



ACCOMMODATION TERMS & CONDITIONS



Welcome to Benalla Health

Web: www.benallahealth.org.au

For all accommodation matters, please
email: accommodation@benallahealth.org.au

or Phone: (03) 5761 4294

For all clinical placement matters, please
email: education@benallahealth.org.au

or Phone: (03) 5761 4310

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1. **Bookings**

Requests for accommodation are managed according to the booking type. General enquiry can be made via email to accommodation@benallahealth.org.au or phoning 03 5761 4222 during business hours. Please ask to be put through to the appropriate department. **If you have an emergency out of office hours, please call the Hospital Coordinator on duty 57614 356.**

Booking Type	Booking Coordinator
All requests covered by an <u>employment contract</u>	Human Resources Department
All requests for accommodation related to <u>student placements</u>	Performance Improvement Education Administration
All requests for accommodation related to <u>visiting medical officers.</u>	Executive Office
All requests for accommodation related to <u>employed staff and official visitors including agency staff</u> including requests for overnight, short term and long term accommodation	Engineering Department
Any requests related to <u>emergency accommodation.</u>	Hospital Coordinator

2. **Payment**

Your accommodation invoice must be paid on arrival at Hospital Reception. Keys will be made available on payment of accommodation and applicable bonds. Please note Reception hours of operation are Monday to Friday, 9.00 am – 5.00 pm. Should you need to arrange for collection outside these hours, please discuss with the booking officer on making the reservation.

If you wish to cancel your booking, please give two working days' notice prior to arrival or you will be charged the full amount.

As there is a shortage of accommodation, you will need to confirm your booking as early as possible.

3. Housekeeping Services

Cleaning Hours: Mondays between 9:00 am - 2:30pm (this varies depending on type of accommodation).

If the Monday is a public holiday cleaning staff will attend the next working day.

Tenants are responsible for cleaning their rooms and in assisting other tenants in keeping the common areas clean and tidy at all times. No rubbish is to be left in the common areas at any time.

All kitchen appliances, work surfaces, benches, cutlery, dishes, utensils and crockery must be washed, cleaned, and put away after use.

Please Note: **THE CLEANERS DO NOT WASH DISHES.**

If a cleaner comes to the property and has to clean for longer than their usual hours due to excessive mess - **all tenants in the house will be charged a \$50.00 cleaning fee each week for the extra hours that the cleaner is required.**

On departure, if the common areas and your room are not cleaned and all rubbish is not removed, including all food items in the fridge and pantries, an additional cleaning fee of \$50.00 will be charged.

4. Behaviour

Tenants must not interfere with the reasonable peace, comfort or privacy of others.

Everyone has the right to the quiet enjoyment of their environment, particularly the right to study at any time.

Please be considerate of people on afternoon or night shift that maybe sleeping during the day. Anyone found causing a disturbance due to noise will be in breach of their agreement and further steps will taken.

Abusive or noisy behaviour from any tenant to another tenant, neighbour or staff member of Benalla Health will not be tolerated. Any such breach will result in an immediate eviction from the property.

No parties are allowed on the premises at any time.

If you are found having a party, you will be breaching your agreement. You may be asked to vacate immediately. If a party is held and the property is damaged or a cleaner is required to clean up after the gathering, all tenants in the house will have to contribute to any cleaning expenses that may be incurred.

5. Maintenance

Maintenance required for all accommodation MUST BE reported to the Engineering department as soon as possible.

If you have an emergency out of office hours, please telephone the Hospital Coordinator on duty on 57614 356

WHAT IS AN EMERGENCY REPAIR?

- ⇒ A burst water service
- ⇒ A blocked or broken toilet system
- ⇒ A serious roof leak
- ⇒ A gas leak
- ⇒ A dangerous electrical fault
- ⇒ Flooding or serious floor damage
- ⇒ A failure or breakdown of the gas, electrical or water supply
- ⇒ A failure or breakdown of an essential service or appliance on the premises for hot water and cooking
- ⇒ A fault or damage likely to injure a person, damage the property, or unduly inconvenience a resident of the premises



Maintenance of your Room:

Tenants must maintain their rooms at all times:

- In a way that does not interfere with the reasonable comfort of other tenants, and in a condition that does not give rise to a fire or health hazard.
- Tenants must not intentionally or recklessly damage or destroy any part of their rooms or contents thereof.

6. Common Areas

Benalla Health staff have the right to enter the accommodation without notice for the following reasons:

- To show prospective tenants through the accommodation
- To inspect all common areas
- To inspect any maintenance that has been done in common areas

Please leave common areas neat, clean and tidy after using them and do not leave/store personal belongings in the common area. Common areas in the accommodation include the common spaces of the accommodation being: Kitchen, dining, living, toilet, bathroom, hallways & laundry. A vacuum cleaner is located in the linen cupboard for your convenience.



7. Locks and Keys

Student Accommodation at 50 Samaria Road and 28 Melrose Street

Upon arrival, you will be issued with one key which will get you through the front and rear doors of the accommodation and into your room only. It is recommended that you lock your room when you are not there.

On departure, keys are to be returned to Reception. Check out time is 9.00 am. There is a secure key deposit area for return outside of operating hours.

Other Accommodation

Upon arrival you will be issued with keys to your accommodation, which most often will include a key to your bedroom. It is recommended that you lock your room when you are not there, if possible. Please note that there is still some accommodation without locks on bedroom doors.

