



## 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

Unit / Room Number \_\_\_\_\_ UniCentral

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

**RESIDENTS ARE TO CARRY THEIR ID CARD AT ALL TIMES**

**RESIDENTS ARE REQUESTED TO OBSERVE THE 10:00 PM  
NOISE CURFEW**

Upon my arrival at Uni Central I will be given an entry condition  
report and understand it needs to be completed and returned to  
the office with 72 hours of arrival at the accommodation.

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THESE HOUSE RULES FORM PART OF YOUR RESIDENTIAL TENANCY AGREEMENT. ANY CONTRAVENTION MAY INCUR AN ISSUE OF A BREACH NOTICE AND/OR ADMINISTRATION FEE.

PLEASE CARRY YOUR UNICENTRAL ID AT ALL TIMES

# 1. INTRODUCTION

## 1.1 UniCentral Management

C.U. Accommodation Pty Ltd is the Manager for UniCentral. The Manager undertakes to provide the best possible environment to allow each resident to prosper both academically and in their social and personal development during their stay at UniCentral.

To help achieve this aim and to comply with the Residential Services provisions laid out in the Queensland State Legislation, the Management has over the course of time and experience developed a set of House Rules and Special Conditions that form an integral part of the Tenancy Agreement which residents agree to be bound by and must be aware of.

These House Rules and Conditions are made in accordance with the Residential Tenancies and Rooming Accommodation Act 2008.

UniCentral is a strata titled development with units being owned by separate investors. Management is not the owner of the complete property of UniCentral.

## 1.2 Managers and Staff

The Management employs an office/daytime Manager and a Resident Caretaker who lives and works within the complex and are able to be contacted after hours in an emergency.

The Management also employs various staff to perform duties around the property – office administration, gardening, after hour's staff, housekeeping and maintenance.

## 1.3 Office Hours

Reception is located near the Main Pedestrian Entrance to the property and is open:

Monday to Friday from 9:00am to 4pm. The Office is closed on Saturday, Sunday and Public Holidays.

## 1.4 Contact Details

UniCentral Office Phone: 07 5373 0000

Email: [office@unicentral.net.au](mailto:office@unicentral.net.au)

After Hours Caretaker: 0408 702 172

Night Security: 0400 136 006

## 1.5 UniCentral Mission Statement

At UniCentral, we aim to provide the most encouraging academic environment possible as well as an enjoyable place for students to socialise with others who share their common interest.

We hope to be an active point of call for residents as we feel it is our duty of care to provide safety, comfort and a high level of services to make our residents feel happy and content. We respect the rights of every individual and the rights of all residents to reside together in a considerate and amicable community environment.

UniCentral aspire to provide a happy and harmonious place for students to live whilst attending their chosen place of Tertiary Education.

## 2. HOUSE RULES

### 2.1 Residents and Guest Behavior

As residents at UniCentral you are living in a large community. Residents and their guests must not interfere with the reasonable peace, comfort, privacy or quiet enjoyment of other residents. Residents must ensure that their guests are aware of these House Rules which apply to UniCentral. The unruly behaviour of either residents or their guests will not be tolerated.

### 2.2 Maintenance of Rooms

- Residents are expected to maintain their rooms in a way that does not interfere with the reasonable comfort of other residents or give rise to a fire hazard.
- All maintenance issues, especially Plumbing or Electrical, are to be promptly reported to the office and a Maintenance Request form completed,
- Wall hangings are permitted but residents will be responsible to pay for any damage done to wall paint.

In simple terms this means that you are to keep your personal space (bedroom and ensuite) clean and tidy and to collectively keep the common area (lounge, kitchen and outdoor area) clean and free from rubbish.

### 2.3 Common Areas – Unit and Body Corporate

Common areas include the common spaces in each unit: kitchen, dining, living, laundry and balcony/patio areas.

The 'Body Corporate' common areas provided for the use of all residents to share and enjoy.

They are external to the unit dwellings. They are: the Pavilion, pool, tennis/ basketball court, bike racks, BBQ areas, gardens, grounds and car parking areas.

- Residents and their guests must leave common areas neat, clean and tidy after using them and must not leave or store personal belongings on the balcony or living area.
- Fees will apply if any rubbish is left behind or the common area's (i.e.: Pavilion, Pool, Tennis Court or BBQ) a charge will be placed on your account.
- The area immediately outside your front door is also part of your common space to be kept clean and tidy.
- Washing must not be placed over balcony rails or furniture.

