

Date: 29/6/2021

APPENDIX – RECENT GRADUATE ACCOMMODATION MANAGEMENT PLAN

COR PARTNERS INTRODUCTION

The management team of COR Partners have over 25 years' experience in operating residential real estate in Australia. Our business covers the below four key areas:

- Real Estate Acquisition
- Development, Design and Project Management
- Brand and Property Management
- Investment and Asset Management

The Switch is our operating brand – www.switchliving.com.au. Our brand seeks to deliver a personalised living experience that resonates with the customer, which is then complimented by design, community activities and soft/hard requirements.

The leadership team has extensive experiences in what we do. Below is a snapshot of the team:

DAVID CAMERON	CRAIG OLIVER	LEON KENNEY	YAOMING ZHOU	VINCENT HAUNG
 • 20 years of cross border Real Estate and Infrastructure Investment Banking experience. • Directly originated & funded over A\$2 billion in operating real estate transactions. • Head of Investment Management at GSA, • Head of Funds Management at Scape • Head of Strategy and New Products at GPT Group and COO of Macquarie's principal equity Real Estate team managing over \$15 billion in AUM	 • 20 years cross border experience in Commercial Real Estate Operations in Australia, China and Japan. • Mobilisation experience of new assets under new brands across Australia, Japan & China. • Head of Commercial Operations, Asia Pacific at GSA • CEO and Director of Campus Life for U@MQ (a commercial subsidiary of Macquarie University)	 • 25 years of cross border Residential Real Estate development experience. • Directly responsible for the delivery of more than \$3 billion of mixed-use, residential and student accommodation projects. • Project & Design Director of Urbanest for over 7 years • Ex Project Director in Savills Project Management for over 9 years	 • Over 7 years of experience across investment management and property industries. • Directly responsible for over A\$500 million of capital raising across Debt and Equity. • Involved in over A\$3 billion in cross-sector real estate transactions. • Responsible for origination, asset underwriting and portfolio management	 • Over 8 years of experience in real estate operations in Australia, Japan, China and the UK. • Experienced in managing booking & payment systems. • Responsible for operation go-live and leasing up for new assets. • Operations Manager at GSA

OUR BRAND & CUSTOMER

Backed by our extensive research on 'Generation Z', The Switch brand aims to deliver an uncommon living experience for an uncommon generation consisting of university students and young professionals where they can collaborate, network, learn and live alongside like-minded people under one roof.

As such, The Switch brand has been designed with core elements which will appeal to both students and co-living tenants. Our brand proposition includes:

- **Value:** we offer value to our customers not just through our rents but in an all-inclusive lifestyle and community that we offer.
- **Ultra-Functionality:** the master of convenience. We will not pre-mandate the user experience. We will enable it.
- **Technology:** our technology will not replace human interactions but will provide unprecedented support. This will allow our people focus to be on meaningful, relationship-based interactions, that provide real value to our customers.
- **Sustainability and Regeneration:** it isn't about telling the world we care; it is about showing them.
- **Highly Activated Spaces:** we build communities. We provide flexible spaces that champion the sharing of ideas and the celebrations of failures. To live, love, laugh and learn in a connected environment.
- **Community:** we love new ideas and making things happen. Our role is to enable our tenants to dream, imagine more and reshape the world as they know it.
- **WOW Factor:** uncommon living for an uncommon generation – there is nothing 'generic' about living with us as we allow tenants to customise their room and experience, create memorable moments and assimilate into the wider community.

BACKGROUND

This document serves as an appendix to the student accommodation management plan for Sydney Kensington by The Switch, with the building address of 4-18 Doncaster Avenue, NSW 2033, in relation to temporarily adding recent graduates to the originally approved management plan.

A total of 259 beds are provided within the building and a range of accommodation unit sizes are available in the following forms:

- Studios (with either double or queen bed) – 176 (68%).
- Twin Beds (with two king single beds) – 36 (14%) and
- Cluster Apartments (twin in 6 bed apartment with king single beds or 7 bed apartment with double beds) – 47 (18%).

There are also 6 studios that are DDA compliant, located on level 1 and 2 respectively.

The building operator has a management plan in place to ensure accessible rooms are best utilised to allocate tenants who genuinely require such rooms. Priorities will be given to tenants who require wheelchair access or deemed as appropriate to be allocated an accessible room. Where possible, the operator will offer other room types such as studios to tenants who may have other needs where mobility is not the key issue. In all cases our team will ensure they understand tenant's essential needs first, and in return offer a most suitable room plus a bespoke building induction program to address these needs especially when they are not mobility related.

In the case there is a noticeable market increase need above the actual 6 DDA studios, then management team would look to convert existing studios into accessible rooms by way of changing the fridge, desk, taps, light switches to accessible focused equipment and the general layout to assist people with non-wheelchair reliant disabilities.

