

Dayman
Apartments
Student
Resident
Handbook

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Welcome to Dayman Apartments. Our goal is to make your stay as enjoyable and comfortable as possible and we aim to provide students with quality accommodation, good facilities, and a friendly environment for students to live in.

This Handbook, should be read with your Residential Agreement with Dayman Apartments as together they set out your responsibilities as a resident and the processes we use to manage your accommodation.

This Handbook also outlines the rules which must be observed by all residents and essential contact numbers to be used in an emergency.

Please take the time to read and understand this Handbook before you make any enquires to the Accommodation Office. If you have any questions or concerns please contact the accommodation office, on 98507965 (Mon – Thurs: 9am – 5pm & Fri: 9am – 3pm). After hours & Weekends : 0419283850.

Based on the terms of the Residential Agreement and any appropriate legislative provisions, the Rules of Dayman Apartments ("the Rules") are listed below.

1. Introduction

The Rules are part of the Residential Agreement and it is compulsory for residents to sign, when they take up residence in Dayman Apartments. The Rules provide instructions and information about the standards and conduct which residents of Dayman Apartments are expected to adhere to when they are residence of Dayman Apartments. The Rules and requirements of Dayman Apartments may be updated during the year. These will be sent to residents via emails.

Residents must comply with all updated Rules. Failure to comply with the provisions of the Residential Agreement may lead to disciplinary action including ceasing of a resident's right to accommodation in Dayman Apartments.

The purpose of the Rules is to ensure that residents have a peaceful, friendly, and delightful experience. They should not be seen as an exhaustive list. A resident of Dayman Apartments becomes a member of Dayman Apartments community and takes on the responsibilities and obligations affiliated with being a good neighbour and citizen, whether or not they are stipulated in the Rules.

2. Facility neighbours

Unlike University Colleges and residential Facilities, this Facility is located adjacent to a retirement village and a residential flat building. These neighbours are entitled to quiet enjoyment of their dwellings and their surroundings. A quiet facility is also conducive to study and achievement within the university context. It is expected that, no disruptive noise will emanate from Dayman Apartments at any time. The Resident Manager will advise neighbours of a phone number, on which he or she may be contacted. The Resident Manager shall keep an incident log book of such calls. The Resident Manager is also required to log the response taken to any concern raised by neighbours and to identify the time taken to respond to the concern. This log book shall be made available to council for inspection upon request.

The Resident Manager shall respond immediately to any noise related concern raised by a neighbour and to take any necessary action to reduce noise to acceptable levels.

3. Absence from Dayman Apartments

We need to know if you will be absent from your room for an extended period (2 days or more) so we can contact you if need be. The accommodation office / resident manager must be notified with a relevant emergency contact number. This can be done via email (melroy.rodriques@mq.edu.au / housing@mq.edu.au). If for any reason you are kept away from Dayman Apartments, please notify the accommodation office / manager. Leave a message if his/her telephone is unattended.

Should you be absent for more than 48 hours, and the accommodation office / resident manager has not been notified, the accommodation office / resident manager has authorisation to enter into your room, to make sure you are alright.

If your absence has been reported as being longer than 72 hours, and we have no record of where you are, the accommodation office / resident manager has the authority to report you missing to the police.

4. Aesthetic Appearance

It is imperative that your room be maintained in an orderly and neat state. There will be monthly inspections of all rooms by the accommodation office / resident manager to ensure that all students maintain a high standard at all times. All residents of Dayman Apartments, must ensure that all common areas are kept to the same orderly and neat appearance. All common areas are cleaned and maintained by Residence cleaners but it is the responsibility of the residents to keep these areas orderly and neat.

It is prohibited to put any unattractive objects or material in or on any windows in your room. The window coverings may not be changed in your room. All outdoor areas must be kept neat and free of any clutter. The hanging of any item from the walls, ceiling or balustrades, decks and patios is not allowed. All furniture must not be removed or relocated from its' intended location. Any furniture made for indoor use must not be used outdoors. If any item placed, negatively affects the appearance of Dayman Apartments, the relevant Resident will be asked, by the Manager, to remove such item/s within an allocated time frame.

Dayman Apartments is designed, to provide an environment that is attractive to all and no rubbish, furniture or shopping trolleys are to be left outside the property.

5. Alcohol and other Personal Problems

Personal problems of some residents may affect the harmonious and peaceful atmosphere of the other residences. These problems can and should be dealt with as soon as they surface. These include and are not limited to

- Eating disorders
- Strained relationships
- Depression
- Alcohol abuse
- Academic Stress

Each resident is encouraged to seek help to ensure that such issues do not become disruptive for the individual and other residents. (**Macquarie University's Counselling Service: 9850 7497 / http://students.mq.edu.au/campus_life/campus_wellbeing_support_services/**)

If the accommodation office / resident manager is concerned about the well being and/or safety of a resident, then they are entitled to deal with the situation as an emergency and enter a resident's room without notice. Residents are encouraged to ensure that those who they know have problems get the support and help they need by notifying the accommodation office / resident manager.

A resident's concern about protecting a roommate's privacy, where excessive drinking is involved or otherwise, should not prohibit them from obtaining support personally or for the other person. If a resident becomes concerned about another resident in Dayman Apartments, or if the behaviour of another resident in Dayman Apartments has an effect on other residents, the resident/s should notify the accommodation office / resident manager immediately and strive to get help for the resident of concern.

Drinking alcohol in Dayman Apartments is permitted; however the accommodation office / resident manager expects moderation in alcohol consumption. All residents are expected to have a responsible attitude, and make a free and conscious choice as to how much they should consume. All residents are responsible for their own alcohol use and the alcohol use of any guests that they have in their property. They should at all times be mindful of other residents and not disrupt their entitlement to a peaceful, friendly and delightful experience.

Games involving alcohol and other activities that encourage binge drinking, are strictly not allowed at Dayman Apartments. Residents that promote or encourage drinking games / excessive drunkenness may face an immediate termination of their residential agreement.

6. Room Condition Form

On arrival, you will need to complete a form of verifying all items provided in your room, by Dayman Apartments. Additionally, any damaged or missing items must be reported to the manager within 24 hours of moving in.

