

Annexure B

Resident House Rules

In accordance with your Residential Tenancy Agreement

College Square on Swanston



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 College Square on Swanston. The information in this handbook will provide residents living independently with an overview of their rights and responsibilities.

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

The Resident House Rules for College Square on Swanston 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 College Square on Swanston.

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

To maintain a secure environment at YMCA College Square on Swanston, 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 to YMCA College Square on Swanston and the recreational facilities. To ensure the safety of all residents College Square Swanston on has 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 as well as for fire safety regulations.

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 straight away.

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:

Upon arrival, guests do not need to be signed in and when asking the receptionist for assistance, guests must know the apartment number and resident's name. It is the resident's responsibility to let their guest in although residents do not need to accompany their guests out.

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 complete the appropriate forms at reception.

Long term guests must meet the following guidelines based on room size:

One bedroom: One guest per semester for up to two weeks

Twin share: Two guests per semester for up to two weeks

Two bedroom: Two guests per semester for up to two weeks

A long term guest is able to receive a guest pass for a deposit of \$30.00 which will gain them entry into College Square on Swanston. Once their Guest access card is returned along with the purchase receipt the amount will then be deposited into the resident's rental account.

A parent/guardian guest can make a \$130 deposit and will receive an access card and key to gain entry into College Square on Swanston 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.

Bed Hire

When having a long term guest, a fold out bed can be hired from reception for a deposit of \$50 for a maximum of 2 weeks. Once the bed is returned along with the purchase receipt the resident will receive a \$20 refund which will be deposited in their rental account.

4. FACILITIES

YMCA staff encourages residents to make use of the facilities at College Square on Swanston

Laundries

There are laundries located on every floor which have coin operated machines.

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 is located on the Ground floor near reception at College Square on Swanston.

If you have a notice you would like displayed on the notice boards please contact reception for approval.

Mail & Mail Boxes

Mailboxes at College Square on Swanston 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 when it arrives. Reception 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 down to your mailbox to collect your mail. We (YMCA) are not permitted to access your mailbox in accordance with privacy principles.

Car Parking

Unfortunately College Square on Swanston does not have any parking available however Melbourne University operate a car park in Cardigan Street Carlton. Feel free to contact The University of Melbourne Parking Office 213 Grattan Street Carlton Phone 8344 6112.

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

College Square on Swanston provides bicycle parking for residents and guests. Residents are only permitted to park bicycles in the allocated area.

Bicycle parking areas

A lockable bicycle shed is located outside in the main courtyard.

To access the shed ask YMCA reception staff.

There are bicycle racks provided outside the shed in the main courtyard. Bicycles can be attached only to the racks

Visitors / Guests: Visitor bike racks are located at the entrance to the complex.

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 owner's risk; YMCA does not take responsibility for stolen or damaged bicycles.

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

Electricity

Since February 2006 YMCA has managed the electricity connections and billing services at College Square on Swanston, 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 at reception or via options on the bill.

Water

You are responsible for water connection and usage however YMCA may assist by faxing your application to Intermoco Pty Ltd for connection. If there are any difficulties with the connection or usage you will need to contact the water company directly.

Contact Details: Intermoco Pty Ltd 9914 7600

5. RECREATION & EQUIPMENT

You are welcome to use the common areas including the resident lounge, gymnasium and swimming pool without any bookings needed. Seminar rooms and BBQ areas require booking on the day. Residents will also need to provide photo ID when hiring the keys for these areas.

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 other areas without permission. Students wishing to host a small party or function may apply by email to Alex Agius alex.agius@ymca.org.au

Seminar Rooms – Group Study Rooms

Seminar rooms are available for study purposes. As seminar rooms are in great demand during exam study periods, please be respectful of others when using this space.

Bookings:

- Bookings are for 2 hours only
- To make a booking contact reception
- I.D will be need to be left when using a seminar room

The seminar rooms cannot be used for art/crafts/model making. If the room is not left in a satisfactory condition you may be denied further use of the facilities and be held responsible for any cleaning or repair costs.

Barbecue Area

A barbecue is located in the courtyard outside the Resident Lounge. To use the barbecue, you must first book with reception with usage time being approximately 2 hours. This time may vary depending on the demand at the time. The barbecue area must be cleaned by you before you return the key to reception.

Gym

The gym is for resident use and is located on the ground floor with a range of equipment available.

Residents using the gym should ensure no food is to be brought into the gym and that music cannot be heard outside the gym and residents in nearby apartments are not disturbed

Residents using the gym equipment should ensure it is used in accordance with the instructions provided. Misuse of equipment will lead to residents being given restricted access.

The use of gymnasium equipment is at the resident's risk. The gymnasium is not staffed and the YMCA is not liable for inappropriate use of the equipment.

