

campus living  
villages

# **Code of Conduct Community Standards Noise & Party Policy**

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## Introduction

Living in a student village is more than simply sharing a space — it's about building a vibrant, respectful, and supportive community where everyone can thrive. Our student village brings together people from diverse backgrounds, cultures, and experiences, each contributing to the unique character of our shared home.

These documents set out the standards of behaviour expected from all residents and visitors to our Village. Its purpose is to help create and maintain an environment where everyone feels safe, valued, and able to enjoy their time here to the fullest. Whether it's respecting shared spaces, looking out for fellow residents, or embracing the differences that enrich our community, each of us plays a role in making the village a positive and inclusive place to live.

By following this Code of Conduct and our Community Standards, you are helping to foster a culture of care, responsibility, and mutual respect. Together, we can ensure the student village remains not just accommodation, but a welcoming and supportive home for all who live here.

## Code of Conduct

The most important way that you can contribute to our community is to always consider how your own behaviour may impact yourself and others. We expect you to treat all members of the community with respect and if we receive reports that we believe should be raised with you, we will contact you to discuss the issue. In most cases mistakes of this type can be resolved with a reminder or warning regarding your behaviour. In more severe circumstances, more severe outcomes may result, but in nearly all circumstances if you make a mistake, you will have the opportunity to learn from it in the first instance.

## Community Standards

To help you avoid making mistakes we have a set of standards to assist you to distinguish between behaviour that contributes to our community, and behaviour that doesn't.

It is your responsibility to be familiar with these standards that are required by both the Village and your University. These include but are not limited to.

- Respect the diversity of all Residents and Staff. This means treating everyone with courtesy and respect.
- Be aware of the terms of your residential agreement. If you are not sure what the agreement is, please ask us for a copy.
- Be aware of and comply with all standards.
- Be aware of and comply with your University Student Code of Conduct.
- Act responsibly when representing the Village and your University at events and functions.
- Treat Village property and facilities with respect.
- Provide a positive contribution to Village Life and community.
- Be aware of your online behaviour. Act responsibly and with respect towards others in online forums and through social media.
- Report unacceptable behaviour by others to management.

## Noise

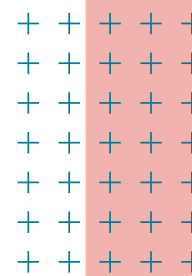
The Village brings together a large number of residents in one complex. One of the major challenges of living together in harmony is that of being able to reside in the Village without being affected by undue loud noise. The Village is also a social place, and some noise will be present. It is the responsibility of all residents to balance these aspects and in doing so, ensure that an environment conducive to study, sleep and quiet relaxation is also maintained.

## Parties

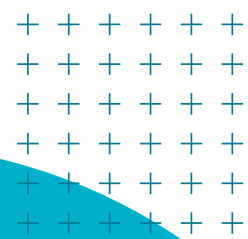
Social gatherings are an important part of Village life and residents may hold parties in the Village. The Village and residents of the Village need to balance social gatherings against issues such as noise, security, and the use of communal space by residents.

This party policy is formulated to assist in ensuring that social gatherings can take place in the Village while being mindful of the needs of other residents. Other benefits of the policy include minimising risks to the organiser and residents of an apartment in which a party is held.

*This document reflects the values, expectations and aspirations for our villages and meets the changing behaviours and attitudes of our Residents. It represents our commitment to fostering respectful, inclusive and community-focused living environments, by focusing on conduct and shared standards rather than rules alone. Our language encourages residents to take ownership of their role in creating and contributing to a positive and supportive Village culture and aligns with current student expectations that promote a collaborative and values-driven approach to community living.*



## Code of Conduct



## Code of Conduct

### Introduction

Living in a student village is a unique opportunity to be part of a diverse, respectful, and vibrant community. This Code of Conduct sets out the standards of behaviour expected from all residents to ensure a safe, inclusive, and supportive living environment. By following these guidelines, residents help create a place where everyone can feel at home, focus on their studies, and enjoy student life to the fullest. Together, we share the responsibility for making our village a welcoming and positive space for all.

### 1. Inappropriate Behaviour

All residents are to treat other residents, Village staff and contractors with dignity and respect regardless of their sex, marital status, pregnancy, race, religion, disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

Residents must not engage in any form of discrimination, bullying, threats, violence, intimidation, sexual harassment and/ or harassment of any kind (by on-line means, such as email or via social media, or otherwise) towards fellow residents, Village management or any other person on or about the Village. Village management will enforce a zero-tolerance policy in respect of inappropriate behaviour. Examples of inappropriate and unacceptable behaviour are:

- Harassment, unwelcome behaviour that makes a person feel intimidated, offended or humiliated;
- Discrimination, treating someone less favourably on the basis of their background or personal characteristic rather than individual merit;
- Sexual harassment, unwelcome sexual advance or request for sexual favours where a person is offended, humiliated or intimidated and a reasonable person would have anticipated such reaction;
- Sexual assault, any sexual act that a person does not consent to;
- Bullying, unreasonable behaviour directed towards a person or group of people that can lead to physical or psychological harm. It can include verbal abuse such as yelling and screaming, online bullying or physical abuse;
- Cyber-bullying, bullying that occurs using technology, such as internet, mobile device or camera;
- Taking and/or publishing unauthorised images or recordings, including by any online means, such as Snapchat, Instagram, Facebook, Twitter, Tik Tok and You-Tube); and
- Assault.

All residents must comply with any direction or request from Village management to cease and desist with such unacceptable behaviour, including deleting, removing and/or retracting any offending material, failure to do so will be construed as misconduct.

Village management will not tolerate nor accept any form of such behaviour at the Village and a breach may be deemed as serious misconduct and may result in disciplinary action (at the Village's absolute discretion), including without limitation, referral to the University and appropriate authorities (such as the police), and termination of the resident's Residential Agreement and revocation of their right to remain in the Village.

The Village recognises and residents acknowledge the University's code of conduct and/or any such related policies (such as bullying, sexual assault and sexual harassment and discrimination policies), copies of which can be found on the University's website, forms part of these Community Standards, a breach of which is considered serious misconduct and may result in disciplinary action (at the Village's absolute discretion).

Any resident experiencing or witnessing such behaviour should report it immediately to Village management, who in turn will investigate and action the complaint accordingly. Outside general office hours, report such behaviour to the Evening Duty Manager, duty Resident Assistant or to University security, as the case may be.

Any residents affected by any form of such behaviour are also advised to contact the University's welfare & counselling service for support.

### 2. Hazing/Initiation

**'Hazing'** means any mental or physical requirement or obligation placed upon any person or group of persons, used as a way of initiating another person(s) into a group, which could cause discomfort, pain, fright, disgrace, injury or which may be personally degrading, or which violates any University policy, Village policy or applicable law. Hazing in any form (whether by on-line means, such as via social networking sites, or otherwise) is strictly prohibited in the Village. Any resident who is found to be involved in Hazing (or any form of it) will be reported to the appropriate authorities and will be subject to disciplinary action at the discretion of Village management, which may include immediate termination of their Residential Agreement and revocation of their right to remain in the Village.



### 3. Conduct of guests and visitors

Residents and their guests in the Village are to show respect for all members of the Village community. Residents are responsible for their guests and will be held accountable (including financially, where applicable), for any act, omission or misconduct by their guests (including for breach of the Community Standards or non-compliance with directions given by Village management to the guest). In cases of serious misconduct by a guest whilst at the Village, Village management may take action against the resident, including issue of breach and/or termination notice(s).

### 4. Weapons/Firearms

The possession of weapons (sword/knives/crossbows/mace/pepper spray etc.) or firearms (guns etc.) by a resident and/or their guests within the Village is strictly forbidden. Village management will take disciplinary action against a resident found to be in possession of a weapon and/or firearm (and management will deem what is considered to be a weapon or firearm), which may include immediate termination of a resident's Residential Agreement and/or confiscation of the weapon/firearm. Village management also reserves the right to report the incident to the police, including handing over any such confiscated weapon or firearm to the police.

A breach in any way whatsoever, is deemed serious misconduct by Village management.

### 5. Drugs and illegal substances

The possession, cultivation, usage, or selling of any non-prescribed, synthetic or illegal drugs and/or substances or 'Nangs' (nitrous oxide canisters) or the usage or selling of prescribed drugs (other than for its intended purpose) and the possession of any equipment to aid such use is prohibited at all times.

Where Village management has grounds to reasonably suspect that a resident(s) is in breach, Village management may (without limitation):

- (a) request the resident to immediately remove any such substances and/or equipment from the Village;
- (b) confiscate such substances and/or equipment; and/or
- (c) undertake disciplinary action).

This aims to ensure the safety and security of all residents residing at the Village.

A breach, in any form, by a resident is considered serious misconduct. Village management reserves the right to immediately terminate a Resident's Residential Agreement and report the incident to the University the relevant authorities (such as the police).

### 6. Alcohol and Other Personal Issues

Personal issues, such as academic stress, alcohol abuse, depression and anxiety may strain relationships in a living situation. It is both a resident's right and a resident's responsibility to seek help when such issues become disruptive. If Village management is concerned about the personal wellbeing and/or safety of a resident, then they are entitled to treat the situation as an emergency and enter a resident's Room/ Apartment without notice and/or notify the University counselling services and/or emergency services about the concerns.

Studies on alcohol abuse within universities show that there are significant secondary affects for roommates and friends of those who drink excessively. A resident's concern about protecting a roommate's privacy, where excessive drinking is involved or otherwise, should not keep them from getting support personally or for that other person.

If a resident is worried about a fellow resident in their Apartment or if the behaviour of another resident in the Village affects the living habits of other residents, the resident should immediately notify Village management and endeavour to seek help for that resident of concern. Sources of help such as University health & counselling services are available on University websites and apps and listed under "handy phone numbers" in the Resident Handbook.

Village management recognises that alcohol is an established part of life in Australia and is enjoyed by many members of the Village community. Generally, Village management will not attempt to stop adult residents drinking at the Village but will encourage moderation in and a responsible attitude towards the consumption of alcohol. Village management aims to create a climate that enables residents over 18 to make a free and informed choice as to the level of their alcohol consumption, in an environment free of social pressures to drink to excess. Under 18's are not allowed to consume alcohol at the Village.

Alcoholic drinking games and other activities that promote binge drinking or excessive drinking and disorderly drunkenness are not permitted at the Village and may be deemed as serious misconduct. Drinking games tend to encourage excessive drinking and drunkenness, tend to inhibit all other social interaction and pressure players to drink over their limits. Such activities can quickly make a participant very intoxicated and are dangerous to the safety, security and welfare of the participant(s) and the Village community. The host of the party and other participants may be held responsible for any negative consequences of excessive drinking. Intoxication and disorderly behaviour may be treated as misconduct by Village management and a repeated pattern of such behaviour will be treated as serious misconduct.

