



Accommodation and property management services

# Terms and Conditions V2.0

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# General Terms and Conditions

## Personal information

- You must provide valid information about yourself
- Your provided email address and phone number must be valid, and actively monitored by you. It is your responsibility to let us know if your contact details change within 14 days. Prime Choice Australia does not take any responsibility for any communications you missed from us due to the incorrect or outdated email address and phone number provided or not actively monitored by you, this also includes any surcharges or fees you need to pay due to not receiving communication from us.
- By signing our agreement you acknowledge that our main communication channel is email.
- Please **do not mark as spam any of the below email addresses** to make sure you will receive all important information and rental invoices from us:
  - @pcaccommodations.com.au
  - @primechoiceaustralia.com.au
  - Prime Choice Australia <messaging-service@post.xero.com>
- We will keep the number of emails we send out to you to the minimum however, our office communication, leaving notice confirmation, notices about new roommate/housemate, changes in your house and maintenance will be sent to you.
- Other not important emails such as new deals to you, marketing and promotional emails will include an unsubscribe link, and if you do not wish to receive any of them you can unsubscribe via the link.

## General rules

- All bills (electricity, water, gas, internet etc) included in your rent under Fair use policy. If excessive usage of power and other supplies happen, the bill will be shared between tenants equally. Make sure your heater, AC and other appliances are turned off when you are not in your room, not at home, or not reasonable to use (for example using heater while outside is 25 degrees you should open your window than turn on your heater)
- You are renting your room or part of your room if you are in a shared room. That means, all other parts of the property are for common use and shared with the other tenants.
- Leaving notice must be in written form, with an exact date of your desired moving out.
  - “End of this month”, “In 3 weeks” are not valid dates.
- The internet access we provide is compulsory. Mainly to access your documents, cover your study needs, to keep in touch with your family and friends. It may not handle entertainment usage such as streaming 4k videos or playing online games.

Speed and accessibility depending on how many of you are using it and for what at the same time.

- Downloading illegal content such as movies, music, softwares, or streaming from illegal “pirate” sites is forbidden. We continuously monitor our networks, if caught, we will report to the authorities.

### Regular inspections

To make sure all rooms are met with our standards, no safety, security and health hazards are present, we keep regular inspections in the rooms.

We will inform you about the upcoming inspections at least 72 hours in advance via email.

Please note the following:

- We may take photos about the condition of the room (not your personal belongings, walls, ceiling, windows, doors etc)
- Please clean and organize the room
- You don't need to present yourself during the inspection, we can use our spare key. (You are more than welcome if you are there)
- The inspection in the rooms usually takes 1 minute

### Payments

- The rent and the bond are payable in advance at all times.
- All Cash payments will incur a \$20 surcharge, **except for the first payment**. With cash payments please have the exact amount prepared, as we are not able to give you a change.
- Cash payment is only accepted in Australian Dollars.
- When payment is made in cash, you will get a receipt in digital format via email.
- Bank transfers are surcharge-free (banking fees may apply), our bank details are the following:

Account name: **Prime Choice Australia**  
BSB: **063097**  
Account number: **21641428**  
Reference: **Your Tenant Code\* (\*ALWAYS use your tenant code as a reference!)**  
Bank: **Commonwealth Bank**

- Every payment is invoiced in digital format via email.
- The late payment surcharge is 10% of your unpaid invoice. It's payable with your next payment.
- Your bond is **NOT** usable to pay your rent, cover any damages or surcharges during your tenancy. It is a security deposit to cover our loss incurred due to damages caused by you at the end of your tenancy if any. You will get back the full amount of your bond if you used our property correctly.
- To keep your place reserved you are the bond is payable as a holding deposit

## Refunds and repayments

- As part of our regular leaving procedure, we will check your room, areas and cabinets within 3 business days after you move out. We will refund your bond to your nominated bank account within 3 business days if:
  - You followed the leaving rules correctly (your place is cleaned, bed linen are washed, cabinets are cleaned etc)
  - You haven't caused any damage
  - Your keys are placed in your room (provided back).
  - You provided the correct bank account details for the refund.
    - We don't take any responsibility for and will not cover any potential monetary loss resulting from receiving incorrect bank details for the refund transfer from you.