The building is comprised of 3 storeys with 2 lifts and a basement. The principal building entrance is located on the ground level via Doncaster Avenue. There's a welcome hub (includes reception desk and management office), fitness studio, co-working space, meeting room, communal kitchen, laundry and outdoor courtyard on the ground level. Additional meeting rooms are also available on level 1 and 2 respectively.

The premises also have 55 car parking bays, 55 motorbike bays and a number of bicycle parking slots available to tenants on the basement level. Parcel lockers will be installed on basement level for the convenience of delivery and tenant collection.

Residential rooms which contain a mix of studios, twin beds and cluster apartments are located from ground level to level 2. Doors and lifts are electronically key operated through a dedicated App installed on tenants' phone. The advanced access software has the flexibility to create bespoke access groups or amend individual key access rights based on operational requirements.

CCTV cameras will be installed internally and externally throughout the building in strategic and high traffic areas. CCTV screens will be monitored by staff and are located in the management office on ground level. For security purpose, CCTV footage will be stored for a period of up to 31 days.

The building will be managed by a dedicated community team during office hours and after office hours will be supported by employed community ambassadors who are residing in the building. These ambassadors will triage support out of hours and escalate to a management support structure. Therefore, the premises will have 24/7 staff presence. The Switch is also aiming to provide every tenant access to the Sonder safety app as part of their residency.

Definition of Recent Graduate and Proposed Tenant Mix

The Switch brand will target predominantly the 'generation Z' customer which crosses over both students and renters who are recently graduated. The building will be offered to students as we originally intended to do without changes. We also believe the original design is suitable for recent graduates who are of similar age with leases offered being for 3 months or longer.

We defined recent graduates as who had graduated from a full time higher education institution (including postgraduate study) within 5 years when commencing their lease agreement in the property.

The building will be managed and operated in the same way as student accommodation. It is proposed that rooms within the building that are not used for student accommodation at the time, be made available to recent graduates who require accommodation for various personal reasons. The proposed change of use is for 3 years initially. We envisage the tenant mix for the first 3 years of operations will be as follows:

Tenant Type	Year 2022	No. of Beds	Year 2023	No. of Beds	Year 2024	No. of Beds
Recent Graduates	20%	52	20%	52	20%	52
Domestic Students	40%	103	30%	78	20%	52
International Students	40%	104	50%	129	60%	155
Total	100%	259	100%	259	100%	259

The current assumption is based on a scenario that Australia's international border will re-open in July 2022. We anticipate once an announcement is made and a plan is in place to bring back international students, there should be a slow growth of student tenants in our building on a year on year basis. However, if border remains closed beyond July 2022 then our forecast of student tenants will need to be adjusted accordingly.

Given the convenient location of the building and attractive amenities such as on-site parking and proximity to CBD, we anticipate the number of tenants from recent graduates will remain relatively stable in the short and medium term. Our rationale is based on the below key drivers:

- Our furnished apartments, supported by parking, gym, high speed WiFi and co-working space all packed into one bill will be attractive to young renters who are seeking a hassle-free renting experience;
- The introduction of co-living as a lifestyle choice and its increased awareness among 'Generation Z' will appeal to a proportion of young renters in Australia;

- Once international border re-opens, there will be opportunities for The Switch to lease some of these rooms to international new arrivals who are coming to do an exchange study program, given our all bills inclusive and furnished model.

The available rooms to be used by recent graduates will mainly be the studio apartments which are located from ground level to level 2. Other room types may be offered as well from time to time subject to market demand. Room allocation strategy can be summarised as below:

- We will prioritise allocating studio apartments first.
- As a principle we will not place recent graduates with students in two bed or cluster apartments.

Minimum stay will be 3 months and The Switch team will review each application from recent graduates to ensure only qualified applicants will be offered to sign a residential tenancy agreement. Detailed booking and selection process please refer to 1. Booking process.

In this document we have detailed how the accommodation will manage recent graduates in the below order:

1. Booking Process
2. Pre-Arrival
3. Check-In
4. During Tenant's Stay
5. Access to Common Areas
6. Parking
7. Guest/Visitor Policy
8. Payment
9. Check-Out
10. Turnaround Cleaning
11. Building Technology
12. Sustainability and Regeneration
13. Community Etiquette
14. Compliant Policy
15. Risk Assessment & Mitigation

1. BOOKING PROCESS

We envisage majority of leases from recent graduates will be longer term with the minimum term of lease to be 3 months and most of perspective tenants will conduct a building tour and view the room they are interested in before committing to the lease. The tour will be conducted either in person or through video calls. Our community team will answer questions they might have on the spot (or during the video call), explain the booking process and provide all necessary information regarding their room, the accommodation and surrounding areas.

The Switch has a sophisticated Property Management System (PMS) that provides a seamless customer experience from the moment a recent graduate applies to the day they leave. The PMS is integrated with The Switch's website ensuring essential data is collected and reviewed prior to confirming a booking.

