

Our South Bank Villas House Rules

“For true happiness, we need some rules....”



CONDITIONS OF TENANCY

Strictly observing these House Rules is a condition of tenancy at South Bank Villas..

To ensure you have a safe and happy stay in our residence, it is the responsibility of each tenant to read, understand, and comply with the rules.

A breach of any rule will result in termination of your tenancy agreement.

1. Tenant and guest behaviour



Tenants and guests must not interfere with the reasonable peace, comfort and privacy of other residents and neighbours.

The whole of the property is to be considered a clean haven for the peace and harmony of all guests. There are plenty of other places to find mischief. It is not to be bought home to disrupt the quiet enjoyment of fellow tenants..

Tenants disturbing others with lude, offensive, drunk, or disorderly behaviour on the property will be in breach of these rules and will be asked to leave.



Violence of any kind, verbal abuse, racial, sexual, or religious harassment will not be tolerated. Tenants must show respect and consideration to all tenants, contractors, and guests on the property.

Tenants must maintain a reasonable dress code at all times and show consideration to fellow tenants when leaving the bathroom after showering.

2. No smoking,



Smoking is not permitted anywhere on the property at any time.

If the Manager/Provider believes the tenant or a tenant’s visitor has smoked inside the bedroom, the tenant will pay for the cost of cleaning all furniture and carpets until the smell is removed.

Smoking is a serious fire risk and therefore a major safety breach. Tenants will be issued with an on-the-spot eviction notice.

3. No drugs or alcohol



The possession or consumption of alcohol, or any illegal substance is not permitted on the premises.

There are plenty of places to go out to. Don’t bring the party home where you will disturb others.

4. Limit noise



Tenants must be considerate when playing music, watching TV, or using Skype late at night. Keep the volume down as people are trying to sleep.

Tenants will limit the volume of music and general noise in consideration of fellow tenants and neighbours.

5. Maintain your room



Tenants must maintain their rooms in a way that does not interfere with the reasonable comfort of other residents, and in a way that does not create a fire or health hazard. Tenants must not intentionally or recklessly damage or destroy any part of or items in their rooms or in the common areas.

If an item requires repair or maintenance, please notify the manager in writing via email (southbankvillas@icloud.com)

Tenants are not permitted to cook in their rooms or bring hot saucepans etc. into their rooms.

Damage to carpets or furniture caused by hot appliances will be repaired at the tenant's expense. Dirty plates, saucepans or other crockery must not remain inside a bedroom. Food scraps and dirty crockery must be removed and cleaned up after use.

Tenants are not permitted to affix items to the walls with sticky tape, masking tape, glue, nails, tacks, or picture hooks. Damage to paint work or timber caused by screws, drawing, painting or any other sticky substance will be repaired at the tenant's expense.

Tenants are prohibited from bringing personal furniture items into the room or removing furniture items belonging to South Bank Villas.

Tenants will purchase a new mattress protector at the commencement of their tenancy.

To maintain hygiene standards, this mattress protector must remain on the bed except on the occasions it is removed for laundering. If the mattress is found to be stained or damaged due to the tenant's failure to replace the mattress protector, the tenant must pay for a replacement mattress.

Tenants will be responsible for replacing or repairing any items of furniture, window glass, window furnishings, carpets, or electrical appliances if the damage is caused by negligent or destructive behaviour.



Tenants are responsible for reporting broken appliances, furniture, light bulbs etc. to the Manager by email. Leaking taps and shower roses, running water in toilets or water leaking under the house must be reported immediately. Water is included in the weekly rent however excessive water charges caused by unreported leaks or faulty hardware will be the responsibility of the tenants in the house.

Tenants must steam clean the carpet and mattress in their room at the end of their tenancy agreement, and produce a receipt.

6. Respect common areas



Common areas such as bathrooms, balconies, kitchen, lounge room and yard are shared with all tenants. Personal items such as clothing, cooking utensils, or rubbish must not be left in these areas. It is the responsibility of each tenant to maintain tidy common areas.

Any damage to items in the common areas caused by negligent or reckless behaviour will be paid for by all tenants unless the individual offender is identified.

Kitchen - **Tenants must wash all saucepans, cutlery and crockery after cooking and eating.** Dry all items and place back in your personal locker or in the kitchen storage area.

Bathrooms - **Tenants must hang up bathmats after showering and remove all clothing items and toiletries from the bathroom after each use.** Bathrooms are cleaned each week but tenants are responsible for maintaining these areas in a tidy manner at all times.

7. Use of laundry facilities

Coin-operated washing machines are provided in the laundry area located under Villa A.

Tenants provide their own washing powder or liquid.

Tenants need to remove washing from the machines as soon as the cycle is completed and hang it on the lines provided, or put in the dryer. In case of wet weather, washing lines are located underneath House A.

