

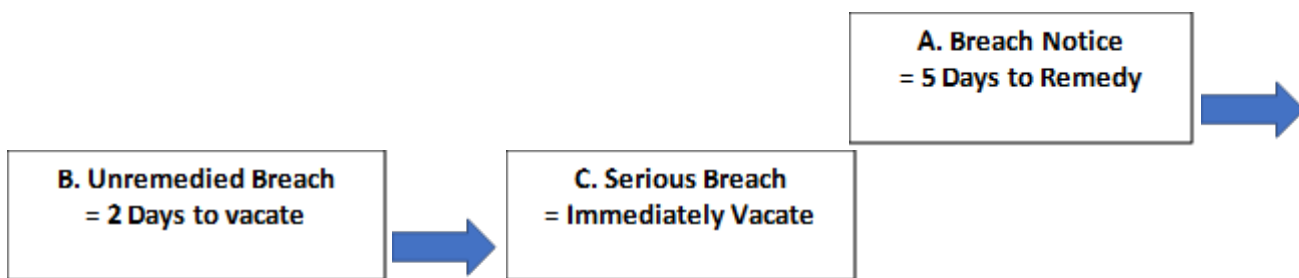
Citygroves House Rules

House Rules are a supplement to and form part of the special conditions of the Rooming Accommodation Agreement (Form R18), which the tenant/s sign when choosing to rent a Citygroves Student Accommodation property. Part 4 – House Rules provide guidance and information about the standards and procedures which tenants are expected to meet and comply with during their tenancy. Part 4 – House Rules are subject to change and may be altered as per the timeframe allowed in the legislation. Changes will be communicated to tenants via email and a copy of the current House Rules posted in the property common area.

1. Consequences for breaching house rules

PROPERTY: 27-29 Herston Road Kelvin Grove

Breaching the Form R18 Rooming Accommodation Agreement, Part 3 - Special Terms, Part 4 - House Rules, including any local, state or federal laws or any other generally unacceptable behaviour (as determined by Citygroves Student Accommodation) may result in the breach procedure:



1. 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.
2. 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.

1.1 Breaches issued by Citygroves Property Group will remain on your file for future reference.

1.2 A breach of any of these House Rules or the Special Terms will result in the tenant being issued a Form R11 - Notice to Remedy Breach. You will be given 4 days to remedy the breach.

1.3 Failure to remedy the breach will result in the tenant/s being issued a Form R12 - Notice to Leave, providing 48 hours to leave the premises.

1.4 A serious breach of the Special Terms or House Rules will result in immediate eviction from the property as permitted under the Residential and Tenancies Act, 2008 through issuing a Form R12 - Notice to Leave.

2.0 Behaviour and Misconduct

Breaching the Form R18 Rooming Accommodation Agreement, Part 3 - Special Terms, Part 4 - House Rules, including any local, state or federal laws through unacceptable behaviour and/or misconduct (as determined by Citygroves Student Accommodation) including the following, may result in the immediate eviction from the property:

2.1 Residents MUST NOT interfere with the security, peace and quiet enjoyment of the property, privacy or property of other residents;

2.2 The premises are smoke free, therefore, smoking is not permitted within the property; it's balconies or external areas. Smoking is only permitted 10m from the front door. If the Provider / Providers Agent believes the Resident has smoked in their room you will be requested to steam clean curtains, furniture, etc. Please note there is a new a designated smoking area at the back of the property

2.3 We do not allow constant partying, however this is okay on occasion as long it is NOT during exam time. You must notify your housemates of that you plan on having a party and be considerate to other roommates and also tenants in other units. If we hear complaints from other residents we may send you a letter of warning in the form of a breach notice.

2.4 Excess alcohol is not permitted to be stored or consumed on the property at any time;

2.5 Possession or consumption of illegal substances is considered a serious breach and will result in immediate eviction and reporting of the incident to the police and your university;

2.6 Residents must maintain a reasonable standard of dress in consideration of other Residents.

2.7 Tenants will not place any notes or instructions in the common areas, for public display. Any issue, which requires a resolution, are to be dealt with in a civil, adult manner by speaking honestly with your housemates. If a resolution cannot be reached between the tenants, please contact Citygroves Student Accommodation and provide information regarding the issue.

