

Annexure B

Resident House Rules

In accordance with your Residential Tenancy Agreement

YMCA Accommodation on Cobden



YMCA

We build strong **PEOPLE**
strong **FAMILIES**
strong **COMMUNITIES**

Resident House Rules

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1. INTRODUCTION

Welcome to the Resident House Rules for YMCA Accommodation on Cobden. The information in this handbook will provide residents living independently with an overview of their rights and responsibilities

Each resident of YMCA Accommodation on Cobden has the right to occupy their own apartment and to share the common areas with fellow residents ensuring they do not unreasonably intrude on that of others.

The Resident House Rules for YMCA Accommodation on Cobden are governed by the following legislation:

- Residential Tenancies Act
- Owners Corporation Act
- Environmental Protection Authority Noise Regulations
- United Nations Charter of Human Rights
- Equal Opportunity Act,
- National Privacy Principles.

Please ensure you read and understand the rules for YMCA Accommodation on Cobden.

For clarification on a particular section please speak with a YMCA staff member.

Moving into a place of your own

Having a place of your own is both exciting and scary all at the same time, it brings independence and new responsibilities. It is a great feeling to have a home of your own. The YMCA team are here to help you with anything that comes up along the way, we are happy to listen and, if appropriate, offer you advice.

2. STAYING SAFE

Access to / from YMCA Accommodation on Cobden

To maintain a secure environment at YMCA Accommodation on Cobden, access is only available to residents and authorised visitors.

An access card will be issued to you upon arrival. This card must be carried with you to gain access all to buildings at YMCA Accommodation on Cobden. To ensure the safety of all residents the right to refuse access to non-residents.

Access Cards & Apartment Keys

Your security access cards are your responsibility, you need to look after them.

Giving out Keys and Cards

You should not give your access cards, apartment or mailbox keys to other people. Your Residential Tenancy Agreement prevents this to make sure all residents are safe and secure.

Lost Keys and Cards

If you lose your keys and access cards report them lost to YMCA staff immediately for security reasons.

A charge will apply for replacing these items, if a resident loses their apartment key, they must pay for the replacement of the apartment lock and key.

Security of Valuables

Just like a flat or house anywhere you should keep your doors locked at all times. YMCA does not accept responsibility for loss, damage or theft of personal property.

Insurance

YMCA does not provide insurance cover for resident's personal property. All residents are advised to have their own contents insurance by contacting an insurance provider.

3. GUESTS & VISITORS

We understand that from time to time you might have guests staying over.

Please familiarise yourself with our guest policies below:

Long Term Guests/Stays

An individual who stays in a resident's room overnight on a regular basis is known as a long term guest and needs to abide by the Long Term Guest/Stay guidelines.

Long term guests need to be approved by YMCA staff in the Administration Office approximately two weeks prior to their arrival and residents need to advise our staff by emailing accommodation.cobden@ymca.org.au and completing a Long Term Guest Application form.

Long term guests are allowed to stay for one week per semester.

A parent/guardian guest can make a \$130 deposit and will receive an access card and key to gain entry into YMCA Accommodation on Cobden and the resident's apartment. Once their Guest Pass access card and key is returned along with the purchased receipt, the resident will receive their deposit back through their rental account. Residents cannot give out keys or access cards to their guests. Please email accommodation.cobden@ymca.org.au to apply for a spare key and card.

4. FACILITIES

YMCA staff encourages residents to make use of the facilities at YMCA Accommodation on Cobden.

Laundries

The laundry is located on the ground floor.

Guidelines

- This is a shared space and needs to be kept in a clean and tidy condition.
- Let the machines finish their cycle otherwise they will not work for the next person.
- Stay with your clothes.
- Washing machines and dryers only accept Australian currency. Any other currency will cause the machines to malfunction.
- The machines only accept one dollar coins.

Notice Boards

A Noticeboard are available for residents to use at YMCA Accommodation on Cobden.

