



# Your Iglu House Rules

**Iglu Melbourne Central**

167 Little Lonsdale Street, Melbourne VIC 3000



# INTRODUCTION

The following are Iglu House Rules ("Rules") that are referred to in the conditions of your Tenancy Agreement and are to be read in conjunction with the terms of your Tenancy Agreement. They are for your safety, comfort and enjoyment at Iglu and for the safety, comfort and enjoyment of your fellow residents at Iglu. Any breach of the Rules may result in disciplinary action including termination of your rights to stay at Iglu.

**These Rules may be changed by Iglu during the course of your Tenancy Agreement.**

## **1 YOUR WELFARE**

### **1.1 Come and talk to us**

Most of us have times when we could use some help in working through the stresses of life. University/ college and living away from home can sometimes be stressful so, if you need a chat about anything, please feel free to approach any of us at Iglu at any time. We may not have the immediate answers but, if we don't, we'll do our best to help you find someone that does.

### **1.2 Absence from the Property**

If you expect to be absent from Iglu for more than 48 hours, please notify us and provide your anticipated date of return.

If you have not been seen at Iglu for 48 hours, and you haven't informed us that you will be away or if we have valid concerns about your well-being, we may enter your Residence to check that you are okay.

If you have not been seen at the Property for more than 72 hours, and you have not notified us of your absence, we may contact your emergency contact and/or the Police.

## **2 HEALTH AND SAFETY**

### **2.1 Smoking**

Smoking of any substances (including the vaping of e-cigarettes) indoors and within outdoor non-designated smoking areas is prohibited at all times throughout the Property. This includes but is not limited to smoking within bathrooms, fire stairs, Residence and Common Areas. If you smoke outside the Property or within designated smoking areas, cigarette butts must not be thrown on the ground.

### **2.2 Drugs and Illegal Activity**

The possession, growing, manufacturing, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment relating to illegal drugs or substances is prohibited. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

### **2.3 Cooking**

Due to the risk of fire, you may only cook within the kitchen spaces of each Residence (if you live in a studio) or Common Area (if you live in a share apartment) and specific Communal Areas. This also means that you must not use the power sockets in the living areas for cooking appliances. Under no circumstances are you allowed to cook or to keep equipment such as hot plates, rice cookers, frying pans, woks etc. within your bedroom.

### **2.4 Heating and Cooling**

In the interests of safety, heaters with an exposed element, small fan heaters, bar heaters and refrigerators are prohibited within the Property, unless written approval is provided by Iglu.

## **2.5 Obstruction and Disposal of Waste**

You must not:

- put anything down any sink, toilet or drain that could cause an obstruction or damage e.g. sanitary items, wet wipes;
- leave waste in any Communal Areas including but not limited to corridors, fire stairs and around garbage bins;
- pour or throw items out of windows or balconies; and
- interfere with, obstruct, impede access to or from any facilities, including (but not limited to) wheelchair ramps, curb cuts, fire stairs and building entrances (access ways). Iglu Management reserves the right to remove and confiscate any items obstructing any access way and to charge the cost of restoring, repairing or replacing any damage to such facilities to the responsible resident(s).

## **2.6 Candles/Incense**

Due to the risk of fire, candles, incense, aromatic burning oils and other open flame devices are not permitted anywhere within the Property including bedrooms, shower rooms, hallways, Common Areas and Communal Areas.

## **2.7 Evacuation and Fire Safety**

The Property is equipped with smoke and thermal detectors that report directly to the Fire Brigade. We want to avoid false or unnecessary alarms that can de-sensitise us all to future alarms, distract the Fire Brigade and incur Fire Brigade call-out fines and charges. Any fines and charges charged by the Fire Brigade in connection with smoke/thermal alarm activation and call-out will be charged back to you if you have been responsible for activating the alarm. The fines and charges are high. See charges in section 7.6.

Any false activation of the Fire or Emergency Break Glass Alarms will be treated as tampering with fire equipment that will result in disciplinary action. You will be charged any fines or charges that are issued by the Fire Brigade.

Evacuation maps are posted in various parts of the Property indicating your location in relation to the nearest exit and steps to take to vacate the premises in an emergency. Please familiarise yourself with the location of all fire exits, the floor on which your Unit is located and the location and how to use fire equipment. If an alarm is activated or you are aware of a fire, please alert everyone in your apartment prior to evacuation.