Residents are required to comply with any policy, standard or guideline published by the University which relate to the consumption of alcohol and will be in breach of their obligations under the Community Standards and their Residential Agreement if they fail to do so. This standard works in conjunction with specific Community Standards as outlined in the Resident Handbook.

## 7. Discipline and Misconduct

Misconduct is an action or series of actions that breach your Residential Agreement, these standards, any laws or any other generally accepted standard of behaviour in the Village (as determined by Village management).

Depending on the nature and severity of a resident's misconduct, Village management reserves the right to take the disciplinary action detailed in a resident's Residential Agreement and/or these Standards and reserves the right to refer or disclose any occurrence of misconduct to the University and/or the relevant authorities (such as police) if they determine that course of action is appropriate to ensure the safety, security and welfare of the Village community.

Disciplinary action includes but is not limited to admonition, probation, termination of the Residential Agreement and the requirement for the resident to leave the Village (with notice or otherwise, depending on the severity of the misconduct).

Except in circumstances of serious misconduct or a material breach of the Residential Agreement, Village management shall issue a warning notice, by email or in writing, notifying a resident of the unacceptable behaviour and the right of Village management to require the resident to leave the Village if the unacceptable behaviour re-occurs and the steps which the resident must take to retain the right to continue to reside in the Village.

Should a resident fail to comply or respond in an acceptable manner to an email or written warning and continue to behave in a manner that is detrimental to the well-being of the Village community, Village management may, by written notice terminate the resident's Residential Agreement and the resident must leave their Room/Apartment and the Village by the date and time specified in the termination notice.

In circumstances of serious misconduct or a material breach of the Residential Agreement, as determined by Village management at its discretion, Village management is not required to give any prior warning or notice to terminate a resident's Residential Agreement, except if to do so would breach a specific term of the Residential Agreement or any legislative requirements applicable to the Residential Agreement.

A resident required to leave the Village for disciplinary reasons will not ordinarily have the opportunity to return to their Room/Apartment except via prior arrangement with Village management and then only to collect the resident's possessions and under the supervision of Village management. If an individual has their Residential Agreement terminated on grounds of misconduct, Village management reserves the right to not accept and/or consider any future application from that individual for residency at the Village or any other affiliated Village.

## 8. Village Policies and Procedures

The Village may implement policies and procedures from time to time as required by law or which it considers in its sole discretion are in the interests of the health, safety, security and wellbeing of residents and/or Village staff, agents or invitees. Residents must comply with such policies and procedures as notified by the Village and failure to do so may be considered to be misconduct. '

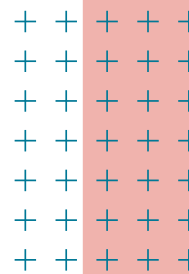
## 9. Complaints process

We take all complaints, concerns, and issues seriously, whether they relate to individuals, assets, living conditions, administration, or processes. All matters raised will be addressed in accordance with the Village Complaints Process. In the first instance, please lodge your complaint or concern in writing with the Village office.

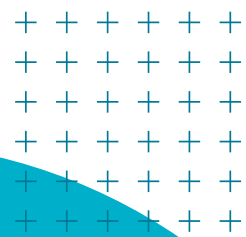




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## Community Standards



## Community Standards

### Introduction

Subject to the terms of the Residential Agreement and any applicable legislative provisions, the Community Standards ("the Standards") are as set out below.

The Standards are a supplement to and form part of the Residential Agreement which all residents sign when they take up residence in the Village. The Standards provide guidance and information about the standards and procedures which residents of the Village are expected to meet and comply with during their residence in the Village. Throughout the year, updates of the Standards and information about residency in the Village may be distributed to residents by emails, QR codes and flyers.

Any failure by residents to comply with these Standards (as updated from time to time as notified by Village management) will constitute a failure to comply with the provisions of the Residential Agreement and may lead to disciplinary action including termination of a resident's right to reside in the Village. The expectations of residents outlined in the Standards should not be seen as an exhaustive list. In becoming a resident of the Village, you become a member of the Village community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether or not they are detailed in the Standards.

If you have any questions or concerns about any aspect of your stay, talk to the Village staff who are experienced and knowledgeable about the Village and local area. No question is too small or large to ask.

We welcome any feedback you have. If you wish to make a formal complaint, please let us know so we can address the issue and/or provide you with advice about our formal complaints process.

### Interpretation

For the purpose of this document, capitalised terms have the same meaning as in the Residential Agreement. The following terms mean:

**'Administration Fee'** means an amount notified to the resident by the Owner or Village management of the administrative costs incurred and/or loss suffered by the Owner in attending to and/or rectifying any issues arising from or in connection with a breach or non-compliance with the Standards (or part of the Standards) by resident(s), which the Owner or Village management (on behalf of the Owner) may charge the resident (and the resident must pay as a debt due on demand);

**'University'** means the University, TAFE and/or the tertiary education institution associated with the applicable Village (as the case may be); and

**'Village'** refers to the student accommodation facility, owned or managed by Campus Living Villages or its related entities, the subject of the Residential Agreement (a list of the Villages is available at <https://www.mystudentvillage.com/location/australia/>).

Should some or any of these Standards become invalid or deemed contrary to any applicable residential tenancy legislation or any other provisions then, to the extent of that invalidity the offending Standard (or part thereof) is deemed to be severed from the Standards and all other Standards remain in effect.

### 1. Induction and Orientation Sessions

All residents (including new, returning and carry-over residents) must complete the Village induction process on an annual basis. This includes completing online modules prior to checking-in and for new residents, attending at least one orientation session within one month of checking-in to the Village (or at the earliest available session during the term of their Residential Agreement). Returning residents are required to complete their online induction prior to their new Residential Agreement starting.

Short-term residents will receive an induction session upon arrival at the Village.

Attendance by *all* residents to at least one orientation session is important, as it is designed to:

- **induct** residents in living within a Village community with individuals from diverse cultures and backgrounds;
- **communicate** the standard of behaviour expected of residents (as set out in these Community Standards); and
- **inform** residents of the applicable Village policies and procedures (such as fire safety measures, emergencies, incident management and disciplinary protocols).

Residents who fail to attend a scheduled orientation session must, when requested, attend a one-off session (at a time nominated by Village management) to ensure they are adequately inducted to the Village. Returning residents who have already attended an orientation session in the previous 12 months have completed their obligation and do not have to attend any further sessions unless specifically directed by staff.

### 2. Absence from room

If you expect to be absent from your Room or away from the Village for more than 48 hours, please inform Village management via the Village App, and leave an emergency contact number. You do not have to tell Village management where you are going, we just want to know how to contact you urgently if we need to.

Should another resident or a Resident Assistant report to Village management that you have not been seen for 48 hours, and you have not advised us of your intended absence, Village management considers this to constitute an emergency and may enter your Room/Apartment to check that you are okay. If you are reported as being absent from the Village for more than 72 hours, and we have no records of your whereabouts, Village management may report you as a missing person to the police and/or contact your next of kin. If you are under 18 years of age, we will also contact the person nominated as Guarantor in your Residential Agreement.

### 3. Aesthetic Appearance

You must maintain your Room in a neat and clean state of condition/appearance and together with other resident(s) of your Apartment, ensure that the Apartment Common Areas are maintained to the same standard.

You must not place foil, cardboard or other unsightly material or objects in or on any windows in your Room, Apartment Common Areas or alter any window coverings in your Room or Apartment Common Areas. At all times, keep balconies, decks and patios neat and orderly and clear of personal belongings and do not hang any item from the walls, ceiling or balustrades of balconies, decks and patios. Only use furniture for its intended purposes, do not use furniture designed for indoor use outside (including on any balcony, deck or patio). Milk crates or similar items are not to be used as furniture and must not be left on balconies, decks or patios. If, in the opinion of Village management, any item adversely affects the appearance of the Village (or any part thereof), including your Room or any Apartment Common Areas, the resident concerned will be asked to remove the relevant item and must do so within the timeframe set by Village management.

### 4. Apartment/Room Property Condition Report

When moving into a Room/Apartment, a resident must carefully inspect the Room/Apartment and within 7 days of moving in, report any damaged or missing items to Village management by returning the Apartment/Room Property condition report, which is provided to the resident within 48 hours after arrival. This form includes a full list of all items that should be in the Room/Apartment. A resident should also report to Village Management if there are any concerns with the cleanliness condition of the Room/ Apartment or the Apartment Common Areas when submitting the Apartment/Room Property Condition Report. Any requests for maintenance/repair must be submitted via a "maintenance request" via the Resident Portal or Village app (). Village management will follow up on all issues reported in the Room/Apartment Property condition Report and take corrective action, as appropriate.

If a resident does not notify Village management of any issues(s) within 7 days of moving in to the Room/Apartment, the resident will be taken to have been satisfied with the condition of the Room/Apartment and confirmed that the Room/Apartment was in a good and undamaged condition at the date of first occupation by the resident. Upon vacating a Room/Apartment, a resident will be charged a reasonable amount as determined by Village management for any missing or damaged items and for damage to the Room/Apartment not reported to Village management within 7 days of moving into the Room/Apartment.

### 5. Bikes/E-Bikes/Small E-Vehicles

Where there is signage on or about the Village grounds prohibiting the use of bicycles, skateboards and scooters (motorised or otherwise), residents are prohibited from doing so. Bicycles must, otherwise, be secured only to the bicycle racks and/or cages located throughout the Village or in the bike shed. Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps, Fire Safety Infrastructure or placed in hallways or

obstruct or impede a means of access. Bicycles that are in contradiction of this Standard, which presents a safety hazard, may be removed and confiscated by Village management (where upon an administration fee may be charged for their return). Bicycles are not permitted inside Rooms or Apartments (including on any balcony, deck, patio or porch). Bicycle storage is not available during the Summer Period once you have vacated your Room.

Residents with eBikes must register their eBikes through our bike registration system at Reception on arrival. E-Bikes must not be charged in any resident apartment or inside common rooms under any circumstances. Residents are responsible for ensuring their eBike batteries are charged safely and follow the eBike Village Guidelines regarding safe battery charging and storage practices. E-Bikes which presents a safety hazard, may be removed and confiscated by Village management (where upon an administration fee may be charged for their return).

The Village is not responsible for the security of, the theft of, or any loss or damage sustained to any bicycle which is secured via the bicycle racks or bike shed or left anywhere else in the Village. It is strongly recommended that residents use U-bolt locking devices for securing bicycles throughout the Village.

