



Welcome to  
**THE VILLAGE**

23 Scholars Drive, Sippy Downs, Qld

**Student and Rooming Accommodation**

Proudly managed by

**The Village Sippy Downs Pty Ltd**

Resident Managers – Robbie & Kim-Leigh Judge

Agents Licence Number: 4280553

The Village

Office: 07 5430 2500

Mobile: 0491148175 – after hours emergencies

info@thevillagesippydowns.com.au

Office hours

Monday, Tuesday, Thursday, Friday 9 am – 2 pm

Wednesday 11am – 4pm

Emergency - Fire, Ambulance, Police	000	
Noise, intruder	Police Link	131444
General enquiries	Local Police	07 5409 1333

After hours lockouts Southern Cross Protection 1300 136 102  
(Call out fees will apply)

As agents, we endeavour to provide the best possible environment to allow each resident the opportunity to excel academically and enjoy their stay within a safe and enjoyable atmosphere. To achieve this, The Village has some basic rules for acceptable social behaviour.

## HOUSE RULES

### MAINTENANCE

Resident's Duty of Care requires you to report damage and/or necessary repairs to Management within a timely manner. Where a Resident is responsible for damage to property, they should report the incident and arrange rectification through an authorised repairer, of their choice. A list of authorised repairers is available from The Village Office.

Note: Residents 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.

Basic items like smoke detector batteries, light globes, kitchen basics are supplied at no cost at a reasonable occurrence.

A pricing guide for all other basic repairs can be obtained from the office.

### **SECURITY BOND**

A security bond is payable at the commencement of every Boarding Agreement. The payment is then forwarded to the Residential Tenancies Authority (Queensland Government) and held in the name of the Tenant who contributed to the bond. The amount is set by the RTA and is equal to 4 weeks rent.

Ensure a full Bond Refund by paying Rent when due and maintaining your room and common areas in good order throughout the term of your residency. The return of your Bond is conditional upon compliance with all conditions of the Boarding Agreement. Please note that bonds will not be refunded until you have completely exited your room, an exit condition report has been completed and the keys returned.

### **KEYS**

If you lose your keys the cost to recode the locks and replace the keys for the unit will apply. Contact management immediately if you have lost your keys. The Locksmith charge is \$535 (current at time of printing).

### **CANDLES**

The burning of candles and incense is prohibited inside all premises/bedrooms. Garden Flares and any form of fires in courtyards are prohibited.

### **BED LINEN**

A fully fitted mattress protector must always be used (available from the office \$40). Students must use bed linen and launder it regularly. The use of sleeping bags is strictly prohibited.

### **BED BUGS**

Residents are responsible for the cost of professionally eradicating bed bugs in their respective room. Contact the office immediately to prevent

them spreading to other areas and to minimize the cost and disruption to yourself and fellow housemates.

### **EXCESS WATER CHARGES & WATER RESTRICTIONS**

Standard water usage is included in the weekly rent. If unreasonable use of water results in excess water charges being applied by Council these costs may be distributed equally between residents.

Australia is an extremely dry continent and water restrictions are common. Please use water efficiently and only when necessary and limit showers to 4 minutes or less. Hoses must have a twist or trigger nozzle fitted or a bucket must be used to wash vehicles. Please advise by completing a Maintenance Reporting Form (at reception) or by email if any taps are dripping or you notice unusual damp areas. Please also advise any unusual events that may indicate inefficient water usage – eg: watery/boggy patches in courtyard, extra guests regularly staying.

### **ENERGY CONSUMPTION**

Help our Earth and conserve energy where-ever possible. Please assist by not leaving unnecessary lights, fans, appliances or TVs on when leaving the room.

### **HEATING & COOLING**

Residents may provide a bedroom heater if required. A fan heater or column oil heater are recommended and must be in a safe and clean condition with a current tag/test label attached. They must be used strictly in accordance with Manufacturer's instructions e.g. you must be in the room if the heater is operating. Bar type heaters are NOT permitted at all.

All rooms and common areas are not air-conditioned. The use of portable Air-conditioners is permitted subject to prior Management Approval PROVIDED the cost (of extra power usage) is arranged to be added to weekly rent payments – currently \$10 per week (subject to change).

Heaters and coolers found to be operating unattended will be confiscated and returned at the end of your tenancy due to the seriousness of a potential fire hazard. Tampering with a fitted Air-Con unit is prohibited (in the case where a unit is fitted but not operational) and considered a serious breach of your Rooming Agreement.

