



Operation Management Plan

Col James Student Accommodation

June 2017 – Revision 1

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Executive Summary

The following is the operational plan for Atira Student Living.

Atira Student Living and our major shareholders (Blue Sky and Goldman Sachs) have worked hard to secure prime locations for the construction of world class purpose built student accommodation ("PBSA") facilities throughout Australia and New Zealand.

Our staff have deep experience in the student accommodation sector and related service sectors with a mix of PBSA expertise, travel, accommodation finance and audit, the team believes in creating a different experience for students.

With fantastic state of the art buildings and facilities built on feedback from students for students and university partners, we create a "Home away from Home".

Our focus is on the student experience and the friendly proactive approach to making sure these key years are the best they can be. With each of our facilities coming to life with programs activities and experiences onsite, off site and in the community students are encouraged to prepare for life post study.

Our Evolutionary Psychology and 5 Pillars of Success underpins our student experience and drive our approach to the programs and activities that make Atira different.

We have a real value proposition for students which will assist the tertiary sector in attracting the best students and encourage and support them now and into the future.

Industry Experience

Experience

As a current operator with 10 years' experience (under previous brand The Pad) in the industry, we are a preferred provider to many of the top education providers in Australia.

We are recommended to students of The University of Queensland, Griffith University, Queensland University of Technology and TAFE Queensland for the provision of purpose built student accommodation.

Atira Student Living has been accredited by The University of Queensland for the provision of operating purpose built student accommodation in our existing operations.

The University of Sydney, through a rigorous selection criterion has appointed us as one of the six providers for their future development of purpose built student accommodation.

Atira Student Living are current operators of PBSA and have a proven history of successful services.

We deliver the following range of our unique, expert services and vendors in a branded environment:

- Management & Resources;
- Computerised Management Information Systems;
- Student Occupancy Agreements;
- Marketing Management;
- Applications & Contract Management;
- Student Placement Management;
- Residential Assistants;
- Student Support Management (Pastoral Care);
- Administration, Reception;
- Student Amenities;
- Off-Peak Use;
- Student Engagement;
- Asset Maintenance, Management and Incident Coordination;
- Operating Furniture and Equipment;
- Cleaning;
- Consumables;
- Car Park Services;
- Occupational Health and Safety; and,
- Information Communication Technology - Systems and Services.

Corporate Structure

Atira Student Living is a joint venture partnership with majority ownership held between Goldman Sachs and Blue Sky Alternative Investments. Both are leading investors in the PBSA market.

Goldman Sachs

Goldman Sachs is a leading global corporate advisory, securities and investment management firm that provides a wide range of financial services to a substantial and diversified client base that includes corporations, financial institutions, governments and individuals. Founded in 1869, the firm is headquartered in New York and maintains offices in all major financial centres around the world.



The Goldman Sachs Australian Special Situations Group ("SSG") is a global, multi-asset class business, specialising in principal investing and lending in all levels of capital structures on a risk-adjusted return basis. SSG is the primary centre for Goldman Sachs' middle-market financing and investing activity.

The Atira Student Living partnership established with Blue Sky in early 2016 represents Goldman Sachs' entry into the Australia PBSA market. The global investment firm has, however, been active in the European student market for a number of years.

Goldman Sachs is one of the world's largest investors in Purpose-Built Student Accommodation (PBSA) through their ownership of the Vero Group (UK) c.25,000 beds and they bring this valuable expertise to this venture.

Through the association with Goldman Sachs we can leverage their extensive experience as owners of over 25,000 student accommodation beds in the UK.

BlueSky

ASX listed Blue Sky is one of Australia's leading alternative real estate equity developers and investors. Blue Sky entered the Australia PBSA market in 2014 gaining an enviable first mover advantage in the infant industry by securing prime sites in prominent locations close to education providers, transport hubs and retail precincts.



Blue Sky is also partnered with Student Quarters in the United States which operates approximately 5,000 beds.

In addition to its student accommodation portfolio, Blue Sky's real estate team invest in, develop and manage real estate projects across a range of sectors and markets including:

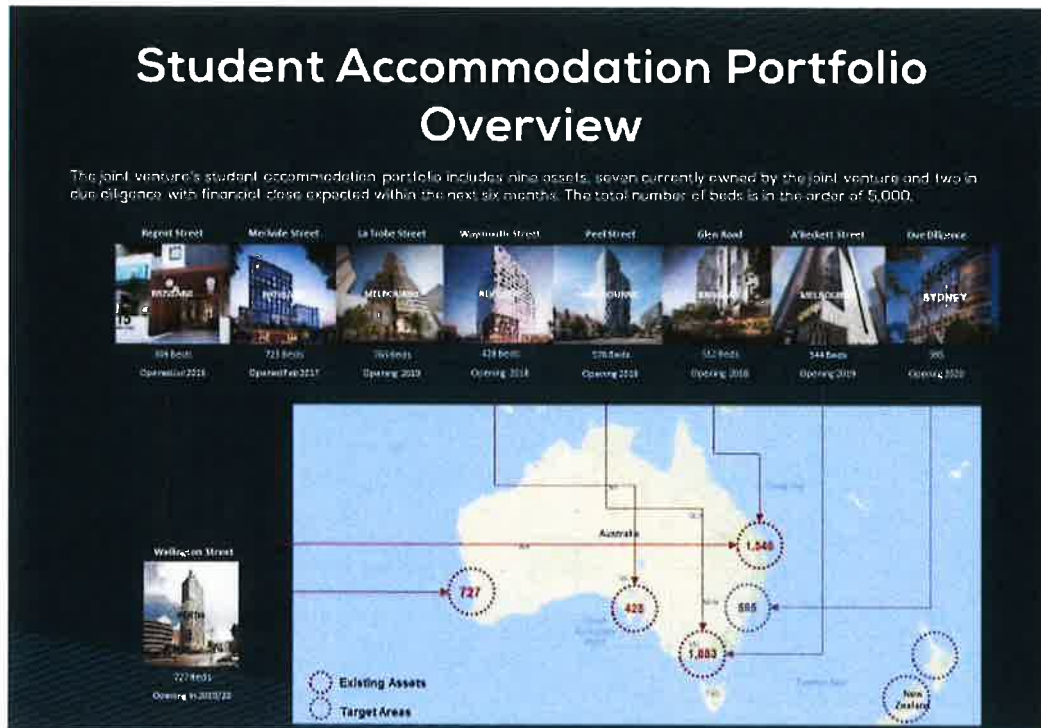
- residential properties;
- retirement living facilities;
- residential asset management; and,
- New York based commercial properties.

The team are active managers and control and operate all the assets they develop and own. Blue Sky has managed over 40 projects resulting in thousands of residential apartments, student housing and retirement living units.

As such, Blue Sky are in a unique position to be able to leverage and share expertise in both Hard and Soft FM services specifically suited to Student Accommodation.



Atira Student Living currently manages over 1,000 beds in Australia with a further 4,000 under construction and a goal of 10,000 in Australia and New Zealand in the coming years.



In December 2016, The Pad was re-branded to Atira and has quickly grown as a new brand leader in student accommodation with over 1,000 beds currently under management and a further 4,000 beds in the development pipeline. Since inception of the new partnership with Goldman Sachs and Blue Sky Alternative Investments during 2016-17 the reach of our accommodation pipeline has extended to:

- Brisbane;
- Sydney;
- Melbourne
- Adelaide;
- Perth; and,
- New Zealand.

The Atira Student Experience

The Atira Way

Atira Student Living's philosophy is that academic success is enhanced when we create a meaningful sense of comfort, connection and belonging which culminates in a superior experience for our students.

Atira Student Living are committed to providing a world class student living experience where life-long connections with other students and their university are nurtured.

