



# Resident Handbook

Sydney Adventist Hospital



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A review of this Handbook was made in June 2008.

## General Comments

The purpose of this Handbook is twofold:-

- To ensure that residents have a safe and enjoyable living experience.
- To provide residents with a clear understanding of management for the Residence and the expectations in relation to all aspects of their residency.

All residents obtain certain rights and privileges when living in the Residence. Residents also have responsibilities and obligations, which are set so that safety is not compromised.

The Occupancy Agreement is not a lease and is not covered by the *Residential Tenancies Act 1997*. Each occupant is granted a license to occupy the Residence under the terms and conditions of the Resident Handbook. The Occupancy Agreement is intrinsically linked to, and forms part of, the Resident Handbook. The resident's personal copy of their signed Occupancy Agreement is included in the Resident Handbook which is issued at check-in. Management also hold a signed copy of each resident's Occupancy Agreement.

Invoices for accommodation charges are not generated. All charges will be made in accordance with the current published Residence, Schedule of Fees. Payment of accommodation charges must be in advance at all times, with the exception of Avondale College, Bachelor of Nursing student accommodation charges, which are due and payable at the beginning of each residential semester period.

The information in this Handbook, although written for the resident, applies in every aspect to both resident and guests in the Residence.

This Resident Handbook is not limited to the terms or conditions printed herein. Additional terms and conditions may be issued at any time by way of one month's written notice from management.

## Resident Responsibilities

- It is expected that residents will carefully read all sections of this Handbook. The full requirements and responsibilities of residents are outlined in this Handbook. It is under the governances of the entire Resident Handbook that residents are required to abide. It is also from the governances of the Resident Handbook that Notices of Breach to the Resident Handbook will be issued. For further information about Notices of Breach please refer to the relevant section.
- Residents are requested to ensure they place their copy of the Resident Handbook in a safe place where they have easy access to review it's contents at any time.
- Residents are requested to contribute in a positive manner to the Residence community.
- Residents are required to respond to reasonable instructions and requests from the Residence Manager, Receptionists, Resident Assistants, Hospital Administration, the Residence Management Committee or any other authorised representative of the Hospital.
- Residents are requested to treat other residents, their property and personal space with consideration at all times and to respect the differences of those around them.
- Residents are reminded that shift workers occupy all levels of the Residence. To meet their varying rest needs residents are requested to ensure noise levels are at a low volume at all times. A quieter ambiance is to be maintained between 10:00pm and 6:00am daily.
- Residents are requested to respect and care for all property belonging to the Nurses Residence.
- Residents are requested to take responsibility for any damage that occurs due to their own actions or the actions of their guests, be it purposeful or accidental, by reporting damage to the Residence Manager.

- Residents are requested to report all maintenance requirements within the Residence for both private rooms and common areas, via a Maintenance Request Form, which is available at Residence Reception.
- Residents are required to maintain a high standard of practice for hygiene in the Residence.
- Residents are to ensure their personal items are not left in hallways or common areas.
- Residents are to ensure their actions support and reinforce this residential community as a safe and secure living environment.
- Residents are required to be responsible for their guests and visitors.
- Residents are required to adhere to all parking signs on the Hospital estate and to adhere to any reasonable request by Hospital Security staff in relation, but not limited to, parking.
- Residents must not allow any guests to stay overnight in the Residence without prior registration with reception.
- Residents must have Management's written permission to alter or change any part of the building or its furnishings.
- Residents must ensure they do not disturb the peace, comfort or privacy of their neighbours.
- Residents are requested to read the section on 'Electrical Equipment in Rooms' and adhere to its guidelines.
- Residents will be required to participate in emergency evacuation drills.
- Residents are required to give one week's written notice when leaving the residence.
- Residents are required to ensure safety guidelines as outlined in this Handbook are observed on an individual basis.

## Resident Handbook

### Introduction

The Residence is owned and operated by Sydney Adventist Hospital Limited (SAHL).

The Residence consists of one building that is divided into exclusive male and female accommodation areas. These exclusive areas contain private rooms, bathroom facilities, kitchen, lounge and laundry facilities. Common lounge areas, for mixed company, are provided within the entry level of the building at and behind Reception.

The Residence Manager oversees all aspects of the Residence. The Residence Manager's office is located opposite the Common Lounge on Level 3, the entrance level, of the Residence. The Residence Manager is available to all residents for discussion on any aspect of the Residence. The office phone number for the Residence Manager is (02) 9487 9330. Please utilise the voice mail facility on this phone if the Manager is unavailable.

The information detailed in this Handbook is intended to benefit all residents. However, the contents should not be seen as an exhaustive list. In becoming a resident of the Nurses Residence, you become a member of the Residence community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether or not they are listed in this document.

## 1. **Accommodation Charges**

Accommodation charges are made in line with the published Residence Schedule of Fees. The current publication is available from Residence reception and under a link on the SAHL web address: [www.sah.org.au](http://www.sah.org.au). From the home page go to the link for Employment and Education then the link to Accommodation at the San to find the Residence information page with various relevant links.

Full information on the application of accommodation charges can be found under **Room Costs and Refunds**.

Residents are held responsible for timely and accurate payment of accommodation charges, which must be in advance at all times. Residents are responsible for ensuring any third party making financial contributions toward their accommodation charges understand that invoices are not generated, when payments are due and how payments can be made.

Residents who are likely to experience any difficulty in paying their accommodation charges by the due date are required to contact the Residence Manager prior to accommodation charges becoming overdue. Where an agreement has not been made with the Residence Manager to extend the due date of payment for accommodation charges the Occupancy Agreement may be terminated. Management are not obliged to give notice to the resident of this termination.

Any charges associated with dishonoured cheques is the responsibility of the resident.

SAHL uses the services of a debt collection agency and any outstanding charges incurred by a resident as a result of their stay in the Residence will be handed over for debt collection purposes. Unpaid debt will be reported to the Credit Reference Association. SAHL may further charge the resident a service fee each month until the debt is paid in full. Debt collection will be pursued until such time as both the original outstanding charges and the accumulative service fee are paid in full.

## 2. **Absence from the Residence**

Residents are entitled unhindered absence from the Residence. During temporary absences from the Residence instructions should be given, by way of a written form, for holding or forwarding mail received during the absence.

Accommodation charges are due in full during periods of absence. Accommodation charges must be maintained at the required two weeks in advance during periods of absence.

## 3. **Access to Residence facilities**

Residents are not permitted in the individual living areas of the Residence of the opposite gender except with specific permission from the Residence Manager or in accordance with Open House provisions.

Residents have free access within their gender specific areas to all shared facilities. Shared facilities include, kitchen, laundry, lounge, toilet and bathroom areas. No facility within the Residence is deemed as exclusive, although for an even spread of usage throughout the Residence it is recommended that the facilities on the level of occupancy be used as the first avenue for access.

For guidelines on access to storage facilities please refer **Storage Rooms**.

#### **4. Aesthetic Appearance of the Residence**

The Residence is part of both the Sydney Adventist Hospital estate and the local community. Please help maintain a neat and clean appearance of the Residence – both inside and outside.

Window coverings in any area of the Residence are not to be altered. Do not place foil, cardboard, other material or objects in or on the windows of the private room or common areas. Management must approve any additional shade coverings, other than curtains in private rooms, prior to installation.

Keep balconies, decks, stairwells, hallways and common areas neat and orderly at all times and clear of personal belongings.

Furniture designed for indoor use is not permitted outside.

If in the judgement of management any item adversely affects the appearance of the Residence, the resident concerned will be asked to remove it.

Residents are responsible for cleaning their private rooms, emptying personal garbage into the garbage bags provided in the utility rooms and keeping their room in good order and condition. Meeting this requirement will comply with health and safety codes and minimise deterioration of the Residence.

#### **5. Alcohol and other Personal Issues**

Alcohol is not to be consumed in or around the Residence. Alcohol, or the appearance of alcohol, is not to be brought into, used or displayed in the Residence.

A resident's concern about protecting a friend's privacy, where excessive drinking or anti social behaviour is involved, should not keep him or her from getting support both personally or for the other person.

Personal issues, such as stress, alcohol abuse, drug abuse, depression or eating disorders to name a few, may strain relationships in a communal living situation. It is both a resident's right and a resident's responsibility to seek help when such issues become disruptive.

Support for residents in relation to personal issue or in relation to supporting someone with personal issues is available. Please consult the Residence Manager.

#### **6. Allocation of Rooms**

Priority will be given, for allocation of rooms, to employees of SAHL and financial students of Avondale College. Allocation within this guideline is in order of application received and made by the Residence Manager or delegate.

#### **7. Bathroom Facilities**

Facilities include both bath and shower cubicles. As part of the Residence No Naked Flame Policy, tea lights, candles or any other device with a naked flame are not permitted in any part of the Residence, which includes the bathroom facilities.

Residents are required to observe the following hygiene principles:

- Bath facilities are not to be used for personal douching.
- Shower facilities are to be used for bathing and personal douching. If douching, please be respectful and rinse the shower area after use.
- Bathing is the only personal hygiene function to occur in the bath facilities.
- For health and hygiene reasons all bowel excretions should be made in a toilet facility. Any bowel excretions made in a shower facility, due to

accidents with illness, remain the responsibility of the resident concerned to clear away.

All facilities within the Residence are shared facilities. Residents do not have the right to restrict access of any other resident to a facility. Residents should feel free to utilise common areas even when another resident is present.

#### **8. Bicycles**

Residents are permitted bicycles while in residence. Bicycles must be stored in private rooms on storage racks suspended from the ceiling. Provision of these racks will be made on request to the Residence Manager.

Bicycles are not to be placed in hallways or shared areas of the Residence. Bicycles are not allowed to impede a means of access to any part of the Residence including private rooms. Bicycles stored in areas that impede access will have their security chain cut and the bicycle will be removed.

Management is not responsible for the security of, or damage sustained by or to any bicycle or the bicycles security system.

#### **9. Candles/Incense/Open Flames**

Due to risk of life and property, candles, incense and any device with a flame is strictly prohibited anywhere inside or around the Residence.

#### **10. Car or Motorbike Access and Parking**

The Residence has limited shared parking with other facilities on the Sydney Adventist Hospital estate. Parking by residents is restricted to the areas designated as Residence Parking. Residents must comply with the SAHL Parking Policies and any direction given by the SAHL Car Parking Committee. Residents must also comply with any request from Hospital Security in relation to car parking requirements.

Residents intending to park on the hospital estate must obtain authorisation and access through Residence management for access to the car park. Papers showing ownership or custody of a vehicle may be required before authorisation to the car park is granted.

Visitors of residents who park within the hospital estate are responsible for paid parking under the current car park charges. Visitors who exit the hospital estate up to 15 minutes after entry are not charged car-parking charges.

Sydney Adventist Hospital is not liable for any damage and/or theft to either the vehicle or property within the vehicle whilst the vehicle is parked on the estate.

#### **11. Carpet/Floor Covering - Damage and Cleaning**

Private rooms are furnished with carpet floor covering, the floor covering forms part of the inventory of the room.

At the end of a resident's occupancy, residents must pay to the Residence the cost of having the floor coverings of their private room steam cleaned. This cost will be deducted from the Room Bond prior to a refund being made. Costs for steam cleaning are published in the Nurses Residence, Schedule of Fees.