### **LAUNDRY FACILITIES**

Laundry Facilities are provided for Residents only and are not for use by non-residents. Washing Machines must be cleared after each cycle for use by other residents. Check pockets for change & objects which may damage the pump. The Laundry is closed between the hours of 10pm and 6am

All units supply either a Clothes dryer or Clothes Line. In the event that a fitted electric Dryer fails to operate as intended, it will not be replaced. In this case an external clothes line will be fitted to the courtyard. Utilize our Queensland sun for drying washing – the Dryer should only be used on Wet days.

### **KITCHEN & CLEANLINESS**

The Kitchen is closed between the hours of 10pm and 6am. Cooking & eating utensils should be washed, dried & returned to the relevant cupboard immediately after use. Failure to comply will result in an unhappy household and may result in a Notice to remedy breach. Rubbish is to be removed from the kitchen daily and placed in the rubbish bins to prevent cockroaches, mice and blowflies etc. Place all rubbish IN the bins provided and ensure the lid is CLOSED to discourage vermin.

The refrigerator and freezer supplied are adequate to meet the needs of the Residents and additional refrigerators are not permitted in bedrooms or common areas of the residence unless you require a personal fridge due to medical/food allergy reasons. In this case a power surcharge may apply. Discuss with management prior to commencement of lease or prior to installing a personal fridge/freezer.

### **CLEANLINESS STANDARDS – COMMON AREAS**

The shared bathroom, toilets, lounge room, laundry and kitchen are cleaned fortnightly. A reasonable standard of hygiene and cleanliness is expected during the remaining 13 days of each fortnight.

The cleaners are not engaged to clean up after you and do not wash, dry or put away dishes. Clear access must be provided to all surfaces, including bench tops and floors, in the laundry, kitchen, dining room, lounge room and shared bathrooms.

Failure to maintain the common areas constitutes a breach of your tenancy agreement, and if you do not remedy a breach in a reasonable period of time after receiving notice from the Management, your agreement may be terminated, and the Management may seek compensation for their costs incurred remedying your breach.

### **CLEANLINESS STANDARDS - BEDROOMS (AND ENSUITES)**

Cleanliness standards of bedrooms and ensuites where applicable are your sole responsibility. Failure to keep your room to an acceptable level of hygiene may result in a notice to leave. Used food containers, crockery and cutlery must not be kept in bedrooms and evidence of this practice may result in Pest Extermination treatments, Carpet and Mattress Steam Cleaning. If these treatments are deemed necessary by management or consultant, they will be at the resident's cost. Should extra cleaning be deemed necessary to maintain acceptable level of cleanliness in your unit, charges will apply.

### **SUPERLOOP INTERNET**

Management provides an optional Managed wireless broadband Internet connection. An initial set up cost of \$40 will allow access to your private unlimited log-on data account. If you choose to connect, log on details will be issued to you. You must not share your log-on or data – should it be found that you are sharing data your account may be suspended by the provider. The Provider offers Free Technical support 24hours - call 1300 757 457

### **SWIMMING POOL**

Swimming Pool hours are from 6:00am to 9:00pm and noise is to be kept to a minimum in consideration of neighbours and house mates. Excessive noise by residents may result in the area being closed. Glassware is strictly prohibited inside the pool enclosure. (Please note - the cost to empty the pool as a result of broken glass is approx \$5,000.) Children under 12 years of age must be accompanied by a supervising adult who is a current resident. All guests must be accompanied by a resident. BBQs must be thoroughly cleaned immediately after use.

### **TENNIS & BASKETBALL COURT**

Tennis Court and Basketball Hoop facility is open from 8.30am to 9pm daily and is for the purpose of tennis and basketball only. Non-residents/guests must be accompanied by residents while using these facilities.

Due to confined spaces and the risk of damage or injury to property or person, the kicking of footballs or other balls and the playing of cricket games is not permitted on Village Property. The Tennis court is not to be used for any purpose other than intended eg. Tennis and Basketball hoop practice. Please use the nearby park for physical activities other than tennis or basketball.

### **CAR PARKING**

Motor Vehicles are to be parked on the street or in an allotted garage or in visitor carparks at each gate. Those who park without permission will be asked to move their motor vehicle, or the vehicle may be towed away at resident's cost. Irrigation, drainage or water infrastructure damage caused by tenant or their guest parking on gardens or lawns will be repaired at the cost of the tenant.

### **QUIET ENJOYMENT**

All residents have the right to quiet enjoyment of their environment. Disturbing noise is any sound that is disruptive to others at any time. There is a strict 10:00pm noise curfew. If police, our security firm, or

management are called to the premises after hours in order to deal with a disturbance, it may constitute a breach of your tenancy agreement-

### **NO PETS POLICY**

No pets include dogs, cats, birds, reptiles, fish, guinea pigs or any form of rodent. Residents found to be keeping pets on the property will be breached and be required to pay for the required Flea Treatment. The Breach must be remedied within 5 days (eg. the pet permanently removed) or a notice to leave will be issued. Service dogs are permitted.