### 6. Candles/Incense/Diffusers

Due to risk to life and damage to property, candles, open flame torches, incense, diffusers and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village, including in Rooms and Apartments. Burning of any of the above devices is likely to set off the smoke detectors in your Room/Apartment. If a smoke detector is activated as a result of the use of any of the above prohibited items, please refer to standard on Fire Alarms. The use of oil diffusers in Rooms and Apartments is also prohibited, these can cause damage to property and affect fellow residents.

### 7. Car Parking, Motorbikes and Electric Scooters

The Village may have limited parking spaces available and may not be able to provide parking facilities to all residents of the Village. Any vehicles (including motorbikes and electric scooters) permitted to park within the Village must only be parked in the designated parking space(s) and in accordance with this Standard and any conditions displayed in the designated car parking area. Under no circumstances are vehicles to be parked on Village lawns, greens or courtyards. Motorbikes and electric scooters are not permitted inside Rooms or Apartments (including on any balcony, deck, patio or porch).

If the Village has parking facilities:

- (a) a resident must, where required, have a valid University campus parking sticker and/or a Village parking sticker to park a vehicle in the designated parking space(s) within the Village, subject to availability (noting that the University organises campus parking permits); and
- (b) subject to availability, residents may apply for a Village parking sticker/permit. If the resident's application is successful, they will be issued with a Village parking sticker allowing the resident's vehicle



to be parked in designated parking space(s) within the Village for a specified period (i.e. valid for one semester/year). Village parking stickers must be attached to the vehicle and must always be clearly displayed. Details of applicable parking fees and terms can be obtained from the Village administration office.

Designated visitor parking spaces are clearly displayed and must be left clear for visitors. Authority must be sought from the Village administration office to park in a visitor parking space. Visitors must not park in non-visitor parking space(s) without the appropriate prior approval from Village management.

Where resident parking is available at a Village, limited disabled parking spaces are also available and these spaces are strictly for residents with disabilities, who clearly display the appropriate disabled parking permit in their vehicle.

If any vehicle within the Village:

- (a) is parked without authority;
- (b) is parked without displaying a current and valid parking permit (where applicable) for the designated parking space;
- (c) is not parked within a designated parking space; or
- (d) is otherwise in contravention of this Standard in any way,
- (e) the Owner (in its absolute discretion) reserves the right (without limitation) to:
  - (i) issue the vehicle owner with a warning notice;
  - (ii) arrange for the offending vehicle to be towed (at the vehicle owner's expense);
  - (iii) charge the vehicle owner an administration fee for arranging the towing services (where applicable); and/or
  - (iv) take any further action as the Owner considers reasonable having regard to the circumstances.

The Village is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Village or resulting from the vehicle being towed from the Village. Repeated breaches of this Standard are considered misconduct.

## 8. Defacing of property

Any defacing on Village roads, footpaths, parking areas or buildings (to promote any event or message) is prohibited and will be removed immediately by Village management and the persons responsible will be charged for the cleaning cost.

## 9. Cleaning

- (a) Village management shall arrange for:
  - (i) sweeping, vacuuming and mopping of the external and internal common areas of the Village (e.g. laundry, administration & resource centre etc.);
  - (ii) maintenance of the Village grounds and gardens;
  - (iii) flyers posted in non-designated areas to be taken down;
  - (iv) external garbage bins to be regularly emptied; and
  - (v) cleaning of external surface of buildings in the Village.

- (b) All residents are required to keep their Room, Apartments and/or Apartment Common Areas (as applicable) clean and hygienic. All residents must:

- (i) clean and vacuum their Room on a regular basis;
- (ii) maintain their Room in a hygienic manner, including removing rubbish from the Room on regular basis;
- (iii) clean internal windows and walls in their Room; and
- (iv) comply with any reasonable directions of Village management in this regard.

- (c) All residents who live in multi-bedroom Apartments with shared Apartment Common Areas are also expected to:

- (i) participate equally with other residents in the Apartment to clean and keep the Apartment Common Areas clean on a regular basis (this may include the residents agreeing a roster for cleaning);
- (ii) clean and keep clean all appliances and surfaces within an Apartment;
- (iii) clean and keep clean the internal areas of, and the external surfaces besides, beneath and surrounding, the cook top, range hood, oven, microwave and refrigerator equipment; and
- (iv) remove garbage from the Apartment regularly.

Residents must supply their own cleaning materials and equipment, where not otherwise supplied in the Apartment by the Village. In some Villages, prior arrangements have been made for cleaning provisions. Residents may arrange for their Room and/or Apartment to be cleaned professionally on a once off, weekly, monthly or another regular basis for a fee. Details of fees associated with these services are available from the Village administration office. Where it is brought to the attention of Village management that a Room/Apartment is not being cleaned regularly or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification, the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, Village management may arrange for the Room/Apartment to be professionally cleaned at the expense of the resident(s) of the Room/Apartment.

Upon vacating a Room/Apartment, resident(s) must remove all personal belongings and leave the Room/Apartment clean and tidy and in the same condition as at the date of first occupation, subject to fair wear and tear and taking into account any notice the resident submitted to Village management in accordance with the Apartment/ Room Condition Form. Where the Resident(s) fails to comply with this Standard, Village management reserves the right to charge resident(s) with the cost of professionally cleaning the Room/Apartment to the required condition.

## 10. ICT and Social Media

Residents acknowledge and agree that any information and communications technology such as telephone, computing and television infrastructure (including data network ports and associated cabling) ("ICT Infrastructure") installed throughout the Village forms an essential part of the Village. Residents must not tamper with or remove any of the ICT Infrastructure. The cost of repairing any damage to the ICT Infrastructure

caused by resident(s) will be charged to the resident(s) responsible, together with an administration fee.

The internet service at the Village is provided by a third-party internet service provider (the "ISP"). Residents who use the internet service provided at the Village must comply with the ISP's acceptable use policy (as updated by the ISP from time to time), as well as any other applicable terms and conditions specified in relation to the internet service. Where the ISP is the affiliated University or tertiary education institution, refer to the University's applicable policies and procedures. Where the ISP at the Village is Superloop/gx2 Technology the acceptable use policy is available at: [Superloop Acceptable Use Policy](#)

Residents must adhere to the following protocols when using the ICT Infrastructure network (where applicable):

- (a) only connect to the data port with the recommended cables and connections;
- (b) do not dismantle the data port;
- (c) the network is to be used in a manner which does not interfere with or disrupt other network users;
- (d) continually downloading large data files may slow down the network and affect others and as such should only occur in limited circumstances; and
- (e) residents must not use the ICT Infrastructure network for any unauthorised, criminal or illegal activity, including (but not limited to):
  - (i) violation of copyright or other intellectual property rights;
  - (ii) transmission of threatening, obscene or offensive materials;
  - (iii) electronic 'stalking' or other forms of harassment or cyber bullying;
  - (iv) misrepresentation or defamation of others;
  - (v) sending of unsolicited commercial messages ('spamming');
  - (vi) to commit fraud;
  - (vii) port surfing or 'sniffing' wireless traffic;
  - (viii) computer hacking or gaining unauthorised access to any information, systems, devices or resources;
  - (ix) propagating computer worms, viruses or other types of malicious software;
  - (x) any purpose which violates the Community Standards or policies or any local, state, federal or international laws; or
  - (xi) attempt to do any of the above paragraphs (i) to (x).

Residents acknowledge and agree:

- (a) the ICT Infrastructure network may be monitored by the Village, ISP or the affiliated University's network security services and/or the network host (as applicable) at any time without notice to residents;
- (b) the Village exercises no direct control over the content of the information passing through the ICT Infrastructure network and the Village accepts no responsibility or liability for information not sent by the Village;

- (c) a breach of this Standard by a resident may be considered as serious misconduct; and
- (d) if instructed to do so by the ISP or the affiliated University (as it relates to the University network), Village management reserves the right to suspend or terminate a resident's access to the Village data network (or that the ISP may suspend or terminate a resident's access) where management has reasonable grounds to suspect misuse, inappropriate or unauthorised use (which may be based on information from the ISP) and also report the incident to the University, the police and any other authority it thinks appropriate.

Residents should be aware of how their use of social media affects others. Whilst living at the Village, residents must not use social media to make any comments or posts which could damage Campus Living Villages' brand or reputation or be considered defamatory, threatening, bullying, harassment or racial. Residents must not disclose any confidential information about the Village or Campus Living Villages on social media nor share any specific personal information regarding the Village team. Disciplinary actions apply for non-compliance).

## 11. Cooking

Cooking is permitted in the designated kitchen area(s) of an Apartment only and where applicable, the area in the Village allocated by Village management as the common area kitchen available for common use by all residents. Cooking equipment such as (but not limited to) hot plates, toasters, rice cookers, electric woks/fry pans and other mobile cooking devices are not permitted in Rooms or any other area in the Apartment other than the kitchen. Residents must not leave their food items and personal cooking utensils in communal kitchen facilities.

Barbeque grills and charcoal fluid may be a fire hazard and are not permitted anywhere in the Village.

When cooking and using cooking equipment in Apartments and communal kitchen facilities, residents must take reasonable care, use the equipment for its intended purpose only and ensure the exhaust fan and/or the range hood (as applicable) is switched on when cooking and comply with any signage installed in kitchens. Failure to do so is likely to set off the smoke detectors, which will trigger an alert to the local fire brigade, security and/or monitoring services of the Village (as applicable). Where a false alarm occurs due to a resident's failure to comply with this Standard, see Standard on Fire Alarms for the consequences of such a failure by the resident.

## 12. Damage or Loss

Residents must take proper care when using Village property. Residents must notify Village management as soon as practicable of any damage to Village property. Removal of any Village property from its designated location could result in legal action. The person responsible will be charged the cost for restoring, repairing or replacement (at the discretion of Village management and having regard to the extent and nature of the damage) of the relevant item and an administration fee. When responsibility cannot be attributed to a specific person, Village management may, in its absolute discretion, divide the replacement cost and the administration fee between all residents and recover such costs from the residents of the Apartment and/or the Village.

Residents are responsible for all damage to or loss of Village property in their assigned Room and Apartment. If the damaged or lost item was located in a Room, then the resident of that Room will be held responsible and charged for the cost of restoring, repairing or replacing the item (at the discretion of Village management). If the damaged or lost item was located within an Apartment/ Apartment Common Area, then all residents who reside in the Apartment will be held responsible and charged an equal share unless responsibility can be attributed to a specific person. In addition, resident(s) considered responsible by Village management may be subject to disciplinary action.

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which their guests cause whilst in the Village.

Any damage to carpet, tiles or any floor covering (the “**Floor Covering**”) in a Room will be charged to the resident. Damage to any Floor Covering in an Apartment Common Area or in the common area of a Village will be charged equally between Apartment and Village residents respectively, unless the Village management is able to identify the specific person or persons responsible for the damage, in which case those person or persons will be charged for the damage. Village management will attempt to have soiled Floor Coverings professionally cleaned at the expense of the resident(s) of a Room/Apartment. If a stain cannot be removed, the Floor Covering will be replaced at the expense of the resident(s) of a Room/ Apartment.

