

# House Rules

## Resident and Guest Behaviour

Residents and their guests must not interfere with the reasonable peace, comfort and privacy of other residents. Abusive language, excessive noise, parties and other anti-social behaviour will not be tolerated. Residents must always maintain a reasonable standard of dress in consideration of other residents. Entry into other residents rooms without their consent will not be tolerated. Any tenant disputes must be reported to Rent Star Property Management who will attempt to resolve the dispute before passing it on to the relevant authorities if necessary.

## Maintenance of Rooms

Residents must maintain their rooms in a neat and tidy manner that does not interfere with the reasonable comfort of other residents, and in a way that does not create a fire or health hazard. Residents must not intentionally or recklessly damage or destroy any part of their rooms including the furniture or a facility in their rooms. Sheets and mattress protectors must be used on the beds at all times. Residents are not permitted to affix any items to any walls ie; hooks, sticky tape, blu-tak etc. Any damage caused as a result of fixtures placed on walls will result in charges at the end of your tenancy for repairs. Furniture provided at the commencement of the tenancy must remain inside the room for the duration of the tenancy. Permanent removal or storage in the common areas without Rent Star consent will be considered a breach of the tenancy.

## Smoke Alarms

Residents are responsible for the smoke alarm in their rooms. You may not tamper with touch or remove the batteries or any other part of the smoke alarm. If your neglect results in maintenance of the alarm being required or the Fire Services having to attend at the property due to a false alarm, you will be made to pay the costs.

## Common Areas

Common areas are areas shared by all residents. The residents must make sure they and their guests leave common areas neat, clean and tidy after using them. No clothes or other personal items are to be left in the common areas for a short time frame or permanently, as this interferes with other residents use of these areas. Any items to be stored permanently in the common areas must be approved by Rent Star Property Management or they will be removed and disposed of. It is the responsibility of all residents to keep common areas neat and tidy at all times, please do your part to ensure the property remains a clean and sanitary environment.

## Guests

Residents must ensure their guests are aware of and follow the house rules at all times. Guest visiting hours are strictly 9am to 10pm and must be accompanied by a resident at all times. Guests are not permitted to stay overnight under any circumstances and any non-resident including family members found to be in the property unaccompanied should be asked to leave immediately. If guests including family members are found to be residing at the premises overnight the host resident will be fined \$100 per day until the guest/s have vacated the premises. Guests are prohibited from entering the rooms of residents other than their host and residents are responsible for the conduct of their visitors including payment for any damage or breakage that may occur.

## Door Locks and Keys

Residents must not tamper with (or change) a door lock on the premises, or make copies of keys without the permission of the provider/agent. Residents that lose their room key will be charged a replacement fee of \$30 per key. If you are locked out or have lost your keys Rent Star Property Management cannot guarantee a key will be available from our office for replacement. If you require a call out from Rent Star during office hours a fee of \$55+GST will be payable onsite or \$110+GST out of office hours. Rent Star

cannot guarantee a representative from our office will be available to attend & therefore recommend contacting a locksmith at your own cost. Residents must not give their room key to visitors to use.

### **Smoking & Fire Safety**

Residents must not smoke cigarettes, cigars or any other substance inside the unit or on the balcony. To ensure the health and comfort of other residents is not adversely affected by smoke; all smoking is to occur outside of the property and at least 10 meters from the exterior of the building. Cigarette butts must be disposed of in a rubbish receptacle and not left any containers or on the grounds of the external of the property. Burning candles, oil burners and/or incense are prohibited at all times. This is for the safety & comfort of all guests.

### **Animals**

Residents must not keep an animal on the premises at any time. This includes short term stays. ANIMALS ARE STRICTLY PROHIBITED.

### **Parking**

Residents must not park a vehicle, or allow a vehicle to stand on common property; or permit a guest to park a vehicle, or allow a vehicle to stand on common property, except for the designated visitor parking which must remain available at all times for the sole use of visitors vehicles.

