

student 
live&learn **village**
adjacent toowoomba usq



Street Address:
537-561 West Street
Mailing Address:
P O Box 455 Toowoomba
Queensland 4350 Australia

P: +61 7 4690 0000
F: +61 7 4690 0535

E: office@studentvillage.com.au
W: www.studentvillage.com.au



2011 handbook



student live&learn village

adjacent toowoomba usq

Street Address:
537-561 West Street
Mailing Address:
P O Box 455 Toowoomba
Queensland 4350 Australia

P: +61 7 4690 0000
F: +61 7 4690 0535

E: office@studentvillage.com.au
W: www.studentvillage.com.au



Village map

2011 handbook



introduction

ABOUT THE STUDENT VILLAGE	2
STUDENT VILLAGE MANAGEMENT	2
STUDENT VILLAGE CONTACT DETAILS	2
STUDENT VILLAGE MISSION STATEMENT	2

house rules

ABANDONED/DISCARDED BELONGINGS	3
ABUSIVE &/OR AGGRESSIVE BEHAVIOUR	3
ALCOHOL	3
BALCONIES (DRYING OF CLOTHES)	3
CARE OF PROPERTY – VANDALISM & MALICIOUS DAMAGE	3
COMMON AREAS INSIDE UNITS	3
COMMON AREAS OUTSIDE UNITS	4
CONFLICT RESOLUTION	4
DRUGS & UNLAWFUL SUBSTANCES	4
EXTRA FURNISHINGS	4
FIREARMS, FIREWORKS & FLAMMABLE LIQUIDS	4
GARAGE SALES/OPERATING AS A BUSINESS	4
HEATERS, FANS & AIR CONDITIONING UNITS	4
IMMEDIATE EVICTION	4
KEYS & SAFETY	4
KEYS & LOCKOUTS	5
MOVING UNITS AND/OR ROOMS	5
NOISE	5
NOTICE TO REMEDY BREACH - RTA FORM R11	5
PARKING	5
PARTIES	5
PETS	5
POOL	5
POSTERS, PRINTS, STICKERS ETC	5
RUBBISH	6
SKATEBOARDS, ROLLER SKATES, ROLLERBLADES & SCOOTERS	6
SMOKING	6
TRESPASSING	6
VEHICLES	5
VISITORS & GUESTS	6

student village

live&learn
adjacent toowoomba usq

ZERO TOLERANCE 6

health & safety

AMBULANCE COVER	7
CULTURAL DIVERSITY, SENSITIVITY & TOLERANCE	7
EXISTING MEDICAL AND/OR PHYSICAL CONDITIONS	7
FIRE	7
FIRE EVACUATION PROCEDURES	7
HARASSMENT	7
INSURANCE	7
KEYS	7
MEDICAL EMERGENCIES & ACCIDENTS	8
PERSONAL SAFETY	8
SMOKE DETECTORS	8
STUDENT SERVICES	8
STUDENT VILLAGE SECURITY	8
THEFT	8

cleaning & unit inspections

CLEANING YOUR UNIT	8
CLEANING YOUR WHITE GOODS	9
CLEANING YOUR BEDROOM	9
CONDITION REPORT—RTA FORM R1	9
CROCKERY AND CUTLERY	9
DEPARTURE INSPECTIONS	9
UNIT CLEANS	10
INSPECTIONS	10

utilities

ELECTRICITY, GAS & WATER	10
ENERGY CONSERVATION	10
LINEN, TOWELS, CLEANING PACKS	10
REPAIRS AND REPLACEMENTS	10
RUBBISH COLLECTION	11
TELEPHONE/INTERNET ACCESS	11
VERTICAL BLINDS	11
VENDING MACHINES	11
WATER CONSERVATION	11