At all times during the Term of the Residential Agreement and upon vacating a Room/Apartment, each resident must ensure all Floor Coverings in the Room/Apartment are in the same condition as it was in on the date of first occupation by the Resident, taking into consideration general wear and tear. Where the Resident(s) fail to do so, Village management may arrange for the Floor Coverings of the Room/Apartment to be professionally cleaned and the cost of returning the Floor Covering in a Room/Apartment to this condition, including the cost of having the Floor Covering professionally cleaned will be charged to the resident(s).

### 13. Damage Charges

Residents who receive an invoice for payment of costs for restoring, repairing and/or replacing damaged or lost Village property must, within 7 days after the date of the invoice, pay the invoice or make contact with Village management to request a review of the invoice and/or discuss payment options. If you have received an invoice for damaged or lost Village property, please take care of it immediately. Any invoice not challenged within 7 days of issue is no longer subject to review.

Standard charges for repair or replacement of damaged furniture and fittings in a Room/Apartment are available from the Village administration office. It is not possible to provide a comprehensive list of prices and costs for all items of Village property or maintenance services in the Village, as they are generally dependant on the damage caused.

All repair work is carried out on a ‘do and charge’ basis and will be invoiced at a rate equal to the actual charge from the supplier or contractor to the Village plus the administration fee.

### 14. Decorating Rooms and Apartments

Murals are not permitted to be painted on any surface in the Room, the Apartment or the Village. Most adhesives will remove paint and residents must not fix sticky stars, sticky hooks or use sticky tape of any nature or other adhesive decorations to the ceiling or elsewhere in the Room or the Apartment. The use of nails or screws will damage the walls and the paint and residents must not use nails or screw on any surface of the walls in the Room or the Apartment without permission from Village Management. At the end of the tenancy, If any holes are left in the walls due to use of nails or screws and require patching, you will be charged not only for fixing the holes but also for painting the entire wall(s) that require repainting.

Notwithstanding the above, residents may decorate Rooms/ Apartments with posters affixed to walls using non-marking re-usable adhesive. Upon vacating, residents must remove all decorations, including without limitation posters, and ensure all marks on the walls are removed. Residents must notify Village management of any damage other than marking to the walls, for which Village management shall repair to its satisfaction (but to a standard not greater than prior to the damage) and on-charge any costs in respect of the rectification of the damage to the Resident(s) responsible (see Standard relating to Damage Charges for applicable costs).

### 15. Disabled and wheelchair access

Several the Rooms, Apartments and buildings within the Village have been fitted with facilities to assist persons with disabilities.

Residents must not interfere with, obstruct, impede access to or from any such facilities, including (but not limited to) wheelchair ramps, curb cuts, and building entry ways (access ways). Residents must ensure all such access ways remain clear at all times to allow residents and others who use wheelchairs free access to their Rooms/Apartments and other areas of the Village. Resident(s) must notify Village management upon becoming aware of any obstruction to any access way in the Village. Village management reserves the right to remove and confiscate any items obstructing any access way and to charge the cost of restoring, repairing or replacing any damage to such facilities to the responsible resident(s).

### 16. Electrical Equipment in Rooms

To prevent the overloading of (or the risk of) electrical circuits and to conserve energy in the Village, residents can only use small electrical equipment in Rooms and/or the Apartment such as computers, study lamps, clocks, stereos, personal vanity items. These items must be maintained in good and clean operating condition.

The use of hot plates, electric heaters (other than those specified in Standard 37 (Heating), electric blankets and any appliances with open heating elements are prohibited in Rooms and Apartments, unless supplied by Village management or otherwise approved in writing by Village management.

Any other electrical appliances such as mini bar fridges, fridges, washing machines, portable air conditioners or heaters (other than those specified



in Standard 37 (Heating) are not allowed to be brought into Rooms and or/the Apartments.

Residents must ensure all electrical appliances in the Room/ Apartment are switched off when not in use and particularly during any extended absence from the Room/Apartment.

### 17. Electrical Safety Reminders

Residents must comply with the following fire and safety policies, which are intended to prevent injuries in the Village and to ensure compliance with health and safety regulations:

- (a) never modify a plug by bending or removing prongs;
- (b) if plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Village administration office for assistance;
- (c) extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker and the electrical cord should not exceed 1 metre in length. If you discover any faulty electrical equipment, please report this immediately to Village management;
- (d) do not "daisy chain" extension cords and/or power strips; and
- (e) promptly replace, at the resident's cost, frayed or damaged cords.

### 18. Emergencies

Located in the Resident Handbook, you will find all the numbers to be called in the event of an emergency. For any life-threatening emergency call '000' from a landline or '112' from a mobile to summon fire, police and ambulance services. If dialling from a telephone provided in your Room and/or Apartment (where applicable), dial "0" to access an external line, followed by "000" for emergency services. Residents must also notify Village management (or the Evening Duty Manager or on-call Security Team after hours) if emergency services are contacted for any reason.

False alarms waste the time of emergency services and Village management and may result in disciplinary action. Refer to Standard relating to Fire Alarms for consequence of a false fire alarm activation by residents. You are responsible for familiarising yourself with the location of alarms and firefighting equipment in your Room/Apartment and in the common areas of the building in which your Room/Apartment is located, and with the emergency procedures for the Village. Fire safety information is posted in all Rooms/Apartments.

### 19. Evacuation and exit signs

Evacuation maps are posted in various parts of the Village indicating the location in which the map is posted in relation to the nearest exit and steps to take to vacate the premises in the event of an emergency.

You must familiarise yourself with the location of all exits from your Room/Apartment and the building in which your Room/Apartment is situated and attend any emergency evacuation when required by Village management, fire awareness programs and participate in fire and evacuation drills at the Village. Attendance at emergency fire and

evacuation (whether as a drill or actual) is compulsory and the failure to comply will be considered by Village management as non-compliance with the Standard, which may be escalated as serious misconduct for repeated failures.

Evacuation maps are part of the fire equipment of the Village and must not be tampered with. In the event of an evacuation, residents must report to your building's assigned emergency assembly point for further instruction. If you are aware a fellow resident of the Village is not in attendance at the emergency assembly point, you must immediately notify the Village management in attendance at the assembly point.

The Village is regularly inspected by the fire brigade for safety and fire code compliance. Residents must keep common areas clear of any items which may affect safe access to and egress from buildings in the Village. Whenever Village management encounter these obstructions or are informed of their presence, they will proceed to remove the obstructions to ensure fire code compliance.

If Village management is required to remove any obstructing items left in common areas, residents will be charged the cost to remove the obstruction, together with an administration fee. Repeated violations by a resident(s) of this Standard may, in the absolute discretion of Village management, be considered as serious misconduct, which result in disciplinary action, which may include (but is not limited to) termination of the Residential Agreement.

Exit signs have been located throughout the Village for safety of residents and visitors. Residents (and the residents must ensure its guests and visitors) must not tamper with, disconnect, remove or otherwise interfere with or obstruct exit signs in the Village. Playing of ball games in Rooms, Apartments and common areas of buildings could potentially damage exit signs and are therefore prohibited. Where resident(s) are found to have caused damage or destruction to any exit signs, the responsible resident(s) will be charged for the repair, reinstatement or replacement of the signs.

### 20. Fire Alarms

Residents must not assume that a building alarm goes directly to the fire brigade. Residents must always call '000' from a landline (if calling from a phone provided in the Room/Apartment, dial "0" first, then "000") or '112' from a mobile in an emergency situation, or immediately contact Village management if you are unsure what to do when you hear an alarm.

The fire brigade, security and/or the Village monitoring services (as applicable) is obligated to respond to any alarm regardless of the cause. A resident who sets off a false fire alarm, whether on purpose or because of carelessness, is responsible for any charges levied by the fire brigade, Village monitoring services and/or security (as applicable) on the Village or University for the call out. Village management may treat the false alarm as a breach of the Standards and repeated violations may be considered as serious misconduct. Code of Conduct (Discipline and Misconduct) for consequences of serious misconduct.

Residents must, when showering, ensure the bathroom door is closed, as excessive steam from the bathroom may set off a fire alarm. Residents must always use (in accordance with installed signage, as applicable) bathroom exhaust fans when showering and kitchen exhaust fans and range hoods when cooking.

## 21. Fire Equipment

Fire blankets, extinguishers and/or fire hoses are in all kitchens and/or the Apartment Common Areas (as the case may be). These are to be used for small fires only such as stove top fires where oil has ignited. Residents must immediately notify and return all used fire blankets and/or extinguishers to Village management for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all residents and as such Village management will regularly be checking all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps. Do not attempt to change/check batteries in smoke detectors which can lead to damage. It is against the law to tamper with fire equipment, including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Violators will be subject to any fines imposed by a relevant authority or agency, possible criminal penalties, an administration fee. A breach of this Standard may be considered as serious misconduct (refer to Code of Conduct (Discipline and Misconduct) for consequences of serious misconduct).

Any fire equipment repair or replacement that results from resident misconduct will be charged to the resident(s) responsible. If the responsible party cannot be determined, the cost incurred to repair or replace the damaged equipment will be charged to all residents of the building or Apartment as the case may be, in equal shares.

## 22. Maintenance Requests & Repairs

The Village has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the Village is well maintained. All maintenance in the Village is carried out by suitably qualified tradesperson who will be identifiable by Village ID cards/Name Tags.

Residents must submit all requests for repairs or replacements in your Room/Apartment via a "maintenance request" via the Resident Portal or CLV app. Maintenance requests are processed Monday to Friday by Village management. Residents must, as soon as practicable, report to the Village management any problem which they believe constitutes a safety or security risk. Depending on the nature and extent of the problem, Village management shall do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in the Village nor are they permitted to contract with any third party for such repairs. The cost of any repair or replacement in the Village which is necessitated because

of a deliberate act or omission, or the negligence of a resident(s) will be charged to that resident(s).

If there is an emergency situation (such as a flood, a shower that will not turn off, a Room door that will not lock, RCD tripped etc.), please call the Duty Manager or the on-call Security Team and ask for assistance on the number listed in the Resident Handbook which is staffed 24 hours a day. All other requests for maintenance/repair must be submitted by a "maintenance request" via the Resident Portal or CLV app. If you submit a "maintenance request", you are deemed to have given Village management permission to enter your Room/Apartment to assess and carry out the requested maintenance/repair. Any questions or concerns about after hours' emergency response should be directed to the Village administration office.

## 23. Flyers

Residents may only post flyers and posters on or about the Village with the prior written approval of Village management and then only at approved locations or on bulletin boards throughout the Village. Any materials posted anywhere else will be removed and cleaning charges will be charged to the responsible resident(s).

