

Your Iglu House Rules





INTRODUCTION

The following are Iglu House Rules ("Rules") that are referred to in the conditions of your Tenancy Agreement and are to be read in conjunction with the terms of your Tenancy Agreement. They are for your safety, comfort and enjoyment at Iglu and for the safety, comfort and enjoyment of your fellow residents at Iglu. Any breach of the Rules may result in disciplinary action including termination of your rights to stay at Iglu.

These Rules may be changed by Iglu during the course of your Tenancy Agreement.

1 YOUR WELFARE

1.1 Come and talk to us

Most of us have times when we could use some help in working through the stresses of life. University/ college and living away from home can sometimes be stressful so, if you need a chat about anything, please feel free to approach any of us at Iglu at any time. We may not have the immediate answers but, if we don't, we'll do our best to help you find someone that does.

1.2 Absence from the Property

If you expect to be absent from Iglu for more than 48 hours, please notify us at Reception and provide a contact phone number and email address whilst you are away in case of emergency.

If you have not been seen at Iglu for 48 hours and you have not informed us that you will be away, we may enter your Unit to check that you are okay.

If you have not been seen at the Property for more than 72 hours, and you have not recorded your absence with us, we may contact your emergency contact and/or the Police.

2 HEALTH AND SAFETY

2.1 Smoking

Smoking of any substance is prohibited at all times throughout the Property including Units, Common Areas and Public Areas. If you smoke outside the Property, cigarette butts must not be thrown on the ground.

2.2 Drugs and Illegal Activity

The possession, growing, manufacturing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment relating to illegal drugs or substances is prohibited. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

2.3 Cooking

Due to the risk of fire, you may only cook within the kitchen spaces of each Unit (if you live in a studio) or Common Area (if you live in a share apartment) and in each Public Area. Under no circumstances are you allowed to cook or to keep equipment such as hot plates, rice cookers, frying pans, woks etc. within your bedroom.

2.4 Heating and Cooling

In the interests of safety, heaters with an exposed element, small fan heaters, bar heaters and refrigerators are prohibited within the Property. Heaters or fans that are not provided by Iglu are not permitted within the Property.

2.5 Obstruction

You must not:

- put anything down any sink, toilet or drain that could cause an obstruction or damage; and
- interfere with, obstruct, impede access to or from any facilities, including (but not limited to) wheelchair ramps, curb cuts, fire stairs and building entrances (access ways).

Iglu Management reserves the right to remove and confiscate any items obstructing any access way and to charge the cost of restoring, repairing or replacing any damage to such facilities to the responsible resident(s).

2.6 Candles/Incense

Due to the risk of fire, candles, incense, aromatic burning oils and other open flame devices are not permitted anywhere within the Property including bedrooms, shower rooms, hallways, Common Areas and Public Areas.

2.7 Evacuation and Fire Safety

The Property is equipped with a smoke and thermal alarm system that reports directly to the Fire Brigade. We want to avoid false or unnecessary alarms that can de-sensitise us all to future alarms, distract the Fire Brigade and incur Fire Brigade call-out fines and charges. Any fines and charges charged by the Fire Brigade in connection with smoke/thermal alarm activation and call-out will be charged back to you if you have been responsible for activating the alarm. The fines and charges are high. See charges in section 6.6.

Any false activation of the Manual Call Points (MCPs) or Emergency Alarm Initiating Devices (EAlDs) will be treated as tampering of fire equipment that will result in disciplinary action and you will be charged back any fines and charges that may be issued by the Fire Brigade.

Evacuation maps are posted in various parts of the Property indicating your location in relation to the nearest exit and steps to take to vacate the premises. Please familiarise yourself with the location of all fire exits, the floor on which your Unit is located and the location and how to use fire equipment. If an alarm is activated or you are aware of a fire, please alert everyone in your apartment prior to evacuation.

We also hold Fire Awareness and Emergency Evacuation Programs (twice yearly) which you must attend. While they may seem tedious at the time, the knowledge and preparation they provide could save your and others' lives.

2.8 Fire Equipment

Fire blankets are located in all kitchens. These are to be used for small fires only such as cooktop fires where oil has ignited. Used fire blankets and extinguishers must be returned to Iglu for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all occupants and Iglu Management will regularly be checking all fire equipment including fire extinguishers and fire hoses, fire alarm boxes, smoke/thermal detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment including removing, damaging, altering, interfering or covering exit signs, the function of door closers, smoke detectors and sprinklers. This also includes discharging fire extinguishers and fire hoses for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

2.9 Dangerous Materials

Dangerous materials including industrial batteries, chemicals, charcoal fluid, propane, fueled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Property because of the safety risk to you and other occupants of the Property.