We also hold Fire Awareness and Emergency Evacuation (twice yearly) which you must participate in if you are within the Property. While they may seem tedious at the time, the knowledge and preparation they provide could save you and others' lives.

If you have a medical condition that may hinder your ability to evacuate in the case of an emergency, please let the Iglu Team know as soon as possible.

## **2.8 Fire Equipment**

If a fire blanket is provided, it can be found in the kitchen of your apartment. These are to be used for small fires only, such as cooktop fires where oil has ignited. Once used, fire blankets and extinguishers must be returned to Iglu for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all occupants and the Iglu Team will regularly check all fire equipment including fire extinguishers, fire hoses, fire alarm boxes, smoke/thermal detectors, exit signs and evacuation maps. You must let the Iglu Team know as soon as practical if you become aware that any fire equipment (e.g. a smoke alarm) is not in working order.

It is against the law to tamper with fire equipment including removing, damaging, altering, interfering, or covering exit signs, the function of door closers, smoke detectors and sprinklers. This also includes discharging fire extinguishers and fire hoses for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Any breach of this Rule will be considered serious misconduct and result in disciplinary action including referral to the Police.

## 2.9 Dangerous Materials

Dangerous materials including industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Property because of the safety risk to you and other occupants of the Property.

## 2.10 Emergencies

FOR ANY EMERGENCY REQUIRING FIRE BRIGADE, POLICE OR AMBULANCE  
CALL "000" (TRIPLE ZERO) IN AUSTRALIA.

Triple Zero (000) is Australia's main emergency service number. You should only call 000 when:

- someone is seriously injured or in need of urgent medical help;
- your life or property is being threatened; or
- you have just witnessed a serious accident or crime.

If a situation is not urgent, you should contact your local police, fire, or ambulance service.

If you have called emergency services for yourself, a fellow resident, or guest, please call the Iglu Team immediately so we can provide initial support and help escort the emergency service personnel to you. If there is an emergency, or if Iglu Management becomes concerned about any risk to your health, safety or welfare (including in case of accident or illness) we may contact your nominated Emergency Contact(s). To change your Emergency Contact(s) please notify the Iglu Team.

If you have a medical condition that is not an emergency, but you are worried or unsure about it, we are also here to help. Please contact the Iglu Team as soon as possible, and we can assist in getting you in contact with appropriate services.

## 2.11 Electrical Safety

You must comply with the following electrical safety policies which are intended to prevent injuries and to ensure compliance with health and safety regulations:

- Never modify a plug by bending or removing prongs.
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, instead contact the Iglu team for assistance.
- Extension cords should only be used when absolutely necessary and only on a temporary basis.
- If you discover any faulty electrical equipment, please report it to the Iglu Team.
- If charging Lithium-Ion batteries, including phones, laptops, e-bike etc. ensure they are in a well-ventilated area and please do not leave them unattended, or overcharge them.
- Appliances such as additional fridges, dryers and washing machines are not permitted within Residences.

If you are unsure of what is allowed in your Residence and/or Common Area, please ask the Iglu team.

## 3 ACCESS

By signing a Tenancy Agreement and without limiting any provision of the Tenancy Agreement, Residents agree to give the Iglu Team access to Residences according to the minimum notice periods in the relevant Legislation (for the avoidance of doubt, the Iglu Team is not required to give notice to access, conduct works and/or inspect Common Areas).

Where notice is required to be given pursuant to the Legislation, the Iglu Team may not be able to specify the exact time that access will be required but will use reasonable endeavours to a specify time period in which the entry may take place.

## 4 SECURITY

A safe and secure environment at Iglu is paramount for all of us. To help keep the place secure, there are several things that you must do.

- Always make sure that you close and lock your Residence door whenever you leave the Residence;
- Always ensure that you close all external doors to the Property behind you and that they are kept locked at all times;
- Always accompany your guests/visitors when they are at the Property and ensure they have signed in;
- Do not prop or leave doors open at any time, including fire stair doors, Residence doors, ground floor external doors or any other doors throughout the Property. Doing so is a breach of House Rules and may result in disciplinary action;
- Do not allow any non-residents who are not your guests to access or enter the building. Keep an eye out for people who are not residents at the Property who tailgate as you enter through the electronic entrance and lift doors;
- Never lend your electronic access card and/or key to another person;
- Do not tamper with or replicate electronic access cards and/or keys;
- Do not leave your key under a door mat or on the frame of the door jamb; and
- Do not leave money or valuables in full view when in Communal Areas.

