

# SERANIN GROUP MANAGEMENT PLAN

SERANIN | MELBOURNE



SERANIN GROUP

40 Alma Road, St Kilda

3 July 2024

# 1.0 INTRODUCTION

This report aims to identify any concerns in managing the rooming house accommodation provided at the subject site – 40 Alma Road, St Kilda. We provide clear strategies that will be implemented by the management team on site and supported by the ownership group.

Seranin Group offers a complete and systematic management plan for the proposed development with consideration of the following pivotal components:

- ❖ Tenancy checks
- ❖ Welcome Package
- ❖ Surveillance and maintenance strategies
- ❖ Anti-graffiti measures
- ❖ Accommodation house rules
- ❖ Access and waste management systems, and
- ❖ Complaints notification and resolution process

Seranin Group is a residential property management company that has successfully managed multiple properties offering rental accommodation throughout NSW and Tasmania, with short and long-term accommodation options in the form of hotels, motels, holiday parks and boarding houses. Our business has effectively managed multiple boarding houses and long stay accommodation in NSW such as Greenwich Village Accommodation (175 bed student accommodation in Greenwich), Seranin / Lane Cove (17 room boarding house) and Seranin / Bathurst (96 room accommodation). With our extensive knowledge, expertise, and prowess in managing long term properties, we believe that our company can offer a fantastic asset to the suburb of St Kilda and the locality by assisting people from all walks of life to access affordable accommodation.

Our record of management is outstanding due to a thorough screening process of all occupants across our properties. By maintaining clean, safe and secure accommodation, we provide a place people can enjoy living in. We pride ourselves in the quality of our properties. In instances of non-compliance with the accommodation house rules, Seranin Group implements management strategies that all onsite managers are trained in and provides full support in dealing with such issues. Management personnel will seek to amicably resolve any issues, and where required, issue notices to occupants who breach any of these house rules. We believe this is the best way to manage any property offering rooming houses to ensure their continued success for the residents and surrounding community.

This management plan aims to address all foreseeable operational and safety issues. We will action and apply this plan to provide a peaceful and enjoyable environment for all our residents. Our weekly tariff will include free Wi-Fi services throughout the building and all utilities are inclusive (excepting electricity which will be metered and charged as per individual resident usage). Professional cleaning of each room is possible at an additional charge.