business matters

BOND LODGEMENT—RTA FORM R2	12
BOND REFUND—RTA FORM R4	12
BUSINESS CENTRE	12
CANCELLATION POLICY	12
CONDITION REPORT—RTA FORM R1	12
DEPARTURE PROCEDURE	12
DISCOUNT	12
DISPUTE RESOLUTION	12
FINANCIAL HARDSHIP	12
MAIL COLLECTION	13
MAIL REDIRECTION	13
PAYING FOR DAMAGE TO PROPERTY	13
PAYING RENT	13
PAYING RENT - PREFERRED METHODS OF PAYMENT	13
RELEASE FROM STANDARD RESIDENTIAL SERVICES AGREEMENT - RTA FORM 18 13	13
RENTAL ARREARS	13
STANDARD RESIDENTIAL SERVICES AGREEMENT - RTA FORM R18	13

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 students for \$1 per use. A Laundromat is also centrally located and conveniently open 24 hours with washing machines and driers available for \$2 per load. Clothes lines are available adjacent to the Laundromat and scattered throughout the Village within easy reach of the units.

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, desk chair, book shelves and inbuilt wardrobe. All you need to bring are your personal belongings, bedding and linen. Limited items are available for sale at the office. Please contact the office to see the current items available.

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 J M Kelly Group in 1939 and has since grown the Group to become one of Toowoomba's and Southeast Queensland's most respected family businesses. Our employees operating the Student Village include an Onsite Manager, administration, cleaning & maintenance staff.

student village contact details

The Student Village office is open from 9:00 am to 5:30 pm Monday to Friday (excluding Public Holidays and over Christmas).

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. You may also contact us by:

PHONE (07) 4690 0000

FAX (07) 4690 0535

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 accommodation for students and associates of the University of Southern Queensland and Toowoomba TAFE College. 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 and Rooming 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 legislative guidelines.

abandoned / discarded belongings (S363)

Please remove all your belongings when you leave the 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. Other 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. Please refer to the Residential Tenancies Authority for further information on abandoned property.

Illegal storage of goods and/or property 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, emotional and/or physical in nature, toward fellow housemates, residents, staff, visitors and/or contractors will not be tolerated within the Student Village. 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 residents under 18 years of age to consume alcohol.

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

balconies (regarding drying of clothes)

Clothes lines and driers (within the Student Village Laundromat) are available for drying clothes. Residents are not to hang washing over the balconies as well as hang items under the eaves of balconies. Sufficient clothes lines have been installed throughout the Student Village for convenient drying of clothes and linen. Placing clothes (and any other objects including signs and banners) in front of the gas heater to dry is strictly forbidden as it poses a major fire threat.

care of property - vandalism and malicious damage

The Student Village supplies quality, budget accommodation and management and residents take pride in the good 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 willful 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 and toilets, which may cause flooding in the unit.

Please do not sleep directly on mattresses. 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.

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 the residents 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 professional cleaning of the carpet. Please see Student Village Administration for recommended professional cleaners or to have the Student Village organise your carpet clean on departure.

common areas inside units

Common areas in these premises include kitchen, lounge, dining area, bathrooms, toilet/s, laundry, garage, hallways, balconies and patio and entry areas of the unit. 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 outside units

Residents must not throw cigarette butts and 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 \$35 per cleaner per hour which will be payable by all residents of the unit if the offending tenant/s cannot be identified.

conflict 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 room mate/s last. Be responsible and mature and try to resolve the problem by first communicating 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 compromised. If you haven't had positive results by first discussing the issues with fellow residents, it is recommended that you put your issues in writing to management so that each issue can be fully addressed. Reception staff can provide you with a Dispute Resolution Form to complete. Obviously, if the issues are serious and/or life threatening, the police and management should be contacted immediately.