2.8 Tenant's personal items such as suitcases, shoes, boxes, furniture, electronic appliances etc. are not to be left in the common areas. Citygroves Student Accommodation take^[1]_[SEP] no responsibility for loss and/or damage of tenant's items at any time. Cleaners and property managers are instructed to remove and throw away these items when observed. ^[1]_[SEP]

2.9 Tenants should use headphones when listening to any audio/media and must not use external speakers or music equipment including instruments, amplifiers or subwoofer speakers that result in an unacceptable level of noise that creates noise pollution.

2.10 Drunk/disorderly/aggressive behaviour and/or racial, sexual, or religious insensitivity or insults are considered a serious breach and may result in immediate eviction and reporting of the incident to the police and your education provider;

2.11 Citygroves Student Accommodation reserves the right to disclose any occurrence of unacceptable behaviour and/or misconduct to your education provider and/or the police if, in their absolute discretion, they determined that course of action is appropriate.

3.Communication:

3.1 Tenants must communicate with Citygroves Staff via email

3.2 Tenants must be aware of and read emails sent by Citygroves Management.

3.3 Tenants may text the provided numbers in the case of EMERGENCY (burst pipe, tenant is locked out of their room)

3.4 Tenants MAY NOT discuss matters with staff while they are on duty. All maintenance , finance and other issues MUST be emailed through. Staff are there to clean and perform their assigned work and may not remember any maintenance or other issues you have advised them about. Additionally, all work performed by staff must be approved by management first.

3.5 Disrupting inspection to air grievances , or for any other matter is not acceptable. Tenants are expected to email Citygroves Admin for all concerns.

3.6 Tenants MAY NOT knock on the office door unless they have an appointment.

3.7 Tenants must treat all Citygroves Staff with respect. Any abusive or rude behaviours will not be tolerated. Verbal abuse and /or harassment is considered as objectional behaviour by RTA and is grounds for SERIOUS breach.

3.8 Tenants must not approach Citygroves Staff when they are off duty. If Citygroves staff live onsite you may not knock on their door or the door of the house where they live to get their attention. Please RESPECT their personal time and space. They do not work 24 hours a day.

4.0 Cleaning & General Maintenance

Tenants are required to maintain their bedroom and the common areas in a neat and clean condition. In all common areas, you must **CLEAN AS YOU GO**.

4.1 Bedrooms

4.1.1 Tenant/s must ensure the door to their bedroom is free from obstructions at all times, to ensure safe evacuation of the property.

4.1.2 Tenant/s must not use any nature of adhesive product including glue, sticky tape, tape, blue tac etc. to install decorations on the walls, floors or ceilings within the bedroom and the common areas within the property.

4.1.3 Tenant/s must ensure their rooms and inclusions are clean, free from dust build up, food and rubbish are to be removed daily.

4.2 General Common Areas

4.2.1 Tenant/s must take all care in moving belongings into the property, not to damage, scratch walls, doors and any part of the property. Any damage caused by the tenant and/or their helpers or visitors will be repaired, and the tenant will be liable for the cost of the repair.

4.2.2 Personal items are not to be kept in common areas and must be stored in the tenant's bedroom, with consideration for clear evacuation in the case of an emergency.

4.2.3 This includes all personal items such as suitcases, shoes, boxes, furniture, electronic appliances etc. are not to be left in the common areas. Citygroves Student Accommodation take^[1]_{SEP} no responsibility for loss and/or damage of tenant's items at any time. Cleaners and property managers are instructed to remove and throw away these items when observed.