Any caused damage recoveries or failure to follow leaving rules will be surcharged. These amounts will be deducted from your bond.

- If your leaving notice is shorter than 2 weeks, you must pay the fees to cover the remaining days. Rent payment cannot be deducted from your bond in any circumstance.
- In case of an eviction notice or termination notice, any unused rent and bond are refundable only if there is no damage caused by you and no items are missing either. If the eviction is due to damage caused, funds to cover repair costs as applicable will be deducted from the bond. Leaving rules also applies.
- In case you have a room reserved with a holding deposit, if you change your mind before you move in, your holding deposit will be withheld.
- You can change your mind within the first 24 hours after moving in and move out immediately. In this case, we will refund your initial rent and bond paid.
- If your nominated account is outside of Australia, all surcharges and bank fees for the transaction is covered by you.
- If you would like to receive your bond and/or any outstanding amount in cash, the cash refund surcharge is \$30.
- For a cash refund, we can refund your money in Australian Dollars ONLY.

## House Rules

- If you have an issue with any of your housemates, for example, someone is unreasonably noisy at night, makes excessive mess etc., please ask them first to be quiet, clean up, and so on. If it doesn't work, contact us. We will take the necessary steps, but in order to make our process quick and simple, we will need you to let us know who you have a complaint against. We will handle the case confidentially and will not share your name or any information with the other person.
- You must respect each other. Aggressive behaviour is a serious issue, and cannot be tolerated in any circumstances. Immediate eviction may be the result for the aggressors!

- Bullying, discrimination by gender, ethnicity, race, religion, political views, sexuality or by any other means is strictly forbidden. Bullying or discriminating against others results in immediate eviction.
- Do not disturb your housemates with your activities at unreasonable times. At night everyone would like to sleep. If someone asks you to stop doing something which is bothering others, please don't be angry. Respect the others!
- Respect our staff members. We are here for you. Unacceptable behaviour, language, and offensive step-ups against our staff face to face, spoken or written form **cannot be tolerated!** A written warning or eviction notice could be the result.
- Respect your housemate's properties! Do not touch anything without the owner's permission that doesn't belong to you.
- Stealing anything from your housemates is a crime. Any stealing will be reported to the police and will result in immediate eviction.
- Take care of the property and all of the items/furniture. Sometimes accidents happen if you break something we are more than happy if you replace it with a new one. For information about the replacements and prices (Where you can buy it etc) please ask the office, or see [Appendix 3 - Replacements](#).
- We do not take responsibility and do not cover any losses/damages to your property. Included if it's caused by other tenants, stealing or by any other condition.
- Our response time for repairing/fixing/replacing in non-urgent cases is 3-5 business days. Some examples of non-urgent cases: Squeaking doors, missing cleaning materials, damaged but usable furniture, burned-out lights, internet connection issues. We keep the right to extend this period if we need to buy new appliances or special materials. For non-urgent cases write an email to [support-syd@pcaccommodations.com.au](mailto:support-syd@pcaccommodations.com.au) with your request. Please DO NOT forget to describe the issue as much as you can, take pictures whenever applicable, and mention your name, your house and your room number. You can read more in the "Our services" section.
- Our response time for urgent cases is immediate. Urgent cases like water, power, gas, fire, security issues and lockout. Please keep in mind, some issues are related to 3rd party providers (for example water, electricity etc). We will report these issues immediately, the reaction time depends on the providers. In urgent cases call +61 480 040 806. You can read more in the "Our services" section.
- The minimum leaving notice period is 2 weeks in advance in written form. If you want to leave our house you must give written notice to us (via email at [office-syd@pcaccommodations.com.au](mailto:office-syd@pcaccommodations.com.au)) at least 2 weeks prior to the date on which you want to move out. You don't have to give us a reason why you are leaving. If your notice is shorter than 2 weeks, the remaining days' rent will be deducted from your bond.
- We reserve the right to give you 2 weeks notice of termination without a reason.
- We reserve the right to consider terminating your contract within 2 weeks if you continuously fail to comply with any of our rules and conditions, or are in breach of any of the main terms of this contract.
- We reserve the right to consider terminating your contract immediately and give you immediate eviction notice if your payment is outstanding for 2 weeks (14 days).