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 expulsion 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, fridges, washing machines, dryers, lounges, armchairs, TVs etc.) may be brought into the unit. Items that give rise to a fire or health hazard will not be accepted. Charges may be incurred for removal of Student Village furnishings and/or where consent has not been given. All extra furnishing items located in common areas (including garage) MUST be labeled with your unit number. Furniture is not to be moved from one room to another or from one unit to another unit or to 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 student/s responsible. Washing machines and dryers are banned items for students renting rooms. Please see Reception 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.

garage sales/operating as a business

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

heaters, fans & 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. 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 a dangerous fire hazard. For safety and energy conservation, please ensure the heater is turned off when leaving the unit. The best and most efficient heating will result if blinds are drawn and windows and doors closed. The operation of the heaters is checked during our preventative maintenance inspections which occur twice a year. For safety reasons, heaters are prohibited in rooms. Any appliance in a unit that uses excess electricity may be banned.

immediate eviction

Under the Residential Tenancies and Rooming Accommodation Act 2008(S370), immediate eviction from the Student Village may arise if the 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 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. Lost or damaged keys will incur a minimum \$25 replacement fee for each key. 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 \$240 in order to change over the locks of the entire unit and bedrooms. 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.*

keys and lockouts

Please ensure you keep your room key on you at all times to avoid locking yourself out of your room and/or unit. Lockouts at any time of the day or night may 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 cleaners and maintenance staff have been instructed to always lock up units when they have finished cleaning / maintenance. Lockout fees will still be incurred in this instance. Lockouts will incur a minimum charge of \$55 per lockout.

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 Reception office.

Century Locksmiths (Ph 4638 5120) is also available for lockouts, with charges from \$100 for any single lockout. They will invoice you directly. In some instances, Management may direct you to contact the Locksmiths.

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 and Bond Agreements. A form must be completed to allow room transfers. This form is available at the office. If you have a particular issue with your allocated unit and/or room, please advise management immediately. Moving without notifying management may be viewed as termination of your rental agreement.

A \$50 transfer fee may apply where management feels sufficient reason is not given for moving.

noise (\$253)

Residents of the Student Village have the right to quiet enjoyment of their environment and particularly the right to study at anytime. 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 persons' 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.

Please be responsible with the use of alarm clocks, computer equipment, mobile phones, 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 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 timeframe, eviction and/or charges may ensue.

parking

All residents of the Student Village who own a car are required to collect a Student Village parking sticker from the office. 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. Blitzes by management on illegally parked cars are frequent with non-resident cars being towed away at the owners' expense.

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 cars. Vehicles considered abandoned, including unregistered vehicles may be removed.

parties

Permission for a proposed party must be obtained from the Student Village Manager at least 24 hours in advance. A Party Permission Form is available from the office and must be signed by the resident holding the party. 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 will be held on Friday and Saturday nights only and will end at 10 pm. 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

We regret to advise that pets of any kind are not permitted in the Student Village for health and safety reasons. Pets include fish & turtles.

pool

Due to Health & Safety Regulations, glassware and food of any kind is strictly prohibited within the swimming pool surrounds. Excessive noise or a breach of any of the pools policies may result in the pool being closed. Please see the Student Village office 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 due to security issues.

posters, prints, stickers, etc

Affixing posters, 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 for the hanging of the artwork.

rubbish

Bins 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 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 recycle bins (yellow lid). Recycling items include plastic bottles, glass, paper, cardboard etc. No food scraps are to be placed in the recycle bins (yellow lid).

skateboards, roller skates, rollerblades & scooters

These forms of transport can be very noisy. Residents are asked not to use skateboards, rollerskates, scooters and roller blades within the Student Village grounds.

smoking (S268)

Smoking of any substance is strictly prohibited inside any part of any unit. 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 door is closed behind you to prevent smoke entering the unit. 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 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 up out of gardens, residents of the unit will be charged from \$35 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 (minimum of \$10 per item). Invoices are to be paid within 7 days of the date on the invoice.

trespassing

Unwelcome guests or guests misbehaving will be asked to immediately leave the Student Village. Unauthorised persons will be deemed to be trespassing. Please contact management 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 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 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. 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 resident's vehicles must display a Student Village parking sticker (see "Parking").

