noise

All residents have the right to the quiet enjoyment of their apartment and common areas, particularly during times of study and exams. Be mindful and respectful of other residents in the building and how excess noise affects others.

All residents must keep noise to a minimum between the hours of 10:00pm and 8:00am.

Cleaning and Inspections

All residents are responsible for the day-to-day cleaning of their apartment. Please request a roster from the reception or follow a cleaning roster suitable by the tenants in your apartment. Failure to maintain a hygienic and clean environment in the apartment will result in incurring penalties and cleaning charges. In addition to this, UniLodge Park Central staff will also conduct periodic inspections in the apartments, after due notice is given, for faults or damage.

You can sign out/borrow a vacuum cleaner from reception.

Departing at the end of lease

Your apartment has been professionally cleaned and fitted with a new mattress protector and shower curtain, prior to your arrival. As a condition of your lease, you must leave your premises in the same condition as when you entered it.

To take some of the stress out of your exit process, UniLodge has been able to negotiate rates with a bond cleaning company that delivers a service that we believe is of a very high standard, and which meets our cleaning expectations. We can offer this service to you which includes professional cleaning, carpet steam cleaning, the cost of replacement mattress protector and shower curtain (please contact reception for pricing).

You are more than welcome to undertake the works yourself. Should you wish to do so, please contact UniLodge staff to obtain a checklist of items that need to be addressed. Our team will inspect your apartment after you have cleaned it to ensure it meets the expectations prior to releasing the bond. If the cleaning is unsatisfactory, we will engage our professional cleaner at an additional cost. If UniLodge is not informed about self-cleaning in advance, a bond


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cleaning will be organised for your apartment and charges will apply. If you plan to undertake the cleaning yourself, you must notify us prior to your departure.

The resident must remove all their belongings by the date and time stated in this agreement. Return all security access swipe cards to building management on check out. Drop the swipe cards in the black box at the reception if checking out of the premises after-hours.

For the cleaning of multi share apartments, please see reception for rates for common areas and inclusions.

Social Media

UniLodge is actively using social media sites to build an online community. Prospective and current students and their families, alumni, staff and friends of UniLodge can share content, ideas and experiences, and find helpful information on UniLodge's various official and associated social media sites, such as the UniLodge Facebook page. We invite you to use them to connect with UniLodge and our community of residents.

To keep the sites enjoyable and lively, please respect the rules of the various social media platforms and observe the following guidelines. UniLodge reserves the right to remove posts that don't comply or are judged to be unacceptable.

These guidelines will grow and change as the social media networks themselves grow and change.

General Principles

- *Think before you post.* The internet has a history of thoughtless posts that users later regret.
- *Be respectful.* UniLodge is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing ideas. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief will be removed.
- *Be accurate.* Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you


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have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.

- *Be honest.* Be honest about who you are. State your sources when quoting others.
- *Be ethical.* Ensure your posts are fair to all concerned and do not exploit others in any way.
- *Don't breach copyright.* Be particularly careful in regard to music (including video soundtracks), videos and photographs.
- *Add value and don't spam.* Supply and share information that is relevant and of interest to the UniLodge community.
- Don't use UniLodge sites to promote businesses, causes, ideologies or political parties. Any posts of this kind will be removed.
- *Protect your privacy.* Your comments are visible to all. Never include yours or others phone number, email address, home address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see.

UniLodge recognises that your personal social media accounts are your private property and does not require you to engage with UniLodge online (for example by becoming a fan on Facebook, joining a group in LinkedIn, or subscribing to us on Twitter) using your personal accounts.


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