



2026

# STUDENT ACCOMMODATION HANDBOOK



## WELCOME TO THE STUDENT ACCOMMODATION

We warmly welcome you to New Zealand and your Student Accommodation. The student houses are very popular with our International students at LSNZ. We hope you enjoy your stay.

Our houses are an extension of the school, an opportunity to live with students from other countries, use English together daily, and work as a team to keep your house in good condition. Our house is not a serviced house or hostel. It is a traditional New Zealand flat or shared house. It must be treated with care and respect. To maintain a high standard, we expect all students to read and understand the terms and conditions of their stay presented in the Accommodation Handbook.

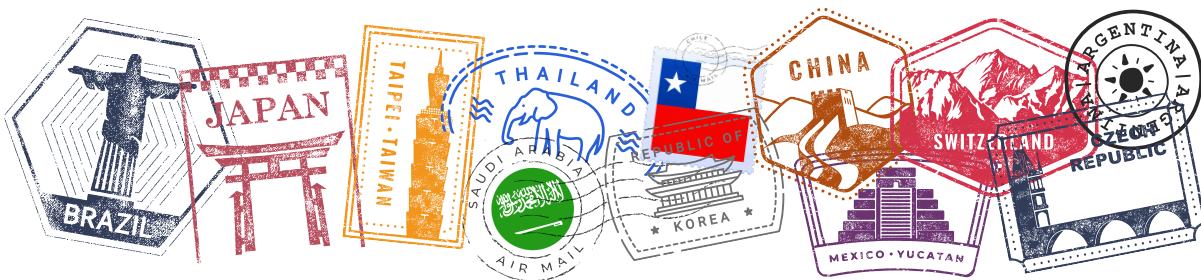
### **Student accommodation is a shared space.**

Everyone who lives here has responsibilities and helps take care of the house. We support each other, welcome new students, stay organized, keep things clean, and make the home a comfortable and friendly place for all.

Our motto: **Think as a team and celebrate diversity to create a happy home!**

Living in student accommodation is going to be a new and exciting experience. In this document, you will find everything you need to know about living in student accommodation. Explore the house and speak with the house warden or staff members at the school to get your questions answered. Learn about the move-in and move-out processes, and refer to the rest of this document for information on student house rules, safety, and communal living. Most house rules in the Student Accommodation Handbook are based on common sense. The check-in process should have been explained during the application process. The House Rules are designed to ensure your comfort, safety, and security. You are required to comply with these House Rules for the duration of your stay.

The student accommodation contains a mixture of twin rooms (shared) and single rooms. All rooms have beds and bed linen, built-in wardrobes and coat hangers. Student accommodation properties often feature a living area where students can watch TV and socialise with other students. The kitchen/dining area provides students with facilities for use, including a fridge/freezer, microwave, cooker, and dining table, where they can sit and enjoy. The laundry has a washing machine and a dryer.





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# 1 INFORMATION ON THE STUDENT ACCOMMODATION

## **a. School Support**

The school manager will assist with any questions you have. Reception at School: Our staff will give you information about services and facilities in Queenstown, including medical assistance, travel, banking, and other essential amenities.

**Reception is open Monday to Friday, 5 days a week, 8:00 am – 5:00 pm**  
**24 / 7 - Emergency: +64 21 768 252 (WhatsApp)**

## **b. Cancellations and Refunds**

If you wish to move out of the student accommodation, you must email at least **two weeks' notice**. The first four weeks are nonrefundable. If you are evicted from the student accommodation due to breach of any terms and conditions in this document, no fees will be refunded. You will lose your bond and the remaining weeks of your accommodation fees.

## **c. Room Allocations**

You will be allocated a room in the student accommodation, which includes a kitchen, bathroom, living area, and other facilities. If you have any issues with the room you have been allocated, please let the reception know. All room allocations are ultimately at the sole discretion of the School.

## **d. Check-in**

You will have booked your room at the student accommodation before you arrive at the school. You will receive a bedroom key upon arrival; please keep it safe. However, it is important to note that one of the houses doesn't have locks on the bedroom doors, and it is completely normal here in New Zealand.

The check-in House Warden will tour the house, show you to your room and explain all the house rules.