## 2.0 PURPOSE

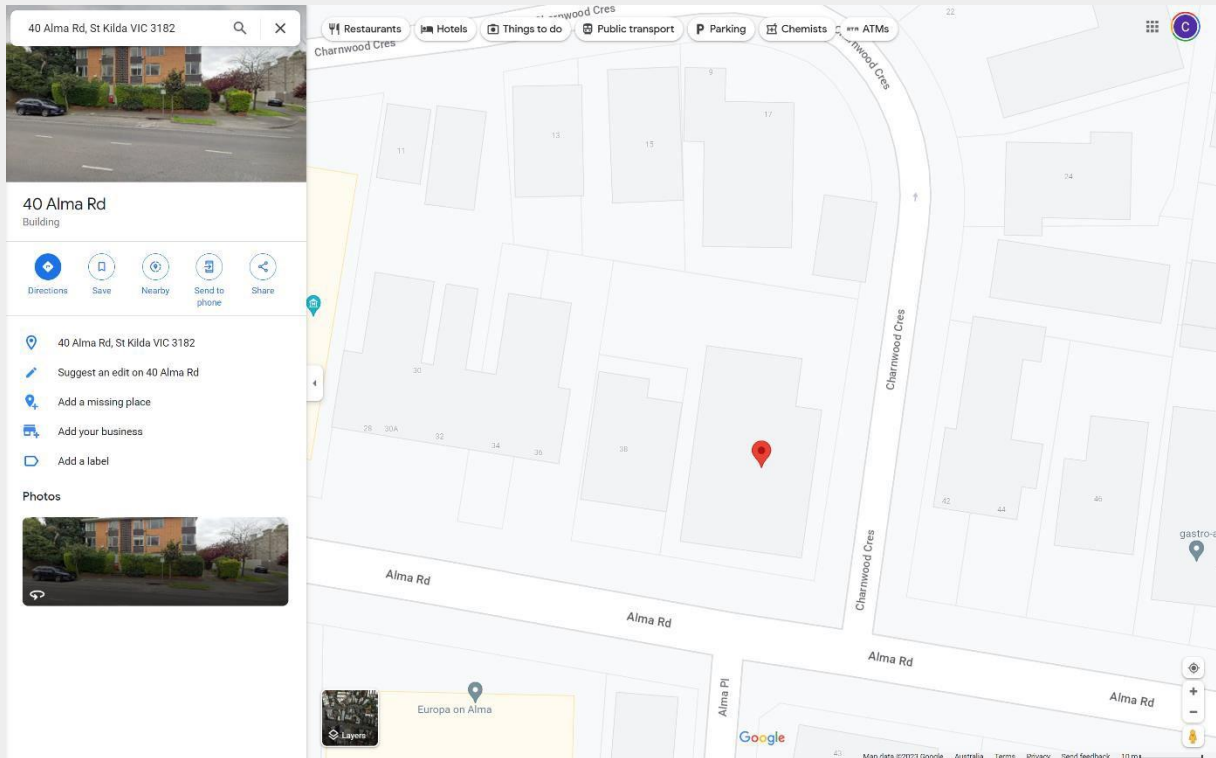
The primary purpose of this Plan of Management (PoM) is to maintain a clean and well-run accommodation property that achieves a high level of amenities for all residents and neighbouring properties. Its objectives are:

- a. To minimise disturbance to residents and neighbours.*
- b. To establish a procedure to receive and resolve complaints.*
- c. To maintain the internal and external appearance and cleanliness of the premises.*
- d. To ensure a responsible person is readily contactable to assist in the ongoing implementation of this Management Plan.*
- e. To ensure the use of the premises will be controlled by the PoM, and that the PoM is applied.*
- f. To ensure that the premises will be operated in strict accordance with relevant legislation, including under the:*
  - **Health and Wellbeing Act 2008;**
  - **Rooming House Operators Act 2008;**
  - **Residential Tenancies Act 1997;**
  - **Planning and Environment Act 1987.**
- g. To work closely with the local Police in providing access, information and support where necessary to maintain a peaceful community, with consistent implementation of our accommodation house rules.*

Subject to the requirements of any planning permit conditions, this plan may be amended from time to time, to facilitate timely and responsive operational changes.

# 3.0

# SUBJECT SITE



The subject property is situated along *Alma Road and Charnwood Crescent, St Kilda* with dual access for residents from either side of the building to both the existing mansion and apartment block. The proposed architectural and landscaping revisions demonstrates

how the entry and exit paths are accentuated to provide clear paths of travel for residents. The designated main entrance for the property is positioned off Charnwood Crescent, with pedestrian access to all levels of accommodation. Clear signage will indicate the location of the onsite manager residence/office. The property does not have a lift in the building and access to each floor is attainable through the internal staircases.

## 4.0 MATTERS ADDRESSED IN THIS MANAGEMENT PLAN

This PoM address the following matters:

- ❖ *On site manager, staff and contractors*
- ❖ *Hours of operation*
- ❖ *Site Management*
- ❖ *Surveillance measures*
- ❖ *Anti-vandalism measures*
- ❖ *Access control system*
- ❖ *Rooming House Agreement and Accommodation House Rules*
- ❖ *Tenancy checks*
- ❖ *Property Manager Responsibilities*
- ❖ *Visitors and Residents*
- ❖ *Complaints and Disputes*
- ❖ *Waste Management*
- ❖ *Fire Safety*

