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## **Operational & Security Plan of Management**

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Sydney International Convention, Exhibition &  
Entertainment Precinct.

Darling Drive Student Accommodation

Stage 2 SSDA3

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# 1 Introduction

This report supports a State Significant Development (SSD) Development Application (DA) submitted to the Minister for Planning and Infrastructure pursuant to Part 4 of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

The Application (referred to as SSDA 3) follows the submission of a staged SSD DA (SSDA 2) submitted in March 2013 to the Department of Planning and Infrastructure that set out a Concept Proposal for a new mixed use neighbourhood at Darling Harbour known as 'The Haymarket'. The Haymarket forms part of the Sydney international convention, exhibition and entertainment precinct (SICEEP) Project, which will deliver Australia's global city with new world class convention, exhibition and entertainment facilities and support the NSW Government's goal to "make NSW number one again".

More specifically this subsequent DA seeks approval for a residential building (student accommodation) within the Western development plot (Darling Drive) of The Haymarket and associated public domain works. The DA has been prepared and structured to be consistent with the Concept Proposal DA.

## Overview of Proposed Development

The proposal relates to a detailed ('Stage 2') DA for a residential building (student accommodation) in the Darling Drive Plot of The Haymarket together with associated public domain works. The Haymarket Site is to be developed for a mix of residential and non-residential uses, including but not limited to residential buildings, commercial, retail, community and open space. The Darling Drive Plot is one of six development plots identified in the Concept Proposal DA.

More specifically, this SSD DA seeks approval for the following components of the development:

- Demolition of existing site improvements;
- Associated tree removal and planting;
- Construction and use of one residential building within the Darling Drive Plot, to be used for student accommodation purposes;
- Public domain improvements, including:
  - Realignment and upgrade of Darling Drive (part); and
  - provision of a new urban square (known as Macarthur Place) located at the termination of The Goods Line.
- Extension, realignment and augmentation of physical infrastructure / utilities as required.

## Background

On 21 March 2013 a critical step in realising the NSW Government's vision for the SICEEP Project was made, with the lodgement of the first two SSD DAs with the Department of Planning and Infrastructure. The key components of these proposals are outlined below.

### 1.1.1.1 PUBLIC PRIVATE PARTNERSHIP SSD DA (SSD 12\_5752)

The Public-Private Partnership (PPP) SSD DA (SSDA 1) includes the core facilities of the SICEEP Project, comprising the new, integrated and world-class convention, exhibition and entertainment facilities along with ancillary commercial premises and public domain upgrades.

### 1.1.1.2 THE HAYMARKET CONCEPT PROPOSAL (SSD 13\_5878)

The Haymarket Concept Proposal SSD DA (SSDA 2) establishes the vision and planning and development framework which will be the basis for the consent authority to assess detailed development proposals within the Haymarket Site.

More specifically the Stage 1 Concept Proposal seeks approval for the following key components and development parameters:

- Staged demolition of existing site improvements, including the existing Sydney Entertainment Centre (SEC), Entertainment Centre Car Park, and part of the pedestrian footbridge connected to the Entertainment car park and associated tree removal;
- A network of streets, lanes, open space areas and through-site links generally as shown on the Public Domain Concept Proposal, to facilitate reintegration of the site into the wider urban context and connection with the broader SICEEP Site;
- Street layouts;
- Development plot sizes, development plot separation, building envelopes (maximum height in RLs), building separation, building depths, building alignments and a benchmark for natural ventilation and solar provision for the precinct;
- Land uses across the site, including residential and non-residential uses;
- A maximum total gross floor area (GFA) across The Haymarket Site of 197,236m<sup>2</sup> for the mixed use development (excluding ancillary above ground car parking), comprising of:
  - A maximum of 49,545m<sup>2</sup> non-residential GFA; and
  - A maximum of 147,691m<sup>2</sup> residential GFA;
- Above ground parking including public car parking;
- Residential car parking rates to be utilised in the subsequent detailed (Stage 2) Development Applications, being:
  - Zero (0) spaces per studio apartment;
  - Maximum one (1) space per two (2) one bedroom apartments;
  - Maximum one (1) space per one bedroom + study apartment, plus one (1) additional space per five (5) apartments;
  - Maximum one (1) space per two bedroom apartment, plus one (1) additional space per five (5) apartments; and
  - Maximum two (2) spaces per 3+ bedroom apartment.
- Design Guidelines to guide future development and the public domain; and
- A remediation strategy.

This report has been prepared to support a detailed Stage 2 SSD DA for a residential building (student accommodation) and associated public domain works within The Haymarket (SSDA 3), consistent with the Concept Proposal SSD DA.