**Check-in time is at 2 pm, and check-out time is at 10 am.**

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### e. Arrival / Departure Inspection Report

As part of the check-in process, you will need to complete an Arrival Inspection Report with the house warden and yourself and email it to the school. This Report will be used when you leave to see if any damage has been caused to the room, house, furniture, and equipment during your stay.

This is important for you because the cost of repairs to any damage may be payable by you and/or deducted from your Bond.

The House Warden will inspect the following:

- **Bedroom:**

1. Door and Key
2. Wardrobe
3. Carpet / Flooring / Under Bed
4. Walls
5. Windows
6. Cleanliness
7. Laundry / Bed Linen

- **Kitchen:**

1. Fridge
2. Food shelf

Please ensure all tasks are completed before the House Warden arrives for inspection. If any tasks are unfinished, we cannot refund all or part of your bond. Student(s) must not leave any clothing or camping gear behind; they are responsible for disposing of unwanted items themselves. All food must be removed from the student's shelf, with name tags taken off and cleaned. Additionally, all students are required to clean and clear the fridge of all food. Any unwanted, non-perishable food can be left on the shared shelf.





#### **f. Refund of Room Bond**

Check-out will be in the morning only, between 8:30 am and 10:00 am. On check-out day, you must return your student house keys. You must leave all the bed linen on your bed. Your room must be clean, and all food must be removed from the kitchen and fridge. The house warden or LSNZ staff member will perform the check-out procedure. If you are not ready (for any reason), we will charge a \$50 per hour waiting fee. After your check-out, you are expected to completely leave the house. If you stay in the house and continue to use the facilities, **your bond will not be refunded.**

The bond will be returned after all procedures are completed and 20 workdays after your departure.

Cleaning, and room preparation fees will be deducted (\$50) from the refund amount. Any deductions will be made before any money owing is deposited into your bank.

#### **g. Roommates**

Only occupants currently residing in the student house are permitted to stay overnight. You are not allowed to have any other person staying in your room or any other part of the house (i.e. lounge). Breach of this rule could result in you being asked to leave the student accommodation and losing some or all of your bond.

#### **h. Room changes**

If you want to change your room (for example, from a twin to a single or a dorm room, or the other way around), you must ask at reception. Room changes are only possible if there is space available.

If you want to change or extend your stay, you must send a written request to the school at least 7 days (1 week) before the date you want the change to start.

If you want to cancel your stay, you must tell the school 14 days (2 weeks) before.

Sometimes the school may need to move you to another room for operational reasons. If this happens, the school will inform you at least 1 week before the move.





## 2 COMMUNICATION FACILITIES

### a. Internet

The house has an internet connection, and you will be given the wi-fi password once you arrive.

Please do not share the broadband password with strangers.

The broadband is restricted to residents and the school's staff.

### b. Getting Online

Wi-Fi is free and can be used for reasonable purposes, so all students must be respectful and not download movies and music that are not reasonably used. You will be given the Wi-Fi password when you move into the property. You must never reset the router. **If the router is damaged or reset, requiring an LSNZ staff member to reconfigure the settings, we will deduct \$50 from your bond.**

### c. Mailing Address

Mailing address of student accommodation:

- 37 Goldfield Heights, Frankton Rd. - Queenstown, 9300
- 33B Douglas Street, Frankton - Queenstown, 9300
- 32 Stewart Street, Frankton - Queenstown, 9300
- 12A Humphrey Street, Frankton - Queenstown, 9300

*Students can also use the School address for courier parcels, as this is a more secure address.*

The school address is

**Level 2, Dart House, 11 Hawthorne Drive, Remarkables Park, Queenstown, New Zealand.**





## 3 SERVICES OFFERED AT SCHOOL ACCOMMODATION

### a. Laundry

Washing machines and dryers are available to occupants of the student accommodation only.

When using the washing machine:

- Please do not overload
- **Please clean the lint filter after using the dryer**
- Please open the laundry room window when using the tumble dryer.
- Do not leave the dryer on when you leave the property.
- Do not use the dryer or the washing machine between **10 pm and 8 am**.

Irons and ironing boards are also available for use by occupants. Please be very careful not to leave the iron on, as this can cause a fire.

