

WELCOME TO NEXUS PLACE

We hope you enjoy your stay and wish you luck with your studies.

This document contains the answers to most questions.

We encourage you to familiarise yourself with its content and refer to it as necessary.



HOUSE RULES

Noise

All residents are entitled to relative peace and quiet in their individual rooms so they can study at any time. Excessive noise can interfere with residents' ability to sleep, study or otherwise enjoy their living environment. Therefore there is to be no excessive noise audible in the courtyard after 10p.m. Sunday to Thursday and after 11.p.m on Fridays and Saturdays.

It is a good idea to close front doors and windows in the evenings to help reduce the noise level in the courtyard.

Behaviour

Residents and their guests are expected to conduct themselves in a courteous and considerate manner within the complex. Dangerous offensive or disruptive behaviour from tenants or their guests will not be tolerated.

Harassment or intimidation of any kind is unacceptable behaviour and will not be tolerated on the site. Harassment is conduct which annoys, threatens, intimidates, alarms, or puts a person in fear of their safety. Such conduct can be physical, verbal or written.

If you feel you have been the subject of harassment, please contact the Onsite Manager and lodge a complaint.

Unacceptable behaviour may result in immediate eviction of the offender.

Visitors

Visitors are welcome at Nexus Place. However residents should not invite more than 1 or 2 visitors at any one time as the facilities at Nexus Place are predominately for use by residents. Residents are responsible for the behaviour of their guests and are liable for any damage used by their guests. Nexus Place is privately owned and operated and the management reserves the right of entry. Unwanted visitors or trespassers should be reported to the management as soon as possible.

Overnight Visitors

Occasional overnight visitors are permitted at Nexus Place. You must ensure that visitors do not interfere with other residents on the unit.

The visitor must register in office with photo ID and pay \$25/day in advance.

Living areas are not to be used for extra bed.

Failure to do this will incur a breach of tenancy agreement and possible termination of the agreement.

Social Gatherings

Social gatherings of **Nexus Place residents** are welcomed. The common areas – games room and swimming pool all lend themselves to social interaction, however it is expected that residents clean up the area they have been using, respect the noise curfew and refrain from eating or drinking inside the pool enclosure. For the safety of all, the common areas (other than within the units) of Nexus Place are GLASS FREE.

*Nexus Place is **not** an appropriate venue for large celebration (e.g 18th and 21st birthday celebrations.) without special approval of the manager.*

Bicycles, Skateboards, Roller Blades, Scooters etc

For the safety of all and the protection of tenant cars, bicycles, skateboards, roller blades and scooters should not be used within the complex. Tenant bicycles should be locked into the stands provided in the garage area. Bicycles should never be taken into units. Please do not bring bicycles in through the pedestrian gate.

Parking for scooters and motorbikes is available in the basement. A separate agreement with the management is required and the charges is \$5per week per motorbike or scooter.”

No car batteries are to be charged in the unit at any times.

Smoking

Smoking is not permitted at any time, in any room or enclosed area at Nexus Place – including the laundry and games room. Additional costs will be incurred where units are smoke damaged or malodorous. Cigarette butts should be disposed of in the ashtrays provided around the complex. Please do not throw cigarette butts on the ground or in the garden.

Alcohol

The management does not limit the use of alcohol at Nexus Place however residents are encouraged to use alcohol responsibly and in accordance with current liquor laws. Please respect the GLASS FREE rule in the common areas.

Illegal drugs

Illegal drugs are not allowed on the premises at any time. Any person found with drugs will have their leases terminated and asked to leave the premises permanently.

Candles and Incense

Because of the risk of fire and damage to surfaces, the burning of candles (other than birthday candles) , incense and oils is prohibited anywhere in the Nexus complex.

Firearms, ammunition and illegal substances

Under no circumstances are residents to have in their possession at Nexus Place any firearms, ammunition, fireworks, hunting knives or other weapons (even with appropriate permits).

Substances prohibited by law are also banned at Nexus Place.

Disregard of this house rule would be considered a serious breach and will result in the immediate termination of the tenancy agreement and or a police action.