## 24. Furniture

Furniture provided in a Room and/or Apartment is to remain in that Room or Apartment. It is not to be moved to another Room, Apartment or anywhere else in the Village, even on a temporary basis. Furniture is to remain inside Rooms and Apartments unless it has been nominated for outdoor use.

Residents are not permitted to install, bring into or use in the Room, Apartment or Village any item of furniture or other furnishings, including without limitation beds and mattresses, (other than those furniture items supplied in the Room, Apartment or Village by the Owner) without the prior written consent of Village management. A breach of this Standard in any way is considered as misconduct by Village management (see Code of Conduct (Discipline and Misconduct) for consequences of misconduct). Any costs incurred by the Owner to remove, store, dispose of and/or rectify any damage to any item of furniture or furnishing will be on-charged to the resident(s) responsible in line with Standard relating to Damage Charges.

## 25. Garbage Disposal & Recycling

Residents are responsible for the frequent and regular removal of all garbage from their Rooms, Apartments and areas immediately outside the Apartment entry doors.

Multiple garbage bins are available for residents to dispose of rubbish. Residents must place rubbish in the appropriate garbage and recycling bins and not place garbage adjacent to or on top of garbage bins.

Residents must not leave garbage outside their Rooms or Apartments. Residents must not dispose of garbage or throw any item over or from balconies or terraces of Apartments. If there are garbage chutes in the Village residents must not put any glass, sharp objects, bulky items, cardboard boxes, open food containers into the chute. Any resident found

not complying with these procedures may be charged with the cost of cleaning, removing and/or disposing of the garbage, at the discretion of Village management.

## 26. Grounds and Gardens

The Village grounds are maintained by (or on behalf of) Village management pursuant to the Village landscaping plan. Residents must not remove, damage, cut or break any foliage off plants or trees within the Village grounds. Residents may undertake gardening within communal garden areas nominated by Village management. Please help in keeping the Village free of litter by notifying Village management of any area on or about the Village grounds that may need attention.

## 27. Gym use

If the Village includes a gym, it is for the use and benefit of residents of the Village only. The gym is not monitored, and residents use the gym at their own risk at all times and release the Owner and/or Operator of the Village from any liability for any personal injury, loss or damage to property arising from or in connection with the use of the gym or the gym equipment. Residents must use the gym and gym equipment for its intended purpose only and must follow any gym rules and/or equipment instructions specified on signage in or around the gym. Residents who cause damage or destruction to the gym equipment may be charged with the cost of replacing or repairing the damaged item.

Residents may only use the gym and gym equipment if they have no medical condition or impairment (including being under the influence of drugs or alcohol) which would limit their ability to use the equipment in a safe manner. Residents who use the gym agree and consent to receive first aid/medical treatment at the resident's expense.

## 28. Hazardous Material

Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the Village because of the safety risk to you and other residents of the Village. Village management may arrange for the removal of any hazardous material with the cost of arranging such removal to be on-charged to the resident(s) responsible for the material. Residents must not pour motor oil or any other hazardous material on the ground or down any drain in the Village. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at the Village.

## 29. Heating

In the interests of safety, heaters with an exposed element, small fan heaters and bar heaters are prohibited within the Village. If heaters are not supplied in your Room, residents are only entitled to use enclosed column heaters with a maximum capacity not exceeding 1,200 watts with the prior consent of Village management. Please use common sense when using the heaters. Residents must not leave heaters unattended when in use. Residents must not place any items of clothing or any other article over or close to a heater.

## 30. Inspections and Building Condition Issues

Subject to complying with the notice provisions in Standard (Management Access to Rooms), Village management reserves the right to enter any Room/Apartment:

- (a) in the case of an emergency (as determined by Village management at its discretion);
- (b) for the purpose of inspection, maintenance or repair; or
- (c) if requested to do so by a resident who resides in the Room/Apartment (as the case may be).

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment.

Inspections of Rooms/Apartments are undertaken by Village management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the Room/ Apartment and to enable planning for renovation or refurbishment projects. Failure to pass the cleaning inspections may result in charges to resident(s) for professional cleaners to return the Room/Apartment to Village standards. Photos may be taken for the purpose of providing evidence for failed cleans and/or property damage and provided to you.

## 31. Insurance

The Village assumes no responsibility for the personal property of residents and their guests. Residents should maintain insurance protection against loss and damage to or theft of personal property.

## 32. Keys/Swipe Cards

Residents will be issued with keys and/or swipe cards for access to their Room/Apartment and to Village common areas.

If your Room/Apartment is fitted with an electronic door lock system, instructions on how to understand the warning signals are located on the inside of the Apartment entry door. It is the resident's responsibility to monitor these light signals and notify Village management if batteries are running low or are not working properly.

Keys and/or swipe cards that are lost must be immediately reported to Village management and with appropriate identification, a resident will be issued with new keys and/or swipe card at a cost. The amount of the cost charged to the resident will be dependent on whether the lock(s) itself must be replaced and/or whether any keying system must be re-programmed or replaced, as the case may be. If your keys and/or swipe card is faulty, please return it to the Village administration office and it will be replaced at no charge. If your keys and/or swipe card is damaged by your use or misuse, please return it to the Village administration office and you will be issued with a new keys and/or swipe card at a cost.

Residents are responsible for the keys and/or swipe cards issued to them. To ensure the safety, security and welfare of fellow residents and Village staff, residents must not, under any circumstances, give their keys and/or swipe access card, to any other person (including, without limitation, another resident, a guest or visitor whilst unaccompanied by the resident). Any breach of this provision which results in a security breach at the Village or serious incident will be deemed as serious misconduct, and

Village management may take disciplinary action against the resident, including termination of the Residential Agreement.

Residents are not permitted to duplicate keys and/or swipe card. Only Village management or a duly appointed locksmith may alter or repair a lock, with notice given to the affected resident(s) of the Room and/or Apartment (as applicable), at or immediately before the time that the alteration, removal or addition is carried out.

If you have lost your key and/or swipe card, locked yourself out of your Room/Apartment or if you have damaged the lock to your Room/Apartment, you must verify your identity at the Village administration office prior to the issue of a replacement key and/or swipe card or access being granted to your Room/Apartment. If you are locked out of your Room/Apartment after hours, please contact the duty Resident Assistant, the Evening Duty Manager or Security, as applicable. The duty RA has a master key with which to open your Apartment/Room door. Village management may charge an administration fee to attend to lock-out calls. Costs of replacing a swipe card, key and/or lock and lock out charges are outlined in the Resident Handbook.

Village management strongly recommends that residents keep their Room door and windows locked when they are not in their Room/Apartment. Residents are jointly and severally liable with co-residents to lock all doors and windows in the Apartment Common Areas to prevent unauthorised access. The Village assumes no responsibility or liability for the personal property of residents or guests under any circumstances where doors to Rooms and/or Apartments have been left unlocked by residents and/or guests.

### 33. Kitchens

Residents must clean the kitchen appliances and equipment supplied in the Village after each use. If a Resident becomes aware that a kitchen appliance requires maintenance, they should advise Village management via the "fix it request" via the Resident Portal. The cost of repairing or replacing damaged appliances and an administration fee will be on-charged to the person responsible for the damage or to all residents of an Apartment if the person responsible cannot be identified (see Standard relating to Damage Charges). Faulty appliances will be repaired at no charge.

### 34. Laundry

For a fee, residents may use the Village laundry facilities. Residents may access the Village laundry facilities based on the operational hours set by Village management. For specific opening hours, please contact Village reception and/or, where applicable, see the signage at the location of the laundry facility. Unless otherwise specified or approved by Village management, the Village laundry facilities are intended for use by residents only and residents must not permit or do (or omit to do) anything to allow any non-resident entry to and use of the Village laundry facilities. Residents must provide their own washing supplies (unless machines are auto dispensing) and must ensure that they leave the area in a clean and tidy state after use.

Laundry left in washers or dryers must be placed in the laundry baskets located under the folding bench. Any laundry left in the Village laundry

facilities which is not claimed within 7 days will be deemed abandoned and will be donated to a local charity (at the discretion of Village management). Any items left unsupervised in the Village laundry facilities are left at the resident's risk. The Village is not responsible for any damage or loss caused to clothes or other items resulting from the use by residents of the Village laundry facilities. Residents must use the equipment supplied in the Village laundry facilities for its intended use only. The cost of repairing or replacing damaged laundry equipment and an administration fee will be charged to the person responsible for the damage. Faulty appliances will be repaired at no charge.

### 35. Lighting

Any light fixture provided by a resident in addition to existing lighting must not exceed 100 watts per fixture. Residents must not repair or replace permanent light fixtures in their Room/Apartments under any circumstances. As a matter of safety, we ask residents not to change light globes themselves, but to report blown globes via a "maintenance request" via the Resident Portal or CLV app.

### 36. Mail and Communications

The primary means of communication within the Village is by email, so it is important that you inform Village management immediately of any changes to your email address and your mobile number specified in your Residential Agreement. General notices will also be posted on the Village Resident Portal, on social media and around the Village. Unless advised otherwise by Village management, Residents wishing to receive standard mail should use the mailing address listed in the Resident Handbook and consult with Village management in regard to receipt of mail procedures at the Village.

If the Village uses an automated parcel locker system this will be operated by a third party who will notify a resident via email or SMS when a parcel for the resident has been placed in the lockers. Where Village management accepts parcels delivered by Australia Post for residents, parcels will be kept at the Village administration office and the resident will be notified by email, indicating that there is a parcel for collection. The resident must acknowledge collection of parcels from the administration office. Village management will not sign for any courier or non-Australia Post deliveries on a resident's behalf, except in exceptional circumstances where a resident has requested and authorised Village management to do so and we have accepted that responsibility. Under no circumstances will the Village be responsible for any item delivered by courier or non-Australia Post deliveries. It is a resident's responsibility to regularly check their mailbox and ensure that the name used for deliveries matches their name on their Residential Agreement. Any mail not collected within two weeks of its delivery may be returned to the sender by Village management, at the cost of the resident. Facilities for purchasing stamps and posting letters and parcels are available on the University campus.

Village management may only accept deliveries of perishable foods, if you are unable to provide an address with an apartment number. Residents will be notified via email when their delivery has arrived, and the staff team is notified. It is the responsibility of the resident to promptly collect their perishable food deliveries. The Village does not have the facilities to

store perishable items, and therefore, holds no responsibility for the condition or safety of the food once it has been delivered.

### 37. Management Access to Rooms

By signing a Residential Agreement and without limiting any provision of the Residential Agreement, Residents agree to give access to Rooms/Apartments as set out in the Minimum Notice Table below (for the avoidance of doubt, Village management is not required to give notice to access and/or inspect Apartment Common Areas in multi-bedroom Apartments).

