



## RESIDENT'S ACKNOWLEDGMENT

I ....., acknowledge that I have read and fully understand the contents of this Handbook.

I further acknowledge that I understand that some breaches of the House Rules can result in Management issuing me with an Immediate Notice to Leave.

..... /..... /.....  
Signed Date

Room Number..... UniCentral

**RESIDENTS ARE NOT PERMITTED TO SMOKE INSIDE UNITS  
AND BEDROOMS AT UNICENTRAL**

**RESIDENTS ARE NOT PERMITTED TO LIGHT INCENSE OR  
CANDLES AT UNICENTRAL**

**RESIDENTS ARE REQUESTED TO OBSERVE THE 10.00PM  
NOISE CURFEW**

I have received an entry condition report and understand it needs to be completed and returned to the office within 72 hours of arrival at the accommodation.

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# RESIDENTS HANDBOOK 2011



## CONTENTS

### INTRODUCTION

Page 6

- Kimshar Pty Ltd
- Staff
- Contact Details
- Night Security/Managers
- Mission Statement

### HOUSE RULES

Page 6

- Additional furnishings
- After Hours Lockout Fee
- Balconies & Courtyards
- Ball games
- Barbeques
- Bed bugs
- Bed linen
- Bicycles
- Dangerous/Threatening behaviour
- Drugs and Unlawful substances
- Excess Water Charges
- Former Residents
- Furnishings
- Gardens and balconies
- Hot Irons
- Kitchen
- Laundry facilities
- Marks on ceilings
- Motor vehicles
- Noise
- Notice to Remedy Breach Form R11
- Pavilion Recreation Room
- Pets
- Posters and prints
- Refrigerators and heaters in residents rooms
- Resident's guests
- Skateboards & Rollerblades
- Smoking
- Social events
- Sub Woofers/ Bass speakers
- Swimming pool
- Tennis courts
- Trespassing
- Use and Abuse of Alcohol
- Use of Glass
- Vacuum cleaners
- Vandalism and wilful damage
- Visitors

## **NIGHT SECURITY MANAGEMENT** **Page 12**

## **CLEANING & INSPECTIONS** **Page 12**

- Cleaning your unit
- Cleaning roster
- Yellow card
- Red card
- Quarterly unit inspections

## **HEALTH & SAFETY** **Page 13**

- Fire evacuations procedures
- Firearms and fireworks
- Harassment
- Health Emergencies and accidents
- Insurance
- Medical services
- Personal safety and after hours escorts
- Security of personal belongings
- Smoke detectors and fire protection equipment
- Unwelcome telephone calls

## **RESIDENT SERVICES** **Page 15**

- Bus information
- Business centre
- Clothes drying areas
- Condom vending machines
- Internet services
- Resident notice boards
- Rubbish bin enclosures
- Student ID Cards
- Thursday Night “Tavern Night” and Student I.D
- UniCentral “O” week
- Use and misuse of equipment and pool tables

## **GENERAL** **Page 17**

- Energy consumption
- Food and drink vending machines
- International students
- Mail boxes and redirecting mail
- Relocation
- Subletting of rooms
- Water consumption

## **GOVERNMENT SERVICES** **Page 17**

- Centrelink
- Department of Housing
- RTA

## **KEYS**

**Page 18**

- Keys
- Gate Access

## **TELEPHONE SYSTEM**

**Page 18**

- Telephone system

## **MONEY MATTERS**

**Page 18**

- Boarding agreement is a contract
- Breaking your boarding agreement
- Changing rooms
- Exit cleaning costs
- Financial hardship
- Paying your boarding fees
- Residents responsibilities for maintenance
- Security bond lodgment

## **CARE OF WHITE GOODS**

**Page 21**

- Clothes Dryer
- Fridge & Freezer
- Hot Water Service
- Vacuum Cleaner
- Washing Machine

## **SECURITY**

**Page 22**

- Complex Lighting
- Office hours
- Security Contact Hours
- Visitor Intercom System

## INTRODUCTION

### Kimshar Pty Ltd

Are the managing body for UniCentral. Kimshar is a privately owned company that works closely with The University of the Sunshine Coast in offering Residents the highest standard of student accommodation possible.

The role of our Management team is to support Residents and to administer the operations of the Complex. The Officers of Kimshar are as follows:

### Staff

Directors – UniCentral	Sharyn and Kim Dwyer
Colleen Kettlewell	Office Manager
Jan Richards	Property Manager
Michelle Ward	Property Manager
Robert Smith	Maintenance & Groundsman
Michael Kerr	Night/Security Manager
Mick & Jacqui Ford	On Site Caretakers

### Contact Details

UniCentral Office	Ph. 07 5476 8855 Fax 07 5476 8588
E-mail	office@unicentral.net.au
Internal Phone	ext: 190 or 191
After Hours Caretaker – 0407 791 227	

### Night Security

Night Security Manager	Internal Call extension 7000 or 0408 702 172
Sippy Downs Police	0 5409 1333

### Extreme Emergency

Fire, Ambulance, Police **External Call 0 000**

### Mission Statement

Our aim, and the aim of all unit owners, is to provide the most enjoyable, safe and academically beneficial environment for the resident population entrusted to our care.

Understanding and responding to the needs of residents is a responsibility we take seriously. We respect both the individuals' rights and the rights of all residents to live together in a respectful and harmonious environment. We ask our residents to respect the rights of the owners and to take care of their property.