2.10 Emergencies

FOR ANY EMERGENCY REQUIRING FIRE BRIGADE, POLICE OR AMBULANCE CALL "000" IN AUSTRALIA

If there is an emergency, or if Iglu Management becomes concerned about any risk to your health, safety or welfare (including in case of accident or illness) we may contact your nominated Emergency Contact(s). To change your Emergency Contact(s) please see reception.

2.11 Electrical Safety

You must comply with the following electrical safety policies which are intended to prevent injuries and to ensure compliance with health and safety regulations:

- Never modify a plug by bending or removing prongs;
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, instead contact Iglu Management for assistance;
- Extension cords should only be used when absolutely necessary and only on a temporary basis;
- If you discover any faulty electrical equipment, please report them to Iglu Management;
- Large appliances such as additional fridges, TVs and rice cookers are not permitted within Units.

3 SECURITY

A safe and secure environment at Iglu is paramount for all of us. To help keep the place secure, there are several things that you can do.

- Always make sure that you close and lock your Unit door whenever you leave the Unit;
- Always ensure that you close all external doors to the Property behind you and that they are kept locked at all times;
- Do not prop or leave doors open at any time, including fire stair doors, Unit doors, ground floor external doors or any other doors throughout the Property. Doing so is a breach of House Rules and may result in disciplinary action;
- Do not allow any non-residents that are not your guests access or enter the building. Keep an eye out for people who are not residents at the Property who tailgate as you enter through the electronic entrance and lift doors. Report any suspicious people to Iglu Management;
- Never lend your electronic access card and/or key to another person;
- Do not tamper with or replicate electronic access cards and/or keys;
- Do not leave your key under a door mat or on the frame of the door jamb; and
- Do not leave money or valuables in full view when in Public Areas.

Please immediately notify the Duty Manager if you notice any suspicious people or behaviour in or around the Property.

3.1 Trespassing

Unauthorised persons (including non-students, uninvited visitors or any other person/s) deemed to be unauthorised by Iglu Management will be asked to leave the Property immediately.

4 APPEARANCE AND CONDITION

4.1 Appearance of the Property

We want our Iglu Property to be an attractive place for our community.

You are responsible for keeping your Unit clean and tidy. You must not leave the Common Area and/or Public Areas untidy or unclean after your use.

You must not fix picture hooks and/or pins to the walls or joinery. Pin boards have been provided for the purpose of displaying pictures, photographs etc. You must not place foil, cardboard or other unsightly material or objects in or on any windows in your Unit, Common Areas or alter any window coverings in your Unit or Common Areas.

You must keep balconies, decks and patios (if applicable) neat, orderly and clear of personal belongings. Hanging items from the walls, ceiling or balustrades of balconies, decks and patios is prohibited.

You are liable for the cost of repairs and/or cleaning of any damage you or your guests cause to Public Areas, your Unit and/or your Common Area (if applicable).

4.2 Cleaning

You are responsible for the following:

- All vacuuming and cleaning of your Unit and Common Areas;
- All cleaning and mopping of your shower room;
- Cleaning of all internal windows, walls and doors within your Unit and Common Areas;
- Regular removal of rubbish to the designated waste areas;
- Dusting and wiping down of all surfaces including desk tops, drawers, wardrobes, skirting boards etc.;
- Cleaning all appliances and surfaces within the Common Area including counters, tables, cupboards, television etc;
- Cleaning and removal of stains from the cook top, cleaning the range hood, oven and refrigerator; and
- Cleaning Public Areas after you have used them (e.g. BBQs).

5 FACILITIES

5.1 Internet

While Iglu and our network partners will strive to maintain an uninterrupted Internet service, the stability and speed of the service is subject to the performance of the provider's network. We will ensure any issues which arise are addressed in a timely manner to minimise any negative impacts to residents and hold all of our service providers to minimum service level agreements.