#### **2.4 Door Locks and Keys - Residents must carry their keys at all times**

- Residents are responsible for their keys. Lost or stolen keys must be reported immediately to the office. UniCentral ID must be shown to order new keys.
- The unit/room keys are a restricted key system and are not able to be copied. Re-keying of the room and new keys will incur a cost - please see the current cost schedule in the office.
- Keys are not to be given to guests.
- Charges apply if you have locked yourself out after hours and require assistance.

#### **2.5 Refrigerators**

Fridges must be defrosted regularly. Do not over pack your fridge. A small bar fridge (max 100 L) may be put in your bedroom on a drip tray) Additional refrigerators are not allowed in common areas.

Tip: Do not turn the fridge to maximum cooling as it will freeze up and stop working. This will incur a repair fee.

#### **2.6 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 - please see the current cost schedule in the office.
- Please do not overload the machines as this will put the machines off balance. The washing machines run on cold water only.
- Ensure beach towels are shaken thoroughly before washing as sand causes severe damage to the machine.
- Take care not to leave foreign objects in pockets.
- Empty the lint filter on the dryer after each use and open the window whilst using the dryer. Ensure all clothes have been "spun dry" before putting them in the dryer.

## 2.7 Marks on Ceilings

Marks on ceilings are very difficult to clean. Residents are responsible for marks or other damage to ceiling paint work and will be charged a fee to repaint the entire ceiling.

## 2.8 Business Activities

No form of business is to be conducted from the units.

## 2.9 Notice to Remedy Breach (Form 11)

If you receive a Notice to Remedy Breach it is a very serious notice and must be remedied by the time noted on the Breach. Receiving a breach will impact on your future applications for tenancy as it goes onto your permanent record. Three breaches can result in your tenancy agreement being terminated.

# 3. SPECIAL CONDITIONS

## 3.1 Noise

- Each and every resident has the right to quiet enjoyment of their living environment, in particular the right to peaceful enjoyment and to study at any time.
- Residents and their guests are requested to minimise excessive noise. We expect that all noisy activities in the units finish at 10.00pm.
- Residents are asked to take all practical means to minimise noise by closing all doors and windows of their unit.

## 3.2 Parties

- Parties are NOT permitted in units.
- Residents are encouraged to use the Pavilion located at the pool for larger gatherings and socialising to minimise disturbance to other residents.
- Residents must obtain the permission of Management 24 hours prior to using the Pavilion for a social gathering. One resident will be held responsible for the behaviour of their guests. This includes noise control, clean-ups and any loss or damage to equipment. The Pavilion is expected to be left in a clean and tidy condition immediately after the gathering or a cleaning charge will be applied.
- Management is entitled to refuse permission.

## 3.3 Visitors

- Each resident will be held responsible for the behaviour of their visitors and all guests will be bound by the same House Rules and Special Conditions that apply to residents of UniCentral.
- Issues relating to unwanted visitors must be reported to Management for



resolution.

### 3.4 Overnight Guests

- Management permits ONE overnight guest per week for each resident.
- Guests will not be permitted to stay for more than one night. The guest is not permitted to stay in the unit common areas but must lodge temporarily in a resident's bedroom.
- If a guest stays for more than one night an additional fee will be charged - please see the current cost schedule in the office.

Any contraventions of these rules will constitute a breach of the House Rules.

### 3.5 Disputes

- Residents are responsible for co-operating with each other and reaching agreements on day to day living and sharing issues.
- When necessary the manager is available to mediate in disputes. Management will only step in once residents have used all means necessary to resolve disputes.

### 3.6 Alcohol

- Alcohol may be consumed (in moderation) in units only by those legally entitled to do so.
- No glass is allowed in the pool enclosure or on the tennis/basketball court for safety reasons.
- Breaking of House Rules, abusive or illegal behaviour arising from the excessive consumption of alcohol will not be tolerated and may result in an *immediate termination of your Residential Services Agreement*.

### 3.7 Drugs and unlawful substances

- Residents or their guests shall not keep, use or have in their possession a substance or drug related equipment that is forbidden by law.
- Any drug related infringement will result in the matter being reported to the police for further investigation and possible prosecution. Your Residential Services Agreement will be immediately terminated.

### 3.8 Smoke Detectors and Alarms

- Smoke detectors have been fitted to all units for your safety. If at any time your smoke detector starts beeping, it is alerting you to the fact that the battery backup is flat. Please report this to Management or the office.
- When cooking keep bedroom doors closed. If the detector is activated, contact reception immediately to let them know that you are safe. Tampering with these monitored fire alarms and smoke detectors is an offence under State Law and can attract a fine.