Please take the time to look at them regularly for information relevant to.

If you have a notice you would like displayed on the notice boards contact accommodation.cobden@ymca.org.au for approval.

Mail & Mail Boxes

Mailboxes at YMCA Accommodation on Cobden are used for correspondence between official Australia Post items and the resident.

YMCA staff asks that residents do not place items in another resident's mailbox without their permission.

If you are expecting a delivery, please make arrangements to be available for when it arrives. YMCA cannot accept goods or food deliveries. Please contact the Australia Post Office or the appropriate company for delivery of packages.

Prior to moving out you should contact the Post Office to have your mail redirected so that your forwarding address can be updated.

Please remember to bring your keys to your mailbox to collect your mail. YMCA are not permitted to access your mailbox in accordance with privacy principles.

Street Parking Permits

Street parking permits are available from the City of Melbourne. Residents may identify themselves by providing a copy of their Resident Tenancy Agreement.

Bicycle Parking

YMCA Accommodation on Cobden provides bicycle parking for residents and guests. Residents are only permitted to park

bicycles in the allocated area.

Bicycles attached anywhere other than the provided racks will be removed immediately by YMCA staff and any locks that are broken when removing the bicycles will not be replaced by YMCA. Bicycles are parked at owners risk, YMCA does not take responsibility for stolen or damaged bicycles.

If you are unsure of where you can lock up your bicycle please contact YMCA staff for assistance.

Electricity

Since the 1st February 2004 YMCA has managed the electricity connections and billing services for students at YMCA facilities, giving residents cheaper electricity charges compared to other electricity retailers.

The electricity will be connected when you arrive providing Administration has received a completed application form and a signed Electricity Supplier Agreement.

You are responsible for the payment of all electricity service and usage in your apartment. Payments are made via options on the bill.

Water

You are responsible for water connection and usage however YMCA may assist by faxing your application to City West Water for connection. If there are any difficulties with the connection or usage you will need to contact the water company directly. You will need to ensure that you contact City West Water upon moving out to finalise your account.

Contact Details: 131 691 CITI WEST WATER

COMMON AREA

Residents are not allowed to be in any hallway that is not located directly near their apartment, or on the direct pathway to access the common areas of the building.

Residents are not permitted to hold parties in their apartment, corridors or function rooms without permission. Students wishing to host a small party or function may apply to reception, in writing or emailing the appropriate YMCA staff for approval.

Resident Lounge

We encourage you to make use of the resident lounge on the 3rd floor

Residents are to ensure they keep the noise levels to a minimum to ensure the peace and comfort of neighbouring apartments.

If you use the area make sure that you leave it clean and any rubbish is to be placed in the bins provided.

6. TELEPHONE

Outside Lines

If you wish to have a telephone service to make external phone calls at YMCA Accommodation on Cobden you will need to make your own arrangements with an outside service provider. Once you have appointed the service outside provider, you may need to contact YMCA to allow access to the communication cupboards in the complex for the service provider to connect your service.

Internal Lines

An intercom telephone is available in each apartment to allow access guests to an apartment upon arrival at the front door.

7. INTERNET

If you wish to have an internet service at YMCA Accommodation on Cobden you will need to make your own arrangements with an outside service provider. Once you have appointed the service outside provider, you may need to contact YMCA to allow access to the communication cupboards in the complex for the service provider to connect your service.

8. ADMINISTRATION

The administration office is run off site and the office hours are: Monday to Friday 9:00 am to 5:00 pm (Closed between 1:00 pm and 2:00 pm). Should you wish to make an appointment or speak with a YMCA staff member please contact:

Ph: +613 8888 7200

Email: accommodation.cobden@ymca.org.au

Please provide your apartment number and address when contacting YMCA.

Residential Tenancy Agreement

You will be required to sign a Residential Tenancy Agreement and will be individually responsible for the rent and other charges relating to the apartment.