What Happens If I Lose My Key

If you lose your key, you will be charged a fee of **\$50.00** per key replacement.

What Happens If I Lock My Self Out Of The Accommodation?

If you are locked out during business hours (Monday – Friday 9.00am - 5.00pm), you can contact Engineering via Reception to collect a key. There will be no charge to you for this service. The key **MUST** be returned on the same day.

If you are locked out after hours (including weekends or public holidays), please contact the Hospital Coordinator on duty in the hospital on 57614 356.

8. Use and Abuse of Alcohol

Alcohol may be consumed (in moderation please) on site by those legally entitled to do so. Breaking of accommodation rules, abusive or illegal behaviour arising from the consumption of alcohol will not be tolerated and you may be asked to vacate immediately.

9. Drugs and Unlawful Substances

Do not keep, use or have in your possession any substance that is forbidden by law. Anyone found with such a substance will be reported to the police and you may be asked to vacate immediately.

10. Smoking/Candles/Fire Safety

Smoking is not permitted inside the accommodation or on hospital grounds. People found in breach of this rule will be warned and subsequent breaches will result in a review of your Agreement. Benalla Health is a smoke free work place. Smoking by staff, patients, care recipients, students, consumers, visitors and contractors is not permitted at Benalla Health. This includes:

- Walkways
- All grounds gardens
- Car parks owned or under the control of Benalla Health by virtue of a lease or rental agreement
-

If you would like to smoke, you may do so outside the hospital grounds. Cigarette butts are to be disposed of responsibly i.e. not be thrown into garden beds, pavement areas, or grassed areas.

Candles, oil burners, incense burners and mosquito coils etc. are prohibited in the accommodation at all times.

11. Complaints, Grievances, Neglect, Abuse and Harassment

All tenants have the right to live in an environment free of verbal and physical abuse and any other forms of discrimination or harassment (including sexual harassment).

A Complaints Register for tenants is kept in a secure place. Anyone who wishes to submit a complaint or has any grievances are encouraged to do so in writing without fear of recrimination or discrimination. All written and verbal complaints or grievances will be taken seriously and recorded in our complaints register.

Harassment of any kind will not be tolerated. If an individual makes an unwelcome advance or an unwelcome comment to a tenant when that tenant has made it clear that conduct is unwelcome, whether physical, verbal or written, this constitutes harassment and should be reported to Benalla Health and or the Police.

12. **Posters and Wall Decorations**

You are not permitted to affix any items to the walls or doors which includes sticky tape, picture hooks, staples, drawing pins, or double sided tape.

13. **Electricity and Internet Usage**

ELECTRICITY:

If your room or accommodation has an air conditioning unit/heater, please make sure you turn it off before leaving the accommodation. Make sure that all lights and the television are turned off before leaving the house or before going to sleep at night.

INTERNET:

Do not download movies, music or large files. If the limit is reached, the internet access will slow down and the provider will charge for excess usage on the internet. Benalla Health are advised when excess usage occurs. Tenants will be warned that if this continues, the excess charge will be divided between all tenants. Benalla Health will not be held liable for interrupted access and no compensation will be provided if access is restricted due to excess usage.

Internet details:

SSID: RFResident

Password: U5kq9FXKdzDcmA

14. **Linen**

Linen is not provided with accommodation (this includes towels, pillows, doonas and blankets).

If you have any questions about bed sizing etc. please contact;

accommodation@benallahealth.org.au

In emergency circumstances, a linen pack is available to **hire** at a cost of \$15 for the period of your stay. The linen pack includes:

- Top and bottom sheet
- Pillow cases x 2
- Towels x 2
- Face washers x 2

Doonas and additional blankets are available to hire at an **extra cost of \$15** for the period of your stay (this includes doona cover).

15. **Rubbish and Recycling**

All rubbish is to be placed in a plastic bin with liner, in the kitchen. When the bin is full, take the rubbish bag outside and put it in the big bin that is provided. The inside bin must be cleared prior to you leaving or if you will not be at the accommodation over the weekend. Please ensure that all bins are placed on the kerbside each **Tuesday night** to be emptied early Wednesday morning by the Benalla Rural City Council. Please collect the bins after they have been emptied.

The bin with a yellow lid is for recycling only. This bin is cleared once a fortnight. The bin with the red bin lid is for general rubbish and is collected on the alternate fortnight.

Green bins are for organic waste (food scraps) and are collected weekly. Do not leave food or scraps in your bedroom – this encourages vermin such as, cockroaches, rats, maggots and flies to infest the accommodation.

Please make an effort to recycle properly (It's good for the environment).



16. **Animals**

Animals are not allowed in the accommodation.

Listed below are local cattery's/kennels that could be of use to you, if needed:

Cuballa Kennels & Cattery;

679 Winton Lurg Rd
Lurg, VIC 3673
PH: 5766 4363

Rose City Vets;

40 Carrier Street
Benalla, VIC 3672
PH: 5762 6888

TENANT TO READ AND SIGN BELOW

I _____
have read and understood the Benalla Health Accommodation Terms and Conditions as
stated above and agree that I will comply with the Terms and Conditions

I agree to pay any additional costs that I may incur due to breaching the Accommodation
Terms and Conditions.

Tenant Name _____

Tenant Signature _____

Date: _____

To be signed on behalf of

BENALLA HEALTH: _____

Date: _____

Hospital copy – please scan and save this page