### 3.9 Smoking

Smoking is not permitted inside any building of UniCentral. Residents found in breach of this rule will be warned and subsequent breaches will result in the review of your Residential Agreement. It is your responsibility to ensure that your visitors observe this regulation. Smoking is permitted in outdoor areas including balconies. Ashtrays have been provided for the disposal of your cigarette butts. Do not dispose of cigarette butts in garden beds or lawns.

### 3.10 Candles, Incense, Oil Burners, Hot Irons & Hair Straighteners

- The burning of candles, incense and oil burners are prohibited inside all units and buildings within UniCentral as they represent a fire risk. Any breach of this rule may result in termination of your Residential Services Agreement.
- Please ensure that your iron and hair straighteners are turned off and unplugged after each use. Any burn marks to carpets or benches will be repaired at your expense. Use the ironing board provided. All hot cooking utensils are to be placed on a board, not on the bench or the coffee table.

### 3.11 Pets

- Pets are not permitted to be kept in rooms or units.

### 3.12 Vandalism and Wilful Damage

- The Management and Residents of UniCentral take pride in the condition of the units, common areas and grounds. If you are aware of any vandalism or wilful damage it should be reported to the office.
- Any damage caused by you or a guest of yours must be rectified by you at your own expense to the satisfaction of Management. A serious act, or repeated breaches of this rule may result in termination of your Residential Services Agreement and the police will be notified.

### 3.13 Trespassing

- Any unauthorised persons will be deemed to be trespassing and will be asked to leave the premises.
- Unwelcomed guests or guests whose behaviour is not acceptable will be asked to leave UniCentral grounds and residents are encouraged to notify the Police of any unwelcome or unwanted visitors.
- People may be banned from returning to UniCentral.

### 3.14 Former Residents

Former residents who have been asked to leave UniCentral by Management are not permitted to visit the complex. If such residents are found to be on the grounds, they will be considered trespassing and will be escorted from the property. Failure to comply with these rules will result in the police being called.

Former residents who left of their own accord are welcome to visit but must abide by the normal guest rules.

### 3.15 Harassment/Racial Vilification/Discrimination

Harassment of any kind will not be tolerated. If an individual makes an unwelcome advance or an unwelcome comment to a resident when that resident has made it clear that the conduct is unwelcome, whether physical, verbal or written, this constitutes harassment and should be reported to Management and/or the police.

### 3.16 Health Emergencies and/or accidents

In the case of serious accident or medical emergency, telephone Emergency Services on 000 and follow their instructions.

Office staff should also be advised.

### 3.17 Repairs and maintenance

- Residents must advise Management of any damage or required repairs to units. If you are responsible for damage you must report the damage to Management so that they can arrange for the damage to be repaired. You will be invoiced for the cost of the repairs after completion.
- Residents within the units are jointly liable for the cost of any damage to the common living areas.

### 3.18 Posters and Prints

Residents are permitted to affix posters to the walls and doors with blue tak only. Sticky tape, picture hooks, staples, drawing pips, double sided tape or nails are not permitted.

### 3.19 Skateboards, Rollerblades and Bicycles

The riding of bicycles, skateboards and rollerblades is permitted within UniCentral at own risk on roadways and pathways provided that it does not interfere with other residents using these walkways. Bicycles are not to be taken up onto balconies. They can be stored in the bike racks located around the complex once the bike has been registered with reception.

### 3.20 Tennis Court

- The tennis/basketball court is open from 7.00am to 9.00pm. Only sport shoes with non-marking soles may be worn on the tennis court. Do not take any glass into the court for safety reasons.

- When using the tennis/basketball court, residents must ensure they respect the privacy of neighboring properties by keeping noise levels to a minimum.

### 3.21 Swimming Pool and Barbeques

- Barbeques and swimming pool are for the use of residents and their guests only.
- Swimming pool hours are from 7.00am to 9.00pm and will be locked outside of these hours.
- Please thoroughly clean the BBQ's after use and keep surrounds clean and tidy.
- Glassware is strictly prohibited inside the pool enclosure for safety reasons. Termination of your lease is possible if this by law is breached. Cleaning of the pool because glass has been dropped will result in a charge - please see the current cost schedule in the office.
- A breach of this policy or excessive noise by residents may result in the area being closed.