The Residential Tenancy Agreement is a binding legal document. You are responsible for the rent until your Residential Tenancy Agreement ends.

Terminating a Residential Tenancy Agreement

Lease Break

If you wish to or are considering moving out before the end of the lease expiry date, this is called a Lease Break and you must consult with your Resident Relations Specialist to assist you with the process and any rights and responsibilities you have under your Residential Tenancy Agreement. A Lease requires you to do the following:

- Contact your Resident Relations Specialist at YMCA immediately to discuss your options
- Pay a lease break fee (equivalent to two weeks rent)
- Pay \$50.00 for YMCA to advertise the apartment – refunded if you find the new resident
- Continue to pay full rent until the date the new person moves into the apartment or the lease end date (whichever comes first)

Your bond will be returned to you after the new resident has moved in and only if you have paid rent to date and the apartment has been left clean and tidy.

Should you choose to do a Lease break there will be approximately one week needed for cleaning and any repairs if necessary from when you vacate until the new resident can move in.

When a resident moves out of an apartment any goods left in the apartment will be donated to charity. Depending on the amount of left over items needing to be removed from the apartment, you may be liable for additional charges.

End of Tenancy Arrangements

On your last day please ensure that you complete a Vacate Form and return all property belonging to YMCA Accommodation on Cobden to your Resident Relations Specialist including your apartment keys and access card. Please contact accommodation.cobden@ymca.org.au to arrange this prior to moving out.

Complaints and grievances

Any complaint during your stay at YMCA Student Accommodation will be accepted and addressed by fair and transparent processes. Any issue or concern raised which brings into question the safety or wellbeing of any person will be addressed as a matter of urgency. All complaints will be investigated promptly, confidentially and impartially. Any complainant or witness is assured that he/she will not be victimised or disadvantaged in any current or future association with the service.

9. PROPERTY MANAGEMENT

Apartment Cleaning

It is your responsibility to keep your apartment in a reasonable condition. If you are unable to keep the apartment clean and tidy, you can obtain a list of cleaning companies from reception.

Routine Inspections

Your Resident Relations Specialist will carry out a routine inspection of your apartment after three months of your tenancy beginning and then every 6 months.

You will be given prior notice in writing of the inspection time and date. An inspection will also be conducted when a tenant transfer of agreement takes place and when you move out to claim back your bond.

Carpets

At the end of the agreement the carpets will be cleaned at the residents' expense as well as any necessary cleaning and repairs. If the furniture is stained or damaged it will be cleaned or repaired at the residents' expense.

Light Globes

It is the occupiers responsibility to ensure that all light globes are working in their apartment. If assistance is required, YMCA can provide a service for an attendance and supply fee.

Smoke Detectors

Smoke detectors are serviced each year however, if the smoke detector emits a beep every few minutes it means that the battery is flat and needs to be replaced. Contact YMCA immediately to organise for the battery to be replaced. Disabling/tempering with your smoke detector is a breach of your Residential Tenancy Agreement and you will be held responsible for the costs to rectify.

Properties & Facilities

The furniture, fittings and all facilities at YMCA Accommodation on Cobden must be treated with care and not vandalised. You are responsible for the condition of your apartment and its contents.

You are not allowed to removing equipment or furniture from the premises without the written consent of their Resident Relations Specialist. You are not allowed to remove furniture from the common areas of the building into apartments or other areas of the building. You are not permitted to bring beds into the apartment unless it is a bed hired from reception.

Rubbish Disposal

The rubbish bins are located in the side entrance of YMCA Accommodation on Cobden. Rubbish is to be securely bagged, tied and placed in the rubbish allocated rubbish bins. .

Recycling

Recycling bins are for paper, cardboard, glass and plastic bottles only. The recycling bins are located in the side entrance of YMCA Accommodation on Cobden. If you are not sure where these are a YMCA staff to help you.