### **HANGING PICTURES AND POSTERS**

Temporary affixing of posters and prints on internal walls/surfaces in bedrooms is acceptable provided only White-tac or command strips (3M) are used. We request that Residents limit posters to two per wall. Residents will be required to meet the cost of repainting any damage to walls/ceiling caused.

Marks on Ceilings - are very difficult to clean. Residents responsible for marks or other damage to ceiling paintwork will be required to repair or repaint the area – if unable to match paint, this may require the entire ceiling to be repainted. You may arrange for repairs or ask manager for a quote.

### **THE VILLAGE ID CARD**

You are required to carry a Village ID Card. Cards are valid for 1 calendar year and cost \$25 per resident. Your ID card is required for lock outs and proof that you reside at The Village should you be questioned by afterhours security staff or relieving managers. If Management are onsite between the hours of 6am and 9pm come to unit 14 (or to the office during office hours) to be issued with a spare key. For lockouts after 9pm and before 6am, call the Southern Cross Protection on 1300 136 102. A callout charge of \$65 will apply.



## **RESIDENT'S GUESTS**

Residents are permitted one guest to stay one night per week at no cost in a resident's bedroom. Residents must inform management by email prior to the stay. Absolutely no sleeping on lounge furniture or in common areas. Accommodating guests will be at the sole discretion of management. Guests staying longer than one night may be charged \$25 per night. If the above procedure has not been followed, the guest will be deemed unauthorised, and the resident may receive a notice to remedy breach.

## **FORMER RESIDENTS**

Former Residents who have been evicted or Management has chosen not to renew their boarding agreement, are not permitted to visit the premises. Any former residents found on the property will be trespassing and asked to leave.

## **NO SMOKING AT THE VILLAGE**

No Smoking in Units, Courtyards or Common Areas - Residents found to be in breach of this rule will be warned and subsequent breaches will result in a termination of your boarding agreement. You must ensure that your visitors also observe this policy.

## **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 holds a Zero Tolerance Policy with regards to Drugs and Unlawful substances and a breach of this policy will result in immediate notice to leave.

## **ALCOHOL**

Excess Use and Abuse of Alcohol is prohibited on the premises. Abusive or illegal behaviour arising from the consumption of alcohol will not be tolerated as an excuse for the behaviour of Residents or their guests and may result in an immediate termination of their Boarding Agreement.

## **VANDALISM AND WILLFUL DAMAGE**

Management takes pride in the presentation and condition of the building and grounds. Should vandalism occur, it is to be reported to Management & in serious cases to the Police immediately. In the event of damage to property by a Resident or a Resident's guest, the Resident will be held responsible for all costs.

## **FIREARMS, WEAPONS AND FIREWORKS**

Under no circumstance are firearms, fireworks or weapons of any kind to be brought onto the premises. This included spear guns and archery equipment. Police will be called and offending weapons and or fireworks confiscated and subject to Legal penalties.

## **BEHAVIOUR OF RESIDENTS & GUESTS**

Dangerous, Threatening or Harassing Behaviour will not be tolerated and your boarding agreement may be terminated immediately and the matter reported to the Police.

## **MID SEMESTER INSPECTIONS**

Inspections are carried out on each property and cover common areas and each bedroom/ensuite. Management encourages Residents to be in attendance for the inspection, however, it is not compulsory. The appropriate notice will be given prior to the inspection date. Any damage to property will be repaired and charged out where applicable.

## **FURNITURE**

Rooms are fully furnished & Furniture is not to be moved from original placement. Study Chairs must not be taken outside of units. Gym and sporting equipment must remain outdoors and punching bags (or similar) must not be suspended from any point. Extra furnishings and excess personal items in common areas or in bedrooms may be fire hazards and must be removed immediately if requested by management.

## **HEALTH EMERGENCIES & ACCIDENTS**

In the case of serious accident or medical emergency please call  
Emergency Services 000  
Follow all instructions - Call manager 0491148175 as soon as possible.

## **FIRE & FIRE EQUIPMENT**

In the event of a fire, follow these procedures;

- Call Emergency Services 000.
- Contact the Manager 0491148175
- Get out of the building, yelling loudly “FIRE, FIRE....GET OUT OF THE BUILDING”.
- Warn neighbours and assemble on the lawn across the street.
- Attempt to contact or account for all residents while waiting for emergency services and management.

A Fire Blanket is in each kitchen. Fire Extinguishers located outside of each unit block 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.

Smoke detectors have been fitted to save lives. Any malfunction of such equipment should be reported immediately to Management. Any interference or removal of smoke alarms installed on the premises is an offence under the Qld Fire & Rescue Act. The offence is as follows:- A person who Destroys/damages/removes/covers or interferes with a Smoke or Fire Alarm or other apparatus 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.