For recent graduates who are interested to lease a room with The Switch they are required to complete an application by providing the below key information:

- Personal details – name, gender, date of birth, email address, contact number, address, nationality, special requirement or needs;
- Emergency contact- next of kin name, gender, relationship to applicant, contact number, email address;
- Education details – Institution, degree level, study started year, graduation year, subject, name of qualification and delivery mode (full time/part time);
- Room selection – room type, minimum lease length is stipulated on the system to be 3 months which means recent graduates are not allowed to select shorter than 3 month lease;
- Document upload – required to upload copy of education qualification to verify the applicant has completed his/her studies within the last 5 years.

The community team is responsible for reviewing applications and if the applicant is qualified, a residential tenancy agreement will be sent to the applicant for signature and execution.

2. PRE-ARRIVAL

There is a requirement for all tenants to complete an online induction before arrival. The induction aims for providing them sufficient information about the accommodation, the surrounding areas and what to expect on the date of move-in. Incoming tenants can also contact our community team before move-in to ask questions.

Where a security bond is required, incoming tenants will be instructed on how to arrange the payment during the online induction process. The bond will be either paid to NSW Fair

Trading directly or to The Switch and our team will lodge the bond on behalf of tenant to NSW Fair Trading.

3. CHECK-IN

Upon check-in staff will confirm the tenant's identity by cross checking the tenant's passport or driver's license against the booking on the PMS system.

Staff will brief the tenant the building's office operating hours, after hour contact number and the useful building information pack available on The Switch website before the electronic key is activated and WIFI code is issued. Tenants then can go to their rooms with the key issued from the downloaded App.

Check-in is restricted between 8am to 10pm to minimize the impact to other tenants.

4. DURING TENANT'S STAY

Each apartment comes with electronic door lock, fully fitted kitchen, study desk, chair and bathroom(s). There's a bin room on basement level for tenants to dispose rubbish and recycle items during their stay.

Community team will be available during office hours should tenants have any enquiries. They can also call the dedicated phone number when needed.

5. ACCESS TO COMMON AREAS

All tenants will have access to the following common areas:

- Principal building entrance lift via electronic key.
- Communal kitchen, laundry, fitness studio and outdoor courtyard on ground level;
- Use of study rooms by appointment via the tenant App.

On top of the terms and conditions, community etiquette that tenants had acknowledged and agreed to concerning the access and usage of common areas, The Switch team follows operational protocols to maintain safe and enjoyable common areas:

- During office hours community staff will regularly patrol to all common areas ensuring community etiquette is followed;
- CCTV is operating in strategic locations within the premises 24/7. The Switch community team are able to monitor activities through the CCTV screen in management office and the team can promptly attend to any potential issues;
- All key access activities are being recorded which the community team have visibility. Suspicious activities will be reviewed and investigated by authorised team member.

6. PARKING

There are 55 car parking bays, 55 motorbike bays and a number of bicycle parking lots are available to tenants.

7. GUEST/VISITOR

Tenants are required to adhere to The Switch's visitor and guest policy.

A visitor is defined as a person who is meeting with a tenant for a short period of time. A guest is defined as a person who is staying overnight with a tenant in accordance with the Community Etiquette. Key rules can be summarised as below:

- a) Visitors are to vacate the premises by 10:00pm on the day they are visiting, unless approval has been given by the management team. Any visitor present after 10:00pm will be considered an "unauthorised person" and asked to leave immediately;
- b) Visitors and guests must comply with the Community Etiquette;
- c) Tenants and their visitors and/or guests in the property are to show respect as members of The Switch community. Tenants are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their visitor and/or guests (including breach of the Community Etiquette or non-compliance with directions given by The Switch to the guest). In cases of serious misconduct by a guest whilst at the property, The Switch may take action against the tenant, including issue of a breach notice and/or termination of the Residential Tenancy Agreement;
- d) Visitors and guests are prohibited from entering the apartment and/or rooms of tenants other than their host;
- e) Tenants are responsible for the conduct of their guests including payment for any damage or breakage that may occur;
- f) Visitors and guests must park their vehicles off the property and not interfere with the tenant's use of the property;
- g) A guest must be registered at reception;
- h) No overnight guests are allowed in twin shared apartments;
- i) If a tenant wishes to have a guest spending the night in a shared apartment, they must inform all flatmates prior to this and obtain their permission;
- j) A tenant must not have more than one overnight guest at one time and the guest must be sleeping in the bedroom, not common areas (e.g lounge room);
- k) A guest must be accompanied at all times by a tenant and must never be given a swipe card/room key; and
- l) The length of the entire stay for guests must not exceed 3 days within a 7-day period and must have approval from management.

8. PAYMENT

Tenants are required to pay an initial deposit upon booking. Cancellation policy will be clearly stated on The Switch's website.

Rents can be paid fortnightly in advance.

