



COMPENDIUM & HOUSE RULES

Welcome to MiHaven Living!

MiHaven Living brings premium high-quality accommodation and collective living to the Cairns community. We pride ourselves on providing safe, secure, and comfortable accommodation making finding a new place to stay easy and enjoyable. With your participation, we trust we can achieve this by following the house and property rules outlined in this compendium.

The People and Your Community

Living in a collective living environment can be a lot of fun whilst challenging when adjusting to all the different characters and personalities from around the world. When navigating all this becomes an issue for you and your fellow residents, always consider the following guidelines:

- Always maintain respect for your fellow residents, regardless of gender, cultural and racial background, and sexual orientation
- If you have any concern with a fellow resident, try first to discuss this with the individual directly rather than involving other residents. If communication channels break down and the situation escalates, call reception on 07 4041 0407, extension 2
- Always do your fair share of cleaning in shared common areas. Follow the C.A.Y.G rule – **Clean as You Go!** Our cleaners are employed to 'follow through' with the cleaning you have carried out yourself in your respective building but will not do your dishes or clean up after residents.
- **Never leave dirty dishes** - this encourages insects, pests and other unwelcome odours that make living difficult for everyone. Always place your clean dishes away after washing.
- Take the garbage out when the bin is full.
- Food is to be stored in your designated pantry/fridge/freezer space. Any items placed on communal shelves should be labelled. Under no circumstances is resident to eat or use food/condiments that are not theirs.
- **Personal items must not be left in the common areas at any time.** Always store personal and valuable items in your room or your designated cupboard space. MiHaven Living takes no responsibility for lost or stolen items
- Be considerate with the use of shared facilities and equipment provided to you – it is not your lounge, or table or TV. Any common area items must not be removed from the common area.
- Be aware of the noise you may be making – not just other residents, but your neighbours in the street. Avoid behaviours that will cause noise pollution to others around you. **We have a 10pm to 8am curfew on noise and visitors.** Strictly no visitors during this time
- MiHaven Living General Manager has final discretion in all scenarios.

Reception located at
92 Martyn St, Parramatta Park - Mon-Fri 08:30 - 17:00
Ph: 4041 0407, extension 2



Resident welfare

- If a resident has concerns about a fellow resident in their apartment, they should immediately talk to that guest about their concerns or advise ML Management by email.
Call 000 for life threatening emergencies
- Residents are to advise Management in the first instance if they have contracted an infectious ailment, virus, or parasite to ensure swift eradication and limit transmission to other residents.

Resident On-Site Behaviour

- **Smoking is only permitted in the designated smoking area in the carpark.** If management identifies the resident has smoked in their room or common areas, you will receive a breach notice and be charged \$100 for cleaning.
- Illegal activities will be reported to the Police and guest may face eviction for breach of tenancy
- Intoxicated/Disorderly behaviour is not to be tolerated. Violence, verbal abuse or aggression towards other residents or ML staff will also not be tolerated
- The possession or threat of weapons or firearms are strictly forbidden and considered a serious breach. Management also reserves the right to report the incident to the police, including handing over confiscated weapons or firearms to the police
- Any suggestion of racial, cultural, religious, or sexual denigration or harassment will not be tolerated
- Residents must keep all audible devices at an adequate noise level, this includes within rooms, common and outdoor areas
- **Please do not slam the doors** – use the handle to close them softly. Please consider other housemates.
- All remotes and utensils are to remain in common areas for all to use at all times.
- Residents must not engage in unsafe practices including climbing buildings or balconies.

Visitors of residents

- **All visitors of residents are to vacate the premises by 10:00pm**
- Visitors should be kept to a minimum and ideally conducted in the outdoor common areas provided.
- Visitors are prohibited from entering rooms of residents without the resident present.
- Residents are responsible for the conduct of visitors including payment for any damage or breakage that may occur.
- Guests must park their vehicles offsite and not interfere with the resident's use of facilities.
- A maximum of two persons is allowed on the balconies at any one time.
- No under 18s permitted unless accompanied by a guardian.
- Visitors of residents are not permitted to be on site without the resident present, this includes the use of common areas.