Investing heavily in student (customer) led research and understanding of domestic and international student expectations, providing an innovative proactive student care model, a highly engaged and caring home away from home experience, security and highly convenient and central locations are keystones in allowing Atira to deliver on our goals.

Formerly known as "The Pad Student Living", a controlling interest (70%) of Atira Student Living was acquired by a joint venture partnership between Blue Sky and Goldman Sachs in early 2016. Atira Student Living exclusively operates the joint venture's purpose built student accommodation assets in Australia.

Over 10 years of operating experience in Australia and access to the significant international experience in both construction and operations from its sponsors has allowed Atira Student Living to create a world leading proposition in the area of student living

Evolutionary Psychology

We believe creating great student communities doesn't happen by accident.

Our deeply thought through approach is based on the work by Nigel Nicholson on Evolutionary Psychology which creates the framework for ensuring individuals are properly connected to each other and the broader community. We apply this thinking to all aspects of Student Engagement.

Family, Village, Tribe



Families are for support and personal development. Creating small groups of students who share with each other and build strong bonds. A Student Experience Assistant is a leader.



Village is a collection of families that work together to helping each other. Groups of families sharing activities with other families in outings, games and activities. Student Experience Assistants organised to look after "Villages" of Students.



The Tribe are a collection of Villages which provide the forum for culture, recognition, celebration, community, connection and protection. Weekly Bar-B-Que and other events to get everyone together. Recognition of individual

student's success within the Tribe. The General Manager of the property is the tribal leader.

5 Pillars of Success



Academic focus



We believe that the reason students are here is to achieve academic success. We support this with:

- Rooms with desks for private study;
- High speed internet;
- Study rooms for groups to work together;
- Student Support Assistants when student needs advice;
- Pastoral care when they go through difficult times; and,
- A range of life skills and specialist programs to support and enhance the academic programs.

Community



We believe that healthy communities are built at 3 main levels. Family for support and personal development. Village for helping each other. Tribe for culture, recognition, celebration, community, connection and protection. We support and embody this approach by:

- Activities designed and run at all three levels of connection; and,
- Buddy system, Student Support Assistants and Atira Staff to support each level.

Health & Wellbeing



We believe that fitness and health play an important part of life. We support this with:

- A fitness program run by a partner with over 20 years of experience in health and fitness;
- A free gym in every facility;
- Fun challenges for health, fitness and weight;
- Programs that include yoga, Pilates, etc;
- Personal trainers;
- Games and activities; and,
- "Red Frog" counselling.

Recreation & social



We believe that culture, community and being connected are driven by what we do in our recreation and social interactions.

We support this by:

- Student Experience Manager and program;
- Food, pizza nights; weekly BBQ;
- Organised trips and experiences throughout Australia.
- Sport and games; and,
- Pool, table tennis, Trivia nights' competitions and ... fun!

Life ready



We believe in creating opportunities to engage with real life experiences to help students succeed before, during and after study.

We support this by:

- Presentation on thought leadership by industry leaders
- Creating part time job opportunities like tutoring
- Life skills such as goal setting and leadership
- Connecting into relevant organisations and opportunities

Services



Concierge
Service

Atira has a front desk concierge service which solves any issues students may have. It operates from 8.00am to 11pm.



High Speed Wi-Fi

Atira provides 50 GB per week as complimentary for all our guests. Many of our building are designed with fibre optic connectivity to give the fastest possible internet speeds to facilitate efficient study. All our common areas, including social study spaces and living areas have unlimited free internet access.



24/7
Security

Security is on the front desk from 8.00am to 11pm. Staff are available on-site 24/7 for urgent or serious problems and requests.



Student
Experience
Manager

Our Student Experience Manager is dedicated to creating all our programs for student engagement. This includes all the internal activities within the building as well as external activities and tours. These are actively monitored for student participation and feedback. The program also involves the Student Experience Assistants which are students living at our properties and trained to deal with all manner of student needs, which are available for our students anytime.



24/7
Access

Staff are available on-site 24/7 for urgent or serious problems and requests.



Swipe Card
Access

Security is important to Atira and access to the building, lifts and rooms is controlled by secure personalised swipe card. The public foyer areas are open between 8am and 6pm and outside of these times can only be accessed by swipe card.

Property Facilities



Theatre Room



Gym



BBQ Area



Bike Storage



Vending Machines



Cashless Laundry



Meeting Rooms & Study Areas



Games Room



Pool & Table Tennis, Foosball & Air Hockey



Rooftop Recreation



Chill out areas

Used for showing movies and having lectures but most popular for those who love to sing? Our Karaoke room lets you belt out those tunes like no one is listening. A large projector system fills one wall displaying the complete music video creating an immersive experience.

A fully packed gym with running machines, cycle, water rower, weights, circuits, treadmills, medicine balls, etc. available 24/7 to all residents.

The BBQ is a core part of the Australian lifestyle. Every property has a BBQ available for students to use. They are located either on the rooftop terraces or next to the gardens.

Bicycles are a great way to get around. They are inexpensive. Our central locations mean that access to all the places students want to go is not very far. Australian cities have extensive bicycle tracks so it is a safe way to travel. Atira also has a bicycle-share program which allows students to take advantage this mode of transport.

Students sometimes study late and each building has vending machines with a variety of snacks and meals when they want them. The machines are replenished regularly to ensure what they want is there and that they are fresh.

Residents can pre-book their laundry machine and will receive an automated message that advises that their laundry machine is ready for use and once the wash is complete.

Atira buildings are all meticulously designed to incorporate a range of study zones ranging from enclosed private group or single study rooms to more open social study areas. Many of the study rooms come with televisions to aid in group study session. The perfect place to meet with your group or host a study group, our meeting rooms offer a comfortable private place to collaborate with others with access to TV's in a soundproof and secure environment.

The games room is a great place to kick back and have some fun, Often containing comfortable seating and several gaming consoles including Xbox One and Play Station 4. The Games room is the perfect place to challenge your friends in some fun games or play on your own with a big screen TV.

If Video games aren't your thing test your skills on our collection of game tables. Throughout our buildings, we offer a selection of Pool, Table Tennis, Foosball and Air hockey. Periodic tournaments are held as part of the Student Experience Program with prizes, titles and glory on offer.

Atira has rooftop activity areas for relax and social and games. With BBQ facilities and views o the city.

If you just want to read a book or take a quick nap Atira offers relax and regeneration areas full of bean bags, comfortable chairs and fluffy cushions. In a quiet corner of the building the relaxation area is the perfect place to unwind or kick back after a long day.

Room Facilities



Bed



Smart TV



Individual controlled Air Conditioning



Swipe card access to rooms and doors



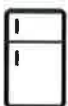
Ensuite Bathrooms



Study Desk, Chair and lamp



Wardrobe



Kitchenette

Every room has a bed either single, king single, double or Queen size. They are selected for their comfort and are professionally cleaned after every tenant with a mattress protector provided to ensure maximum hygiene.

Every room has a 'smart' TV. This allows for mobile and computer devices to 'throw' content onto the screens. The systems are connected to the Video on Demand system linked to all the Atira news and events.

One person's hot is another's cold. Each room has a individually air conditioning control for both cooling and heating.

In shared rooms the common area can be accessed by anyone in the group of rooms but everyone has a unique code that only their swipe key can unlock, giving total personal security.

Most rooms have their own Ensuite bathroom with sink, shower and toilet. In share rooms we never have less than one between two students.