9. CHECK-OUT

The Switch's standard check-out time is 11am. Before tenant's departure a check-out inspection will be conducted by a staff member together with the tenant. The inspection is to determine if damage charge should be applied.

In the case of no damage, the security bond will be refunded to the tenant within 10 working days.

10. TURNAROUND CLEANING

A list of rooms that tenants have checked out will be provided to on-site cleaners, where they will perform turnaround cleaning.

Staff will conduct room inspection after cleaning is completed to ensure rooms are ready for next tenant's stay.

Cleaning will be conducted between 9am to 5pm so there will be minimum noise or access disruption to other tenants.

11. BUILDING TECHNOLOGY

Technology at The Switch's properties speaks volume. A number of cutting-edge technologies are implemented in the premises to support students. Such technologies promote self-service and reduce the reliance on making face to face requests. They include:

1. Tenant App can be downloaded pre-arrival to access key building information and arrival guide;
2. Tenant App allowing tenants to view rent invoice, pay rent and report maintenance issues;
3. Industry leading electronic key access via dedicated phone App (iOS or Android) that can be installed to authorised tenant. Access can be amended by an authorised staff via the cloud-based system anytime and anywhere, when required;

4. Washing machines and turbo dryers are operated with a QR code which can be scanned via tenant's phone and the machine will be activated once paid by card or PayPal. Washing detergent is provided to minimise inconvenience for tenants;
5. Streamlined parcel collection experience with the parcel locker system on the ground level. Tenants will receive text notification to their phones with an access code to retrieve their parcels. The collection is available 24/7.

12. SUSTAINABILITY AND REGENERATION

One of The Switch's brand proposition is having a strong focus on sustainability and regeneration. Our sustainability initiatives will be embedded into our building operations. These initiatives include but not limited to:

1. **Paperless operations** – Our building and operating systems are designed to facilitate paperless operations. As mentioned in Section 2 of this document all tenants will complete an on-line induction program where they can upload required documents including their ID/Passport so the need to print will be kept to minimal. All tenants will have access to a dedicated tenant App where they can view their rent invoices, payment history, lease agreement, report maintenance etc without the need to print. This will help us to reduce our environmental footprint.
2. **Share bikes and cars scheme** – We will source a small number of environmentally friendly bamboo bikes for tenants to hire free of charge, encouraging green travel. In addition, we plan to partner with a car share scheme to provide hired cars so through the shared scheme our tenants will be able to reduce emission by owning fossil fuel vehicles.
3. **The Switch farm and local produce** – The Switch brand is currently looking to partner with a local farm and an eco-friendly brand to provide healthy, eco-friendly Australian produce to the community. There is a provision of honest kitchen in the building where tenants will be able to grab fresh produce, healthy drinks and snacks. Our plan is also to engage with tenants and introduce them to eco-farming in New South Wales, for them to gain a first hand experience on how foods are produced in the country.
4. **Regeneration and reduction** – The Switch brand aims to encourage waste reduction and regeneration within the community. Our strategy will be implemented in the below areas:
 - i. All our apartments are furnished. This will help to reduce the need for tenants to purchase large household items such as furniture, white goods etc so our community is able to bring delivery down to a reasonable level, in the meantime also cutting volume of cardboard boxes and packaging materials;
 - ii. We plan to provide re-usable welcome gifts such as shopping bags, takeaway coffee cups and re-usable food storage products to tenants,

encouraging them to reduce using single-use plastic, plastic bags and the like from day one;

- iii. Should there be times of increased waste such as during turnaround cleaning, we will deployment waste compactor to avoid the need to increase waste collection;
- iv. We are looking to work with local charities to re-cycle and re-use unwanted items from tenants when they move out to allow such items to be re-used;
- v. We also plan to utilise part of the outdoor courtyard space to create a herb garden where tenants can plant staple herbs, encouraging them to 'buy sufficient' instead of 'buy excessive' to reduce potential food waste. Our communal kitchen on the ground floor will enable us to partner with local environment advocates to share their ideas on how to reduce food waste and how to maintain a sustainable lifestyle;
- vi. Last but not the least, our common areas including outdoor courtyard are designed to facilitate our concept of 'bring the outside world in', by which we intend to engage with local eco-friendly businesses to participate in our pop-up retails showcasing their local produce, slow fashion and products with a strong sustainable focus.

13. COMMUNITY ETIQUETTE

WELCOME TO THE SWITCH, welcome to Uncommon Living.

The following community etiquette forms part of conditions outlined in your Residential Tenancy Agreement or Occupancy Agreement (hereinafter referred to as 'Agreement'), and are to be read in conjunction with the terms of your Agreement. By living at The Switch, we ask that you respect the following etiquette designed to create a positive and inclusive environment for all:

1) OUR TEAM ARE HERE TO HELP

- a) Our community app supported by our team will equip you with all of the information and intel you require to make The Switch. This process will start before you arrive. This process is designed to introduce how everything works in your new home and start to connect you to other tenants of the community, to make your transition seamless.
- b) Our community team are here to support our tenants in many different ways. Please feel free to approach one of our team if you need anything during your stay.