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Activities which will result in Breach notices and immediate termination

- Acts of violence, possession of any type of weapon, suggestion of racial, religious, sexual denigration or harassment. Any form of cruelty, intimidation, or aggression towards individuals, visitors or staff.
- Any activity that would bring the reputation of the provider to disrepute, including social media posts or comments
- Wilful damage of property and facilities, including the property of other residents.
- Significantly, or continuously disrupting the peace of others on-site or within surrounding dwellings
- Consumption and/or possession of illegal drugs
- Misuse of the Internet – downloading, distribution and sharing of inappropriate material.
- Hosting guests after 10 pm in any area of the premises without prior approval.
- Smoking outside the designated area, burning candles or any exposed flame within or around the apartments.
- Please see our booking terms for rental arrears and delays which will result in breaches notices and possible eviction if remaining unresolved.
- Any serious breach of the house rules or if repeated breach notices are unresolved.
- **Scooters and Bicycles (manual, electric and petrol powered) are banned from being brought inside the building at any of the MiHaven Living properties, they are to remain locked up outside the building.**

Safety and Security

Door Locks, Keycard access and Security

The MiHaven properties are all fitted with a centralised Key-Card operating system. All doors and access points are accessed by unique keycards 'coded' to your respective property, building, and room.

- Ensure the front door to your property closes and locks behind you. Do not allow anyone to follow you into the property that you are not familiar with. Report any suspicious person to reception
- If you lock yourself out from your property, building or room
 - After hours - please contact the Security Company who will attend to allow entry.
After Hours Call out fee \$66 per attendance.
 - During hours – please contact the office.
- Other security facilities within the properties include our Closed-Circuit Television (CCTV) Cameras that operate 24/7 on all properties within all outdoor common areas and numerous building door entries.
- Residents are not to conduct activities involving the property which may cause themselves or others harm such as climbing balconies or fences.
- Residents must report all safety violations or hazards in writing to living@mihaven.com.au
- For anything non urgent please call our office during business hours.

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LOCKED OUT?

Have you got your key?

After-Hours Call-Out Fees can be up to \$138 per visit!

- \$66 Lockout fee
- \$50 Staff Assistance

AFTER HOURS IS FOR KEY ACCESS ONLY

If you are locked out or need urgent key access,

 Call Security on 0438 127 800

 *Charges apply for all after-hours callouts.*

NEW CHARGE FOR NON-LOCKOUT CALLS

Security will now charge a \$22 fee for any non-lockout questions or calls.

This will be billed directly to the tenant.

Examples of non-lockout calls that will incur a fee:

- ✗ “How do I check in/check out?”
- ✗ “My fan isn’t working.”
- ✗ “The oven is broken.”
- ✗ General maintenance questions



MAINTENANCE ISSUES

Do NOT call SECURITY for maintenance

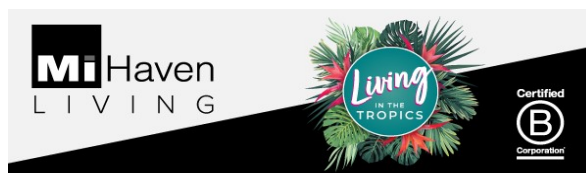
Please email:

 bookings@mihaven.com.au OR  living@mihaven.com.au

Or come to the office between

 Monday to Friday – 9:00am to 4:00pm

Phone: 40 410 047 - Ext 2



Call 000 immediately if you believe the emergency to be life-threatening

Fire & Evacuation Procedures

- If you see SMOKE, FLAMES or hear the Fire Alarm, safely follow appropriate steps to eliminate source of smoke or flames through the provision of fire blankets and extinguishers
- Make a point to safely alert other occupants immediately
- If safe, close any windows and doors to confine the fire
- Follow the emergency exit signs located in your unit or common area, and make your way to the assembly area located out on the street
- Once within a safe distance and in reach of a telephone, call 000 immediately and notify the fire service
- Calmly follow instructions given by the Fire Warden (if present) until a Fire Department Official can attend to the property

