**HOUSE RULES**

**PROPERTY: Unit\_\_\_ Room\_\_\_\_/27-29 Herston Road Kelvin Grove**

**A. Breach Notice**

**= 5 Days to Remedy**

**B. Unremedied Breach**

**= 2 Days to vacate**

**C. Serious Breach**

**= Immediately Vacate**

A. A breach of any of the Special Terms or House Rules will result in the Resident being issued with a Form R11 Rental Breach allowing you 5 days to remedy this breach.

B. If you do not remedy this Form R11 Rental Breach you will be issued with a Form R12 Notice To Leave allowing you 2 days to vacate the premises.

C. A serious Breach of any of the Special Terms or House Rules will result in the Resident being asked to Leave IMMEDIATLEY via Form 12 Notice To Leave.

**1. BEGINNING OF SEMESTER HOUSE MEETING:**

**This meeting is COMPLUSARY**. If you do not attend, you will be charged $100 fine.

This will be conducted after all residents have moved in at the beginning of each semester. It is in your best interest to attend this meeting as we will be covering the following items:

1.1 Introduction of City Groves staff & manager to residents

1.2 Emergency contact information

 1.3Lock out information

* 1. Introduction of tenants to each other
	2. Fire compliance and Safety
	3. Tenant Manual
	4. All basic maintenance, use of facilities and general house-keeping issues
	5. Shelf allocation in kitchen
	6. Roster system for house cleaning/ removal of bin

1.10Q&A

**2. RESIDENTS’ BEHAVIOUR**

Residents must not interfere with the reasonable peace, comfort and privacy of other residents.

2.1 Smoking is not permitted within 5 meters of the Rental Premises (building). If the Provider / Providers Agent believes the Resident has smoked in their room you will be requested to steam clean curtains, furniture, etc.

2.2 If you wish to hold a party, you must advise your housemates and ensure that it will not be causing them any inconvenience. Parties should be held on weekends, and guests must vacate the premise by 11pm. Noise should be at an acceptable level, so as not to disturb tenants in other houses. The house should be cleaned completely and back to its usual state within 24 hours or the party. Strictly NO parties are allowed during the university exam periods

2.3 At all times, residents must maintain a reasonable standard of dress in consideration of other residents. This means you must be fully clothed (not semi dressed, in underwear or shirtless).

2.4 Theft and illegal substances not to be tolerated and offenders will be reported to the police.

2.5 Residents are expected to consume alcohol responsibly and moderately. Drunk/ Disorderly behavior is unacceptable. Violence or aggression towards other residents will not be tolerated. **THIS IS CONSIDERED A SERIOUS BREACH**. Disputes must be reported to manager, who will attempt resolutions between all residents involved before passing it on to the relevant authorities.

2.6 Any suggestion of racial, religious or sexual denigration or harassment **ARE CONSIDERED A SERIOUS BREACH**. All Residents residing in the rental Premises are to be treated with respect and consideration at all times.

2.7 Residents are not permitted to place notes for public display. Any issues which need to be resolved are to be dealt with in a civil adult manner by speaking with your housemates. As a last resort the Manager is to be contacted to resolve any issues which are a result of house rules breaches.

2.8 Personal items such as suitcases, shoes, boxes, etc. are not to be left in the common areas. The Provider/Manager take no responsibility for loss of items. Cleaners are instructed to remove and throw away these items.

2.9 If personal cooking utensils are kept in the common area, these will be considered available for public use. If you do not wish for these items to be used by others, please store these in your bedroom.

2.10 Residents must keep their Audio Devices at an acceptable noise level as not to disturb other Residents/create noise pollution.

**3. MAINTENANCE OF ROOMS**

Residents must maintain their rooms:

3.1 In a way that does not interfere with the reasonable comfort of other Residents,

3.2 In a condition that does not give rise to fire or health hazard.

3.3 Residents are not permitted to cook in their rooms & must not leave used common area crockery or cutlery in their rooms. All used crockery/ cutlery must be cleaned and put away in common area kitchen.

3.4 Damage or destruction of any part of the room or a facility in the room, breaking windows, and any other act which may damage deface, or break any part of the Rental Premises or its contents, furnishings, and appliances, which occurs as result of resident’s willful, negligent or reckless conduct **ARE CONSIDERED A SERIOUS BREACH.**

3.5 Residents are permitted to affix any items to the walls which includes, blue tack, sticky tape, picture holder or similar. This includes marking, painting and driving nails/screws into walls. If paintwork is damaged Residents will be charged to repair it.

3.6 For safety reasons, the resident is not permitted to change light globes, this can be organized by contacting the property manager. If the light fitting is faulty (i.e. not light globe replacement) and requires repair/replacement, this will be at the cost of the owner. If it can be established that the damage was caused either accidentally or willfully by the resident/ guest then the resident will be financially responsible.

**4. COMMON AREAS**

4.1 All Residents must leave all common areas neat, clean and tidy after using them. All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried, placed inside cupboards. Cleaning utensils are provided for use in each property.