### 3.22 Cleaning

- Reasonable standards of cleanliness and hygiene are expected from all residents.
- If units are found to be consistently dirty or untidy, Management will notify the residents. If the situation continues a cleaning fee will be charged.
- Queensland is a very tropical climate – if the windows in your bedroom and bathroom are not opened, mould will grow because of the humidity. Especially on the tiles of your shower and the walls and ceiling. If left untreated, mould will grow on the walls of your bedroom; this then becomes a health hazard.
- You can pay to have your bathroom cleaned professionally, please book at the office.
- Rubbish is to be placed in bins provided on a daily basis. Do not leave rubbish outside the units as the crows spread the rubbish around the complex.
- Common areas and balconies are to be kept clean and tidy at all times.
- Fridge/Freezers are to be cleaned inside and out regularly to stop mould and corrosion. Fridges must be defrosted regularly.
- Microwaves must be wiped regularly to avoid any liquid gatherings at the bottom and rust appearing.
- Vacuum Cleaners are provided in every unit. Vacuum cleaners must not be taken from unit. The replacement of a vacuum cleaner that is lost, stolen or misused will be the equal responsibility of all residents in that unit.
- Each unit receives cleaning assistance for the common areas only, once a fortnight, with the exception of public holidays.

- Cleaning days are as per your cleaning roster. The cleaners will only clean floors, living areas and kitchens where clear access is provided. They do not clean bedrooms, ensuites, inside cupboards, ovens, or refrigerators. These areas are the responsibility of the resident.
- Management may charge you for any additional work necessary to maintain acceptable standards of cleanliness within your units.
- On your designated cleaning day, please assist the cleaners by leaving your unit as tidy as possible by:
  - i. Ensuring the floor and benches are clear
  - ii. Removing all rubbish and personal property from common areas
  - iii. Washing your dishes and putting them away in the cupboards. All cleaners are obliged to report any breaches of the House Rules.

### 3.23 Mattress Protectors

- Mattress protectors are provided on you arrival. It is your responsibility to wash the protector throughout your time at UniCentral. They must be returned clean and washed upon your departure.

### 3.24 Inspections

- Management may carry out inspections every three (3) months: We will give you 48 hours' notice in writing prior to inspections.
- Management encourages you to be in attendance for the inspection but it is not compulsory.
- On inspection day, units are expected to be neat and clean.

### 3.25 Insurance

- You should ensure that you make your own arrangements for contents insurance as the owners and manager have no cover for you.
- Management and owners will not be responsible for any loss or damage suffered by you whilst you are a resident.

### 3.26 Keys

- If your keys are lost or stolen a cost to re-key your room and new keys will incur a cost - please see the current cost schedule in the office.
- UniCentral ID must be presented each time for a replacement key.
- Please carry your UniCentral ID at all times.
- Residents will be charged a fee if you are locked out of your room and need to be let in by Management or Office staff after hours.
- Residents must not tamper with or change door locks in the premises.

### 3.27 Car Parking

- The Manager will allocate car parking as near to your unit as possible. Non undercover parking is free of charge; please see the current cost schedule in the office for undercover parking charge.
- Cars shall not be parked in spaces allocated to other residents. Cars parked illegally may be towed away by Management at owner's expense. Visitors are asked to park on the street.
- The vehicle owners are responsible for the security of their vehicle and the contents thereof.
- All vehicles shall at all times be kept in a roadworthy condition and registered with QLD transport of register authority.
- All vehicles must display a resident sticker and registration details given to the office staff upon arrival.

### 3.28 Payment of Rent & Bond Lodgement

- All rent payments are subject to the provisions of the Residential Tenancies Authority and Rooming Accommodation Act 2008.
- Rent must be kept 2 weeks in advance at all times.
- Rent can be paid weekly, fortnightly, monthly or all in advance by anyone of the following methods:
  - i. Cash (only during reception hours)
  - ii. EFTPOS (only during reception hours)
  - iii. Credit Card (incurs a surcharge fee)
  - iv. Direct Debit (taken every fortnight – reception will notify you of the direct debit dates)
- All residents are required to lodge a bond with Management at the commencement of their Tenancy Agreement in keeping with the provisions of the Residential Tenancies and Rooming Accommodation Act 2008. This bond will be the equivalent of 4 weeks of rent.
- Bonds are held by the Residential Tenancies Authority and the return of a bond upon exit is conditional upon the resident complying with all conditions of their Residential Services Agreement.
- Residents can maximise their bond return by keeping rent up to date and maintaining their room in good order through the term of residency. Take time to fill in the Entry Condition Report carefully so that this can be used during your Exit Inspection.