Recycle right: Ensure you know what you can and can't recycle

Sort and separate: Separate garbage from your recycling and don't place recyclable items in the rubbish bins

Cut contamination: After you empty recyclables into the recycling bin, throw the plastic bag into the rubbish bin.

Throwing Objects from Windows

You are prohibited from throwing any objects from any windows or balconies. This is extremely dangerous and puts others at risk.

Pets

College square is a pet free environment. You are not permitted to keep pets of any kind in your apartment or the complex.

Maintenance of Refrigerators

Please ensure you clean your refrigerator regularly to keep it clean. Due to safety concerns any damaged electrical appliance will be disposed of by YMCA staff. Please refer to the appliance handbook

Mattress Protectors

For health and safety reasons a mattress protector is provided for each bed and you will be charged for this at the end of your tenancy. If one is not provided please contact your Resident Relations Specialist immediately. Please also refer to your Resident Relations Specialist for the cost.

10. GENERAL RESIDENT GUIDELINES

Residents living at YMCA Student Accommodation are prohibited from engaging in conduct/behaviour which:

- Can harm or potentially harm another person, is racist, sexist or involves behaviour likely to offend residents or staff
- Interferes in the academic pursuits of residents
- Disrupts the quiet and comfort of other residents in the building
- Impedes other residents from using facilities and services within YMCA Accommodation on Cobden
- Damages property, residents or staff.

Residents are not permitted to enter another resident's apartment without the expressed invitation of that resident.

Noise

If a resident is asked to reduce noise from any area within the building by another resident or a YMCA staff member, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement.

If you believe someone is causing noise pollution please contact reception.

Noise protection and control is regulated by the Environmental Protection Authority and enforced by the Police. In addition, excessive noise is a breach of the Residential Tenancy Act.

Noise complaints are to be reported to the Police as well as your Resident Relations Specialist.

Alcohol

Alcohol is not permitted in common areas including the hallways and resident lounge.

YMCA Policy

YMCA Student Accommodation encourages a mature attitude towards the use of alcohol – one that is consistent with an atmosphere of civility and respect for one another. Students will be held responsible for their behaviour when acting under the influence of alcohol.

Permission for Alcohol to be Served at Functions

Written permission from YMCA staff is required for all activities where alcohol is to be consumed.

Availability of Alcohol

Alcohol must not be provided to anyone who appears to be intoxicated.

Where a resident's guest is abusive or disorderly, they will be asked to leave the premises. Security personnel may assist.

Businesses

Residents are not permitted to carry on any trade or business without the prior consent from YMCA Management.

Windows and Balconies

Residents are not permitted to hang clothes from windows, balconies or areas visible to the public. Windows are not permitted to be covered by any covering other than the blinds provided.

Modem, Television and Radio Aerials

Residents are not permitted to erect an outdoor television or radio aerial of any kind.

Musical Instruments

Musical instruments are not permitted without written consent from YMCA Management

Owners Corporation Rules

As a part of your lease agreement you are obligated to abide by the Owners Corporation Rules which you received with your tenancy agreement and provided a signature of acknowledgement.

11. WHAT YOU CAN EXPECT FROM US

a. YMCA Support Services

When you move into one of our properties, you will have access to a number of YMCA support services.

Areas in which we can help you include:

- Pastoral care and counselling
- Health and welfare support
- Academic support
- Resident mentoring programs
- Peer support programs
- Community services programs
- Training programs and activities
- Personal development courses

b. What can you do to get involved?

When you stay at the YMCA you have the opportunity to take part in Community programs and activities. There are a number of regular activities.

Some activities include:

- Resident Snow Trip
- Resident supported tours around local and city areas
- Parents Lunch
- Movie nights and competitions
- Cooking classes
- Resident day trips
- BBQ's, trivia and video nights
- Sporting events, basketball and soccer
- Religious events and cultural celebrations
- And more much

Information on upcoming events is posted on the notice board, so keep your eyes peeled and keep up to date.

c. How can you get involved?