We strive to make the years attending university the best that they can be.

## HOUSE RULES

The team at UniCentral work to provide the best possible environment to allow each resident the opportunity to excel academically within a safe and enjoyable community. To achieve this, our community has some basic rules for acceptable social behaviour. These are rules about the use, enjoyment, control and management of rental premises.

## **Additional Furnishings**

Gym equipment must remain outdoors and punching bags (or similar) must not be suspended from anywhere within the complex. Additional furnishings in common areas or in bedrooms may be fire hazards and must be removed immediately if requested by management.

## **After Hours Lockout Fee**

A fee of \$10.00 MAY apply if you lock yourself out of your room and you require assistance to be let into your room.

## **Balconies & Courtyards**

UniCentral is often exposed to high winds, so please do not leave bottles or ash trays on the balconies as they will fall into the courtyard below. Do not throw bottles or other rubbish from balconies, this is considered to be a serious breach of your boarding agreement. Remember to be considerate of others regarding noise from your balcony. Your “private” conversations may carry a considerable distance.

Residents are expected to keep their courtyard or balcony clean and tidy at all times.

Residents are reminded that indoor furniture must not be used outside, as they are not designed for external use. Any furniture found damaged will be the responsibility of the residents and charges for repairs or replacement will follow.

GARDEN FLARES ARE PROHIBITED on balconies and courtyards and will be confiscated. This may also put you in breach of your boarding agreement.

Please do not suspend temporary clothes lines or hang washing on balconies or in courtyards. Clothes airing racks are supplied for each unit.

Clothes drying areas are available at the end of each block of units.

## **Ball Games**

Due to the confined space available and the risk of damage or injury to property or person, the kicking of footballs and the cricket games on the grassed area or the driveways within the complex is not permitted. The University welcomes the use of their fields for these activities.

## **Barbecues**

Barbecues are for use by Residents and their guests and must be thoroughly cleaned immediately after use. All rubbish must be disposed of properly, please ensure that lids are placed on bins. Barbeque hours of use are 7am – 10pm.

## **Bed Bugs**

Residents will be responsible for the cost of professionally eradicating Bed Bugs in their unit/room. Please advise the office as soon as possible to minimise the spread of any suspicion of bed bugs.

## **Bed Linen**

All students must use bed linen and launder their bed linen. If students do not have bed linen then linen can be provided for rent or purchase please enquire at the office. Please note that the office will not buy back linen packs after they have been purchased. The use of sleeping bags is strictly prohibited, so as to prevent an infestation of bed bugs.

## **Bicycles**

Please secure your bike with a padlock and cable in the racks provided or under the stairs. Bikes must have a sticker that identifies the bike as belonging to a resident

when parked on UniCentral grounds. If there is no sticker the bike may be donated to charity. Please DO NOT secure to car ports as this damages paint and bikes risk damage from cars.

### **Dangerous, Threatening, Harassing or Abusive Behaviour**

Any dangerous or threatening behaviour is unacceptable and will result in your boarding agreement being terminated immediately.

### **Drugs and Unlawful Substances**

Residents shall not keep or have in their possession, any substance or article that is forbidden by the laws of the State of Queensland or the Commonwealth of Australia. Management pursues a rigorous policy in regard to this matter and any infringement will result in the matter being reported to the Police and immediate termination of your Boarding Agreement.

### **Excess Water Charges**

Should excess use of water charges be applied by Council to any individual unit, then the residents of that unit at that time may be required to pay for excess water charges, the amount will be distributed equally to each resident.

**Former Residents** who have been asked to leave UniCentral by management or where management has chosen not to renew their boarding agreement are not permitted to visit UniCentral. If such former residents are to be found on the property they will be considered to be trespassing, and asked to leave immediately or Police will enforce.

### **Furnishings**

Units are fully furnished. Please take good care of the furniture as the residents will be responsible to pay for any damages. DO NOT MOVE ANY furniture apart from balcony/courtyard furniture outdoors.

### **Hot Irons**

Residents must be careful when ironing as any burn marks to benches or carpets will be repaired at the Resident's expense. Ironing boards must be used when ironing and each apartment has one installed.

### **Kitchen**

Please ensure that rubbish is removed from the kitchen **EVERY DAY** and placed in the rubbish bins provided as rubbish is unpleasant and attracts vermin and blow flies. When using the outside rubbish bins please place all rubbish IN the bins provided and CLOSE the lid properly so as to discourage crows. Do not store rubbish in the laundry tub.

### **Laundry Facilities**

Residents are not permitted to allow non residents to use laundry facilities as it places an unfair financial cost on the owners of the individual units. Residents who allow their laundry facilities to be used by non residents will be charged a fee of \$30.00.

### **Marks on Ceilings**

Ceilings are very difficult to clean. Residents responsible for marks or other damage to ceiling paintwork will be charged a fee to repaint the entire ceiling.

### **Motor Vehicles and Parking**

The maximum speed within the complex is 10km per hour. Please drive cautiously. Dangerous driving is not accepted in UniCentral.

**Please do not park on any grass.**

**Guests of residents must park vehicles on the street.**

Residents at UniCentral will be provided with a sticker to identify their right to park inside the grounds of the complex.

Residents paying to rent allocated undercover parking will be provided with a sticker to identify their right to park in a designated space.

Those who park without permission will be asked to move their motor vehicle, or the vehicle may be towed away at cost to the individual.