## 5.0 GENERAL OPERATIONS AND PROCEDURES

### 5.1 STAFFING

The owner will employ one full time, resident (onsite) Manager. The Manager's standard hours will be 9am – 5pm Monday to Friday. The Manager will also be available after hours for emergencies. The manager's duties will include directing the cleaning / casual staff and attending to any urgent matters that impact the operation of the property or the quiet enjoyment of the premises. The Manager will be responsible for ensuring surveillance cameras are in working order. These will be operated 24 hours/7 days a week to monitor the building and surrounds. Day-to-day administrative duties including monitoring the common areas (common walkways, common rooms, laundry facilities, communal kitchens, common carpark and outdoor common area). The reception hours will be shared between the Manager and casual shifted staff who will attend to weekly business operational tasks (taking payments, emails, calls, check ins/check outs, etc). All staff or cleaning contractors will report any issues with the building, residents, rooms, common facilities, etc to the Manager to address promptly.

The Manager will overlook the performance of all tasks by casual staff and rectify any issues immediately. This will include ensuring that all common areas are clean and safe, reporting any instances of vandalism to the owner for action and if necessary, notice to vacate given to residents who repeatedly breach the accommodation rules or carry out serious breaches. In addition to the administrative work of a casual staff member, their duty will also require regular walk throughs of the building and external common facilities to report any issues for management or the cleaning staff to attend to. Furthermore, all staff members will be provided with a security checklist to be followed daily which requires that all public access doors are shut and functioning correctly. The Manager will inspect resident's

rooms, with notice provided in accordance with legislative requirements and at a time convenient for the resident to ensure that all amenities offered in the room are functioning correctly and the property is correctly maintained. This will benefit all residents by supporting a clean, safe, and healthy environment. In our experience, failure to monitor and ensure rooms are clean and tidy may result in dirty, smelly, mouldy, and unhealthy rooms.

The cleaning staff will attend the property regularly and will clean all common areas and vacated rooms. They will be contracted professionals and their performance will be monitored by the Manager. Daily cleaning of individual resident rooms is the responsibility of the respective resident. Professional cleaning of residents' rooms can be organised with management at an additional fee. Common areas and circulation spaces will be checked regularly in the morning and afternoon and always kept clean and free from obstruction. A contracted gardener shall be engaged to maintain the health and appearance of all managed landscape areas and to monitor for any security or safety risks posed by landscaping. The external presentation of the premises will be maintained to a high standard. Pest control by a professional contractor shall be carried out on an "as needs" basis.

## 5.2 SITE MANAGEMENT

It is the responsibility of the owner to ensure that the accommodation operates in accordance with the terms of the PoM. Residents will be provided with an access card or key which will provide entry into common areas and the resident's individual room, 24 hours per day, 7 days per week. The Manager will be contactable at any time/any day and their contact details will be provided to residents and the relevant local authorities. Seranin Group management is also contactable at any time and their details will be easily accessible through an internal notice board for all residents and an external notice board for the



locally community. Furthermore, contact information can be found through our website and google search.

An access security card or key will be issued to all registered residents. No additional cards or keys will be issued to visitors. Any resident failing to observe the House Rules and any cases of serious misconduct will be dealt with by the Manager.

## 5.3 EMERGENCY MANAGEMENT PLAN

In the event of serious misconduct, the Manager will take immediate action as appropriate. If the resident or visitor is being violent or harming others the Manager will call the local Police authorities for assistance. Examples of serious misconduct include, but are not limited to, drug or alcohol abuse, sexual, racial, or religious harassment, theft, or violence (see attached Rooming House Agreement and House Rules), serious anti-social behaviour, serious damage or vandalism of the resident's room or building. In addition to the Manager's own oversight, where residents become aware of any resident or visitor performing illegal acts they are to advise the Manager accordingly. The Manager may if required issue a notice to vacate in accordance with the *Residential Tenancies Act 1997* in specific circumstances (as per the Rooming House Agreement and House Rules). Below is a step-by-step emergency management plan:

1. *A report or identification of serious misconduct/ breach of house rules to staff or management.*
2. *Immediate notification of issue by staff to Manager(s) and owners*
  - a. *On the basis that neither Manager(s) or owners responds - immediate notification to local Police authorities.*
  - b. *On the basis that Manager does respond, discussion of issue*

*with manager – notification of issue to local Police authorities*

*i. Manager is then to inform owners so that they are*

*aware and can take any necessary action if required.*

*c. On the basis that the reported issue is of dangerous or violent*

*conduct – immediate notification to local Police authorities*

*and then notification to management and owners.*

*3. Upon notification of local authorities, staff/Manager will leave gates*

*open for quick access into the premises by Police so that they may*

*report to the reception for key card access throughout the building and*

*visual access of all CCTV which will be monitored by the Manager.*

*4. Staff/manager will assist local authorities wherever possible in dealing*

*with the issue and will abide by any requests of the Police where*

*possible.*

**AFTER HOURS ACCESS:** Local Police authorities will be provided with the on-site manager, contracted manager, and ownership details if they require after hours access for 24 hour, 7 days a week access to the property. Furthermore, the installation of a key coded lockbox at the entry door of the building, will provide Managers/Police immediate access to a master access card/key to use in an emergency instance. This will be installed in clear sight of CCTV coverage to prevent any hinderance for after-hours access.

## 5.4 SURVEILLANCE

The property spans over a large parcel of land with four points of pedestrian access to the building. External and internal surveillance cameras will provide management full coverage of all key points throughout the building and around the external perimeter of the property. All internal cameras will be 720HD motion sensor activated to assist with the

monitoring of common areas, whereas external cameras will be 1080HD outdoor day/night cameras. Correct signage will be placed along the internal hallways and external points of entrance and areas of concern to notify residents, visitors and the community that the premises are under constant surveillance. Cameras will be checked regularly to ensure that they are recording and operational.

## 5.5 ANTI-VANDALISM MEASURES

The anti-graffiti measures that are recommended include the use of LED sensor lights around the external perimeter of the building to deter graffiti artists and criminals, strategically placed to highly illuminated the areas where cameras are prevalent. Further sensor lighting will be used in all outdoor common areas such as bin areas, common carpark, and main entrances. Signage will be used around the premises to deter intruders such as 'Warning: Trespassers will be prosecuted', 'Warning: these premises are under electronic surveillance'. Further signage will be utilised at the main entrance of each floor to inform residents and visitors of the rooms on each level with arrows directing movement to reduce confusion and excuses for unauthorised persons.

## 5.6 AGREEMENT AND RULES

Seranin Group has incorporated into its management practices and policies, and adheres to, the *Public Health and Wellbeing Act 2008 (and regulations)*, the *Rooming House Operators Act 2016 (and regulations)*, the *Residential Tenancies Act 1997 (and regulations)*

The Manager will maintain an accommodation register providing the names of all residents, their full contact details, and their agreed length of stay and payment details. The maximum number residents at any one time is 35.

Before commencement each Resident is to sign a Rooming House Agreement, which includes the summary of rights and obligations (with such agreement being in accordance with Form 8 of Schedule 1 of Residential Tenancies Regulation 2021) and also the House Rules Agreement. In addition, a Condition Report (with such report being in accordance with Form 9 of Schedule 1 of Residential Tenancies Regulation 2021) is to be provided to the resident. Furthermore, each resident must be given a Rooming House Residents Guide issued by Consumer Affairs Victoria (as at the date of PoM was prepared, the Guide was available for download at: <https://www.consumer.vic.gov.au/housing/renting/starting-and-changing-rental-agreements/resources-and-guides-for-renters/rooming-house-residents-guide>). The minimum term for occupancy can be 3 months, 6 months, or 12 months, with the option to roll over the agreement at the end of this fixed term for a further agreed period (noting that an amendment may need to be made to the original agreement to provide for this). Failure by residents to adhere to the Rooming House Agreement and the House Rules may result in breach notices, and in repeated or serious instances in notice to vacate under the Rooming House Agreement, subject to provisions set out in said agreement and law.