- We reserve the right to alter our Terms and Conditions and/or the price at any time. We will inform you about any changes via email 1 month before they become effective. By continuing to use our service you automatically accept the new, altered Terms and Conditions without your signature.
- You accept that we keep the right to inspect your room at a reasonable time. We will give you at least 24 hours' notice before the inspection via email and/or SMS. In urgent cases, or if we are required to enter your room to fix a serious issue on the property, we may enter your room without any prior notice. In that case, we will inform you about our necessary activity in your room immediately.
- You need to inform us if you notice any signs of mould and/or discolouration in your room's ceiling or walls.
- Your house may be fitted with a CCTV system to increase security. That means all activities in common areas may be recorded/stored for a limited time. Only photo/video taken, sound isn't recorded. Only our staff can access these recordings, and these recordings are only to investigate criminal cases and breaches of these terms.
- Modifying the camera's angle view, altering or disconnecting from the power source, and covering/blocking the lenses are strictly prohibited! It will be considered a security breach! Immediate notice of termination will be given!
- Noise level is continuously monitored via electronic device.

### In your room

- You must keep your room clean and organised as much as possible.
- Be quiet between 10 pm and 8 am. Your roommate/housemates may want to sleep, study. If you want to skype in this timeframe, be polite, and ask your roommate about it. If they want to rest, please leave the room for your call. For listening to music, watching a movie, etc. use headphones.
- If you're in a shared room, and you don't have a roommate, it is only temporary. Usage of any empty bed or empty furniture not dedicated to you is forbidden at all times.
- Welcoming guests overnight in your room is possible **AFTER** permission is granted by Prime Choice Australia. The price for your guest is \$25/night. If you fail to comply with this rule, your stay may be terminated and immediate eviction performed with losing your bond.
- You cannot modify your room. Painting, pen/pencil marks, drilling, nailing etc is strictly forbidden! The cost to recover the damage caused will be deducted from your bond / will be charged to you.
- You cannot use/install any electrical equipment other than what we provide unless you have received permission from us in advance.
- If you forget your keys in your room and lock yourself out, call this number anytime: +61 480 040 806. We will let you the pin code for the key safe, and give access to our spare keys. See [Appendix 1 - Locked out](#). If you break your door/window, you will be responsible to cover the cost of the damage.

### In the living room, dining room

- Be quiet between 10 pm and 8 am. Your flatmates may want to sleep, study. If you want to Skype in this timeframe, be polite, and keep your noise level to the minimum. To listen to music, watch a movie, etc. please use headphones. Talk quietly. If anybody asks you to stop your activity at night please understand their needs.
- Do not leave your personal belongings in the common areas (clothes, laptops, headphones, phone etc). It is unsafe, and not comfortable for others. Prime Choice Australia staff can ask you to remove your belongings. Unidentifiable and unused items may be considered as rubbish and disposed of without any warning. Prime Choice Australia does not take any responsibility for the lost or damaged property of its tenants.
- Eating/drinking is permitted in the living room, however, you **MUST** keep this area clean, and clean up after yourself to make it enjoyable for others.
- Do not leave your food out! Any remaining food must go to your cabinet or fridge or be cleaned up as applicable. Abandoned food will be considered as rubbish by Prime Choice Australia staff, and will be disposed of without any notice!
- Keep the table empty!

### In the kitchen

Keeping the kitchen clean and tidy is a key factor in Australia. If you leave your food uncovered in the kitchen or leave dirty dishes behind, cockroaches will come. Cockroaches are a common pest in Australia, we have to live with them, BUT they don't like cleanliness. A clean and tidy kitchen will greatly reduce their number. If you leave the kitchen dirty, cockroaches and spiders will come. So keep it clean as much as possible!