4.2 Each resident must identify which shelves they are occupying in the fridge and kitchen by number. This will be done during the house meeting at the beginning of Semester.

4.3 Common areas in the Rental Premises include areas inside and outside the property that are accessible by multiple residents.

4.4 Failure to maintain clean and tidy common areas may result in professional cleaners being engage at a cost divided by all Residents.

4.5 Residents of the premises are responsible jointly for any damage which occurs in the common areas of the rental Premises. All Residents are responsible for the costs associated with any repairs to damage in the common areas of the Rental Premises or until the Residents responsible for the damage is identified.

4.6 All tenants must participate in the removal of rubbish in the common areas. A roster system may be used. Rubbish will NOT be removed by cleaners outside of the scheduled monthly house.

* 1. **KITCHEN:**

4.7.1 Ovens/Cooktops/Fume Hood

Please clean any spill immediately so that they do not harden up and make it difficult to remove. Spillage can also make it stop the stove from sparking and difficult to light up the flame.It can also cause continuous clicking as well

Oven should also be cleaned after each use. Oven should also be cleaned after each use. Make sure you use a tray when cooking or grilling food and line the tray with baking paper of aluminium foil. This with drastically reduce the amount of cleaning required after cooking.

If your oven/cooktop is not working the first thing you should do is check that the main switch is turned on. This switch is located in the kitchen usually on a wall near the appliance. If the switch is on and the oven/cooktop still not working, contact City Groves. The switches look something like this:



Please switch on fume hood while cooking as the smoke can cause the smoke detector to go off.Please also switch off the gas after cooking .Please clean any spills immediately .

* + 1. Dishwashers

All dishes need to be rinsed before placing them into dishwashers. This prevents a build-up of food scraps & prevents the appliance from smelling. It is also important to use dishwashing powder which are appropriate to Australian conditions especially as the water here does not need heavy duty detergents as required in some European and Asian Countries. Therefore it is important only to use detergents suitable for Australian conditions. Do not use the washing machine for washing heavy items like blankets as the washing machine has a weight limit of 5kg-6kg and will damage the washing machine drum and the plastic lining and also the plastic lining and cause major vibration. This will cause the gears to wear out.

* + 1. Microwaves

 Please use appropriate microwave dishes for heating. Please do not use aluminum foil or any dishes with metal as it can damage the MW and also can be a fire hazard

 4.7.4 Refrigerators

If your fridge ices up it can be due to a number of things:

7.1 Fridges can ice up & stop working if the temperature setting is turned up to maximum. If his happens the pipes will freeze causing the fridge to struggle to cool. The manufacturer recommends that the setting be left at ½ for maximum cooling benefits.

 7.2 If the fridge is kept open for too long the moisture will get inside the fridge and can cause icing up.

7.3 As the fridges are frost free please ensure that the airflow between the refrigerator and the fridge is not blocked as this will inhabit cooling. In addition tenants need to regularly clean out fridges & throw away any old food so that fridges are not overflowing & there is space for everyone’s food. Labelling and dating your food may assist in food rotation and controlling the build up of old food in the fridge.

 If your fridge ices up, you will need to defrost it. Take everything out of the fridge and turn it off. Once the fridge has defrosted turn it back on (with the temperature setting set at ½) once it’s cool you can put your food back in. The property has a number of eskies (ice boxes) to use in situations like these**. If damage is caused to the refrigerator that id due to tenants neglect of the above points, tenants will be invoiced the repair cost.**

**4.8 BATHROOM:**

**4.8.1** Shower Drains

Hair can build up in bathroom drains causing blockages. Tenants need to regularly clean out plug holes to ensure that blockages do not occur as if a plumber is required tenants may be responsible for the fees if the blockage is caused by hair build up.

**Please ensure you dispose of any feminine hygiene products into the main bin as much as possible. DO NOT flush sanitary napkins as this will bock the toilet.**

**5.9 LAUNDRY**

A laundry has been provided for use by residents. All residents are entitled to use the laundry.

5.9.1 Residents are required to provide their own laundry detergent/powder & any other product they wish to use.

5.9.2 Residents must not leave items in the washing machine after the cycle is finished.

5.9.3 Residents must only hang items of clothing and linen on the clothesline provided. All items are to be removed from the clothesline to allow use by others.

5.9.4 Residents are to keep the laundry area clean and tidy at all times.

5.9.5 It is important to use detergent powder which are appropriate to Australian conditions especially as Australian water does not need heavy duty detergents as required in some European and Asian Countries. Therefore it is important only to use detergents made in Australia or appropriate for Australian conditions .It is also important to use the right amount of detergent as well. Please use detergents for top loading washing machines as the detergents for front loading will damage the washing machine. If the washing machine is not used correctly it will actually clog up and make your clothes more dirty and damage your clothes as well. **Tenants will be charged for damage is washing machine is misused.**

**6. APPROVED HEATING APPLIANCES** – Due to fire safety and energy efficiency residents are not permitted to use fan or bar/element heaters. The approved heating device is an oiled filled column heater. Residents are to obtain approval in advance in writing from the owner before purchasing or using a heating appliance in the premise.