Acceptable use of the network will be consistent with all relevant legislation, be within any quota limit imposed by your selected package and maintain the security of the property's IT network and facilities. Any of the following activities constitute unacceptable use of the network and may result in the cancellation of your Internet account:

- Breaching any Commonwealth or State law;
- Utilising the network to breach the Iglu House Rules (eg. Cyber-Bullying);
- Sharing your personal internet account with other residents;
- Tampering with the system or any of the data ports or wireless access points throughout the property; and/or
- Receiving, accessing, downloading, displaying, transmitting and/or making available any illegal materials via any media.

In addition, you are fully liable for any bugs, viruses or other malicious software that may infiltrate your device or the network as a result of your online activities. Any illegal activity detected on the network may also be reported to the relevant authorities.

5.2 Gym

If your Property has a gym, it is only for the use of residents of the Property. The gym is not monitored and residents use the gym at their own risk at all times and release Iglu from any liability for any personal injury, loss or damage to property arising from or in connection with the use of the gym or the gym equipment.

Residents must use the gym and gym equipment for its intended purpose only, and must follow any gym rules and/or equipment instructions specified on signage in or around the gym. Under no circumstances is the gym to be used for personal training sessions. Residents who cause damage or destruction to the gym equipment may be charged with the cost of replacing or repairing the damaged item.

Residents may only use the gym and gym equipment if they have no medical condition or impairment (including being under the influence of drugs or alcohol) which would limit their ability to use the equipment in a safe manner. Residents who use the gym and are injured in any way agree to receive first aid and to pay for any medical treatment.

6 IGLU SERVICES

6.1 Maintenance and Repairs

All requests for repairs or replacements within your Unit and Common Area can be submitted as a Maintenance Request via the Portal or email to Iglu Management. Requests are processed during Monday to Friday business hours by Iglu Management. From the time you submit a Maintenance Request, you are taken to have agreed to Iglu Management or its agents entering your Unit and/or Common Area to carry out the requested maintenance/repair. If you have questions or concerns about disruption or privacy, please raise this with Iglu Management.

If there is a maintenance issue that constitutes a safety or security risk or an emergency situation (e.g. a flood, a shower that will not turn off etc.), you must call the Duty Manager and ask for immediate assistance.

By signing a Tenancy Agreement and without limiting any provision of the Tenancy Agreement, Residents agree to give Iglu Management access to Units according to the minimum notice periods in the relevant Legislation (for the avoidance of doubt, Iglu Management is not required to give notice to access and/or inspect Common Areas).

Where notice is required to be given pursuant to the Legislation, Iglu Management may not be able to specify the exact time that access will be required but will use reasonable endeavours to a specify time period in which the entry may take place.

6.2 Keys and Swipe Access Cards

You will be issued with an electronic access card at the time of arrival, encoded to provide access to the Property, your floor via the lift, your apartment and your Unit. Where available, Iglu will provide you with a key for your mailbox.

If you have lost or mislaid your key and/or access card, locked yourself out of your Unit and/or apartment or if you have damaged the lock to your Unit and/or apartment, you will need to verify your identity at Reception prior to the issue of a new key and/or access card or access being granted to your Unit and/or apartment. If you are locked out of your Unit after hours, please contact the Duty Manager. Please note that if you are locked out due to mislaid or lost keys after hours you may be charged for entry as set out in the Schedule of Charges in section 6.6.

If you do lose your letterbox key or access card, you will be charged for the replacement key/card as per the Schedule of Charges in section 6.6.

6.3 Mail and Iglu Communication

Whilst you are at Iglu, most Iglu written information including but not limited to formal notices, will be communicated to you via either email and/or text. It is your responsibility to check your emails regularly. Any mail not collected within one month of delivery may be returned to the sender by Iglu Management.

It is incumbent on you, that if your email address or phone number changes you must let Iglu know as soon as practical.

6.4 Rent

Please be advised that your rent will be deducted from your nominated bank account in accordance with your Tenancy Agreement. You will receive a personalised rent schedule upon check-in with the dates that rent falls due and the corresponding payment amounts. It is your responsibility to have sufficient funds in your nominated bank account or pay via the alternative methods set out below to avoid dishonour fees as set out in section 6.6.

If you do not want your rent to be deducted from your nominated bank account you must pay your rent in one of the following methods:

- Pay via EFTPOS at reception one business day prior to your rent being due; or
- Pay via bank transfer at least two business days prior to your rent being due (please see reception for bank details).