visitors and guests

A fee from \$20 is payable for overnight guests. Residents are held responsible for the behaviour of their visitors and guests. 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 10 pm. Visitors and guests are strictly prohibited from staying overnight in residents rooms or anywhere within the unit without prior consent from the management. The resident will be billed directly for any breaches of this rule.

zero tolerance

A zero tolerance policy applies to the following:

- Narcotics
- Jettisoning cigarette butts
- Skateboards / Roller Skates / Rollerblades / Scooters
- Firearms / Fireworks
- Scaling fences / gates
- Divulging access information to unauthorised entities
- Removal of Batteries and/or tampering with smoke detectors
- Smoking inside units
- Relocation of furniture
- Candles / Incense in any room
- Glass / Ceramic Crockery in pool area
- After hours use of facilities
- Unaccompanied guests in any part of the complex
- Acts of vandalism including egging

health and safety

000 (triple zero) is the number to call for Ambulance, Police, Fire.

ambulance cover

All residents of the Student Village are covered under the new Community Ambulance Cover. This means that 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. Please use this service responsibly.

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.

existing medical and/or physical conditions

It is important that all residents advise the Student Village of any existing medical and/or physical conditions. There is provision on the Student Village Application 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 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.
- Smoking in any part of the unit
- Incense
- Flammable liquids
- Fireworks (illegal in Queensland)
- "Piggy-backing" power adaptors (please use approved power packs with a trip switch and don't overload with too many appliances)
- Heaters (only fixed gas heater supplied is allowed)
- Candles & garden kerosene lamps (bamboo)
- Naked flames of any description (this includes camp fires)
- Firearms

Without the prior written consent of management, no large items of furniture (e.g. beds, 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 evacuation procedures

Please be familiar with evacuation procedures as posted within each room.

In the event of a fire, Emergency Services should be contacted by dialing 000 (triple zero) and follow their instructions carefully. Management should then be immediately notified when it is safe to do so. All residents should assemble in 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.

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 of 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 complaint.

insurance

Management is unable to insure property belonging to another individual and therefore no responsibility or liability can be taken with your personal items 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.

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 leave your room and/or unit without locking the door behind you.



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 dialing 000 (triple zero) and follow their instructions carefully. Management should then be contacted when it is safe for you to do so. In order to contact Security, please phone 4690 0001.

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 the Student Village Managers. Students may also ask USQ security staff to escort them home.

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 back up battery in case of electrical failure. If the smoke detector beeps, please advise the office immediately, so the battery can be replaced.

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 residents account. Where smoke detectors have been deliberately damaged and require replacement a charge from \$100 will be placed on the residents account. Invoices are to be paid within 7 days of the date on the invoice.

student services

Student Services is a service offered to all students studying at the University. It's located on the ground level of G block, accessible via the quadrangle. Appointments can be made by calling 4631 2372 or emailing stsv@usq.edu.au. Alternatively, students are welcome to drop in to discuss their needs and our Reception team will put them in touch with the right support staff. Their website also contains some useful information <http://www.usq.edu.au/student-services>.

A brief overview of services include:

- Personal counselling
- Careers counselling and advice
- Employment services including graduate employment support and work experience programs
- Health service including doctors and nurse
- Disability support and adjustments
- Scholarships
- Financial loans
- Support and advice regarding access and equity issues including harassment and discrimination grievances

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 their person 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 management immediately and/or the police if the situation warrants it.

As an added security measure, a local security firm is contracted to do regular patrols within the grounds of the Student Village. The security company is engaged for emergencies and security related issues only. Please do not call the security company 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.

theft

If theft occurs, you should notify the police in the same way any other householder would. Then notify Student Village management. 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. 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. Slovenliness will not be tolerated.