Damage to floor coverings in a private room is billed to the occupant. Upon vacating a private room all floor coverings, taking into consideration normal wear and tear, must be in the same condition as it was upon occupation. Any cost of returning a

private room to the condition at the resident's occupation will be charged against the resident's Room Bond.

Damage to floor coverings in a communal area may be charged to the offender or where the offender is not identified equally between residents. Management will have soiled carpet cleaned prior to deciding if it requires replacement.

#### **12. Change of Room – Administration Charge**

An administration charge, advertised in the Residence Schedule of Fees, will be charged when residents request a move from their allocated room to another room. Requests by management for the resident to move to another room will not attract the administration charge.

#### **13. Changes to Terms and Conditions of the Resident Handbook**

SAHL will use its best endeavours to give residents at least one month's notice of any changes in the terms and conditions set out in the Resident Handbook. However, when changes are required in relation to safety issues the changes may be implemented immediately.

Residents may terminate their Occupancy Agreement by giving one month's written notice to the Residence Manager in the event that they object to the changes in the terms, conditions or policy of the Resident Handbook.

#### **14. Circuit Breakers (Electrical)**

Private rooms are banked together in groups. Each group is controlled by a 20amp circuit breaker. Occasionally the circuit breaker for a group of rooms is tripped causing a loss of electricity to power points within private rooms.

Residents should conduct a thorough investigation to the cause of a power failure, and determine if restoration is possible through resetting power boards etc. Where power cannot be restored the failure should be reported to the Residence Manager or the receptionist on duty. If these staff are not on duty contact should be made with the Resident Assistant, refer **Resident Assistant's**, who may be able to facilitate reconnection of the power supply.

Power failures, which occur after 4:00pm on any day from Sunday through to Thursday, will have power reconnected as soon as possible on the next working day. Power failures requiring action Friday through to Sunday will be subject to authorisation by the Residence Manager. Residence reception or the RA will facilitate this authorisation and process the request for power reconnection.

For additional information refer **Electrical Equipment in Rooms**.

#### **15. Cleaning**

Management will provide cleanliness in the following manner:

- Sweeping, vacuuming, scrubbing and mopping all common areas.
- Cleaning, dusting, polishing all common area furnishings.
- Clearing rubbish from all common areas and the utility rooms.
- Taking down flyers in non-designated areas. Refer **Flyers and Posters**.
- Cleaning of the external surfaces of the building.

Residents are expected to:

- Participate equally with other residents in keeping common areas clean and tidy.
- Clean and vacuum their private room on a regular basis.

- Maintain their private room in a hygienic manner.
- Clean private room internal windows regularly and walls as required.
- Clean private room internal windows, blind, all surfaces and vacuum the carpet prior to departure.
- Clean all appliances and surfaces within the kitchen after each use.
- Clean personal utensils and cooking equipment and refrain from leaving them in the kitchen
- Clean the internal surfaces on the washing machines after each use and refrain from leaving clothes or personal items in the laundry beyond a reasonable time frame.
- Clean lint filters in laundry dryers after each use.
- Remove garbage from private rooms frequently.

Residents must supply their own cleaning materials. Courtesy vacuum cleaners are located within the Residence for use by residents.

Residents can arrange for their private rooms to be cleaned professionally. Fees associated with this service must be paid in advance and can be arranged with the Residence Manager.

Where it is brought to the attention of management that a private room is not being cleaned or is unhygienic, the resident of that room will be requested to clean the area. If following such notification the room is not promptly cleaned to comply with basic cleanliness and health standards, management will arrange for it to be professionally cleaned at the expense of the resident.

Where it is brought to the attention of management that a kitchen or laundry area is not being maintained in a manner that complies with basic cleanliness or health standards, management will arrange for the area to be cleaned at the expense of the identified offender/s or at the expense of the residents.

## **16. Conduct Requirements for Residents and Guests**

Residents and their guests are to show respect for order, morality, personal honour and individual's rights as members of the Residence community. Management do not, and residents should not, accept either harassment or bullying within the Residence community.

Residents shall conduct themselves courteously and with reasonable consideration for other residents and shall not cause nor permit the Residence to be used or occupied in any way or for any purpose which might cause significant annoyance to any person on the premises, and must not indulge in any illegal, riotous, noxious, improper, offensive or noisy conduct or practice, or bring the reputation of SAHL or the Residence into disrepute.

SAHL respects the religious practices and holy days of all cultures. Residents are requested to uphold the same principle of respect in their dealings with each other in the Residence.

Residents are not permitted to smoke in any portion of the Residence or the SAHL estate. Residents are not permitted to bring onto, manufacture, use or consume within the Residence or SAHL estate any substance or article, the possession of which is illegal. Residents are not to bring onto, manufacture, use or consume within the Residence or SAHL estate any alcoholic beverages, spirit or wines or non-prescribed drugs of any kind. Residents are not permitted to bring onto the SAHL estate, use within the Residence or SAHL buildings, any form of firearm (or facsimile), weapon, fireworks, explosives, or flammable liquids.

The Residence has a No Open Flame Policy therefore use of any device, which requires an open flame, is strictly prohibited.

Residents are prohibited from gaining access into the Residence by any other means than the doorways provided for access. Residents are not permitted into another resident's room without express permission from the occupying resident. Residents must not interfere with or hinder the operation of security card access areas.

Residents when signing the Occupancy Agreement agree to comply with and be governed by, the regulations, rulings and relevant bylaws of the Health Act, Local Government, any relevant Act of the State Government, Occupational Health and Safety and Fire Regulations. Residents shall be liable for any breach of any such Acts, bylaws, rules or regulations.

With fire being the highest risk within the Residence, residents are required to strictly adhere to the regulation which requires all common areas including hallways, stairways and walkways to be kept clear of boxes, bicycles, personal items including shoes, luggage, clothes drying racks, vacuum cleaners and any item which impedes clear and unhindered access to fire escape pathways and doors. Whenever management and its staff encounter these obstructions or are informed of their presence, law requires us, to remove the items immediately. Such obstructions are a fire code violation. Residents who do not take responsibility under this requirement will be issued with a Notice of Breach.

Issues of misconduct by, or conflict with, another resident should be discussed with the Residence Manager. The Residence Manager will facilitate mediation and conflict resolution and/or when appropriate or necessary may refer to a professional or external body.

Residents are responsible for their guests and will be held accountable for any misconduct on their part.

#### **17. Cooking**

Cooking is only permitted in the Residence kitchens. Cooking is **not** permitted in private rooms. Therefore cooking equipment, for example hot plates, electric wok or frypan, toaster, sandwich press, café grill are not to be used in private rooms. Residents in breach of this point and who activate a smoke detector as a result of cooking in their room will be required to pay the cost of the attending fire brigade together with a charge imposed by the Residence Management Committee.

The use of microwave ovens within private rooms is the responsibility of the resident. Microwave ovens used in private rooms are to be used for reheating purposes only and must not be left unattended while in operation. Residents who activate a smoke detector within their private room due to the use of a microwave oven will be required to pay the cost of the attending fire brigade together with a charge imposed by the Residence Management Committee.

#### **18. Cultural and Personal Diversity**

The Residence comprises many nationalities that in turn have diverse cultural and personal practices.

It is recognised that diversity has the potential to enhance knowledge and awareness for all residents. There are however practices which are seen as unhygienic.

In recognising the Residence stance to maintain a hygienic facility certain practices are deemed unacceptable.

Residents are requested not to participate in the following:

- Douche bathing or any other form of bathing in the toilet areas. Please use the shower facilities that are provided.

- The use of toilet buckets in private rooms. Please exclusively use the toilet facilities for bodily excretions when in the Residence.

Residents who cannot abide by this request will be in breach of the Resident Handbook.

## **19. Decorating Private Rooms**

Painting by individuals within the Residence is not permitted. Requests for painting, within the Residence, must be presented to the Residence Manager for approval by the Residence Management Committee.

When decorating remember that most adhesives will remove paint. Please do not use stick tape to adhere decorations within any part of the Residence as it has the potential to remove paint. When choosing an adhesive to decorate the room please ensure it is blutak or a similar non-marking adhesive. If any marks or damage is left from decorations that require repair residents will be charged for fixing the damage, this may include painting the entire room.

Residents are required to maintain clear access into their room for emergency personnel. To meet this requirement residents are not permitted to place items behind any door area, which will in any way, inhibit the ability to fully open the door. Residents who obstruct a private room door will be requested by management to immediately remove the obstruction. Residents who cannot abide by this request will be in breach of the Resident Handbook.

## **20. Departure – Check-out procedures**

One week's written notice, detailing the date of departure, is required prior to departure. The written notice must be handed to, or posted under the door of, the Residence Manager. One week's general resident accommodation charges will be charged at the current general resident rate in lieu of a written notice of departure.

In preparation for and prior to vacating a room all accommodation charges must be paid in full. Accommodation charges are due and payable up to the day of departure for general residents and for student residents as outlined under **Room Costs and Refunds**. The Room Bond will not offset accommodation charges. Refund of any overpayment of accommodation charges will be processed following departure, together with any potential Room Bond refund.

An inspection of the room will be made once residents have moved all their belongings out of the room and cleaning of the room has taken place. Inspection of the room will occur 7 to 14 days after the room has been vacated and before the room is reoccupied.

Upon vacating a room, the room will be required to meet a high level of cleanliness and repair, taking into consideration fair wear and tear, to allow a full Room Bond refund. All furnishings including venetian blinds must be thoroughly cleaned. Floor coverings must be vacuumed and made ready for professional steam cleaning. Mattresses should be triangled between the bed base and wall to allow airing. All rubbish should be removed. A double check should be made that all items have been removed from the draws, under the bed and from the wardrobe including the top cupboard. Maintenance issues detected during this moving out process should be reported on a Maintenance Request Form.

The Room Bond will only be released for refund following an inspection of the room. Charges will be made against the Room Bond for damages to the furniture and/or fixtures of the room including, but not limited to, floor coverings, painted surfaces and fly screens. Charges will be made for professional cleaners to clean the room if

cleaning is not deemed to be adequate. Mandatory charges will automatically be made against every Room Bond to steam clean floor coverings.

Refund for the balance of a Room Bond and/or accommodation overpayments will be refunded in Australian Dollars and will be paid by cheque. A minimum of four (4) weeks processing time should be allowed for refunds to be received in the mail.

In the event the Room Bond does not cover the charge for damages and/or professional cleaning plus mandatory steam cleaning of floor coverings, an invoice will be raised and a time frame of 21 days from the date of the invoice set for payment. Debt collection proceedings will be initiated against any outstanding accommodation and/or damage and/or cleaning charges at the expiry of the 21 day time frame.

Room keys are to be surrendered at Reception on departure. For residents departing outside Reception trading hours, prior arrangements must be made with Reception for a mutually acceptable method of surrendering the room key. Residents who do not return their room key at departure will be charged for a replacement. Charges will be deducted prior to any refunds being made.

Departure forms, which include a forwarding address, must be completed with Reception. Failure to complete the appropriate departure forms will forfeit any Room Bond refund.

## **21. Discipline and Misconduct**

Misconduct considered in breach of the Resident Handbook requirements will be disciplined in accordance with the Notice of Breach outlined in this Handbook.