No flammable materials are to be stored indoors eg: Petrol, paints, thinners etc.

## **MONEY MATTERS & BREAKING YOUR AGREEMENT**

On signing a boarding agreement, you are entering a legal contract. Please check the dates carefully as you are legally bound to pay accommodation

fees for the complete term 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 (approved by management) to take over your boarding agreement.

The decision to break a boarding agreement (contract) should be carefully considered. Please discuss any issues that you may have with the office staff prior to making this decision.

- You are financially responsible for paying the rent until the end of your contract.
- If you find a replacement resident to take over the remainder of your agreement, this person must first be approved by management.
- You will be charged a Break-Lease fee equal to 1 weeks rent plus GST as document preparation fee.
- To receive a full bond refund, your room must be left in a clean & tidy condition and all cleaning requirements met (see exit cleaning costs). Rent must be paid up to the end of the contract or until your lease has been re-assigned.

**EXIT CLEANING:** upon expiry of your lease, your room must be left in the same condition as they were at the commencement of your tenancy (including carpet and mattress steam cleaning). In the event that your room is not satisfactorily cleaned, Management may engage a bond cleaner (at your cost) to ensure that both your room is cleaned to the appropriate standard. Management offer exit cleaning packages at the below prices – these prices are set assuming your room has been well maintained and all personal items have been removed, including rubbish. You are required to book an exit inspection on the day you vacate. If extra ordinary cleaning or disposal of abandoned items is required, extra charges will apply. By choosing to pay Management to perform an exit clean, your obligations in respect of exit cleaning requirements will be fully discharged.

3-bedroom Villa - A room - \$200, B room \$150, C room \$150

2-bedroom Villa - A room - \$200, B room \$190

**PAYING YOUR RENT** - Management offers a free Direct Debit facility to ensure you never forget to pay your rent on time. You will need to sign an Authority for fortnightly deductions to be deducted from your nominated Bank Account or Credit Card\* for your fortnightly rent. We remind you that rent is payable two weeks in advance.

\*Credit Card payments incur a surcharge of 1% (this includes international debit cards)

## **ENDING YOUR AGREEMENT**

Should you wish to vacate at the end of your tenancy, you are required to give a minimum of 7 days notice by completing a Resident Leaving Form R13. This can be found on the RTA website. Please contact the office to discuss other options such as extending or renewing your Agreement.

## **INSURANCE**

Insurance is your responsibility as Management cannot insure property that belongs to another person and will not be held 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.

## **ADMINISTRATION FEES**

As copies of all documents required are supplied on, or prior to, arrival the following costs will be payable if you require digital or hard copies of documents, including a copy of your lease. Costs are per side (if printing on reverse side).

\$1.50 per page Black & White - Scanned/emailed to resident (not printed)

\$2.00 per page Black & White - Printed and Scanned/emailed to resident

\$3.00 per page Colour Copy, Scan and email/or print

## **LOCAL MEDICAL SERVICES**

Sippy Downs Family Medical Centre

Ph: (07) 5476 5999

Shop 10, 1 Scholars Drive, Sippy Downs.  
Monday to Friday 8:30am – 5:00pm, Saturday 8.30am to 12.00pm

Ocean Family Medical  
Ph: (07) 5477 0644  
19 Lakehead Drive, Sippy Downs.  
Monday to Friday 8:30am – 5:00pm, Wednesday 5.30pm to 7.30pm

OCHRE HEALTH MEDICAL CENTRE  
Ph: (07) 5373 0700  
9 Ochre Way, Sippy Downs QLD 4556  
Monday to Friday 8:00am – 7:00pm, Saturday 9.00am to 2.00pm

MEDICAL EMERGENCY Phone: 000

## **GOVERNMENT SERVICES**

Centrelink  
<http://www.humanservices.gov.au/customer/themes/students-and-trainees>  
<http://www.humanservices.gov.au/customer/payment-finder/>

Department of Housing  
<http://www.qld.gov.au/housing/renting/bond-loan/>  
Ph. (07) 5479 8200

Residential Tenancy Authority  
<http://www.rta.qld.gov.au/>  
Ph. (07) 3046 5400 - Toll Free: 1300 366 311

## **USC WELLBEING & SAFE USC**

Emergency on campus / immediate assistance and First Aid. Security matters and safety escorts. SafeUSC are available 24hrs a day 07 5430 1168 or [security@usc.edu.au](mailto:security@usc.edu.au)

General enquiries and support. For advice, assistance and support if you or someone you know is affected by something concerning  
07 5456 3864 [safe@usc.edu.au](mailto:safe@usc.edu.au)

Please contact the office if you have any questions or require further information.

.