A resident should also report on the form if there are any concerns with the cleanliness of the Room or the Apartment Common Areas. The manager will follow up on all issues reported and take the appropriate action to rectify the issue.

If no notification is issued to Dayman Apartments management within 24 hours of moving in to the Room, it is presumed that the resident is satisfied with the condition of the Room and has confirmed that the Room was in a good and undamaged condition at the time of occupancy.

Upon vacating a Room, a resident will be charged a reasonable amount as determined by Facility management for any missing or damaged items and for damage to the Room not reported to Facility management within 24 hours of taking occupancy of the Room.

7. Bicycles

Dayman Apartments recognises the value of bicycles as a sustainable form of transport and has provided bicycle racks to enable students to safely store their bikes. There are also bike racks on the Macquarie Campus and bike paths in the area.

If you have a bicycle please adhere to the following:

- Bicycles must be secured only to the bicycle racks located in the basement of Dayman Apartments.
- Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps.
- Bicycles are prohibited in the common areas, corridors, rooms, or apartments of Dayman Apartments, obstruct or block any means of access.
- Bicycles that are left unattended or secured to anything other than bicycle racks, block access or in any way present a safety hazard, will be permanently removed by the manager and an administration fee will be charged for the return thereof.
- Your bicycle storage will not be available to you once you have vacated your Room.

- Dayman Apartments is not responsible for the security or, the theft of, or any loss or damage sustained to any bicycle which is secured by using the bicycle racks or left anywhere else in Dayman Apartments.
- It is highly recommended that residents use U-bolt locking devices to secure their bicycles.

8. Candles/Incense

Due to risk to life and damage to property, candles, torches, incense and other open flame objects are not allowed anywhere inside or around buildings in Dayman Apartments, including in Rooms.

Burning of any of the above objects will probably set off the smoke detectors in your Room. If a smoke detector is activated as a result of the use of any of the above prohibited objects, it will trigger an alarm to the fire brigade, upon which they will attend the premises. All costs associated with activated smoke detectors will be borne by the responsible resident. The Resident(s) will need to pay the cost of the fire brigade and/or any administration fee imposed by Facility management as a result of the resident's failure to adhere to this Rule.

9. Car Parking and Motorbikes

Limited car parking spaces are available for lease at Dayman Apartments, with more parking for motorbikes and bicycles. If you wish to rent any available car park space, please inform the accommodation office or the resident manager. Any cars found parking in spaces which are not allocated to them, will be towed away. The cost of recovering of the towed vehicle will be the responsibility of the owner of the vehicle.

Dayman Apartments cannot be held responsible for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in Dayman Apartments or resulting from the vehicle being towed from Dayman Apartments.

10. Floor Covering Damage

Under most floor coverings there are heating elements, which could be damaged if the floor coverings are damaged. Therefore damage to floor coverings may include damage to heating elements.

Irrespective of who is responsible, any damage to carpet, tiles or any floor covering, and underlying heating elements, in a Room will be charged to the resident.

Similarly, damage to any Floor Covering in Common Areas, of the two apartments or in any common area of Dayman Apartments will be equally charged between Apartment and Facility residents correspondingly, unless the accommodation officer / resident manager ascertains the specific person or persons responsible for the damage, in which case those person or persons will be charged for the damage. The accommodation officer / resident manager will attempt to have stained Floor Coverings professionally cleaned at the expense of the resident(s) of a Room. In the event that a stain cannot be removed, the Floor Covering will be replaced, at the expense of the resident(s) of a Room/Apartment. During the Term of the Residential Agreement and when a Resident vacates a room, the resident must make sure that all Floor Coverings in the Room are in the same condition as they were when they first took occupancy of the room, bearing in mind that there will be general wear and tear of the floor covering.

Where the Resident(s) neglects to do so, the accommodation officer / resident manager may organise for the Floor Coverings of the Room to be professionally cleaned and the cost of returning the Floor Covering in a Room to this condition, including the cost of having the Floor Covering professionally cleaned will be charged to the resident(s).

11. Marking

Any form of Marking on the roads, footpaths, parking areas or buildings is strictly not allowed and will be removed immediately by resident management and the cost will be charged to the resident/s responsible for doing so.

12. Cleaning

Dayman Apartments is determined to provide a clean safe environment for residents to study and live. Cleaning in the following areas, will be undertaken by resident cleaners of Dayman Apartments:

- Sweeping, vacuuming and mopping of all external and internal common areas of Dayman Apartments (e.g. laundry, communal common rooms, corridors, foyers etc.)
- Maintaining Dayman Apartments grounds and gardens
- Regularly empty council rubbish bins
- Cleaning of external surfaces of buildings in Dayman Apartments

All residents must:

- Regularly clean and vacuum their room. Vacuum cleaners and mops are available to borrow by all residents. All residents must be sure to empty the vacuum cleaner after each use.
- Maintain their Room in a hygienic manner
- Clean internal windows and walls in their Room
- Regularly empty their in room rubbish bins to designated council bins located in the waste disposal area in the basement.

Cleaning materials will not be supplied by Dayman Apartments and are to be supplied by the Resident. All cleaning materials to be used, must be suitable for the surfaces to be cleaned and the specific application.

Arrangements can be made by the Resident to have their Room cleaned professionally on a once off, weekly, monthly or other regular basis for a fee. Fee details for these services are available from the manager. If the accommodation staff / resident manager (during the monthly inspection of the rooms) discovers that a Room is not being cleaned or is unhygienic, the resident(s) of that Room or Apartment will be asked to thoroughly clean the Room. If following such notification the Room is not promptly cleaned to comply with basic cleanliness and health standards, the accommodation office / resident manager may arrange for the Room to be professionally cleaned at the expense of the Room resident(s). When a Resident(s) vacates a room, they must ensure that the room is in the same state of cleanliness and repair as it was in on the first day of occupancy, taking into consideration fair wear and tear and considering any notice the resident submitted to the accommodation office / resident manager in accordance with the Rules. Any costs for professional cleaning of the room will be charged to the resident(s).

13. WIFI, Telephone and TV Facilities

WIFI is available to all rooms and common areas of Dayman Apartments.

The network is not to be used for any criminal or illegal activity, including port surfing or computer hacking; The network may be monitored by the University's network security services..

There is a pay phone provided in Dayman Apartments on level 3.