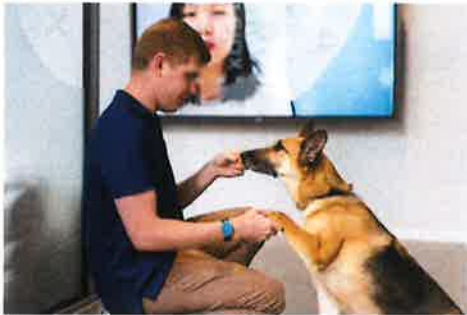
Each room has a large desk to spread out the work, lamp and adjustable chair for comfort. The lamp is a good study light and the rooms have excellent overhead lighting. There are ample plugs for equipment.

A wardrobe for every student so they don't need to share. Long hanging space and shelves provide plenty of space for clothes.

Our Kitchenette include the following:

- Sink;
- microwave/oven/griller;
- 2 burner stove top;
- extractor fan;
- full size fridge; and,
- and for shared rooms a dishwasher.

Images



Home Away from Home



Relax & Regenerate



Our Properties

Regent Street, Woolloongabba, Brisbane



Location

15 Regent Street,
Woolloongabba, Brisbane

Opened
July 2016

Beds
309

Configuration

Studios, 5 Bedroom Apartments,
Twin Share

Education institutions

Close to Universities and multiple CBD base private
education providers

Merivale Street, South Brisbane, Brisbane



Location

Southbank, Brisbane, CBD

Opened
January 2017

Beds
825

Configuration

Studios, 2 & 3 bed apartments,
twin shares

Education institutions

Close to Universities and
multiple CBD base private
education providers

Glen Road, Toowong, Brisbane



Location

Southbank, Brisbane, CBD

Opened

February 2018

Beds

512

Configuration

Studios, 2 & 3 bed apartments,
twin shares

Education institutions

Close to Universities and multiple CBD
base private education providers

Waymouth Street, Adelaide



Location

231 – 243 Waymouth Street, Adelaide

Opening

February 2018

Beds

428

Configuration

Studios, 2 & 3 bed apartments,
twin shares

Education institutions

Close to Universities and multiple CBD base private
education providers

La Trobe Street, Melbourne



Location

42-46 and 48 – 50
La Trobe Street, Melbourne

Opening

August 2018

Beds

783

Configuration

Studios, 2 & 3 bed apartments,
twin shares

Education institutions

Close to Universities and multiple CBD base private
education providers

Peel Street, Melbourne



Location

245 – 249 Peel Street,
Melbourne

Opening

January 2019

Beds

576

Configuration

Studios, 2 & 3 bed apartments,
twin shares

Education institutions

Close to Universities and multiple CBD base private
education providers

A'Beckett Street, Melbourne



Location

48-50 A'Beckett Street, Melbourne, Victoria Australia

Opening

January 2020

Beds

541

Configuration

Studio and 3-6 bed clusters

Educational Institutions

RMIT, University of Melbourne, Monash University

ACU and Victoria University

Wellington Street, Perth



Location

Welling Street, Perth

Opening

2020

Beds

727

Configuration

~390 Studio and 330 cluster rooms.

Educational Institutions

University of Western Australia, Curtin University,

Edith Cowan University

Atira Operational Management Plan

Col James Student Accommodation will be professionally managed by Atira Student Living (the Operator). ATIRA is one of the top 10 major national student management companies in Australia, also being the largest student accommodation service provider in South East Queensland with over 2,070 beds under operation or development and \$330m in assets under management.

ATIRA's point of difference:

1. ATIRA has been recognised by Government and Industry as the benchmark in this area for its ability to offer:
 - a. Diversity of accommodation choice - including units, studios, clusters (4-5 beds), share-houses, larger purpose built student accommodation all under a standardised management system that adheres to exceptional standards;
 - b. Affordability - pricing includes utilities, furnishings, internet to meet the budget of a broader student market; and,
 - c. Multiple locations capable of servicing all Universities.
2. Federal Government endorsed Student Accommodation Ratings Scheme (STARS) – Chaney Review with support from Universities Australia Policy Agenda 2013-2016;
3. A risk managed housing model – ATIRA has been endorsed formally by insurance industry as having the lowest insurance claims ratio of any housing manager nationally i.e. <10% ratio as compared to industry being >40% of premiums received;
4. Member of various Government taskforce reviews into student housing policy nationally.
5. Direct access to more than 15,000 international education agents through our partnership with PIER On-line;
6. Sponsor to various student communities; and,
7. Our People are tertiary qualified and multi-lingual in English, Mandarin, Taiwanese, French, German, Arabic, Slovakian, Russian, Maltese, Greek, Italian, Hindi, Cantonese and Malay.

The following is an outline of the management procedures ATIRA will undertake to ensure that the Col James Student Accommodation facility meets requirements of the Sydney DCP 2012 Section 4.4.1.7 Plan of Management, whilst also to maintaining the amenity of the building for its residents as well as maintaining the amenity of the neighbourhood. Key to the success of each of ATIRA's student communities is the detailed and comprehensive operating procedures which ATIRA employ, and which addresses everything from a student's initial enquiry right through to their tenure as a resident and well after their departure.

Key elements of operating a purpose-built student accommodation facility include critical incident handling and inspections and compliance management. It is ATIRA's mission to:

- Provide a safe, secure and supporting living environment;
- Provide relevant, diverse, multicultural and effective programs, activities and opportunities to our resident students;
- Encourage and provide an environment that fosters academic, personal, social, cultural and professional growth; and,
- Provide a home to our resident students.

As a preferred provider to many education providers nationally, ATIRA work closely with their personnel and departments to ensure residents understand and obtain maximum value and the best student life experience during their stay. As part of our residential life program we provide organised cultural, academic, social and professional development activities. The activities are not restricted to a building and involve student exchange programs inter facilities.

The pastoral care of the students is of utmost value to ATIRA's offering. ATIRA understands the unique challenge of providing services and support to students who are away from home and the responsibility in ensuring that our students not only have an enjoyable and memorable moment but helping them to become a better person during the time that they stay with us.

Resourcing

The student accommodation facility will be professionally managed by an onsite team of well trained staff with a concierge style service offering and 24/7 presence and monitoring technology to assist students at any time. Below is the proposed schedule of key personnel for Atira – Col James Student Accommodation.

Staff	Role/Duties	Location/Contact Details
Building Manager	Accountable for overseeing the performance of the management and performance of the property and the first point of contact for the Owner. This role will oversee the pastoral care, facilities management, leasing, and marketing and student welfare.	Location: Onsite/Business Hours Contact: TBC
Customer Services Officers	Overall responsibility for the front office administration and customer service.	Location: Onsite/Business Hours Contact: TBC
Residential Life Manager	Responsible for student welfare and mentoring assistance in the delivery of ATIRA's residential life program by coordinating and organising activities and events and ensuring student engagement across the facility.	Location: Onsite/Business Hours Contact: TBC
Admin & Accounts	Administrative processes, day to day accounts including rent receipting etc.	Location: Head Office/ Business Hours Contact: TBC
Facilities Manager / Risk Compliance Manager	Accountable for the safe operation of the facility including but not limited to the following: <ul style="list-style-type: none"> Coordinate maintenance requests from students 	Location: Onsite/ Head Office Contact: TBC

	<ul style="list-style-type: none"> • Appoint and oversee contractors • Day to day repairs and maintenance • Waste and environment management • Coordinate cleaners • Building audits • Management and oversee the life cycle maintenance plan and preventative maintenance plan for the facility 	
Student Experience Assistants (Residential Advisors)	Students within the community selected to assist with the residential life program including the mentoring and wellbeing of students. They are also present after hours to assist with lock-outs, complaints management and initial response in an emergency situation.	Location: Onsite Contact: TBC
Security/Evening Duty Manager	After hour monitoring of the facility.	Location: Onsite/Afterhours Contact: TBC

Reception













The Reception desk at Atira is located near the main entrance and will be staffed weekdays and weekends. Please ask your reception desk for their operating hours.