2) HEALTH AND SAFETY

a) Fire Safety

- i) Tenants are required to familiarise themselves with fire safety related instructions, building evacuation map and routes during the first week of their arrival.
- ii) It is an offence under law to tamper with or remove fire equipment within your apartment or in any other parts within the premises. This includes but not limited to fire detectors, sprinklers, fire prevention devices, emergency announcement equipment. You may be subjected to fines or charges associated with false alarms due to your negligent or unauthorized use of fire equipment.
- iii) All fire routes, doors and stairways must be kept clear at all times.
- iv) Cooking must only be done in the kitchen or designated barbecue areas and do not leave cooktop, oven or other cooking appliances unattended whilst they are in operation. Tenants should not use any additional cooking appliances such as hot plates, rice cookers, frying pans, woks etc outside designed kitchen or barbecue areas including within their rooms unless approved by one of our team.
- v) Candles, incense or any sort of explosive, inflammable items or materials are not permitted within the premises.
- vi) In the interest of safety, appliances deemed with a level of fire hazard are prohibited within the premises such as portable heaters, refrigerators, washing machines, dryers etc. We encourage you to check with our team if you have questions regarding the use of electrical equipment. In all instances, we will do our best to support your request but reserve the right to reject certain items based on safety considerations.
- vii) Tenants are required to follow instructions of our community team, fire brigade, police or emergency rescue personnel in the event of an emergency or fire evacuation.

b) Hygiene and Cleanliness

- i) Please ensure to keep your room and shared common spaces in a clean and tidy state for the benefit of all tenants. Cleaning tools such as vacuum cleaners, mops etc are free to use by tenants. If you need them just give our community team a shout in reception. Charges may be incurred per our *Fees & Charges Schedule* if the cleanliness of your apartment is not satisfactory during routine room inspections.
- ii) The Condition Report you had agreed upon arrival will be the reference guide on how your apartment should be kept during your stay. At the end of your tenancy a final inspection will take place and cleaning charges may be incurred if your apartment's check-out conditions do not meet the condition report subject to normal wear and tear.
- iii) We are keen to avoid blockages to facilities such as toilets, shower drains or sinks and we care about our environment so please dispose of items in the correct location.

- iv) We love pets as much as you do however to be fair to all of our tenants, we unfortunately cannot allow furry friends.
- v) Nobody enjoys taking the rubbish out so that's why we make it easier by providing bin chutes on every level. We care about the environment so please help by following the easy instructions and recycling.
- vi) Please avoid hanging of personal items, clothes or linen in windows, balconies, terraces or rooftops. Communal washing and drying machines are provided to all our tenants located in our communal spaces.

c) Security

- i) Your safety is paramount to us. Each of the Switch communities comes with state-of-the art security features including smart phone activated door access system, CCTV cameras positioned in entry and exit points, communal areas and lifts. Our community team is also trained to follow rigid safety and security protocols. However, we do have a few extra tips that help to keep our tenants safe:
- ii) As a tenant we ask you to give us one of your best photos as a proof of your identity upon check-in (and we are happy to take one for you). This is to ensure you and other tenants' security within the community and rest assured your image will only be used for identification purpose and such use will strictly adhere to privacy legislation in Australia.
- iii) Report any suspicious person(s) to the community team immediately. Call the emergency phone number or use the App (if available) if your safety is threatened within the premises.

3) TENANT CONDUCT

- a) As a tenant of our community, you have a right to quietly enjoy your stay. Therefore, behaviours that will cause a nuisance or inconvenience to other tenants should be avoided at all times. We ask for you to be respectful of other tenants please.
- b) No smoking is allowed within any parts of the premises including balcony or terraces. Drugs and prohibited substances are not allowed. You may be subjected to a deep cleaning charge so as to re-instate your apartment or any other areas due to smoking or illegal use of substances if necessary.
- c) When alcohol is consumed it must be in a responsible manner.
- d) Discrimination or racism will not be tolerated. We respect each other regardless of gender, cultural, racial background and sexual orientation.
- e) Sexual harassment is unlawful under all circumstances in Australia. Report to the community team immediately if you experience unwanted harassment. Keep in mind there is support you can access to from service providers if needed. Speak to a community team tenant if you have any questions.

- f) Please be considerate of your neighbours. No events with a commercial or financial benefit are allowed without a written consent from the community team.
- g) Sub-letting is not permitted. You are not permitted to conduct a business of any sort from your room, common area or any other part of the premises.
- h) Unauthorised entry to other tenant's private bedroom or apartment either by yourself or your guests will not be tolerated. Unauthorised use of vacant bedroom, common areas not stated in your Agreement will be subject to a charge for cleaning or damage. The community team reserves absolute right to ask person(s) who cause a nuisance to other tenants to leave our premises.