Notwithstanding the Minimum Notice Table below:

- (a) Village management may enter the Room/Apartment with the consent of the Resident given prior to or at, or immediately before, the time of entry or where the Resident agrees to the entry; and
- (b) where Village management access and inspect a Room/Apartment under this Standard, Village management reserves the right to enforce a breach of the Residential Agreement and/or Standards (or any part thereof), notwithstanding the purpose for which access was gained.

#### Minimum Notice Table

Subject to the *Residential Tenancies Act 1997* (VIC)

Subject to *Residential Tenancies and Rooming Accommodation Act 2008* (QLD)

Subject to the *Residential Tenancies Act 1987* (WA)  
(as applicable)

Purpose of Entry		Minimum Notice (given to you)		
State/Village		NSW, WA and CDU Casuarina Campus	VIC	QLD
(a)	In an emergency or to carry out urgent repairs (determined by Village management, at its discretion)	Without notice	Without notice	Without notice
(b)	Where Village management has made a reasonable attempt to obtain entry and has a reasonable belief that a person in the Room/Apartment is causing a disturbance (e.g. – noise complaint)	Without notice	Without notice	Without notice

Purpose of Entry		Minimum Notice (given to you)		
State/Village		NSW, WA and CDU Casuarina Campus	VIC	QLD
(c)	Where Village management has made a reasonable attempt to obtain entry with consent and has reasonable cause for serious concern about the health and/or safety of a resident(s) or any other person that Village management believes is in the Room/ Apartment	Without notice	Without notice	Without notice
(d)	Where Village management forms a reasonable belief that a Room and/or Apartment has been abandoned	Without notice	24 hours	General Tenancy Agreement – 24 hours  Rooming Accommodation Agreement – without notice
(e)	Where Village management forms a reasonable belief that you have failed to comply with your duties under the Residential Agreement	Without notice	24 hours	24 hours
(f)	To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/ Apartment (at your request or for general purposes)	Without notice where your request gives consent for access and otherwise, 24 hours	Without notice, where your request gives consent for access and otherwise, 24 hours	Without notice, where your request gives consent for access and otherwise, 24 hours



Purpose of Entry	Minimum Notice (given to you)		
State/Village	NSW, WA and CDU Casuarina Campus	VIC	QLD
(g) To carry out, inspect or assess the need for work for the purpose of compliance with the Owner's statutory obligations relating to the health or safety of Room, Apartment or Village (as applicable)	24 hours	24 hours	24 hours
(h) To conduct an inspection (other than final departure inspections, where not less than 24 hours' notice is to be given)  <i>Notice may be given by way of an Inspection Schedule.</i>	2 days	7 days (but only after the end of the first 3 months of the Residential Agreement and not more than once every 6 months, unless you agree otherwise)	General Tenancy Agreement – 7 days (not more than once every 3 months, unless you agree otherwise)  Rooming Accommodation Agreement – 2 days (not more than once a month, unless you agree otherwise)
(i) To show prospective occupants the Room/ Apartment at reasonable hours	Reasonable prior notice (but not less than 24 hours unless agreed otherwise by you).	48 hours (but only in the period 21 days before the Termination Date, unless you agree otherwise).	24 hours (provided the resident has given or received notice to leave in the prescribed form)

Where notice is required to be given pursuant to the Minimum Notice Table, Village management will not be able to specify the exact time that access will be required but will use reasonable endeavours to specify time period (e.g. prior to or after midday) in which the entry may take place. If residents have cultural dress requirements (requiring additional notice to be given) they must notify Village management.

Where Village management gives residents a schedule in advance of Room/Apartment inspections for a period (such as, fortnightly, monthly, half yearly, yearly or any other period, as applicable from Village to Village) (**Inspection Schedule**), for the purposes of this Standard, the Owner is deemed to have given notice to residents from the day of issue of the Inspection Schedule.

### 38. Modifications to Buildings and Rooms

Residents must not make any internal or external modifications to Rooms, Apartments or any other part of the Village, such as installing shelves, hooks or hammocks, adding new light fittings, changing light fittings, painting or repainting, or altering permanent fixtures, without the prior written approval of Village management.

Modifications undertaken without prior written approval will be removed, reinstated and/or repaired (as the case may be), at the resident's expense, and the resident will be subject to disciplinary action at Village management's discretion, having regard to the nature and extent of the modifications and costs for removal, repair and/or reinstatement.

### 39. Moving Out Procedures

Two calendar months prior to the end of the Term of your Residential Agreement you will be requested to confirm the date you will be vacating your Room/Apartment ("the **vacation date**"), which must be no later than the Termination Date.

Residents must comply with the following procedures and requirements whilst moving out of their Room and Apartment in addition to any other reasonable requirements of Village management:

- (a) All residents must vacate their Room/Apartment on the Termination Date, unless the resident has given Village management prior written notification otherwise and obtained agreement from Village management to this effect;
- (b) Prior to vacating a Room/Apartment, the Resident must pay in full and without set off, all fees and charges payable and due by the Resident under the Residential Agreement, or make arrangements for payment satisfactory to Village management;
- (c) Village management may, at its election subject to resourcing and capacity constraints, undertake pre-inspections if so, requested by residents. If requested by a Resident, Village management shall use reasonable endeavours to arrange for the pre-inspection within the period not earlier than 48 hours prior to the Termination Date, with a final inspection to take place within 24 hours after the vacation date;
- (d) Village management will endeavour to undertake departure inspections of Rooms/Apartments within 1-2 business days (or as soon as practicable having regard to the number of departures) after the Termination Date (or any earlier departure date notified in writing by the resident and agreed by Village management);
- (e) Upon vacating a Room/Apartment, residents must leave the Room/ Apartment clean and tidy, having regard to their cleaning obligations and in the same condition and repair as at the first day of occupation by the resident subject to fair wear and tear and taking into account any notice the resident submitted to Village management in accordance with Standard relating to Room condition;
- (f) All furniture and fittings within the Room/Apartment must be left in the appropriate rooms and if any are damaged or missing, they will be charged to the resident responsible in accordance with these Standards; and



- (g) Residents must ensure all personal belongings and all rubbish in the Room/Apartment are removed from the Room/Apartment by no later than 10:00am on the vacation date (unless specified otherwise).

#### 40. Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their Room and Apartment. Residents must, at all times, show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of an Apartment or the Village. Residents must comply with all directions from Village management in relation to noise minimisation, particularly in response to noise complaints from other residents of the Village and/or neighbours of the Village.

Residents must, at all times, adhere to the Village **"Noise Policy"**, a copy of which is attached at Annexure A and is also contained in the Resident Handbook or can be obtained from the Village administration office or the Resident Portal. A breach of this Standard is deemed as misconduct by Village management (refer to Code of Conduct (Discipline and Misconduct) for consequences of breach, where repeated breaches may be deemed as serious misconduct).

#### 41. Overnight Guests & Unauthorised Occupancy

While Village management does not encourage overnight guests, it is understood that on occasion this will occur. Residents are permitted to have overnight guests for short periods of time (not exceeding two consecutive nights in any given 7-day period) with the approval of the other residents of the Apartment. All new short-term residents must attend an orientation session to be adequately inducted to the Village and will therefore not be included as an overnight guest or an unauthorised occupant.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of an Apartment, the following procedures must be followed where any guest stays between the hours of 12 midnight and 0830am:

- (a) All residents of an Apartment must be aware of a guest staying and have their given approval to this; and
- (b) A guest must be registered at the Village administration office.

For the purposes of this Standard:

- a resident staying in a Room/Apartment other than their allocated Room/Apartment is a considered as a guest; and
- no guests are permitted overnight, at any time, in a dual occupancy room.

Any person found to occupy a Room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the Room will be charged an administration fee for each night the unauthorised person has stayed and will be in breach of their Residential Agreement. A guest must leave the Village immediately if requested to do so by Village management whether or not the above procedure has been followed. Residents must ensure that any guest or other person who

is in the Village at the invitation of the resident or in the resident's company complies with the Standards and any reasonable directions given by Village management and does not do anything which a resident is prohibited from doing under the Standards and the Residential Agreement.

#### 42. Parties and Special Events

Residents must comply with the **"Party Policy"** at all times.

A copy of the "Party Policy" is attached at Annexure B and can also be found in the Resident Handbook or can be obtained from the Village administration office or the Resident Portal.

If a building or an Apartment has a party or other event, residents must clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage. External banners, lights, tarpaulins or external "party" decorations are strictly not permitted (except with the prior written approval of Village management).

Residents must immediately comply with any direction by Village management in relation to complaints received about a party, such as reducing the noise levels or ceasing any activity or behaviour, which is causing a disturbance to other residents of the Village and/or nearby neighbours. Village management reserves the right to charge resident(s) a security call-out fee incurred by the Village if security is required / called out to attend to deal with complaints relating to a breach of this or any of the Standards. A breach of this Standard is deemed as misconduct by Village management (refer to Code of Conduct for consequences of breach, where repeated breaches may be deemed as serious misconduct).

#### 43. Pest Control

Any infestations that are found to have been introduced or caused by a resident(s) will result in charges being levied for the costs of the eradication of the pests incurred by the Village. Good housekeeping is very important. Residents must ensure that food is not left out or uncovered. It is unhealthy and attracts ants and other pests. The Village employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law, and which comply with Australian/NZ Standards as applicable. Prior to any residential area of the Village being treated, 48 hours' notice will be given to residents.

#### 44. Pets

Residents are not permitted to keep pets, including (without limitation) fish, rodents, insects and reptiles in the Room, Apartment and/or the Village. Additionally, residents are not permitted to bring animals into any building of the Village. This Standard does not apply to the extent that it restricts the keeping of a guide or assistance dog.

#### 45. Political and Religious Views / Solicitation

Residents are encouraged to discuss their political and religious views; however, no resident has the right to force their opinion and views on

another in a way that is (or may be construed as) abusive, discriminatory or which causes (or may cause) physical or emotional harm or distress, and no person may be discriminated against or oppressed because of their beliefs.

Solicitation is an uninvited or unwanted attempt to make contact (in any form, whether by online means, such as email, social media or otherwise) with another person for the purpose of promoting religious beliefs, engaging political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Village.

#### 46. Privacy and Quiet Enjoyment

Except as otherwise outlined in the Residential Agreement (including these Standards), all residents are entitled to privacy and quiet enjoyment in their Rooms and Apartments, both from Village staff and other residents. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire. Residents must knock on the door when entering another resident's Room/Apartment and not enter uninvited.

Duty Managers and/or on call Resident Assistants hold a set of keys when on duty to deal with lockouts and emergencies. Duty Managers and/or on call Resident Assistants are not permitted to open Room doors without the permission of the resident, except in emergencies, as otherwise contemplated in the Standards or as required by law. Any person requesting entry into another person's Room will be denied access unless the resident gives permission.