6.5 Check-out

Prior to the end of your Tenancy Agreement, Iglu Management will contact you via email and/or mail to confirm your departure date. You must comply with the following procedures and requirements when moving out of your Unit in addition to any other reasonable requirements requested by Iglu Management:

- You must vacate your Unit on or before the end date of your Tenancy Agreement, unless you have signed another rental agreement to stay at Iglu for another term;
- Upon moving out of your Unit, it is your responsibility to ensure that your Unit and Common Area is left in the same state of cleanliness and condition as at the start of your Tenancy Agreement (as documented in the condition report) save for wear and tear;
- Iglu Management will conduct a departure inspection of your Unit, Common Area and FF&E to determine any damages, missing items or similar. If you wish to be present during this inspection, please notify Iglu Management at least 7 days prior to your departure date;
- Costs of repair or replacement for any damage or missing items to your Unit and/or Common Area will be charged;
- Before moving out of Iglu, you must ensure all fees and charges payable under the Tenancy Agreement have been paid in full. Any outstanding amounts owed by you to Iglu after you have left the Property will be claimed from your bond. Please be aware that this may hinder your future tenancy applications; and
- All your personal belongings must be removed from the Unit and the Property by 10:00am on the end date of your Tenancy Agreement.

Your bond has been lodged with the relevant state tenancy authority and will be refunded to you by them (minus any outstanding amounts owed to Iglu) after the termination of your agreement.

6.6 Charges

If you need us to issue new access cards, keys etc., we are happy to help but will charge for them at cost. Iglu's charges are:

Item	Charge
New access key	\$30
Mail box key (if applicable)	\$50
Mislaidd or lost key requiring admission to Property or Unit between 10pm and 9am	\$15 (first time free)
Any payment due to Iglu that is dishonoured	\$20
Fire Brigade fines and charges for false fire alarm*	At cost from the fire brigade

*This fee is significant and can be in excess of \$1700 and is subject to change.

6.7 Your belongings – Contents Insurance

Iglu assumes no responsibility for your and your guests' personal property. We recommended that you take out insurance protection against loss and damage to or theft of personal property.

7 USE OF THE PROPERTY

7.1 Noise

Please be courteous and mindful of others around you at all times and limit any noise that may interrupt or concern other residents living either in the same Unit, or surrounding Units. Radios, televisions, stereoes, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others.

During exam periods, while you may finish your exams early, please be mindful of those who have not.

To ensure Iglu residents are not disturbing our surrounding neighbours and to adhere to council regulations, all outdoor areas will be closed from 10:00pm. All residents must move inside the building at this time.

7.2 Guests

You will be responsible for any guest or visitor who is at Iglu by way of your invitation or your company. You must ensure that they sign-in at reception upon arrival and sign-out at reception at the time they leave the premises and that they comply fully with the House Rules and any reasonable direction of Iglu Management. You will be liable for any loss, damage or cost that Iglu incurs due to actions taken by you or your visitor.

For the consideration of your flat mates, please inform them if you are having guests over.

Guests are not allowed to stay overnight unless approved by Iglu Management in writing. Please note Iglu will not approve minors (under 18-year old's) as an overnight guest. Please have your guests signed out by 10pm.

Iglu Management reserves the right to restrict or prohibit the use of Iglu Public Areas by non-Iglu residents.

7.3 Alcohol

If you want to drink alcohol, please do so responsibly with consideration for your impact on others. Alcohol consumption at Iglu is not permitted in Public Areas unless at an Iglu approved event. Inappropriate behaviour, including harassment, will not be tolerated.

7.4 Parties

Residents who wish to host a party can complete a party request form and submit it to Iglu Management for review and approval. This form is to ensure building safety codes are complied with and that consideration for others is taken. In accordance with fire safety laws and town planning, gatherings exceeding the maximum number of people allowed per apartment or per Public Area are not permitted and will not be approved.

If an individual, a group of residents or share residents in an apartment ('Hosts') host a party or other event, the Hosts must clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage, and if cleaning or replacing of items is required as a result, the costs of this will be charged back to the Hosts.

7.5 Privacy and Quiet Enjoyment

You must be respectful of other's needs to live in a quiet and enjoyable environment.

When entering another student's Unit, please knock on the door and do not enter unless invited in. The Duty Manager holds a set of keys when on duty to deal with mislaid keys and emergencies only. Any person requesting entry into another person's Unit will be denied access unless the occupier gives permission in writing.

7.6 Running a Business from the Property

You are not permitted to conduct a business of any description from your Unit, Common Area or any other part of the Property.