4.2.4 Tenant/s must, at all times, keep balconies, decks and patios neat and orderly and clear of personal belongings. The hanging of any item from the walls, ceiling or balustrades of balconies, decks and patios is prohibited;

4.2.5 Tenant/s must not use furniture designed for indoor use outside (including on any balcony, deck or patio);

4.2.6 Tenant/s must ensure all common area doors are free from obstructions at all times, to ensure safe evacuation of the property in the case of an emergency.

4.2.7 Tenants can only park a motor vehicle on the premise with written approval from Citygroves Student Accommodation. Tenants with written approval to park their vehicle must only park within specified parking areas and are NOT to park on in front of rubbish bins or between units 1 and 12 so that there is no obstruction for the garbage to be picked up.

4.2.8 All vehicles parked at the property must be in a roadworthy condition with current licence plates attached and no on-going repairs, maintenance or servicing of vehicles is to take place at the property.

4.2.9 Tenant/s are responsible for the tidiness of common areas and should arrange amongst themselves to ensure cleaning tasks and rosters to take out garbage are shared equally. If the tenant/s fail to maintain the common areas

in an adequate condition, Citygroves Student Accommodation may organise cleaners to rectify the issue, at their sole discretion, with all tenants equally responsible for the cost. If it is found that a specific tenant is responsible, the costs will be borne solely by that tenant.

4.2.10 Tenant/s are jointly responsible for the condition and maintenance of common areas, including damage, which may occur. If the tenant responsible for the reported damage does not agree with the report, all tenants may be charged equally for the cost of the damage.

4.2.11 Tenants are not to tilt while sitting on dining room chairs

4.2.12 Failure to report maintenance issues to Citygroves management may result in tenants may be held jointly liable for any costs associated damage to the property.

4.3 Courtyards:

4.3.1 Personal courtyards will be maintained by CityGroves staff as required .Other tenants should not trespass into the courtyards as it is considered the tenants private property .

4.4 BBQ & Smoking Area:

4.4.1 All residents have access to this area and must dispose of all rubbish bins provided.

4.4.2 All cigarette butts must be disposed of in the tins provided.

4.5 In the kitchen:

- Cooking utensils, cutlery and crockery must be washed, dried, placed in the designated cabinets and cupboards. Dishes are not to be left in the sink
- Food items must be placed in the designated cabinets and cupboards
- Gas stove & oven after cooking
- Make sure the kitchen sink is not clogged after cooking or washing dishes
- Please do not pour oil used for deep frying into the sink as this can cause a blockage especially in cooler months when the oil or fat can solidify
- Sweep the floor and wipe down benchtops after cooking
- Wipe the table after eating food
- Empty the recycling and trash bins regularly (follow the bin roster provided)

4.6 In the bathroom:

- Remove hair from drains after showering so it does not clog the shower drain
- Remove hair from the sink/wiping down sink after shaving
- Remove any hairs that have fallen onto the floor during use of bathroom.
- Flush and clean toilet after every use
- Empty the bins regularly
- Leave the bathroom clean and usable to your fellow housemates

4.7 Personal Items in the Common Area/ Allocated shelving

4.7.1 Each tenant is allocated one shelf in the fridge and one shelf in the pantry. Tenants may ONLY use the shelf allocated to them and must maintain the cleanliness of these shelves during their stay.

4.7.2 If you use an empty shelf, your personal items may be thrown away in preparation of a new tenant moving in

4.7.3 Staff will write the tenants first name on the shelf prior to the tenant moving in . If the tenant is unable to find their shelf they must advise staff ASAP. Tenants may not use more space than is allocated to them by writing their own name multiple shelves.

4.7.4 Tenants may not remove their names from their shelves. If names are removed- it will be assumed the shelf belongs to a previous tenant who has left and items will be disposed of.

4.7.5 Failure to maintain clean and tidy common areas may result in professional cleaners being engaged at a cost divided by all Residents. EVERYONE IS RESPONSIBLE FOR THE CLEANLINES OF THE HOUSE. Citygroves will need to see

evidence of attempts to contact fellow housemates beforehand to resolve the matter in order for a tenant to be except from the charge (emails, first names and room number have been provided). Tenants will also have the option of advising Citygroves staff if they know who specifically is responsible. This matter will then be investigated further by Citygroves staff.