In the event that a resident is required to leave the premises due to a breach of the Resident Handbook, no accommodation charges will be refunded and the Room Deposit will be forfeited.

## **22. Electrical Equipment in Rooms**

To prevent overloading electrical circuits, residents are required to limit electrical equipment in rooms. Private rooms are banked together on electrical circuits. This banking arrangement limits the amount of electricity draw in each private room to between 2 ½ and 5 amps.

An example for the draw on common electrical equipment:

- 2400W Fan or Oil Heater = 10 amps
- 1000W Fan or Oil Heater = 4 amps
- Electric Kettle = around 9 amps
- Fan = less than 1/2 amp
- 1200W Microwave on high = 5 amps
- Hair Dryer on high = around 5 amps
- Bedside clock = negligible
- TV = up to 1 amp
- DVD or CD player = negligible
- Small Fridge = up to 2 amps
- Iron = 1 to 1 1/2 amps
- Computer = up to—1 amp for a laptop, 6 amps for a PC
- Printer = up to 4 amps for a laser, but an inkjet is negligible

With these examples in mind it is a requirement that residents do not use electrical equipment in individual private rooms that can draw over 5 amps. Electric kettles for example draw over 5 amps, therefore electric kettles are provided in the kitchens for resident use. 2400W heaters draw more than 5 amps so it is important to purchase

and use a 1000W heater. Oil column heaters rated at 1000W can be extremely effective within private rooms.

Care should also be taken with the combination of electrical equipment used within the room to restrict the total draw to between 2 ½ and 5 amps.

Residents are responsible for regulating the electricity draw within their private rooms. Residents who continually trip the circuit breaker in their private room due to the over use of electrical equipment may be required to pay the cost of the electricians call-out fee to re-set the circuit breaker, together with a charge imposed by the Residence Management Committee.

Air conditioners are prohibited in private rooms.

All electrical equipment should be powered through the power board provided in the room. Power boards without an internal circuit breaker are prohibited from use within the Residence. The use of double adapters is prohibited within the Residence.

### **23. Electrical Safety Reminders**

The following safety reminders and requirements are intended to prevent injuries and many of these requirements are health and safety code driven.

- Never modify an electrical plug by bending or removing prongs.
- If electrical plug prongs break off and remain in the power point receptacle slots after insertion or withdrawal, do not attempt to remove them, contact Residence staff.
- Extension cords should only be used when absolutely necessary and only on a temporary basis. We recommend using a multiple outlet power board equipped with an internal circuit breaker.
- If you discover faulty electrical equipment provided by the Residence please report this to Residence staff immediately.
- Do not piggyback power board to power board.
- No electrical appliances with a large power draw are permitted in residents' rooms.
- Promptly replace frayed or damaged cords.
- The use of double adapters is not permitted.
- Private rooms are not to draw power from hallway power points

### **24. Emergencies**

For any life-threatening emergency call:

- The Hospital Internal Emergency number on 9999, this number can be dialled on any internal phone,
- The fire brigade, police or ambulance services on "000" by dialling - 0000 (four zero's) on any internal phone within the Residence,
- Hospital Security by dialling – 9988 on any internal phone within the Residence,

False alarms waste the time of service departments. Residents who call a false alarm will be required to pay the cost of the attending service together with a charge imposed by the Residence Management Committee.

Residents are responsible for familiarising themselves with the location of fire fighting equipment and with the emergency evacuation plans displayed in the hallways of the Residence.

For maintenance emergencies refer **Maintenance Emergencies**.

### **25. Emergency Evacuation Procedures**

Evacuation Plan and Procedure signs are fixed to hallway walls in strategic positions in the Residence indicating your location in relation to the nearest exit and steps to take to evacuate the premises. Residents should familiarise themselves with the

location of all exits within the Residence. In the event of an evacuation, please report to the emergency assembly point indicated and await further instruction.

Evacuation maps form part of the fire equipment of the Residence and must not be tampered with.

Emergency Evacuation Drills will be conducted from time to time.

Residents are required to follow any instruction, either during an Emergency Evacuation or during an Emergency Evacuation drill, given by the designated Fire Warden who will be a Residence staff member, the SAHL security department or fire brigade personnel.

The Residence is regularly inspected for safety and fire code compliance. Residents are required to keep common areas including hallways, stairways and walkways clear of boxes, bicycles, personal items including shoes, luggage and any item which impedes clear and unhindered access to fire escape pathways and doors. Whenever management and its staff encounter these obstructions or are informed of their presence, law requires us, to remove the items immediately. Such obstructions are a fire code violation.

## **26. Exit Signs**

Illuminated exit signs locate exit points for emergency evacuation. All doors indicated by exit signs with the exception of the main entrance doors into both the Men's and Ladies residence are fitted with alarms. General access through these doors is not authorised. The main entrance doors of the Residence are the only access points that facilitate entry and exit from the building without activating an alarm.

Exit signs are not to be tampered with, disconnected or removed. Playing of ball games in common areas could potentially damage exit signs and is therefore prohibited.

## **27. Fire Alarms and Smoke Detectors**

The fire brigade is obliged to respond to all fire alarms regardless of the cause.

Smoke detectors are by their very nature sensitive and can be activated easily. Residents should take steps to ensure they do not inadvertently cause a smoke detector to become activated. In the past smoke detectors have been "set off" by simple things like drying hair directly under the smoke detector and taking burnt toast into a private room. Residents are requested to remain mindful of the potential to activate smoke detectors.

## **28. Fire Equipment**

It is against the law to tamper with any fire equipment and violators will be subject to substantial fines and possible criminal penalties. Fire equipment that is not in working order jeopardises the safety of all residents.

Management will regularly check all fire equipment including fire extinguishers and hoses, fire alarms and smoke detectors, exit signs and evacuation maps.

Residents are not to tamper with or do anything that may compromise the proper functioning of fire equipment including removing or covering exit signs, damaging exit signs, altering the function of any door closer in the building, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire. Any resident contravening this requirement may have their Occupancy Agreement terminated.

Any resident activating a fire alarm or activating an alarm on a fire escape door by careless use may be charged the cost of the attending Fire Brigade together with a charge imposed by the Residence Management Committee. Fire escape doors are sign posted as such and are not provided for general access into and out of the Residence. Access into and out of both the Ladies and Men's Residence is through the front entrance doors only.

**29. Fire Hazards and Hazardous Material**

Hazardous materials must not be used or stored in or around the Residence because of the safety risk to you and other residents. Examples of hazardous materials include flammable liquid such as petroleum or paint thinner, automotive batteries, chemicals, propane, fuelled camping lanterns, kerosene and corrosive materials like acid.

If a material is deemed hazardous the appropriate staff will remove it immediately.

Do not pour motor oil on the ground or down any drain. It is a hazardous waste material and cannot legally be discarded on the hospital estate.

**30. Fire Blankets**

Fire blankets are located in all kitchens. These blankets are only to be used for small fires such as stovetop fires where oil has ignited.

Fire blankets that have been used must be surrendered to Residence staff for immediate replacement.

**31. Flyers and Posters**

Flyers and posters may only be posted in the Residence after the Residence Manager or Reception staff has approved them. Approval must also be obtained for the location of bulletin boards to be used for such posting. Any flyers, posters or advertising material posted without approval will be removed. Flyers and Posters are usually displayed subject to a maximum one-month time limit.

**32. Furniture**

A detailed room inventory of the provisions in each room of the Residence is held by management.

When first occupying a private room it is the resident's responsibility to check and sign the room inventory pertaining to their room and return it to reception. Upon vacating a private room any missing or damaged inventory will be charged to the last occupant. Please refer **Room Inventory**.

Furniture in any room is to remain in that room. It is not to be moved to another room or hallway even on a temporary basis, the only exception to this requirement is for maintenance purposes under the supervision of maintenance personnel.

Furniture, which has been nominated for outdoor use, will be available in the area it has been assigned to. If an outdoor area does not have furniture supplied, it is an area management have allocated as open space. Residents must seek management approval before moving outdoor furniture from the area it has been assigned to. All furniture, which is not nominated as outdoor furniture, is to remain inside the building.

### 33. **Garbage Disposal**

Residents are responsible for the frequent removal of all garbage from their rooms into the utility rooms provided throughout the Residence. Garbage is not to be left in the hallway outside private rooms.

Garbage bins in the kitchen are for food and cooking scraps only, all other rubbish should be placed in the utility room receptacle.

Ladies Residence:

All garbage is to be placed into the receptacle provided in the utility room. It is the responsibility of the residents to change the garbage bag when it becomes full. Additional garbage bags are available within the utility room. In the interest of hygiene and aesthetics please do not overfill garbage bags and do not leave rubbish that is not contained in a sturdy bag. Cardboard boxes should be laid flat and placed against a wall in an area that will not create a trip hazard.

Men's Residence:

All garbage is to be placed in the garbage bins provided. It is the responsibility of the residents to change the garbage bag when it becomes full. Additional garbage bags are available in the bottom of the bins and from the utility cupboard, located under the stairwell. Full garbage bags should be placed inside the utility cupboard. Cardboard boxes should be laid flat and placed in the utility cupboard or between the utility cupboard and stairwell. It is the responsibility of the residence to ensure that garbage does not create a trip hazard.

In the interest of hygiene and aesthetics the utility room/cupboard door is to remain closed at all times, with the exception of use by cleaning staff when it is directly linked to their duties.

Disposal of larger bulky items, for example a fridge that is no longer working, which cannot be disposed of through the normally Residence garbage disposal system can be facilitated through the Residence Manager. The cost of such disposal will be charges at the value passed on by the disposal contractor.

### 34. **Grounds and Gardens**

Hospital staff care for the grounds around the Residence. If you notice areas in need of attention, please contact the Residence Manager.

Please help in keeping litter off the grounds. Please do not remove, damage, cut or break any foliage off plants or trees.

### 35. **Heating and Water**

Heating within the hallways of the Residence is limited. There is no heating provided in private rooms.

Please ensure that care is taken in choosing a heater for use in a private room. Please carefully read information provided under **Electrical Equipment in Rooms**, as it contains important information about choosing a heater that will not trip the building circuit breaker. Heaters with exposed elements are prohibited. We recommend a 1000-watt column heater.

In the interest of fire safety heaters must be turned off when the resident is not in the Residence building. Please use common sense when using heaters. Electricity costs are included in your accommodation charges and unnecessary use of heaters could lead to an increase in these charges.

Do not place any items of clothing or any other article over or close to the heater.

Any resident who continually trips the circuit breaker with use of a heater that is greater than 1000 watts may be required to bear the cost associated with service personnel resetting the circuit breaker.

The Sydney region fluctuates each year through a cycle of water restrictions. Please ensure that you keep your water usage to a minimum to assist in this critical area. Please report leaking taps or other areas of water waste within the Residence to the Residence Manager.

### **36. Hygiene**

Management are committed to providing hygienic facilities within the Residence. Maintaining a hygienic facility does not fully rest with management though, as residents are also required to be responsible for maintaining hygiene in certain areas of the Residence. Woven throughout these rules are areas of responsibility for the resident to ensure that a high standard of hygiene is maintained. Examples of the areas residents are required to jointly maintain are, the kitchen, laundry and bathroom areas.

### **37. Illness and Injury**

Residents who become ill should report their illness to the Residence Manager or Residence staff.