**7. GUESTS**

Guests are to vacate the premises by 11:00 PM. Please note that the guests are not covered under the owners Public Liability insurance whilst attending the premises.

7. 1 Visitation by guests should be kept to minimum and preferably be conducted in the outdoor areas provided.

7.2 Residents are to submit a request in advance in writing seeking permission for guests to sleep over at a fee of $20.00 per night. Any guest reported or found sleeping at the rental premises without permission of Provider/ Manager will result in corresponding resident incurring a penalty equivalent to one week’s rent per week payable on demand and deducted from your bond if unpaid. **THIS MAYBE CONSIDERED A SERIOUS BREACH.**

7.3 Residents must ensure their guests abide by the rules of the premises and that they do not interfere with the reasonable peace, comfort or privacy of other residents.

7.4 Guests are prohibited from entering the rooms of residents other than their host.

7.5 Residents are responsible from the conduct of their guests including payment for any damage or breakage that may occur.

7.6 Guests may park their cars on the premises as long as this does not interfere with the resident’s use of the premises.

**8. FIRE SAFETY**

All rooms are inspected on quarterly basis.

8.1 On arrival, all residents will be provided with a fire safety briefing. The fire safety equipment (fire blanket, fire extinguisher etc..) is connected to an alarm (this is not the smoke alarm). If an alarm goes off the Fire Brigade will respond to this alarm and send a vehicle to the Rental Premises at a fee of $1000. If this occurs as a result of Residents’ willful, negligent or reckless conduct the corresponding resident will be charged for this callout fee of $1000.00. **THIS IS CONSIDERED A SERIOUS BREACH.**

8.2 SMOKING, CANDLES, OIL BURNERS, INCENSE BURNERS, & NAKED FLAMES and other similar items are PROHIBITED AT ALL TIMES. **THIS IS CONSIDERED A SERIOUS BREACH.**

8.3 Residents are not to tamper with the Fire Safety Equipment at any time. If the smoke alarms are tampered with/ broken, the tenants responsible will have to pay for its replacement which is over $200. Should the smoke alarms sound without reason, residents are to contact the Manager or staff immediately.

**9. DOOR LOCKS AND KEYS**

9.1 Residents are provided with one copy of the key to their room door.

9.2 Residents must not tamper with/ change any lock in the premises.

9.3 Residents must not make copies of keys.

9.4 All exterior doors at the Rental Premises must be kept locked and closed at all times.

9.5 Residents who lose their keys will be charged:

 8.5.1 A $50 per key replacement charge for any registered or restricted keys, to be paid in full before replacement keys will be ordered. Note average ordering time is 48 hours.

8.5.3 Should you need a staff member to open the door this incurs a $25 attendance fee between the hours of 9am-7pm, $50 between 6am- 9am and 7pm-10pm, $100 between 10pm-7am (with a staff member attending when and if only they are able to). You will be expected to make the transfer of payment immediately. You can contact staff on 0411097603.

**10. WATER** – Residents must ensure that all taps and showers are turned off completely and not left dripping. Toilets have a dual flash function- a half flush instead of a full flash will save 9 litres of water each time it is used. If there are any dripping or leaking taps please report them to the property owner or manager as a matter of urgency.

**11. ELECTRICITY USAGE**- Residents are to ensure that all light and electrical appliances not being used are turned off.

11. 1 Air conditioners:

 The air conditioner to be set between 22-24 degrees Celsius and not in use or before leaving the premises. During heat waves the best way to keep the house comfortable is to reduce humidity which will make the house feel it is cooler than what it actually is due to the temperature differential compared to the outside. This best achieved by setting the temperature to 26 -28 degrees Celsius which will mean the compressor can work efficiently and effectively to reduce humidity. If the temperature is set lower it will make the compressor to work extra hard causing the condenser to ice up (similar to what happens with the refrigerator). This will then mean that the house is not cooling down effectively and not be able to control humidity which is the main thing that makes us feel uncomfortable

Setting the temperature can also cause the compressor to blow up or damage the air con and can cause it to stop working completely. If this happens because of the extent of the heatwave all technicians will be extremely busy and will not be able to attend to the call out immediately. In addition if spare parts are not available will also cause further delays as has been our recent experience especially as some parts have to be brought in from Singapore. In addition it is important to switch of the living room zoning at night time as this will mean that all cooling will be for bedrooms only

If it is found that the temperature has been tampered with residents will be breached and charged for any maintenance required.

**12. PERSONAL APPLIANCES & FURNITURE-** Residents are at NO times permitted to bring their own personal appliances or furniture to the Rental Premises without written permission from the owner. The responsible resident may receive backdated and continual monthly invokes for appliance usage/storage as well as a $100 removal fee for any furniture or appliances found on the rental premises without written permission from the owner. The owner reserves the right to seek compensation for unauthorized furniture or electrical appliances at the property without permission.