- You must follow our Kitchen Responsibility Roster and take care of your duties accordingly. It only takes a few minutes every day and will help to keep the house clean.
  - If you see that someone doesn't follow the general rules for the kitchen, please report to us
  - If you see that someone does not do their duties on the Kitchen Responsibility Roster, please report to us
- You must clean up after cooking. **DO NOT** leave food in the cooking pots, pans, etc. Store your food in plastic containers in the fridge or in your cabinet.
- Everything in the kitchen is for **SHARED** use. Keep it as clean as you would like it to be the next time you use it. After cooking, wash all of the things you used to prepare your food immediately. Surcharges apply for leaving behind dirty dishes!
- **DO NOT** use metal forks, spoons, knives in the Teflon covered frying pans and pots! It will damage the pans. Use wood or plastic utensils **ONLY**. Surcharges apply for damages caused.
- The ovens and microwave **MUST BE** cleaned after every use.
- The cooktops **MUST BE** cleaned after every use.



- DO NOT leave plates and cutlery in the sink. Wash them immediately after eating. Surcharges apply!
- DO NOT flush food leftovers in the sink! Always use the sink filter when washing the dishes. When you are finished, empty the filter into the bin!
- Pay attention to selective waste collection! Australia is a clean country, and recycling is very important!
  - In the Recycling bin you can dispose of paper, plastic **cans** (milk can, coke can), other hard plastic materials (**no plastic bags or bin bags!**), metal cans and glass bottles and jars. If you're unsure, place your rubbish into the general rubbish bin.
  - In the general rubbish bin, you can dispose of food and food leftovers, plastic bags, bin bags, foils and everything that you cannot place into the recycling bins.
- Do not leave your spices and other food ingredients outside. You must keep them in your cabinet.
- After cooking/eating, clean up any droppings (ketchup etc) from the floor and the table.
- If you see that one of your housemates doesn't comply with these rules, report it to us: [support-syd@pcaccommodations.com.au](mailto:support-syd@pcaccommodations.com.au) or [office-syd@pcaccommodations.com.au](mailto:office-syd@pcaccommodations.com.au) or call/text this number: 480040806/485835373/272021172

### In the bathroom

- After having a shower you must:
  - Mop the shower area
  - Remove your hair from the sink
  - Open the window
- After toilet use:
  - Flush the toilet correctly
  - Wipe down any drops from the seat
  - Use the toilet brush if needed to clean the basin inside
- Hand wash basin:
  - Do not leave your hair in the basin! It will block the pipes.
  - Keep it clean!
- Do not leave your shampoo, shower gel etc in the bathroom. Keep it in your room.

### In the laundry

- Do not store your clothes in the laundry.
- Do not leave your clothes in the washing machine. You must be at home when you do the washing.
- If your washing detergent is spilled, clean it up!
- EMPTY your pockets before washing! Coins, hairpins, keys etc **will** damage the washing machine! Caused damage going to be covered by you!

- Use the correct detergent tanks on the washing machine! Follow the instructions on the washing machine.
- Use the short washing cycles. In most cases, the short cycles are enough to wash your clothes. The long/hot cycles are for heavy dirt (oil etc) and unnecessarily reserve the washing machine for a long time.

### In the garden

- Smoking is allowed in the garden, but your cigarette butts **must** go to the bin!
- You cannot smoke less than 2 meters from the doors/windows! Respect the non-smokers! Surcharges apply!
- Keep the garden clean! Do not leave your rubbish / personal items there. Light vehicles excepted (Bicycle, roller etc)
- You **MUST** keep quiet between 9 pm - 7 am! All of our houses are located in quiet residential areas. Breaching this rule will be honoured with police reporting, immediate eviction!

## Moving in/out rules and guidelines

### You are moving in

To make sure everything is in the right order when you move in, we take photos and/or videos of the conditions of your room. With these you and us can use them for future reference when you move out.