## 2 Site Description

The SICEEP Site is located within Darling Harbour. Darling Harbour is a 60 hectare waterfront precinct on the south-western edge of the Sydney Central Business District that provides a mix of functions including recreational, tourist, entertainment and business.

With an area of approximately 20 hectares, the SICEEP Site is generally bound by the Light Rail Line to the west, Harbourside shopping centre and Cockle Bay to the north, Darling Quarter, the Chinese Garden and Harbour Street to the east, and Hay Street to the south (refer to **Figure 1**).

The Haymarket Site is:

- located in the south of the SICEEP Site, within the northern portion of the suburb of Haymarket;
- bounded by the Powerhouse Museum to the west, the Pier Street overpass and Little Pier Street to the north, Harbour Street to the east, and Hay Street to the south; and
- irregular in shape and occupies an area of approximately 43,807m<sup>2</sup>.



 SICEEP Site

**Figure 1 – Aerial Photograph of the SICEEP Site**



The Concept Proposal DA provides for six (6) separate development plots across the Haymarket Site (refer to **Figure 2**):

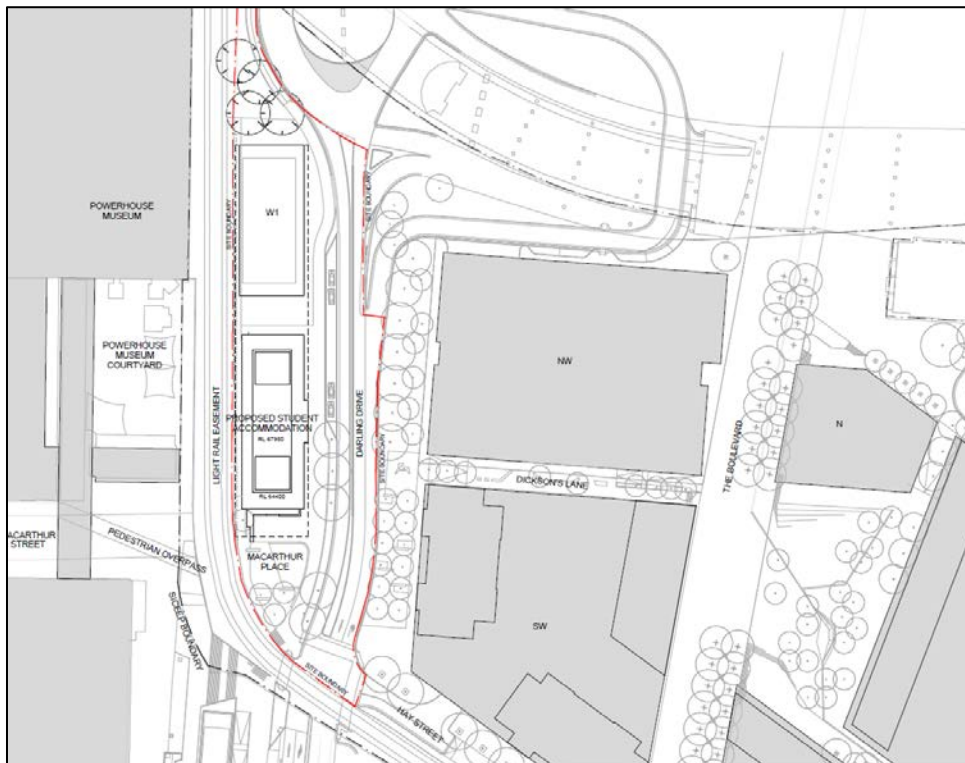
1. North Plot;
2. North East Plot;
3. South East Plot;
4. South West Plot;
5. North West Plot; and
6. Western Plot (Darling Drive).

The Application Site area relates to the southern portion of the Western Plot and surrounds as detailed within the architectural and landscape plans submitted in support of the DA.



**Figure 2** – Concept Proposal Development Plots

The Application Site area relates to the southern portion of the Western Plot and surrounds as detailed within the architectural and landscape plans submitted in support of the DA (see **Figure 3** – Works Boundary for subject DA).



**Figure 3** – Works Boundary for subject DA

## PLANNING APPROVALS STRATEGY

The SICEEP Project will result in the lodgement of numerous SSD DAs for the various components of the redevelopment project. SSD DAs have already been lodged for the PPP component of the SICEEP Project (comprising the convention centre, exhibition centre, entertainment facility and ancillary commercial premises and associated public domain upgrades), and the Stage 1 Concept Proposal for The Haymarket. Separate 'Stage 2' SSD DAs for the development of the South West Plot and the North West Plot and associated public domain works will be lodged concurrently with this application. Future applications will be lodged for the Hotel complex, and the remaining development plots of The Haymarket Site.