A resident with an illness or injury which requires constant monitoring or nursing care or where the illness is classified as an infectious disease will be asked to seek alternative accommodation for the duration of the illness or to be admitted to a hospital. Facilities within the Residence do not cater for residents who require constant monitoring or nursing care as a result of an illness or accident. The Occupancy Agreement of such residents will be terminated.

### **38. Indoor Plants**

Indoor plants are permitted in private rooms. Residents are not to water/soak plants in the shower, bath or sink areas of the Residence. Residents are required to take water to the plant, not the plant to water.

All indoor plants must be placed on trays or other receptacles to avoid staining carpet or bench tops.

Personal indoor plants should not be left in common areas. Plants left in common areas that become a nuisance or trip hazard will be removed and discarded by management without notification to the owner.

### **39. Inspections and Building Condition Issues**

Management reserve the right to enter any room at any reasonable time without prior notice. This includes, but is not limited to: at the request of a resident, for the purpose of inspection, for maintenance or repair and at any time in cases of emergency.

The locks on private rooms must not be changed. Additional locks, or safety chains are not to be fitted to private room doors.

There are several kinds of inspections that are carried out within the Residence. Inspections of rooms are undertaken to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained and to enable planning for renovation, refurbishment projects or new occupants. A minimum of 48 hours notice will usually be given for any private room inspection. When notice is given

management may not be able to specify the exact time or day for the inspection but rather a time period in which the inspection will take place.

Periodic inspections may be made to ensure private rooms do not constitute a fire, health or hygiene risk. Failure to maintain a private room under Residence Standards will result in charges to residents for professional cleaners to return the room to Residence standards. For additional information on Residence standards please refer **Room Cleanliness – Residence Standards**.

An inspection will be made when a private room is vacated. This inspection will determine if funds will be held, from the Room Bond, to compensate for damage and/or cleaning costs to return the room to its original condition.

#### **40. Insurance**

Management assumes no responsibility or any financial protection for the personal property of residents and their guests. Residents should obtain insurance protection against loss, damage or theft of personal property.

SAHL holds current insurance for fire and public liability in relation to the Residence. Residents must not do or neglect to do anything which will affect the SAHL insurance policy cover. The resident by signing the Occupancy Agreement agrees to indemnify the SAHL for any loss and cost incurred where the resident affects an insurance policy through any act or act of omission.

#### **41. Keys and Security ID Cards**

Residents are issued with a key to their own private room.

Residents are responsible for the key issued to them. If a key is lost, report it immediately to Reception and another key will be issued at the cost advertised in the Residence, Schedule of Fees.

Keys may not be duplicated and only authorised personnel can alter or repair a lock. Residents are prohibited from gaining access into another residents room by using any other method or key other than that provided for access to that room.

We strongly recommend that you keep your private room door locked when you are not in the room. We also strongly recommend that residents carry their private room key with them at all times. It is protocol for management when they enter a private room, for whatever reason, to lock and close the door when they leave.

If residents lock themselves out of their private rooms assistance can be gained from Residence staff in three ways:

- Requesting the Residence Manager to open the door.
- Requesting the receptionist on duty to assist
- 24-hour assistance may also be obtained by calling the Resident Assistant (RA) through the mobile phone system. The RA mobile phone number is advertised on posters throughout the Residence or can be accessed by dialling 2 (Hospital Switchboard) from any internal phone and requesting that they connect you with the Nurses Residence Resident Assistant mobile phone. The RA on duty may not be able to respond immediately to your phone call. RA's are usually students studying the Bachelor of Nursing with Avondale College therefore they may be in classes, at work or nearby off the hospital estate. The RA on duty will respond to your call as quickly as possible or assist you in finding an alternative solution.

As it is a residents responsibility to maintain access to their private room any assistance provided by management and it's staff should be viewed as a courtesy service.

Residents will be issued with a Security ID Card, which will provide access to the entry door of the relevant residence.

Security ID Cards that are lost must be reported immediately to Reception and with appropriate identification the resident will be issued with a new card at the cost advertised in the Residence, Schedule of Fees.

If the Security ID Card is faulty please return it and it will be replaced at no charge.

If the Security ID Card is damaged please return it and a new card will be issued at the cost advertised in the Residence, Schedule of Fees.

#### **42. Kitchen Facilities**

Kitchens throughout the Residence are communal. Each kitchen is provided with a cook top and oven, microwave, toaster, electric kettle and refrigerator. All cooking within the Residence must occur within a kitchen facility.

Residents are responsible for the cleanliness of the kitchen and it's appliances. Use of the kitchen is *conditional* upon leaving the cooking facilities clean. Cleaning products are provided so residents can remove cooking residues from the stove cook top, the oven and bench top areas. It is the responsibility of the resident to ensure they facilitate any cleanup that is required after their cooking. Residents should develop a practice of cleaning the facility after each use as well as removing all personal items from the facility when leaving.

Residents are responsible for the proper care of communal property. Where damage occurs whether accidental or deliberate the damage must be reported to the Residence Manager. In the case of deliberate damage the resident will be liable for replacement or repair costs. In cases where the deliberate damage or loss in common areas cannot be traced to a particular individual, the Residence Management Committee may, if it deems necessary, direct the cost of replacement or repair to become a charge to all residents of the building or to the section concerned.

Residents should be mindful of others in relation to cooking odours and are requested to neutralise odours that might be unpleasant to others.

If appliances require maintenance, please advise management by completing a Maintenance Request Form, which is available at Reception. Appliances damaged from misuse by residents may be billed to the individual/s responsible or where the individual/s responsible cannot be identified the residents of the level or area may be charged on a proportional basis. Faulty equipment will be repaired/replaced at no charge.

Residents must supply their own cooking equipment, plates and utensils. Personal items are not to be left in the kitchen. Personal items left in the kitchen will be removed. Reclaiming, at the Residence Managers office, can occur within the first week after removal.

All facilities within the Residence are shared facilities. Residents do not have the right to restrict access of any other resident to a facility. Residents should feel free to utilise common areas even when another resident is present.

#### **43. Laundry Facilities**

Laundry facilities are provided for residents and Residence guests as part of the accommodation charge; therefore use by any other individual/s is prohibited.

Residents are requested to restrict themselves to the use of one washing machine and one clothes dryer at any one time. Facilities are limited and this consideration will allow access to a greater number of residents at any given time.

Residents are responsible for the cleanliness of the laundry and its appliances. Residents are requested to wipe down the internal areas of the washing machines and clear the filter in the dryer after each use. Laundry tubs should be left clean for the next user. Residents should develop a practice of cleaning the facility after each use as well as removing all personal items from the facility when leaving.

Residents must provide their own clothes washing detergent.

Residents should familiarise themselves with the time a cycle of washing takes, thus enabling them to remove it once the cycle has completed. Likewise, note should be taken of the time set on dryers, this will enable clearance of the machine at the end of the drying period.

Residents should not leave laundry unattended in machines at the end of a washing machine or dryer cycle. Laundry, left unattended after a five (5) minute waiting period may be placed in the resident's washing basket by the next waiting user. Residents should, out of courtesy, endeavour to identify the owner of the laundry prior to removing it to a washing basket.

Washing is not to be removed from washing machines where the cycle has not completed or from dryers where the clothes are still damp. It is suggested in these cases that the washing machine be re-aligned so the cycle can finish or that the timer be reset to allow complete drying of clothes before removal of laundry occurs.

Any laundry deemed to be abandoned will be removed. Reclaiming can occur with the Residence Manager within the first week after removal.

It is suggested that consideration of shift workers living near laundry facilities be given. Your consideration in closing the door while you are working in the laundry would be appreciated. The Residence Management Committee does not support the permanent closure of any laundry door. Therefore, residents are not authorised to interfere with the laundry door unless they themselves are working within the laundry and choose to be considerate to those living in the area.

All facilities within the Residence are shared facilities. Residents do not have the right to restrict access of any other resident to a facility. Residents should feel free to utilise common areas even when another resident is present.

#### **44. Lighting**

Fluorescent tubes and incandescent light globes fitted to the walls and ceiling as part of the permanent fixtures of the building, are provided and maintained by Management. If any lighting requires maintenance please complete and submit a Maintenance Request Form requesting replacement or repair.

As a matter of safety residents are not to change these light globes themselves.

#### **45. Lounge Room Facilities**

Every level of the Residence has a lounge facility provided. It is the responsibility of the residents to maintain the neatness and cleanliness of these facilities. Management will provide a regular vacuum within lounge rooms. If residents are present in the facility during this vacuum they are request to be respectful in allowing unhindered access to the cleaning contractors.

All facilities within the Residence are shared facilities. Residents do not have the right to restrict access of any other resident to a facility. Residents should feel free to utilise common areas even when another resident is present.

Residents are responsible for the proper care of communal property. Where damage occurs whether accidental or deliberate the damage must be reported to the Residence Manager. In the case of deliberate damage the resident will be liable for replacement or repair costs. In cases where the deliberate damage or loss in common areas cannot be traced to a particular individual, the Residence Management Committee may, if it deems necessary, direct the cost of replacement or repair to become a charge to all residents of the building or to the section concerned.

Most lounge room facilities are gender specific however, the common lounge behind reception is provided for mixed company at any time of the day or night. The Private Lounge is also available for mixed company between the hours of 6:45am and 9:00pm. Bookings for the Private Lounge can be made in advance through reception.

#### 46. **Mail**

Postal deliveries are made to the Residence in accordance with Australia Post's trading schedule.

Residents wishing to receive mail should quote the following address:

*Your Name*  
Nurses Residence  
Sydney Adventist Hospital  
185 Fox Valley Road  
Wahroonga NSW 2076  
Australia

Mail that does not include the notation "Nurses Residence" is not guaranteed delivery.

When parcels, large envelopes or registered mail are delivered, they will be kept at Reception and a note will be placed on the phone message board. Collection can occur during Reception hours and residents will be required to acknowledge collection of the item.

Neither management nor any of its representatives will sign for any courier or non-Australia Post deliveries on your behalf. Delivery must be arranged for a time when you are available to take receipt of the item/s.

It is the resident's responsibility to regularly check their mailbox. Any mail not collected within one month of its delivery may be returned to sender. Exceptions will be in accordance with the details provided under **Absence from the Residence**.

Facilities for purchasing stamps and posting letters are available at Reception. Parcel postage is not available.

Resident mailboxes are found in the Common Lounge area behind Reception in alphabetical pigeonhole style boxes mounted on the wall. Mail will be posted into the resident mailboxes prior to 4:00pm on the day of delivery.

#### 47. **Maintenance Requests**

All requests for repairs and maintenance both for private rooms and common areas are via the Maintenance Request Form, which is available from Reception. Completed forms can be left with the receptionist or "posted" under the Residence Manager's door. Requests are processed Monday to Friday by the Residence Manager.

Residents are not permitted to undertake repairs or maintenance of any sort on Residence property nor are they permitted to contract vendors or contractors for any such repairs.

Residents are not permitted to contact hospital maintenance personnel to request repairs or maintenance. The correct procedure is to complete a Maintenance Request Form.

Urgent repairs, as determined by management, will be handled immediately, usually within two (2) hours. Non-urgent repairs may take longer depending on the availability of personnel, contractors and/or parts required for repairs. Maintenance personnel are shared across the hospital estate and will attend to requests in order of priority to the whole estate.