We recommend you do not leave your clothes or washing unattended.

8. Observe fire safety

All common areas and bedrooms are inspected monthly for fire compliance.

Upon arrival, new tenants will be instructed on fire evacuation procedures and shown the locations of fire safety equipment.

Tenants must not interfere with any fire safety equipment such as smoke alarms or fire extinguishers. The cost of replacing a damaged smoke alarm or refilling a fire extinguisher is \$300.

Smoking, candles, incense burners or any naked flame are not permitted on the premises at any time.

Tenants must notify the Manager/Provider by email of any beeping smoke alarms or damaged fire equipment.

In case of fire, **call 000.**

Fire extinguishers and hose reels are there for your protection.

9. Be aware of security



Tenants are responsible for securing personal belongings inside their room.

South Bank Villas bears no responsibility for theft of any items, anywhere on the premises.

Please be conscious of valuables left unsecured in common areas or inside bedrooms.

Cleaners may throw away items that are left unattended in common areas.

Tenants are provided with a PIN code to their room, and front and back entry doors. Please memorise these numbers or keep them in a secure place.

Any person who compromises the security of other tenants in the building will be evicted.

- Do not change locks. If you wish to have your PIN code changed contact the manager.
- Do not give out pass codes to friends.
- Do not obscure or tamper with security cameras.

10. Visitors

Visitors are welcome at the house but must be accompanied at all times.

Tenants must ensure their guests observe the house rules and do not disturb the peace, comfort, and privacy of other residents.

Each tenant is held directly responsible for any breach of house rules by their guest.

Any tenant subletting or sharing their room without a double occupancy room agreement in place will be evicted.

Unaccompanied visitors will be considered intruders. If you suspect someone is an intruder, please contact the manager or call the security provider or the police on 000.

11. Conserve electricity

Electricity is included in the weekly rental but tenants must act responsibly.

- Turn off lights when leaving the house.
- Turn off the stove after use.
- Turn off all appliances after use.
- Turn off fans or air-conditioners when not in use.
- Fan heaters and bar heaters are not allowed under any circumstances.
- Be good to the environment
-

12. Conserve water

Water usage is included in the weekly rental but tenants are advised that water-use is restricted in Queensland and is costly and must be used responsibly.

- Turn off taps after use.
- Report any leaking taps, shower roses, or running toilets immediately to the Manager.
- Tenants are not permitted to wash cars with a hose at any time.
- Excessive water charges due to unreported leaks may be on-charged to tenants.

13. Disposing of Rubbish



Tenants are required to remove all rubbish from their room and dispose of it in the appropriate bin. General rubbish goes in the black bin and recycling goes in the yellow lidded bin. Do not leave large items such as cardboard packaging, suitcases, or other items near the bin. Any large rubbish must be taken off the premises by the tenant.

14. Bike parking area and security

Bicycle parking is only permitted in the facility provided underneath Villa B.

Bicycles are stored at the tenants own risk and therefore it is recommended your property be properly secured (chain etc).

The bicycle storage area must remain locked at all times.

15. Car Parking

You may rent a dedicated parking spot if available. Parking is entirely at the tenants own risk. The security gate must not be left open at any time

No visitor parking is permitted. Any unauthorised vehicle found on-site will be immediately towed and impounded with a \$400 retrieval fee.

16. Communal Internet Usage

Included communal fibre internet is limited to 10GB data per month per room with a maximum of 3GB per week after which usage will be severely shaped.

This is a communal service and a fair use policy exists for all tenants. Fair use might include study work, email, messaging, skype, telephony. It does NOT include excessive download and video streaming as this may affect the bandwidth performance of other users. This high performance fibre internet is a privilege as a bonus, **not a right as part of your rent** - offenders of the fair use policy may be banned.

The download of offensive, pornographic, illegal or pirated content is prohibited. Individuals are responsible for security and virus protection of their own devices.

Never give your access code to anyone else.

If additional data is required it is recommended you obtain a 4G modem.

17. Dispute Resolution

Any disputes arising from violation of the house rules should be initially dealt with by speaking with your fellow tenants in a polite, civil manner.

If the dispute is not resolved, contact the South Bank Villas manager by email (southbankvillas@icloud.com) and arrange a convenient time for further consultation. The manager's decision is final.

All security camera footage remains the property of South Bank Villas Trust. Footage may be referred to in disputes.

Unresolved tenancy matters covered by the Residential Tenancies Act 2008 or unresolved bond issues are referred to QCAT and the Governments Residential Tenancy Authority for adjudication.

Tenant's Name: _____ Room Number: _____

Phone: _____

Email: _____

Date of arrival: ____/____/____

I have read, understood, and agree to be bound by the above conditions of continued tenancy.

Signed (Tenant): _____

Date: ____/____/____

Signed (manager): _____

Date: ____/____/____