### 3 Urbanest

urbanest's objective is the specialist provision of high quality serviced hostel type accommodation for students, with a hospitality ethos and within prime locations in Australia. urbanest was established in 2008 and has plans to become the largest independent owner and operator of student accommodation in the country.

The proposed Darling Drive scheme will represent urbanest's seventh operational student accommodation development with the other facilities located Brisbane, Adelaide and Sydney.

urbanest provides a safe and secure environment for all students, including younger first year University students away from home for the first time, to the more mature students. The accommodation is based on a self care model where students rent a single occupant room or shared rooms with shared communal kitchen and lounge rooms.

The proposed Darling Drive scheme offers accommodation for 635 students in 489 bedrooms. Accommodation is provided in 5 core product types with variations existing within each type to provide students with a variety of product options and corresponding price points.



- **Level 01:** The key communal spaces are located on Level 1, along with the managers unit and a small amount of accommodation. Communal spaces include study areas, a gymnasium, TV & games room, lounge areas, a communal kitchen and dining area, communal laundry and an outdoor terrace.

- **Level 02 - 19:** These floors are entirely occupied by residential accommodation with a mixture of studio and cluster apartment accommodation.

The building will provide bicycle parking and the use of public transport will be actively promoted by the onsite management team through the use of a comprehensive advisory service and information boards. There will be no provision for onsite car parking for the student accommodation.

## 4.2 FACILITIES

Site facilities include:

- Communal Kitchen / Communal Dining Room
- Communal Recreation Area
- Games & TV Room
- Fitness Centre
- Study Areas
- Laundry
- Wifi internet access / Vending machines
- Outdoor terrace on Level 1
- Garbage Room
- Bicycle Storage

A garbage chute will be provided with access from each floor for general waste and co-mingled recycling.

The rooms will be naturally ventilated with the provision of openable windows, ventilation grills and undercut doors to facilitate natural ventilation. Air conditioning will also be provided with management able to monitor use and intervene in circumstances of excessive use.

## 4.3 ACCESS

All access to and within the building will be gained via the use of electronic swipe cards.

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## 5 Product Type and Mix

The proposed scheme offers 5 core product types with variations therein, which include the following:

TABLE 1 – PRODUCT MIX TABLE

UNIT TYPE	NUMBER OF UNITS	BEDS	DESCRIPTION
4 bedroom units (single)	9	36	One person per room, each with its own en-suite. A single communal kitchen / living area is shared between the 4 bedrooms
4 bedroom (twin)	18	144	Two people per room, each room with an en-suite. A single communal kitchen / living area is shared between the 4 bedrooms
5 bedroom units	45	225	One person per room, each with its own en-suite. A single communal kitchen / living area is shared between the 5 bedrooms
Single room with kitchenette	81	81	One person per room. Each room has its own en-suite and kitchenette which includes storage space, microwave, hob and sink.
Twin room with kitchenette	74	148	Two people per unit. Each room has its own en-suite and kitchenette which includes storage space, microwave, hob and sink.
Manager Suite	1	1	Dedicated suite for on site Manager
<b>TOTAL</b>	<b>228</b>	<b>635</b>	

There are a total of 489 bedrooms, with a total of 635 beds.

Each bedroom consists of a bed with under-bed storage, bedside cabinet, desk with drawers and shelf space, a wardrobe, notice board and carpet or wood flooring, fire detection system and a high speed internet connection.

Each ensuite bathroom/share bathroom will consist of an enclosed shower unit, basin, toilet, storage space and shelving.

Each communal kitchen / living area consists of a floor and wall storage unit per occupant, built-in oven, grill and hob, extractor fan, fridge/freezer, sink, microwave, workspace, sofas, television table and coffee table. Ancillary equipment such as irons, ironing boards, vacuum cleaners are also provided.

Each unit has an entry phone, communal hot water supply; card operated security key system and all communal living space within the accommodation is provided with air conditioning.

## 6 Operational Management

urbanest has extensive experience in the construction and operation of student accommodation buildings both within Australia and the United Kingdom. The Darling Drive project builds upon this experience of designing, developing and managing quality student communities with a resulting high level of resident satisfaction.

urbanest's business model is unique, insulated from property industry cycles with progress not dependent upon pre-selling or pre-leasing. Unlike other providers of student accommodation, urbanest is a developer/owner/operator who does not dispose of its assets. This incentivises the development of great quality, long lasting built form. This model allows for a single point of contact within the community, and an organisation with a vested interest in maintaining mutually beneficial long term relationships with stakeholders.

urbanest has an important role in relieving housing shortages, encouraging use of public transport and contributing to urban regeneration.