### b. Rubbish & Recycling

All rubbish from your rooms and the kitchen should be placed in bags only and deposited in the Red Bin. If the rubbish is recyclable, it should go in the designated recycling bin. Do not leave rubbish lying on the floors, as this creates fire hazards, attracts pests, and poses potential health and safety risks.

Ensure the bins are not overfilled so that the lids can close properly; otherwise, the Council will refuse to collect them.

Students are responsible for sorting their recyclable materials (glass, plastic bottles, aluminium cans, paper, and newspapers) and depositing them in the recycling bins outside the building.

Recycling Bins—If non-recyclable items are put in the bin, the council will refuse to collect it. They will also send a warning letter that will be stuck on the lid of the bin, informing you of the offence.

### c. Maintenance

You must report any repairs or maintenance needed in your rooms and house as soon as possible so the issues can be addressed promptly. You are required to inform the house warden of any repair or maintenance issues, who will then notify school management. You are liable for the costs of repairs and maintenance caused. Please note: Management staff appreciate those who admit to accidental damage and will try to keep any remedial costs to a minimum.

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At the student accommodation, there are three wheelie bins:

● **Red Bin - Rubbish**

- The red bin is for rubbish.
- Put takeaway cups, plastic-lined cartons, soft plastics, plastic bags, pizza boxes, window glass, broken crockery, nappies and non-recyclable plastics in the rubbish bin. Remember, if you're unsure if something can be recycled, put it in the red bin.
- Please don't put hazardous items like batteries, hot ashes, flammable aerosols, or chemicals in the rubbish bin. Contact us to learn how to dispose of them safely.

● **Yellow Bin - Mixed Recycling**

- Paper
- Cardboard
- Cans - steel and aluminium
- Plastic bottles and containers marked 1, 2 and 5 (look for the little triangle with a 1, 2 or 5) ○  
Remember: No meat trays/ No fruit and veggie punnets / No coloured bottles marked 1 (for example, tinted soft drink bottles)

● **Blue Bin - Glass Recycling**

- Only glass bottles and jars go in the blue bin.
- However, other types of glass, such as windows, drinking glasses, light bulbs, perfume and moisturiser bottles, mirrors, and heatproof glass (e.g., Pyrex), should be thrown in the rubbish bin.

Every week, the bins need to be put outside for collection in the evening before the collection day, and they should be brought back afterwards. Please note that the red bin (rubbish) is collected every week, but the yellow and blue bins (recycling) will be collected on alternate weeks. If you are unsure which bin to put out that week, please check the link below by typing in the accommodation address.

<https://reminders.saveourstuff.co.nz/s/#calendar>





#### **d. Cleaning**

It is the responsibility of all students to keep the student house clean. There is a cleaning schedule for all students to participate in, and the house warden or LSNZ Staff organises this.

#### **e. Housekeeping**

Your room and the communal parts of the house must be kept tidy and clean to a reasonable standard. Cleaning equipment, including vacuum cleaners and cleaning products, will be provided by the School.

#### **f. Care of Your Belongings**

Your belongings remain your responsibility at all times.

Management and staff accept no responsibility or liability whatsoever for your belongings. We strongly advise you to keep your bedroom door locked when you are not at the house and to obtain appropriate insurance to cover any valuable items during your stay in New Zealand.