- All photos and videos include timestamp and location data, and are uploaded to the cloud to prevent any modification or loss
- You can have access to them anytime during and after your tenancy. For access please contact our office. After you leave we will keep it for a week if there are no issues with your leaving conditions.
- If you experience any issue, like the room is not clean, broken furniture, faulty electrical appliances, please report it to our office immediately.
  - After 24 hours of your moving in, everything you didn't report will be considered as it is intact, in good working condition and clean.

### You are leaving

You must give us a minimum of 2 weeks notice with the exact date of your intention to leave in **WRITTEN** form via email or text message.

Please keep in mind we will make an effort to find new tenants. This means that you should expect inspections for your room, so please keep it well organised and clean. We will contact you 24 hours before any inspection via email and/or SMS. You don't need to be present (but you are welcome to be there if you would like to) during the inspections, as we can use our spare keys. Possible inspection times are between 8 am to 8 pm.

If something broke or gone missing during your tenancy, please report it at [support-syd@pcaccommodations.com.au](mailto:support-syd@pcaccommodations.com.au)

### Checklist for your room

- Remove **EVERYTHING** that belongs to you from your bedside table, cabinets and **clean** them inside and outside with a wet rag or wipes, using the multipurpose cleaner liquid.
- **WASH** your bedsheets, and after they dried, put them on your bed. In case those are still wet when you leave the house, just leave them on the dryer. **DO NOT** leave them outside if there is a chance of rain.
- **Clean** your room / your part of the room, vacuum and mop the floor as applicable.
- You **MUST** leave your key set on your bedside table or bedside cabinet in your room.

### Checklist for the kitchen and common areas

- Remove **EVERYTHING** that belongs to you from your cupboard, and fridge.
- **Clean** out your shelves, in the fridge with a wet rag or wipes, using the multipurpose cleaner liquid.
- **Clean** your cupboards with a wet rag or wipes, using the multipurpose cleaner liquid
- Make sure, your spaces are completely emptied, do not leave anything inside the house, as we will not guarantee that we can return them to you after you left.

If you miss the instructions or don't do it properly, we may deduct the cost of the cleaning/rubbish disposal from your bond. The surcharges are:

- Washing bed sheets: \$50
- Cleaning: \$100
- Items disposal: \$50 (large or bulky items: \$150)
- Failed to leave your keys in the property: we may charge \$25/day until we receive it back
- Failed to remove all your belongings from the property upon leave: we may charge \$20 / day for storage.

**Please keep in mind, any damages caused by you or lost items (for example but not limited to the missing pillowcase, broken furniture or bedside lamp) will be covered from your bond too! If the repairing cost is more than what your bond covers, we will invoice it to you.**

We will check your room and areas within 3 business days after your move-out. If you have followed our instructions, and we find everything in order, we will refund your full bond.

If we are not satisfied with the state of your room and common areas we will contact you for further arrangements.

## Your roommate left

- Check if your roommate damaged anything in your room. If yes, report us immediately.
- Do not touch their keys and bedsheets
- Do not use his/her empty bed and furniture that doesn't belong to you.
- Do not start using your roommates' spaces in the kitchen. We expect an empty cabinet/space if the place is unoccupied, and we will consider all of the items we found in those cabinet spaces as rubbish, and we will throw them into the bin.
- Prime Choice Australia staff will inspect the room soon, you will receive an email about this process. Be prepared!

## You are getting a new roommate

- Before you would get a roommate you are informed via email or SMS about the exact date and time.
- Before your roommate arrives your room will be inspected by Prime Choice Australia staff
- You MUST welcome your new roommate to a clean and tidy room. Surcharges apply!
- You MUST clean the fridge and the cabinets that belong to your room.
- Help your new roommate! He/She may have many questions, your help is much appreciated!

## You are getting a new housemate

- Before you get a housemate you will be informed via email about the date and time.
- You MUST welcome your new roommate to a clean and tidy house. Surcharges apply!
- Help your new housemate! He/She may have many questions, your help is much appreciated!