### Sundry Payments

Any sundry payments must be paid by the end of the month.

### 3.29 Breaking your Agreement

- Your tenancy agreement is a binding legal contract.
- You are responsible for payment of rent until the expiry of your lease. If you wish to leave you may do so, but you must continue to pay rent until a suitable replacement that is approved by Management is found.
- If a replacement tenant cannot be found you will be required to pay compensation for the reasonable costs incurred. ie. Loss of rent to the owner and advertising for a replacement tenant.
- Your bond will be returned when all rents are paid, an exit inspection is conducted, all paperwork is completed and your lease has been taken over or compensation has been agreed.
- If there are medical grounds or emergency reasons for you to break your Residential Agreement, a medical certificate must be supplied and Management will make the final decision regarding lease break procedures.

### 3.30 Changing Rooms

Should you wish to move rooms during your Tenancy Agreement please contact the office to check availability and any reasonable costs - please see the current cost schedule in the office.

### 3.31 Financial Hardships

- In the event of financial hardship, you need to contact Management as soon as possible.
- Assistance in times of financial hardship is available, mainly through Government assistance and student loans schemes coordinated through the University of the Sunshine Coast. Brochures and numbers are available from reception.

## 4. SECURITY

### 4.1 ID Cards – Please carry your ID card at all times.

To assist Management and to enhance security all residents are issued with ID cards. Staff may request sighting of ID Cards to verify a person's residency. This card must be kept on UniCentral Residents at all times.

### 4.2 Personal Safety

- The onus for security for each unit lies with the residents.
- You are strongly advised to lock all doors when sleeping or leaving the premises.
- Any suspicious behaviour should be reported immediately to Management or Office Staff.
- Management has authority to remove unwanted guests.

### 4.3 Entry

- Residents gain access to UniCentral by using their keys at the pedestrian gate.
- Visitors are required to use the intercom system at the front gate to contact tenants by dialing their room number. Residents must meet visitors at the gate.
- Pedestrians are not to use the motorised car gate for access as the continual interruption causes damage to the motor.
- Jumping over the fence to gain access is both forbidden and dangerous. Any visitor caught jumping the fence will be escorted off the property and residents will be issued a breach.

### 4.4 Complex Lighting

The lighting around UniCentral is by overhead lighting which illuminates pathways and car paths. It is for your safety so that you can see your way around the complex. If there are any problems with the lighting, please report it to Management.

### 4.5 Locking your door

Always keep your room and unit locked and carry your keys with you.

## 5. HEALTH AND SAFETY

### 5.1 Fire Evacuation Procedures

- In the event of a fire, residents should follow these procedures:
  - a) Phone Emergency Services on 000 and notify Management.
  - b) Evacuate and assemble at the assembly points (their location is located on the fire evacuation map on the back of the unit door – this also has your evacuation route on it as well).

### 5.2 Fire Protection Equipment

Fire extinguishers and hydrants and hose reels are located throughout UniCentral. Each block of units has a number of fire extinguishers. Residents should familiarise themselves with these locations.

To operate the fire extinguishers:

- a) Lift handle and hold
- b) Press trigger with thumb



- Fire extinguishers are to be used only in emergencies and Management will view any misuse of the equipment as a serious breach of your Residential Services Agreement. Any malfunction of such equipment must be reported immediately to Management and under no circumstances are the detectors to be tampered with. Any breach of this rule may lead to termination of your Residential Services Agreement and State Fire law penalties could be applied.
- Any resident or guest that causes the fire brigade to attend the site by means of falsely alarming the fire alarm system (whether deliberately or accidentally) will be liable for the payment of the attendance fee payable to the Queensland Fire and Rescue Service (or other such authority).

### 5.3 Dangerous Goods, Firearms and Fireworks

Under no circumstances are firearms, fireworks or any offensive weapons to be brought onto the premises of UniCentral. No dangerous goods, explosives, flammable goods or toxic goods are to be kept on site.

## 6. RESIDENT SERVICES

### 6.1 Calendar of Events

Management invites input from Residents of any ideas you might have regarding social activities. Opportunities are also available for Residents to coordinate their own functions. In many circumstances, Management are happy to assist.

### 6.2 Food and Drink Vending Machines

- Vending Machines are located next to the office and are stocked with an assortment of snack food including, chips, chocolate bars and cold drinks.
- Please report any damage or malfunction of these machines to the Manager.

