



www.studentstayaustralia.com

Terms and Conditions

Your further steps after you arrived:

Please come to our office (Suite 604b, Level 6, 32 York Street, Sydney NSW 2000) and sign our Rental Agreement within the first two business days after your arrival.

Conditions of your Rental Agreement:

The contract between STUDENTSTAY AUSTRALIA and you will be a continuous agreement, which means it will not expire unless you let us know your leaving date with 2 week notice in written form, even within the booking period. If you don't give us notice we take your stay for granted.

When you sign our agreement, you agree:

- To pay rent on time, weekly in advance. Late payment will result in an immediate late fee of 10 AUD per day. If the Tenant is 7 days arrears of rent (including any surcharge if applicable), an eviction notice might be issued without prior warning.
- To stay the minimum period of time as specified in the rental agreement.
- To give 2 weeks notice IN WRITING of contract termination to the Landlord before leaving the premises after the initial lease period (see minimum stay) has expired or no more than 2 weeks before the date of expiry. Bond will be reduced accordingly if shorter notice is given.
- To undertake to compensate for the damages caused by carelessness or improper uses, that is the costs of their restoration.
- To keep the place clean and tidy.
- To entitle the Landlord to inspect rooms at any reasonable time with 1 hour notice to the Tenant and obtaining consent, unless in case of emergency, when the Landlord is entitled to enter the Tenant's room without notice.
- To entitle the Landlord to inspect rooms at any reasonable time with 10 minutes notice to the Tenant for maintenance and checking the readiness of the room if a new roommate expected.
- Notify the Landlord as soon as possible of any damage to the premises. The Tenant is liable for repair cost if any furniture, wall or fixtures are damaged during the tenancy, therefore the Tenant is not allowed to alter the property (furniture, wall, fixtures...) in any way. Sticking hooks, pictures, notes, drilling, etc... on walls, furniture is forbidden. Tenants in shared rooms are jointly liable.
- Not to connect any additional utilities (such as telephone, internet, pay-TV service, etc...) without the Landlord's consent.
- When the agreement ends, to leave the premises by no later than 11am with the Tenant's room cleaned, his/her bed linen washed and the all the keys have to be left inside the Tenant's room. Otherwise the Tenant's bond will be reduced accordingly.
- No bicycles or other vehicles allowed in the house or in your room. You MUST keep your vehicles outside of the house.
- To pay the weekly 0.50 AUD cleaning material surcharge per person once in 4 weeks (2AUD / person / 4 weeks).

Suit 604b, Level 6, 32 York Street, Sydney NSW 2000
e-mail: info@studentstayaustralia.com, Mobile: 0426 88 77 66

 www.facebook.com/StudentStayAustralia

- To pay the heating surcharge between 31st of May and 1st of September if a heater is required (13 AUD/single room/week, 8 AUD/person/shared room/week).
- To cover replacement cost (30AUD) for lost keys.
- Not to use or store any additional electric or gas operated equipment (such as fans, heaters, television set, etc...) in the premises without prior consent from the Landlord. Non-compliance may result in contract termination. Any unauthorized equipment will be removed immediately and placed in storage.
- Not to conduct any private business in the premises unless obtaining prior consent from the Landlord.
- Not to sublet the rented property to any third party without the Landlord's consent.
- Not to allow any third party persons to stay in the room or house overnight without prior consent of the Landlord. Non-compliance may result in contract termination.
- To move with a 7 days notice time into another room on equal price and value within the same house.
- Not to consume or possess any illicit drugs in the premises. Non-compliance will result in contract termination and offenders will be reported to Australian police.
- To receive an immediate termination and eviction from the premises without prior notice if the Tenant's behaviour presents serious threat to the personal safety of any individual, or the Tenant maliciously inflicts serious damage to the premises or the property of housemates
- To receive 2 written warning notices in case of non-compliance with the terms of this contract or the house ruler before a final 48 hours eviction notice would be issued, unless otherwise stated in the contract.
- To agree subjecting oneself to quarantine measures as seen fit by management in case of contracting a highly infectious disease that would be a serious health hazard to other tenants. Highly infectious disease that poses a serious health hazard is defined as a condition caused by either a virus, bacteria or fungus that is either airborne or transmitted by skin contact, and causes a condition that requires to be treated by prescription medication. In such cases the management will take all efforts to quarantine the affected tenant/s, but we reserve the right to suspend tenancy and require the affected tenant/s to be absent from the premises until such time the affected tenant's condition is no longer virulent.
- To cooperate with house rules and the moving out procedure (see the APPENDIX for further information).
- StudentStay Australia is not liable for any loss or damage you suffer arising from any cause beyond our control such as natural disaster.