# Heater/air conditioner usage

## Heater rules

The winter season is from 1st June until the end of September. In the winter season we provide a heater for free, with the following conditions:

By receiving the heater you agree to accept the following additional rules:

- Only heaters supplied by or permitted by Prime Choice Australia are allowed (no extra surcharge required for the usage under Fair use) or
- If you would like to use your own heater ask for permission from Prime Choice Australia.

- Our staff **must** inspect the heater before any permission could be granted.
- Not all heaters are suitable for use in your room that is available on the market. Ask for advice from our friendly staff before you buy anything to make sure your freshly bought heater is allowed in your room.
- Heaters are to be used responsibly, no heater is allowed to be operated while the occupant/s of the room are not present. You must turn your heater off when leaving the house/room for longer than 15 minutes. In shared rooms, occupants are responsible jointly.
- Prime Choice Australia staff is allowed to inspect the room and check heater usage randomly with a 1-hour prior warning to the tenants.
- The heating season is from the last week of May to the First week of September.
- If you would like to receive (or use your own) heater earlier or keep it longer than the heating season ends, you must pay a \$25/week fee for the usage outside of the heating season.
- The weekly usage fee isn't divisible by days.

**IF YOUR HEATER IS MALFUNCTIONING**, leaking oil (for oil heaters), smells like burning, buzzing, smoking, **STOP USING IT IMMEDIATELY** and send an email to support-syd@pcaccommodations.com.au or text: +61 480 040 806

General user's manual for heaters

- Do not cover the heater! Drying your clothes on the heater will cause a fire!
- Do not place the heater closer than 1m to anything.
- Do not touch the heater with wet hands
- Do not clean the heater with any liquid
- If the heater got wet, do not use it, inform us immediately!

## Air conditioner usage

- Air Conditioners are to be used responsibly, no air conditioner is allowed to be operated while the occupant/s of the room are not present. You must turn your air conditioner off when leaving the house/room for longer than 15 minutes. In shared rooms, occupants are responsible jointly.
- Prime Choice Australia staff is allowed to inspect the room and check heater usage randomly with 1-hour prior warning to the tenants.

Surcharges in case of non-compliance, like using own heaters without prior consent or leaving heaters/air conditioners on while not present in the house/room:

- \$20 surcharge is payable for the first offence
- \$50 surcharge is payable for the second offence
- \$100 surcharge is payable and loose of free usage. \$25 / week is the usage fee which is payable with your rent weekly or fortnightly.

These surcharges must be paid with the next rent due.

# Our services

## Cleaning service

Our cleaning service is strictly for common areas only (kitchen, laundry, foyer, bathroom etc). Our service is not available for rooms and private spaces (for example cabinets, fridges where you store your items, food etc), for bathrooms accessible through your room only (ensuite), granny flats with unseparated kitchen (studio flat) or where areas only accessible through your room the cleaning service is also unavailable. In these cases, we keep regular inspections in your areas that are not covered by our cleaning service to monitor the cleanliness and the condition. If the cleaning cannot be performed because the area is in use, for example, the bathroom is in use, then we keep the right to skip the cleaning of that area for that occasion.

## Maintenance / replacement

Our maintenance/replacement service is free for you if the damage is natural (for example burnt out lightbulb, old appliance broke, the damage is from proper use etc). If you caused the damage intentionally; under the effect of alcohol or drugs or by improper use, all costs (cost of new materials/appliances, administration, transportation) must be covered by you (additional labour cost may apply).

Non-priority repairs/appliance replacement may take up to 3-5 business days (for example light bulbs), in special cases longer.

We may need access to your room to carry out our service, and with our spare keys, we can enter without you. We will inform you before we enter your room. In urgent cases, we will inform you as soon as possible, which may be in less than 24 hours.

Please keep in mind we may need a 3rd party provider to perform the maintenance. We can't take responsibility for any delays caused by a 3rd party provider, however, we will do our best to fix your issues as soon as possible.

