

The background of the entire image is a collage of various tropical leaves, including large monstera leaves with characteristic holes and palm fronds, all in shades of green.

Mi Haven
student living

*Student
Handbook*

The background of the entire page is a close-up photograph of large, vibrant green tropical leaves, likely Monstera, with prominent veins and natural holes. The lighting is bright, creating a lush, natural feel.

WELCOME

MiHaven Student Living acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation.

We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business.

We pay our respects to Ancestors and Elders, past and present.

MiHaven Student Living is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

MESSAGE FROM MIHAVEN MANAGEMENT

Hello There!

Welcome to MiHaven Student Living, or as we call it MSL. We are thrilled to have you and we are certain you are going to love living here.

MiHaven Student Living is a purpose-built co-living accommodation specifically for students just like you.

We have put a lot of thought and planning into providing a sanctuary where privacy and community go hand in hand. We hope to foster a lifestyle that is conducive to academic success, as well as showcasing the endless adventures on offer in Far North Queensland.

Our MSL team have been handpicked to support the residents; encouraging tolerance, understanding and independence. Our staff are on available to help sort out frustrations and concerns.

We also provide advice, emergency assistance and community activities and look forward to celebrating your successes at the end of your study term.

You might be a long way from home, or you might have grown up around the corner, but one thing is for certain, the memories you make at MiHaven Student Living will last forever.

MiHaven is YourHaven.

It is a place to come home to at the end of the day and relax and feel safe. We are here 24/7 to help you.

A massive warm welcome.

James & Sarah Mort

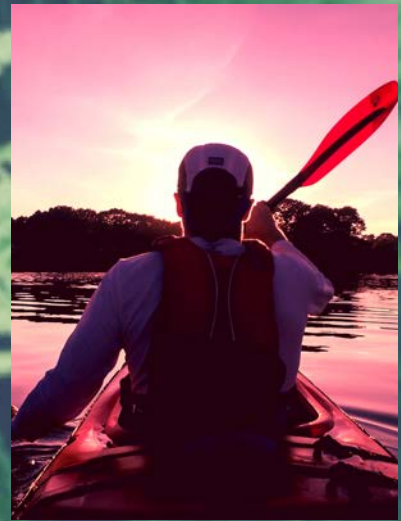
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CAIRNS

WE LOVE
IT HERE!



WHO'S WHO

MIHAVEN STUDENT LIVING

MSL CREW

The MSL crew are responsible for the management of accommodation at Gatton st, Pembroke st and Martyn St. Staff in the office answer queries from residents across Australia and around the world who are applying to live with you.

Our door is always open, we are just a phone call away and we are here to partner with you on your journey through this exciting time of your life

ABOUT MIHAVEN

We apply innovation, sustainability and integrity to all property developments undertaken, so each project is unique. As a social venture, we strive for social impact, working alongside communities for meaningful change.

We are part of the Certified B Corporation community consisting of more than 2000 companies across 60 industries globally with one unifying goal: redefining success in business. We meet comprehensive and transparent legal and performance standards and are using the power of business to alleviate poverty, address climate changes, and build strong local communities and great places to work.



RESIDENT AMBASSADORS (RA)

The MSL crew is here to help you make the transition from home to independent co-living.

The crew is made up of ambassadors who are residents – just like yourself! They help make the apartments a much better place to live.

They will help you settle in, resolve your concerns and answer any questions you have.

OUR MISSION

- Our Product Mission is to create an extraordinary student residential haven - a place to live, learn & stay.
- Our Financial Mission expects us to manage our company for ethical sustainable financial growth.
- Our Social Mission compels us to use our company to innovate ways to make the world a better place.



CONTACT US

P: 0477 123 178

E: r.a@mihaven.com.au

W: www.mihavenstudentliving.com.au

MSL Office: 92 Martyn St, Parramatta Park



MITRIBE

CO-LIVING & COMMUNITY



MITRIBE VALUES

EST. 2018

We have a connection to country and acknowledge the Australian Aboriginal & Torres Strait Island people as the first inhabitants of our nation.

We work together to communicate our frustrations, and we ask for help to resolve any ongoing problems. We play well together and consider other people's emotions.

We respect other people's property, time and space.

We embrace diversity as we understand every person is unique.

We have the right to enjoy a safe, private, peaceful haven.

We have the right to celebrate and collaborate in our shared spaces.

MOVING IN, WHAT TO BRING?



\$ave time, buy a MIKIT

We'll do the shopping for you - we've thought of everything! Just choose a KIT you want, pay online & we'll have it in your room when you arrive.

MiKit (Linen, Towel, Mattress Protector) - \$129

If this is your first time living away from home - or even if it isn't - there are lots of things you need to know about practical day-to-day life as a resident. Below are some of the things you may be wondering about

All the apartments are fully furnished except for bed linen, which can be brought from home or purchased on arrival from a store or from us directly. All rooms included a king single bed, private bathroom ensuite, study desk, chair, study lamp, wardrobe & storage for books and personal items.