TVs are provided to all common areas. In all rooms except those in the two apartments have a TV outlet and wall mounting brackets to hang a TV (up to 80cm.) The aerial connection is for "free to air" channels. There are no pay TV facilities.

Residents must not tamper with or remove aerial connections. Should any resident wish to purchase a TV for their private use in the room, they may do so provided it is hung on the mounting brackets. Attachments in any form to walls or ceiling are strictly prohibited. If you require assistance in mounting the television please contact the accommodation office / resident manager.

14. Code of Conduct

Dayman Apartments seeks to provide a safe environment for residents to study and enjoy their leisure time.

The Macquarie University Student Code of Conduct applies to all student residents and student guests. (http://mq.edu.au/policy/docs/student_conduct/conduct.html)

Residents and their guest are expected to treat each other with respect and courtesy at all times.

There is a zero tolerance for excessive noise or any behaviour, which is threatening or aggressive.

Residents are responsible for the behaviour of their guests and will be held financially accountable, for any breach of the Rules or misconduct by their guests.

15. Cooking

Residents are only permitted to use cooking utensils and equipment provided in each kitchen. No other equipment is allowed within Dayman Apartments whether it is a resident's room or common area.

Kitchens in rooms must be used by residents of that room only, or in the case of residents in an apartment, the communal kitchen of that apartment.

The communal kitchen on level 7 of Dayman Apartments, is only to be used when entertaining guests, etc. It is a facility for all residents to use. To use this facility, a resident will need to pre-book a time slot.

Bookings can be made with the manager. The cleaning of that kitchen and all utensils used is the responsibility of the booking resident(s).

If the communal kitchen and/or the utensils have not been cleaned or are unhygienic, the resident(s) who made the booking will be asked to thoroughly clean that communal kitchen and/or the utensils by the manager. If following such notification it has not been promptly cleaned to comply with basic cleanliness and health standards, the manager may arrange for it to be professionally cleaned at the expense of the booking resident(s).

Barbeque grills and charcoal fluid are a fire hazard and are not allowed inside Dayman Apartments or outside on patios. Residents can only use the barbecue equipment provided by Dayman Apartments in the designated area. Pre booking for the use of the barbecue equipment with the manager is necessary.

If a false alarm occurs because of the Resident not complying with this rule, the resident(s) responsible and will be required to pay the cost of the fire brigade attending together with an administration fee.

16. Kitchen / Cooking Utensils

If your Room is equipped with pots, pans, crockery and cutlery, it is the responsibility of each resident in the Room to maintain the amount of inventory stated at the start of the year until their departure. Any problems or requisitions to replace the pots, pans, crockery or cutlery should be directed to the resident manager / accommodation office for consideration.

The communal kitchen is also equipped with pots, pans, crockery and cutlery; it is the responsibility of the resident(s) reserving Dayman Apartments to ensure that the amount of inventory stated in the schedule provided is maintained and present for subsequent users. Any problems or requisitions to replace the pots, pans, crockery or cutlery should be directed to the resident manager / accommodation office for consideration.

17. Damage /Loss / Theft

Residents must take care when using Dayman Apartments property. Removal of any Facility property from its allocated spot will be reported to the police. The person responsible will be charged the cost for reconditioning, rectifying or replacing (at the discretion of the manager and having regard to the extent and nature of the damage) of the relevant item, as well as an administration fee.

When responsibility cannot be associated to a specific person, the manager may divide the replacement cost and the administration fee between all residents and recover such costs from the residents of the Room, Apartment and /or all residents of Dayman Apartments.

Residents are responsible for all damage to or loss of Facility property in their designated Room and Apartment. If the damaged or lost item was located in a Room, then the resident of that Room will be held responsible and charged for the cost of reconditioning, rectifying or replacing the item (at the discretion of Dayman Apartments management).

Residents are also accountable for the conduct of their guests and any misbehaviour, injury to any person or property damage, which their guests cause whilst in Dayman Apartments.

18. Charges for Damages

Recipients of an invoice for payment of costs for reconditioning, rectifying or replacing a damaged or lost Dayman Apartments property must make payment within 7 days after the date of issue of the invoice by the resident manager / accommodation office. Any invoice not argued within 7 days of issue cannot be subject for review.

All repair work is carried out on a 'do and charge' basis and will be invoiced at a rate equal to the actual charge from the supplier or contractor to Dayman Apartments plus the additional administration fee.

19. Decorating of Rooms and Apartments

Residents are encouraged to personalise their rooms, however the following rules apply.

- Any images of any sort are not permitted to be painted on any surface in any Room, the Apartment or Dayman Apartments. Residents must not fix any sticky items, use sticky tape of any nature or other adhesive decorations to the ceiling or elsewhere in the Room and/or Apartment.
- All of the walls are constructed in a manner to provide noise and fire protection. Penetrating those walls will affect their performance, and consequently the comfort and safety of the residents, and consequently are strictly prohibited.
- Residents must not use nails or screws on any surface of the walls in the Room or the Apartment. If any holes are left in the walls due to use of nails or screws and need patching, you will be charged not only for fixing the holes but also for painting the entire wall(s) that need repainting.
- Residents are allowed to decorate Rooms and Apartments with posters affixed to walls using blu-tak or a similar non marking re-usable adhesive.

20. Disabled Access

A number of the Rooms within Dayman Apartments have been fitted with facilities to help a person with a disability. Any interference with or obstruction of these facilities is considered misbehaviour and will result in disciplinary action. This includes (but is not limited to) termination of a resident's Residential Agreement and their right to reside in Dayman Apartments. The cost for reconditioning, rectifying or replacing such facilities will be charged to the responsible person.

21. Discipline and Misbehaviour

The resident manager / accommodation office is entitled to take the disciplinary action detailed in the resident's Residential Agreement and/or these Rules and reserves the right to refer or disclose any occurrence of misbehaviour to the police if, in their absolute discretion, they determined that course of action is appropriate.

Disciplinary action includes but is not limited to warnings, probation, termination of a resident's Residential Agreement and the requirement for the resident to leave Dayman Apartments.

Except in circumstances of serious misbehaviour or a material breach of the Residential Agreement, Dayman Apartments management will issue a warning notice, by email or in writing, advising a resident of the unacceptable behaviour and the right of the manager to instruct the resident to leave Dayman Apartments if the (or other) unacceptable behaviour re-occurs and the steps which the resident must take to reserve the right to continue to reside in Dayman Apartments.