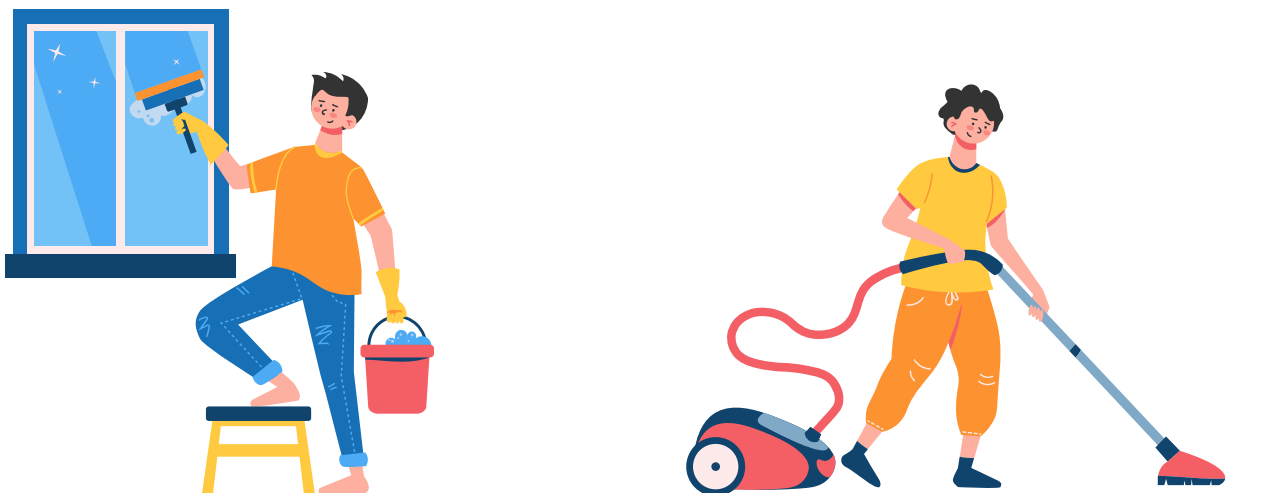
#### **g. Vehicle Parking**

Several parking spaces are available outside the property. Please inform the school staff if you plan to have a car while residing in the student accommodation. Management and the school are not responsible for vehicles being towed, clamped, or interfered with.

#### **h. Transport**

The bus stop is just a short walk from the student accommodation. You can get information about the ORBUS bus from:

<https://www.orc.govt.nz/public-transport/queenstown-buses>





## 4 SECURITY AND ACCESS

### a. Building Security

The safety and security of both occupants and staff at the school are of the highest priority. We cannot be held responsible for any losses you may incur while living in our building. Please keep your room locked when you are not at the house. The key to your room must never be given or lent to anyone else. If no other student is on the premises, you must also ensure that all external doors are locked.

I would appreciate your cooperation to make the building as safe and secure as possible.

### b. Keys

As part of the check-in process, you will also receive keys, which will allow you access to your bedroom and the external door. You must comply with all rules and conditions in relation to your keys, including:

- You must not let anyone else have or use your keys.
- If any of your keys are damaged, lost or stolen, you must report to the house warden and school manager immediately.
- You must return your keys to the house warden or school manager before your departure.

**There is a \$100 charge for replacing any lost, missing or damaged key.**

You should always lock your bedroom and front door when no one else is present. If you lose your key and need staff help outside of school hours, you will also be charged \$50 per hour (a minimum charge of \$50).

### c. External Door

The front doors should be kept locked at all times.  
Students will be given a front door key for access purposes.

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## 5 POLICIES AND RULES

### **a. Visitors**

***Visitors are not allowed in the house.***

No guests are allowed, including classmates, former students, or outside friends.

The house must be a quiet place for rest and study. Students are permitted to socialise, organise dinners, lunches, meetings, celebrations, and similar activities only with other residents/students of the house.

If residents/students wish to celebrate or catch up with friends, they are free to join or organise activities, visit restaurants, pubs, and recreational spaces. It's an excellent opportunity to explore the city and enjoy a range of outdoor and indoor activities.

### **b. Harassment**

No kind of harassment will be tolerated; it can include (but is not limited to):

- Offensive jokes;
- Expressing stereotypes – assumptions about an individual's behaviour, values, or culture based on the group they belong to – in an offensive or insensitive manner.
- Derogatory or offensive material sent through mail, email, mobile phone text or published on a social media website
- Unwanted physical contact;
- Intimidation
- Abuse; and
- Assault

**If you are being harassed, please speak to one of our staff members immediately.**

Please do not decide to respond yourself, leave it us us, the LSNZ team. We are here to help resolve any issues you may have. If a tenant is found to be harassing another tenant, a warning may be issued, or that tenant may be asked to leave immediately.

For any serious incidents of harassment, management reserves the right to terminate the tenant's accommodation contract immediately and retain the two-week accommodation fee.

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### **c. Drugs and Any Other Illegal Substances**

**No drugs** or other illegal substances are allowed at our student accommodation. **Anyone possessing or using illicit substances will be expelled from the school and accommodation.**

### **d. Parties**

**No parties.**

A party is defined as an event that produces a level of noise that could disturb other students, residents, and/or neighbours.