Out of normal office hours you will see Student Experience Assistants, Security and our Evening Duty Manager operating from reception and will be happy to help should you need assistance. When the reception desk is unattended please call the numbers above and you call will be directed to a staff member on duty.

Reduced hours of operation may apply during vacation periods.

Recreation and study space

Atira has some amazing and themed study spaces and diverse recreation rooms for you enjoy.

	Media Room		Games Room
	Pool Table		TV & Media Room
	Gym		Music Room
	Resident printing		Vending machine
	Study Space		Theatre Room
	BBQ Area		Rooftop Terrace

** Facilities may differ depending on property*

Atira Cashless system

Atira has a revolutionary cashless system utilises your electronic security card so students can purchase goods, pay for goods and services with a single swipe of their Atira card. Students will be able to use this card in all aspects of their Atira life from accessing the room and building facilities, to purchasing snacks and doing laundry.

Printing

Atira staff are here to help and can print and scan documents for students at the front desk free of charge.

Laundries

Atira is equipped with laundry facilities containing washing machines and dryers. Charges apply for the use of washing machines and dryers and use the monitor cashless system to operate. Simply add credit to your account to use the laundry facility. Our laundry is more unique then most as with our monitor system, students can manage their washing cycle by receiving a text when the cycle has ended. Students can also book a machine and view how many machines are not in cycle mode prior to making their way to the laundry!

Building and Landscape Maintenance and Management

The in-house Facilities Manager will supervise the maintenance of the student accommodation facility including landscape maintenance. The Facilities Manager will report directly to the Building Manager and will also attend to minor maintenance services supplemented with contracted resources for more complex maintenance requiring a licensed / approved trade's person.

Typical minor tasks undertaken by the Maintenance Manager would include:

- Minors repairs to the units;
- Replacement of light globes;
- Grounds maintenance;
- Maintenance of signage;
- Patching and painting of walls;

- Testing and replacement of appliances (excluding cook tops and ovens); and,
- Preventative Maintenance Inspections.

Building maintenance that is typically conducted by contracted trades includes:

- Maintenance of air-conditioning;
- Maintenance of lifts;
- Maintenance of fire systems;
- Cleaning of common areas and windows;
- Pest control;
- Garbage collection;
- Security;
- Electrical; and,
- Plumbing.

The process of reporting maintenance by residents is done via the management portal online. Residents can also track and monitor of a reported maintenance has been actioned.

Common Area Maintenance

Regular inspections of all common areas are also conducted by maintenance and management staff including regular building audits to ensure that all fittings, furnishing and finishes remain in good and safe working condition. All necessary works will be scheduled at times that will least inconvenience residents unless in emergency situations whereby the works will be conducted immediately.

Annual Maintenance Plan

Our Annual Maintenance Plan stems from our assessment of the daily, weekly, monthly and annual small scale undertakings required to maintain the day to day operation of facilities. The services of the Facilities Manager is combined with Contractors who provide technical expertise to conduct major service (lifts, ac plant, boilers etc.) ensuring that maintenance is conducted as per manufacturers specification and requirements.

Landscape Maintenance

Management of the grounds and landscaping will be undertaken and coordinated by the onsite Facilities Manager supplemented as necessary by professional contractors. Proper management of the landscape is an integral part of ATIRA as the appearance of our facilities is core to our service offering and standards.

Cleaning Management Plan

All common areas listed below will be cleaned on a daily / weekly basis as required by the cleaning contractors under the direction and supervision of ATIRA.

- Entry & foyers;
- Corridors;
- Common rooms;
- Recreational areas including games rooms;

- Laundry room;
- Garbage rooms including washing and sanitisation of bins;
- Lifts;
- All outdoor area including pool area; and,
- External high window / façade cleaning will be completed a minimum of once annually or as required

Studio & Room Cleaning

Students will clean the internals of their studios and respective rooms. ATIRA will offer cleaning services to students should they wish to take up the services. All studios and rooms will be professionally cleaned at the end of all leases ahead of new residents moving in. Exit cleans also includes steam cleaning of the mattress and carpets in the room. Additional services included in the weekly rent will be the supply and replacement of linen to all residents to assist them with the management and cleaning of their linen.

Waste Management

Within each of the studio and cluster apartments, residents will be responsible to ensure that rubbish is placed carefully in the provided rubbish receptacles. ATIRA has a strict policy that doesn't tolerate any form of visible waste within student living areas and students must only place rubbish in the approved receptacles within their studio or externally as provided. This will be monitored closely by the maintenance team including cleaners and the operations team.

Waste will be collected from the property by Council or a private contractor a minimum of twice a week and will be monitored closely by management should the frequency require amendment.

Residents are required to place their own waste into the garbage chutes located on each level, which is delivered to the bin room located in the servable areas of the property. Atira's cleaning service is responsible for collecting waste from communal area bins throughout the property. Sharps and sanitary waste receptacles will also be available in the public toilets throughout the property and will be managed by a private contractor as applicable.

General waste and recycle is then collected from the property by council or a private contractor a minimum of twice a week and will be monitored closely by management should the frequency require adjustment due to demand.

The resident Building Manager will take all reasonable measures necessary to maintain acceptable behaviour of guest to maintain the amenity of the boarding house for all occupants and the amenity of the neighbourhood for residents in the area.

Maximum Numbers

The operations team will monitor and ensure that the number of residents residing at the facility does not exceed the number as approved in the Development Approval.

Safety and Security

ATIRA will ensure the safety and security of the residents, including a 24/7 staffing/ security model as follows:

- Provide a secure building with locks to all external doors. It is to be noted that the building will have electronic swipe card access throughout with all residents provided with their own swipe card. All entry doors to the facility will be locked after 6pm with access by swipe card only;
- Ensure all staff are well trained with ongoing refresher training on the management of emergency and critical incidents;
- Residents should seek approval from management for any guest to stay overnight with them;
- The facility will have CCTV coverage throughout with recording facility;
- Students will access to onsite staff 24/7;
- Security will monitor the facility after hours;
- Emergency contact numbers for essential services such as fire, ambulance, police, and utilities such as gas, electricity, plumbing; and,
- Keys for security entrance doors to essential services such as fire brigade in case of emergency will be available.

Resident & External Complaints Processes: Refer to Appendix

Atira has clear Standard Operating Procedures to guide its people to successfully manage matters that arise throughout the operational phase. The purpose of these Standard Operating Procedure is:

- To investigate and resolve resident complaints as quickly and satisfactorily as possible;
- To ensure that complainant(s) are provided with a fair and transparent process to lodge complaints;
- To improve customer service;
- To provide clear Standard Operating Procedures for Managers on the complaints process; and,
- To provide a better monitoring system of complaints for Atira Student Living (Atira) reporting and follow-up.

House Rules: Refer to Appendix

Occupancy

Occupants of the facility will be provided with an Occupancy Agreement which both address and cover the following occupancy principles:

- An occupant is entitled to live in premises that are:
 - reasonably clean;
 - in a reasonable state of repair; and,
 - reasonably secure.
- A grantor is entitled to set reasonable rules of the premises, and an occupant is entitled to know the rules of the premises before moving in;
- An occupant is entitled to have the occupancy agreement, and receipts for payment of any monies, in writing;
- An occupant is entitled to quiet enjoyment of the premises;

- A grantor is entitled to enter the premises at a reasonable time on reasonable grounds to carry out inspections or repairs and for other reasonable purposes subject to reasonable entry notices;
- An occupant is entitled to a minimum of four weeks' notice before the grantor increases the amount to be paid for the right to occupy the premises, and to know before moving in how much notice will be given;
- A grantor is entitled to charge for the use of a utility, if the amount charged is determined per the cost of the grantor providing the utility and a reasonable measure or estimate of the occupant's use of the utility;
- A grantor is entitled to require the payment of a bond equivalent to not more than four weeks' rent, and must lodge any bond monies with the Residential Tenancy Authority;
- An occupant is entitled to know why and how the occupancy may be terminated, including how much notice will be given before eviction;
- An occupant must not be evicted without reasonable notice; and,
- A grantor and occupant should try to resolve disputes using reasonable dispute resolution processes.