## Noise

All Residents have the right to quiet enjoyment of their environment, particularly the right to study at any time. Disturbing noise is defined as any sound that is disruptive to others **at any time day or night**.

There is a strict 10.00pm noise curfew and if management considers noise to be at an unacceptable level at **ANY** time, Residents will be required to shut down all offending noise immediately. Failure to do so will result in a breach of your boarding agreement. If the noise continues following a warning, a fine of \$50.00 may be applied directly to your accommodation account without further notice, you may also be given a notice to leave the accommodation.

## Notice to Remedy Breach - Form R11

Please keep in mind that breaches are not reminder notices to pay your rent. Breaches for whatever reason are very serious and may impact on your application to rent in the future.

## Pavilion Recreation Room

The UniCentral Pavilion has been provided for the enjoyment of all Residents from UniCentral. We encourage Residents who wish to stay up late watching TV or socialising to take advantage of the UniCentral Pavilion's extended opening hours. The Pavilion will be open until 11.00pm each night or at the discretion of the Night Security Managers.

Here are a few basic rules when using the Pavilion.

- Smoking in the Pavilion is not allowed.
- Only residents over 18 years are permitted to consume alcohol on the premises.
- The excessive consumption of alcohol is not allowed and such intoxicated persons will be required to leave the Pavilion area.
- Residents are responsible for keeping the Pavilion in a clean and tidy condition. All rubbish is to be placed in the bins provided.
- Do not enter the building in wet clothes.
- Residents wishing to plan an event in the Pavilion must first seek approval from management and will be asked to take responsibility for the event and the actions of their guests.
- Respect for the facilities provided will ensure continued access.

## Pets

Residents are not permitted to keep animals at UniCentral. This includes dogs, cats, birds and reptiles. A small indoor fish tank is permitted. However, you will be responsible for any water damage if leaks occur.

## Posters, Prints and Wall Hangings

Temporary affixing of posters and prints on internal walls in units is acceptable provided only blu-tac or command strips (3M) are used. Care must be exercised when using these adhesives as they have a tendency to take paint off with them when they are removed. We request that Residents restrict posters to one or two per wall. Never stick any item to the ceiling. Residents will be required to meet the cost of repainting in instances where paint has been removed by the adhesives. **Under no circumstances may staples, drawing pins, tacks, nails, hooks, cellotape or double-sided tape be used on any surface within the unit.**

## Refrigerators & Heaters in Resident Rooms

The refrigerator supplied in UniCentral is adequate to meet the needs of the Residents in each Unit. Additional refrigerators are discouraged in bedrooms or common areas. Additional refrigerators will attract a fee of \$60.00 per semester.

Residents may provide a heater if so required. A fan heater or column oil heater are recommended as safer, but should be in a safe and clean condition.

## Resident's Guests

Management permits a guest to stay overnight free of charge in a Resident's bedroom. Guests, who stay for more than one night, must register at the office or with security after hours. They will be charged \$25.00 per night and the cost will be added to the accommodation account of the resident hosting the guest. We remind you that UniCentral is for single accommodation per bedroom unless otherwise approved.

## Skateboards & Roller Blades

This form of recreational equipment can be very noisy on the pebble surfaces inside UniCentral. We therefore request that Residents refrain from using such equipment within the grounds. The cautious riding of bicycles is permitted, provided residents do not use the UniCentral tennis court as a thoroughfare.

**SMOKING IS NOT PERMITTED INSIDE ANY BUILDING** in UniCentral including the Pavilion. Residents found to be in breach of this rule will be warned and subsequent breaches will result in a review of your Boarding Agreement. It is your responsibility to ensure that your visitors observe this policy.

Smoking is **ONLY** permitted in outdoor areas including courtyard and balconies. Ashtrays have been placed outside the Pavilion, swimming pool and offices for disposal of cigarette butts. **Please DO NOT dispose of cigarette butts in garden beds or lawns.**

## Social Events

No more than 10 people including unit residents are permitted to socialise in an apartment at any time. **This is to minimise noise disturbance to other residents and damage to apartments.** The recreation Pavilion is provided for students for social occasions and may be booked for private functions. For private function bookings please contact the office and complete a functions application which must be approved by the managers. For private functions one resident must be nominated to sign a Party Permission Form and will be held responsible for the behaviours of their guests. This includes noise control; and any cost included for post party clean ups and any loss or damage to equipment. For the safety and comfort of all residents, gatherings or parties are not permitted in the units.

## Sub Woofer Bass Speakers

The use of Sub Woofers are not permitted at UniCentral, please ensure they are turned off before driving onto the premises, and stereos in rooms do not engage the sub woofer or heavy base.

## Swimming Pool

Swimming Pool hours are from 6:30am to 10:00pm. **Glassware is strictly prohibited inside the pool enclosure.** A breach of this policy or excessive noise by residents may result in the area being closed. Pool equipment is not to be removed from the pool day or night. Residents who remove the creepy crawler or tamper with the automatic pool cleaner will be held responsible for damages and any costs that are incurred. Please do not enter the Pavilion if wet, as this damages the timber floor.

## Tennis Courts

Tennis court hours are from 7:30am to 9:30pm. Only sports shoes with non-marking soles may be worn. Residents must respect the privacy of neighbouring properties. Management recommends that tennis balls be marked with the owner's room numbers so that in the event that balls enter an adjoining property, the owner can return them. Students must not under any circumstances enter an adjoining property to retrieve lost tennis balls or basketballs.