If you have any suggestions for activities or would like to get involved in organising something, let a member of staff know and they can point you in the right direction. We are always open to new ideas and would like to have more residents involved in creating a fun and engaging environment that they like to live in.

You may also like to get involved by volunteering your time with the Y. The YMCA has one of Australia's largest volunteer programs with rewarding opportunities to make a difference. It can also be a great way to connect with others. For more information on volunteering, log onto our website or visit the YMCA Accommodation on Cobden.

There are some great opportunities to connect with the community in Melbourne

Located close to College Square on Lygon, is Carlton City Baths Community Centre. This is managed by YMCA Victoria on behalf of the City of Melbourne, this facility includes a pool and health club, with group fitness classes and lots of ways to keep active.

12. PAYING FOR YOUR HOME

a. What is a 'bond'?

The Bond is the equivalent to one months rent if the rent is less than \$350 per week. If the rent is \$350 per week or more then the bond will be equivalent to 5 weeks rent.

The bond is lodged with the Residential Tenancies Bond Authority.

Residents are liable for damages caused to their apartment or any of the facilities at YMCA Accommodation on Cobden

The Bond will be refunded providing the following conditions are met:

- The apartment is not damaged

- The apartment is cleaned to a reasonable condition
- The apartment carpets have been steam cleaned and furniture not stained
- All utility accounts and other charges are finalized
- Rent is paid to date

b. How to pay your rent

All rental payments are due by the 1st day of each month. If you have any difficulties paying your rent on time, we encourage you to advise your Resident Relations Specialist immediately.

There are a number of simple and easy ways to pay your rent at YMCA Accommodation on Cobden. These options include:

- DEFT

This DEFT option is available to make payments online using the DEFT website or using the telephone service. DEFT forms are available in your Welcome Pack or by contacting your Resident Relations Specialist.. When you choose this option, you will be given a unique code that is allocated to you for your apartment. When you make a payment online or by telephone using the code, the payment will be identified as yours. You will require an Australian bank account to access DEFT system.

- BPay

BPay payments can be made through your internet or telephone banking. When you choose this option, you will be issued with a Biller Code and Reference Number that will identify the payment as yours.

- Credit Card

This option enables you to use your credit card to make the payment online or on the telephone. This option is very similar to DEFT where you will receive your unique code to make your payments whilst using your credit card.

c. How to pay your rent while you are on holidays?

Prior to going on holidays, residents must ensure that their rent is paid and they fill out a 'going on holiday form' that is available by contacting your Resident Relations Specialist.

d. What will happen if you don't pay your rent?

Residents who are more than 14 days late paying their rent can be issued with a Notice to vacate (eviction).

If you are unable to pay your rent on time please contact your Resident Relations Specialist immediately to discuss the matter.

Rent payments must be finalised before moving out of YMCA Accommodation on Cobden.

Any resident who vacates YMCA Accommodation on Cobden without paying their rent or other charges will be placed with a Debt Collection Agency and the National Tenancy Database.

13. REPAIRING AND MAINTAINING YOUR HOME

a. Moving in

When you move into your new home at YMCA Accommodation on Cobden, you will find that it is fully furnished. If things get broken and need repairing it is important that you tell a staff member straight away. Don't just mention it in passing, as they may forget. Ways in which you can report the need for repairs are outlined later in this section of the resident guidelines by completing a Maintenance Request via our website or emailing accommodation.cobden@ymca.org.au .

b. How to use the appliances in your apartment

Main Power Switch

The main power switches are located in a white cupboard on the wall. The below switches must remain on at all times as they control the fire system in your apartment:

- Main Isolator
- Circuit Breaker / Safety Switch
- Lights

Smoke Alarms/Detectors

Every apartment is fitted with a smoke alarm which is situated on the ceiling. These are connected to your apartments electricity supply and are a life saving device. Building regulations in the state of Victoria require self-contained smoke alarms to be installed in all residential dwellings.