Each apartment has a shared kitchen between 5-7 people and is equipped with a kettle, toaster, microwave, stove, oven, fridge/freezer, a rice cooker, pots, pans and all the cooking utensils you need. We even have an iron and ironing board and an onsite laundry & bike storage.

INSURANCE

Although your individual rooms can only be accessed by you and the premises is under 24/7 camera surveillance your contents are not covered for theft or damage whilst you are living at MSL. If you want information regarding personal insurance please contact the RA.

ON ARRIVAL

On arrival you will receive;

- A security swipe card
- Copy of the entry condition report
- Special Conditions for your lease
- Student Handbook
- Tenancy Agreement

EMERGENCY PROCEDURES

Your Safety and well being is of the utmost importance to us at MiHaven Student Living, and we keep an eye on each other as well.

If you see, hear or smell anything that is concerning, raise the alarm with a Resident Ambassador immediately, or call on 0477 123 178.

Call 000 if you think the emergency is life-threatening.

FIRE & EVACUATION

- If you see SMOKE, FLAMES or hear the FIRE ALARM, alert other occupants immediately.
- if safe, close any windows and doors to confine the fire
- follow the EXIT signs to locate and leave through the emergency exit and proceed down the first stairs to the assembly area located out on the street.
- TELEPHONE 000 and notify the fire service
- Calmly follow instructions given by staff or the attending Fire Officers.

Fire Evacuation Drills will be held regularly - staff will notify you

MORE INFORMATION

Below are links to sites we like. There is additional information about living with Cyclones and other information about emergencies. Click through and browse the information - BE Prepared, BE Informed and BE Safe.

[Multi Lingual Cyclone info](#)
[Cairns City Council - Natural Disaster info](#)
[Queensland Health](#)
[Emergency Services](#)
[Police Link](#)



EMERGENCY EVACUATION MAP

GATTON ST

MiHaven
student living

IN CASE OF FIRE

REMOVE PEOPLE
from immediate danger

A LERT THE FIRE SERVICE
call 000

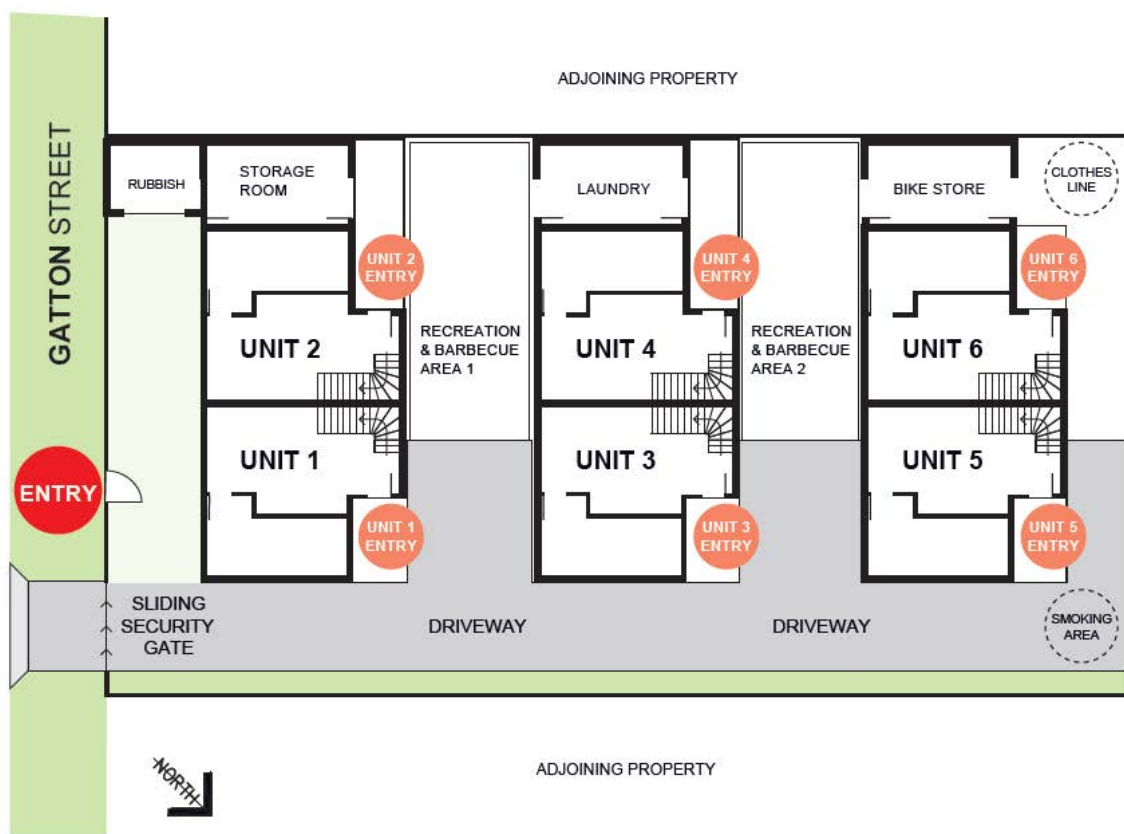
C ONFIRE FIRE & SMOKE
close doors and windows (if safe to do so)

E VACUATE
to the ASSEMBLY AREA

EVACUATION PROCEDURE

In case of an **EMERGENCY**
leave through nearest
EXIT (do not use lifts) &
assemble at designated
assembly area.