Tennis courts are floodlit to enable residents to play after hours. Lighting costs \$2.00 for a 30-minute session. Please insert enough coins for the duration of expected play in advance, as once the lights go off they require 15 minutes to cool down before they can be restarted.

## Trespassing

Unwanted visitors should be reported to Management or Night Security Managers for immediate removal.

## Use and Abuse of Alcohol

Management does not permit the excessive consumption of alcohol on the premises. Abusive or illegal behaviour arising from the consumption of alcohol is unacceptable and will not be tolerated as an excuse for the behaviour of Residents or their guests. Excessive use of alcohol or disruptive behaviour arising from its consumption may result in an immediate termination of your Boarding Agreement. Only Residents 18 years or older may consume alcohol on the premises.

## Use and Abuse of Alcohol

Management reserves the right to ban the use or consumption of alcohol from glass bottles within UniCentral grounds.

## Vacuum Cleaners

Management has provided each unit with a vacuum cleaner. Vacuum cleaners must not be taken from the unit or lent to others. Any vacuum cleaner that is lost or stolen will be the equal responsibility of all Residents in that unit for replacement. Replacement vacuum bags are available at the office at no cost.

## Vandalism and Wilful Damage

Both Management and Residents take pride in the good condition of the grounds at UniCentral. Should vandalism occur in our complex, it should be reported to Management or Night Security Manager immediately. Offenders will be prosecuted. **In the event of damage to property by a Resident or Resident's guest, the Resident will be held responsible for all costs.**

## Visitors

**Residents are held responsible for the behaviour of their guests and such guests will be bound by the same conditions as the Residents.** For the comfort of other residents, guests are not permitted to stay overnight in a Unit's common areas, but must lodge in a Resident's bedroom. Management will not permit more than two guests for any one unit on any one night. If resident's guests stay more than one night then the resident will be asked to pay an additional \$25.00 per night and this amount will be applied to the host resident's accommodation account.

## Excess Water Charges

Should excess use of water charges be applied by Council to any individual unit, then the residents of that unit at that time may be required to pay for excess water charges, the amount will be distributed equally to each resident.

## NIGHT SECURITY MANAGEMENT

Night Security Management can be contacted on Extension **7000**. If the line is busy please leave your extension number and Room number and security will return your call.

Please call night security if any one is making noise or making you feel uncomfortable. The night security staff at UniCentral are very approachable and will respect your privacy and confidentiality at all times. Night Security will also assist with light bulbs and smoke detectors from 9pm nightly. It is the night security manager's role to enforce the house rules, so please adhere to their direction. They are here for your protection and comfort. Please do not hesitate to contact them on ext **7000**.

## CLEANING & INSPECTIONS

### Cleaning Your Unit, Balcony/Courtyard

Reasonable standards of cleanliness and hygiene are expected from all Residents. Consistently dirty or untidy units will be charged additional cleaning fees. Management provides fortnightly cleaning assistance of the common area and kitchen.

Our cleaners are independent contractors. At UniCentral they clean floors in all the tiled floor space in the common areas. This includes the laundry, kitchen, lounge room floors and kitchen benches. Please make sure that clear access is provided in all of these spaces. That is, wash-up and put your dishes away in cupboards. Pick up all personal belongings in the common areas and store in your rooms. They do not clean bedrooms or ensuites as these are your responsibility.

It is your responsibility to ensure that rubbish is put in the outside bin daily, your personal belongings are not left in the common area, that dishes are washed and put away in the kitchen daily. Please note, cleaning contractors will charge Residents for any additional work necessary to maintain acceptable standards of cleanliness. If your unit is not kept to a reasonable standard you will be in breach of your boarding agreement and cleaning fines may apply without notice.

### Cleaning Rosters

Each Unit at UniCentral receives cleaning assistance one day per fortnight (two weeks). Cleaning days are as follows.

#### UniCentral

##### Week 1

Monday	UniCentral 1 – 9
Tuesday	UniCentral 10 – 18
Wednesday	UniCentral 19 – 27
Thursday	UniCentral 28 – 36
Friday	UniCentral 37 – 45

##### Week 2

Monday	UniCentral 46 – 54
Tuesday	UniCentral 55 - 63
Wednesday	UniCentral 64 - 72
Thursday	UniCentral 73 - 81
Friday	UniCentral 82 - 90

Week 1 is the week commencing **Monday 7th February 2011** and every second week thereafter.

**On your cleaning day**, please assist the cleaners by leaving your unit as tidy as possible. This will allow the cleaners better access to do their job in the time allocated. Please clear kitchen benches, sinks, bins and especially floors. **Note also that cleaners are obliged to report any breaches of the House Rules.**

**Where a unit** is considered too untidy to clean (too many obstacles/dirty dishes etc), our cleaners will report to the Manager who in turn will issue the Residents with a Yellow Card specifying the reasons why the unit was not cleaned.

### **Yellow Card**

A yellow card is a first and final warning that you have not tidied in preparation for the cleaners. This means you are given 24 hours to tidy common areas before the cleaner returns. A yellow card is a first and final warning without penalty.

### **Red Card**

If your unit has received one Yellow Card, and cleaners find on a second occasion during your residency they are not able to clean according to the roster and conditions prescribed, then you will be issued with a **RED CARD**.