4) FACILITIES & SERVICES IN THE RESIDENCE

a) Parcels & Delivery

- i) Retrieving parcels is simple at the Switch. We have designated automated parcel lockers. You will be notified when your parcel arrives via a text or email. Easy, contactless and available to you 24/7.
- ii) The letting address on your Agreement is the one that all couriers should use. Inserting the correct address is key to avoiding disappointment of not receiving your parcels.
- iii) We have drawn a line in the sand that food delivery personnel can only go as far as the reception lobby. That's for the interest of all our tenants to keep us safe. So meet your food delivery in the lobby or at the front door of the property.

b) Gym & Yoga Space

- i) We have Conditions of Entry to our gym. Take some time to read it through and ensure you understand all conditions before you start using the space. It is for free but also comes with certain risks.
- ii) Follow operating instructions of each gym equipment and familiarise how each equipment works before exercise.
- iii) If you are not sure how to use a particular piece of equipment do feel free to ask. We are afraid that damage to equipment or any part of the space may result in you being charged for repair or re-instatement.
- iv) Please wear appropriate gym clothing and bring a towel when in the facility.

c) Co-Working Space

- i) Tenants have free access to designated common areas which includes co-working space.

d) Honest Kitchen (If Applicable)

- i) Honest Kitchen is a great invention providing a bespoke selection of snacks, drinks and food items to enhance tenants' accessibility to foods and drinks especially outside normal dinning hours. It is for you 24/7.
- ii) Simply complete your registration each time you grab a drink or snack. If not, our CCTV will help to register your purchase.

- iii) It works the same for your guests if they wish to try our Honest Kitchen. We encourage them to share your joy to have this great service but don't forget the bill like you do in a restaurant.

e) Your Bedroom or Apartment

- i) The community team and/or authorised contractors may access your bedroom or shared premise for purposes outlined in your Agreement and you acknowledge such access will be granted as long as notice is given according to terms set out in your Agreement.
- ii) Report to the community team for any maintenance issues either in your bedroom, shared areas or other common spaces. Please do not carry out any repairs or maintenance works yourself.
- iii) Under an emergency the community team, its authorised contractors, police or emergency service personnel may enter your bedroom or apartment without prior notice. However, such entry will be strictly limited to extreme circumstances such as urgent repair, life threatening issues such as fire, flood, or attempted bodily harm.

5) GUESTS AND VISITORS

Tenants are required to adhere to The Switch's visitor and guest policy.

A visitor is defined as a person who is meeting with a tenant for a short period of time. A guest is defined as a person who is staying overnight with a tenant. Key rules can be summarised as below:

- a) Visitors are to vacate the premises by 10:00pm on the day they are visiting, unless approval has been given by the management team. Any visitor present after 10:00pm will be considered an "unauthorised person" and asked to leave immediately;
- b) Visitors and guests must comply with the Community Etiquette;
- c) Tenants and their visitors and/or guests in the property are to show respect as members of The Switch community. Tenants are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their visitor and/or guests (including breach of the Community Etiquette or non-compliance with directions given by The Switch to the guest). In cases of serious misconduct by a guest whilst at the property, The Switch may take action against the tenant, including issue of a breach notice and/or termination of the Residential Tenancy Agreement;
- d) Visitors and guests are prohibited from entering the apartment and/or rooms of tenants other than their host;
- e) Tenants are responsible for the conduct of their guests including payment for any damage or breakage that may occur;

- f) Visitors and guests must park their vehicles off the property and not interfere with the tenant's use of the property;
- g) A guest must be registered at reception;
- h) No overnight guests are allowed in twin shared apartments;
- i) If a tenant wishes to have a guest spending the night in a shared apartment, they must inform all flatmates prior to this and obtain their permission;
- j) A tenant must not have more than one overnight guest at one time and the guest must be sleeping in the bedroom, not common areas (e.g lounge room);
- k) A guest must be accompanied at all times by a tenant and must never be given a swipe card/room key; and
- l) The length of the entire stay for guests must not exceed 3 days within a 7-day period and must have approval from management.

6) CHANGE TO YOUR RESIDENTIAL TENANCY AGREEMENT

a) Room Move

- i) You may move rooms with written consent from the community team. Under such circumstance you are required to enter into a new tenancy agreement and a room move charge may incur at the discretion of the community team.

b) Early Termination

- i) As you have entered into a legally binding agreement and you are responsible for all the payments of rental fees under the agreed terms set out in your Agreement. Therefore, early termination can only be accessed on a case by case basis at the absolute discretion of the community team.
- ii) If you wish to transfer your tenancy to another eligible person you are required to go through a tenancy take over process. There may be fees associated to tenancy take over such as cleaning, administrative cost with details are available in reception.

c) Additional Occupant

- i) We allow dual occupancy in designated room types. You are required to register dual occupancy either at the time of your booking or before your check-in. Failure to do so may result in your request being rejected by the community team.
- ii) By accepting dual occupancy and executing the Agreement with the number of occupants in the premises as two persons, you are responsible for all rents and charges if the additional occupant is not named as a co-tenant.

d) Check-Out Inspection

- i) Prior to the end of your Agreement, the community team will agree with you on the date and time of final room inspection. You must follow departure guidelines and complete the inspection together with a staff member from the community team.