**EMERGENCY
ASSEMBLY
POINT**



PEMBROKE ST

MiHaven
student living

IN CASE OF FIRE

REMOVE PEOPLE
from immediate danger

A LERT THE FIRE SERVICE
call 000

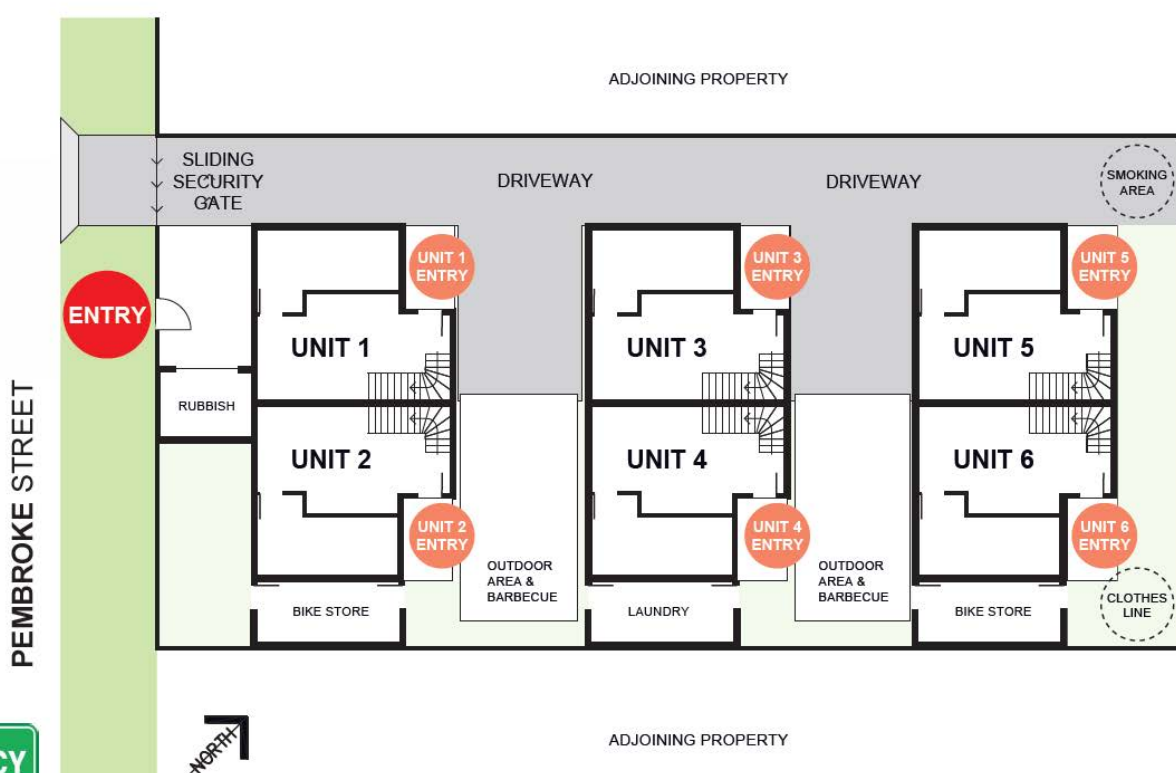
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**EMERGENCY
ASSEMBLY
POINT**



EMERGENCY PROCEDURES

MEDICAL

If the injury is life-threatening, call an Ambulance on 000.

If someone requires medical attention, please request the assistance of the Resident Ambassador and access the First Aid Kit or help organise medical appointments.

There are a number of medical centres who accept non-local patients or walk-in appointments in Cairns City.

There are also after-hours Doctors in Cairns for non-life-threatening situations that can be contacted on 1300 030 030

If you take any medications remember to take them with you.

IMPORTANT - if you regularly take prescription medications and have an ongoing health issue speak to the MSL Crew. Your well being is important to us, you are part of our family - if it's important to you, it's important to us.

Cairns has many chemists/pharmacies/drug stores nearby to these medical centres, and the local supermarket may have what you are looking for.

If you find you have contracted something contagious, please let us know so we can work together to keep everyone safe and well.