A **RED CARD** carries an automatic penalty of \$70.00 and this cost will be shared equally between all of the occupants of the unit at the time. As the cleaners are contract cleaners, if they have to return to your apartment more than once then you will be asked to meet the additional costs involved.

### **Quarterly Unit Inspections**

Management will carry out regular inspections at UniCentral. You will be given reasonable notice of an upcoming inspection.

Inspections cover both the common areas in each unit and each bedroom and bathroom. Management encourages the Residents to be in attendance for the inspection, however it is not compulsory.

On Inspection Day, units are expected to be in a similar condition as the day you moved in. **As ample notice is provided, untidy or dirty rooms will be charged additional cleaning fees.** Any damage to property will be repaired and charged out where applicable.

## **HEALTH & SAFETY**

### **Fire Evacuation Procedures**

Smoke detectors have been fitted to all units for your safety, however in the event of a fire at UniCentral, Residents should follow these procedures:

Phone Emergency Services on 0 to get an outside line, then 000. Contact your Manager ext 190 or 191 or the Night Security on extension **7000**. Get out of the building, **yelling loudly "Fire ... get out of the building"**.

Assemble at the Tennis Court area and wait direction from Management or Fire Brigade Officer.

**In case of fire** it is important to know who is on the property; we ask that resident's guests sign a Visitor's Book located at Reception. If after hours register your guest with the night security manager. Accommodating guests is at the sole discretion of the Manager.

Residents are not permitted extra furniture or mattresses in the common lounge room area.

**The burning of candles and incense is prohibited anywhere on the UniCentral grounds.** Any breach of this rule will not be tolerated and may result in termination of your Boarding Agreement.

No flammable materials are to be stored in apartments eg. Petrol, paints, thinners etc.

## Firearms, Weapons and Fireworks

Under no circumstance are firearms, fireworks or any offensive weapons to be brought onto UniCentral premises. If found they will be confiscated and given to the police.

## Harassment

Harassment of any kind is unacceptable behaviour. Harassment is deemed to have occurred if: An individual makes an unwelcome advance or an unwelcome comment, to another person and the other person has made it clear that the conduct is unwelcome. Such conduct can be physical, verbal or written.

If you feel you have been the subject of Harassment, we recommend that you contact your Manager or Night Security Manager and lodge a complaint.

## Health Emergencies and Accidents

In the case of serious accident or medical emergency, telephone Emergency Services by pressing 0 first in order to get an outside line, then 000. Follow their instructions carefully. Secondly, inform either your Manager on 190 / 191 Night Security Manager on extension number 7000 of the emergency so as they may assist.

## Insurance

Management cannot insure property that belongs to another person and will not be responsible for any loss or damage suffered to your property whilst you are a resident. We encourage all Residents to make their own arrangements for Contents Insurance to avoid possible loss.

## Medical Services

After hours emergency on call Doctor.

Family Care Centre based at Caloundra Hospital. 1300 550 911

Maroochydore 7 Day Medical Centre

Bulk Billing - 8.00 am – 8.00 pm 5443 2122

150 Horton Pde., (Opposite Hungry Jacks)

Chancellor Park Medical Centre

Cnr Columbia St & University Way 5476 5999

Sippy Downs

## Personal Safety and After Hours Escorts

Residents are advised to exercise caution when walking to or from the University campus after hours. The university security guards will provide a safe escort service to residents of UniCentral. University security is available on phone number 54301168 at your request. We advise residents to take advantage of this service.

Residents are encouraged to report any person displaying unusual behaviour on or around university walkways to the Night Security on 7000 or University security on 5430 1168.

## Security of Personal Belongings

Residents are strongly advised to lock all doors when sleeping or leaving the premises. An unlocked or open door is an invitation to anyone to enter and help themselves to your belongings. Do not allow yourself to be caught out. Any suspicious behaviour should be reported immediately to the Night Security or Management.

## Smoke Detectors and Fire Protection Equipment

Smoke detectors have been fitted to save lives. Any malfunction of such equipment should be reported immediately to the Office in the Day time or to Night Security Management. **Under no circumstances are residents to tamper with smoke**

**detectors.** Fire extinguishers are located at several ground level locations at UniCentral. Fire Extinguishers are only to be used in an emergency. Please familiarise yourself with the nearest extinguisher should an emergency arise. If you are not confident in using this appliance, don't. Ensure all residents are clear of the fire danger and alert manager and phone 0 000 emergency services.

## **Interfering with Smoke Detectors and Fire Protection Equipment**

Where any person interferes with or removes the smoke alarms that are installed in the apartments that person is committing an offence under the Qld Fire & Rescue Act. Under this Act a person wilfully and unlawfully destroying, damaging or otherwise interfering with an alarm or other apparatus for the warning of fire can be charged and taken to court. The offence is as follows: Destroy/damage/remove/cover or interfere with a Fire Alarm or other apparatus. The offence carries a penalty of \$375.00 per detector. Failure to pay the penalty will also result in court action and further actions by the State Penalties Enforcement Registry to seize property to the value of the penalty. These breaches will also lead to termination of a Resident's Boarding Agreement.

## **Unwelcome Telephone Calls**

All Residents have their own private telephone and can be called free of charge at any time. Unfortunately, this could give rise to unwelcome telephone calls being made to Residents by other Residents. Residents are advised to hang up immediately on unwelcome telephone calls. If calls persist, management should be notified so that a trace can be made on the line.