The following sections explain and outline the operational aspects to be implemented at the site to ensure the smooth operation of the development.

### 6.1 URBANEST STAFF

#### 6.1.1 STAFF SELECTION AND APPOINTMENT

The building will have coverage 7 days a week by trained urbanest staff providing management functions and servicing the student population of the development. All recruitment begins with the provision of formal job descriptions and personal requirements, supported by a values based selection process ensuring that in addition to the required technical skills and experience, all team members share common work philosophies and ethics.

#### 6.1.2 STAFF DEVELOPMENT

Formal development programmes ensure the personal and career development of staff, which is reviewed twice annually. Reward and recognition schemes, including regular awards and peer recognition, play an important role in employee development. Staff excellence and enthusiasm is also formally measured by way of an annual confidential resident survey.

All management staff will be trained in emergency procedures and will utilise operational management experience from other urbanest sites.

### 6.2 RESIDENT INDUCTION AND HOUSE RULES

The premises will have a total of 635 students when fully occupied, with additional management staff. Students will complete a Rooming Agreement that allows tenure to a hostel room conditional on compliance with relevant controls and the House Rules.

On arrival, students are given a thorough induction which includes health and safety process, waste removal and communal living procedures. A management plan will be prominently displayed in the reception of the hostel's main entrance.

Residents will all be provided with a copy of the House Rules. These rules inform residents of the buildings' operation, health and safety procedures and emergency contact details, including Police, Fire and Ambulance and contacts at the Local Area Command. A copy of the House Rules is attached to this plan.

Safety and other statutory inspections will be carried out regularly by the management team, the results of which will be used as a key performance management tool and financial reward mechanism.

## 6.3 MARKETING AND LETTINGS MANAGEMENT

The average period of stay for students is between 26 and 52 weeks.

The sales team is coordinated from urbanest's Sydney head office to undertake the following services for the facility:

- Development of marketing and letting campaigns
- Production and distribution of marketing materials
- Back of office accounting support for onsite staff

Management will review each application as part the Application Review Process, with the tenant responsible for providing the following:

- Confirm enrolment in the relevant tertiary institution
- Complete an application form
- Provide a bond
- Provide emergency contact details

Management will undertake periodic inspections under a *Rooming Agreement*, in order to prevent additional allowable occupants living within hostel bedrooms. Should further occupants be found sharing rooms, the resident will be in breach of their Rooming Agreement with management reserving the right to terminate the agreement.

## 6.4 RECEPTION OPERATIONS

The building will be staffed appropriately to meet resident needs and ensure residents' safety and well-being. Typically, the staffing profile will be comparable to that of a hotel operation, over and above that required for student hostel accommodation.

On-site management will be responsible for access control, resident communications, services recovery, defect monitoring, rectification processes, complaint handling, incident investigation and arbitration of disputes.

The development's on-site reception will be situated on the ground floor, and will coordinate the following services for the residents:

- Accommodation viewings
- Enquiry handling (face to face, telephone, web based)
- Deposit and bond collection and administration
- Rooming Agreement production and administration
- Invoicing and rent collection.
- Room and share apartment inspections.
- Check –ins/outs

## 6.5 DISABILITY PROVISIONS



The development has been designed to ensure equality, independence and functionality to people with disabilities inclusive of –

- People with sensory impairment (hearing and vision)
- People with mobility impairments (ambulant and wheelchair)
- People with dexterity impairments

All statutory requirements for disability access to the residential accommodation units and all student common spaces and facilities have been provided for. Upon application for accommodation, management will provide a comprehensive building and facility tour for any residents with a disability. In addition, management maintains a policy of forming close relationships with any resident disabled students to ensure that their safety and wellbeing is appropriately catered for, especially in times of emergency.

## 6.6 SEASONAL LOADING/UNLOADING

Demand for loading/unloading will peak at the beginning and end of semester. The urbanest facility will be fully furnished therefore students typically turn up with suitcases only and there is no requirement for formal loading spaces for small to medium trucks.

Urbanest's on site management team would manage and arrange the arrivals and departures of all students at the beginning and end of each semester. Individual arrival times will be arranged with each student to ensure there is sufficient capacity in the drop off zones outside the building on Darling Drive as well as at the urbanest reception for arrival processing.

This loading/unloading would be serviced via the proposed drop off/loading zone which is incorporated as part of the development on the eastern boundary of the site adjacent to Darling Drive.

From December 2016 a new car park will have been constructed on the opposite side of Darling Drive which will further add to capacity in the area if it is required.