Please report the issues you experience as soon as possible to lessen your inconvenience.

## Pest Control

We provide basic pest control for your convenience. We use baits and other products to keep the insects at bay. If you notice a large number of insects, please inform us as soon as possible and we will do our best to keep them contained. Please keep in mind some insects are common animals in Australia due to the warm climate, and they have a massive population, like cockroaches. While we do our best to keep pests away, you might see them sometimes in or around the house. It is impossible to keep them completely outside of the property or exterminate all of them. But you can reduce their number by:

- Keeping your areas (especially the kitchen and your room) clean
- Not leaving food uncovered
- Cleaning up any drips or fallen food from the floor
- Emptying the rubbish bins often.

If they don't have anything to eat, they won't have a reason to go inside. This is also a good practice against ants and flies.

Do not feed cats or any other animals! The cats and other animals may be infected with fleas or other diseases, and they may infect the house! Another good reason why you shouldn't feed animals, because if you leave, nobody may follow your practice, and the animals will starve.

We can handle the following insects: Cockroaches, ants, fleas, bed bugs, spiders, millipedes, flies, moths and other common insects.

If you experience any allergic reaction to our pest control poisons, please inform us **immediately**.

### **Gardening**

The purpose of our gardening service is to provide a relaxing and enjoyable area in your new home. Please keep the garden clean, do not make it messy!

### **Support**

With our support service, we can help you out in many cases. Changing room/house (between our houses only), advice in some cases etc. Just call us, or send an email, and if we can, we will help.

### **Availability**

Our email addresses and telephone numbers are monitored within office hours (Monday to Friday 9:00 AM to 4 PM). You can expect answers during these times. In **URGENT** cases you can call our Emergency number (+61 480 040 806) at any time 0-24/7.

Please keep in mind to call this number after office hours **ONLY** for a really urgent reason. For example: Out of power, water, gas, fire, suspicious activity, threats, lockout etc. If your issue can wait until the next business day, we will take action on that day. If your issue cannot wait, we will be there as soon as possible to start our investigation and/or fix it for you. If we find that your reported issue is not a real emergency, fake or you have overreacted something, a Callout Fee may apply.

In urgent cases call us, instead of text messages or emails. Texts and emails may not be monitored after hours.

In some cases in or outside of office hours, we need time to go to your place to take action.





# Questions and Answers

What if...

Questions	Answers
I am locked out of the room	In this case, you can <b>call</b> our maintenance team on +61480040806 anytime. Text messages and emails are not monitored at night and weekends.
I lost my keys	Call our maintenance team. Surcharges apply! +61480040806. See <a href="#">Appendix 3 - Fees and Surcharges</a>
Something is broken	In this case, you can email our maintenance team: <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a>
I broke something	Email our maintenance team: <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> . You may check <a href="#">Appendix 2 - Replacements</a> and <a href="#">Appendix 3 - Fees and Surcharges</a>
I want to leave	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>
I want to change house or room	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>
I see too many insects	Email our maintenance team: <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> .
I was bitten by a spider	CALL 000 IMMEDIATELY!
I see that someone is breaking the rules	Email it to <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> with as much information as you know about this.
Someone is rude to me	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a> or call +61480040806 /+61272021172 / +61485835373
Someone stole something	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a> or call +61480040806 /+61272021172 / +61485835373
Someone is smoking in the house	Email it to <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> or <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a> with as much information as you know about this.
I want to move in the same room with someone	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>

I have a friend who wants to move in	Write an email to <a href="mailto:booking-syd@pcaccommodations.com.au">booking-syd@pcaccommodations.com.au</a>
I see that someone let a stranger sleep in their room	Email it to <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> or <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a> with as much information as you know about this
I have an infectious illness	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>

### In case of...

No electricity/water/etc	Call +61480040806
No or bad internet	SMS to +61480040806
I cannot sleep because my room/flatmate	Email it to <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> or text/call +61272021172 / +61485835373
I ran out of money	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>
I have to leave the country urgently	Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>
Emergency (Fire, Medical needs, criminal, etc)	Call 000