If the students want to celebrate, we suggest they visit a café, bar, restaurant, or park. There are many activities, spots, and places around the city where they can do this.

### **f. Noise**

Recognising the communal nature of the student accommodation as well as the different study and sleep habits of other students (and early work commitments), noise must be kept to a reasonable level at all times. If a student requests that the noise be reduced, this must be respected and implemented.

All students must avoid making excessive and/or disruptive noise at all times. Students are required to exercise extra restraint after 10:00 pm when other students are sleeping. If you want to party, please go to a pub and come home quietly.

**This also applies to washing machines and dryers; they should not be used between 10:00 pm and 8:00 am. The noise from both machines can disrupt the sleep of other residents.**

Also, the student accommodation is in a residential area with families and children. They are legally entitled to the quiet enjoyment of life. If you want to listen to loud music at any time, please wear headphones.

Students are also expected to take some responsibility for the noise around them, asking others to be quiet when they are being unreasonably noisy. If someone is making excessive and/or disruptive noise (and, where applicable, continues to do so despite your request to lower the noise level), please contact management.

Management reserves the right to issue a written warning to anyone who does not comply with noise requirements, to fine them and/or to evict anyone who continues to cause too much noise, resulting in a loss of 2 weeks' accommodation fee and bond.

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#### **f. Obstruction**

You must not obstruct any staff member or authorised agent (including tradespeople) in the performance of their duties. When on the building premises, you must comply with any reasonable direction given by a person holding such authority.

#### **g. Assault and/ or Violence**

Assault on other occupants and/or staff will not be tolerated; disciplinary measures will be taken.

For any serious assault, management reserves the right to terminate the tenant's accommodation contract immediately, retain a two-week accommodation fee, and report the incident to the New Zealand Police.

#### **h. Other Unacceptable behaviour**

In addition to the rules set out above, students must not engage in otherwise unacceptable behaviour. Acceptable behaviour means not disrupting other students' living conditions, respecting reasonable expectations of comfort, privacy, safety, and personal security. Inappropriate behaviour is to disrupt any of those things. Unacceptable behaviour may be subject to disciplinary or legal action.

#### **h. Damage**

**You must not cause any damage to your room or the common areas. You are liable for the cost to repair that damage.**

Student(s) who are responsible for accidental damages and vandalism to the student accommodation furnishings, structures, or equipment will be charged for the appropriate labour, administration and material costs for the expenses incurred.





## 6 FIRE SAFETY

### a. Fire Safety Equipment

The student accommodation has smoke detectors: one in the hallway and the other in the lounge. A small hand-held fire hose is also in the kitchen. Students who tamper with or misuse (accidental or intentional) any fire or safety equipment will be charged. Students are asked to report all problems concerning fire or safety to the school manager immediately.

If a fire occurs at the student accommodation, you should never attempt to put it out yourself. Leave the building immediately through a door or bedroom window and go to the nearest exit. **Call the fire department on 111 and explain the emergency.** Stay out of the building until you are told it is safe to return.

- Dial 111
- Say: I would like the fire department
- Your name
- Address of the property
- A brief description of where the fire is.

The operator will probably ask a few more questions, so please stay on the line until they have all the correct information.

### b. Smoking / Vaping

The school accommodation is a non-smoking and vaping-free property. Smoking is not permitted inside any rooms, common areas, or even gardens. Smoking is only permitted outside the property on the street. Smoking is not popular in New Zealand. If you need help to quit smoking and enjoy a healthier life, please ask us.

**If you are caught smoking or vaping anywhere in the building, you will be fined \$500 and asked to leave student accommodation, which will result in the school retaining your bond. If a room is found to be contaminated by smoking, the student(s) will be charged for cleaning all furnishings, including the beds, curtains, carpet, and any other fabric furniture, and will have to leave the property immediately.**

### c. Fire Prevention

Fire prevention is essential. Tidy rooms and kitchens are particularly free of litter, rubbish, and flammable materials. Remember to turn off the stove in the kitchen after use. Never leave unattended pans on the hob (even if only for a few minutes), and never use containers that may melt in the microwave. Most house fires start in the kitchen, so please always be careful.