Application process

- Students will submit an online application;
- Upon receipt of the application Atira will provide the students with a sample Occupancy Agreement and request payment of a holding deposit to secure the room/ studio they wish to rent;
- Upon receipt of the holding deposit Atira will process the application including ensure they do not own a car prior to approving the application;
- Processing the applications involve checking their tenancy history, seeking references, confirming their ability to pay rent and cross checking their name on the national tenancy database etc; and,
- Once the application is approved students are notified and booked for an induction lease sign-up.

Arrival Experience & Induction

Creating the right first impression when it comes to the arrival experience is critical in the delivery of a successful student experience. To this end, Atira ensures that the design of the project and the operational elements find the right balance between the student residents arriving at their new home and the critically important stakeholders within the community. Atira will use its experience in student experience design to ensure that the key arrival touch points are safe, easy to navigate with minimal disruption to the community.

All students will undergo an induction program at the start of their occupancy agreement covering but not limited the following:

- Explanation of the occupancy agreement;
- Confirmation of how and where to pay rent;
- Explanation of the house rules;
- How to lodge a maintenance and report an emergency;
- How to report an incident;
- Fire & emergency evacuation procedure;

- Building security;
- Access to common areas;
- Cleaning;
- Waste management procedures;
- General tips about keeping their studio presentable and safe; and,
- Information about the residential life program and support available to them during their stay.

Smoking Area

Smoking will not be permitted on the premises. This will be notified to the residents in the house rules and notices will be prominently placed in studios and recreational areas.

Bicycle-share Program

Atira will implement a bicycle-share program which includes a fleet of 20 bicycles available for students to use as required. This program and bikes will be managed and maintained by Atira, allowing students flexible transportation without owning a bicycle.

Key Personnel

Michael Heffernan, Chief Executive Officer

Michael entered student accommodation in May 2009 as Chief Financial Officer of the Australian business and was appointed Chief Executive Officer of CLV Australia in July 2010. In January 2016 Michael was also appointed Chief Executive Officer of CLV's New Zealand business. In January 2018 Michael will join Atira and will be responsible for the strategic leadership and overall management of Atira's southern hemisphere business.



Michael's experience in leading southern hemisphere operational and financial performance at CLV brings extensive experience to Atira, where Michael will play a leading role in sourcing and assessing business development opportunities. Over the past few years Michael has played a pivotal role in a multi-campus acquisition with Western Sydney University, an NRAS development with Edith Cowan University, and a new on campus development at the University of Melbourne. In 2015 Michael successfully led the bid process for a new 1,000 bed management contract with the University of Sydney.

A Chartered Accountant by background, Michael has previously worked in senior roles managing large teams in the transport and infrastructure sectors, both in Australia and in the United Kingdom. Michael is also a Chartered Company Secretary with a solid grounding in governance and risk management.

Shannon O'Connor, Chief Operating Officer

Shannon is responsible for the overall leadership and management of the Australian portfolio. Shannon also leads and coordinates the Head Office support departments including Operations, Sales, Facilities Management, Risk & Safety, and new project mobilisations.

Prior to moving into his current role as Chief Operating Officer, Shannon successfully led a global project to redesign websites and convert them to mobile friendly. In addition, Shannon created and implemented the Sales and Customer Service Academies.



Throughout his time in student accommodation, Shannon has also consulted on the bid and transition of many other projects such as:

- Western Sydney University (Bankstown, Campbelltown, Hawkesbury, Penrith, Nirimba) – transition of existing accommodation from University managed to CLV managed;
- Edith Cowan University Village (Joondalup) – Stage 2, 127 bed National Rental Affordability Scheme (NRAS) greenfields development and mobilisation;
- Queen Mary Building (The University of Sydney) – the mobilisation of a fully refurbished 800 bed dormitory student accommodation facility;

- Abercrombie Student Accommodation (The University of Sydney) – a 200 bed greenfields development and mobilisation; and,
- Student Village Melbourne (The University of Melbourne) – a 648 bed greenfields development and mobilisation.

Prior to working in student accommodation, Shannon was responsible for a number of brand and identity projects in the government and tourism spaces within Australia. During his international career, Shannon has also consulted and led the transition and development of a number of hotel projects in Cyprus, including:

- Opening of newly constructed Athena Royal Beach Hotel;
- Development and transition of All Inclusive product at Athena Beach Hotel;
- Development and transition of Couples Only product at Pioneer Beach Hotel; and,
- Commercial negotiation, contract management (acting for Thomas Cook) of Kouzalis Beach Hotel and Pafian Sun Holiday Village.

Nicole Gillard, Chief Financial Officer

Nicole is a member of the Institute of Chartered Accountants and has held senior roles at Lloyds TSB in London. On returning to Australia in 2008 she took on the role of Regional Finance Director of CBRE Asia Pacific which she held for 8 years giving her a deep understanding of the property market.



In her role as Chief Financial Officer of CFO Centre Pty Ltd she was introduced to Atira Student Living and has since been fulfilling the role of Chief Financial Officer.

Dan Moore, Regional General Manager

Dan Moore was born with a hunger for new horizons. His childhood fascination for Australia incubated as he studied tourism in UK at Lincoln University. Learning languages and working in student living he was surrounded by students, travellers and nomads from the start.



Dan now brings 16+ years of experience in student living. Dan learnt hands grass roots from best practice institutions in the UK. Since immigrating almost ten years ago Dan now applies best practice in with Atira in Brisbane, Australia.

His operations experience plus national marketing and operational expertise is instrumental at Atira as General Manager to be the largest and most respected providers of student accommodation in Australasia. Dan is thorough, passionate and focused on providing the best living experience possible.

Appendix

Resident & External Complaints Processes

Please click on the below PDF embedded documents to review Atira's Standard Operating Procedures.

atira
Student Living
Standard Operating Procedures
External Complaints Process

Document Name	Standard Operating Procedures: External Complaints Process
Document Type	Full Manual Required: Standard Operating Procedures
Document Date	February 2017
Document Version	Version 1.0
Document Status	Final

1. PURPOSE
The purpose of this Standard Operating Procedure is to:

- To investigate and resolve external complaints in a timely and satisfactory manner.
- To ensure that complaints are processed with a fair and transparent process to all parties involved.
- To ensure customer service.
- To provide a clear and consistent process for all complaints.
- To provide a timely and satisfactory outcome of complaints for all Student Living staff and residents.

2. SCOPE
This Standard Operating Procedure applies to:

- All Complaints & Enquiries which are not regulated by specific Terms, Acts or other regulatory requirements (Regulatory Requirements) with regards to managing the external complaint process.

3. REFERENCES
Other relevant Regulatory Requirements applicable to the Regulatory Requirements take precedence in the event of any inconsistency with this Standard Operating Procedure.

atira
Student Living
Standard Operating Procedures
Resident Complaints Process

Document Name	Standard Operating Procedures: Resident Complaints Process
Document Type	Full Manual Required: Standard Operating Procedures
Document Date	February 2017
Document Version	Version 1.0
Document Status	Final

1. PURPOSE
The purpose of this Standard Operating Procedure is to:

- To investigate and resolve resident complaints in a timely and satisfactory manner.
- To ensure that complaints are processed with a fair and transparent process to all parties involved.
- To ensure customer service.
- To provide a clear and consistent process for all complaints.
- To provide a timely and satisfactory outcome of complaints for all Student Living staff and residents.