Excessively untidy and/or dirty units will not be given their standard service until the unit is brought back to a reasonable standard by 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 \$35 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 of the date on the invoice.

cleaning your white goods

For health reasons and efficient functioning of your refrigerator, you should regularly clean out the inside of your fridge and freezer and throw out expired and/or rotten food. Freezers should be defrosted regularly to ensure they run efficiently. The 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. The oven stove top, microwave and toaster should also be cleaned regularly, as these functions are only carried out by the Student Village cleaners when scheduled (usually yearly).

No metal of any kind should be used in microwaves. This includes alfoil, saucepans, cutlery and metal cooking utensils. Metal can cause damage to the inside of the microwave by elevating the heat beyond normal operating temperature. The resident will be held liable for any damage caused to microwaves in this way and will be charged for the repair or replacement of the microwave. Any water remaining in the microwave after use should be removed immediately to prevent rust in the microwave. Tenants will be held responsible for any microwaves that are replaced due to containing rust.

cleaning of 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 giving 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.

condition report - rta form r1

A condition report is completed by both parties to the rental agreement and forms a basis for the initial standard of the room you are renting from the Student Village. It is important that the form is returned to the office within 3 days of your arrival at the Village. A copy of the completed form will be made available for you (on request).

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 \$35 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 occurrences. 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 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.

As a guide, the following minimal clean should be done prior to your Departure Inspection:

- Remove food from fridge/freezer and wipe out
- Remove food from pantry and wipe out
- Ensure all crockery, cutlery and cooking utensils are clean
- 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
- 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
- All stickers/notices provided by Management must be evident
- The bedroom carpet must be professionally cleaned (including under bed and bed drawers). A receipt must be provided if you chose to organize your own carpet cleaner. Alternatively please see reception staff for assistance with a reputable carpet cleaner.
- Lock all rooms, entrance doors and garage door
- Return keys to the office and wait for someone to accompany you for a departure inspection, before finalising outstanding paperwork (Please note that after hours inspections are by appointment only. After hours departures without pre-arranged appointments will incur a charge of \$50)
- Excess cleaning charges will be applied for units and rooms left in an unacceptable condition.



fortnightly clean

To assist with the cleanliness of the units and rooms, the Student Village provides complimentary cleaning of the units (generally fortnightly). Where clear access is provided, the cleaners will vacuum and mop 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 students 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. Consistently dirty and/or untidy units will be given a "Notice to Remedy Breach" and may be charged additional cleaning fees from \$35 per hour per cleaner to bring the unit back to a liveable standard. Invoices are to be paid within 7 days of the date on the invoice. Continued neglect may result in termination of your rental agreement.

Each unit receives cleaning assistance (generally fortnightly) with the exception of Public Holidays and over Christmas.

Before your cleaning day, please ensure that everyone in the unit makes an effort to tidy up. This helps the cleaners to be able to do their job to the best of their ability and in the time allocated.

inspections

Throughout the year, management will carry out 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 9:00 am and conclude by 4:00 pm 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 \$35 per cleaner per hour) in order to bring the unit back to a liveable standard 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.

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.

utilities

electricity, gas and water

Where full units are rented, 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! For the benefit of all residents of a unit, 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 and prevent receiving excess electricity and gas bills. 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 vacating the unit
- 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

linen, towels, cleaning packs

A small amount of linen (sheets, pillows, quilts) is available for purchase from the Student Village Office, along with towel and cleaning packs. Please see staff at the office 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, usually within 1 working day 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, we will have no option but to charge the entire unit. The following is just a guide for what charges may follow for malicious damage on some basic items:

Carpet cleaning	From \$40 per room	Re-cover sofas	From \$270 for a 2 seater
Cleaning	From \$35 per cleaner per hour	Range hood replacement	From \$150
Door replacement	From \$200	Repaint	From \$60
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 \$100

Key replacement	From \$25 per key	Lock replacement (re-key room)	From \$100
TV replacement	From \$200	Lock replacement (re-key unit)	From \$240
Vertical blind repair	From \$40	Lounge cleaning	From \$80 per seat
Wall damage/repair	From \$40 per hour	Microwave plate replacement	From \$30
All other general repairs	From \$40 per hour	Microwave replacement	From \$150
Replacement of Student Village signage	From \$5	Repair from removal of Student Village signage	From \$35
Cleaning as a result of dirty rooms during inspections		From \$35 per cleaner per hour	

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 of the date on the invoice.

rubbish collection

Student Village management empties the wheelie bins outside units weekly. 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 are available through the Student Village office. Excess rubbish removal will be at the expense of the tenant.