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## 7 GENERAL POLICIES AND INFORMATION

### a. Cleaning and Maintenance Inspections

To maintain our standard of cleanliness and maintenance, Management reserves the right to conduct room inspections. House inspections will be conducted regularly and may be unannounced.

Each student's Accommodation has a cleaning schedule, which everyone should follow. The cleaning tasks are divided equally among the house's residents.

### b. Cleaning and Maintenance Checks

Room and house checks will be conducted on a regular basis. If your room and/ or house is found to be unsatisfactory and/ or your furnishings are found damaged, you will receive notification to rectify this. If you do not resolve the issue(s) by the due date stated in the notification, management will arrange for cleaning and/or required repairs to be carried out, and the cost will be charged to you, along with a \$100 administration fee.

### c. House Warden Duties and Progression

**The House Warden is the student and resident responsible for organising and supervising tasks, welcoming new students, controlling the stock of cleaning products, reporting incidents and complaints, and checking the condition of the house and furniture.**

All new House Wardens, upon assuming their role, will receive a 30% discount on the rent. After a trial period, usually lasting two to three months as determined by the Accommodation Coordinator, the discount may increase to 40%, and depending on performance, could reach 50%.

The House Warden must inform the Accommodation Coordinator of your holiday dates at least one week in advance. During this period, the House Warden will pay the full accommodation cost, and one of the students/residents must assume the duties and responsibilities, with the benefits applied accordingly.

### d. Energy Conservation

Energy costs for such a large house are considerable. You can help to conserve energy by:

- - Only using the laundry facilities for full loads (but not too full)
  - Turning lights and electrical appliances off when you are not using them and when you go out.
  - During winter, you must always turn the heat pump off when leaving the house.
  - Every bedroom has an electric heater or heat pump. You must turn the heater off before leaving the house.
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### Heaters:

Students are not allowed to use any heating device other than the ones provided by the house; electric blankets are not permitted. All heat pumps must be set at a maximum of 23 degrees.

### Fines apply for failure to follow the above rules

#### e. Defrosting Fridges

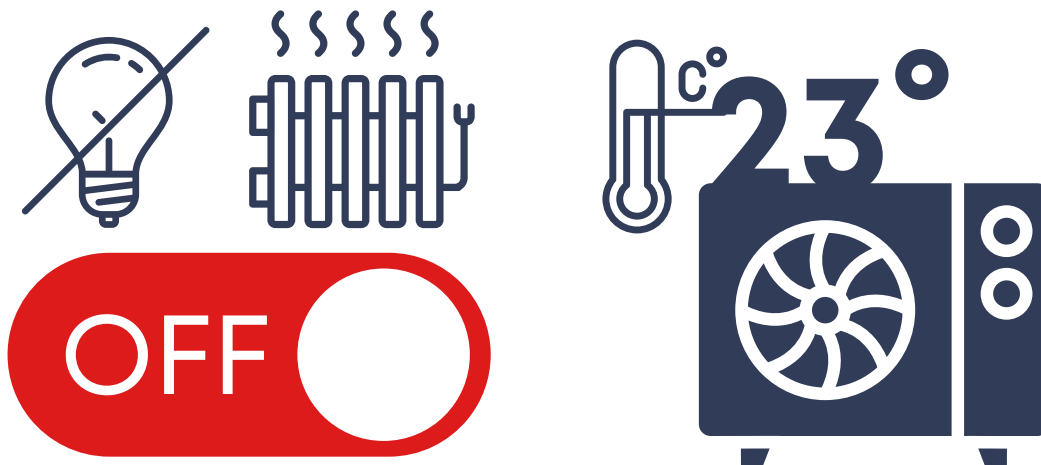
You are advised to defrost your fridge throughout the year. To defrost your fridge:

- Take all your food items out of the fridge.
- Take as much ice out of the fridge as you can and let it dissolve in your sink.
- Turn your fridge off at the wall plug and leave the fridge door open.
- Place a towel under your fridge and a bowl to catch water from defrosting.
- Leave for several hours so the fridge can defrost thoroughly, and
- Clean up the excess water and wipe the inside dry. You can then replace your food items.