2. SCOPE
This Standard Operating Procedure applies to:

- All Complaints & Enquiries which are not regulated by specific Terms, Acts or other regulatory requirements (Regulatory Requirements) with regards to managing the resident complaint process.

3. REFERENCES
Other relevant Regulatory Requirements applicable to the Regulatory Requirements take precedence in the event of any inconsistency with this Standard Operating Procedure.

House Rules

The House Rules will be agreed and signed off on by the residents prior to the resident moving in the property and will include the following:

- A breach of any of the Special Terms or House Rules will result in the Resident being issued with a Form R11 Rental Breach allowing you 5 days to remedy this breach
- If you do not remedy this Form R11 Rental Breach you will be issued with a Form R12 Notice to Leave allowing you 2 days to vacate the premises
- A Serious Breach of any of the Special Terms or House Rules will result in the Resident being asked to Leave IMMEDIATELY via Form R12 Notice to Leave

Resident Behaviour

Residents must not interfere with the reasonable peace, comfort and privacy of other residents.

- Storage and drinking of alcohol outside of the Resident living space is not permitted.
- Smoking is not permitted within 5 metres of the Rental Premises (building). If Atira believes the Resident has smoked in their room you will be requested to steam clean curtains, furniture etc.
- There are to be no parties held on the Rental Premises at any time without prior permission received in writing from Atira management.
- At all times Residents, must maintain a reasonable standard of dress in consideration of other Residents.

5. Theft and illegal substances will not be tolerated and offenders will be reported to the police.
6. Drunk/Disorderly behaviour is unacceptable. Violence or aggression towards other residents will not be tolerated. **THIS IS CONSIDERED A SERIOUS BREACH.** Disputes must be reported to Atira, who will attempt resolutions between all Residents involved before passing it on to the relevant authorities.
7. Any suggestion of racial, religious or sexual denigration or harassment **ARE CONSIDERED A SERIOUS BREACH.** All Residents residing in the Rental Premises are to be treated with respect and consideration always.
8. Residents are not permitted to place notes for public display. Any issues which need to be resolved are to be dealt with in a civil adult manner by speaking with housemates. As a last resort Atira is to be contacted to resolve any issues which are a result of house rules breaches.
9. Personal items such as suitcases, shoes, boxes, etc. are not to be left in the common areas. Atira take no responsibility for loss of items. Cleaners are instructed to remove and throw away these items.
10. Residents must keep their Audio Devices at an acceptable noise level as not to disturb other Residents/create noise pollution

Maintenance of rooms

1. In a way that does not interfere with the reasonable comfort of other Residents,
2. In a condition that does not give rise to a fire or health hazard.
3. Residents are not permitted to cook in their bedrooms (self-contained studios excluded) & must not leave uncleaned crockery, cutlery or rubbish in their rooms. All used crockery/cutlery must be cleaned & put away immediately & any rubbish must be removed & placed in the bins provided.
4. Damage or destruction of any part of the room or a facility in the room, breaking windows & any other act which may damage deface, or break any part of the Rental Premises or its contents, furnishings and appliances, which occurs because of a resident's wilful, negligent or reckless conduct **ARE CONSIDERED A SERIOUS BREACH.**
5. Residents are not permitted to affix any items to the walls which includes, blu tak, sticky tape, picture hooks or similar. This includes marking, painting, driving nails/screws into walls. If paintwork is damaged Residents will be charged to repair it.
6. Residents will be required to have their bed mattress professionally steam cleaned upon vacating and provide a receipt. If no receipt is provided, it will result in Atira having to coordinate this at a fee of \$100 charged to the Resident (included into departure clean fee)
7. Residents with carpet in their room will be required to have the carpet professionally steam cleaned upon vacating and provide a receipt. If no receipt is

provided it will result in Atira having to coordinate this at a fee of \$100 charged to the Resident (included into departure clean fee)

8. Residents with a split system air conditioner or range hood in their rental premises will be required to have them professionally cleaned upon vacating and provide a receipt. Any damage caused to the air conditioner or range hood will be the resident's responsibility. The professional clean can be organised by contacting the Building Manager or Atira Management Maintenance Department. If this is not done it will result in Atira having to coordinate this at a fee of \$55 charged to the Resident

Common Areas

All Residents must leave all common areas neat, clean and tidy after using them.

1. All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.
2. Common areas in the Rental Premises include areas inside and outside the property that are accessible by multiple residents.
3. Failure to maintain clean & tidy common areas may result in professional cleaners being engaged at a cost divided by all Residents.
4. Residents of the premises are responsible jointly and severally for any damage which occurs in the common areas of the Rental Premises. All Residents are responsible for the costs associated with any repairs to damage in the common areas of the Rental Premises or until the Resident responsible for the damage is identified.

Laundry Facilities

A laundry has been provided for use by residents. All residents are entitled to use the laundry.

1. Residents are required to provide their own laundry detergent/powder & any other laundry product they wish to use.
2. Residents must not leave items in the washing machine after the cycle is finished.
3. Residents are to keep the laundry area clean and tidy always and not to store their personal items in the laundry area.
4. Residents are to use the dryers provided and are not permitted to hang clothes on balcony areas.

Approved Heating appliances

Due to fire safety and energy efficiency residents are not permitted to use fan or bar/element heaters. The approved heating device is an oil filled column heater. Residents are to obtain approval in advance in writing from the Providers Agent before purchasing or using a heating appliance in the premises.

Guests

Guests are to vacate the premises by 10:00PM. Please note that Guests are not covered under the owners Public Liability insurance whilst attending the premises.

1. Visitation by guests should be kept to a minimum and preferably be conducted in the outdoor areas provided.
2. Guests must leave the property by 10pm and are not permitted to stay in your Apartment/Room past this time. Any guests reported or found sleeping at the Rental Premises without the permission of Atira Staff will result in the corresponding Resident incurring a penalty equivalent to one week's rent per week payable on demand and deducted from the bond if unpaid. **THIS MAY BE CONSIDERED A SERIOUS BREACH**
3. Residents must ensure their guests abide by the house rules of the premises and that they do not interfere with the reasonable peace, comfort or privacy of other residents.
4. Guests are prohibited from entering the rooms of residents other than their host.
5. Residents are responsible for the conduct of their guests including payment for any damage or breakage that may occur.
6. Guests must park their cars off the premises and not interfere with the resident's use of the premises.

Fire Safety

All rooms are inspected on monthly basis

On arrival, all Residents will be provided with a fire safety briefing. The fire safety equipment is connected to an alarm. If an alarm is activated, the Fire Brigade will respond to this alarm and send a vehicle to the Rental Premises at a fee of over \$1,100. If this occurs because of a resident's wilful, negligent or reckless conduct the corresponding resident will be charged for this callout fee of over \$1,100. **THIS IS CONSIDERED A SERIOUS BREACH**

Smoking, candles, oil burners, incense burners & naked flames and other similar items are prohibited always. **THIS IS CONSIDERED A SERIOUS BREACH**

Residents are not to tamper with the Fire Safety Equipment at any time. Should the smoke alarms sound without reason, residents are to contact Atira immediately.

Door locks and keys

Residents are provided with one copy of a key to their room door.

- 1 Residents must not tamper with/ change any lock in the premises without written permission of Atira
- 2 Residents must not make copies of keys without permission being first obtained from Atira.
- 3 All exterior doors at the Rental Premises must be kept locked and closed always
- 4 Residents who lose their keys will be charged.
 - 4.1 A \$20 per key replacement charge for standard keys, to be paid in full before replacement keys will be ordered.
 - 4.2 If you lock yourself out during or outside office hours, please can contact a member of staff who will be able to assist.