## 6.7 SECURITY & SAFETY

Particular importance is placed on providing a safe and secure environment for the residents. The buildings will be secured by way of a proximity card and CCTV system.

The induction process will familiarise residents with building security and safety, and is included within the House Rules. This induction will include a tour of the building highlighting emergency exits, escape routes and evacuation procedures, as well as other do's and don'ts for residents to ensure a safe and secure environment.

A copy of the fire safety statement and current fire safety schedule for the premises will be prominently displayed in the reception area, a floor plan showing emergency exits will be fixed to the inside of every apartment.

## 6.8 RESIDENT WELFARE AND RELATIONS

Information boards will be located within social areas of the building and will serve as communication points for advising residents of community issues, student welfare services and upcoming social events. Translated documents and multi-lingual urbanest team members will ensure that the information contained therein is made available to all ethnic groups.

A crucial element of the student hospitality experience will be the building of a strong residential community which has pride in its living facilities. Informal peer-regulated control of the living environment will be sought, with management obtaining regular feedback on the level and quality of its service. Suggestions from residents for continuous service and facility improvement will be encouraged.

Urbanest's on-site management team will be the first line of response to any pastoral and welfare issues, and will devise social programmes to cater to the needs of the diverse residential community. Social programmes will utilise both on and off campus facilities and include group activity such as sports leagues, visiting tourist attractions, entertainment venues, book readings, drama groups and "swap shops" for academic books. As part of the ongoing resident relations, urbanest's operation's management team will provide daily and weekly activities for residents (where there is interest), to be held in the ground floor communal areas. Such activities will include residents with disabilities.

An evening Resident Support Assistant (RSA), recruited from amongst the residents, will serve an administrative role and forge a relationship between staff and residents. The RSA will encourage feedback on social events and will assist in understanding the opportunities for urbanest's service and product improvement.

A resident satisfaction survey will be carried out annually to establish how well expectations have been met with regard to service satisfaction.

## 6.9 COMPLAINT HANDLING

### 6.9.1 RESIDENT COMPLAINT HANDLING AND CONFLICT RESOLUTION

Complaint handling procedures will be adopted by Management to effectively manage and respond to any complaints received from residents. Conflict situations between residents, will be addressed promptly and resolved in accordance with conflict resolution policies and procedures.

### 6.9.2 PUBLIC COMPLAINTS – (NEIGHBOURHOOD)

All public complaints will be dealt with by the management team and treated seriously. Complaints will be thoroughly investigated, with recipients of valid complaints issued with written warnings. The management team will do all it can to remedy public complaints as effectively and efficiently as possible.

## 6.10 MAINTENANCE

A reactive and planned maintenance strategy for the building will be put in place to ensure the buildings are maintained in good order.

Cleaning of lobbies and communal entrances will take place daily. Management will ensure that the premises are kept clean and tidy and that external windows are cleaned twice annually or more frequently where needed.

Any additional emergency maintenance will be provided by partner contractors to an agreed response time depending on the nature of the incident such as a threat to health, safety and security.

## 6.11 SMOKING AREAS

Urbanest have a strict no smoking indoors policy, which will be strictly enforced. Smoking will however be permitted within a designated outdoor smoking area located on the outdoor terrace on Level 1, as indicted below:

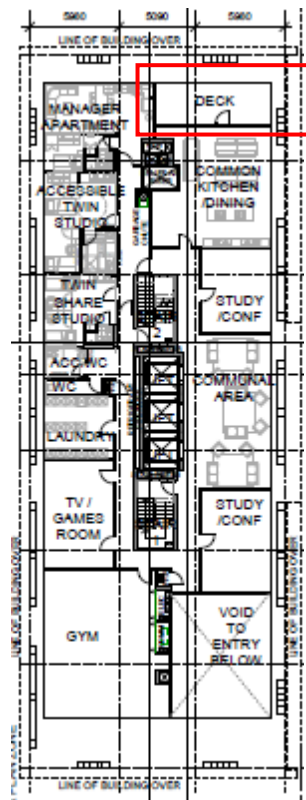


FIGURE 3 – DESIGNATED SMOKING AREA

## 6.12 WASTE MANAGEMENT

urbanest actively promotes environmental sustainability through the establishment and facilitation of sustainability committees where students are engaged to alter their habits to increase environmental sustainable awareness.

Provision will be made for residents to recycle waste, including the provision of separate waste bins and garbage shutes on each floor for general waste and co-mingled recycling. Students will be required to undertake their own waste management, with removal of waste from rooms and living / dining areas to the garbage shute on each floor

The collection of refuse will be coordinated by a private contractor who will pick-up refuse from the loading zone on Darling Drive and manually remove refuse and recycling material from the garbage rooms on a regular basis, and as frequently as required.