When residents submit a Maintenance Request Form pertaining to their private room, it is deemed they have given permission to enter the private room to carry out the requested maintenance.

If residents experience lengthy delays on a maintenance request, contact should be made and maintained with the Residence Manager until such time as the issue has been resolved.

#### **48. Maintenance Emergencies**

Maintenance emergencies are defined as:

- Flooding
- A water reciprocal that is gushing water and will not turn off
- Loss of power (Please refer **Electrical Equipment in Rooms** to ensure minimum power loss and that restoration is not charged.)

Maintenance issues that do not fit into these categories do not constitute an emergency.

Maintenance requests that require immediate attention can bypass the Maintenance Request Form.

During normal business hours such requests should be directed to the Residence Manager or receptionist on duty. To contact the Residence Manager when not in the office or the receptionist is not on duty, dial 2 (Hospital Switchboard) on any internal phone then request to be connected to the Residence Manager. Emergency maintenance requests requiring immediate action when the Residence Manager or Receptionist is not on duty, eg. over the weekend, should be directed through the hospital switchboard to the Assistant to the Director of Nursing (ADON) who will determine, authorise and expedite any action to be taken. Not all reported maintenance emergencies will be deemed by management or its delegates as requiring emergency action. In these cases, management or its delegate will determine the action to be taken. Their decision on the action to be taken will be final.

Maintenance requirements that do not constitute an emergency should be processed on a Maintenance Request Form and handled in the manner described under **Maintenance Requests**.

#### **49. Management Access to Rooms**

Upon signing an Occupancy Agreement residents agree to give access to private rooms, based on, but not limited to the following notification:

- Purposeful entry – Minimum notice must be given to residents.
- In the cast of an emergency – Without notice.
- For urgent repairs – Without notice.

- To carry out repairs and maintenance requested by the resident – Without notice.
- To carry out general repairs and maintenance – 48 hours.
- Routine inspection of the room – 48 hours.
- If management has reason to believe the resident has abandoned the room – Without notice.
- If management suspects that a person other than the resident is residing in the room – Without notice.
- If management suspect that an unregistered guest is sleeping in the room – Without notice.
- If management suspect immediate health intervention is necessary – Without notice.

#### **50. Misconduct**

Misconduct is an action or series of actions that breach this Resident Handbook, State or Commonwealth laws or generally accepted standards of behaviour. Should a resident commit an act of misconduct, it will be dealt with in accordance with the **Notice of Breach** outlined in this Handbook or handed to the appropriate authorities, which in the majority of cases will be the New South Wales Police.

#### **51. Modifications to Rooms or Building**

Modifications such as installing shelving that affixes to the building, nails or hooks fitted into the building structure or furniture, adding new or changing light fittings, altering permanent fixtures or any other modifications are not permitted without the prior written approval of the Residence Manager.

Any modification to a room will be repaired on departure at the resident's expense.

Residents are not permitted to paint any property of the Residence without the prior written approval of the Residence Manager. It will be considered vandalism and is subject to damage charges and potential misconduct action.

#### **52. Moving Out Procedures**

See **Departure**.

#### **53. Noise**

Every resident is responsible for the maintenance of good order and reasonable quiet in his or her room.

Residents must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents.

The Residence provides accommodation for shift workers and students, both of whom require constant consideration with regard to noise. With this in mind, the Residence should always have a quiet ambiance that is only occasionally punctuated by loud sounds.

Noise in common lounge areas should be contained by closing doors, thus allowing minimum noise levels to filter through to private rooms.

Noise in hallways should reflect quiet ambiance. Loud and raucous activities should be contained in common lounge areas or taken outside the building and away from the external walls of private room areas.

#### **54. Notice of Breach – Procedures and Consequences**

If residents or their guests do not observe occupancy requirements under this Resident Handbook the non-observance will be classed as a breach. Where a breach has been identified it will be dealt with by one of the levels breach.

The SAHL reserves the right to impose a fine or fee or otherwise exercise its rights in relation to any Notices of Breach to the Resident Handbook, this does not preclude it from also terminating the residents Occupancy Agreement.

The process under which a Notice of Breach will be issued is outlined below. SAHL reserves the right, at its absolute discretion, to terminate an Occupancy Agreement outside of the procedures listed below.

##### Level 1 Breach

The Residence Manager will issue, where a resident has been identified as stepping outside the requirements of the Resident Handbook, a Level 1 breach notice. The Residence Manager may also require the resident to make an appointment to discuss the breach. The resident is required, as their response to the breach notice, to comply with the Resident Handbook to avoid further breach notices.

##### Level 2 Breach

The Residence Manger will issue a written notice of breach, which will require the resident to discuss the breach with them. In addition a monetary fine may be issued at a value determined by the Residence Management Committee. The notice of breach from the Residence Manager will also request a written response from the resident following the discussion with the Residence Manager.

The resident is required to respond to the notice of breach in a timely manner outlining a plan of action to bring their practice or behaviour within the terms of the Resident Handbook. When a satisfactory response from a resident has been received in relation to a Level 2 breach no further action will be taken in relation to this breach notice. The resident will remain on a Level 2 breach and any further breach on the same issue will be treated as a Level 3 breach. In the absence of a timely response from the resident it will be deemed that the resident does not wish to comply with the Resident Handbook. As a result, management will issue a notice of termination of the Occupancy Agreement without progressing to a Level 3 breach. Under these circumstances SAHL are not obliged to give notice of the termination of the Occupancy Agreement.

##### Level 3 Breach

The Residence Manger will issue a written notice of breach that will require the resident to discuss the breach with them. In addition a monetary fine may be issued at a value determined by the Residence Management Committee. When a Level 3 breach has been reached the Occupancy Agreement may be immediately terminated. Where an Occupancy Agreement is terminated as a result of a Notice of Breach the decision of the Residence Management Committee or the SAHL to terminate the Occupancy Agreement shall be final and binding.

Should the Occupancy Agreement not be terminated on a first offence Level 3 breach and the resident breach the Resident Handbook again, a termination of the Occupancy Agreement will be immediately issued to the resident. SAHL are not obliged to give notice of the termination of the Occupancy Agreement.

The following table outlines examples where a breach notice may be issued and the consequences that may follow. Notices of Breach are not limited to the examples outlined in this table.

Degree of breach	Examples of breach	Typical Consequences
Minor breach Level 1	<ul style="list-style-type: none"> <li>- Excessive noise</li> <li>- Repeatedly leaving general living areas in an unhygienic or untidy state</li> <li>- Written notice of complaint from an authorised representative of SAHL</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion of behaviour or issue with Residence Manager</li> <li>- Receipt of warning letter</li> </ul>
Intermediate breach Level 2	<ul style="list-style-type: none"> <li>- Repeated level 1 breach</li> <li>- Verbal abuse</li> <li>- Breach of the alcohol, drug or smoking exclusion</li> <li>- Fire code violation</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion of behaviour or issue with Residence Manager</li> </ul> <p><i>Leading to:</i></p> <ul style="list-style-type: none"> <li>- Receipt of 2<sup>nd</sup> warning letter</li> <li>- Possible monetary fine: \$50.00 to \$200.00</li> </ul>
Major breach Level 3	<ul style="list-style-type: none"> <li>- Wilful damage to property or persons</li> <li>- Tampering with fire safety equipment</li> <li>- Repeated level 2 breach</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion of behaviour or issue with Residence Manager</li> </ul> <p><i>Leading to:</i></p> <ul style="list-style-type: none"> <li>- Receipt of 3<sup>rd</sup> warning letter</li> <li>- Possible monetary fine: starting at \$250.00</li> <li>- Possible eviction*</li> </ul>

\* If your residency is terminated as a result of a level 3 breach you will be liable for all accommodation charges due to the date of termination.

## 55. **Obscene, Harassing or Bullying Behaviour**

Obscene, harassing or bullying behaviour is a criminal offence, punishable to the full extent of the law in the courts. Obscene, harassing or bullying behaviour will be treated as a serious misconduct and will be addressed in accordance with Notice of Breach outlined in this Handbook and/or reported to the New South Wales Police.

Any resident receiving obscene communication in any form should report it immediately to the Residence Manager. Outside general office hour's reports of a personally threatening nature should be lodged with Hospital Security.

Support for victims is available in consultation with the Residence Manager.

## 56. **Open House**

As the Residence is gender specific, provision has been made which allows mixed company, outside of the common lounge area, within the Residence.

Open House occurs whenever a Receptionist is on duty.

All guests entering a gender specific area, which is not their gender, must sign in and out on the register at Reception. Guests must abide by any request or directive made by reception staff during these hours. The receptionist on duty will announce the conclusion of Open House and all guests must vacate the gender specific area to the common lounge or leave the building. Guests found in the gender specific areas when the Receptionist is not on duty will be classed as intruders in the Residence and Security and/or Police will be called.

Failure by residents to abide by the time framing of the Open House requirement, with their opposite gender guests, will receive a Notice of Breach.

**57. Overnight Guests and Unauthorised Occupancy**

Whilst residents are permitted to have one guest stay for short-term over-night visits in their rooms it is imperative for fire evacuation and safety purposes that guests are registered at Reception. It is the responsibility of residents to register such guests with Residence reception. Residents who have more than one guest staying at a time must book accommodation for additional guests in the Residence guest rooms. Guest rooms are subject to availability and guest room charges, so visitation planning is essential. Guests of residents, staying in resident rooms, will incur accommodation charges as set out in the Nurses Residence, Schedule of Fees. Mattresses are available through reception for use on a resident's floor for their short-term over-night guests. A deposit is charged and refunded when the mattress is returned.

Residents must not under any circumstances allow any other person to reside in their room or the Residence common areas. Any person found to occupy a room, who is not the resident or a registered guest, will be deemed as unauthorised and the resident of the room will be charged the Guest Rate as set out in the Nurses Residence, Schedule of Fees for each night the unauthorised person has stayed.

Residents must ensure that any guest or other person who is accompanying them in and around the Residence complies with the Resident Handbook and any reasonable direction given by Management and/or Hospital Security.

**58. PA System**

The Residence is fitted with a PA system. This system is used for announcements and as an information service for residents.

**59. Parties and Special Events**

The Private Lounge is available to book for parties and special events. Residents who host a party or other event in the Residence are expected to clean up immediately following the event. This includes cleaning spills, stains, and removal of rubbish, restoring furniture to its proper configuration, vacuuming and wiping down surfaces.

Consideration should be made for residents in every aspect of planning for the party or special event. Noise levels should always respect the quiet ambiance of the Residence. Parties, which will generate loud noise, should not be held within the Residence. A more appropriate venue should be sort.

The Private Lounge is within the Ladies Residence, therefore all mixed gender parties or special events must conclude, and all males must be outside the security door for this area, prior to 9:00pm. Residents in this area of Ladies Residence will have the right to ring Security and request that the intruder/s be removed from within the Ladies Residence security locked area.

**60. Payments**

All payments are received through Reception during reception hours. Payments can be made by cash, cheque, credit card and Eftpos. Payments can be made in person, by mail addressed to the Nurses Residence or by credit card over the phone, during reception hours.

Invoices for accommodation charges are not produced. Payment receipts are only generated at the time of payment.