4.8 Removal of rubbish

4.8.1 All residents of the premises are responsible for removal of trash from the house. Please place the rubbish IN the bin, not next to it and ensure the bin lid remains fully closed at all times. In order to ensure this task is shared amongst all residents of the premises CityGroves has done a roster by room number.

5.0 Internet

5.1 CityGroves has Superfast NBN internet

5.2 Most units share internet via an extender

5.3 Residents are not allowed heavy downloading of movies or Video games from 8 am to 10pm as it affects internet speed for other users

5.4 Residents may not tamper with the modem settings. If there are any disruptions to the internet as a result of tenants tampering with the modem, we will be charging these tenant maintenance call out fees.

5.5 If the internet is slow Resident must do a Telstra speed test, and then restart the modem or extender. If it is still slow then they should perform another Telstra speed test. If speed is less than 20 Mbps, they should report to maintenance. Please note internet always slows down after school when there is high demand.

5.6 Please note: Residents should NEVER reset the modem. This would result in Citygroves having to call out a technician to reset the modem to the correct settings, and these costs will be transferred to the resident.

6.0 Non-Urgent Repairs

6.1 All areas requiring non urgent maintenance are to be reported to Arun Madhoji via email on enquiries.citygroves@gmail.com with heading Maintenance Request.

6.2 To ensure the maintenance request is promptly dealt with, residents are to provide as much information as possible eg: photos of items that need maintenance, photos of the make and model number of appliances and where applicable screenshot of Telstra internet speed test results.

6.3 City Groves will not be held liable, or be required to provide compensation to residents, in cases where the maintenance required is a direct result of residents intentionally or accidentally causing damage to the property, its furnishings or appliances.

7.0. Emergency Repairs

7.1 In case of emergency (burst pipe, flooding etc) please email Arun on enquiries email or message him on 0412070403.

7.2 If you cannot contact Arun, Residents must do the following. Assess the situation – does the situation include:

a) A failure or breakdown of the gas (including a gas leak), water supply (including a burst water service) to the premises or electrical (including dangerous electrical fault). In case of loss of power, it is important:

- To make sure that one of the appliances has not caused a problem (check this by unplugging all appliances)
- To check there is not a blackout in the area by calling Energex on 13 62 62.

b) A failure or breakdown of an essential service / appliance for hot water, cooking or blocked or broken lavatory (toilet) system

c) A fault or damage that makes premises unsafe or insecure

d) A serious roof leak and / or flooding or serious floor damage. In this case the water mains need to be turned off ASAP. We will provide location of water mains for each unit in the new House rules.

8.0 Personal appliances/furniture

8.1 Tenants must not at any time remove furniture, appliances or other items belonging to the property from the premises. Tenants may only bring personal furniture if it meets the following:

- Cannot be stored in any common areas.
- Does not clutter the bedroom or prevent the door from opening to ensure safe evacuation of the property in the case of an emergency.

8.2 Tenants are NOT permitted to bring electrical appliances into the property that may pose a fire safety risk or consume excessive quantities of electricity, including such items as; heaters, heating fans, element heater, portable air-conditioners, electric blankets, microwaves etc.

8.3 Appliances that use large amounts of electricity such as; heaters, heating fans, element heaters, portable air-conditioners, electric blankets, bar fridges and similar appliances will incur a weekly fee to cover excess electricity costs whilst they are in use at the property. Excess utility consumption fees apply to bar fridges (\$20.00 utility fee, per week), and all heaters (\$10.00 utility fee, per week). The **ONLY** approved heating device is an **oil filled column heater**.

8.4 Residents are to obtain approval in writing from Citygroves Student Accommodation before bringing a heating appliance into the property.

8.5 Tenants are permitted to Citygroves any of the following items in their room; Personal Computer, laptop, electric toothbrush, pedestal fan (NONE HEATING), tablet, phone and associated power chargers.