Fire Safety

- Candles, oil burners, incense burners, naked flames and other similar items are not permitted on the property
- Converters or adapters from other countries may also cause electrical faults resulting in fire hazards. Ensure you consult Australian standards for voltage and conversions. Guests will also be liable for damage to property in the case of an electrical fault
- Overloading power points with multiple power boards and double adapters can also be a fire hazard. Guests will also be liable for damage to property in the case of an electrical fault
- Large Laptop chargers and computers that require adequate air circulation are at risk of causing fires also. Guests will also be liable for damage to property in the case of an electrical fault
- DO NOT leave stove tops and ovens unattended while turned on and in operation
- Residents are not to tamper with the Fire Safety Equipment at any time – this includes smoke alarms, thermal detectors, fire extinguishers, or fire blankets. This is considered an offence under law to tamper with this equipment at any time and may result in fines or expensive fees
- All fire emergency escape routes outline on evacuation plans must always be kept clear, this includes doors and stairway
- Should the smoke alarms sound without reason residents are to contact a member of staff immediately
- Along with the fire blankets and fire extinguishers located within your common areas, you will find fire extinguishers at each common outdoor area where a BBQ is located
- To be better prepared in the event of an emergency, regular fire evacuation drills will be held during your stay. Residents are required to cooperate with the appointed fire warden or staff attending at the time
- A first aid kit is located under the kitchen sink and medical contact numbers found under important phone numbers at the rear of this compendium.

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Front Gates

- For the security and safety of everyone across all property's, gates must remain closed at all times.
- **Martyn St:** The front gate is open during office hours only. Outside of these times, it must remain closed at all times.

Housekeeping

- Residents are responsible for keeping their own rooms clean and well maintained. Rubbish is to be removed from bedrooms and common areas in bins provided. Please check and clean your air con filters regularly and your fans dust free.
- All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried and placed inside cupboards.
- Residents are not permitted to cook in their bedrooms and must not leave any kitchen items including crockery, cutlery or rubbish in their rooms
- Damage to any part of the room or facility and any other act which may damage, deface, or break any part of the apartment or its contents is prohibited and will result in charges to the resident. Damaged fixtures, furnishings and appliances, which occurs as a result of a resident's wilful, negligent or reckless conduct must be reported immediately to management.
- Failure to maintain clean & tidy common areas may result in professional cleaners being engaged at a cost divided by all residents.
- Residents are not permitted to attach any items to the walls which includes blue tack, sticky tape, hooks or similar. If paintwork is damaged residents will be charged for the repair.
- In the case that common areas, and residents' rooms are not maintained to a standard and after written warnings and breaches - Residents will be responsible for the costs involved in removal and extermination of pests
- MiHaven housekeeping staff will attend weekly to spring clean the common areas but require residents to do their dishes and put personal items away, so they are able to complete their tasks.

Garbage Disposal

- Residents are responsible for placing the rubbish from their room and common area in the waste bins provided outside the entry to their building – both general waste and recycling
- To support our resident dinners and activities we collect "Cash for Cans" and ask for aluminium cans, glass bottles (NOT WINE), plastic bottles, and any liquid container with "10c" stamped on to be placed in the designated bins for recycling.
- On your final departure, no linen, household items, or more than normal food items should be disposed in the bins provided
- Any rubbish on departure from MiHaven must be placed in the large bins at the outside each dwelling

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STOP MAGGOTS



BEFORE THEY START!

Please help keep our kitchen
clean and pest-free

LIVING IN THE TROPICS MEANS FOOD SCRAPS ATTRACT MAGGOTS QUICKLY!

- ✓ Dispose of food waste properly
- ✓ Tie rubbish bags securely
- ✓ Wipe down benches and dispose of scraps immediately
- ✓ Store food scraps in a sealed bag in the fridge or freezer until bin day (Wednesday) if possible
- ✓ Always close the bin lid tightly

 **THIS IS YOUR RESPONSIBILITY —
NOT HOUSEKEEPING'S.**

Let's work together to keep this shared space
clean and hygienic for everyone!

Thank you, MiHaven Living Management

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Laundry Facilities

- For the comfort and respect of all residents, please use the washing machine and dryer only **between 6:00 am and 10:00 pm**. This helps reduce noise and maintain a peaceful environment for everyone.
- Residents are required to **provide their own laundry detergent/powder** & any other laundry product they wish to use.
- Residents must not leave items in the washing machine/dryer after the cycle is finished
- Residents must keep the laundry area clean and tidy and not store their personal items at any times. Items left in the area will be disposed of.
- The washing and drying facilities can be paid with via credit card and does not take coins or cash.
- A clothesline(s) is located at the back of each property and line dryers are supplied for units with balconies (you will need to supply your own clothes pegs)

Bicycles

- Bicycles must be secured to the bicycle racks located throughout the Property. Bicycles must not be left unattended or allowed inside units or on balconies. If there is inadequate space for your bicycles to be secured to the racks provided, your bike must be secured to a space that allows foot traffic to pass through
- MiHaven management is not responsible for theft or damage sustained to any of your items, it is encouraged that you ensure your bicycles if they are of high value.
- If any bikes/scooters stored on site are causing damage to the property, we reserve the right to ask the bike/scooter to be removed from the property.