Contact reception/administration

Please immediately contact your Resident Relations Specialist if your smoke alarm begins to emit an intermittent beep. This means that the backup battery is going flat and therefore would not work properly if in a power failure.

Please do not detach the smoke detector from the ceiling or render the smoke alarms to inoperable, this includes:

- Covering it with tape or plastic to muffle the beep
- Removing it from the power source
- Interfering with it in any matter

If you turn off the power when you leave your apartment it will cause damage to the smoke detector.

You will be responsible for all costs due to any tampering of the smoke detectors.

Apartment Cleaning

It is each resident's responsibility to ensure their apartment is kept clean.

Items such as detergent, toilet paper, scourers, cleaning cloths, sink plugs, vacuum cleaners and irons are not provided. All these items can be purchased from a local supermarket or appliance store.

Your closet supermarket is Coles, 211 La Trobe Street (between Swanston and Elizabeth Streets, Melbourne approximately 15 minute walk.

Lighting instructions for your electric cook top

Due to the inclusion of this special feature there is a special lighting procedure required, which you will get used to quite easily.

Electric plates

1. Rotate the knob to the position correspondent to the needs

When using your electric cook top please ensure you:

- Avoid the overflow, therefore when boiling has occurred or in any case when liquid is heated, reduce the heat supply
- Don't leave the electrical plates on without receptacles on the top or with void pots and pans
- Check that the central sensor of the automatic plate results sliding in its seat so that it's possible to rest freely the bottom of the pan
- At the end of cooking take again the knob to the position of "0"

To ensure the stove works properly, please clean the tops regularly with a damp (but not dripping wet) cloth and dry carefully afterwards to ensure you do not scratch the glass. If the electrical contacts below the burner get wet the automatic igniters' will spark/click continuously please complete a maintenance form at reception immediately.

Kitchen Rangehood / Exhaust Fan

This is located above the stove.

Always turn on the Rangehood when cooking to help prevent the smoke detector from beeping.

To turn on the Rangehood/exhaust fan:

- Slowly pull the front of the Rangehood towards you, this must be done before it will work
- Turn on the switch, there is one for the lights and one for the fan, which are either under the front or at the right hand side of the Rangehood

There are two lamps in the Rangehood to provide adequate light whilst cooking. You are responsible for replacing the globes if they stop working. Simply replace the globe by purchasing the same type.

If it is still not working fill in a maintenance form online or by contacting your Resident Relations Specialist.

It is your responsibility to ensure the Rangehood and its filters are clean at all times.

Refrigerator Maintenance

If your fridge does not shut properly or there is approximately 6mm thick of frost/ice, you may need to defrost it.

To ensure optimal hygiene and efficiency complete defrosting is recommended at least twice a year, preferably when food supply

is low.

- Switch off power to freezer at power outlet and remove power supply plug from electrical outlet
- Remove frozen food, wrap in newspaper and place in cardboard box or esky
- Leave door open and wait for the frost to soften. Pans of hot water may be placed inside the freezer to speed up the defrosting process
- Place towels and a container to catch the water in the bottom of the freezer

Warning

On no account should an electric heater or hair dryer be used for defrosting the freezer

Caution

Do not use a knife, metal scraper or sharp pointed tool or instrument to remove ice as they may cause damage to the lining of your freezer

- Scrape the softened frost off the walls of your freezer using a plastic scraper
- After defrosting is complete and all of the water has drained, wipe the freezer thoroughly with a damp cloth before drying thoroughly
- Reconnect the power cord to the electrical outlet and switch on
- Replace frozen food

Microwave

The apartments are fitted with a Samsung microwave oven.

These have the capability to microwave (defrost, reheat and cook by microwave power). To ensure best cooking results it is recommended that the oven is cleaned regularly.