## Appendix A      House Rules

# HOUSE RULES

Subject to the terms of the Rooming Accommodation Agreement and any applicable legislative provisions, the House Rules of urbanest are as follows:

## 1. INTRODUCTION

Rules and regulations are part of any living agreement, but we have endeavoured to avoid overloading your new living experience with stuffy and overbearing ones.

These Rules are a supplement to the Rooming Accommodation Agreement which you will sign before staying at urbanest. They provide information about our standards and procedures for you and your neighbours.

Any failure by you to comply with these Rules, and any update or variation of them, will constitute a failure to comply with the provisions of the Rooming Accommodation Agreement and may lead to disciplinary action including termination of your right to occupy your room or share apartment. We don't want that and we know you don't want that, so let's see what they are.

## 2. ROOM AND/OR SHARE APARTMENT CHECK-IN INSPECTION RECORD

Within the first 72 hours, amid all the buzzing excitement of moving into a new home, you will be required to fill out a Check-In Inspection Record. This form will be given to you on arrival, and is a list of all the items that you can expect in the room and/or share apartment. We need you to do a detailed inspection of the room and/or share apartment and confirm that there are no damaged or missing items.

If you don't report any issues to us within the first 72 hours of moving in, we will take it you are satisfied with the condition of the room and/or share apartment and that it was in a good and undamaged condition when you moved in. This is important as when you leave urbanest, you will be billed for any damaged or missing items that were not reported and agreed with us on the Check-In Inspection Record within the first 72 hours of your stay.

## 3. GOING TO BE AWAY?

If you are leaving urbanest for an extended period of time, let someone know. It will avoid people unnecessarily worrying about you. Of course, if we hear that no one has seen you for a couple of days or knows of your whereabouts, we may check your room and/or share apartment to make sure you're okay.

## 4. LAUNDRY

Our laundry facilities often serve as a surprising social hub. Amidst the fun and banter, please share them fairly with others, and use them appropriately.

And be careful, because urbanest is not responsible for any damage caused to your clothes or other items resulting from your use of the laundry facilities.

## 5. BIKES

We think that a bicycle is one of the best ways to get around. So we have provided a purpose built storage area for your bike, which is free of charge and accessible day and night. Bikes are not allowed to be taken into the rooms and/or share apartments.

urbanest is not responsible for the security of or any damage sustained to your bicycle left in the storage area or anywhere else. We strongly recommend that you use a lock when you are not pedalling around.

Please remember that wearing a bike helmet is compulsory when riding on public roads in Australia. Good sense and the law come together on that one.

## 6. CAR PARKING

urbanest has no parking spaces for cars or motorbikes. We are so centrally located that we can't think of too many reasons why you'd need transport but, if you do, public transport services are within walking distance. You can always ask our friendly urbanest Team for the best way to get around.

## 7. YOUR ACCESS CARD

If you lose or damage your access card, your key to everything at urbanest, you will be issued with a replacement at a small cost.

So look after it! If it's faulty, the new card will be on us.

## 8. LOOKING AFTER YOUR LIVING SPACE...

Your room and/or share apartment is your space to live. That means you can work, rest and play to your heart's content. However, there are a few rules regarding these areas that will ensure everyone enjoys their urbanest experience.

### a. Decorating

Bring your posters and photos and personalise your new room, but keep in mind what you use to affix them. Most adhesives will remove paint, while nails and screws will leave lasting damage to the walls, and any damage will incur a charge at the end of your stay.



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# HOUSE RULES

## 8. LOOKING AFTER YOUR LIVING SPACE (CONTINUED)...

Stick to reusable putty type adhesives such as Blu-Tack; a great, 'urbanest-friendly' alternative.

### b. Candles, Incense etc

Although it makes for setting a great mood, the use of candles, incense and oil burners are not allowed in any room and/or share apartment. This is because of fire restrictions, not any aversion to romance.

### c. Carpet and vinyl flooring

Floor coverings such as carpets and vinyl can get pretty shabby if they're mistreated, and any damage made to this flooring will incur a fee. If it's in your room, the cost will be your responsibility. If it's in a common area of your share apartment, it will be divided proportionately amongst the customers of the share apartment.

When you check-out, a detailed assessment will occur to make sure the flooring is in the same condition as at the start of your stay. Of course, some areas get more traffic than others, so fair wear and tear will be taken into account in any condition assessment.

### d. Cleaning

The urbanest Team will be working round the clock to make sure all the common areas stay clean and comfortable, and looking great. In return we ask that you regularly:

- Dust and vacuum your room.
- Maintain the cleanliness of your share apartment. This includes regularly wiping down appliances and vacuuming the lounge area.
- Remove general rubbish to the ground floor refuse area.