# **RESIDENT SERVICES**

## **Bus Information**

Timetables are on display at the University Bus Stop or phone Translink 131230 [www.translink.com.au](http://www.translink.com.au)

## **Business Centre**

To assist in the preparation of assignments or resumes, management offers a Business Centre facility. Services include facsimiles, photocopies and laser printed pages.

## **Business Centre Price List**

Photocopies	20 cents per copy.
Laser printed pages	20 cents per copy.
Faxes received	40 cents per copy.
Faxes (Local)	\$1.00 per page and 30 cents for each subsequent page
Faxes (national)	\$1.50 for each page
Faxes (International)	\$2.00 for each page

## **Clothes Drying Area**

Washing machines and clothes dryers are provided in each Unit. Clothes drying areas are located at the end of most blocks. We suggest that you do not leave clothes hanging over night. Hanging clothing over fences or balconies is a breach of the House Rules. All units are provided with a clothes airing rack, for internal use.

## **Condom Vending Machines**

In the interests of health and safety, management has installed condom vending machines in the Complex. The UniCentral machine is located in the **disabled toilet** adjoining the recreation Pavilion. This toilet is unlocked 24 hours a day and may be accessed by both genders. Management encourages students to be responsible and to practice safe sex. Please report any damage or malfunction of these machines to your Manager or Night Security Manager.

## Internet Services

UniCentral provides a high speed broadband Internet connection to all bedrooms. This means you have 24-hour access to the Internet and e-mail from your own room. You also have a Free intranet connection between your room and the University of the Sunshine Coast.

Cirrus Communications provides internet services to residents at UniCentral.

## Resident Notice Boards

The Resident's Notice Board is located at UniCentral on the Pavilion wall and in Reception. Any resident wishing to advise other Residents about upcoming events can do so by taking their notice to Management during office hours. Approved notices will be promptly displayed. Personal ads should be dated from date of notice.

## Rubbish Bin Enclosures

Large household garbage bins are located around the Complex and are serviced on Monday, Wednesday and Friday mornings. **Please ensure that all garbage is placed in bins the night before to ensure collection. Do not leave any household waste in a garbage enclosure without placing it in the bin provided.** If the bin nearest you is full, please take your rubbish to one of the other 11 bins supplied on site. Proper disposal of rubbish will discourage vermin and crows.

## Student Photo I.D

All residents at UniCentral must carry with them a current UniCentral Photo I.D, this will be obtained after registration at the UniCentral Office. The cost of the photo ID is \$20.00 each year.

## Thursday Night 'Tavern' Night and Uni Social nights

For the safety and comfort of residents attending and those who choose not to attend this event we have reviewed our security procedures. On Thursday nights any resident or guest who attends this event will need to carry with them their UniCentral Photo I.D so as residents can be identified by Night Security. Any person who does not have the required identification may be refused entry to UniCentral after this event.

## UniCentral's 'O' – Week Welcome Barbecue

At the beginning of each semester, management - with assistance from volunteers who are long term residents - provide a Barbeque dinner and DJ. This is an excellent opportunity to meet all of the student residents at UniCentral. Guests are restricted to UniCentral Residents only. Management invites input from Residents with any ideas you might have regarding this and other social activities.

Contact USC Student Services for a social calendar of events for the coming year.

## Use & Misuse of Equipment & Pool Tables

Pool tables, the Table Tennis Table, Television, DVD and Stereo are available for use by all Residents of UniCentral. In the event of malfunction, the pool tables must not be lifted as these damages the internal mechanisms, the slate base and the floor. Please report any malfunction to your Manager. Coin refunds due to malfunction are not available. Table Tennis balls are available at the UniCentral Office. Pool tables will only remain available whilst commercially viable to the supplier of the tables.

Any mistreatment by Residents of the entertainment equipment is a breach of the House Rules and offenders will be banned from the Pavilion.

## GENERAL

### Energy Consumption

Management supports energy conservation where ever possible. Please assist by not leaving unnecessary lights, fans or appliances switched on. Additional charges may apply for extra appliances.

### Food and Drink Vending Machines

Vending machines are located at UniCentral next to the Resident notice board at the pavilion and are stocked with an assortment of snack foods including chips, chocolate bars and cold drinks.

### International Students

One of the advantages of living at UniCentral is being able to mix with other students from all over the world.

As USC grows, its popularity with international students increases making both the University and UniCentral a far more interesting and culturally diverse environment. All residents are encouraged to extend every courtesy to our international visitors and to assist them wherever possible.

### Mail boxes and Redirecting Mail

Residents are encouraged to check their mailboxes daily as Management often mail important information to Residents. Any mail not belonging to a current Resident of your Unit should be brought to the Manager's Office for re-direction.

**Outgoing Residents are required to place redirection orders for their mail** with Australia Post **upon exiting the Complex**. UniCentral will retain mail for outgoing Residents for no longer than 1 week, after which time it will be returned to sender. Redirection forms are available from the post office.

### Relocation

Management has the right to relocate residents, giving 2 weeks written notice.

### Subletting

Subletting of rooms is not permitted

### Water Consumption

Water is a valuable resource.

Please keep showers to a maximum of **4 minutes** to prevent water wastage, and to ensure that there is sufficient hot water for other residents of the unit..

## GOVERNMENT SERVICES

### Centrelink Maroochydore & Kawana

Youth and student services

Ph. 13 24 90

Austudy

Ph. 13 23 17

### Department of Housing Memorial Ave, Maroochydore

The Department of Housing administers all Bond Loans.