### **Alcohol & Illegal Drugs**

Absolutely no usage of drugs or other illegal substances are permitted in the property. Alcohol consumption is to be kept a minimum and drunk and disorderly conduct will not be tolerated. Illegal substances will not be tolerated and will grounds for immediate eviction and will also be reported to the police.

### **Noise**

Residents and/or their guests must keep noise to a minimum between 11pm and 7am. Residents must keep their TV's and radio's at an acceptable level at all times as not to disturb other residents.

### **Repairs & Maintenance**

All repairs & maintenance must be reported immediately to Rent Star Property Management. In an emergency please contact the after hours number: 07 3367 1245. Any damage to the property must also be reported immediately to Rent Star Property Management. Residents will be responsible for the cost of repairs of any damage caused to the property by that resident.

### **Rubbish Removal**

Residents at all times must: protect garbage deposited in the authorised bins against attraction of flies, by wrapping the garbage in garbage bags or other suitable material; ensure the health, hygiene, and comfort of other residents is not adversely affected by the disposal or build up of garbage; and comply with all local government laws about disposal of garbage. All wheelie bins must remain inside the grounds of the property and only placed on the curbside for Brisbane City Council Collection. Once the rubbish has been collected the wheelie bins are to be returned on the same day onto the confines of the property.

### **Electronic Appliances**

Any electronic appliances including but not limited to fridges, TV's, DVD's and portable air-conditioning units must not be permanently stored in residents rooms or the common areas, without prior written approval from Rent Star Property Management. If applicable extra costs will be payable for the electricity consumption of these appliances.

## Security & Safety

Residents must at all times observe and comply with the security arrangements put in place by the agent/owner. For example residents must ensure that all entry doors are left secure after entry or exit from the property. Residents are not permitted on the roof of the property at any time.

## Food Storage & Consumption

Residents must at all times store all food items in their allocated kitchen cupboard and or fridge zone. It is the individual residents responsibility to keep their food areas clean. At no time are food items to be stored or consumed in residents rooms. All dishes, cutlery, cooking implements will be cleaned & put away immediately after use.

## General Housekeeping

You are responsible for keeping the property clean and tidy at all times this includes both your room and the common areas. All kitchen and bathroom surfaces should be cleaned immediately after use. Bathrooms must be left free of excess water on the floor & vanity areas. If in the event the common areas are not kept clean, Rent Star Property Management will notify all residents outlining the cleaning items that need to be rectified and provide the residents with the opportunity to attend to the cleaning. After 7 days, Rent Star Property Management will re-inspect the property and if the cleaning has not been completed, a professional cleaner will be engaged, and the cost of the cleaning will be divided equally between all residents. Fittings at the property including but not limited to taps, lights, TV, radio & computers must be turned off when not in use. All furniture and inclusions must remain as they are and not removed at any time.

## Vacating Process

Two weeks notice is required in writing to vacate your room. This written notice is required to be submitted on a form R13. If you have carpet and a mattress in your bedroom you will be required to have it professionally cleaned upon vacating with a receipt provided to Rent Star Property Management. There will also be an approximate \$25 fee for the replacement of a mattress protector.

## Breaches of House Rules

If a resident is continually dis-regarding the house rules and/or cleaning roster we ask residents to please report this offender to Rent Star Property Management. The house rules are in place to ensure the property is a pleasant place to live for all residents. If information and supporting evidence is received by our office, action will be taken against this offender and if necessary termination of their tenancy.

## Cleaning Roster

To prevent cleaning disputes arising between tenants the property a cleaning roster has been implemented. All residents must complete the allocated duties each week as per the cleaning roster. Any resident not performing their weekly duties can be reported to Rent Star Property Management who will then take the necessary action against the offending tenant/s.

## House Rule Changes

These House Rules and Conditions are made in accordance with the Residential Services (Accommodation) Act 2002.

**Rent Star Property Management are permitted to make changes to the house rules with 7 days notice by providing each resident a notice stating the proposed change and when the change will commence.**