There are two hospitals in Cairns - Cairns Public Hospital and the Cairns Private Hospital. The Cairns Public Hospital has the only emergency ward.

There are also many dentists in Cairns City. James Cook University also has a Dentistry School which is open for patients that offer care at a cheaper rate

If you are in need of any other health facilities do not hesitate to contact the RA who can point you in the right direction

Cairns 24 Hour
Medical Centre
Cnr Grafton &
Florence St
4052 1119

Central Plaza
Doctors
58 McLeod St
4046 8600

Dial a Doctor
1300 030 030
Will visit
after hours only
to your apartment.

000 EMERGENCY

REAL SERIOUS STUFF

THE BIG RULES

A. BREACH NOTICE
= 5 Days to Remedy

B. UNREMEDIED NOTICE
= 2 Days to Vacate

C. SERIOUS BREACH
= Immediately Vacate

ACTIVITIES WHICH WILL RESULT IN IMMEDIATE TERMINATION OF YOUR LEASE:

1. Any activity that would bring the reputation of the Provider to disrepute, including social media posts or comments.
2. Willful damage of property and facilities, including the property of other residents.
3. Acts of violence, possession of any type of weapon; suggestion of racial, religious, sexual denigration or harassment. Any form of cruelty or intimidation.
4. Significantly, or continuously disrupting the peace.
5. Consumption of alcohol if the resident is under the age of 18.
6. Use and/or possession of illegal drugs.
7. Misuse of the Internet - downloading and dissemination of inappropriate material.
8. Hosting guests after 10 pm in any area of the premises without approval.
9. Smoking outside the designated area, burning candles or any exposed.
10. Status of study and/or current enrollment - please see note 25.

Investigation and interpretation of all incidents will be made by MiHaven Resident Ambassador.

LEAVING

Notice to Leave

Please fill in the notice to leave form, regardless if your lease agreement is up or if you are leaving early.

Departure/Bond Cleaning

Your unit has been professionally cleaned and fitted with a new mattress protector prior to your arrival and as a condition of your lease, you must leave your premises in the same condition as when you entered it. You will be given a list of items to address prior to your room being inspected at your departure. If you would like to organize a cleaning service, please let us arrange that for you.

Room Inspections

Your room will be inspected on departure for cleanliness and damage prior to your bond being released.



RESIDENT BEHAVIOUR

SERIOUS STUFF

RESIDENT BEHAVIOUR

RESIDENTS MUST NOT INTERFERE WITH THE REASONABLE PEACE, COMFORT AND PRIVACY OF OTHER RESIDENTS, INCLUDING NEARBY PROPERTIES.

1. Storage and drinking of alcohol outside of the Resident living space is not permitted, except for designated events organised by MiHaven Staff, and/or unless prior arrangement has been made with the Resident Ambassador [RA] and must strictly end by 10pm.
2. Smoking is ONLY permitted in the designated smoking area. If the RA or any MSL Team believes the Resident has smoked in their room you will receive a breach notice and be charged \$100 for cleaning.
3. There are to be no parties held on the Rental Premises at any time. i.e; gathering of 5 people or more, except for designated events organised by MSL Team.
4. Illegal activities will be reported to the Police.
5. Drunk/Disorderly behaviour is unacceptable. Violence or aggression towards other residents will not be tolerated. Disputes must be reported immediately to the RA who will attempt resolutions between all residents involved, before passing it on to the relevant authorities and/or police.
6. Any suggestion of discrimination based on race, religion or sexual orientation will not be tolerated. All residents residing in the rental premises are to be treated with respect and consideration at all times.
7. Personal items are not to be left in the common areas.
8. Residents must keep all audio devices at an acceptable noise level.
9. MiHaven Student Living respects the tenants privacy. Residents are to advise management if they would not like their images used in advertising, social media or to form part of an image database to be used at a later date.

RESIDENT WELFARE

IN THE EVENT OF AN EMERGENCY CALL 000 AND THE RA IMMEDIATELY

1. If the RA is concerned about the personal wellbeing and/or safety of a resident then they are entitled to treat the situation as an emergency and enter a resident's room without notice.
2. If a resident is worried about a fellow resident in their room the resident should immediately notify the RA.
3. Residents under the age of 18 are requested to limit the amount of under 18 visitors to the property.
4. Residents are to advise the RA and MiHaven Student Living in the first instance if they are unwell or contagious disease, virus, fungus or parasite to ensure swift eradication and limit transmission to other tenants.