Too busy or can't be bothered cleaning? Ask at our Reception Desk for a professional weekly or monthly clean that comes with a small fee. If you happen to be staying in a Studio Apartment, you're lucky, because cleaning is provided to you on a monthly basis as part of your deal. These rules are not only to keep your life comfortable and hygienic, but to ensure others can share a clean living space as well.

### e. Kitchen

Good food is part of a great lifestyle, so use your culinary skills to whip up any and all meals in the kitchen. However keep the cooking to the kitchen, as electric woks/frying pans and other mobile cooking devices which you could use for a snack in your bedroom are prohibited.

If you're cooking for more than just yourself, you can always try the BBQ in our courtyard area. The refrigerators supplied in the share apartments have been appropriately sized to meet the needs of the number of customers in each share apartment. To avoid a huge energy bill and help protect the environment, additional refrigerators are not allowed in rooms or share apartments.

### f. Damage caused

You are responsible for any damage to or loss of property in your room and/or share apartment. If the damaged or lost item was located in your room, you will be held responsible and billed. If the damaged or lost item was located within a share apartment then all customers who live in the share apartment will be held responsible and billed an equal share unless responsibility can be attributed to a specific person.

You are also responsible for the conduct of your guests and any misconduct, injury to any person or property damage caused by them. Recipients of a bill for damage have 5 working days from the issue of the invoice by the urbanest Team in which to pay or request a review of the invoiced claim.

If you have received an invoice for damaged or lost property, please take care of it immediately.

### g. Modifications to buildings and rooms

The rooms at urbanest have many clever storage spaces and places to put your things but if you need more, please feel free to bring extra furniture such as shelves or side tables to make your room/share apartment more like home. However, please do not repaint, alter or add any permanent fixtures that require attaching to the walls or floor. If you're in any doubt please ask us, and we will see what we can do to make your stay more comfortable.

Any unauthorised alterations will be removed or repaired at your expense.

### h. Air conditioning

Your room and/or share apartment is equipped with split unit reverse cycle (ie cooling and heating) air conditioning that you can control yourself. Included in your accommodation package is a daily allowance of 8 hours cooling or heating. If you exceed this allowance over a continuous fortnightly assessment period, your air conditioning may be restricted until your allowance is refreshed in the next assessment cycle. Of course, we'll give you warning that you are exceeding your allowance so that you can adjust your usage patterns before restrictions apply.



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# HOUSE RULES

## 8. LOOKING AFTER YOUR LIVING SPACE (CONTINUED)...

Other practices that will help save energy and ensure the efficient and effective operation of your air conditioning are:

- (i) Switch off air conditioning when you are not in your room and/or the share apartment.
- (ii) keep the thermostat set at manufacturer recommended temperature of 24°C. Every 1°C lower can increase running costs by up to 15% and cause the air conditioning unit to over-work and breakdown.
- (iii) Keep doors closed to improve effectiveness.

## 9. PETS

Sorry, there are to be no pets (including fish) kept in your room and/or share apartment. It's not that we hate animals, we just know that mess, allergies and noise comes with even the cutest little creature.

The only exception would be a guide (seeing eye) dog.

## 10. ALCOHOL

Having a 'drink' is an accepted social practice in Australia and it's not our business to say whether you should or should not consume alcohol except to insist that, if you are to do so at urbanest, it must be only within your room or share apartment unless it's an urbanest hosted event. What we do take an interest in is that alcohol consumption should be responsible and should not impact on others. Whether you're drinking alcohol or not, please bear in mind that your behaviour will always impact on someone else. Make sure the impact is positive. Any instances of anti-social drinking will be investigated by the urbanest Team and will be dealt with accordingly.

## 11. SMOKING

There is to be no smoking of any substance inside or immediately outside the building.

## 12. DRUGS

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited.

Breaching this rule, in any form, is considered serious misconduct and will result in urbanest terminating your Rooming Accommodation Agreement and reporting the incident to the police.

## 13. PARTIES

urbanest loves a party and we understand that they play a central role in urbanest; as a way of getting to know each other and of celebrating our friendships. Therefore we will commit to not intervening in a celebration unless it negatively encroaches on the needs of others, or violates any of this document's rules. So specifically, the party must:

- have the express consent of other customers in your share apartment, including an agreed curfew and finishing time;
- be limited to guests that you know and can identify;
- serve alcohol responsibly; and
- limit noise and music, paying special attention late at night and during semester.

If you hold a party, we will hold you responsible for all your guests and all negative or anti-social behaviour that results. We want you to have a wild time at urbanest, while always keeping in mind the general well-being of your neighbours.