Should a resident not respond in a satisfactory manner to an email or written warning and continue to behave in a manner that is harmful to the well-being of Dayman Apartments community, the accommodation office / resident manager, may by written notice, terminate the resident's Residential Agreement and the resident must vacate their Room and Dayman Apartments by the date and time specified in the termination notice.

In circumstances of serious misbehaviour or a material breach of the Residential Agreement, as determined at discretion of the accommodation office / resident manager, the accommodation office / resident manager is not required to give any prior warning or notice to terminate a resident's Residential Agreement, except if to do so would breach applicable legislative requirements.

A resident that has left Dayman Apartments for disciplinary reasons will not be permitted back into their Room unless prior arrangements with the accommodation office / resident manager are made and then only can the Resident collect their possessions, under the supervision of the accommodation officer / resident manager

22. Illicit Substances

The possession, development, usage, or selling of any illicit substances and/or the possession of any equipment to aid the use of illicit substances is not allowed.

Any breach of this Rule, in any form, by a resident is a serious misconduct and as a result the accommodation office / resident manager has the right to immediately terminate a resident's Residential Agreement and will report the matter to the police.

23. Electrical Equipment in Rooms

All rooms are fitted with "energy savers". To operate the lights and floor heating facilities, the resident will need to insert their swipe card into the energy saver. These facilities will switch off once the swipe card is removed.

To prevent overloading electrical circuits and to conserve energy in Dayman Apartments, Residents must limit electrical equipment in Rooms and/or the Apartment to such items as computers, study lamps, clocks, personal vanity items and other small electrical appliances. These items must be kept in a good and clean operating condition.

All rooms are equipped with thermostatically controlled heating located under the floor coverings. Sharp or any cutting objects which may damage the under carpet floor heating is not permitted.

The use of electric heaters, electric blankets and any appliances with open heating elements are prohibited in Rooms, unless authorised or supplied by the accommodation office / resident manager .

Other than the small electrical appliances mentioned above, residents must not install or use any other electrical appliances in the room without authorisation from the accommodation office / resident manager.

This consent may be withheld or granted subject to conditions as may be required by the accommodation office / resident manager, in their absolute discretion. For clarity, 'any other electrical appliances' includes (but is not limited to) mini bar fridges, fridges, washing machines, sewing machines, fans, portable air conditioners.

Residents must ensure all electrical appliances in the Room are switched off when not in use and particularly during any extended absence from the Room.

All rooms are fitted with electricity consumption meters. Should any resident exceed their monthly allocation, the cost will be passed onto the resident along with any additional administration fees.

24. Electrical Safety Reminders

Residents must comply with the following fire and safety policies, which are in place to prevent injuries in Dayman Apartments and to ensure agreement with health and safety regulations:

- Never modify a plug by bending or removing prongs;
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not try to remove them, contact the manager for assistance;
- Extension cords can only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we suggest using a multiple outlet power strip equipped with an internal circuit breaker and the electrical cord should not exceed 1 metre in length. If you find any faulty electrical equipment, please report this immediately to the manager;
- Do not "daisy chain" extension cords and/or power strips; and
- Promptly replace, frayed or damaged cords.

25. Emergencies

For any life-threatening emergency call '000' from a landline or '112' from a mobile to request fire, police and ambulance services.

False alarms waste the time of emergency services and Dayman Apartments management, they will result in disciplinary action, the on-charge of any call out service charge imposed by the emergency service will be passed onto the resident responsible in conjunction with an administration fee.

You are responsible for making yourself aware of the location of alarms and fire fighting equipment in your Room and in the common areas of the building in which your Room is located, and with the emergency procedures for Dayman Apartments. Fire safety information is posted in all Rooms.

26. Evacuation

Evacuation maps are posted in different parts of Dayman Apartments indicating your location in relation to the nearest exit and steps to take to vacate the premises in the event of an emergency. Please familiarise yourself with the location of all exits from your Room and the building in which your Room is situated and be present at any emergency evacuation when required by the accommodation office / resident manager, fire awareness programs and participate in fire and evacuation drills which occur at Dayman Apartments.

For the avoidance of doubt, attendance at any emergency fire and evacuation is compulsory and the failure to comply will be considered, by the accommodation officer / resident manager, as non-compliance with the Rules, which may be escalated to a serious misconduct for repeated failures.

Evacuation maps must not be tampered with. In the event of an evacuation, residents must report to your designated emergency assembly point for further instruction. If you are aware a fellow resident of Dayman Apartments is not in attendance at the emergency assembly point, you must notify the manager.

The fire brigade regularly inspects Dayman Apartments for safety and fire code compliance. Residents must keep common areas clear of any items which may affect safe access to and exit from buildings in Dayman Apartments. Whenever the manager encounters these obstructions or is made aware of their presence, they will proceed to remove the obstructions to ensure fire code compliance.

If the manager is required to remove items left in common areas, residents will be charged with the cost incurred by Dayman Apartments to remove the obstruction as well as an administration fee. Repeated violations by a resident(s) of this rule may, in the absolute discretion of the accommodation office / resident manager, be considered as serious misconduct, which will result in disciplinary action, which may include (but is not limited to) termination of a resident's Residential Agreement.

27. Fire Escape Stairs and Exits Signs

Dayman Apartments is equipped with fire escapes and fire exits that can be used, in case of emergency and during fire drills. Please make sure that you know where your closest fire exit is and practice going there so that you can find it easily if you ever have to use it.

In NSW it is illegal to block or obstruct fire stairs and exits so please inform the Manager if you notice anything left in the fire stairs or obstructing an exit.

All emergency doors are clearly labelled as Emergency Exits and are locked from the outside. These doors are not to be left open or used for casual access to the property

Exit signs have been positioned throughout Dayman Apartments for safety of residents and visitors.

Residents (and the Residents must ensure their guests and visitors) must not tamper with, disconnect, remove or otherwise interfere with or obstruct exit signs in Dayman Apartments. Playing of ball games in Rooms and common areas of buildings could potentially damage exit signs, and is therefore not allowed.