RESIDENT BEHAVIOUR

SERIOUS STUFF

HOUSEKEEPING

RESIDENTS MUST MAINTAIN THEIR INDIVIDUAL APARTMENTS AND BEDROOMS

1. In a way that does not interfere with the reasonable comfort of other Residents.
2. In a condition that does not give rise to a fire or health hazard.
3. Residents are responsible for emptying their own rubbish/trash from their bedrooms and apartments and take to the industrial bins at the front of the premises. Your RA will show where this is in your first week and will confirm which day the industrial bins are emptied.
4. Residents are responsible for keeping their own apartments clean, including kitchen area, cooktop, dishes, dining tables.
5. Residents are not permitted to cook in their bedrooms and must not leave any kitchen items including crockery, cutlery or rubbish in their rooms.
6. Damage to any party of the room or facility in the room, breaking windows & any other act which may damage, deface, or break any part of the Rental Premises or its contents, fixtures, furnishings and appliances, which occurs as a result of a resident's wilful, negligent or reckless conduct ARE CONSIDERED A SERIOUS BREACH and must be reported immediately to the RA and will be charged accordingly to replace or repair.
7. Residents are not permitted to affix any items to the walls which includes blue tak, sticky tape, hooks or similar. This includes marking, painting, driving nails/screws into walls. If paintwork is damaged residents will be charged to repair it.
8. Residents are provided with a new mattress protector on arrival for best health and hygiene practice. At the end of the tenancy it needs to be replaced with a new mattress protector, and let in original packaging on the bed. A new mattress protector will be included in the MiKit Linen and Towel pack if purchased from us or are available for single purchase from MSL at \$35 AUD and can be deducted from the original security deposit/bond.
9. Do not place clothes on the balcony railings to dry. MSL provide all guests with a clothes airier which can be placed inside your room, or on the balcony, for clothes/laundry to be hung on.
10. No plants are allowed to be brought onto the Property.



DOOR LOCKS AND CARD ACCESS

1. Residents are provided with one copy of a swipe card to their room door.
2. Residents must not tamper with/change any locks.
3. Residents must not make copies of access cards.
4. All exterior doors at the Rental Premises must always be kept locked and closed.
5. Residents who lose their access cards will be charged a fee of \$50. If you lock yourself out, please contact the RA who will be able to let you in for \$20.

RESIDENT BEHAVIOUR

SERIOUS STUFF

FIRE SAFETY

1. On arrival, all Residents will be provided with a fire safety briefing. The fire safety equipment is connected to an alarm. If an alarm is activated, the Fire Brigade will respond to this alarm and send a vehicle to the Rental Premises at a fee. If this occurs as a result of a resident's wilful, negligent or reckless conduct the corresponding resident will be charged for this callout fee. In a way that does not interfere with the reasonable comfort of other Residents. THE ESTIMATED COST FOR THIS CALL OUT IS AUD\$1500. THIS IS CONSIDERED A SERIOUS BREACH.
2. Candles, oil burners, incense burners, naked flames and other similar items are Prohibited at all times. Smoking within buildings and outside of the designated areas is not permissible. This includes smoking e-cigarettes. THIS IS CONSIDERED A SERIOUS BREACH
3. Residents are not to tamper with the Fire Safety Equipment at any time. Should the smoke alarms sound without reason residents are to contact the RA immediately.

DRUGS/ILLEGAL SUBSTANCES & ACTIVITIES

1. The possession, cultivation, usage or selling of any non-prescribed or illegal drugs and/or the used or selling of prescribed drugs other than for its intended purpose, and the possession of any equipment to aid such are prohibited at all times.
2. Property Management reserves the right to investigate suspicious activity and report incidents to the police.
3. The possession of weapons (sword/knives etc.) or fire arms (guns etc.) strictly forbidden and CONSIDERED A SERIOUS BREACH. Property management also reserves the right to report the incident to the police, including handing over of a confiscated weapon or firearm to the police.

SAFETY & SECURITY

RESIDENTS SHOULD ENSURE THEIR SAFETY AND THE SAFETY OF OTHER NEIGHBOURS BY:

1. Ensuring that your room door closes and locks behind you;
2. Ensuring that building external doors are always kept locked;
3. Not propping open doors (THIS WILL RESULT IN A BREACH NOTICE);
4. Disallowing people that you do not know from following you into a building;
5. Getting to know your neighbours;
6. Never lending your swipe card to another person;
7. Not leaving your swipe card under a pot plant, door mat or on the frame of the door;
8. Not leaving money or valuables in full view when you are not in your room;
9. Securing your bike to the provided bike rack area; and
10. By notifying the RA if you notice any suspicious people or behaviour in or around the property.

RESIDENT BEHAVIOUR

SERIOUS STUFF

MAINTENANCE

1. Electrical faults, water leaks, broken glass and any other items posing serious risk should be reported IMMEDIATELY to the RA.
2. Other items requiring repairs should be reported to the RA within 24hrs.

WATER USAGE & MAINTENANCE

1. All taps and showers are to be turned off completely and not left dripping.
2. Report water wastage to the RA as a matter of urgency

PETS

1. Residents are not permitted to keep pets or to bring animals into any building of the Property.
2. This rule does not apply to the extent that it restricts the keeping of a Therapy, Guide or Hearing dog.