## 5.7 TENANCY

As is mandatory for all rooming house agreements, a tenancy check will be conducted prior to the rental of any room in our building to gather some background knowledge on the kind of individual we are allowing into our property. Seranin Group understands that this building will serve as a small community and for that community to thrive, it is important residents detailed be verified. By conducting a tenancy check, this assisting with greater information in ensuring the wellbeing of the community. This includes a photo ID (eg: typically, either passport or driver's licence) of each resident at the time of signing the Rooming House Agreement. Where the person is an Australian citizen and does

not hold a driver's licence or a passport, then alternative ID which may not hold a photo can be accepted.

## 6.0 ACCOMMODATION MANAGER RESPONSIBILITIES

- ❖ The Manager shall be familiar with and aware of his or her responsibilities under all current legislation.
- ❖ The Manager shall be responsible for the implementation of management responsibilities as set out in the Plan of Management, Rooming House Agreement, , and House Rules, including:
  - a. *Orientation for new residents including providing them with copies of the Rooming House Agreement (including pointing out the rights and obligations provisions), Condition Report, Rooming House Residents Guide, and House Rules;*
  - b. *Orientation of residents with allocated onsite parking;*
  - c. *Ensuring that House Rules are complied with;*
  - d. *Registration of all residents*
  - e. *Maintenance of all records in relation to resident registration and resident meetings*
  - f. *Keeping all common areas in an excellent state of cleanliness*
  - g. *Supervising all maintenance operations including landscaping, cleaning, waste management, fire safety, repair, or replacement of damaged or broken furniture and repair of any faulty services.*
  - h. *Contract licensed and professional companies to attend and*

*repair/maintain any issues of the property pertaining to:*

- a. water, gas, electricity, safety, surveillance and IT infrastructure.*
- b. Seranin Group has an array of licensed specialists who regularly service all of our properties under our portfolio.*
- i. The management and documentation of any disputes and/or complaints from accommodation residents and/or neighbours (see clauses 10 and 11 in this plan).*

❖ The Manager will have undertaken relevant training in:

- *Conflict resolution.*
- *Basic First Aid.*
- *Orientation to PoM, Rooming House Agreement, Rooming House Residents Guide and House Rules.*

❖ The Manager will have undergone the following checks prior to employment:

- *Police Criminal Check.*

## 7.0 RESIDENTS AND VISITORS

All residents must comply with the Rooming House Agreement, the Plan of Management, and the House Rules for the accommodation, and all applicable laws. Each resident shall permit the Manager or Management Agency access with notice as required to check cleanliness, condition of furniture and maintenance of services, as per the terms of the agreement.

Residents shall advise the Manager or Management Agency of any broken furniture or faulty services within the accommodation. Also, residents are to inform the Manager if

they have guests staying the night.

Residents will be provided with a room/unit fitted with a security lock on the room/unit entry door. Rooms will be furnished with a bed; table and two dining chairs (where permissible); bathroom containing a toilet, shower and basin, cupboards/wardrobe; and suitable lighting. Residents are not permitted to bring their own furniture to the premises unless agreed by the Manager (for example, their own bed or table). A Notice Board will be provided in a convenient location to provide information including Manager's details and the House Rules, for residents. Indoor communal facilities and outdoor communal areas are provided for use by residents and their guests. Communal laundry facilities will be located within the property, including coin operated washing machines/dryers and sinks. Residents inviting visitors to the premises must accept full responsibility for their guests' behaviour. Visitors to the premises are only permitted to use common areas between 9.00am and 10.00 pm; and then only in the company of a resident.

## 8.0 COMPLAINTS AND DISPUTES

### 8.1 COMPLAINTS

- ❖ Seranin Group encourages active participation from the community in the ongoing operation of the business. The Complaint Management System is described below, and designed to support a positive relationship between the accommodation and its surrounding community.
- ❖ The Manager will be available to deal with any complaints as to the operation and management of the premises. Phone contact details for the Manager will be displayed at various notice boards in common areas, and also at the entrance to the accommodation on a sign that can be clearly read from the adjacent footpath.
- ❖ The Manager is responsible for recording all complaints, including complaints from

residents, in a Complaints Register.