Swimming Pool

College Square on Swanston has a swimming pool located in the courtyard outside the Resident Lounge.

The swimming pool is available to residents to use between the hours of 6.00am to 10.00pm. The pool is not staffed. For safety reasons, we ask that you respect the guidelines displayed at the pool.

Resident Lounge

We encourage you to make use of the facilities in the Resident Lounge including:

- Foxtel Remote
- Table Tennis

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

Recreation Equipment / Trolleys on Loan

Trolleys are available for you to use at College Square on Swanston.

You will need to leave your student ID at reception when borrowing any recreational equipment or trolleys. When the equipment is returned it must be signed for and your student ID will be returned.

All equipment is to be returned within the time frame provided by YMCA staff unless prior arrangements have been made.

If the equipment is not returned and / or found damaged the person who borrowed the equipment will be liable for damages or replacement cost.

Reception Facilities / Equipment / Services

The following equipment and services are available please ask reception:

Fax Service

Faxes can be sent and received at reception.

The fax number for Swanston is +61 3 9349 4330.

Make sure that your full name and apartment number is on the fax. Prices are available at reception

Photocopier	10 cents per page. A staff member will assist you in this.	
Fax Service	Local:	\$1 first page, 50 cents for every page after
Scanning	STD:	\$1 first page, 50 cents for every page after \$2 first page, 50 cents for every page after
International:	\$2.50 per minute (transmission times will be affected by line congestion and speed of receiving equipment)	
Receiving a fax:	First 2 pages free, 10 cents per subsequent Page	
Note Changer	Gives \$1 coins, accepts all notes. (Australian notes only). Located in the reception foyer	

6. TELEPHONE

Outside Lines

YMCA College Square on Swanston has a telephone service that is managed by Spirit Telecom that provides a line for you to make external phone calls. Please feel free to contact Spirit Telecom collegesquare@spirit.com.au or phone 1800 181 419 to set up your telephone service.

Internal Lines

An intercom telephone is available in each apartment for residents to make internal calls from apartment to apartment as well as apartment to reception.

7. INTERNET

YMCA College Square on Swanston has an internet service that is managed by Spirit Telecom that provides broadband internet plans for residents.

YMCA Student Accommodation provides a LAN system with connection available in each apartment. Internet connection is as simple as plugging your computer into the connection point in the apartment upon arrival.

For more information please see YMCA reception or email Spirit Telecom at collegesquare@spirit.com.au

For payment options please contact Spirit Telecom. Phone 1800 181 419

8. ADMINISTRATION

Office hours are: Monday to Friday 9:00 am to 5:00 pm

(Closed between 1:00 pm and 2:00 pm).

RECEPTION

Office hours are: Monday to Saturday 8:00am to 7:00pm. Outside these hours, security is available for emergency issues or concerns.

Residential Tenancy Agreement

You will be required to sign a Residential Tenancy Agreement and will be individually or jointly 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

When all residents in an apartment 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 student moves into the apartment or the lease end date (whichever comes first)

Your bond will be returned to you after the new student 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 student 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.

Tenant Transfer

A Tenant Transfer occurs only in twin share or two bedroom apartment when you have found another student to take over half of the agreement and bond for the apartment.

When all residents are vacating the apartment and one or more new students are moving in, this is a Lease Break not a Tenant Transfer and will incur the relevant costs.

You, your roommate/s and the prospective student will need to meet with Administration prior to moving in for approval and transfer of agreement and bond.

Your bond is lodged with Residential Tenancies Bond Authority and you will be required to sign a Bond Transfer form with the incoming student. The bond will be transferred into the continuing and incoming student's name; therefore you will need to obtain your share of the bond from the incoming student.

The following costs will be incurred:

- Tenant Transfer fee (equivalent to one week in rent)

You will need to find a new student and the student must be approved by YMCA

End of Tenancy Arrangements

On your last day please ensure that you complete a Vacate Form and return all property belonging to College Square on Swanston to reception including your apartment keys and access card.

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

Globes can be purchased at reception and YMCA will arrange for a maintenance person to change the globes.

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. Complete a Maintenance form to organise for the battery to be replaced. Disabling/tampering 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 College Square on Swanston 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 remove equipment or furniture from the premises without the written consent of YMCA Management. 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 Chutes

The rubbish chutes are for paper and food waste only. Rubbish is to be securely bagged, tied and placed in the rubbish chutes on each floor. Do not place glass, liquids, cardboard boxes, mattresses, doonas, pillow etc in the chutes, you need to take these items to the Garbage room on the Ground Floor please ask Reception for directions.

Recycling

A Recycling bin is located in the Garbage room on the Ground Floor and is for recycling paper, cardboard, glass and plastic bottles only. Please ask reception for directions.