#### 47. Project Work

Residents must not use cutting knives or equipment on furniture, counters, tables and other surfaces as this can cause permanent damage to the Village and/or Village property. If a resident has a project that requires use of a sharp implement, then they must acquire a piece of appropriate material to cut on. Residents must ensure that they thoroughly protect surfaces if painting posters or other projects to avoid staining walls, floor coverings, carpet and other surfaces. Village management reserves the right to charge the resident(s) for any damage or costs incurred by the Owner as a result of a breach of this Standard.

#### 48. Recreational Facilities

- (a) **General recreational facilities** - If the Village has recreational facilities, they are for the use and enjoyment of all residents of the Village. Non-residents, if they are registered with the Village administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Village management does not encourage the use of the Village's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use and/or access to the recreational facilities.
- (b) **Pools** - If the Village has a pool(s), the following Standard applies to its use:
  - (i) access to and use of the pool is strictly limited to the opening hours displayed by signage at (or close to) the pool or otherwise notified by Village management from time to time.

Any resident found to be accessing and/or using (or attempting to access or use) the pool outside the opening hours will be in breach of this Standard, which is deemed as misconduct (refer to Code of Conduct for consequences of breach);

- (ii) no glassware is permitted in, on/around the pool area;
  - (iii) if the pool is deemed unclean, unsafe or unhygienic by Village management, the pool may be closed for an indefinite period of time at Village management's discretion;
  - (iv) no diving is permitted;
  - (v) no unsafe or dangerous behaviour, determined by Village management at its discretion, is permitted.
- (c) **BBQs** - If the Village has barbeque(s) (**BBQ**) available for common use by residents, residents must only use the BBQ for its intended purpose. Resident(s) who use the BBQ must keep it tidy and clean it after each use. Due to the inherent fire hazards, residents are not permitted, under any circumstances, to bring in or use a BBQ in the Village (including the Room and/or the Apartment), other than those supplied by the Village.

#### 49. Resident Assistants

As part of the Residential Program at the Village, Village management appoints a number of residents as Resident Assistants (**RA**). The role of an RA is to give support and advice to residents. Full details on the role of an RA can be obtained from the Village administration office. RAs must respect the privacy of residents and residents must in return respect the privacy of RAs.

#### 50. Resource Centre/E-Library/Study Lounge

If present in your Village, full details on the facilities in the Resource Centre/E-Library/Study Lounge and how to use them are available from the Village administration office or the Resident Portal. The Resource Centre/E-Library/Study Lounge is for the exclusive use of residents of the Village. The Resource Centre/E-Library/Study Lounge is not manned but is monitored and available for use 24 hours a day. Residents must not allow access to the Resource Centre/E-Library/Study Lounge to non-residents or persons who are not personally known to them. Under no circumstances is the Resource Centre/E-Library/Study Lounge to be left unlocked and no food or drink is ever to be consumed inside. The Village is not responsible for any damaged or loss incurred by residents as a result of their use of the Resource Centre/E-Library/Study Lounge. The cost of repairing or replacing damaged equipment in the Resource Centre/E-Library/Study Lounge and an administration fee will be charged to the person responsible for the damage or to all residents of the Village if the person responsible cannot be identified. Faulty equipment will be repaired at no charge.

#### 51. Roofs

The roofs of buildings in the Village are not constructed for pedestrian traffic. Residents must not go onto the roof of any buildings in the Village for both their own safety and to avoid damage. Resident(s) are responsible for and will be charged for any damage they cause to the roofs as a result of a breach of this Standard.

## 52. Running a Business from the Village

Residents must not conduct a business (or part thereof) of any description (including, without limitation any form of an on-line business) from their Room, Apartment or any other part of the Village without the prior written consent of Village management, which may be withheld or subject to conditions, at the absolute discretion of Village management.

## 53. Security Issues

The Village strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident.

Complacency with the security of your Room and Village facilities can result in burglary. With this in mind, there are several ways in which residents can further increase their level of security by:

- (a) ensuring that your Room/Apartment door closes and locks behind you when you enter or leave your Room/Apartment;
- (b) ensuring that building external doors are always kept locked;
- (c) not propping open doors (noting that this may result in an administration fee being levied on the resident(s) responsible by Village management);
- (d) disallowing people that you do not know from following you into a building;
- (e) getting to know your neighbours;
- (f) never lending your keys and/or swipe card to another person;
- (g) not leaving your Apartment key and/or swipe card under a pot plant, door mat or on the frame of the door jamb;
- (h) not leaving windows open when you are not in your Room/Apartment;
- (i) not leaving money or valuables in full view when you are not in your Room/Apartment;
- (j) securing your bike to a bike rack and/or within the bike shed using a quality lock such as a U-bolt; and
- (k) notifying Village management or University security if you notice any suspicious people or behaviour in or around the Village.

## 54. Shopping Trolleys

Unless a Village has an arrangement with a local supermarket and has allocated trolley bays for shopping trolleys on site, shopping trolley(s) are not permitted within the Village. Any Resident found to have brought a shopping trolley(s) into the Village will be charged an administration fee as well as any amount incurred by the Owner from the owner of the trolley.

## 55. Smoking/Vaping

Subject to any applicable University policy (and only to the extent the policy is applicable to the Village) which will prevail to the extent of any inconsistency with this Standard, smoking or vaping of any substance is prohibited in the Room and/or Apartment and all Village buildings, including all undercover outdoor common areas within the Village.

If, Village management has grounds to suspect a Resident(s) is in breach of this Standard, Village management may request the Resident remove

from the Room and/or Apartment any substance or apparatus which Village management reasonably believes is in the possession of the Resident for use in the aid of smoking (such as, but not limited to, cigarettes, e-cigarettes/vapes, a hookah or shisha pipes or any associated paraphernalia).

If the Resident fails to remove such items as and when requested by Village management, Village management may confiscate and hold such item(s) and release the item when the resident leaves the Village. Violation of this Standard may, at Village management's discretion, result in disciplinary action and an administration fee being charged in respect of, without limitation, cleaning required to remove smells/ smoking stains, cigarette butts and any costs for storage of any confiscated apparatus under this Standard. Refer to Code of Conduct (Discipline and Misconduct). Unless advised otherwise by Village management, smoking of cigarettes, e-cigarettes/vapes is permitted in any Village designated smoking area (if any) and/or outside of Village buildings only, subject to any Standards and or policies of the University.

Smokers must dispose of their cigarette butts in the ashtrays/receptacles provided. If cigarette butts are found in the area surrounding Village buildings, the Village may charge the responsible residents of that building the cleaning costs incurred by the Village and an administration fee (at the Village's absolute discretion). Smokers must be mindful of not smoking near an open window. Residents who wish to stop smoking may contact the University's welfare & counselling service for assistance.

## 56. Student Records and Privacy Policy

Village management are bound by the CLV Privacy Policy as amended from time to time, a copy of which can be found on the Resident Portal or on the CLV corporate website:

<https://campuslivingvillages.com/privacy>

In signing the Residential Agreement, each resident consents to and authorises Village management, on behalf of the Owner, the Manager or the Operator (as the case may be), to liaise with the University to verify a resident's student status of the University and to otherwise collect, use, store and/or disclose their personal information in accordance with the CLV Privacy Policy. This may include (without limitation) disclosure of personal information about you to the University, your specified next of kin (or nominated emergency contact) and/or any other agency or authority in an emergency or if there is has serious concerns for the safety, security or welfare of a resident(s) or the Village community.

Upon checking-in to the Village and prior to receiving keys to the Room/Apartment, all residents are required to present to Village management photo identification (such as a passport, driver's licence or student ID) along with a copy of such photo ID for Village management's records. Residents must provide Village management with any updates to their personal details following any change to the information previously submitted, by contacting the Village administration office.

### 57. Summer Letting and Storage

Where applicable, residents who vacate their Rooms in the Summer Period must remove all personal belongings from their Room/Apartment, as there is no guarantee that a returning resident will get the same Room or Apartment as they had in the previous year. Village management will remove any personal belongings from a vacated room or apartment or elsewhere in the Village. Items will be considered as being abandoned and will be disposed of at a cost to the resident. Should a resident enter into a storage contract for the Summer Period, the resident must ensure all personal belongings are moved into the relevant room or apartment per the storage contract.

### 58. Trespassing

Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village management, at its absolute discretion) will be asked to and must leave the Village. Any person whose behaviour is unacceptable to Village management, or who is behaving in a suspicious manner will be asked by Village management to leave the Village and if they do not leave the Village will be trespassing. Unauthorised persons and residents who have been asked to leave after having their Residential Agreement terminated but have not left the Village will be trespassing. Village management reserves the right to report all trespassers to the police.

### 59. Utilities

Village management monitors utility usage throughout the Village on a continual basis and maintains practices in an attempt to keep utility usage and charges to an absolute minimum. In order to ensure that utility charges remain low, Village management requests that residents keep their utility use to a minimum. Room and Apartment lights and other electrical equipment should be turned off when not needed. Showers and other water usage should be of a reasonable duration.

Village management reserves the right to increase the utility charges throughout the year, if we find that utility rates or consumption increases considerably.

Vacuum cleaners may be provided in an Apartment for use by residents or are available for loan from Village management. If a resident has borrowed a vacuum cleaner from the Village management and does not return it within the applicable loan period, Village management reserves the right to charge the resident a late return fee.

Vacuum cleaners must be checked regularly by residents and emptied after each use. If a resident notices that a vacuum cleaner is in need of repair, they must notify Village management by submitting a "fix-it request" via the Resident Portal. Any resident found to be abusing or deliberately misusing a vacuum cleaner will be charged for the repair or replacement cost.

### 60. Village Greens/Courtyards

The Village greens/courtyards are for the use and enjoyment of all residents of the Village. Please be mindful that ball games or activities such as (without limitation) rugby, soccer and cricket can be disturbing to other residents.

Residents must:

- (a) consider the rights and need of other residents in the Village;
- (b) play far enough away from the buildings to minimise risk of window breakage and other damage to the Village; and
- (c) where directed to cease playing these types of games by Village management, do so immediately.

The Village reserves the right to charge the responsible resident(s) for the cost of repairing, reinstating or replacing any damaged item of or on the Village caused as a result of a breach of this Standard.

### 61. Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight (between the hours of 12 midnight and 0830am) with a resident in accordance with the Standards, or a guest to the University. If required by Village management (refer to Resident Handbook), guests must be registered at the Village administration office. It is encouraged that residents advise their fellow housemates of any visitors present in the Apartment. All visitors are required to leave the Village by 12midnight (unless otherwise notified to residents by Village management from time to time). Any visitor present in the Village after the specified time will be considered an "unauthorised person" to which the Overnight Guests & Unauthorised Occupancy standard and Trespassing standard applies. See also Standard related to Conduct of Guests & Visitors.