28. Fire Alarms

Residents must not assume that a building alarm goes directly to the fire brigade. Residents must always call '000' from a landline or '112' from a mobile in an emergency situation, or immediately contact the manager if you are uncertain of what to do when you hear an alarm.

The fire brigade is obligated to respond to any alarm regardless of the cause. Any resident found to have set off a false fire alarm, whether purposefully or because of carelessness will be held responsible for any charges incurred by the fire brigade on Dayman Apartments for the call out.

Dayman Apartment management also reserves the right to charge residents an administration fee and treat the false alarm as a breach of the Rules (where repeated violations may be considered as serious misconduct and result in disciplinary action, which may include (but is not limited to) termination of a resident's Residential Agreement).

Residents are prohibited from showering with the bathroom door open, as excessive steam can trigger a fire alarm. Residents must always use (in accordance with installed signage, as applicable) bathroom exhaust fans when showering and kitchen exhaust fans and range hoods when cooking.

29. Fire Equipment

Fire blankets, extinguishers and/or fire hoses are located in all communal kitchens. These are to be used for small fires only such as stove top fires where oil has ignited. Residents must immediately notify and return all used fire blankets and/or extinguishers to the manager for immediate replacement.

Fire equipment that is not in good working order is a safety hazard to all residents and as such the manager will regularly inspect all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment, including removing or covering exit signs, damaging exit signs, changing the function of door closers, disabling or covering smoke detectors, setting off fire extinguishers for any purpose other than putting out a fire and doing anything that may inhibit the proper functioning of fire equipment.

30. Repairs and Fix-it Requests

Dayman Apartments has a principal resource management and maintenance schedule, which is regularly being executed, to guarantee that Dayman Apartments is maintained in an excellent condition.

All maintenance in Dayman Apartments is carried out by qualified tradesperson who will be identified by a Facility ID card. All requests for repairs or replacements must be submitted by Residents in their Room using a "[fix-it request](#)" via the Accommodation Website. The accommodation office will process Fix-it requests from Monday to Friday. Residents must immediately report, to the accommodation officer / resident manager, any problem which they believe poses a safety or security risk. Depending on the nature of the problem, the manager shall do their best to attend to urgent repairs immediately, also depending on the availability of contractors and parts required for repairs.

Residents are prohibited from repairing or replacing electrical, plumbing, heating, security equipment, glass or any other item in Dayman Apartments. They are prohibited to contract with any third party for such repairs. The cost of any repair or replacement in Dayman Apartments which is caused because of a deliberate act or exclusion or the negligence of a resident(s) will be charged to that resident(s).

31. Flyers

Residents need prior written approval from the accommodation office / resident manager to post flyers and posters only on bulletin boards throughout Dayman Apartments. Any materials posted anywhere else will be removed and the responsible resident(s) will be charged with cleaning charges.

32. Furniture

Furniture provided in a Room is to remain in that Room. It's not to be moved to another Room or anywhere else in Dayman Apartments, even on a temporary basis. Furniture is to remain inside Rooms unless it has been nominated for outdoor use.

Residents are not allowed to install, bring into or use in the Room, Apartment or Facility any item of furniture or other furnishings, including without limitation beds and mattresses, (other than those furniture items supplied in the Room/ Facility by the Owner) without the prior written consent of the accommodation office / resident manager, which may be withheld or granted subject to conditions, in its absolute discretion.

A breach of this Rule in any way will be considered as misconduct, and will result in disciplinary action, which may include (but is not limited to) termination of a resident's Residential Agreement. Any costs incurred by the Owner to remove, dispose of and/or rectify any damage to the Room, Apartment or Facility as a result of a breach or non-compliance by a resident of the Rule will be charged to the resident, along with an administration fee.

33. Garbage Disposal & Recycling

Residents are responsible for the frequent and regular removal of all garbage from their Rooms and Apartments. Multiple garbage bins in the basement are available for residents to dispose of rubbish. Residents are responsible for ensuring rubbish is placed in the appropriate garbage and recycling bins. In the interest of hygiene and aesthetics, residents must not place garbage next to or on top of garbage bins. There are enough bins within Dayman Apartments to cope with the garbage from all residents.

Residents must not leave garbage outside their Rooms or Apartments. Any resident found not complying with these procedures may be charged with the cost of cleaning and removing the garbage, at the discretion of the accommodation office / resident manager.

34. Grounds and Gardens

A diverse landscaping plan has been provided for Dayman Apartments and the grounds are maintained by (or on behalf of) the manager. If areas that need attention are noticed, let the manager know. Please help in keeping Dayman Apartments litter free. Residents may not remove, damage, cut or break any foliage off plants or trees within Dayman Apartments grounds.

35. Dangerous Material

Dangerous materials, including (but not limited to) automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around Dayman Apartments because of the safety risk to you and other occupants of Dayman Apartments. If a material is found to be dangerous, the manager may arrange for its removal with the cost of arranging such removal to be charged to the owner of the material. Residents must not pour motor oil or any other dangerous material on the ground or down any drain in Dayman Apartments. Motor oil is a dangerous waste material and cannot legally be recycled or discarded at Dayman Apartments.

36. Hazing/Initiation

Hazing in any form (whether by on-line means, such as via social networking sites, or otherwise) is not allowed in Dayman Apartments. Any resident who is found to be involved in Hazing will be reported to the appropriate authorities and will be subject to disciplinary action at the discretion of the manager, which may include immediate termination of their Residential Agreement and revocation of their right to remain in Dayman Apartments.

37. Heating

In the interests of safety, heaters are prohibited within Dayman Apartments. All rooms, apartments, and common area facilities have thermostatically controlled floor heating provisions. Do not leave heaters on when you leave your Room.

38. Indoor Plants

Indoor plants are allowed in Rooms, but residents are reminded to consider the needs of co-residents. Plants cannot be watered in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other containers to avoid staining carpets.

39. Inspections and Building Condition Issues

The accommodation office / resident manager reserves the right to enter any Room:

- In the case of an emergency (as determined by the accommodation office / resident manager at their discretion);
- At any time between semesters;
- For the purpose of inspection (on a monthly basis), maintenance or repair; or

- If requested to do so by a resident.
- Residents may not alter any lock or place any additional locks on any door to their Room or any doors within their Apartment.
- Inspections of Rooms are conducted by the accommodation office / resident manager to identify maintenance needs, ensure that health, safety and cleanliness standards are up to standard in the Room and to allow planning for renovation or repair projects. Continuous failure to pass the cleaning inspections will result in charges to resident(s) for professional cleaners to return the Room to Facility standards.