Memorial Avenue, Maroochydore

Ph. 5479 8200

### Residential Tenancies Authority

The RTA administers Rental Bonds. With the exception of Rental Bonds, our Boarding Agreements are private contracts and are exempt from RTA legislation.

The RTA can be contacted on

Ph. (07) 3361 3611 or

Ph. Toll Free: 1800 177 188

## KEYS

### Keys

Your keys are valuable and should be kept with you at all times. Should you find yourself without them and require after hour's access to your room, access is available by contacting the Night Security Manager on extension 7000. Frequent requests of this nature or if outside office hours, will incur a \$10.00 penalty fee.

Should your keys be lost or stolen, this must be reported immediately. You will be expected to pay for the re-keying of the room and new keys (approximately \$250.00).

Residents must not tamper with or change a door lock in the premises. The unit/room keys are restricted keys and not able to be copied.

### Gate Access

Residents may gain access to the Complex using their key. All other visitors are required to use the intercom system located at the front gates of each complex and buzz the required room for access. When you order Pizza deliveries make sure that you meet the Pizza delivery at the gate.

Please ensure you carry your keys with you at all times. Residents must never attempt to jump over the fence, as this practice is dangerous and may cause injury or damage. Visitors need to be seen out of the gates using your key access.

Please **DO NOT LEAVE YOUR KEYS IN THE COMMON ROOM OF YOUR UNIT – OR ON THE BEACH.** Most often a 'friend or guest' is the person who will steal your keys if left in the common room or your unit. Be careful on the beach, with your belongings. Every year students report to us that they have lost (left unattended and been stolen) their keys, passports and valuables at the beach.

## TELEPHONE SYSTEM

### Operation of the Telephone

UniCentral has a networked PABX facilities. You may call any room in the complex free of charge by pressing the appropriate 3 digit extension number. To reach an external telephone number, first press 0 and then the number you wish to call.

Outgoing calls must be prepaid at the Manager's Office. A minimum balance of \$10.00 is required to call any international, interstate or mobile calls. For your convenience we recommend that you open a phone account with a minimum balance of \$20.00. After the phone has been connected you may top up your account at the office with a minimum transaction amount of \$5.00.

Telephone call costs are calculated similar to domestic phone charges.

## MONEY MATTERS

### Rooming Accommodation Agreement (Form R18) is a Contract

When you arrive at UniCentral you are to sign a Rooming Accommodation Agreement (Form R18) boarding agreement. Please check the dates carefully as you are legally bound to pay accommodation fees for the period of time shown on your boarding agreement. Should you decide to leave before the departure date on your agreement you are still liable for all weekly boarding fees until that date or until you find a new tenant to take over your boarding agreement.

## Breaking your Boarding Agreement

The decision to break a boarding agreement (contract) should be carefully considered. Please discuss any issues that you may have with your managers prior to making this decision. Your boarding agreement is a contract and you are responsible for the boarding fees until the conclusion of your contract. Should you leave prior to the expiration of your boarding agreement the implications are as follows:

- Be aware that you have entered a contract for a period of time and that you are financially responsible for paying the rent until the end of your contract.
- If you wish to break a boarding agreement, try and find a new person (not a current resident of UniCentral) to take over your boarding agreement and financial responsibility.
- If you find a replacement resident to take over your lease this person must first be approved by management.
- You will be charged one week rent as a lease preparation fee.
- For a student to receive the return bond, the room must be left in a clean and tidy condition. Rent must be paid up to the end of the contract or until your lease has been re filled.

## Changing Rooms

Changing rooms will be treated as a check out; your room will need to be cleaned, carpet cleaned and new paper work generated. Should a resident wish to move rooms during their boarding agreement then a charge of \$150.00 will be applied to cover cleaning and administration costs.

## Exit Cleaning Cost

Upon departure **\$150.00** for carpet steam cleaning and room cleaning costs are deducted from the Security Bond. This ensures each room is thoroughly clean for the incoming Resident. This cost is based on a clean, well maintained room. If extraordinary cleaning is required additional costs are applicable. Prices subject to change.

## Financial Hardship

In the event of financial hardship, Residents need to contact the Manager. In many circumstances, assistance in times of financial hardship is available. This includes Government assistance and a student loans scheme coordinated through USC.

## Paying Your Boarding Fees

All Residents are encouraged to provide Kimshar Pty Ltd with a Direct Debit Authority or Credit Card Deduction Authority for the periodical payment of Boarding Fees. We remind you that boarding fees are payable **two weeks in advance**. Remember when planning to leave UniCentral you must give two weeks notice (in writing) of your intention to leave.

**Payments are automatically deducted from your Australian Bank Account or Credit Card every second Thursday commencing *Thursday February 3, 2011*.** Please note, a dishonour fee of \$20.00 per dishonoured/declined transaction will be charged to Residents for dishonoured transfers. Boarding Fees (Rent) arrears result in cancellation of your Boarding Agreement and the forfeit of all or part of your Bond.

Depending on the bank, your bank will also charge you dishonour fees of as much as \$50.00 per declined transaction.

If you are aware that the amount in your bank account will not cover your boarding fees go to Reception before **12pm on Tuesday** to discuss this problem with the Manager.

Should you choose to pay your rent by Credit Card; a commission recovery charge of 3% will apply to all transactions.