PEST CONTROL

1. Residents will be on-charged for removal and extermination of pests because of poor housekeeping.

ELECTRICAL USAGE & PERSONAL APPLIANCES

1. Residents are to switch off all lights and electrical appliances when not being used.
2. Residents are to obtain approval in advance in writing from the RA before purchasing or using personal electrical appliances in the premises. (i.e fridges) and additional charges may apply if approved.

FURNITURE

1. Residents are to request in writing permission for additional furniture that is not provided at the premises.

GARBAGE DISPOSAL

1. All residents of the premises are responsible for placing their rubbish in the waste bins provided. All Residents must place recyclable rubbish only in the recycle bins provided.
2. All kitchen rubbish bins should be put in the main Garbage Disposal bin located at the front of each property before bin weekly collection day. To find out details contact your RA.
3. On your final departure, no linen, household items, or more than normal food items should be disposed in the bins provided.
4. All personal items, furniture or rubbish left behind will be disposed of and charged to the resident.

RESIDENT BEHAVIOUR

SERIOUS STUFF

BICYCLES

1. Bicycles must be secured only to the bicycle racks located throughout the Property. Bicycles must not be left unattended or secured to other objects and not allowed inside units or balconies.
2. The property is not responsible for theft or damage sustained to any bicycle.

HAZARDOUS & CONTROLLED ITEMS

1. Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the property.
2. The cost of arranging removal of hazardous material will be on-charged to the Resident(s) responsible.
3. All fishing equipment to be kept in the owners bedroom. No filleting of fish or fish carcasses are allowed on the property.

LAUNDRY FACILITIES

A LAUNDRY HAS BEEN PROVIDED FOR USE BY RESIDENTS. ALL RESIDENTS ARE ENTITLED TO USE THE LAUNDRY

1. Residents are required to provide their own laundry detergent/powder & any other laundry product they wish to use.
2. Residents must not leave items in the washing machine/dryer after the cycle is finished.
3. Residents are always to keep the laundry area clean and tidy and not store their personal items in the Laundry area.

COMMUNAL AREAS

1. MiHaven Student Living does not encourage the use of the Property's public areas by non-residents on a regular basis and reserves the right to restrict non-resident use.
2. All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.
3. Failure to maintain clean & tidy common areas may result in professional cleaners being engaged at a cost divided by all residents.
4. All residents are responsible for the costs associated with any repairs to damage in the common areas of the Rental Premises or until the resident responsible for the damage is identified.
5. Residents must only use the BBQ for its intended purpose. Resident's who use the BBQ must keep it tidy and clean it after each use. Residents are not permitted, to bring in or use a BBQ or other cooking equipment in the Property, other than those supplied by the Property.
6. Residents must not go onto the roof of any buildings in the Property. Use of drones in and around the buildings is illegal and will be considered a disruption to the peace. Shopping trolleys are not permitted within the property, a penalty (\$100) as well as any amount incurred by the owner of the trolley.

RESIDENT BEHAVIOUR

SERIOUS STUFF

PARKING

1. Car Parking is extremely limited and is retained for preferential allocation to guests who have restricted mobility or disabilities and for staff who are visiting the sites on a regular basis.
2. Applications for car parking, when available, is given only to long term residents who are in a 6-month lease or longer.
3. CCTV surveillance is strategically installed to provide 24hour recorded protection to all doors, entrances and exits of the property.
4. MSL Charges and additional weekly fee for car space rental to the resident applicant on a case by case basis.
5. At the time of rental application, MSL will collate and maintain a CAR PARKING REGISTER that records all necessary information such as license, insurance and Registration.
6. The MSL Team will issue the student applicant an onsite parking permit. The student will be instructed to display the onsite permit and (if applicable) disabled badge clearly. Failure to do so will incur an initial warning notice and then subsequent \$50 fine charged to their account.
7. Vehicles found on site who do not have authority to park in allocated spaces will also incur a fine. A notification will be made to the owners with a fee payable.
8. Motorbikes and electric scooters are not permitted inside rooms or apartments (including the balcony)
9. The property is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the property.
10. Mechanical works are not to be performed on vehicles on the Property. Motor oil and other liquids should not be disposed of the property and vehicles leaking oil must be moved off.

ABSENCE

1. If a resident is expected to be absent from the property for more than 48hours, the RA must be informed via email, with an emergency contact number.
2. If a resident has not been seen on or around the property, and has not advised of the intended absence, the RA considers this to be an emergency and reserves the right to enter their room to check if the occupant is okay.
3. If a resident is reported being absent from the Property for more than 72hours, are unable to be contacted via details they have supplied on Registration Form and/or Tenancy Agreement, the RA will class this as a serious incident and take necessary action.
4. If you are under 18 years of age, we will also contact the person nominated as Guarantor in your Residential Agreement.