#### f. Pets

Students are strictly prohibited from bringing any animals into the house at any time. If there is evidence of contaminated or soiled carpets or furnishings from any animal in the student accommodation, the student shall be charged for the labour and materials needed to address the issue.

Please note that the school owners own a lovely Labrador called Willow, who you may see around the accommodation occasionally, but she is not a resident of any unit.





### **g. Kitchen**

**Always remember to clean up after yourself. Dishes should be cleaned and stored to avoid unwanted pests (such as mice) and mess. When cooking in the kitchen, never leave food behind.**

For grease fires, turn off the heat source and cover the fire to smother the flames. Do not use water to put out a grease fire. Instead, run a tea towel under running water, squeeze any excess water from the towel, and, at arm's length, place the damp towel over the burning pot.

**Do not at any time attempt to pick the pot up. If necessary, call the fire department, which will assist with the fire.**

All students must purchase their food and store it in the appropriate place. They will have a designated shelf for non-perishable foods, such as rice, pasta, oatmeal, most dry foods, and all tinned foods. Some sauces, like mayonnaise, must always be stored in the fridge, so always remember to check the label. Leftover food from tins should always be put into a plastic container and stored in the fridge. All perishable food should also be stored in the fridge.

Leftover food from preparing meals should always be stored in the fridge. It is also handy to write the date on leftover food so you know how long it has been stored.

**Please be respectful. If you run out of pantry items and would like to borrow something, always ask first before taking anything from someone else.**



## 8 EMERGENCY CONTACT

### a. Who to contact

Should you need to contact someone outside of school hours for Emergency only, please contact one of the following numbers:

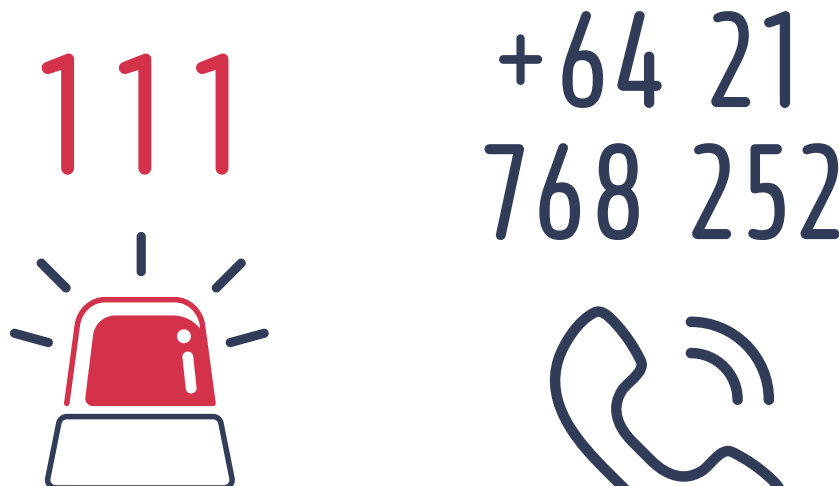
**Emergency Number (24h): +64 21 768 252 (WhatsApp)**

The number above is for emergencies only, not for general inquiries or complaints.

### b. When to contact

When to contact someone depends on the situation, for example:

- A general enquiry is not regarded as an emergency that can wait until the next school day when you could speak to a staff member in person.
- If you have an accident and require hospital treatment or are in a life-threatening situation, this is an emergency. Therefore, you should inform one of the staff members by calling the emergency number or dialling 111 for emergencies requiring Police, Fire, or ambulance.
- If you have any health conditions like a sore throat or common cold over the weekend, please consider very carefully whether this would warrant a Doctor's appointment over the weekend or could possibly wait until a weekday (as an in-person appointment can cost considerably more than a weekday appointment). In this event, you should seek advice from a Pharmacist (Chemist) who can give you advice and over-the-counter medication to help with your symptoms until you are able to make an appointment with a Doctor.
- If your call is not an emergency, you will be charged \$50 per hour for assistance during out-of-work hours.





## 9 ACCOMMODATION RULES - WARNINGS AND FINES

### a. Level 1 Rules

If you break a Level 1 rule, you will receive a written warning.

If you break the rules again after that, you will receive a fine.

If you continue to break the rules and receive more fines, you may be evicted from the accommodation or expelled without further warning. In this case, your bond will not be refunded, and you will receive only a limited refund of any rent you paid in advance.