Car Parking

- There is ample on-street parking for all resident's vehicles, including motorbike and scooter parking
- Off-Street parking is limited across all properties and is retained for residents who have restricted mobility or disabilities
- A disability badge must be clearly displayed within the vehicle and after consultation with management and staff. Failure to display will incur an initial warning and a subsequent \$50 fine charged to their account – as per our car parking policy.
- Vehicles found onsite who do not have authority to park in allocated spaces will incur a fine. A notification will be made to the owners with a \$50 fine charged.
- Reserved carparking is available and a remote control for the gates – please ask reception for more details

Outdoor Areas

- Residents are asked to use the BBQ for its intended purpose and must be kept tidy and clean after each use.
- Smoking in BBQ area is prohibited
- Shopping trolleys are not permitted within the property

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Sustainable living

MiHaven Living prides itself on creating sustainable initiatives which we encourage all residents to undertake with us:

- Reduce, Reuse, and Recycle when considering your waste disposal. Minimise as much use of plastic bags/containers, papers and items that cannot be recycled after re-use has been considered
- Ensure all lights, fans, bathroom ventilation and aircon kept clean and switched off before leaving
- Also consider the lights, aircons and fans, in the common areas if the space is not being used when you leave for the day. All air conditioners are set to a 4 hour timer, this must not be altered, unless permission given by management.

Internet usage

We may limit, suspend, or terminate your internet service if you unreasonably exceed 10GB of data within a 24hour period. This will be flagged by our systems to have the usage reviewed. If you unreasonably exceed such limits or excessively use the capacity or resources of our network in a manner which may hinder or prevent us from providing services to other users or which may pose a threat to the integrity of our network systems. MiHaven will restrict any peer to peer sharing service, torrents, pornography or illegal downloading services.

Maintenance

At MiHaven we aim to produce premium, functional living standards for all our residents and maintaining these buildings are paramount to ensuring this remains throughout all properties.

Electrical faults, water leaks, broken glass and any other items posing serious risk should be reported IMMEDIATELY to reception during business hours or our Security Company after hours (see phone number on front gates of the building)

- Other items requiring repairs should be reported to the office within 24hrs

What is an URGENT maintenance repair?

- Overflowing or clogged toilet
- Taps or showers that cannot be turned off – *gushing* water
- Loss of power
- Gas Leak
- Overheating appliances – Fridge not working
- Broken doors and windows – cannot be locked or closed properly

What is a NON-URGENT maintenance repair?

- Toilet will not flush
- Dysfunctional air-conditioning – blowing hot air
- Interruptions to TV or Internet Service
- Dripping taps
- Room door LED flashing different colours
- Blown light

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Pets

- Residents are not permitted to keep pets or to bring animals onto any of the properties unless with prior permission by management.
- An exception to this rule is under the Guide, Hearing and Assistance Dogs Act 2009, if you have a disability and rely on your animal, please advise us and submit the certified details to us.

Furniture and Additional Appliances

- Residents are to request in writing permission to bring additional furniture or appliances onto the property.
- All appliances provided by MiHaven are Tested and Tagged by a license professional and updated every six months. An appliance brought onto the property without prior test and tagging from a certified electrician may cause a fault and trip the power. Any damages caused by a resident's appliance will incur fees for any repairs required.

Tropical Cyclone Information

The Cairns region is susceptible to tropical cyclones, particularly during the wet season, which runs from **December to April**.

In the event of a cyclone emergency, our staff will:

- Keep you informed of alerts and updates from emergency services.
- Assist with preparations for the impending cyclone.
- Provide each building with a **torch and radio** for use during the event.
- Guide you through the appropriate **emergency procedures**.

Your safety is our priority. Please remain calm and follow all instructions from staff.

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IMPORTANT CONTACTS

Emergency services – Police, Ambulance, Fire - 000

For non-urgent Police reporting - Police Link – 131 444

Police station – Cairns District Police Headquarters – (07) 4030 7000

Fire Department – Cairns Fire Station – (07) 4055 5077

Flood or Storm Emergencies - State Emergency Services (SES) – 132 500

Cairns Hospital – 165 The Esplanade – (07) 4226 0000

24hr Medical centre – Cnr Florence & Grafton st – (07) 4052 1119

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After Hours Lock Outs ONLY:

0438 127 800 **(charges apply)**

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