The Landlord agrees:

- To meet all reasonable requests from the Tenant's part with appropriate consideration
- To provide 2 weeks notice before asking the Tenant to vacate the premises, except in case the lease contract has been terminated for non-compliance
- To return all bond by electronic transfer to the Tenant's nominated bank account within 3 business days excluding any amount deducted for loss, damage or money owed by the Tenant
- Pay all other bills such as: electricity, gas, water usage, internet etc.

APPENDIX - HOUSE GUIDELINES

General guidelines

- This is a quiet residential area, so please minimize the noise. No parties are permitted at all (including all in- and outdoor activities) and you have to keep quiet after 9pm. Any noise complaints from the neighbours or housemates will be considered as serious non-compliance with house rules. The party or loud activities are checked randomly anytime.
- Smoking is not permitted inside the house or inside your room. If you are a smoker you are allowed to smoke in the backyard but you must dispose the cigarette stub and ashes safely in the rubbish bin each time.
- Drinking alcohol is not forbidden, but excessive alcohol drinking, antisocial behaviour and/or any damages caused that are related to intoxication will be considered as serious non-compliance with house rules.
- Offensive and bullying behaviour against Tenants or StudentStay Australia's staff members will not be tolerated in any circumstances. Any justified complaint on such behaviour will be considered as serious non-compliance with house rules.
- To keep your immediate environment clean and tidy, no uncovered food and drink is to be left in your room/kitchen/fridge for an extended period of time. You also have to look after communal areas according to the weekly cleaning roster.
- Welcoming guests in the house is permitted (max. 2 persons), but they have to leave the house until 8pm the latest and a sleepover is strictly forbidden unless prior consent has been obtained from the Landlord, and incurs a surcharge of 30 AUD/person/night. Tenant/s breaching this rule will receive an immediate non-discretionary eviction notice, and must leave the property within 24 hours.
- Pets are not allowed to be kept inside and outside of the house.
- In case you locked out yourself, for the first time between 9am and 9pm during the day, no surcharge will apply. However, for the second time or in different hours the fee can be between 30 AUD and 100 AUD depending on the circumstances and has to be paid in cash, or will be deducted from your bond.
- To keep all of your personal belongings in your room / cabinet. We do not take any responsibility for lost, stolen or damaged personal belongings.
- Not to store the shopping trollies inside and/or around the house.
- The Tenant who received 2 weeks notice from the Landlord and moved out is not allowed to return in any circumstances.
- If you notice an uninvited person in the house please let us know immediately otherwise you might be held responsible for non-compliance.
- To report immediately on help@studentstayaustralia.com or +61406887766 if you see or know of other Tenants breaking the house rules.

Your Room

- It is your responsibility to keep your room clean, regularly, at least once a week vacuumed and/or mopped, dusted and ventilated. Take actions against mould too.
- If you live in a twin shared room, please keep in mind that you are jointly sharing your room with other Tenant.
- You should respect your roommate's area and belongings.

- Be mindful with your roommate, do not disturb him/her with noise, use headphones with your devices, such as phone, tablet, laptop.
- In any circumstances do not use your roommate's bedsheets, pillow, blanket and bed.
- If you live in a shared room, it can be checked within 48 hours before a new roommate arrives.
- Do not occupy any vacant rooms, since they are prepared for new arrival Tenants.
- If you wish to change your room, please contact our office or property managers.

Common areas

- You have joint responsibility with other Tenants to keep the common areas clean and tidy.
- Keep clean all areas around you all the time, even though the Cleaning Roster specifies the area which you are responsible for.
- Be mindful of sharing place with other people and do not leave your personal belongings around the house.

1. Kitchen guidelines

- It's your responsibility to take out large communal bins in front of the house in the evening before every Bin Day and to take them back to the backyard once they are emptied.
- The small rubbish bins in the kitchen must be taken out when necessary.
- To pay attention to rubbish collection for recycling and use coloured bins according to instruction and to press all the recycling trash (plastic, paper, metal, cardboard) before disposal. It is your responsibility that only pressed rubbish will be thrown away in the appropriate bins.
- To leave the kitchen clean after every use (kitchen bench, table, oven, cooktop wiped, microwave).
- To wash all the dishes immediately after every use.
- Not to leave any perishable fresh food for extended periods in the cupboards or on the fridge.
- To use only the space in the cupboard / fridge as assigned to you. Any food / item which is stored in cabinet/shelf which is not assigned to your room, will be disposed without a warning.
- To keep the fridge clean and dispose any spoiled food.
- To use the kitchen between 10pm-6am only when it is necessary.
- To keep clean the microwave inside and outside after every use.
- To not store up any unnecessary plastic bags, as we collect excess plastic bags regularly.