General Site Safety

Please note that paved areas may become slippery in wet weather particularly if you wear thongs or other smooth soled shoes. Please take care in wet weather and use the handrails

If you park a vehicle in the car park, please note that visibility at the top of the ramp is impaired. Always check for other vehicles in this area when entering or leaving.

Pets

Residents may be permitted to keep pet fish. Tenants should apply to the manager for permission to keep fish. Other animals including birds and reptiles are not permitted.

Posters

Posters and prints may be fixed to internal walls using non staining putty e.g. blu-tac. Please do not use staples, pins, nails, screws, sticky tape or double sided mounting tape to attach posters and prints. These items may cause permanent damage which would have to be repaired at the resident's expense.

Sexually explicit, intimidatory or otherwise offensive material must not be displayed

Clothes drying

The body corporate bylaws dictate that no clothing, washing etc is to be visible from any other unit so please do not hang towels etc over balcony rails. Clothes airers are for INDOOR use. (Mops and buckets should not be left outside units)

Smoke Alarms

The smoke alarms are powered by 9v batteries. When the battery is almost flat the alarm will start to beep. Please inform the management so that a replacement battery can be inserted. If these alarms sound in a non-threatening situation (e.g. burnt toast) open all windows & doors and turn on the ceiling fans. These alarms have a clear plastic mute button that will temporarily stop the sound, but they cannot be turned off. They will also stop automatically when the smoke levels are reduced. Please do not remove the smoke alarms from the ceiling – they are there for your protection. Each bedroom should also have a stand-alone smoke alarm. If any smoke alarm is missing or damaged notify the manager immediately for rectification.

The thermal sensors are connected directly to the fire brigade, therefore any interference with these units could result in a charge for a 'false alarm' call out. Tenants may be asked to pay the cost of the call out if the unit is deliberately set off or damaged.

Access to the Complex

Tenants should carry their keys with them at all times.

Please do not jam or wedge open security doors or gates to prevent them from closing properly. Access to Nexus Place is through the pedestrian gate or garage ONLY, please do not climb or jump over any fence, gate or wall.

The intercom system at the pedestrian gate enables tenants to open the gate remotely from their unit. **For the safety of all please do not open the gate before confirming the identity of the person entering.**

Do not tamper with, or change, a door lock on the property, or make copies of keys without permission.

Should you require management to unlock your unit or room for you, other than in office hours 9am to 5pm, there will be a charge of \$30. Should you need to contact the management out of office hour, weekends or public holiday to gain access to the complex / your unit or your room a charge of \$50 will apply.

All units must be locked when residents are not at home (even if they are still within the Nexus Place complex).

Swimming Pool

The hours of use are between 7.00 am and 10.00 pm Sunday to Thursday and between 7.00 am and 12 midnight Friday and Saturday. Residents should refrain from diving. Smoking, eating and drinking in the pool enclosure is not permitted. No glass bottles or drinking glasses in the pool area at any time.

Games Room / Table Tennis Table

These amenities are provided FREE for the use of all Nexus Place residents. Please ensure they are used appropriately. It is expected that residents using these facilities will clean up before leaving the area. Smoking in the games room is not permitted.

Please notify the manager if any games equipment is missing.

Cleaning and Carpet Care

Residents are responsible for cleaning and maintaining their bedrooms and ensuites as well as the common area within the unit, its furnishings and contents. Please do not clean any surfaces with metal scourers or abrasive cleaners, we suggest you only use nylon scourers and liquid cleaners. Carpets should be vacuumed regularly, and vacuum cleaners need to be emptied when full. If something is spilled on the carpet, pour water onto it immediately and sponge it up with a towel. Never rub the carpet or apply anything other than water or detergent. If in doubt please contact the office ASAP.

Floor and wall tiles are best cleaned with white vinegar and water. There are several spray-on shower cleaners which are easily used. Ensuites should be cleaned regularly to avoid damage from mould build –up.

Ovens need to be cleaned regularly. To clean an oven effectively a commercial oven cleaner should be used in accordance with the manufacturers instructions. (Rubber gloves are recommended as most oven cleaners are caustic). Regular use of oven bags for roasting meats will greatly reduce the need to clean the oven. This will also help reduce the incidence of activating the smoke alarms when cooking.