### 6.3 Rubbish Bin Enclosures

Please ensure that all garbage is placed in the commercial bins available around the site. Place all recyclables into yellow lidded bins.

### 6.4 Resident Notice Boards

- A resident notice board is located in the Pavilion. Any resident wishing to advise other residents of upcoming events can post their notices on these boards. Usage is subject to availability of space and good taste.
- Management reserve the right to remove any notices if they are offensive, expired or for any other reason.

## 6.5 Student Services

The following services are available to residents – see reception for charges

- Photocopying

Reception staff cannot print any documents off any USB sticks – if printing is required, send document to [office@unicentral.net.au](mailto:office@unicentral.net.au) with instructions to print.

## 6.6 Bus Information

Public Transport Buses depart from the main bus station at the University.

You can check times at [www.translink.com.au](http://www.translink.com.au).

## 6.7 Pavilion

The Pavilion has been provided for the enjoyment of all Residents of UniCentral. The rules for the Pavilion are as follows:

- Smoking in the Pavilion is not permitted.
- The excessive consumption of alcohol is not allowed and any intoxicated persons will be required to leave the Pavilion.
- Residents are responsible for keeping the Pavilion clean and tidy condition. All rubbish is to be placed in the bins provided.

Remember, this is your Pavilion, don't spoil it for others by leaving your mess behind.

- The Pavilion and toilets are locked at 10pm.

## 6.8 Use and Misuse of Equipment

The table tennis table, televisions, DVD players, stereo and gaming equipment are available for the use of all residents of UniCentral. Please report any malfunction to the Manager. Any mistreatment by residents of the entertainment equipment is a breach of the House Rules and offenders will be banned from the Pavilion.

## 7. GENERAL

### 7.1 Abandoned Goods

- The resident must take all of their possessions when vacating.
- The manager will treat abandoned goods in keeping with the requirements of the Residential Tenancies and Rooming Accommodation Act 2008.

### 7.2 Mail boxes and Redirecting Mail

- Residents are encouraged to check their mail boxes on a daily basis as Management often mail important information to residents. Any mail not belonging to a current resident should be marked RTS and put in the nearest post box.
- Student leaving UniCentral are required to complete a mail redirection form at the local post office.

### 7.3 International Students

One of the advantages of living at UniCentral is being able to mix with people from all walks of life. The growth of the University has opened the opportunity for International students making both the University and UniCentral a more interesting and culturally diverse environment. All residents are encouraged to extend every courtesy to our international visitors and to assist them whenever possible.

## 8. COMMUNICATION SYSTEMS

### 8.1 Telephone System

Management provides a phone App available to download for free on your mobile. You may call any room in the complex free of charge including the office. Outgoing calls are credit based, so you will need to put credit on your phone account in reception before you can make calls. Discounted Student rates apply. More information available at the office.

### 8.2 Internet Connection

The internet system is provided to UniCentral by an external supplier. All purchases can be made either on-line or in reception. There are a number of different data purchasing plans to suit different needs. Please see reception for more internet information.

## 9. GETTING YOUR BOND BACK

### 9.1 Cleaning on vacating

- Procedures for the cleaning of your unit prior to leaving are available from the office.
- Cleanliness of the property is your responsibility. Your room/apartment must be left in the same condition (except for fair wear and tear) as you arrived. The office can organise the cleaning of your carpets, upholstery, tiles, mattresses and final finishing for you with a contractor - please see current cost schedule in the office. Should tenants wish to organise an alternative, this must be completed to a professional standard before the exit inspection.
- Once the exit inspection is completed your R2 Bond Refund form will be sent to the Residential Tenancies Authority so that they can release your bond.
- Make sure you have completed and signed all necessary bond refund forms before you leave, see the Office staff for details.

## 10. GOVERNMENT SERVICES

Centrelink:

5 Maud St, Maroochydore QLD  
Youth and Students Line 13 24 90

Department of Housing:  
Administers Bond Loans 07 5479 8200

Residential Tenancies Authority:  
Telephone: 07 3361 3611  
Toll free: 1300 366 311

## 11. EMERGENCY AND USEFUL NUMBERS

<b>Emergency</b>	<b>000</b>
(Police, Ambulance, Fire)	
UniCentral Office	075373 0000
Ambulance (Non urgent)	13 12 33
State Emergency Services (SES)	13 25 00
Lifeline	13 11 14
Directory Assistance	1223
USC Student Services	5430 2890
Crime Stoppers	1800 333 000
Chancellor Park Medical Practice	5458 7800