**61. Pest Control**

Mandatory pest control spraying is carried out in all areas of the Residence including private rooms.

A minimum of 48 hours notice will be given to enter private rooms to facilitate this maintenance.

Good housekeeping, by residents, is very important. Please ensure that food is not left out or uncovered in private rooms and that cooking spills in kitchen areas are promptly cleaned.

Any infestations, upon investigation, which has been introduced by the residents, will result in charges being levied for the cost of eradication of the pests.

Pest control measures beyond the regular spraying carried out by management is the responsibility of the resident. Cockroach sticky boards, which are extremely effective in trapping cockroaches, are available from Reception or the Residence Manager for a nominal charge. Moths, weevils and grubs are transported into the Residence in food. Eradication of these pests within private rooms is the resident's responsibility.

Management employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian Standards.

#### **62. Pets**

Aquarium fish and recognised personal assistance animals are the only generally authorised pets allowed into the Residence. Any other form of pet keeping within the Residence must be applied for, as an alternate pet request, in writing to the Residence Manager. The Residence Manager's decision regarding alternate pet requests will be final. Therefore any unauthorised pets found within the Residence will constitute a breach of the Resident Handbook.

#### **63. Political and Religious Views and Solicitation**

Residents are free to discuss and debate their political and religious views, however, no resident has the right to force their opinion and views on another in a way that is abusive or which causes physical or emotional harm or distress, and no person may be discriminated against or oppressed because of their beliefs.

Solicitation is an uninvited or unwanted attempt to encourage the purchase of items or tickets to an activity or event, or membership/allegiance to a club, group or organization. Solicitation is prohibited in the Residence. Also refer **Flyers and Posters**.

#### **64. Private Lounge Facility**

Directly behind the common lounge is a private lounge area. This facility is available to residence for booking small parties, get togethers or just a quiet place to relax. The lounge can be closed off from the hallway and has TV, DVD and video facilities.

Bookings for the private lounge are usually made through Reception. However, over the weekend a booking sheet is placed on the door of the lounge. Bookings are on a first in first booked basis. Residents, when booking the Private Lounge, should be mindful of other residents by not booking long extended periods of time or consecutive days within the Private Lounge. Utilisation should be made within other lounge areas as well as the Private Lounge in these cases.

The Private Lounge is within the Ladies Residence, therefore all mixed gender bookings must conclude, and all males must be outside the security door for this area, prior to 9:00pm. Residents in this area of Ladies Residence will have the right

to ring Security and request that the intruder/s be removed from within the Ladies Residence security locked area.

**65. Privacy**

All residents are entitled to privacy and quiet enjoyment in their rooms, both from Residence staff and other residents. Be respectful of noise levels and allow residents the degree of privacy they desire. Your attention is drawn to the requirements under **Noise**.

When entering another resident's room respect their space by knocking on the door – do not enter private rooms uninvited unless the resident has granted you permission.

Resident Assistants (RA's) are part of Residence staff. Residence staff have the ability to obtain room keys for assistance to residents who have locked themselves out of their room. Residence staff will not issue any room key that is not the residents allocated room number. Only the Residence Manager, under emergency situations, may facilitate access by residents into another resident's room when that resident is not in attendance.

**66. Project and Craft Work**

Please do not use cutting knives or equipment on furniture, counters, tables and other surfaces as this can cause permanent damage. If you have a project or craft that requires use of a sharp implement, please acquire a piece of appropriate material to cut on.

If you paint posters or other projects and crafts, please make sure you thoroughly protect surfaces under the work to avoid staining.

Any damage made as a result of project or craftwork will be repaired at the expense of the resident.

**67. Receptionist Hours / Reception Trading Hours**

Receptionist hours are:-

Monday to Friday	10:00am to 6:00pm
Sunday	4:30pm to 9:00pm

It is generally recognised that the Residence switchboard will be operating during the Receptionist hours; however, occasionally receptionist duties will necessitate the receptionist being away from the desk. At these times the switchboard will be placed on night switch and a sign on the counter will be displayed.

Receptionist hours and Reception Trading Hours are two separate time frames and should be recognised as such. The receptionists must complete other duties that are not customer face to face focused. These duties may require them to work at the reception desk in full view of customers/residents. Residents are required to respect the Hours of Trading by not harassing the receptionist on duty to facilitate requests outside of the Hours of Trading

Reception Trading Hours are usually:

Monday to Friday	10:30am to 5:30pm
Sunday	5:30pm to 8:30pm

During periods of low occupancy, for example during the Christmas and New Year period reception hours may be reduced with minimal notice. Such notices will be

displayed at the reception desk. Incoming phone facilities during these times can be facilitated through the hospital switchboard as outlined in **Telephone and Internet Service**.

**68. Repair and Replacement of Assets and the Residence Building**

The Residence has an asset and maintenance management schedule, which is continually being improved and implemented, to ensure the Residence and its assets are maintained in good condition.

All maintenance in the Residence is carried out by a suitably qualified tradesperson who is approved by the Hospital Maintenance Department and will be identifiable by a Hospital security ID card.

**69. Resident Assistants (RA's)**

As part of the Residence staff a number of Avondale College students undertaking full-time study for the Bachelor of Nursing will be appointed to the position of Resident Assistant.

The RA's are engaged to assist management in various aspects of managing the residence and to assist residents through specific avenues of their job description. People in this role give up a lot of their own time to assist others. Please respect their privacy as they respect yours, but in the event that you need support or advice, the RA's are available to assist.

RA's can assist to unlock private room door when residents have locked themselves out. They can assist residents to enter the building when they have forgotten their security ID card and are locked out. They can assist residents who are sick. They can help with advice. They are there to assist residents with any reasonable request.

The RA's have a mobile phone that is rostered 24/7. This phone may be switched to silent mode during lectures or when the RA is at work. During these times residents can leave a message and the RA will respond as soon as they are able. Residents may also find out which room RA's live in and visit and chat with them there. For details on how to contact the RA mobile phone refer to **Keys and Security ID Cards**.

**70. Residence Management Committee**

A Residence Management Committee presides over the Residence. The Residence Manager is part of this committee to advocate on behalf of residents. The chairperson of this committee is the Director of Risk Management. All correspondence for the Residence Management Committee should be directed to the committee through the Residence Manager.

**71. Review of Decisions**

On occasion, a resident may perceive decisions made by Management as unfair. Concerns about, or a request to review a decision should be addressed either in person or in writing to the Residence Manager.

If a satisfactory outcome is not attainable from discussion with the Residence Manager residents have the right to place the matter in writing, addressed to the Director of Risk Management, Sydney Adventist Hospital. Correspondence of this nature can be handed to the receptionist on duty who will ensure its delivery to the Director of Risk Management.

## 72. **Roof Balcony Access**

Access to the roof balcony is through Level 4 of the Ladies Residence and is restricted to female residents.

Residents are to maintain this area in accordance with the guidelines under **Aesthetic Appearance of the Residence**. Furniture, which is not designated outdoor furniture, is not to be taken onto the roof balcony.

Smoking is not permitted on the roof balcony. Residents determined to be smoking on the roof balcony will be issued a Notice of Breach.

The Residence roof is not constructed for pedestrian traffic and residents are prohibited from being, in any way, on it.

## 73. **Room Cleanliness – Residence Standards**

It is the intention of management to ensure that basic health and hygiene standards are maintained within the Residence. To this end residents are expected to maintain their private rooms in a manner that reflects these standards by cleaning and vacuuming regularly. Food scraps should not be left in rooms; they attract vermin, so should be immediately placed in appropriate garbage bins. Food covered utensils and equipment should be washed as soon as practical and under no circumstances should they be left unattended and/or unwashed in the kitchen.

Residents, for fire safety reasons, should avoid bulking together large amounts of combustible materials inside their private room. It is in the interest of residents to dispose of, or to place items into storage rather than bulking them inside private rooms.

Management strongly recommend the personal use of mattress protectors. Stains and marks, on mattresses, which are deemed to be outside normal wear and tear will become the residents responsibility and charges may be withheld from the Room Bond refund.

Management strongly recommend the use of plastic matting under refrigerators or any item which may leak water. Water stains, mildew marks or any other damage caused by water leakage will be deemed as the resident's responsibility and charges for repair or replacement to room inventory may be withheld from the Room Bond refund.

Residents who do not meet the expected standard, after continued requests from management to bring their room into line with these expectations, will be charged for professional cleaners to return the room to Residence standards.

## 74. **Room Costs and Refunds**

### Costs:

In signing an Occupancy Agreement all residents have agreed to pay accommodation charges. Accommodation charges for all residents are to be paid in advance.

Student residents are required to pay the semester accommodation charge before the day of academic registration with Avondale College.

All accommodation charges are in accordance with the current published Residence Schedule of Fees. Any resident who has not made payment in line with this requirement is in breach of the Resident Handbook and may be liable to have their occupancy terminated.

Invoices, for accommodation charges, to a resident or a third party are not generated. Similar to a rental situation, payment of accommodation charges within the stated terms is the responsibility of the resident. Payment receipts are only produced at the time of payment.

Accommodation charges are determined by a number of factors:

Firstly, guests and residents are classified by occupancy time frames. A guest is defined as any stay up to 6 weeks while a resident is defined as any stay of 7 weeks or longer. Individuals who check-in under the resident charges but depart under the 7 week residential time requirement will be retrospectively charged guest rate for the length of their stay at departure.

Secondly, residents are classified into two categories, 1) General Residents, 2) Student Residents. All residents are treated equally. General residents are responsible for the full current accommodation charge. Student residents are responsible for the balance of current accommodation charges after the Sydney Adventist Hospital subsidy has been applied.

All residential and guest accommodation charges are published in the Residence Schedule of Fees. The Schedule of Fees is available from the Residence Manager, Residence Reception or at the Sydney Adventist Hospital website.

**General Residents:**

All residents are classified as general residents with the exception of Avondale College Bachelor of Nursing students. General resident accommodation charges are charged weekly. Payment is due and payable from the day of check-in. Accommodation charges are to be paid in advance at all time. Residents who are deemed in arrears may forfeit residency.

**Student Residents:**

Residents who are full-time students of Avondale College studying the Bachelor of Nursing will be classified as a student resident. Student residents are entitled to a subsidy toward accommodation charges from Sydney Adventist Hospital. This subsidy will be automatically applied to accommodation charges proportional to the load of study. For example, a full study load provides 100% of the subsidy, a 50% load provides 50% subsidy.

Student residential accommodation charges are made on a semester basis. Semester 1 is dated 1 January to 30 June. Semester 2 is dated 1 July to 31 December. Residential semesters do not coincide with Avondale College academic semesters and should be read and understood independently. Semester charges are due and payable from the first until the last day of the residential semester, except where a refund is applied. Payment must be made prior to the date of Avondale College registration or the resident may forfeit residency.

Student residents may apply for a payment option, in writing, to the Residence Manager. The payment option will be 50% of semester accommodation charges paid before the date of academic registration with Avondale College, with the balance of 50% divided into three equal payments at the end of the first three months of the academic semester. Approval must be gained, and the first payment under the payment option must be completed, prior to the date of academic registration in order to retain residency rights.

**Refunds:**

**General Residents:**

Accommodation charges are due and payable up to the day of departure. Refund of unused accommodation payments will be processed after check out and included with any Room Bond refund. To understand the refund processes refer to **Moving Out Procedures**.