The cleaning of the common room within your unit is a joint responsibility of all tenants of the unit. Do not expect other tenants to clean up after you. Do your share of cleaning and do not leave it for others.

Please note that if the units are not kept clean and tidy vermin such as cockroaches, ants, spiders and mice may be enticed in. If this happens you are responsible to eradicate them. If you are unable to do this, please contact the on-site manager who will arrange to have it done for you.

At the end of your tenancy, your room, carpet and the common area of the unit must be professionally cleaned. The manager can arrange for cleaning for you. If this is required a cleaning fee of \$200+GST will apply.

Bedding

Beds and mattress protectors are provided, however you need to provide your own pillows, linen and blankets. Do not sleep directly on the mattress. If you do not have bedding contact the on-site manager who may be able to assist. If mattresses become soiled due to mis-use they may need to be replaced at your expense at the end of your stay.

Rubbish and Recycling

All food and general non-recyclable rubbish should be placed into a plastic bag and tied securely before being placed in the 'skip' bin at the front of the complex. Recyclable materials should be placed in the designated 'skip' bin also at the front of the complex. (For further information about recycling see the back of this handbook.)

Bags of rubbish are not to be left on landings, stairwells or outside units. Please do not use the bins in the laundry, games room, near the BBQ and table settings for unit waste.

Insurance

The management, body corporate and individual unit owners DO NOT carry any insurance covering tenants' property or vehicles. It is highly recommended that all tenants consider their own personal insurance.

Replacement keys

Management has duplicate keys for each room. Should you misplace your keys, this set is available until such time as the original set is found. Replacement keys are charged as follows:

- Room and garage keys \$150 each
- Letterbox keys \$30 each

Office Hours

Office hours are posted on the office door. Please respect the managers' right to privacy when the closed sign is displayed. In the event of an emergency, phone the number displayed on the office door to contact the managers.

Vehicles

Unauthorised vehicles are not to be parked in the garage at any time and may be towed away at the owner's expense. Mechanical repairs are not permitted in the garage and spare parts should be stored in your vehicle, not on the garage floor. Residents may wash their vehicles onsite, however they will need to make arrangements to borrow hoses etc from the management. Residents should also consider current water restrictions before washing their vehicle.

Shopping Trolleys

Management does not encourage tenants to transport groceries from the nearby supermarket to Nexus Place in trolleys belonging to that supermarket. Tenants who bring shopping trolleys back to Nexus Place are required to return them TO THE SHOPPING CENTRE immediately they have emptied them, please do not leave them parked outside the complex.

Postal delivery

Australia post delivers mail to the letterboxes in the front fence of the complex, each week day morning (excluding public holidays). Residents should state their unit number in their address. Parcels delivered to the office will be redirected to the correct unit as soon as practical after delivery. Mail incorrectly posted to your letterbox should be either placed in the manager's letterbox (number 8) or delivered to the office for redirection – please do not keep unclaimed mail in your units. Also tenants should be aware that it is an offence to open mail addressed to someone else.

Internet Connection

Nexus Place has its own broadband WIFI network which is accessible to tenants. Internet access via this network is UNLIMITED for 1 device only, included in the rental price. You will be issued with a user name and password on arrival.

Electricity and Gas Hot Water

Access to electricity & Gas Hot Water is included in the rent payable under the terms of the Rooming Accommodation Agreement.

Please remember to turn off lights, TVs, fans and stereos before leaving the room / unit. Leaky taps should be reported to management (via email) as soon as possible to minimise the excess water use.

Emergency Evacuation

The evacuation procedure is displayed on the inside of the front door of each unit. You should read it and become familiar with the procedure. There are heat sensors in every unit which are 'back to base' wired. This means if they are activated the Fire Brigade are automatically alerted and will arrive.

The emergency assembly area is on Currumburra Road at the main entrance. If the alarm sounds YOU MUST LEAVE YOUR ROOM IMMEDIATELY and go to the assembly area as quickly as possible. Always check that the other 2 rooms in your unit are vacated and close the front door when you leave. The Fire Brigade recovers the costs of deliberate or malicious false alarm call outs and these costs are charged to the tenant/s responsible.