- ❖ When receiving any complaints from community members, the Manager will provide advice that the complaint may also be reported to the local Council and the Police; and will make the Complaints Register available for inspection to these bodies upon request.
- ❖ Complaints about noise will be attended to immediately. The Manager will take steps to rectify the situation immediately and take all reasonable steps to prevent future occurrences. The Manager will follow up by contacting the individual who made the complaint about noise to verify that the problem has been resolved.
- ❖ The Complaints Register will contain:
  - a. *Complaint date and time*
  - b. *Name of person/police/council officer making the complaint*
  - c. *Contact details*
  - d. *Nature of the complaint*
  - e. *Action taken (by whom and when)*
  - f. *Outcome and/or further action required*
- ❖ The Complaint Register must be updated immediately (within 24 hours) of a complaint being made.
- ❖ All complaints will be addressed by management immediately (within 24 hours) of notification.
- ❖ Management will regularly review the Complaints Register and where appropriate, amend the operating procedures to minimise any negative impacts of the accommodation on residents in the accommodation and members of the



surrounding community.

## 8.2 DISPUTES

- ❖ The Manager will convene regular meetings with residents to discuss any issues or problems. These meetings will be recorded in a Residents' Meeting Minutes Register and all issues raised by these meetings will be recorded in the Minutes.
- ❖ In the event of a dispute between residents, the Manager will attempt to negotiate a resolution between the involved residents. If the dispute cannot be resolved, then the Manager will make an interim determination regarding the dispute, and this resolution will be binding on the residents.
- ❖ If one or both residents are not satisfied with the Manager's interim determination, the matter will be referred to mediation or arbitration, for example at a community legal centre, Consumer Affairs Victoria, the Neighbourhood Justice Centre or other suitable organisation. The Manager will amend the interim determination in line with the recommendations arising through that process. Residents are responsible for the costs of any mediation or arbitration required.
- ❖ Disputes in relation to the Rooming House Agreement will be resolved in accordance with the local laws and either party may apply to the *Victorian Civil and Administrative Tribunal (VCAT)* to resolve a dispute about the Rooming House Agreement.
- ❖ In the event of a dispute with an external party, the Manager will initially attempt to resolve the dispute. If the dispute cannot be resolved, then the matter will be referred to the owner. If the dispute still cannot be resolved, the owner will refer the matter to for mediation or arbitration, with each party to bear its own costs.

## 9.0 WASTE MANAGEMENT

- ❖ All residents shall be responsible for disposing of their waste to the bin area.
- ❖ The Manager shall be responsible for ensuring that waste collection is carried out on a regular basis in accordance with contract arrangements.
- ❖ A floor waste and hose cock is to be provided in the bin storage area to ensure it is kept in a high state of cleanliness. The Manager will wash down the garbage area regularly to maintain cleanliness.
- ❖ Waste collection schedule will be displayed on the notice boards as well as in the waste area for resident's ease of reference. Updates to the displayed waste collection schedule will be prompt and residents will be advised via email/ phone accordingly.

## 10.0 FIRE SAFETY

- ❖ The owner is responsible to ensure that certification of Fire Safety Equipment and preparation of the Annual Fire Safety Statement is carried out accordingly by a qualified fire safety consultant.
- ❖ A copy of the Annual Fire Safety Statement shall be displayed on the Notice Board in a reception area.
- ❖ Essential fire safety measures (including any fire management plan) to comply with the Building Regulations 2018 (VIC) shall be provided in each building at the entrance, in communal areas, and in a prominent area in each resident's room.
- ❖ Each resident's room and each communal room will be fitted with smoke detectors.
- ❖ The Manager's contact phone number must be clearly displayed at the entrance of the premises and be shown on signs available in each resident's room. Other

emergency contact details (police, fire, ambulance) as well as utility information (gas, electricity and plumbing) are to also be clearly visible in every room.