## Noise Policy

## Annexure A – Noise Policy

The Village brings together a large number of residents in one complex. One of the major challenges of living together in harmony is that of being able to reside in the Village without being affected by undue loud noise. The Village is also a social place and some noise will be present. It is the responsibility of all residents to balance these aspects and in doing so, ensure that an environment conducive to study, sleep and quiet relaxation is also maintained.

Every resident is responsible for the maintenance of good order and reasonable quiet in his or her room and apartment. Residents must, at all times, show proper regard for others. Radios, televisions, stereos, musical instruments and other audio devices should be adjusted so as not to disturb other residents of the Village and in compliance with direction(s) by Village management in relation to noise.

All residents are entitled to privacy and quiet enjoyment in their rooms and apartments, both from Village staff and other residents. All residents must be respectful of noise levels and allow other residents the degree of privacy they desire.

Residents should be able to live free of unsanctioned loud noise. Thus, all residents need to be aware of the noise they and their guests are making regardless of the hour of the day. Residents should be particularly mindful of the noise generated from normal activity in an apartment, such as (but is not limited to) watching TV, holding small gatherings, or returning late at night to the Village after being out. The noise policy applies at all times during the year, as study requirements are not restricted to traditional semesters.

Residents of the Village undertake summer semester, mid-semester classes and clinical blocks. Postgraduate research students study all year round. Many residents also work or study late into the night and therefore have varying sleep requirements.

If you are unsure what constitutes unreasonable noise, please contact the On-Call Resident Assistants (RA). The level of acceptable noise at the Village, at any time, is at the discretion of Village management, including (without limitation) the RAs, Evening Duty Manager (EDM) and Security (as the case may be). Residents must comply, at all times, with the directions of Village management in respect of noise.

Official activities authorised by Village management may generate loud noise and such activities will generally cease by 10pm, or as notified by Village management for time to time. These activities will normally be advertised in advance of time. Official activities are held throughout the year in the Village, providing residents with opportunities to socialise and have fun, involving noise from music and large gatherings. There are many other options close to the Village that provide residents the opportunity to get together, provide music and other entertainment.

### Procedure for addressing noise complaints

Residents are responsible for the noise they and their guests make. Residents must always be mindful they are not unreasonably disturbing

fellow residents. If a resident is affected by unreasonable noise, please follow these steps:

1. Approach the resident(s) causing the noise, discuss the effect it is having on you and request that they lower the level of noise (if you are comfortable doing so, this is especially the case within apartments).
2. If you are unable to approach the resident(s) causing the noise or they are unresponsive, you should address the complaint to the On-Call RA or the EDM (as applicable) (please do not contact the police about noise complaints in the first instance). Residents must comply with all directions relating to noise by Village management.
3. If a direction by Village management relating to noise is not complied with by resident(s), Village management may escalate the complaint to Security and/or the police. Those responsible for causing the noise shall be identified and subject to disciplinary action as per the Discipline and Misconduct process, where such non-compliance is considered as misconduct.

### Specific Noise Restrictions

Residents can generally expect reasonable quiet at all times in the Village, having regard to the high-density student accommodation provided at the Village. When residents hold social gatherings, residents must observe the following conditions, subject always to any other policy and/or Village management direction:

- **Week Nights (Sunday to Thursday inclusive)** Gatherings with a reasonable amount of noise may be held in apartments until 10pm, subject to any direction by Village management. Social gatherings held on a week night on patios outside apartments and in communal areas, such as the Village Greens, must not make any intrusive noise after 10pm.
- **Weekend Nights (Friday & Saturday nights)** Social gatherings that generate a reasonable amount of noise may be held until midnight, subject to any direction by Village management. Gatherings on the Village Greens and other outdoor communal areas must cease by 10pm.
- **Music** Stereos, other audio devices, musical instruments (including singing) must not be used for outdoor gatherings and use of such devices is restricted to indoors with doors closed only.

**Exam Periods** During official University exam periods and any pre-exam periods assigned for studying ("exam period"), no social gatherings are to be held that may disturb other residents, except with the prior written approval of Village management. Additionally, a 24-hour no noise period is in effect during this time. All residents are required to keep noise to a minimum and ensure it is at a level that allows for the quiet enjoyment of those studying. From time to time, communal areas in the Village may be closed and/or converted to quiet study areas, to minimise noise that may disturb residents' study and sleep and to facilitate quiet studying during exam periods.





## Party Policy

## Annexure B – Party Policy

Social gatherings are an important part of Village life and residents may hold parties in the Village. The Village and residents of the Village need to balance social gatherings against issues such as noise, security, and the use of communal space by residents.

This party policy is formulated to assist in ensuring that social gatherings can take place in the Village while being mindful of the needs of other residents. Other benefits of the policy include minimising risks to the organiser and residents of an apartment in which a party is held.

This party policy expands on a number of provisions of the Community Standards, in conjunction with the Noise Policy (and any other applicable policies).

Residents must (and procure that guests and/or visitors of residents) comply with all directions of Village management, including (but not limited to) the on-call Resident Assistant, Evening Duty Manager or Security in relation to any gatherings. Village management may escalate a matter to police for a failure to comply with any such direction. A breach and/or non-compliance with any such direction will be deemed as misconduct under Village the code of conduct (Discipline and Conduct).

### Parties 10 to 20 persons

Gatherings involving 10 to 20 people in attendance require a significant level of responsibility on the part of the person(s) hosting the party. It is important that this person(s) plans for the party and is sober and present for the duration of the party.

For such gatherings, the person(s) hosting the party must submit the party application form to Village Management at least three business days before the party.

### Parties over 20 persons

Proposals for parties with over 20 people attending (**large gatherings**) in an apartment or outdoor area will not normally be approved.

Proposals for such parties should be discussed upfront with Village Management, along with submitting a completed party application form, not less than 5 business days before the proposed large gathering.

### Procedure for applying for consent

The host of any proposed party must complete and submit the **party application form** (available from Village Administration) in accordance with this Party Policy. The party application form assists Village management with managing noise, security and emergencies at the Village and is designed to ensure the interests of other residents of the Village not attending the party and people attending the party are adequately considered by the host. In weighing up these interests, Village management reserves the right, in its absolute discretion, to refuse consent or grant consent subject to conditions in respect of a party application form.

In completing the party application form, one resident must be clearly identifiable as being responsible for the party. This person should note their responsibilities in the Community Standards, including (but not limited to) being responsible for the conduct of non-residents and the Village Noise Policy.

The application will usually be assessed within 48 hours and a response sent via email to the applicant. The prior advance notice is required so that Village management may consider any additional security and/or Village management staffing requirements if the proposal is approved. Failure to submit the application within the required timeframe may mean your proposed gathering is not approved. This does not negate the applicant's responsibility for managing the party.

In the party application form, applicants must provide a detailed reason for the party, the date and time of the party, if alcohol will be present, how many people will be in attendance (not to exceed the maximum of 20 persons unless otherwise approved), how many non-residents will be in attendance (along with names and contact details of non-residents), and how the applicant proposes to manage the party, including (but not limited to) measures to prevent uninvited guests from attending. Please note, kegs are not permitted at parties, at any time, and will be confiscated. A breach of this will be considered as misconduct under the code of conduct (Discipline and Misconduct).

The resident hosting the party will be held responsible for any breach or non-compliance of the Community Standards, including (but not limited to) damage to property and noise disturbance. Any costs arising from or in connection with a party, including costs for cleaning and damage, will be on-charged to the host of the party, which is to be paid to Village management as a debt due on demand.

### Approval of parties by the household

The host of a proposed party must also seek and obtain the written unanimous consent of **all** residents residing in the apartment of the party host (which is to be evidenced in the party application form).

### Non-Residents at parties

Many of the problems associated with parties and social functions are often linked to non-residents. Non-residents who are invited to the Village by a resident are defined either as guests (staying overnight) or as visitors.

There are Community Standards that apply to non-residents that hosts of parties should be aware of and must comply with. These include (but are not limited to):

#### (a) **Guests – (Conduct of guests & visitors)**

"...Residents are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their guests..."

#### (b) **Guests – (Damage or Loss)**

"...Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage which their guests cause..."

**(c) Guests – (Overnight Guests & Unauthorised Occupancy)**

"To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of an Apartment, the following procedures must be followed [see the Community Standards for further details]:

- > All residents of an Apartment must be aware of a guest staying overnight and have given their approval to this; and
- > A guest must be registered at the Village administration office;

"...A guest must leave [and the resident responsible for the guest must procure the guest to leave] the Village immediately if requested to do so by Village management whether or not the above procedure has been followed.

Residents must ensure that any guest or other person who is in the Village at the invitation of the resident or in the resident's company complies with the Rules and any reasonable directions given by Village management and does not do anything which a resident is prohibited from doing..."

**(d) Visitors – (Trespassing)**

"...Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village management, at its absolute discretion) will be asked to and must leave the Village. Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Village management to leave the Village and if they do not leave the Village will be as trespassing..."

**(e) Visitors - (Visitors)**

"A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight (between the hours of 12 midnight and 0830am) with a resident... All visitors are required to leave the Village by 12 midnight..."

Any visitor present in the Village after the specified time will be considered an 'unauthorised person' to which Rule 52 (Overnight Guests and Unauthorised Occupancy) and Rule 69 (Trespassing) applies..."

**(f) Visitors – (Alcohol and Other Personal Issues)**

"...Alcoholic drinking games and other activities that promote binge drinking or excessive drinking and disorderly drunkenness are not permitted at the Village... Drinking games tend to encourage excessive drinking and drunkenness, tend to inhibit all other social interaction and pressure players to drink over their limits. Such activities can quickly make a participant very intoxicated and are dangerous to the safety, security and welfare of the participant(s) and the Village community. The host of the party and other participants may be held responsible for any negative consequences of excessive drinking..."

Please note, the above are extracts of the Village Rules only and residents are to read the Community Standards in the entirety to fully understand their rights and obligations.

**Criminal activity**

Any criminal activity (or suspected criminal activity) associated with, arising from or in connection with a party will be reported to the appropriate authorities and resident(s) responsible will be disciplined pursuant to the Code of Conduct. Criminal activity includes (but is not limited to) the (actual or suspected) possession, cultivation, use or supply of any non-prescribed or illicit drugs (see Code of Conduct – Drugs & illegal substances).

**Parties during exam periods**

During official University exam periods, no social gatherings can be held that may disturb other residents. Large social gatherings should be held off-site. Residents who finish their exams early and wish to celebrate are advised to hold parties outside the Village.

Official Village functions held during this time will generally be low key and aimed at providing residents with the opportunity to take a quiet break from study.