Water usage

Residents must ensure that all taps and showers are turned off completely and not left dripping. Toilets have a dual flush function – a half flush instead of a full flush will save 9 litres of water each time it is used. If there are any dripping or leaking taps

Please report them to Atira as a matter of urgency.

Electricity usage

To avoid excessive and unnecessary electricity costs, all residents are to ensure that all lights and electrical appliances not being used (e.g. fan, air conditioner to be set at 24 degrees and not to be left on when not at the property - radio, television, computer, etc.) and are switched off when not in use or before leaving the premises. Residents will be breached for abusing what the owner provides. Residents must seek permission for any additional appliances to be kept in the room (i.e. fridges) additional charges may apply if approved.

Personal appliances & furniture

Residents are at NO times permitted to bring their own personal appliances or furniture to the Rental Premises without written permission from Atira. Residents are to request in writing permission to use electrical appliances that are not provided at the premises. Residents are permitted to have in their room a quantity of 1 per person of the following appliances: desktop or laptop computer and charger, pedestal or desktop fan, iPad/mobile phone charger, printer/scanner, and clock radio. The responsible resident may receive backdated and continual monthly invoices for appliance usage/storage as well as a \$100 removal fee for any furniture or appliances found on the rental premises without written permission from Atira. The owner reserves their right to seek compensation for unauthorised furniture or electrical appliances at the property without written permission from Atira.

Wheelie Bin/ Garbage Collection

All residents of the premises are responsible for placing their rubbish in the waste bins provided. All Residents must place recyclable rubbish only in the recycle bins provided.

Absence from room

If a Resident is expected to be absent the Room or away from the Property for more than 48 hours, Property management must be informed via email, with an emergency contact number. If you are detained away from the Property for any reason, please contact the Property administration office and leave a message if it is unattended. For the avoidance of doubt, absence from your Room and/or the Property does not negate your responsibilities under your Residential Agreement. Should another resident or a Resident Assistant report to Property management that you have not been seen for 48 hours and you have not advised us of your intended absence, Property management considers this to constitute an emergency and reserves the right and has the authority to enter your Room/Apartment to check that you are okay. If you are reported as being absent from the Property for more than 72 hours, and we have no records of your whereabouts, Property management may report you as a missing person to the police and/or contact your next of kin. If you are under 18 years of age, we will also contact the person nominated as Guarantor in your Residential Agreement. 60

Alcohol & personal issues

Alcohol is not permitted within the communal spaces at the property. If Property management is concerned about the personal wellbeing and/or safety of a resident, then they are entitled to treat the situation as an emergency and enter a resident's Room/ Apartment without notice and/or notify the University counselling services about the concerns. If a resident is worried about a fellow resident in their Apartment or if the behaviour of another resident in the Property affects the living habits of other residents, the resident should immediately notify Property management and endeavour to seek help for that resident of concern.

Bicycles

Bicycles must, otherwise, be secured only to the bicycle racks and/or cages located throughout the Property. Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails or disabled access ramps or placed in hallways or obstruct or impede a means of access. The Property is not responsible for the security of, the theft of, or any loss or damage sustained to any bicycle which is secured via the bicycle racks or left anywhere else in the Property.

Residents and their guests

Residents and their guests in the Property are to show respect for order, morality, personal honour and rights as members of the Property community. Residents are responsible for their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by their guests (including breach of the Rules or non-compliance with directions given by Property management to the guest). In cases of serious misconduct by a guest whilst at the Property, Property management may take action against the resident, including issue of a breach notice and/or termination of the Residential Agreement.

Drugs/illegal substances

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or substances or the usage or selling of prescribed drugs other than for its intended purpose, and the possession of any equipment to aid such use are prohibited always. Where Property management has grounds to reasonably suspect that a resident(s) is in breach of this Rule 18, Property management may (without limitation):

- a) request the resident to immediately remove any such substances and/or equipment from the Property;
- b) confiscate such substances and/or equipment; and/or
- c) undertake disciplinary action in line with Rule 1 (Resident behaviour).

This aims to ensure the safety and security of all Residents residing at the Property. A breach of this Rule 18, in any form, by a Resident is considered serious misconduct. Property management reserves the right to immediately terminate a Resident's Residential Agreement and report the incident to the University, the police and any other authority it thinks appropriate

Gym Use

If the Property includes a gym, it is for the use and benefit of residents of the Property only. The gym is not monitored and residents use the gym at their own risk always and releases the Owner and/or Operator of the Property from any liability for any personal injury, loss or damage to property arising from or about the use of the gym or the gym equipment. Residents must use the gym and gym equipment for its intended purpose only, and must follow any gym rules and/or equipment instructions specified on signage in or around the gym. Residents who cause damage or destruction to the gym equipment may be charged with the cost of replacing or repairing the damaged item. Residents may only use the gym and gym equipment if they have no medical condition or impairment (including being under the influence of drugs or alcohol) which would limit their ability to use the equipment in a safe manner. Residents who use the gym agree and consent to receive first aid/medical treatment at the resident's expense.

Hazardous material

Hazardous materials, including (but not limited to) aerosol spray paint cans, automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be brought onto, used or stored in or around the Property because of the safety risk to you and other residents of the Property. If a material is deemed hazardous, Property management may arrange for its removal with the cost of arranging such removal to be on-charged to the Resident(s) responsible for the material. Residents must not pour motor oil or any other hazardous material on the ground or down any drain in the Property. Motor oil is a hazardous material and cannot legally be recycled or discarded at the Property.

Inspections and building condition issues

Subject to complying with the notice provisions in Rule 23 (Management Access to Rooms), Property management reserves the right to enter any Room/Apartment: In the case of an emergency (as determined by Property management at its discretion);

- (a) for the purpose of inspection, maintenance or repair; or
- (b) if requested to do so by a resident who resides in the Room/ Apartment (as the case may be).

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment. Inspections of Rooms/Apartments are undertaken by Property management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the Room/Apartment and to enable planning for renovation or refurbishment projects. Failure to pass the cleaning inspections, particularly after Property management has issued notice(s) from previous inspections) may result in charges to resident(s) for professional cleaners to return the Room and/or Apartment to property standards.

Management access to rooms

Property management reserves the right to enter any Room/Apartment: In the case of an emergency (as determined by Property management at its discretion);

- (a) for inspection, maintenance or repair; or

- (b) if requested to do so by a resident who resides in the Room/ Apartment (as the case may be).

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment. Inspections of Rooms/Apartments are undertaken by Property management to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained in the Room/ Apartment and to enable planning for renovation or refurbishment projects. Failure to pass the cleaning inspections, particularly after Property management has issued notice(s) from previous inspections) may result in charges to resident(s) for professional cleaners to return the Room and/or Apartment to Property standards.

Management Access to Rooms - By signing a Residential Agreement and without limiting any provision of the Residential Agreement, Residents agree to give access to Rooms/Apartments as set out in the Minimum Notice Table below (for the avoidance of doubt, Property management is not required to give notice to access and/or inspect Apartment Common Areas in multi-bedroom Apartments). Notwithstanding the Minimum Notice Table below:

- (a) Property management may enter the Room/Apartment with the consent of the Resident given prior to or at, or immediately before, the time of entry or where the Resident agrees to the entry; and
- (b) where Property management access and inspect a Room/Apartment under this Rule, Property management reserves the right to enforce a breach of the Residential Agreement and/or Rules (or any part thereof), notwithstanding the purpose for which access was gained.