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 the Student Village for further information. Charges apply for telephone connection and ongoing services of your choice.

The Student Villages 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. The internet is also connectable by installing a Telstra landline & then purchasing an internet package from one of the many internet providers. Please contact The Student Village Office for further information on Internet providers & monthly specials

vertical blinds

For privacy, vertical 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. They will not work properly if you pull them sideways from a distance - you will damage the mechanism. Single lengths of 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 of the date on the invoice.

vending machines

Vending machines are located outside the community hall. Drinks, food and sundry items are available in these machines.

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 continued waste of water continues, eviction may ensue.

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

bond lodgement - rta form r2

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 R2) 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 r4

On completion of your residency at the Student Village, a Bond Refund Form (RTA Form R4) 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.

business centre

The Student Village office is happy to help with photocopying and faxing. Please contact the Student Village office for current pricing.

cancellation policy - cancelling accommodation prior to arrival and / or extending your accommodation

Should the Student Village be full on receipt of your application, your holding deposit will be returned to you in full.

However, if the 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 extending your accommodation at the Student Village, a cancellation fee may apply as detailed below.

PERIOD FROM START OF R18 AGREEMENT	CANCELLATION AMOUNT
------------------------------------	---------------------

More than 2 weeks notice	\$100
Less than 2 weeks notice	\$150

condition report - rta form r1

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. The Student Village will photocopy the returned report for you and give you a copy (on request) 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.

departure procedure

Before you leave, the following procedure will help save your time:

- Advise the Student Village Office of your departure date and time (Please note that after hours inspections are by appointment only. After hours departures without pre-arranged appointments will incur a charge of \$50)
- Locate your Condition Report
- Locate your Bond Receipt
- Arrange for your carpets to be professionally cleaned
- Phone 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)
- 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 R4) and get the Student Village office to sign it
- If required, arrange for your mail to be redirected by Australia Post
- Return keys

discount

A discount of 2.5% is available for students wishing to pay the full semester in advance. To take advantage of this discount, your bond has to be paid in full and the semester's rent is to be paid within 4 weeks from commencement of the semester or lease. A 5% discount will apply if 2 Semesters are paid in advance in the same transaction.

dispute resolution

If you have an issue with any charges (e.g. for excess electricity, malicious damage etc.) you have received; we request that you put your queries in writing to the Student Village via the form available at the office.

The Student Village is covered by the Residential Tenancies and Rooming Accommodation Act 2008. The Residential Tenancies Authority administers this Act. They 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.

mail collection

Australia Post delivers mail to the Student Village office every day from Monday to Friday excluding Public Holidays. 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

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 Village, we are unable to hold or redirect mail once residents leave the Village.

paying for damage to student village property

As already discussed, the Student Village will charge residents who willfully 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. All invoices are to be paid within 7 days of the date on the invoice.

paying rent

Rent is billed every fortnight and as per your rental agreement, rent is to be paid every 2 weeks in advance. 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 prior to the billing date.

paying rent - preferred methods of payment

Our preferred methods of payment are either by Credit Card (VISA, MasterCard or Bankcard), Internet Banking or Direct Deposit into our bank account.

For ease of payment a Credit Card authority can be set up for automatic deductions from your card fortnightly. Please contact the Student Village office for a Credit Card authority 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 3303 M		

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 reference number to ensure we allocate your payment to the correct account.

release from standard residential services agreement - rta form r18

We remind all students that the rental agreement is a legally binding document.

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 of your deferment.

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

standard residential services agreement - rta form r18

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.