Heating/Cooling

The remote control is stored on the top of the left hand side of the heating/cooling. Using the remote control, turn on the Double Duct Air Conditioner by pressing the "On" button.

To turn change the setting from heating, cooling, dry and fan press 'M' using the remote control and change the temperature by pressing the upside down "V" (down) and normal "V" (up).

Please ensure that you return the remote control back to its space when not in use so that it does not get lost. You will be responsible for the cost of replacement if it is lost.

If you do not wish to use the remote, the on board control is located on the top left of the air conditioner where you can change the mode and settings. The top right circle button will turn the device on and off while the "+" will turn the setting up and "-" down.

Light Globes

Whilst the Property Management department aims to have all light globes operational on your arrival, please report immediately if any globes are not working. Remember that there are two globes per light fitting.

Otherwise any globes that stop working whilst you are residing in the apartments must be replaced by yourself. See 'Light Globes' under ADMINISTRATION for more details.

Apartment Doors

For safety reasons residents are not permitted to attach locks, snibs or any other devices to the apartment doors or door frames. Do not hang hooks over the top of the front door as these hooks can break the fire seals. Also do not hang hooks over the top of the bathroom door as this can jam the door closed and you may become locked in.

This can also cause damage to the doors which you will be responsible to pay the cost of repair.

Cleaning items

Cleaning of your apartment is your responsibility.

Items such as detergent, toilet paper, scourers, cleaning cloths, sink plugs, vacuum cleaner and irons are NOT provided. All these items can be purchased from a local supermarket or appliance store.

c. How to get things repaired? "Maintenance"

If you experience any problems within your apartment, including faults, repairs or maintenance you will need to submit a form online or contact your Resident Relations Specialist.

Visit the YMCA Student Accommodation website under maintenance request.

If maintenance is performed in your apartment and you are responsible for the damage you will be charged for the cost of the repairs.

Maintenance requests submitted outside of business hours of 9.00am – 5.00pm Monday to Friday which are non-urgent will be reviewed within 2 business days.

d. Electrical Problems

If you are experiencing any electrical problems other than power connection, contact YMCA.

Due to safety concerns any damaged electrical appliance will be disposed of by YMCA.

14 Keeping your home safe

a. Fire Safety

Fire Escapes

Only to be used in an emergency. Please do not smoke in this area.

Fire Alarms

If the Melbourne Fire Brigade (MFB) travel to YMCA Accommodation on Cobden and attend to a false alarm caused by a resident, the resident will be charged for the MFB attendance.

If you have burnt food or in any way done something to result in a fire within your apartment, please vacate the area immediately and do not attempt to hide the damaged area. The MFB will need to assess the area to ensure your safety and that of other residents.

b. Fire drills

Evacuations

If the fire alarm is activated you must evacuate the building immediately. DO NOT USE THE LIFTS. USE THE FIRE STAIRS. The doors to the fire stairs must not be propped open under any circumstances.

There is an evacuation plan of the back of each door. If this is removed then the resident is responsible for the cost of replacement and installation.

c. Health and Safety Rules

Walk Secure

When walking between YMCA Accommodation on Cobden and the University:

- Walk where there are lots of other people
- Organise with others to walk with to and from the University
- Keep close to well lit areas and do not walk alone at night
- If you believe you are being followed or feel threatened, contact University Security or Police on 000.

Footwear

Residents are not permitted to walk through the common areas without adequate footwear.

Burning of Candles and Other Materials

Residents are not permitted to light candles, oil burners, burn incense, paper or any other material in the premises or in their apartments.

Bicycles, Roller Blades & Skate Boards

Residents are not permitted to ride or push their bicycles through any building at YMCA Accommodation on Cobden. The use of inline skates, skate boards or any similar device in corridors or common areas is prohibited.

Residents are not permitted to take bicycles into reception, through common areas or up to their apartment.

Dangerous Objects

The possession of any weapons or dangerous material is prohibited.