Purpose of Entry Minimum Notice (given to Resident)

- (a) In an emergency or to carry out urgent repairs (determined by Property management, at its discretion Without Notice
- (b) Where property management has made a reasonable attempt to obtain entry and has a reasonable belief that a person in the Apartment is causing a disturbance (e.g. - noise complaint) Without Notice
- (c) Where property management has made a reasonable attempt to obtain entry with consent and has reasonable cause for serious concern about the health and/or safety of a Resident(s) or any other person that property management believes is in the Room/Apartment 24 Hours
- (d) Where property management forms a reasonable belief that a Room and/or Apartment has been abandoned 24 Hours
- (e) To carry out or assess the need for repairs (other than urgent repairs) to, or maintenance of, the Room/Apartment (at your request) Without notice, where your request gives consent for access, otherwise 24 hours
- (f) To carry out, inspect or assess the need for work for compliance with the Owner's statutory obligations relating to the health or safety of Room, Apartment or Village (as applicable) 24 Hours
- (g) To carry out or assess the need for necessary repairs (other than urgent repairs) to, or maintenance of, the Room/ Apartment (for general purposes) 24 Hours

- (h) To conduct an inspection (other than final departure inspections, where not less than 24 hours' notice is to be given) Notice may be given by way of an Inspection Schedule. General Tenancy Agreement – 7 days (not more than once every 3 months, unless you agree otherwise) Rooming Accommodation Agreement – 2 days (not more than once a month, unless you agree otherwise)

- (i) To show prospective occupants the Room/ Apartment at reasonable hours 24 Hours

Pest Control

Any infestations that are found to have been introduced or caused by a resident(s) will result in charges being levied for the costs of the eradication of the pests incurred by the Property. Good housekeeping is very important. Residents must ensure that food is not left out or uncovered. It is unhealthy and attracts ants and other pests. The Property 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/NZ Standards as applicable. Prior to any residential area of the Property being treated, 48 hours' notice will be given to residents.

Pets

Residents are not permitted to keep pets, including (without limitation) fish, rodents, insects and reptiles in the Room, Apartment and/or the Property. Additionally, residents are not permitted to bring animals into any building of the Property. This Rule does not apply to the extent that it restricts the keeping of a guide or hearing dog.

General recreational facilities

If the Property has recreational facilities, they are for the use and enjoyment of all residents of the Property. Non-residents, if they are registered with the Property administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Property management does not encourage the use of the Property's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use and/or access to the recreational facilities. No alcohol is permitted in this space on the property.

- (b) If the Property has a pool(s), the following rules apply to its use:

- (i) access to and use of the pool is strictly limited to the opening hours displayed by signage at (or close to) the pool or otherwise as notified by Property management from time to time. Any resident found to be accessing and/or using (or attempting to access or use) the pool outside the opening hours will be in breach of this Rule, which is deemed as misconduct by property management

- (ii) no glassware is permitted in, on or around the pool area;

- (iii) if the pool is deemed unclean, unsafe or unhygienic by Property management (in its absolute discretion), the pool may be closed for an indefinite period at Property management's discretion;

- (iv) no diving is permitted;

- (v) no unsafe or dangerous behaviour, as determined by Property management at its discretion, is permitted.

- (c) BBQs - If the Property has barbeque(s) (BBQ) available for common use by residents, residents must only use the BBQ for its intended purpose. Resident(s) who use the BBQ must

keep it tidy and clean it after each use. Due to the inherent fire hazards, residents are not permitted, under any circumstances, to bring in or use a BBQ in the Property (including the Room and/or the Apartment), other than those supplied by the Property.

Roofs

The roofs of buildings in the Property are not constructed for pedestrian traffic except for roof top terraces. Residents must not go onto the roof of any buildings in the Property for both their own safety and to avoid damage. Resident(s) are responsible for and will be charged for any damage they cause to the roofs because of a breach of this Rule.

Security

The Property strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident. Complacency can result in burglary, and we often think that "it will never happen to me" but when it does we are shocked and look to blame someone other than ourselves. There are several ways in which residents can further increase their level of security by:

- (a) ensuring that your Room/Apartment door closes and locks behind you when you enter or leave your Room/Apartment;
- (b) ensuring that building external doors are kept locked always;
- (c) not propping open doors (noting that this may result in an administration fee being levied on the resident(s) responsible by Property management);
- (d) disallowing people that you do not know from following you into a building;
- (e) getting to know your neighbours;
- (f) never lending your keys and/or swipe card to another person;
- (g) not leaving your Apartment key and/or swipe card under a pot plant, door mat or on the frame of the door jamb;
- (h) not leaving windows open when you are not in your Room/Apartment;
- (i) not leaving money or valuables in full view when you are not in your Room/Apartment;
- (j) securing your bike to a bike rack using a quality lock such as a Ubolt;
- (k) by notifying Property management or security if you notice any suspicious people or behaviour in or around the Property.

Shopping trolleys

Shopping trolley(s) are not permitted within the Property. Any Resident found to have brought a shopping trolley(s) into the Property will be charged an administration fee as well as any amount incurred by the Owner from the owner of the trolley.

Weapons

The possession of weapons (sword/knives etc.) or fire arms (guns etc.) by a resident and/or their guests within the Property is strictly forbidden. If a resident is found to be in possession of a weapon and/or firearm, Property management will take disciplinary action which may include immediate termination of a resident's Residential Agreement, confiscation of the weapon/firearm. Property management also reserves the right to report the incident to the police, including handing over of such confiscated weapon or firearm to the police. A breach of this Rule 30, in any way whatsoever, is deemed serious misconduct by Property management.

The House Rules will be attached to the Occupancy Agreements and prominently displayed in the common area of the facility.

Occupancy Agreements

Occupants of the facility will be provided with an Occupancy Agreement which address/cover the following occupancy principles:

An occupant is entitled to live in premises that are:

- a) reasonably clean;
- b) in a reasonable state of repair; and,
- c) reasonably secure.
- A grantor is entitled to set reasonable rules of the premises, and an occupant is entitled to know the rules of the premises before moving in.
- An occupant is entitled to have the occupancy agreement, and receipts for payment of any monies, in writing.
- An occupant is entitled to quiet enjoyment of the premises.
- A grantor is entitled to enter the premises at a reasonable time on reasonable grounds to carry out inspections or repairs and for other reasonable purposes subject to reasonable entry notices.
- An occupant is entitled to a minimum of four weeks' notice before the grantor increases the amount to be paid for the right to occupy the premises, and to know before moving in how much notice will be given.
- A grantor is entitled to charge for the use of a utility, if the amount charged is determined according to the cost of the grantor providing the utility and a reasonable measure or estimate of the occupant's use of the utility.
- A grantor is entitled to require the payment of a bond equivalent to not more than four weeks' rent, and must lodge any bond monies with the Residential Tenancy Authority.
- An occupant is entitled to know why and how the occupancy may be terminated, including how much notice will be given before eviction.
- An occupant must not be evicted without reasonable notice.

- A grantor and occupant should try to resolve disputes using reasonable dispute resolution processes

Application process

- Students will submit an online application;
- Upon receipt of the application ATIRA will provide the students with a sample Occupancy Agreement and request payment of a holding deposit to secure the room/studio they wish to rent;
- Upon receipt of the holding deposit ATIRA will process the application including ensure they do not own a car prior to approving the application;
- Processing the applications involve checking their tenancy history, seeking references, confirming their ability to pay rent and cross checking their name on the national tenancy database etc; and,
- Once the application is approved students are notified and booked for an induction lease sign-up.

Induction

All students will undergo an induction program at the start of their occupancy agreement covering but not limited the following:

- Explanation of the occupancy agreement;
- Confirmation of how and where to pay rent;
- Explanation of the house rules;
- How to lodge a maintenance and report an emergency;
- How to report an incident;
- Fire & emergency evacuation procedure;
- Building security;
- Access to common areas;
- Cleaning;
- Waste management procedures;
- General tips about keeping their studio presentable and safe; and,
- Information about the residential life program and support available to them during their stay.