VISITING GUESTS

GUESTS ARE TO VACATE THE PREMISES BY 10:00PM

1. Visitation by GUESTS should be kept to a minimum and please consider your fellow residents.
2. Any visitors on premises after 10:00PM must be advised to the RA. If guests beyond 10:00PM have not been reported to the RA, THIS WILL BE CONSIDERED A BREACH, and you will incur a penalty of AUD \$50.
3. Any GUESTS reported or found sleeping at the Rental Premises without permission will result in the corresponding resident incurring a penalty of AUD \$50 payable on demand or will be deducted from the Security Deposit/Bond if unpaid.
4. Residents must ensure their GUESTS abide by the "MiHaven Student Living House Rules". In case of serious misconduct by a guest, the resident may be issued a SERIOUS BREACH, reflecting of their Guest's behaviour.
5. Guests are prohibited from entering the rooms of residents other than their host.
6. Residents are responsible for the conduct of their GUESTS including payment for any damage or breakage that may occur.
7. Guests must park their cars off the premises and not interfere with the Resident's use of facilities.
8. Only 2 persons allowed on the balconies at any one time. Climbing on or off balconies is considered a SERIOUS Breach.

RESIDENT BEHAVIOUR

SERIOUS STUFF

STATUS OF STUDY

1. All Residents are responsible for ensuring their ongoing status of Study at their educational institution or their employment with an educational institution, unless a prior arrangement with MiHaven Student Living has been organised.
2. Any Resident that fails to continue their study or employment at an educational institution and without prior arrangement with MiHaven Student Living will be considered as a **SERIOUS BREACH**.
3. Any resident wishing to take a leave of absence from their study but wish to continue their rental with MSL will need to arrange a special agreement with the MSL Management.

INSPECTIONS & BUILDING CONDITION ISSUES (LONG TERM)

1. Subject to complying with the notice provisions in Rule 11 (Management Access to Rooms), Property management reserves the right to enter any Room/Apartment.
 - Not more than once per month for the purpose of an inspection.
 - Residents will be notified in writing to advise of inspections.
2. In the case of an emergency (as determined by Property Management at its discretion);
 - a) For the purpose of inspection, maintenance or repair; or
 - b) If requested to do so by a resident who resides in the room.
3. Failure to pass the cleaning inspections, (particularly after Property Management has issued notice(s) from previous inspections) may result in charges to resident(s) for professional cleaners to return the Room and/or Apartment to property standards.

MANAGEMENT ACCESS TO ROOMS (LONG TERM)

1. By signing a Residential Agreement and without limiting any provision of the Residential Agreement, Residents agree to give access to Rooms/Apartments as set out in the Minimum Notice Table below (Property Management is not required to give notice to access and/or inspect Apartment Common Areas)
2. Notwithstanding the Minimum Notice Table below:
 - (A) Property Management may enter the Room/Apartment with the consent of the Resident given prior to or at, or immediately before, the time of entry or where the Resident agrees to the entry; and
 - (B) Where property management access and inspect a Room/Apartment under this rule, property management reserves the right to enforce a breach of the Residential Agreement and/or Rules (or any thereof) notwithstanding the purpose for which access was gained.

MINIMUM NOTICE TABLE (subject to Residential Tenancies and Rooming Accommodation Act 2008 (QLD))

REASON FOR ENTRY

With tenant's agreement
Inspection
To clean the room
To make routine repairs or carry out maintenance
To carry out pest control
To show the room to prospective buyer or tenant
To allow a valuation
To comply with the Fire and Rescue Services Act 1990
Emergency
Reasonably believes the room has been abandoned
Urgent repairs

TIME FRAME REQUIRED

At agreed time
48 hours
24 hours
24 hours
24 hours
24 hours
24 hours
24 hours
Without notice
Without notice
Without notice

WHEN THINGS GO WRONG

PEOPLE

Living in a close community can be a lot of fun, but can also be quite challenging and will take effort + compromise.

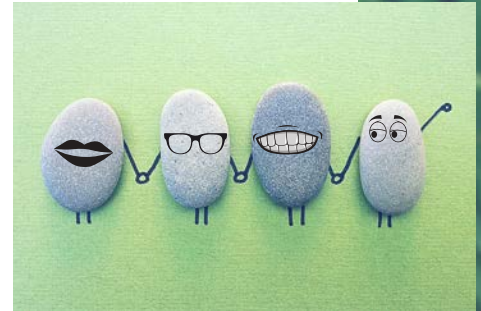
Should a conflict arise follow these steps:

1. If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. It is no good talking to everyone else in the apartment before discussing it with them. Try to talk to them before it becomes a major problem and attempt to come to an agreement.
2. If you feel that you are unable to come up with a suitable solution, you can call the Resident Ambassador to discuss your problem. If needed, we can arrange a neutral meeting place where all relevant residents can come to discuss concerns + help resolve the problem.
3. If these steps have been followed + you're sure that the conflicting issues are still present, please contact the Resident Ambassador to discuss other options. We certainly want everyone to enjoy their time, so these steps should be followed before applying for an early termination of the lease.