8.6 The owner reserves the right to seek, and backdate, compensation for excessive electricity costs incurred through the use of unauthorised appliances.

9.0 Keys and Door Locks

9.1 All external entry/exit doors and windows should remain locked at all times to ensure the security of the property.

9.2 Tenants are provided with one (1) copy of their bedroom key and other keys to access the property as required. ^[1]_{SEP} Tenants must not tamper with and/or change any lock in the premises.

9.3 Tenants must not make any copies of any keys without written permission of Citygroves Student Accommodation.

9.4 The below items are all subject to both staff and key availability. Citygroves Student Accommodation is not obligated to make spare keys available to the tenant and as such, if you lose a key, there may be delays in granting access to the property. ^[1]_{SEP}

- If the tenant wishes for a staff member to attend the property to grant access during office hours, this can be arranged subject to staff availability at a cost of \$25, payable on invoice to the tenant. (Office Hours: Monday – Friday; 9:00am to 5.00 pm)
- If tenant/s lock themselves out of the property outside of office hours and we are unable to assist Top Lock or a locksmith should be contacted at the tenants cost.
- Top Lock contact details are 1300 005 575.
- Top Lock is available for 24-hour a day, 7 days a week access and can be called anytime. Top Lock will be able to advise of their lockout cost when you call. You may use another locksmith if you wish. The tenant is liable for all costs associated with the lock out including that of any/all third party contractors.
- Please note arrangements have been made with Top Lock .They have access to a master key which can open both the front door and the room door.

Top Lock Pty Ltd: 1300 553 945

1300 005 575.

10.0 Guests

10.1 Guests are not permitted at the property between the hours of 10:00pm and 8:00am. Residents are to submit a request in advance in writing seeking permission for guests to sleep over at a fee of \$30.00 per night. We maybe able to provide a mattress and sheets , quilt and pillow for a fee of \$20

10.2 Guests are NOT permitted to sleep over at the property.

10.3 Guests are NOT permitted to enter the property if the approved tenant is not present.

10.4 Any guest found to be sleeping at the property without written permission will result in a penalty fee being charged to the hosting tenant \$100 per night the guest resides at the property. The hosting tenant will also be issued a Form R11 - Notice to Remedy Breach.

10.5 Repeated offences of this nature may be considered a serious breach and a Form R12 – Notice To Leave may be issued..

10.6 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.

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

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

10.9 Residents and Guests may not park their cars on the premises .All parking spots are designated to tenants who are paying for the parking .

10.10 Tenant/s are responsible for the behaviour of their guests at all times and may receive penalties, breaches and eviction based on the behaviour of their guests.

11.0 Fire Safety

11.1 Tenants will be provided with a fire safety briefing prior to occupying the property.

11.2 The fire safety equipment within the property is connected to an audible alarm. Do not touch the smoke alarms within the property and contact Citygroves Student Accommodation immediately with any issues or concerns regarding the fire safety equipment.

11.3 All rooms with smoke alarms within the property are inspected on a monthly basis, including bedrooms and all common areas.

11.4 Tenant/s are to report non-functioning, faulty or damaged fire safety equipment to Citygroves Student Accommodation immediately.

11.5 Smoking, candles, incense, oil, wax, melts, burners and/or any product or item that creates a naked flame are **STRICTLY PROHIBITED AT ALL TIMES. USE OF THESE ITEMS IS CONSIDERED A SERIOUS BREACH.**

11.6 Tampering or altering the fire safety equipment in any way, including covering, taking down or otherwise influencing of smoke alarms is considered a serious breach and may result in the tenant be issued a Form R12 – Notice To Leave.

11.7 Any report from contractors entering the property that advise of any tampering with a Smoke Alarm in considered a Serious Breach and may result in instant termination of your lease, if you are found to Citygroves contributed to the breach.