2. Living room guidelines

- To watch television with low volume after 8pm.
- To leave the coffee table clean after use.
- You are allowed to eat in the living room but make sure you clean up after yourself.

3. Bathroom guidelines

- To open the window after every use and make sure the shower curtain dries again to avoid mold.
- To mop the floor after having shower. To leave the shower, tub and toilet clean and hygienic behind after every use.
- To wipe the tiles, clean the grout, mirror, bathtub, basin and shower and remove any hair left behind after every use.
- To flush and keep the toilet bowl and seat clean after every use.
- Used toilet paper should be flushed in toilet bowl.
- To not throw any items, except toilet paper into toilet. Sanitary pads and tampons must be disposed into bin.

Suit 604b, Level 6, 32 York Street, Sydney NSW 2000
e-mail: info@studentstayaustralia.com, Mobile: 0426 88 77 66

 www.facebook.com/StudentStayAustralia

4.Foyer and stairs guidelines

- Foyer area should be kept clear and accessible for everybody. You should keep all your personal items in your room.
- No rubbish should be left behind.

5.Laundry guidelines

- To use your own washing powder, bleach and fabric softener.
- To keep the laundry room clean and tidy, wipe surrounding surface if necessary.
- To dispose any empty boxes/bottles of powder and softener into the appropriate bin.
- To take out your own clothes from washing machine once you are finished and leave it available for use to other Tenants.
- To use the shortest washing program as possible since you can save time and others can also use it.
- To take off all dried clothes from drying rack as soon as possible and leave it free for others Tenants.
- Any clothes should not be stored in the laundry room.

6.Backyard And garden area guidelines

- You are more than welcome to use the backyard/garden area of the house. However, you are required to keep it clean and tidy. All rubbish must be collected and disposed to appropriate bin.
- If you are smoker, you are required to dispose the cigarette stub and ashes safely in the rubbish bin each time.
- Garden furniture must be kept clean and undamaged.

Please make sure that you follow the outlined guidelines in each area since SSA team regularly checks the conditions of the premises. Any non-compliances may result in surcharges.

APPENDIX – RESPONSE TIMES

Urgent issues:

- Serious electricity problems in the house
- Hot/cold water issues
- Gas issues
- Dangerous cases like dangerous behaviour of the tenants
- Fire
- Lockout

Non urgent issues (2 business days report time):

- Internet connection issues
- Minor electricity issues (like broken bedside lamp)
- Furniture issues (broken furniture, new/extra furniture requests)

The Tenant agrees that, some issues can belong to third party provider (such as internet provider, electricity provider etc.) and the Landlord can not fix the issue from his side and the Landlord can not take responsibility for the response time of third party providers in case of utilities emergency. StudentStay Australia is not liable for any loss or damage you suffer arising from any cause beyond our control such as natural disaster.

APPENDIX – MOVING OUT PROCEDURE

We require you to leave the room clean and tidy until 11am:

- FLOOR needs to be vacuumed and/or mopped, depending on the surface,
- FURNITURE must be dust free, mark free inside and outside
- YOUR BED SHEETS must be washed after your last use, you must hang them out in case they are still wet, if not, they must be placed back into your room. Fines may apply.
- It is required NOT to leave any RUBBISH OR PERSONAL ITEMS in the room or in any communal areas. We do NOT take any responsibility for any personal items left in the house.
- All your FOOD should be taken out from the fridge and from your cupboard in the kitchen. After that, please wipe out your shelves in the cupboard, and in the fridge, and use multi-purpose cleaner liquid. Make sure, your places are completely emptied, do not leave anything inside the cupboard or fridge, if we find anything there we will consider it as rubbish. Fines may apply.
- All your personal toiletries should be removed from bathroom.
- You are required to clean the area of the house assigned to you (according to the cleaning roster)
- The KEYS must be left inside the room.
- Your room and areas in the kitchen will be checked within 3 business days after you moved out. If you complied with our moving out procedure, and we found everything fine, your bond will be refunded on your Australian bank account
- If you wish to receive your bond in cash, an administration fee of 30 AUD applies.

StudentStay Australia keeps the right to change the guidelines without **any prior notice**.

Thank you for choosing StudentStay Australia. Enjoy your stay with us!

Suit 604b, Level 6, 32 York Street, Sydney NSW 2000
e-mail: info@studentstayaustralia.com, Mobile: 0426 88 77 66

 www.facebook.com/StudentStayAustralia