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 garbage chute or bin

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

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 Administration immediately. Please also see administration 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 College Square on Swanston
- Damages the property of College Square 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, ex-

cessive noise is a breach of the Residential Tenancy Act.

Noise complaints are to be reported to the Police as well as Administration or Reception.

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

Alcohol

Alcohol is not permitted in common areas including the hallways, resident lounge, barbeque, swimming pool area and the multi purpose room.

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 you 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

Getting Involved – the YMCA is more than just a place to live

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 College Square notice boards, 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 College Square on Swanston Facebook site.

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

Located close to College Square, 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 which is a Government Authority.

Residents are liable for damages caused to their apartment or any of the facilities at College Square on Swanston

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 your lease end 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 College Square on Swanston using the DEFT system. You will, require an Australian bank account to access the DEFT system.

If you wish to make payment via Credit Card or BPay:

- Complete your details at the top of the application and tick the credit card / BPay box. Return the DEFT form to reception and you will receive a reference number and instructions on how to make payment.
- (A BPay payment is made through your internet or telephone banking from your Australian Bank Account)

If you wish to make payment via Direct Debit from your Australian Bank Account:

- All personal banking details on the form must be clearly completed and returned to reception. DEFT will not be able to recognise your payment if all details are not complete.
- The security code is a 6 digit number that you the resident will have to make up and remember. It is used for security purposes only when making your payment. Do not use the PIN number you use for making normal transactions on your bank account.
- This form will take approximately 5 to 7 working days to be fully processed or you can register yourself on the website www.deft.com.au once you have received your DEFT reference number and instructions from reception.

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 'Taking A Holiday Form' that can be found at reception.

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 by the Landlord of their apartment the Landlord may also take legal action to recover all funds outstanding.

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 College Square on Swanston.

Any resident who vacates College Square on Swanston 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 College Square, you will find that it is fully furnished. If you become aware of any maintenance issues please complete a maintenance form as soon as possible.

b. How to use the appliances in your apartment

Power Switch

Switches that must remain on at all times include:

- 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 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 inoperable, this includes:

- Covering it with tape or plastic to muffle the beep
- Removing it from the power source
- Removing the battery
- 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.

If you are unable to keep the apartment in a satisfactory condition you can obtain a list of cleaning companies from Reception

Lighting instructions for your gas cook top

For safety and convenience the cook tops have a 'flame failure' safety feature.

If the flame is extinguished the gas supply is automatically cut off to the burners

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

1. Press down the gas control knob all the way and turn to maximum heat – the knob must be pushed in at all times.
2. Continue to hold the control knob down for a further 5-10 seconds after the gas is lit.
3. Release knob and set flame to desired heat setting

To ensure the stove works properly, please clean the stove regularly with a damp (but not dripping wet) cloth. 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 fill in a light globe replacement and pay at reception.

If it is still not working fill in a maintenance form at reception.

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

Refrigerator Maintenance

Regularly clean your fridge to keep it hygienically clean this will help to keep your food fresh.

Please note: Due to safety concerns, any damaged refrigerator or electrical appliance will be disposed of by YMCA Student Accommodation.

The Convection Microwave

The apartments are fitted with a microwave convection oven.

These have the capability to microwave (defrost, reheat and cook by microwave power), cook on grill and cook on convection.

To ensure best cooking results it is recommended that the oven is cleaned regularly.

Sometimes if power has been disconnected, the unit will revert back to DEMO mode. To enable it to heat up food, press the 'Clock' button three times.

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 except in the bathroom.

Otherwise any globes that stop working whilst you are residing in the apartments must be replaced by yourself. To do so simply complete a 'Light Globe' form at reception and make the payment. Our maintenance staff will replace them on certain days of the week. Please feel free to ask reception for this information.

* Prices are subject to change

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.

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 maintenance form online or at reception.

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 the next business day.

d. Electrical Problems

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

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

14 Keeping your home safe

a. Fire Safety

Fire Stairs

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

Fire Alarms

If the Melbourne Fire Brigade (MFB) travel to College Square on Swanston and attend to a false alarm caused by a resident, the resident will be charged by the MFB for their 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 evacuations

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 College Square on Swanston 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 on 9344 6666 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 College Square on Swanston. 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 College Square on Swanston.

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

Gambling

Gambling of any sort is prohibited on the College Square 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 College Square on Swanston 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 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 to a staff member or ask to speak to a Counsellor

If you are Sexually Harassed

Encourage anyone affected by sexual harassment to approach the YMCA Student Accommodation Counsellor, 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 College Square on Swanston is strictly prohibited. If you are found to be doing so, the police will be contacted.

c. How we deal with unacceptable behaviour

YMCA College Square 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 counsellor, or 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