Repairs and Maintenance Requests

All repairs and maintenance are arranged through the management. Residents are not authorised to call repair services (unless there is an **emergency** situation and the management is not contactable). Please make your requests for repairs and maintenance via email to lifeisgood@nexusplace.com

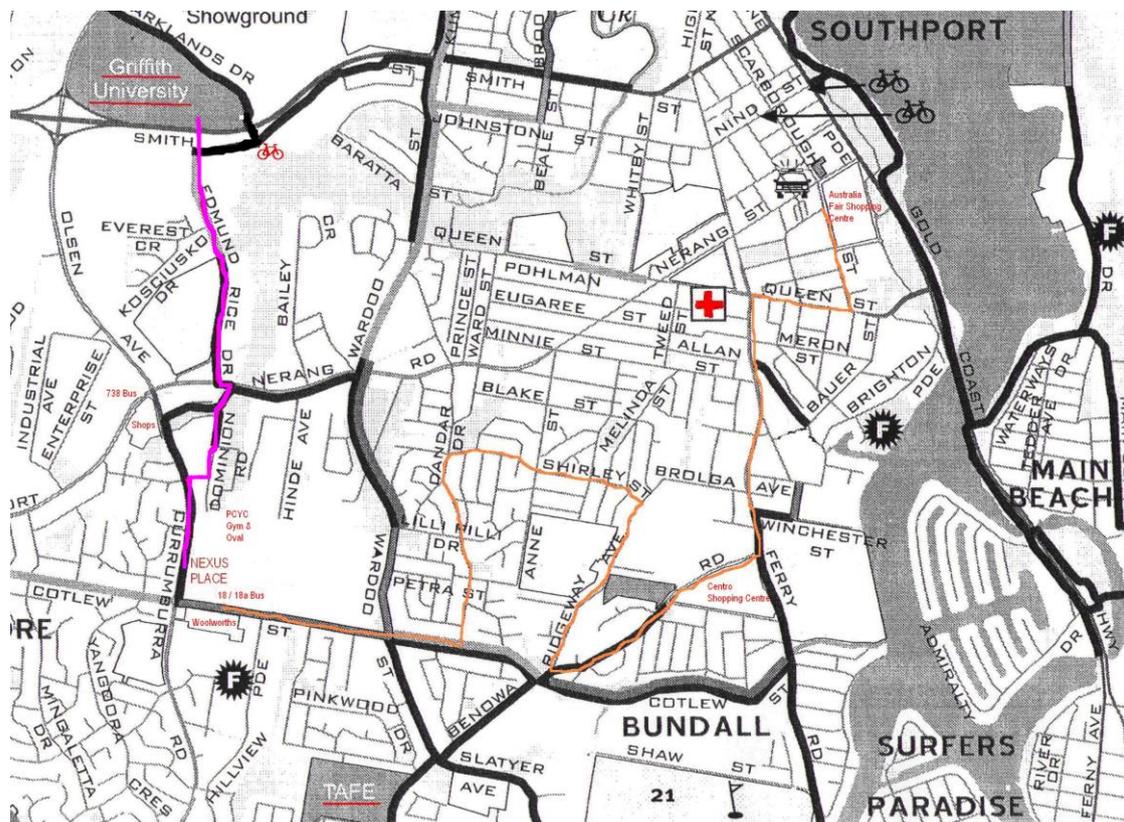
Video surveillance and property damage

Please note that there is video surveillance of the common areas of the property. The cameras are there to detect intruders and people who cause deliberate property damage. If you are observed to deliberately damage property you will be expected to pay the cost of repairing the damage.

If you do damage property whether accidentally or deliberately please advise the on-site manager promptly so that it can be repaired.

Transport Options

The local SURFSIDE bus service operates between Ashmore City and Griffith University. Services are also available between Ashmore Plaza and Australia Fair (Southport) and PacificFair (Broadbeach). Details of services can be found at www.translink.com.au.



The map above shows the shortest route to Griffith University for walking or cycling.