Please immediately notify the Iglu Team if you notice any suspicious people or behaviour in or around the Property.

### 4.1 Trespassing

Unauthorised persons (including non-students, uninvited and unaccompanied visitors or any other person/s) deemed to be unauthorised by the Iglu Team will be asked to leave the Property immediately.

## 5 APPEARANCE AND CONDITION

### 5.1 Appearance of the Property

We want our Iglu Property to be an attractive place for our community.

You are responsible for keeping your Residence clean and tidy.

You must not leave the Common Area and/or Communal Areas untidy or unclean after your use.

Please do not fix hooks and/or pins to the walls or joinery. If you do, please only use removeable adhesive hooks as there are live electrical wires and pipes behind walls. You will be liable for any damage you cause when modifying the Residence and you will be liable to pay for any damage caused when returning the premises to its original state when you move out. Pin boards have been provided for the purpose of displaying pictures, photographs etc. You must not place foil, cardboard or other unsightly material or objects in or on any windows in your Residence or Common Areas.

You must keep balconies, decks and patios (if applicable) neat, orderly and clear of personal belongings. Hanging items from the walls, ceiling or balustrades of balconies, decks and patios is prohibited.

### 5.2 Cleaning

You are responsible for the following:

- All vacuuming and cleaning of your Residence and Common Areas;
- All cleaning and mopping of your shower room;
- Cleaning of all internal windows, walls and doors within your Residence and Common Areas;
- Regular removal of rubbish from your Residence or Common Areas to the designated waste areas;
- Dusting and wiping down of all surfaces including desktops, drawers, wardrobes, skirting boards etc.;
- Cleaning all appliances and surfaces within the Common Area;
- Cleaning Communal Areas after you have used them (e.g. BBQs); and
- No other cleaning companies are to work on the premises unless approved by Iglu Management.

## **6 FACILITIES**

### **6.1 Internet**

While Iglu and our network partners will strive to maintain an uninterrupted Internet service, the stability and speed of the service is subject to the performance of the provider's network. We will ensure any issues which arise are addressed in a timely manner to minimise any negative impacts to residents and hold all of our service providers to their service level agreements.

For the security of the property's IT network and facilities, you must use the services provided to you in an acceptable manner that is ethical, respectful and consistent with all relevant legislation. Any of the following activities constitute as unacceptable use of the network and may result in the cancellation of your Internet account and/or reported to relevant authorities:

- Breaching any Commonwealth or State law;
- Utilising the network to breach the Iglu House Rules (e.g. Cyber-Bullying);
- Sharing your personal internet account with other residents or non-residents;
- Tampering with the system or any of the data ports or wireless access points throughout the property; and/or
- Receiving, accessing, downloading, displaying, transmitting and/or making available any illegal materials via any media.

In addition, Iglu assumes no responsibility and you are fully liable for any data loss you may incur or any bugs, viruses or other malicious software that may infiltrate your device or the network as a result of your online activities. Any illegal activity detected on the network may also be reported to the relevant authorities.

### **6.2 Gym**

If your Property has a gym, it is only for the use of residents of the Property. The gym is not monitored, and residents use the gym at their own risk at all times and release Iglu from any liability for any personal injury, loss or damage to property arising from or in connection with 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. The gym is not to be used by external personal trainers unless approved by Iglu Management. 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 do not have a medical condition or impairment (including being under the influence of drugs or alcohol) that would limit their ability to use the equipment in a safe manner. Residents who use the gym and are injured in any way agree to receive first aid and to pay for any medical treatment. Please report any damage or faults to the Iglu Team as soon as possible.

## **7 IGLU SERVICES**

### **7.1 Maintenance and Repairs**

All requests for repairs or replacements within your Residence and Common Area can be submitted as a maintenance request via the Iglu portal or email to the Iglu Team. Requests are processed Monday to Friday during business hours by the Iglu Team.

Unless you specifically request otherwise when submitting a maintenance request, you are taken to have agreed to the Iglu Team or its authorised contractors entering your Residence and/or Common Area to perform the requested maintenance, repair or replacement. If you have questions or concerns regarding potential disruption or privacy issues, please raise this with the Iglu Team.

If there is a maintenance issue that constitutes a safety or security risk or an emergency situation (e.g. a flood, leaking tap or shower), you must call the Iglu Team and ask for immediate assistance. If you do not notify the Iglu Team immediately and the issue causes damage, you may be liable for the cost to repair the damage.