12.0 Alarm Systems

12.1 Early warning detection and fire fighting equipment is located throughout buildings with an integrated alarm system. The early warning detection system has detectors in all bedrooms and common areas that constantly communicates to the fire panel located at the property.

12.2 ALL activations of the early warning detection system from both bedrooms and common areas require the attendance of the Queensland Fire & Emergency Services (QFES) to check the building is safe and isolate/stop the alarm – even if this activation is a false/unwanted alarm.

12.3 The resident/s responsible for causing a false alarm will be liable for paying the full cost of isolating the alarm and re-setting the fire panel. Both the QFES and building's fire compliance company Citygroves a minimum charge for each and every attendance to the building.

12.4 The cost to the resident per alarm activation: \$2000.00 AUD (inc GST).

12.5 If any resident (including guests of residents) are found to Citygroves caused an 'unwanted/false' alarm which results in the attendance of the QFES, they will be responsible for the full cost: **\$2,000.00 AUD inc GST.**

12.6 Closed Circuit Television (CCTV) footage, fire panel records and QFES reports will be utilised to identify the residents responsible for unwanted alarm activations in any bedrooms and/or common areas.

12.7 Residents are responsible for the behaviour of your guests and it will be your responsibility to pay any charges incurred by them.

12.8 The detector in your bedroom is connected to the building's automated fire alarm system.

12.9 Tenants should never cover/tamper with the detector in your bedroom or any common areas. This is a serious breach and if anyone is caught tampering with the smoke detector, there are severe penalties which may result in eviction and/or legal action being taken.

12.10 ALL detectors in the building (including bedrooms and common areas) are connected directly to the Fire Control Panel in the entry foyer. This relays directly to QFES, and the Fire Brigade must attend to the property once activated.

12.11 Unwanted/false alarm activations can be caused for a range of reasons. Previous causes of activations include cooking fumes, hair straighteners, smoking, steam from showers, candles and incense. Tenants must exercise caution to prevent unwanted/false activations, as they will be liable to for the activation cost.

12.12 Should the smoke alarms sound without reason, residents are not to contact the staff immediately.

12.13 In case of fire tenants are required to follow the instruction and gather at the assembly area.

12.14 All smoke alarms have a battery .When the smoke alarm starts beeping tenants must email enquiries and a staff will replace the battery. Tenants should not attempt the disconnect the smoke alarm themselves as this can result in damaging the smoke alarm and the tenant will be responsible for the replacement which can be very expensive

13.0 Laundry and Dishwasher

A washing machine is provided in each property, for the use by tenants only. All tenant/s are allowed to use the laundry facilities:

13.1 Tenant/s are required to provide their own laundry detergent, as they desire.

13.2 Laundry detergent should be for top loading washing machines and suitable for Australian conditions. Please note Australia has soft water and detergents from countries will not be suitable and can damage the washing machine. Any repairs found to be caused by the wrong use of detergents will be at the cost of the tenant.

13.3 Tenant/s must remove their washing from the machine on completion of the washing cycle so that their housemates may use the washing machine.

13.4 Tenants must not allow friends, family members or anyone who is not a resident to use Citygroves washing machines. The utilities are reserved for paying tenants and they should be able to use the utilities freely.

13.5 Residents may not wash large, bulky items such as quilts or shoes as this can cause excessive wear and tear on the washing machines- especially with high usage from share houses. You may have these items cleaned at a laundromat.

13.6 Tenant/s must only hang wet items of clothing on clothesline provided.

13.7 All items on clothes lines are to be removed from the line, once dry or within 24 hours, whichever is sooner.

13.8 All items are to be removed from the clothesline to allow use by others.

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

13.10 Tenants must not use the laundry between the Hours of 10pm and 6am as the noise and vibration will cause a disturbance to the other residents.

13.11 Tenants should soak any clothing which is heavily soiled before washing it in washing machine.

14.0 Using the Dishwasher

- Load the top and bottom racks of the dishwasher.
- Ensure that you get clean dishes by scraping any extra food off and rinsing with water before loading.
- Ensure dishes are evenly spaced the dirty side angled down toward the water jets.