Student Residents:

Accommodation charges are due and payable on a semester basis. Residential semesters do not coincide with Avondale College academic semesters and should be read and understood independently.

The following table outlines the refund and/or adjustment due on early departure for student residents.

<b>Week into Semester</b>	<b>Refund and/or Adjustment Due</b>
Week 1	Refund Student Semester Accommodation charge Charge one week's General Resident Accommodation
Week 2	Refund Student Semester Accommodation charge Charge two week's General Resident Accommodation
Week 3	Refund Student Semester Accommodation charge Charge three week's General Resident Accommodation
Week 4	Refund Student Semester Accommodation charge Charge four week's General Resident Accommodation
Week 5	Refund Student Semester Accommodation charge Charge five week's General Resident Accommodation
Week 6	Refund Student Semester Accommodation charge Charge six week's General Resident Accommodation
Week 7	Refund Student Semester Accommodation charge Charge seven week's General Resident Accommodation
Week 8	Refund Student Semester Accommodation charge Charge eight week's General Resident Accommodation
Week 9	Refund Student Semester Accommodation charge Charge nine week's General Resident Accommodation
Week 10	Refund Student Semester Accommodation charge Charge ten week's General Resident Accommodation
Week 11	Refund Student Semester Accommodation charge Charge eleven week's General Resident Accommodation
Week 12	Refund Student Semester Accommodation charge Charge twelve week's General Resident Weekly Accommodation
Week 13	Refund Student Semester Accommodation charge Charge thirteen week's General Resident Accommodation
Week 14	Refund Student Semester Accommodation charge Charge fourteen week's General Resident Accommodation
Week 15	Refund Student Semester Accommodation charge Charge fifteen week's General Resident Accommodation
Week 16	Refund Student Semester Accommodation charge Charge sixteen week's General Resident Accommodation
Week 17 to Week 26	NIL Refund - Full Student Semester Accommodation Charges apply

Part-time student residents are not entitled to the above refunds. They should speak with the Residence Manager who will calculate refunds on an individual basis.

To understand the refund processes refer to **Moving Out Procedures**.

## **75. Room Bond**

A Room Bond is required and is payable on application for residency. The value of the Room Bond is published in the Residence Schedule of Fees.

The Room Bond will be refunded if an applicant does not take up residency.

Residents will receive a Room Bond refund in accordance with **Room Costs and Refunds**.

**76. Room Inventory**

When moving in, each occupant is expected to carefully inspect his or her room and compare their opinion for it's good and undamaged condition with that noted on the Room Inventory.

The Room Inventory will detail a full list of items, and their condition, within the room. Occupants are required to "sign-off" the Room Inventory form and return the form to Reception within 24 hours of occupying a room.

Discrepancies should be noted on the form by the occupant and discussed with the Residence Manager or Receptionist prior to signing-off. Do not sign-off until you are satisfied that all discrepancies have been brought into good condition or an agreeable maintenance/repair plan has been reached.

Once a sign-off has occurred the resident will be charged for any loss or damage as outlined in **Moving Out Procedures**

If an occupant fails to return the Room Inventory form within 24 hours, the occupant will be taken to be satisfied with the condition of the room that he or she has occupied and by so doing, confirms that the room is as the Room Inventory form states. From this point, residents will be charged for any loss or damage not reported by them at this time of check-in.

**77. Room Occupancy**

Residents when signing the Occupancy Agreement acknowledge that subject to registered guests, rooms are licensed for single occupancy only.

Upon receiving reasonable notice from the Residence Manager a resident may be required to move on request to an alternative room. Such requests will not be subject to the administration charge for changing rooms.

**78. Running a Business for the Residence**

Residents are not permitted to conduct a business of any description in their private room or from within the Residence.

**79. Security Issues**

Management strives to provide residents with a safe and secure atmosphere. There are also ways residents can further increase their level of security. Some suggestions include:

- Only use designated entrance doors as Hospital Security conducts constant surveillance of entry points into the Residence.
- It is essential that building external and internal security doors be allowed to operate in the manner for which they are designed. Crime does happen and the odds of being a victim of theft or some other crime reduce dramatically when these doors are allowed to function correctly.
- Residents are not to prop open security doors. Management control the opening and closing of these doors. Requests for free access through security doors should be directed to the Residence Manager. The decision not to provide free access through a security door must be respected and security ID cards must be used to gain entry and exit from the area.

- Lock your private room door. Protect your personal assets.
- Residents should not allow people that they do not know to follow them into the Residence building when they have been required to “swipe” for access. Residents are advised to familiarise themselves with other residents so it is easier to differentiate between residents and non-residents.
- Do not lend your private room key to another person. Under no circumstances should a resident lend their security ID card to another person.
- Residents should not leave money or other valuables in full view when they are not in their room. Residents with bicycles should store them in their rooms; bike hooks can be installed with a request to the Residence Manager if they are not already fitted.
- Residents should immediately notify the Residence Manager or Hospital Security if they notice any suspicious people or behaviour in or around the Residence.

#### **80. Sexual Harassment**

Management holds any form of harassment to be wholly unacceptable. Management is committed to providing a safe living environment in which sexual harassment and other discriminatory behaviour does not occur.

Complaints received will be dealt with as outlined in **Obscene, Harassing or Bullying Behaviour**.

#### **81. Stealing**

Stealing is a criminal offence. Stealing is defined as taking the property of another. Examples of property could include personal items, clothing, equipment and food from communal fridges.

Individuals caught stealing will be handed over to the New South Wales Police for criminal proceedings.

#### **82. Storage Rooms**

It is assumed that all storage will occur within a resident’s room, however additional, but limited storage space, is available to residents in dedicated storage rooms. Storage space is not sufficient for all residents to be allocated storage space. Questions in regard to storage space availability should be directed to the Residence Manager.

Allocation to the storage facilities is only possible after Storeroom Registration with Residence reception. Allocation is in relation to storage bays, which in size would normally house two medium to large plastic storage containers.

The resident is free to determine how items are packaged to occupy this space. In determining how items are stored consideration should be made to contain items within the allocated space so they are not obstructing access to the storage bays around them. Residents are not at liberty to utilise vacant storage space within a storage room without prior registration at reception. Items found in unregistered bays will be disposed of without seeking identification of the owner. In these cases re-claiming will not be possible.

Once registration has taken place residents will then be granted access to a storage room key, which is available through Residence reception. Storage rooms are only accessible when Resident reception or the Resident Manager are on duty. Residence staff do not work on Saturday or most of Sunday and access to storage rooms will not be available during these times, therefore planning must be made when access into the storage room is required

Residents utilise the storage rooms at their own risk. Management will acknowledge no responsibility for stolen items. As bays are distributed on a registered allocation basis residents are not authorised to move or alter items in another residents bay. Problems or issues in storage rooms should be brought to the Residence Managers attention.

Storage of larger items, or items in excess of the allocated space that do not fit into the storage bays are not to be stored in the storage rooms. It is the resident's responsibility to find alternative storage methods for such items.

Food items are not to be stored in the storage rooms.

### **83. Smoking**

Smoking of any substance is prohibited on the Sydney Adventist Hospital estate including any portion of the Residence or its surrounds.

### **84. Toilet Facilities**

Residents are requested to observe the following hygiene principles:

- Toilet facilities are to be used for all bowel and bladder excretion.
- Personal douching is not to occur in the toilet cubicle, please utilise the shower facility and be respectful in rinsing the shower area after use.
- Residents are responsible for cleaning/disposal of any spillage of toilet paper and/or urine spills and bowel excretions that are not flushed away. Toilet brushes are provided in each cubicle for residents to clean the toilet bowl where necessary.
- Personal toilet bucket are not to be used in the Residence.
- Residents who utilise the toilet facilities for vomiting should contact Residence staff so disinfecting can occur.

### **85. Telephone and Internet Service**

Making Calls:

Pay telephones are provided within the Residence, both in Men's and Ladies Residence. Additional phones are available in the Hospital and Fox Valley Medical Centre.

Receiving Calls:

The Residence switchboard only operates when a receptionist is on duty. This means calls can usually be received at reception between the hours of 1:30pm and 8:30pm Monday to Friday and 5:30pm and 8:30pm on Sunday. Calls received through the switchboard will be announced on the PA system. Missed calls will have a message left on the message board, when a caller wishes to leave a message. Please note: the receptionist as part of their role must attend to duties, which require their absence from the front desk during reception hours. When these unspecified times occur the switchboard will be placed on night switch and switchboard will not operate again until the receptionist returns from these duties.

Residence Switchboard phone number: (02) 9487 9330

The Hospital switchboard can be used at other times to receive phone calls within the Residence. Residents will need to identify the extension number they wish calls to come to and they will need to advise their callers to request this extension when they are connected to the Hospital switchboard. Phone call times will need to be pre-arranged. It is important for residents using this option for communication to be available at this phone at the prearranged time as no announcement of the call will be made over the PA system..

Internet:

The common lounge area contains an Internet hot spot. This service can be accessed by a laptop with a wireless modem. Hours for service can be purchased through Reception.

**86. Terms of the Licence to Occupy the Residence**

The initial term when signing an Occupancy Agreement is three (3) months commencing on the date the agreement is signed.

Upon expiry of this term, and conditional that the resident resides in accordance with the conditions of Occupancy set out within this Handbook, the residency may continue until such time as the resident or SAHL provide one weeks written notice to terminate the Occupancy Agreement.

The SAHL reserves the right to immediately terminate the licence at any time (during the initial or any extension of term) in the event of a breach by a resident of the Resident Handbook or in relation to their non-compliance with SAHL policies as set out in this Handbook.

In the event of any disputes or differences arising as to the interpretation of the requirements set down in the Resident Handbook, the decision of the Residence Management Committee or SAHL shall be final and binding.

**87. Trespassing**

The Residence has no gates and boundary walls to keep out trespassers. Unauthorised persons (non-residents or uninvited guests) will be asked to leave accommodation and/or common areas. Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave. Hospital Security and/or Police will be called.

**88. Utilities (Water and Electricity)**

The cost of utilities is included in all accommodation charges.

Residents are requested to assist in keeping costs to a minimum by maintaining practices that conserve usage. Fluctuation in the cost of usage will ultimately affect accommodation charges so it is in the best interests of the resident to practice conservation.

**89. Vacuum Cleaners**

Courtesy vacuum cleaners are provided within the Residence. The vacuum cleaners must be checked regularly by residents and emptied after each use. If repairs are required please take the vacuum cleaner to the Residence Manager or Reception who will facilitate repair or replacement.

Any person found to be abusing or deliberately misusing a vacuum cleaner will be charged for its repair or replacement.

Vacuum cleaners can be found, and are to be stored, in the utility room on each level of the Residence. Due to safety and fire regulations vacuum cleaners are not to be stored in hallways or draped over fixtures or fittings in the hallways.

**90. Visitors**

A visitor is defined as a person who is meeting with a resident for a short period of time, while a resident guest is defined as a person who is staying for a longer period or overnight in a resident's room.

All visitors are required to leave the Residence before 9:00pm. Any visitor present in the Residence after this time may be considered an "Unauthorised Occupant" and will be asked to leave. Hospital Security will be called if resistance is displayed or a satisfactory explanation for their continued presence is not given.