40. Insurance

Although Dayman Apartments is a secure building Residents are encouraged to purchase insurance protection against loss and damage or theft of personal property. Dayman Apartments does not have insurance for the loss or damage of residents' personal property and accepts no responsibility for the personal property of residents and their guests.

41. Swipe Cards/Keys

Residents will be issued with swipe cards, which allow access to their Room and to the common areas, laundry/ waste disposal area in the basement and/or car park.

Instructions on how to understand the Onity warning signals can be found on the inside of the entry door. It is the resident's responsibility to monitor these light signals and if batteries are running low, they are to notify the Resident Manager.

Swipe cards that are lost must be reported immediately to the manager and with the correct identification, a resident will be issued with a new swipe card at a cost. The amount of the cost charged to the resident will be determined by whether the lock itself has to be replaced and/or whether any keying system has to be reprogrammed or replaced, as the case may be.

If you have a faulty swipe card, please return it to the resident manager and a replacement swipe card will be issued at no charge. If your swipe card is damaged, please return it to the resident manager and a new swipe card will be issued at a cost. Residents are responsible for the swipe cards that they receive.

Residents are not allowed to duplicate swipe cards and only the manager or a rightfully appointed locksmith may change or repair a lock. If you have lost your swipe card, locked yourself out of your Room or if you have damaged the lock to your Room, you must certify your identity at the University accommodation office before being issued a replacement swipe card or being granted access to your Room.

If after hours, you are locked out of your Room, please contact the duty Resident Manager (RM). The duty RM has a master key with which to open your Room door. There is a charge applicable to open your Room door if this is a recurring event.

42. Laundry

Coin operated washers and dryers are provided in the common laundry located in the basement. Residents may access Dayman Apartments laundry amenities 24 hours a day. Residents must arrange their own washing supplies and must make sure that they leave the area in a tidy state after use. Laundry left in washers or dryers must be placed in the laundry baskets located under the folding bench. Any laundry left in Dayman Apartments laundry amenities unclaimed within 7 days will be presumed abandoned and will be donated to a local charity (at the discretion of the accommodation officer / resident manager). Items left unattended in the laundry are left at the resident's risk.

Dayman Apartments / the accommodation office / resident manager is not responsible for any damage caused to clothes or other items resulting from the use by residents of the laundry amenities. The cost of repairing or replacing damaged laundry appliances and an administration fee will be charged to the person responsible for the damage or to all residents of Dayman Apartments if the person(s) responsible cannot be identified. Faulty appliances will be repaired at no charge.

43. Lighting

Any permanent light fixtures cannot be repaired or replaced by residents. Due to safety precautions residents are requested not to change any light fixtures themselves rather, to report blown globes by using the "fix-it request" on the accommodation website.

Residents supplying their own light fixtures must be aware that they do not exceed 20Watts per fixture.

44. Mail and Communications

The principal means of communication within Dayman Apartments is by email, so it is vital that you update the accommodation office / resident manager immediately of any changes to your email address. General notices will be posted on the Accommodation Website and on poster boards in and around Dayman Apartments.

The accommodation office / resident manager will not sign for any courier or non-Australia Post deliveries on behalf of a resident, apart from exceptional circumstances where a resident has asked and authorised the accommodation officer / resident manager to do so and they have accepted that responsibility.

Under no circumstances will Dayman Apartments be responsible for any item delivered by courier or non-Australia Post deliveries.

It is a resident's responsibility to check their mail box regularly. Facilities for purchasing stamps and posting letters and parcels are available from the post office located on the University campus.

Near the front entry of the building there is a mailbox for each room. Residents are advised that the address for their room is designated as follows "Room number/ 7 Dayman Place, Marsfield, NSW 2122, Australia". For example if your room number is 702, then your mailing address will be

702/ 7 Dayman Place,
Marsfield,
NSW - 2122,
Australia.

45. Emergencies and Maintenance

If there is an emergency situation (such as a flood, a shower that will not turn off, a Room door that will not lock etc), please call the on-call RM and ask for assistance on 0419283850 which is staffed 24 hours a day. All other requests for Maintenance/repair must be submitted by a "[fix-it request](#)" on the Website. If you submit a "[fix-it request](#)", you are presumed to have given the accommodation office / resident manager, authority to enter your Room immediately, to execute the requested maintenance/repair. Any questions or concerns about after hour's emergency response should be addressed to the resident manager.

46. Management Room Access

By signing a Residential Agreement and without limiting any provision of the Residential Agreement, residents agree to give access to Rooms/Apartments on the following basis:

Purpose of Entry	Minimum Notice given to you
Emergency or Urgent repairs	Without Notice
Repairs and Maintenance (that you have requested)	Without Notice
General Repairs and Maintenance	48 hours
Inspection of Room	48 hours
Inspection of Apartment Common Area (other than a Room)	Without Notice
To Show the Room to prospective Residents	48 hours, on the proviso that Facility management may, during 14 days of your occupancy, show the Room to prospective residents a reasonable number of times after each notice has been given
If the manager has reason to believe that you have abandoned the Room	Without Notice
If the manager suspects breaching of your Residential Agreement or these rules (including but not limited to a person other than you residing in the Room or the Apartment Common Areas)	Without Notice

Where notice is required to be given following to the above, accommodation office / resident manager will not be able to give the exact time or day that entry will be required but rather a time period in which the entry may take place.

47. Alterations to Buildings and Rooms

Internal and external alterations to rooms, apartments or any other part of Dayman Apartments are prohibited. Any alterations that occur without prior written approval will be automatically removed and repaired at the expense of the resident. The resident will then be subject to disciplinary action, the consequences decided at the manager's discretion and dependant on nature and extent of the alterations and costs for removal, repair and/or restoring.