## 14. NOISE

Play your music, watch the TV, but always be mindful of the noise that you produce. You are responsible for keeping a liveable environment for everyone, and that may involve turning down your stereo so someone can study or sleep.

## 15. OVERNIGHT GUESTS & VISITORS

Unlike other accommodation for young people, urbanest welcomes your guests and visitors. Whether it is a visit from your parents or a dinner with someone special, we want to make sure you can truly share your new life.

All guests and visitors must be aware of urbanest's rules, and remember that they are also guests of the other customers at urbanest. You are solely responsible for the welfare and behaviour of your guests, and will be accountable if they fail to adhere to the rules of urbanest.

## 16. EMERGENCIES

Let's hope there never is one, but we can never be too careful. Like reading the emergency booklet on an aeroplane, familiarise yourself with the location of fire escape stairs and fire protection equipment and read the safety information included in your welcome pack. This is your responsibility, because it is your knowledge that will keep you and others safe in an emergency.

There will be a number of fire awareness and safety workshops delivered throughout the year to make sure we keep personal safety really high on the agenda. Please make yourself available when these sessions happen. The life you save could be your own!



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# HOUSE RULES

In the event of an evacuation, please report directly to your building's assigned emergency assembly point for further instruction. And like always, stay calm.

## 17. ROOM INSPECTIONS

Your privacy is extremely important to us at urbanest and we will do whatever we can to maintain this. We will give you notice if we are going to inspect your room and/or share apartment or if we need to make repairs inside your room and/or share apartment. However there will be certain times when we need to enter your room and/or share apartment without notice, for example, cleaning, urgent maintenance, and emergencies. We will of course make every effort to avoid any disturbance and we always knock first.

## 18. COMMUNITY USE POLICY

At urbanest, we take our responsibility to manage our impact on the environment seriously. By working together and keeping energy and water usage down, we can avoid unnecessary waste and carbon emissions that damage our planet and avoid the inevitable costs that would have to be passed on through increased rents.

urbanest supports and promotes independent living and we understand that this means everyone has different needs in terms of energy consumption at different times, depending on living habits and routines and we respect this.

With this in mind, we ask you to act responsibly and manage your own levels of power and water usage through facilities such as showers, lighting, air conditioning, cooking and use of electrical equipment, switching off equipment and utilities when not in use.

If your consumption of water and/or energy over a sustained time period exceeds 110% of that of the median use within the building, you'll understand that we will need to consult with you to identify the reasons behind this high consumption and work with you to find ways to ensure you reduce your usage back to the norm.

We want to avoid restricting the amount of power and/or water that you use but we reserve the right to do so if our attempts to find ways to reduce consumption by mutual consent fail.

For specific levels of expected air conditioning usage please refer to the terms and conditions of your Rooming Accommodation Agreement and the information within this document.

## 19. CHECKING OUT PROCEDURES

You're leaving? So soon?

7 days prior to the end of your contract, you must confirm the date you will be vacating your room and/or share apartment ("the vacation date") which must be prior to or on the Termination Date.

You must comply with the following procedures and requirements whilst moving out of your room and/or share apartment.

a) We will assume you will be vacating the room and/or share apartment on the Termination Date unless you have a prior written agreement with urbanest.

b) Prior to vacating your room and/or share apartment, all fees and charges payable under the Rooming Accommodation Agreement must be paid in full, or a satisfactory arrangement made for their payment.

c) Upon vacating a room and/or share apartment it must be left in the same state of cleanliness and repair as it was in on the first day that you took occupancy, considering fair wear and tear.

d) All your personal belongings must be removed from the room and/or share apartment by 10 am on the day of departure.

## 20. DEALING WITH ISSUES

We really hope you love living with urbanest and we'll do what we can to help make sure you do, but in any close knit environment, issues inevitably arise. When problems occur or events happen, we promise we will always take a fair and non-judgmental approach. We will investigate the matter with the parties involved and deal with it in the best way possible for all concerned.

If after investigation it's clear that behaviour or conduct has taken place that's in breach of the Rooming Accommodation Agreement, the rules within this document, any laws or any other generally accepted standard of behaviour, we will take whatever action is appropriate to ensure the safety, well-being and general enjoyment of the customers within the building.

Appropriate action could be, but is not limited to, admonition, probation, termination of the Rooming Accommodation Agreement and/or the requirement to leave urbanest.

In the event that someone is asked to vacate a room and/or share apartment for disciplinary reasons, no fees will be refunded and the Deposit paid in accordance with the terms of the Rooming Accommodation Agreement will be forfeited.



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