**91. Wilful Damage**

Damage to any part of the Residence building, furniture, fixtures or fittings as a result of wilful negligence or a deliberate act will be charged to the resident/s responsible.

**RESIDENT NOTES:**

**SYDNEY ADVENTIST HOSPITAL**  
**RESIDENCE OCCUPANCY AGREEMENT**

Between the Sydney Adventist Hospital Limited (ACN 096 452 925) of 185 Fox Valley Road Wahroonga NSW 2076 (**Hospital**)

And..... (**Resident**)

Of ..... (Address)

Dated .....

1. By signing this Agreement the Resident acknowledges and agrees to be bound by the following terms and conditions of occupying the Hospital's Residence; the Hospital's policies set out from time to time in the Resident Handbook and any directions given from time to time by the Hospital, including but not limited to, directions by the Hospital Administration, the Residence Management Committee or the Residence Manager or any other authorised representative of the Hospital.

**Change of Terms & Conditions of this Agreement and Policies**

2. The Hospital will use its best endeavours to give Residents at least one month's notice of any changes in the terms and conditions of this Agreement or any policies set out in the Resident Handbook. Residents may terminate this licence agreement by giving one month's written notice to the Hospital in the event that they object to the changes in the terms, conditions or policy.

**Eligibility For & Allocation of Rooms**

3. Preference for allocation of rooms will be given to financial students of Avondale College or Hospital employee.
4. Rooms are allocated to Residents by the Residence Manager or delegate.
5. Residents agree and acknowledge that they are granted a licence to occupy their allocated room and a residential tenancy is not being granted.
6. Subject to registered guests, rooms are licensed for single occupancy only.
7. Residents may not change allocated rooms or occupy any unallocated room without first obtaining the express written permission of the Residence Manager.
8. A Resident may be required to move to an alternative room upon the giving of reasonable notice in all of the circumstances by the Residence Manager.

**Guests & Visitors**

9. Residents wishing to have guests in their rooms overnight should seek the permission of the Residence Receptionist or the Residence Manager. Guests must be registered in the guest register at reception. Guests may stay, for a limited time and charges will apply as published.
10. Residents are responsible for the conduct of any person(s) they invite into, or entertain within the Residence, including registered overnight guests. Residents must ensure that their visitors and guests are aware of and abide by the rules set out in this Agreement and the rules and regulations outlined in the Resident Handbook.

11. All visitors who are not registered overnight guests must leave the Residence at the time specified in the Resident Handbook.

#### **Access to Rooms by Residence Manager and Staff**

12. Residents agree and acknowledge that the Hospital Administration, the Residence Management Committee, the Residence Manager or their appointed agents shall be entitled to free access to any and every part of the Residence, including but not limited to rooms allocated to Residents.

#### **Maintenance of Rooms**

13. The Resident shall be responsible for the cleaning of the allocated room to the satisfaction of the Residence Manager during the stay of the Resident and before departure. Any Residents who fails to leave their room clean and tidy, or who have caused damage to their room will be charged a cleaning fee and costs for repair or replacement for any damage.
14. All maintenance needs should be promptly reported to the Residence Manager or delegate.
15. The floor covering, walls, window fittings, blinds, furniture or equipment must not be removed, broken, pierced by nails or screws or in any other way damaged. No modifications may be erected or made in any section of the Residence without the prior written consent of the Residence Manager. The Resident shall be liable for the cost of repairing any damage caused or the cost of replacing equipment, fittings or furniture.
16. Furniture, including the bed bases and mattresses, may not be removed from rooms without the Residence Manager's written permission. Furniture or equipment may not be taken to rooms from lounges or public areas. Similarly, personal furniture may not be stored in Lounges or public areas.

#### **Communal Areas & No Access Areas**

17. Subject to clause 18 below, Residents are permitted use of the total Residence other than those areas designated private rooms, locked storerooms or cupboards and offices, or any other areas so indicated by the Residence Manager, or delegates.
18. Residents are not permitted in the individual living areas of the Residence of the opposite gender except with specific permission from the Residence Manager. Please refer to the Resident Handbook for times and areas accessible for other than gender specific access.
19. All Residents will be responsible for the proper care of communal areas in the Residence. Where the responsibility for deliberate damage and loss in communal areas cannot be traced to particular individuals, the Residence Management Committee may, if it deems necessary, direct the cost of repairs or replacement, to become a charge against the room deposits of all Residents of the building or section concerned.
20. In harmony with the Hospital's inclusive philosophy regarding people of various cultures and customs, the use of the kitchen facilities is governed by principles of respect. Use of the kitchen is *conditional* upon leaving the cooking facilities clean, using cleaning agents to remove cooking residues, and to neutralize odours that might be unpleasant to others.

### **Conduct of Residents in the Residence (including but not limited to the Residents' rooms)**

21. Residents shall conduct themselves courteously and with reasonable consideration for other Residents and shall not cause nor permit the Residence to be used or occupied in any way or for any purpose which might cause significant annoyance to any persons on the premises, and must not indulge in any illegal, riotous, noxious, improper, offensive or noisy conduct or practice, or bring the reputation of the Hospital or the Residence into disrepute.
22. The Hospital respects the religious practices and holy days of all cultures. Residents are requested to uphold the same principle of respect in their dealings with each other in the residence.
23. No game at which money directly or indirectly passes as a prize shall take place in any portion of the Residence or surrounds.
24. Smoking is prohibited in any portion of the Residence and the Hospital buildings and grounds.
25. Residents must not bring onto, manufacture, use or consume within the Residence, Hospital buildings or grounds any substance or article the possession of which is illegal.
26. Residents must not bring onto, manufacture, use or consume within the Residence, Hospital buildings or grounds any alcoholic beverages, spirits or wines or non-prescribed drugs of any kind.
27. All sound equipment must only be played in accordance with the regulations laid down in the Resident Handbook.
28. Residents must not bring onto the Hospital grounds, use within the Residence or Hospital buildings, any form of firearm (or facsimile), fireworks, explosives, or flammable liquids.
29. No candles, incense or open flames are to be used in the Residence.
30. Cooking is not permitted in rooms. Toasters must only be used in the kitchens provided.
31. No animals or birds shall be kept in the Residence. Please see the Resident Handbook for more information.

### **Security, Access Passes & Keys**

32. Residents must not possess, misuse, or attempt to make or buy unauthorised copies of Residence keys or key access. Likewise, Residents must not gain access to another Resident's room by using any other method or key other than that provided for access to that room. Residents must not interfere with or hinder the operation of the card access areas.
33. Residents must report lost or stolen keys and access cards immediately to the Residence Manager, Receptionist or Resident Assistant. They will also be able to assist in Residents obtaining access in these circumstances.
34. Access to and exit from the Residence shall be through the main entrance doorways at all times. For safety reasons, Residents shall not access or exit the residence via exterior fittings (eg ledges, drainpipes, windows). Failure to comply with this instruction may result in the Resident's occupancy of the Residence being terminated.

### **Fire Fighting Equipment**

35. Residents should familiarise themselves with the location and instruction for use of fire fighting equipment. Fire drills will be conducted from time to time. Residents are to follow appropriate procedures as quickly as possible.
36. Residents must not interfere with or cover smoke or heat detectors or misuse fire equipment. Any Resident contravening this clause may have their occupancy of the Residence terminated.
37. Any Resident activating a fire alarm or fire escape door by careless use may be charged a fee in relation to this activation. See the Resident Handbook for more details on this issue.

### **Illness & Injury**

38. All injury or illness should be reported to the Residence Manager or appointed representative. A Resident with an illness or injury which requires constant monitoring or nursing care or where the illness is classified as an infectious disease will be asked to seek alternative accommodation or to be admitted to a hospital and this agreement will be terminated.

### **Cars & Bicycles**

39. Residents are permitted bicycles as detailed in the Resident Handbook. Bicycles are stored at the Resident's own risk.
40. Residents are permitted to park their cars in the places provided in the car park and as detailed in the Resident Handbook. Cars are parked at the Resident's own risk.

### **Insurance**

41. Insurance of private belongings (including cars and bicycles) is the individual Resident's responsibility.
42. Residents must not do or neglect to do anything which will affect the Hospital Administrations insurance policy or policies for fire or public risk in connection with the Residence. The Resident hereby agrees to indemnify the Hospital Administration for any loss and cost incurred to the extent that such insurance policies are affected through any such act or omission by the Resident; including, but not limited to the unlawful discharge of fire extinguishers, firearms, fireworks or explosives.

### **Compliance with Laws**

43. Residents agree to comply with the requirements of the Health Act, Local Government and any other relevant Act of the Government of New South Wales and/or Commonwealth of Australia, relevant bylaws or regulations made there under in relation to their occupation of the Residence, and shall be liable for any breach of any such Acts, bylaws, rules or regulations.

### **Term & Payment of Residential Fees and related fees**

44. The term of the licence is three (3) months commencing on the date this agreement is signed. When the term of the licence expires, the resident may continue to occupy the Residence in accordance with the conditions of occupancy. After the initial three-month term, the Resident and the Hospital may give one week's written notice to terminate at any time. The Hospital reserves the right to immediately terminate the licence at any time (during the initial or any extension of term) in the event of a breach by a Resident of the Agreement or non-compliance with the Hospital's policies in the

Resident Handbook or non-compliance with directions by the Hospital's authorised representatives.

- 45. Residents are required to pay all residential accommodation charges in advance in accordance with the published Schedule of Fees.
- 46. If Residents are likely to have any difficulty in paying their Residential accommodation charges by the due date, they must contact the Residence Manager or a member of the Residence Management Committee no later than 2 weeks prior to the due date.
- 47. Unless an arrangement is agreed with the Residence Manager or the Residence Management Committee to extend the due date of payment for Residential accommodation charges, any Resident who is unable to pay Residential accommodation charge by the due date and is more than 14 days in arrears may be required to move out of the Residence. The Hospital is not obliged to give notice to the Resident.
- 48. A Resident who provides the Hospital with a cheque for Residential accommodation charges which is dishonoured will be charged a dishonour fee by the Hospital as outlined in the Resident Handbook.
- 49. Overdue charges will be placed in the hands of a debt collection agency. Any account sent to a debt collection agency will be charged all debt collection fees as charged by the agency. Any account not fully paid when a Resident has left the Residence will be charged an account service fee each month until the debt is paid. See the Resident Handbook for further information.

**Breach of Conditions**

- 50. If the Residents Management Committee determines in its absolute discretion that any person has committed a breach of any or more of the conditions of their Residence Occupancy Agreement, the Hospital may exercise its right to immediately terminate, without notice, the particular Resident's Residence Occupancy Agreement. For avoidance of doubt if a provision of this Agreement provides that the Hospital may impose a charge or fee or otherwise exercise its rights in relation to a Resident in a particular circumstance, the exercise of such a right by the Hospital does not preclude it from also terminating the Residence Occupancy Agreement of the Resident.
- 51. In the event of any disputes or differences arising as to the interpretation of these conditions or of any matter or things contained therein, the decision of the Residence Management Committee or the Hospital Administration shall be final and binding.

**I have read, and agree to abide by the above Conditions of Occupancy.**

Name ..... Signature .....  
(Please Print) (Resident)

Date .....

Signature .....  
(Residence Manager or delegate)