48. Procedures for Moving Out

All residents must confirm the date they will be vacating their room at least two calendar months before the end of the academic year. This date must be on or before the termination date. Residents must adhere to the following whilst moving out of their Room in addition to any other reasonable requirements posted by the accommodation office / resident manager. All rooms must be vacated by residents on the termination date, unless the resident has notified and obtained agreement from the accommodation office / resident manager stating otherwise;

Before vacating a Room, the resident must pay in full and without set off, all fees and charges payable and due by the resident under the Residential Agreement, or make alternative arrangements for payment suitable to the accommodation office / resident manager .

Pre-inspections of a Room can be arranged by the resident, the accommodation office / resident manager shall endeavour to arrange this within a period of 14 days before the vacating date, with final inspections to take place within 24 hours of the vacation date;

Subject to the above rule and any other former arrangement with the manager, the manager will inspect Rooms/Apartments within 14 days of the vacation date; and within 24 hours before the Room being re-occupied;

When vacating a Room, residents must leave the Room in the same state of cleanliness and repair as it was in on the first day of occupation by the resident, taking into consideration fair wear and tear and taking into account any notice the resident submitted to the accommodation office / resident manager .

All furniture and fittings within the Room must be left in the appropriate rooms and if any are damaged or missing they will be charged for in accordance with these Rules; and all personal belongings must be removed from the Room by residents no later than 10:00am on the vacation date.

49. Noise Level

Order and reasonable quietness is to be maintained by every resident within their rooms and apartments. Radios, televisions, musical instruments and other audio equipment should be adjusted so as not to disturb other residents, or neighbours of an Apartment or Dayman Apartments.

Between the hours of 10pm and 7am, on any day, internal common areas are not to be used for social gatherings .

Between the hours of 10 pm and 7am, on any day, no Social gatherings (i.e. BBQs, parties or alike) can occur in the external courtyard.

No audible music (i.e. without the use of headphones) can be played (either recorded or live music) within the external courtyard area at any time.

50. Obscene, Harassing or Discriminatory Behaviour

The accommodation office / resident manager is dedicated to ensure that anyone who is a part of Dayman Apartments community treats, and is treated, at all times justly and decently, in an environment which is free of harassment, bullying and discrimination (whether it be on-line, such as email or via social networking sites, or otherwise). All people have the right to be treated with respect and dignity, regardless of their sex, marital status, pregnancy, race, religion, disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features. Dayman Apartments has a "Zero Tolerance Policy" with regards to discrimination, bullying and harassment of any kind (including, without limitation, by online means, such as email or via social networking sites, or otherwise).

Breaching this policy will be treated as serious misconduct and possibly will result in disciplinary action (at Dayman Apartments's absolute discretion), including without limitation, in some cases, referral to the appropriate authorities, and termination of the resident's Residential Agreement.

Dayman Apartments recognises and residents acknowledge that the sexual harassment policy of the University, which is available for viewing on the University's website, is part of these Rules, a breach of which will be taken as serious misconduct and may result in disciplinary action (at Dayman Apartments's absolute discretion).

The making of any offensive or disturbing telephone calls or the taking of unapproved pictures or images (and publishing such pictures or images) by a resident is not permitted and will be taken as a serious disciplinary issue by the manager.

Anyone who has knowledge of such calls or such unapproved images should report it to the accommodation office / resident manager immediately, who in turn will contact University security. Outside of general office hours, report such calls to the duty Resident Assistant, to University security, as the case may be.

Any resident who is found to be making offensive or disturbing telephone calls or taking or publishing unapproved images of another resident or others in Dayman Apartments will be subject to disciplinary action at the discretion of the accommodation office / resident manager, which may include immediate termination of their Residential Agreement and cancellation of their right to remain in Dayman Apartments. The accommodation office / resident manager also reserves the right to report the matter to the appropriate authorities.

Residents who have fallen victim to any type of harassment are advised to contact the University's health & counselling service for support. (**Macquarie University's Counselling Service: 9850 7497 / http://students.mq.edu.au/campus_life/campus_wellbeing_support_services/**)

51. Weapons/Firearms

No resident is permitted to be in possession of any weapons of any kind, or any firearms such as guns. If a resident is found to be in ownership of a weapon or firearm, the accommodation office / resident manager will take penalising action, which may include confiscation of the weapon/firearm; instant termination of a resident's Residential Agreement, and if applicable a report of the incident to the police

52. Overnight Guests & Unauthorised Occupancy

The accommodation office / resident manager doesn't encourage overnight guests but understands sometimes it is inevitable. However, extended visits are not allowed and guests cannot stay in common areas or reside in another person's room. All guests have to leave Dayman Apartments latest by 11pm, else will be treated as an overnight guest.

A resident staying in a Room other than their allocated Room is considered as a guest.

Any person found to occupy a Room, where the above procedure has not been adhered to, will be regarded as unauthorised, and an administration fee will be charged to the resident of the Room for each night the unauthorised person has stayed and the Resident will be in breach of their Residential Agreement. The administration fee must be paid by the resident as a debt due on demand.

A guest must vacate Dayman Apartments immediately, if requested to do so by the manager, whether or not the above procedure has been adhered to.

Residents must make sure that any guest or other person, who is in Dayman Apartments at the invitation of the resident or in the residents company obeys the Rules and any reasonable directions given by the manager and does not do anything which a resident is prohibited from doing under the Rules and the Residential Agreement.

53. Parties and Special Events

Residents must adhere to the "No Party Policy" at all times. Celebrations and parties should be held at public venues and away from Dayman Apartments and its neighbours.

54. Pest Control

Ethical housekeeping is extremely critical. Residents must guarantee that food is not left out or exposed. It is very unhealthy and magnetizes ants and other pests. If any infestations are discovered to have been established or prompted by a resident(s), it will result in charges being imposed for the charges of the extermination of the pests sustained by Dayman Apartments.

Dayman Apartments employs a pest control business to conduct routine treatments. This business will only use substances that are allowed by law and which observe with Australian Standards. If any residential area of Dayman Apartments may need treatment, all residents will be informed 48 hours prior to the day in which this operation is performed.

55. Pets

It is not acceptable for any residents to keep pets of any kind in neither the room nor Dayman Apartments grounds. Residents, are not permitted to bring animals into the building of Dayman Apartments at any time. However, these rules do not restrict nor apply to those who need a guide or hearing dog in Dayman Apartments.