Body Corporate

The body corporate does not use the letter box in the front wall. If you have a matter that you wish to raise with the body corporate please contact the strata manager

Challenge Strata Management
31206 Nexus Place
PO Box 8021
Gold Coast Mail Centre Bundall Qld 9726

Termination of Lease

If you have not notified the management that you intend to renew your lease, you will be issued a 'Notice To Leave' at the end of your lease. This means you must vacate your room by 10am on the last day of your lease. You should refer to the "Departing Tenant Schedule" in this handbook.

You will be required to leave your room, bathroom and the common area **clean** (including walls, floors, ensuite, oven, cooktop, fridge and microwave and cupboards etc).

**You are NOT required to clean windows, venetians, shampoo lounge suites or shampoo common area mats.*

A cleaning fee of \$200 plus GST (Carpet cleaning included in the cleaning cost) applies to each lease if organized by the manager. Tenants are required to remove all rubbish to the bins and ensure all kitchen items are cleaned and stowed in the cupboards for an exit inspection.

Residents are responsible for the cost of repairs to or replacement of any items damaged / missing, as identified by an exit inspection (not including fair wear and tear) plus any outstanding rent or car parking fees before the relevant bond is released. If supplied items are missing or damaged and the person responsible cannot be identified, all tenants for the unit at that time may be required to contribute to the replacement cost.

Should you decide to break your contract and leave before the date nominated in the 'Rooming Accommodation Agreement', you are required, under Queensland Law, to continue paying all rent until a replacement tenant takes up residence. You are required to pay all costs relating to the reletting of your room (e.g. the letting fee which is equal to 2 week's rent + G.S.T.). It is a good idea to talk to the management if you are considering breaking your lease to ensure you understand your rights and responsibilities. You cannot sub-lease your room yourself. We will work with you to find another tenant if required.

SOME USEFUL NUMBERS

NEXUS MANAGERS	0405046620	MEDCALL (AFTER HOURS DOCTORS)	55311224
STUDENT GUILD (GRIFFITH UNI)	55528724		
TAXI	131008	CAMPUS COMPUTERS	55528510
ASHMORE HAIR DESIGN	55395415		

Simple Recycling Rules - It is important that only the items listed into the recycling bin. Recycling is easy! - Please follow these simple recycling rules:

-  Only put in items from the kitchen, bathroom or laundry **NOT** the **garage** or **garden shed**
-  Put recyclables loosely in the bin **NOT** in **plastic bags**
-  Rinse containers
-  Make sure aerosol cans are empty
-  Only glass bottles and jars

Only glass bottles and jars can be recycled Please help the Gold Coast's recycling system by recycling **only glass bottles and jars**. No other 'glass' items are acceptable. Other types of vitreous materials (china, pottery, crystal, oven-proof dishes, lightbulbs, TV and computer screens, window and mirror glass) can't be mixed in with the packaging glass (bottles and jars) because they don't melt at the same temperature. One tiny chip of the wrong material can make a weakness in a recycled glass bottle and this is very dangerous once the bottle is filled and sold. The weakness could cause the recycled bottle to split or shatter when someone takes the lid off.

Don't use plastic bags Please don't wrap or bag recyclables. Just put them in the bin loose.

Be safe All recyclables are sorted by hand, so think safe - please, never put syringes in with your recycling.



Bottles and Jars
Made only of glass



Aluminium and steel cans
and aerosols



Clean cardboard, newspaper,
magazines and cartons



All household plastic bottles
and containers

Departing Tenant Schedule

- ✍ Arrange a suitable time for an inspection of your unit.
- ✍ Redirect your mail at the post office.
- ✍ Pay outstanding accounts for rent
- ✍ Cancel automatic rent payments at your bank.

- ✍ Don't throw out good food, organise to give it to a fellow resident who is staying. Unwanted clothing / bedding can be donated to Life Line etc via the charity bins in the car park of the Ashmore Tavern.
- ✍ Remove any oil spills from the garage where your car was parked.
- ✍ Return all keys, leave ADSL cables in desk drawer and handbook in lounge room.
- ✍ Bond refunds can be collected from any Queensland Post Office. It takes about 25 minutes to process.