## 11.0 PARKING

For all our properties, we record the registration details of all residents' vehicles to make certain we know who is coming and going from our property as a safety measure. To ensure that parking is appropriately provided to our residents and that no adverse effect will be had on the surrounding properties through kerbside parking, Seranin Group will keep an up-to-date register of all residents who are allocated a parking space.

## 12.0 SERANIN GROUP EXPERIENCE

- ❖ Seranin Group is an experienced provider of long- and short-term accommodation.

We have owned and operated multiple accommodation properties which have dealt with guests from all backgrounds and walks of life. Our company motto is to provide modern accommodation at an affordable price. We have upheld this mantra whilst operating every property under our portfolio and our record of management is impeccable.

- ❖ With over 25 years of experience in property management, we are more than capable of managing an accommodation of the proposed size as is evident in the number of properties we have managed. Below are some of the notable buildings we have managed:

- **Artarmon Inn**
  - (66 room / 150 occupant motel)
- **Pink House**

- **6-8 Barncleuth Square, Elizabeth Bay** (125 beds next to Kings Cross)
- **Greenwich Village Accommodation**
  - (175 bed/95 room boarding house)
- **Fairfield West Caravan Park**
  - (100 beds and cabin)
- **Seranin Lane Cove**
  - **388 Pacific Highway Lane Cove** – Boarding House
- **Seranin Gordon**
  - **807 – 809 Pacific Highway Gordon** – 75 occupant motel
- **Devonport Holiday Village**
  - 175 Cabin & Caravans
- **Civic Motor Inn**
  - 81 occupant motel
- **Seranin Bathurst**
  - **158 Brilliant Street, Bathurst** – 100 room / 190 occupant accommodation
- **Mainway Holiday Park**
  - **192 Rose Street, Wee Waa** – 65 cabin & caravans
- **Seranin Toukley**
  - **51 Peel Street, Toukley** – 55 room boarding house (almost at occupation certificate stage).
- **Seranin Carmel**
  - **382 Pacific Highway, Lane Cove** – 55 room boarding house in planning stage.

## 13.0 CONCLUSION

This plan of management sets out clear and practical steps to protect the wellbeing of the residents and surrounding community. Seranin Group is confident it will empower our management team to successfully run an accommodation facility of this magnitude with minimal negative impact on the neighbourhood. We wish to provide an asset to the community of St Kilda, and we are confident that with the right approach, we are the best providers to do so.

## 14.0 ATTACHMENTS

- ❖ **ATTACHMENT 1: CONTACT DETAILS FOR MANAGER OR MANAGEMENT AGENCY**
- ❖ **ATTACHMENT 2: HOUSE RULES**
- ❖ **ATTACHMENT 3: CHECK SHEET FOR RESIDENTS**

# ATTACHMENT 1: CONTACT DETAILS FOR MANAGER OR MANAGEMENT AGENCY

NAME OF ACCOMMODATION: \_\_\_\_\_

ADDRESS OF ACCOMMODATION: \_\_\_\_\_

CONTACT DETAILS FOR MANAGER OR MANAGEMENT AGENCY:

*This information will be displayed in a sign at the entrance of the premises and also on signs available in each resident's room.*

**The contact person in respect of all enquiries in relation to the operation of these premises is:**

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**After Hours Contact Number:** \_\_\_\_\_

# ATTACHMENT 2: HOUSE RULES

## **1. General**

- 1.1 The House Rules are a supplement to the Rooming House Agreement and the Plan of Management for the accommodation.
- 1.2 The Rules provide information about the standards and procedures that all residents are required to meet. They are designed to achieve a safe and comfortable living environment.
- 1.3 Residents must read and sign the House Rules at the time of registering their occupancy.
- 1.4 The accommodation Manager must provide every incoming resident with a copy of these House Rules, and the House Rules must also be prominently displayed on the Notice Board.