56. Political and Religious Views / Solicitation

Dayman Apartments provides an inclusive safe environment for all people and residents are able to share and debate their political and religious views. However evangelising, solicitation or forcing ones opinion and views on another will not be tolerated.

57. Privacy and Quiet Enjoyment

All residents are entitled to privacy and quiet enjoyment in their Rooms. Residents must be fair and give all residents the privacy permitted in Dayman Apartments. Residents must be sure to keep their noise level at a respectful quantity. Residents should always knock on ones door before entering uninvited, unless given permission to do so.

The accommodation office / resident manager keeps all master swipe cards in case of an emergency or someone being locked out of their room. The accommodation office / resident manager is never permitted to hand a master swipe card to anyone without permission of the inhabitant. The only time a master card will be given out is in the case of an emergency. No one is granted access unless the resident is in the above situations.

58. Project Work

Residents are not permitted to use sharp equipment or knives that could leave permanent damage on the furniture, counters, tables, floor coverings and other surfaces. Residents must ensure that they have suitable protective material to cut on, if sharp equipment is being used. If residents need to use paint, they need to make sure that all exposed areas are protected. This will minimize the chance of paint staining walls, floor coverings, carpet and other exposed surfaces. If any damage is caused, residents will have to pay for the costs to repair the damage r replacement.

59. Common Areas / Courtyard

Dayman Apartments encompasses indoor common areas and a courtyard, which all residents are welcome to use and enjoy. Non-residents, if they are registered with Dayman Apartments administration / resident manager, are also allowed to use the facilities but only if accompanied by a resident at all times. All common areas / courtyard are off limits between 11pm – 6am everyday. This is a non negotiable timeline and will be treated a misconduct if not adhered to.

60. Resident Assistants (RAs)

As part of the Residential Program, Dayman Apartments management select a number of senior students to take on the position of Resident Assistant (RA). Resident Assistants are recruited to take on the role of giving support and advice to all residents of Dayman Apartments. RAs are to respect the privacy of all residents and all residents are to do the same towards the RAs. Full details on the role of a RA can be found with accommodation office / resident manager

61. Responsibility of the Manager

The Resident Manager is expected to control the behaviour of the residents such that it does not impact upon the amenity of neighbours, address complaints from neighbours in a timely manner, log all complaints, respond to all complaints and provide follow up of action taken. Ensure bins are placed appropriately out for collection no earlier than the day they are to be collected and placed back in the storage area as soon as practicable after collection; ensure furniture or other rubbish (including shopping trolleys) are not dumped by residents in the street and if it is then arrange for its removal. Enforce hours of use of external and internal common areas and monitor noise from such areas; ensure grounds are regularly and appropriately maintained. Be available 24 hours a day/ 7 days a week by phone to ensure compliance with their responsibilities (with rotating shifts if necessary); be available 24hours a day/ 7 days a week by phone to respond to neighbour complaints in relation to the use of the site.

62. Roofs / Window Ledges

Residents of Dayman Apartments are not permitted to access the roof and/or window ledges of Dayman Apartments under any circumstances for both safety and possible damage reasons. Any resident caught / sighted on the ledge /roof will be result in an immediate termination of a resident's Residential Agreement.

63. Running a Business from Dayman Apartments

Business cannot be run by residents, including online business in any residential room or any part of Dayman Apartments without written permission from the accommodation office / resident manager. It is at the accommodation office / resident manager's discretion to refuse or terminate a residents business.

64. Security Issues

Dayman Apartments aims to make sure each resident is in a safe and protected environment that is favourable to the educational life of each resident. Ways that residents can further escalate their security safety is by:

- Making sure that your room door closes and locks behind you when you enter or leave your Room.
- Ensure that Dayman Apartments's outside doors are kept locked at all times
- Not propping doors open, this may result in a hefty fine being levied on the resident(s) responsible.
- Making sure people who you are not familiar with do not follow you into Dayman Apartments.
- Get to know your neighbours and what they are all about.
- Never let anyone use your swipe card for access.
- Be sure not to leave your swipe card under a pot plant, door mat or the frame of the door jamb as someone can easily find it and access your room.

- Do not leave windows wide open as people may access your room through the opening. (street level apartments)
- Ensure that you do not leave any money or valuables in clear view from the outside of your room.
- Notify the accommodation office / resident manager if you witness any mistrustful people or misbehaviour in or around Dayman Apartments.

65. Shopping Trolleys

At no time are shopping trolleys allowed within Dayman Apartments. If any resident is found to have transported a shopping trolley into Dayman Apartments they will be charged with an administration fee and additionally pay the charges levied to Dayman Apartments by the trolley owner.

66. Smoking

Smoking of any substance is forbidden in Dayman Apartments building, as well as in each resident's room. Smokers are able to smoke cigarettes outside of Dayman Apartments Building. Smokers must be mindful to not smoke near any open windows or doors. If any cigarette butts are located around Dayman Apartments, Dayman Apartments may charge those residents likely to be accountable with the cleaning costs and an administration fee. If any resident fails to abide with these rules, it will be treated as a case of misconduct, and may face disciplinary action.

67. Student Records

It is a resident's task and responsibility to make sure that the manager has all personal details / emergency contacts up to date. Residents can update their personal details in Dayman Apartments Records, by contacting the accommodation office / resident manager.

68. Summer Letting and Storage

Residents who vacate their rooms during Summer Period must be sure to remove all their belongings and personal items from their room. There is no assurance that a resident will get the same room after returning from their summer break. If items are not removed, the accommodation office / resident manager will take these items and mark them as abandoned; and disposed of.

69. Trespassing

Trespassing is not only against the law, but it is also a rule in Dayman Apartments. An unauthorised person such as, non-residents and uninvited visitors, will be asked to leave Dayman Apartments. If any resident is showing unwanted behaviour or acting in a suspicious manner, they will be asked to leave Dayman Apartments Building and if this action is not carried through by the one who is held responsible it would be considered as trespassing. People, who do not leave when asked and those who are not welcomed, will also be held accountable for trespassing and will be reported to the police.

70. Visitors

All visitors are required to leave Dayman Apartments by 11pm each day. If any visitors do not leave before midnight they will be considered as an "unauthorised person". Surprise checks on rooms may occur if the resident manager/ advisor has reason to believe an unauthorised person is present after 11pm.