7.7 Room Moves

National Rent Affordability Scheme (NRAS) residents are not eligible to move rooms.

Room moves are at the complete discretion of Iglu Management and approval is based on a range of criteria, including but not limited to the availability of rooms. Room moves only apply within the same Iglu property.

In accordance with your Tenancy Agreement, a room move will be processed as a new tenancy. This means you will have to reapply through Iglu's application process where you must complete a new Tenancy Agreement, carry out any procedure required of you under state legislation regarding your bond which may include claiming your current bond and paying a new rental bond for the new room, carry out a departure condition report inspection on your current Unit and/or Common Area and completing an incoming inspection for a new condition report for the new Unit and/or Common Area and paying Iglu's administration costs (please see reception for an estimation of these costs).

Should there be a discrepancy in the room rate of your current room and the new room, you are to pay the difference to top up your rent in advance at the start of the new Tenancy Agreement. Should the new room rate be lower than your current room rate, Iglu will refund or credit you with the difference of the rent in advance payments you have made for your current room.

Iglu recommends that you keep your room allocation until the end of your lease.

7.8 No Sub-letting

You must not sub-let your Unit.

7.9 Pets

No pets, including fish, birds or reptiles may be in the Property. This does not apply to a guide (seeing eye) or hearing dog.

8 EARLY TERMINATION

You have entered into a legally binding contract and you are responsible for the payment of the rental fees for the agreed fixed term.

If you choose to break your lease and terminate your Tenancy early (and not for a permitted reason in the Legislation), you remain responsible to pay all rental fees until another Eligible Tenant executes a new Tenancy Agreement with Iglu for your Unit with a fixed end date that matches that of your Tenancy Agreement. You must also pay Iglu costs associated with finding and executing a new Tenancy Agreement for your Unit (please see reception for an estimation of these costs).

If you do wish to terminate your Tenancy, you must formally notify Iglu Management in writing via Iglu's Cancellation Request Form (available at reception).

9 DISCIPLINE AND MISCONDUCT

Misconduct (including breach of any of House Rules or obscene, bullying, harassing, discriminatory or threatening behaviour) is any action or series of actions that negatively impacts people and/or property at the Property.

You must not post any comment or material to social media, Common Areas or Public Areas that harasses or denigrates another member of Iglu's community including but not limited to an Iglu resident, an employee or contractor of Iglu Management or Iglu itself.

Iglu has zero tolerance of sexual assault and sexual harassment. Iglu Management is trained to respond to sexual assault and sexual harassment allegations and will take all allegations seriously.

If you act or behave in a way that threatens the health, wellbeing or safety of a resident (including yourself), an employee of Iglu or a guest/visitor of the property, Iglu may terminate your agreement. Iglu may also require you to leave the property immediately.

Some misconduct may constitute a criminal offence, a breach of state Legislation and/or conditions of your Tenancy Agreement. Depending on the nature of the misconduct, Iglu may take disciplinary action against you including the following:

- Written warnings;
- Recovery of financial cost or damages;
- Termination of the Tenancy Agreement of the person(s) who have committed or are responsible for the misconduct; and/or
- Police involvement and/or other legal action.

DEFINITIONS

Common Area means the areas within your apartment kitchen, living and dining areas and/or internal corridor(s).

Duty Manager means the Resident Leader on duty after normal business hours and Iglu Management during normal business hours.

Eligible Tenant means a person who:

- a) is except for in Queensland, over 18 years old at the commencement date of a Tenancy Agreement; and
- b) is a student enrolled and attending or about to commence an educational course with an Australian tertiary institution at the commencement date of the Tenancy Agreement; and
- c) is an Australian citizen or has relevant residency or visa rights to stay in Australia; and
- d) meets the requirements of the NRAS scheme and are approved by Iglu (if applicable).

FF&E means the furniture, fittings and equipment in your Unit that have been provided by Iglu.

Iglu means Iglu No.XXX Pty Limited and/or Iglu Pty Limited

Iglu Management means Iglu's management team.

Legislation means the residential tenancy act and related legislation of the state where the Property is located.

Property means the Iglu named property at the address shown at the beginning of the House Rules.

Public Area means the areas within the Property that are shared by all tenants.

Unit means your bedroom and bathroom as applicable under your Tenancy Agreement.

We means Iglu or Iglu Management.

You means the tenant.



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