- Load the dishwasher detergent .
- Select economy wash cycle
- Start the dishwasher.
- After use remove the dishes and put them back on the appropriate shelves.

Cleaning staff will clean the dishwasher from time to time.

15.0 Fridge:

15.1 The fridge may ice up due to a number of things:

- Fridges can ice up & stop working if the temperature setting is turned up to maximum cold. If this happens the pipes will freeze causing the fridge to struggle to cool. The manufacturer recommends that the setting be left at medium for maximum cooling benefits.
- If the fridge is kept open for too long the moisture will get inside the fridge and can cause icing up.
- As the fridges are frost free tenants must ensure that the airflow between the refrigerator and the fridge is not blocked as this will inhibit 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 .

15.2 If the fridge ices up, we will need to defrost it. Resident must take everything out of the fridge and turn it off. 15.3 Once the fridge has defrosted, it can be turned back on (with the temperature setting set at ½) once it's cool, food can be put back in.

15.4 CityGroves has a number of esky's (ice boxes) to use in situations like these. Tenants will need to provide their own ice .

16. Electricity, air con and water usage

To avoid excessive and unnecessary electricity costs, all residents are to ensure that all light and electrical appliances not being used are turned off. **As all units have solar panels please try and use all appliances including dishwasher, washing machine and oven during daylight hours .**

16.1 Lights

16.1.1 Lights are to be turned off when tenants go out. Leaving light on can cause the light fitting to burnout. If this occurs the tenant will be responsible for the replacement of the light fitting.

16.2 Air Conditioning

16.2.1 The air conditioner to be set at 24 degrees Celsius.

16.2.2 The air conditioning Unit should never be running on High- it should always be on Medium or Low.

16.2.3 During a electrical storm event all air conditioners should be switched off as a power surge can damage the electronic PCB.

16.2.4 A similar thing can occur during a heat wave if the temperature is too low and the fan is on high. During a heat wave (over 30 degrees) the air con should be set at 26 degrees.

16.2.5 You will see these instructions near the air con controller. Please read this before making any adjustments to the air con.

16.2.6 The ducted air conditioning has zoning for different rooms. Please turn off the zoning that applies to your room when you are not there.

16.2.7 Since zoning causes the air flow to be divided between the rooms, the living room zoning is to be turned off after 10 pm so that maximum cooling can occur in the bedrooms at night time.

16.2.8 Please turn off the air conditioner if not in required or before leaving the premises.

16.2.9 Tenants are not to turn off the air conditioner compressor at any time.

16.2.10 In relation to portable air conditioners Tenants may not remove the air flow attachments . If the attachments are missing at the end of the tenancy the tenant will be responsible for the replacement of the component.

16.2.11 All windows and doors should be kept closed when air conditioner is being used

16.3 WATER

16.3.1 Residents must ensure that all taps and showers are turned off completely and not left dripping.

16.3.2 Toilets have a dual flush function- a half flush instead of a full flush will save 9 litres of water each time it is used.

16.3.3 If there are any dripping or leaking taps please report them to the property owner or manager as a matter of urgency.

16.3.4 Tenants are not to turn off the rain water reticulation pump at any time.

17.0 Property Absence

17.1 Tenant/s that are planning to leave their room for a period of absence exceeding seven (7) days should inform Citygroves Student Accommodation in writing.

17.2 Your rental amount is fixed and remains the same during all periods of absence.

17.3 All rent must be paid in advance and nobody is permitted to stay in the room whilst the tenant is absent without the written consent of Citygroves Student Accommodation.

18.0 Emergencies

18.1 The Phone number for emergencies such as fire, ambulance or police attendance is 000. Please call 000 in case of emergency.

18.2 We are in the process of implementing after hours emergency procedure with after hour house service providers.

18.3 Please also call the Arun on 0412070403 or Kusum on 0413306697 or Staff on 0411097603. We are in the process of organising an after hours number . For any other emergencies please contact 000