- **Cleaning** – You must keep your room clean and do your house tasks. All students living in the house are responsible for cleaning, damages, and breakages in the common areas of the house.
- **Rubbish** – Please put the rubbish bins out on the correct day of the week.
- **Security** – Always lock your room and the house when you go out.
- **Energy** – Always turn off electrical appliances when not in use. This includes lights, heat pumps, ovens, and rice cookers.
- **Noise** – All noise, including music and loud conversation (in person, on your mobile, or on your computer, outside or inside), must stop at 10 p.m. If a neighbour asks you to be quiet, respect their right to sleep peacefully—no loud talking outside after 10 p.m.

### b. Level 2 Rules

For Level 2 rules, no verbal or written warnings are given. A warning is not required.

After the school completes an investigation, you will receive a fine, along with a list of the violations you committed.

- **Parties - No parties.** A party is defined as an event that produces a level of noise that could disturb other students, residents, and/or neighbours. If the students want to celebrate, we suggest they visit a café, bar, restaurant, or park. There are many activities, spots, and places around the city where they can do this.
  - **Visitors - No guests.** Visitors are not allowed in the house. No guests are permitted, including classmates, former students, or outside friends. The house must be a quiet place for rest and study. Students are allowed to socialise, organise dinners, lunches, meetings, celebrations, and similar activities only with other residents/students of the house. If residents/students wish to celebrate or catch up with friends, they are free to join or organise activities, visit restaurants, pubs, and recreational spaces. It's an excellent opportunity to explore the city and enjoy a range of outdoor and indoor activities.
  - **Drugs - No Drugs.** Drugs are illegal in New Zealand. LSNZ has a "zero tolerance" policy on drug use or possession. If you or any visitors are found using, in possession of, or storing drugs at the school or the student accommodation, you will be immediately evicted from the student house. You may also be expelled from school.
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- Smoking/vaping – If we find evidence that you have smoked/ vaped inside the house or your room, you will be evicted. Smoking is not permitted inside the property area.
- Naked flames/candles – you must never light candles or fires in or around the student house.

#### f. Fines

Fines can be applied to all students residing in the Student Accommodation or to specific residents. We deduct them from the paid bond. The following is a list of penalties. We will only warn you once; the amount below will be deducted from your bond.

Fines exist to help everyone take responsibility for keeping the house clean, safe, and comfortable. If there is a problem, you will receive a warning. If the problem happens again, the first fine will be applied.

If you receive two fines, you must meet with the School Manager. They will check whether you can continue living at the student accommodation. If you receive more fines after this meeting, you may be asked to leave the house.

- **Cleaning and Rubbish: \$5 per person living in the house**

Your accommodation should always be kept clean, tidy, and in good condition. We inspect your house often and leave a list of things that need your attention. If they are not done, a fine will be applied. The same applies to rubbish that is not put out for collection. A fine will also apply if the Council refuses to collect the rubbish because it was in the wrong bin type.

- **Heaters and Electrical Appliances – Fine: \$50 per person**

If lights, heaters, or other electrical appliances are left on in common areas when not in use, each resident responsible will be fined \$50. Please remember to turn off all lights and appliances such as rice cookers, cookers, heat pumps, and heaters after using them. This helps save electricity and protects the environment.

- **Visitors and Parties:** A \$50 fine may be charged to the whole house or to specific residents if visitor or party rules are broken.
- **Damage to the property:** The person who caused any damage will be charged the total amount of labour and any expenses to fix the damage.
- **Accommodation Payment:** The student will receive a reminder two days in advance regarding their current balance. However, if the student fails to make the payment on the designated day, a fee of \$20 will be charged for each week of lateness. Counting the week that includes the payment day.





## 10 HEALTH REQUIREMENTS, INCLUDING COVID OR ANOTHER PANDEMIC EVENT

All tenants must follow all school management requirements concerning COVID-19 or other health-related events. This is for the health and safety of all tenants. Anyone not following our health-related requirements will have to leave the property immediately. School requirements override government recommendations. This may include, but is not limited to, wearing masks in communal areas and getting daily RAT tests if a tenant is COVID-19-positive.