- ii) The inspection outcome will be shared with you in writing and we will state any charges that may incur from the final inspection. You will be given 48 hours to review, dispute or agree on the outcome. All outstanding charges and rents must be paid before 10:00am on the end date of your Agreement.
- iii) Under some circumstances the community team may accept to deduct outstanding charges from your bond. However, such decision will be solely exercised by us and you should seek agreement before your departure.
- iv) For applicable fees and charges please refer to the *Fees & Charges Schedule* available in reception. We reserve the right to make amendments to the *Fees and Charges Schedule* without advanced notice.

7) CONFLICT RESOLUTION

At The Switch community we are committed to fair treatment of our tenants. Therefore, we have a dispute resolution policy advertised on our official website and we make it available via our front desk community team. All our staff are trained to follow internal protocols to resolve conflicts, disputes which may arise from time to time during your stay. Please speak to a community team member in reception if you have any issues regarding this matter.

8) TERMS EXPLAINED

- a) “Etiquette” means all etiquettes outlined in this document which apply to all tenants living in a Switch community.
- b) “Residential Tenancy Agreement”, “Agreement” or “Tenancy Agreement” means the agreement executed between the tenant and the landlord’s legal entity.
- c) “Tenants” means a tenant or tenants residing in a Switch branded community.
- d) “Premises” or “Community” means the space within the boundaries of the building which the tenant resides in.
- e) “Fees & Charges Schedule” means the schedule outlining cost of items associated with the premises.
- f) “Condition Report” means the written condition of each items let to the tenant under the Agreement.
- g) “National Rent Affordability Scheme (NRAS)” means a scheme under Department of Social Services in Australia which aims to increase the supply of new and affordable rental dwellings by providing an annual financial incentive for up to ten years. Details can be found from this link: <https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme>

14. COMPLAINT POLICY

As part of The Switch's commitment to excellent customer service we welcome the opportunity to address our tenants' concerns and complaints. We put customer service and commitment to our tenants at the heart of what we do. We strive to get it right, first time, every time.

But occasionally, things don't go as planned. If this happens we'd really like your feedback; not only does it allow us to explain and apologise to you, it also helps us to improve our product and service.

Most complaints can be dealt with verbally by our Community Teams on site. They will do their best to resolve the matter quickly, to your satisfaction.

If you think your complaint has not been fully resolved, this policy sets out how to raise a complaint and how we deal with your complaint.

HOW TO RAISE A COMPLAINT

If you experience problems within your community, with our service or with a member of our team, please take the time to let us know.

All complaints must be addressed in writing (including email) to the General Manager of your Community in the first instance.

All complaints must be made by tenants themselves and not by third parties unless prior permission has been given by the tenant for a third party to act on their behalf.

HOW WE WILL DEAL WITH YOUR COMPLAINT

1. The General Manager will acknowledge receipt of your complaint within 2 working days.
2. The General Manager will carry out a full investigation into the issue(s) raised within your complaint, will seek the cause of the issue and take steps to ensure there is no further repetition.
3. The General Manager will provide a full written response to you within 7 working days.

FURTHER INFORMATION

If you are dissatisfied with the response from General Manager please state so when you reply to our email. In this case your complaint will be escalated to The Switch's head office and we will have a senior director to reach out to you.

Rest assured that all matters concerning your complaint will be strictly confidential and The Switch will handle all such matters adhere to privacy legislation in Australia.

15. RISK ASSESSMENT & MITIGATION

To minimize the impact to the current student accommodation management plan by bringing in recent graduates, we have developed in the below table a number of potential risks and our mitigation strategy:

REF #	RISK	RISK LEVEL	MITIGATION
1.	Allowing accommodation for recent graduates may increase exposure to building safety.	Medium	The Switch team implement the below mitigation strategy: 1) All tenants' personal information is recorded in CMS system, with a scanned copy of their identity as well as contact details; 2) The building implements multiple security methods including electronic access key to access entrance door, lift, room and common areas, plus CCTV in operations 24/7; 3) The tenant key is associated with a booking and all key activities are traceable. The tenant's key can only operate on the assigned apartment and have not permission to access other tenants' apartments; 4) The on-site community team will also provide passive security monitoring during office hours; 5) Community ambassadors provide after office hour coverage for emergencies; 6) Sonder App is provided to tenants for free as an enhanced safety method; 7) A dedicated staff will be on call to deal with life threatening emergencies.
2.	Allowing accommodation for recent graduates may increase the building exposure to fire risk.	Low	The building is designed with fire detector in each room and fire assessment is conducted as part of building operations. The following points also help to mitigate fire risk: 1) The fire prevention system is identical to a typical residential complex in Australia;