No Smoking Policy

Smoking is not permitted inside the buildings, apartments, stairwells or common areas of YMCA Accommodation on Cobden.

Please be considerate of others and smoke at the designated smoking areas located outside of the building. Please place cigarette butts in the bins..

Restricted Areas

Residents and their guests are prohibited from the following areas:

- The roof of any building
- Staff areas
- Fire escape stairways except in case of emergency
- Plant rooms, maintenance workshops and service cupboards
- Common areas that aren't relevant to your apartment

Gambling

Gambling of any sort is prohibited on YMCA Accommodation on Cobden premises

15. YOU, YOUR REIGHBOURS AND THE PEOPLE YOU LIVE WITH

a. Getting on with your neighbours and the people you live with

Sometimes people have problems with their neighbours. If you have a problem, talk to a member of the staff team and they will be happy to help you sort it out.

b. Antisocial Behaviour

Violence

Residents are not permitted to be involved in any act of violence which injures or creates a danger to any resident, guest or YMCA staff member. Police will be contacted to investigate

Sexual Harassment

As a resident of YMCA Accommodation on Cobden you are expected to treat all people including staff, visitors and their peers with respect, dignity and equality. We ask that you uphold these standards and respect the diversity and individuality of fellow residents.

What is Sexual Harassment?

The Human Rights and Equal Opportunity Commission describes sexual harassment as:

An unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.

Many kinds of behaviour can amount to sexual harassment if they offend or intimidate another person – jokes, gestures, gossip, display of pictures, telephone or email messages, expression of affection that are not reciprocated, attempts to compel sexual activity the other person doesn't consent to, refusing to leave another person alone when requested, and so on.

Harassment does not arise in the context of choice and mutual consent.

How do we eliminate harassment for our residential community?

Please be aware of your own behaviour. Without realising, you may be putting people under pressure. Even standing too close to another person can be threatening.

You may think you're just being playful and do not recognise that your behaviour is making others feel uncomfortable. If you're not sure, ask them.

Create a culture that doesn't allow harassment to occur, so that residential life is a positive experience for everyone.

- Don't stay silent if you see a someone harassing another person
- Don't laugh at jokes that degrade other members of the community
- Don't take part in gossip about other people's alleged or imagined sexual behaviour and don't repeat such gossip to others
- Be aware that alcohol can influence harassment
- Be ready to warn friends when they're in danger of going too far and take notice if they are giving you advice on the same issue
- If some aspect of residential life seems to involve harassment, talk it over with one of the Community Advisors or a staff member

If you are Sexually Harassed

Encourage anyone affected by sexual harassment to approach the YMCA Student Accommodation Counsellor (Support Services), even if the offence seems trivial. If you are the person affected, they will treat the matter sympathetically and seriously and explore various options with you. With your agreement, the matter may be referred to an external conciliator (a senior, experienced, external person appointed by the YMCA).

Substance Abuse

The possession, consumption and trafficking of illegal substances within YMCA Accommodation on Cobden is strictly prohibited. If you are found to be doing so, the police will be contacted.

c. How we deal with unacceptable behaviour

YMCA Student Accommodation has a no tolerance policy when it comes to antisocial behaviour. All issues regarding this will be dealt with in a prompt and appropriate manner.

d. What to do if you are experiencing antisocial behaviour

These issues need to be dealt with as quickly as possible and in the most appropriate manner.

We strongly recommend that you speak to someone. There are a number of people that you could contact depending on the matter. These include:

- Police
- A friend
- A Community Advisor, the counsellor, a member of the staff that you trust.
- A University designated Sexual Harassment Advisor
- Even if you are not sure whether you have been harassed, talk it over with someone

We do not take these issues lightly, and respect the privacy of all residents. All approaches to staff will be treated confidentially.

Reportable incidents

Incidents of a criminal nature are to be reported to the Police directly by the resident