### Can I...

Keep pets in the house?	No. Pets are strictly forbidden
Smoke in the house?	NO. Only in the garden, minimum 2 meters away from doors/windows.
Use empty rooms?	NO! Strictly forbidden! Surcharges apply!
Use empty cabinets?	NO! Strictly forbidden! Surcharges apply!
Use the empty bed/any part of the bed in my room?	NO! Strictly forbidden! Surcharges apply!
Use any other furniture which belongs to my roommate, but currently, I don't have a roommate?	NO! Strictly forbidden! Surcharges apply!

Use drugs?	NO! Strictly forbidden! It will be reported to the police!
Drink alcohol?	Yes, if you are legally permitted, but with measure.
Can I have a guest overnight who is not a customer of yours?	Yes, if you have permission from us. Write an email to <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a> .
Drill/use hooks/nails on the walls to hang my pictures?	NO! Strictly forbidden! Surcharges apply!
Run my business from the house?	NO
Come home late?	Yes, anytime, but be careful to not disturb others.

## How to...

Report something?	For urgent matters, call this number: +61480040806. This number is always available 24/7. For replacing, fixing, maintenance write an email to <a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a> . Other cases, or if you not sure: <a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>
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## Appendixes

### Appendix 1 - Locked out

In case you get locked out (lost keys, forgot the keys inside your room, etc.) and you cannot access your room or house, you need to CALL: +61480040806 (During out of office hours we will not monitor SMS or email messages).

If you lose the master key the prices are:

Days	Fee
Lost master key but we are able to replace	\$50
A lost key, but we are not able to replace it (We need to change the whole lock on the door(s).	\$100/lock

Not keeping spare keys in the key safes	\$50
Not providing back your keys after move out	\$100

## Appendix 2 - Replacements

Item	Price
If you broke something:	
Wardrobes	\$250
Study desk	\$50
Desk lamp	\$40
TV	\$400
Bed	\$150
Microwave	\$75
Fridge	\$300
Toaster	\$30
Water boiler	\$30
Chair	\$30
Washing machine	\$300
Other, not listed items/furniture (windows, doors etc)	We have to check the damage

## Appendix 3 - Fees and Surcharges

Lost keys (your own key, not master key)	\$30
Welcoming guest overnight with permission	\$25 / night
Heater in winter season	FREE if you follow the rules
Improper use of heaters	\$25

Bills (Electricity, Gas, Water, Internet)	FREE
Regular cleaning service in the house	FREE

#### Appendix 4 - Warnings and surcharges

Non-compliance with cleaning rules	\$20 / occasions / room / person + written warning
Let someone sleep in your room without permission	\$150 + written warning and possible notice of termination
Non-compliance with welcoming cleaning in your room when getting a new roommate	\$50 + written warning
Non-compliance with other rules	\$25-\$75 + possible written warning
Using heater while you're not present in the house	\$50 / occasion + written warning
Smoking in the house or in your room	\$200 + possible notice of termination
Causing any damage in the property and/or in the furniture intentionally or drunk	The cost of repairs + written warning
Causing any damage in the property and/or in the furniture accidentally	Cost of repairs or replace it yourself

## Appendix 5 - Contacts

<b>Office</b>			
+61 2 720 211 72 or +61 4 858 353 73	<a href="mailto:office-syd@pcaccommodations.com.au">office-syd@pcaccommodations.com.au</a>	Mon - Fri 9:00 - 16:00	General, payment, moving questions
<b>Maintenance and Support</b>			
+61 480 040 806	<a href="mailto:support-syd@pcaccommodations.com.au">support-syd@pcaccommodations.com.au</a>	Mon - Fri 9:00 - 16:00	Repairs, maintenance, issues with other tenants, house management
<b>Emergency</b>			
	+61 480 040 806	0-24/7	URGENT requests only. Lockout, serious issues. CALL anytime!
<b>Serious emergency, what need Ambulance, Fire, Police: 000</b>			