Should you incur a cost for repairs or a noise fine etc., during your stay, these accounts are payable within 14 days of issue of account. If periodic payment is necessary, please see the office to discuss.

### Resident's Responsibilities for Maintenance

Residents are encouraged to report any damage or necessary repairs to Management. Where a Resident is responsible for damage to property, the Resident may either arrange rectification through an authorised repairer of their choice or report the damage to managers for contractors to rectify.

Note: Residents within a unit are jointly and severally liable for the cost of any damage to common living areas. Please report any damage or breakage as they occur so as they can be repaired. **Remember if you are the last resident to check out and there is damage that has not been reported and repaired then you will be left with the responsibility to pay for the damages.**

A pricing guide for some basic repairs is as follows and is inclusive of GST:

#### Flyscreens

Replace flyscreen – small	\$120.00
Replace flyscreen - large	\$140.00

#### Furniture Repairs

Coffee table	\$75.00
Replace wall hanging	\$120.00

#### Steam Cleaning

Carpet cleaning - room	\$40.00
Furniture – (per seat)	\$35.00
Mattress	\$45.00

#### Cleaning

Refrigerator	from \$80.00
Microwave	from \$30.00
Oven	from \$80.00

#### General Repairs and Maintenance

Repair damage to walls	from \$50.00
Repair hole in wall	from \$77.00
Repair damage to door	from \$95.00
Replace door	from \$175.00
Repainting of damaged areas	from \$50.00
Re Keying Locks &	
Replacement keys & key ring	from \$250.00
Oil spills on driveway/garage	from \$35.00
Cleaning	per hour \$50.00

#### Items provided FREE to Residents

- Light Bulbs
- Vacuum Cleaner Bags
- Mop Heads & Brooms
- Smoke Detector Batteries
- Door Stops

## **Security Bond Lodgement**

All Residents are required to lodge a Security Bond with Kimshar Pty Ltd at the commencement of their Boarding Agreement.

These Bonds are then transferred to the Residential Tenancies Authority. The return of a Bond upon exit is conditional upon the Resident complying with all the conditions of their Boarding Agreement. Please note that bonds will not be refunded until you have completely exited your room and the keys are handed into the office. Residents can maximise their Bond Refund by staying up to date with Boarding Fees and maintaining their room in good order throughout their term of Residency. Residents who exit prior to the expiration of their Boarding Agreement forfeit their Security Bond, and will be required to continue to pay rent until the conclusion of their boarding agreement/contract.

## **CARE OF WHITE GOODS**

### **Clothes Dryer**

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

If you are unsure of how to operate your washing machine or dryer please ask Management for instructions. Repairs for careless use will be charged back to Residents.

DO NOT overload the clothes dryer. Before placing clothes in the clothes dryer clothing must be "spun dry". If not the clothes dryer may short your power supply and cause damage to the clothes dryer. ONLY ROTATE TIMER IN DIRECTION OF ARROW.

**ALWAYS open the laundry window when using the clothes dryer.**

The Washing Machine and Dryer are for the use of the residents of the Unit Only. Anyone found 'lending' these appliances to others may face a fine of \$30.

### **Fridge & Freezer**

Some freezers need to be defrosted periodically. An excess build up of ice in the freezer can cause the door not to seal properly and a build up of more ice. To defrost the freezer, unplug the power point, place your frozen goods in an esky and place several saucepans of hot water in the freezer. After a half an hour or so, most of the ice will melt away and the freezer can be wiped down and the food returned. Don't forget to turn the fridge back on! NOTE: Do not try to chip the ice with sharp objects as you may damage the freezer and need to replace it.

### **Hot Water Service**

UniCentral hot water systems are located in the kitchen cupboards. The tanks need to be topped up from time to time (monthly) as the constant heating causes water loss through evaporation. Top up the system by lifting the overflow filler lever and keeping it lifted until water starts coming out of the over flow hose. If this is not done regularly, you may find your hot water running out.

### **Vacuum Cleaner**

Your vacuum will be more effective if you change the dust bag regularly. New vacuum cleaner bags are available at reception, at no cost to residents.

## **Washing Machine**

The washing machines provided to all at UniCentral do not take kindly to foreign matter left in pockets when doing washing.

Small change such as 5 cent coins has a tendency to get lodged in the pump and may result in damage to the machine. Please be aware that machine repairs required as a result of foreign objects being left in pockets will be charged back to Residents.

DO NOT overload machines, as this will put the machine off balance and it will not complete the spin cycle, leaving you with wet clothes.

## **SECURITY**

### **Complex Lighting**

UniCentral is equipped with a comprehensive community lighting system. This includes garden lights and carport lighting. This lighting helps The Night Security identify any intruders or unwanted visitors and also ensures your safety by allowing you to see and be seen more easily. Please help keep the complex secure by reporting any damage to the garden or other community lighting to your Manager or Night Security.

### **Office Hours**

Office will be open between 10.00am – 4.00pm Monday to Friday.

### **Security Contact Hours**

The Night Security is on duty from approx. 9.00 pm until late.

The On-Site Caretakers are available for urgent issues outside these hours Ph 0407 791 227.

### **Visitor Intercom System**

UniCentral have a Security Intercom that operates from the main pedestrian gates. The Intercom will buzz the occupants of the room you wish to contact. Pedestrian gates can be opened from each Unit. Please advise your visitors of the Intercom facility when after hours access is required. You will be required to unlock the gate for your visitor to exit the complex.

## *Notes*

## *Notes*