## **2. Privacy and quiet enjoyment**

- 2.1 Residents must always respect the peace and privacy of other residents.
- 2.2 Residents will ensure that noise levels are kept at an acceptable level and that noise does not adversely impact on neighbouring residents.
- 2.3 No live or amplified music is permitted in the common open space areas, nor is music to be audible beyond individual rooms or common areas.
- 2.4 No alcohol is permitted to be consumed in common rooms or open space areas.
- 2.5 The indoor communal kitchens are accessible at all hours, but residents are to ensure any use between 10pm and 9am does not cause undue noise, being respectful of the rights of all residents.
- 2.6 No loud parties are permitted, either in the common areas or in private rooms.
- 2.7 There can be no congregation within or around any communal areas between 10pm and 9am.

## **3. Health, Safety and Security**

- 3.1 The premises are non-smoking. This includes within each private room, courtyard and common open space areas.
- 3.2 No unauthorised drugs are permitted on the premises.
- 3.3 Residents shall not engage in drug or alcohol abuse; sexual, racial or religious harassment; or theft.
- 3.4 No glassware is permitted to remain in the outdoor common open space area.
- 3.5 No visitors are permitted on the premises unless accompanied by a resident.
- 3.6 Residents are responsible for the behaviour of their visitors. Visitors are required to comply with the House Rules.
- 3.7 The accommodation Manager or Management Agency has the discretion to be able to ask any person to vacate the common areas, should they breach the House Rules.

3.8 No visitors are permitted to remain on the premises between the hours of 10.00 pm to 9.00 am, unless prior approval is obtained from the manager.

3.9 Residents must keep their front door locked at all times.

3.10 If a resident loses their security card it will be necessary to pay for the replacement card.

#### **4. Cleanliness and good order**

4.1 Rubbish is to be placed in the bins provided. Residents must remove waste from their rooms and place it in the communal bins. Recycling is encouraged.

4.2 There shall be no littering.

4.3 Occupants to keep their room, kitchenette and bathrooms clean at all times, and make their room available for inspection by the Resident Manager upon adequate request.

4.4 No clothes, washing, towels or other items are to be placed on any window or balcony.

4.5 No pets are permitted on the premises.

4.6 Residents must report any damage or maintenance requirements to the accommodation Manager.

4.8 Residents must not remove or alter any furniture or fittings in the premises, except where they have written consent of the accommodation Manager as detailed in the Rooming House Agreement.

4.9 Vandalism is a breach of House Rules and will not be tolerated.

#### **5. Fire safety**

5.1 Residents must keep common areas and corridors free of personal belongings, to ensure there are no obstructions to the safe evacuation of the building.

5.2 Residents must not interfere with fire safety measure or equipment.

5.3 Candles and other naked flames are not to be used in the premises.

#### **6. Parking spaces**

6.1 The use of the parking spaces for cars, motorcycles and bicycles will be allocated by the accommodation Manager, and must not be sub-let.

#### **7. Mail boxes**

7.1 Residents are asked to clear their mail boxes at least once per week.



I hereby acknowledge that I have read and understood the House Rules:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Accommodation Room Number: \_\_\_\_\_

Date: \_\_\_\_\_

# ATTACHMENT 3: CHECK SHEET FOR RESIDENTS

**Please return this check sheet to the Manager or Management Agency after you have received all the documents listed below.**

I CERTIFY THAT I HAVE BEEN PROVIDED WITH PRINTED COPIES OF MY SIGNED:

- ACCOMMODATION MANAGEMENT PLAN
- CONTACT DETAILS FOR MANAGER OR MANAGEMENT AGENCY
- ROOMING HOUSE AGREEMENT
- HOUSE RULES

Resident's Name: \_\_\_\_\_

Resident's Signature: \_\_\_\_\_

ACCOMMODATION Room Number: \_\_\_\_\_

Date: \_\_\_\_\_