			2) All tenants will be inducted on fire safety through pre-arrival communication; 3) Fire escape map is available on each floor and throughout key strategic locations in the building; 4) Smoking is prohibited within the premises, which is communicated through community etiquette. Community staff conduct routine inspections and patrols to ensure compliance; 5) 24/7 trained staff presence to provide prompt response to fire alarms, fire related reports etc; 6) Clear evacuation plan is in place in case of fire evacuation is required.
3.	Allowing accommodation for recent graduates may increase students exposure to anti-social behaviours.	Medium	Community etiquette have stipulated requirements on tenant conduct, which are the principal guidance for all tenants and guests.
4.	Allowing accommodation for recent graduates may increase students exposure to alcohol abuse.	Medium	Community etiquette have stipulated requirements on tenant conduct, which are the principal guidance for all tenants and guests.
5.	Allowing accommodation for recent graduates may increase students exposure to illegal drugs.	Medium	Community etiquette have stipulated requirements on tenant conduct, which are the principal guidance for all tenants and guests.
6.	Allowing accommodation for recent graduates may increase students exposure to sexual assaults.	Medium	Community etiquette have stipulated requirements on tenant conduct, which are the principal guidance for all tenants and guests.

7.	Allowing accommodation for recent graduates may impact students' study.	Low	The building is designed in a way to provide a best possible study environment for students which will not be easily disrupted by recent graduated tenants, including but not limited to: 1) Each bedroom or apartment is equipped with study desk and chair, allowing student to study in their own bedroom/apartment; 2) Enclosed meeting rooms are provided, which are separated from other common areas such as fitness studio, laundry and communal kitchen; 3) Staff will monitor activities in meeting rooms to ensure a respectful community is maintained.
8.	Allowing accommodation for recent graduates may increase building waste.	Low	Our rooms are designed to be single occupant in most cases. In addition, the below points are to mitigate this risk: 1) Bin store design is in line with required capacity by relevant design requirements; 2) Waste compactor will be deployed to reduce exposure of increased waste disposals; 3) Community sustainability program will be promoted to students and recent graduates, aiming to reduce waste, encourage recycling and minimise environmental footprint.
9.	Allowing accommodation for recent graduates may impact the local community in a negative way.	Low	The community team will run a series of community events with the aim to assisting students and recent graduates to better understand the local area so they are aware of the importance to respect the community.

10.	Allowing accommodation for recent graduates may increase building wear and tear.	Low	Recent graduated tenants are required to adhere to the same community etiquette as students do. On top of that the following actions will be taken to mitigate such risks: 1) A security bond will be taken before check-in to cover damage exposure and ensure tenants will treat the premises in a respectful manner; 2) The building has a dedicated maintenance staff who is responsible to fix minor maintenance issues reported by tenants; 3) Maintenance and community staff will conduct regular building walks to ensure damage or maintenance issues are swiftly spotted and actions are taken; 4) Service contracts and building insurance are in place to protect the premises.
11.	Allowing accommodation for recent graduates may negative impact university relationships.	Low	Recent graduates only account for a small percentage of all tenants (up to 20%). The Switch team will ensure each of them agrees to the same community etiquette as a pre-requisite to live with us. Our management will be transparent with university partners on the fact that the community will have recent graduates as tenants.
12.	Existing staff calibre and staffing level may not be sufficient to appropriately serving recent graduated tenants.	Low	The recruitment of on-site staff will reflect the brand strategy, i.e the community team will be a mix of hospitality, co-working and student related service background so the team is capable to deal with customers from different age groups.

			In addition, the premises are equipped with cutting-edge technologies aiming to reduce the reliance on staff (see point 13 below).
13.	Allowing accommodation for recent graduates may increase staff workload and impact customer service quality.	Low	The building is equipped with cutting-edge technologies to support students, which can be easily utilised by recent graduated tenants as well. Such technologies promote self-service and reduce the reliance on making face to face requests. They include: 1) Tenant App can be downloaded pre-arrival to access key building information and arrival guide; 2) Tenant App allowing tenants to view rent invoice, pay rent and report maintenance issues; 3) Industry leading electronic key access via dedicated phone App (iOS or Android) that can be installed to authorised tenants. Access can be amended by an authorised staff via the cloud-based system anytime and anywhere, when required; 4) Washing machines and turbo dryers are operated with a QR code which can be scanned via tenant's phone and the machine will be activated once paid by card or PayPal. Washing detergent is provided to minimise inconvenience for tenants; 5) Streamlined parcel collection experience with the parcel locker system on the ground level. Tenants will receive text notification to their phone with an access code to retrieve their parcels. The collection is available 24/7.

The Switch