TIPS FOR LIVING WITH OTHERS

- Always do your fair share of **CLEANING** – if in doubt, do more
- If it makes things easier, discuss a cleaning roster with your housemates
- Be aware of the **NOISE** you may be making – not just other residents, but your neighbours in the street
- **NEVER** leave dirty dishes - this encourages insects + pests.
- Take the garbage **OUT** when the bin is full.
- Try pitching in for food + **SHARE** the cooking once or twice a week.
- Always put **PERSONAL** items away, especially valuable items.
- Be considerate with your use of **SHARED** facilities + equipment – it's not your lounge, or table or TV!



MAINTENANCE

These are **URGENT** maintenance

- Overflowing toilets
- Taps or showers that cannot be turned off – gushing water
- Loss of power
- Broken doors and windows – can not be locked
- Anything that could be classed as very dangerous

Contact Resident Ambassador - 0477 123 178

These are **NON URGENT** maintenance

- Toilet will not flush
- Interruptions to TV or Internet Service
- Dripping taps
- Washing machine or dryer not working
- Anything that can wait until the next day (at the latest)
- Anything that is not dangerous

Contact Resident Ambassador - 0477 123 178

loss of
INTERNET
is **NOT** an
emergency

OUR RIGHTS + RESPONSIBILITIES

RIGHTS

- To send Remedy of Breach notices to residents who break the terms and conditions of the Tenancy, including the Special Conditions and House Rules.
- To inspect the condition of your accommodation, during reasonable hours, after issuing the resident with an Entry Notice.
- We have the right to raise a Breach as per House Rules and RTA lease agreement.
- We access and use your personal information only for the purposes for which you gave it to us. We do not disclose information unless it:
 - is necessary to provide you with a service that you have requested;
 - is required or authorised by law;
 - will prevent or lessen a serious and imminent threat to somebody's health.
- If we have reason to believe you may have hazardous or illegal items in your room, or believe you are in imminent danger, we will enter your room in the company of a witness staff member.

RESPONSIBILITIES

- Ensure a clean and safe residential environment.
- Ensure the premises are reasonably secure.
- Maintain the premises and inclusions in good repair and keep the common areas clean.
- Provide a well-rounded program of activities and events that meets the needs of all residents.
- Promote the health and well being of all residents with the provision or access to specialised assistance where identified.
- Instigate regular emergency evacuation drills and ensure that all fire systems are properly maintained and in good working order.

YOUR RIGHTS + RESPONSIBILITIES

RIGHTS

- You have the right to live in a safe, clean, comfortable environment.
- You have the right to privacy, and for your information to be stored in a secure manner.
- You have the right to live in an inclusive, and bullying and harassment free environment.
- You have right to smoke in a designated smoking area.
- You have the right to request a room change. Talk to an ambassador – but unauthorized ‘swaps’ will result in a breach / \$100 fine. Totally not worth it.
- You have the right to have guests visit. But check with the people you live with – and let your visitors read the house rules.

RESPONSIBILITIES

- Read and abide by the House Rules.
- It is your responsibility to check your email on a regular basis. You are then responsible to action any such communication, don’t ignore it! Come and talk to us if you don’t understand these emails.
- You are responsible to ensure your contact details are kept up to date. Contact Student Living staff EARLY ON if you are struggling with this – we can make things work.
- You will be responsible for any costs of any damages, additional services or administration fees that may be incurred by either your own or your guest’s actions. This will apply whether done deliberately, through neglect, or by accident.
- Report any damage to the Resident Ambassador! This way we can respond promptly to your requests.
- You need to participate in fire drills and emergency evacuations. This is for your own safety and it is compulsory.
- Cleaning and removing rubbish – in both your own personal room and the adjacent common areas. Clean up after yourself.
- Personal hygiene – Shower daily, brush your teeth and wash your clothes and bedding frequently. If concerns have been raised about your personal hygiene, you may be spoken to by the Resident Ambassador – this can be awkward for all involved.
- You are required to follow any reasonable requests of Student Living Staff.

RESIDENTS ACKNOWLEDGEMENT OF HOUSE RULES

I, _____ (RESIDENTS FULL NAME)

HEREBY CONFIRM THAT I HAVE READ THE "MIHAVEN STUDENT LIVING
HOUSE RULES" AND UNDERSTAND THAT IT DESCRIBES THE CONDUCT
AND RESPONSIBILITIES EXPECTED OF ME AS A RESIDENT WITH
MIHAVEN STUDENT LIVING.

RESIDENTS SIGNATURE

_____/_____/_____

DATE

ROOM NUMBER



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Version Date: Jan2018