External maintenance and/or repair companies are not permitted to work on the premises unless approved by Iglu Management.

## **7.2 Keys and Electronic Access**

Upon arrival, you will be issued electronic access and/or a key providing access to the Property, your floor via the lift, your apartment, and your Residence. Where available, Iglu will also provide you with a key for your mailbox.

If you have lost or mislaid your key and/or access card, locked yourself out of your Residence and/or apartment or if you have damaged the lock to your Residence and/or apartment, you will need to verify your identity at the front desk prior to the issue of a new key and/or access card or access being granted to your Residence and/or apartment. If you are locked out after hours, please contact the Iglu Team by calling the After Hours (Resident Leader) mobile phone. Please note that if you are locked out due to mislaid or lost keys after hours you may be charged for entry as set out in the Schedule of Charges in section 7.6.

If you do lose your key and/or access card, you will be charged for the replacement key/card as per the Schedule of Charges in section 7.6.

You must not give your key and/or access card to another person. For your safety and the safety of others at the Property, should Iglu find another person in possession of a key or access card that does not belong to them, the key and/or access card may be confiscated until the owner presents at the front desk.

For the security of the Property, you must hand over any lost keys or access cards to the front desk.

## **7.3 Mail and Iglu Communication**

Whilst you are at Iglu, most Iglu written information including but not limited to formal notices, will be communicated to you via either email and/or text. It is your responsibility to check your emails regularly. Any mail not collected within one month of delivery may be returned to the sender by Iglu Management.

If your email address or phone number changes you must let Iglu know as soon as practical.

Please note that for Iglu to accept letters, packages or parcels on behalf of you, the name on the letter, package or parcel must match the name we have on our system. Letters, packages and/or parcels that are not addressed to a person registered on our system will be returned to the sender.

## **7.4 Rent**

Your rent will be automatically deducted from your nominated payment method (credit card or bank account) in accordance with your Tenancy Agreement. Upon check-in, you will receive a personalised rent schedule detailing due dates and corresponding payment amounts. It is your responsibility to ensure sufficient funds are available in your nominated payment method. Should you not have sufficient funds at time of processing, you may make payment via the alternative methods set out below to avoid additional administration fees as set out in section 7.6.

If you do not want your rent to be deducted from your nominated payment method, you must make payment for your rent by one of the following methods:

- Pay via EFTPOS at the front desk one business day prior to your rent being due; or
- Pay via bank transfer at least two business days prior to your rent being due (please see the Iglu Team for bank details).

## **7.5 Check-out**

Prior to the end of your Tenancy Agreement, the Iglu Team will contact you via email and/or mail to confirm your departure date. You must comply with the following procedures and requirements when moving out of your Residence in addition to any other reasonable requirements requested by the Iglu Team:

- You must vacate your Residence on or before the end date of your Tenancy Agreement, unless you have signed another rental agreement to stay at Iglu for another term;
- Upon moving out of your Residence, it is your responsibility to ensure that your Residence and Common Area is left in the same state of cleanliness and condition as at the start of your Tenancy Agreement (as documented in the condition report) except for wear and tear;
- The Iglu Team will conduct a departure inspection of your Residence, Common Area and FF&E to determine any damage, missing items or similar. If you wish to be present during this inspection, please notify the Iglu Team at least 7 days prior to your departure date;



- Costs of repair or replacement for any damage or missing items to your Residence and/or Common Area will be charged;
- Before moving out of Iglu, you must ensure all fees and charges payable under the Tenancy Agreement have been paid in full. Any outstanding amounts owed by you to Iglu after you have left the Property will be claimed from your bond. Please be aware that this may hinder your future tenancy applications; and
- All your personal belongings must be removed from the Residence and the Property by 10:00am on the end date of your Tenancy Agreement. For share apartments, this includes removing all your belongings from the Common Areas including from within the cupboards and fridge.

Your bond has been lodged with the relevant state tenancy authority and will be refunded to you by them (minus any outstanding amounts owed to Iglu) after the termination of your agreement.

## 7.6 Charges

If you need us to issue new access cards, keys etc., we are happy to help but will charge for them at cost. Iglu's approximate charges are:

Item	Charge
New access card/key	\$30 / \$75
Mailbox key (if applicable)	\$50
Mislaidd or lost key requiring admission to Property or Residence between 10pm and 9am	\$15 (first time free)
Any administration fee due to Iglu from a declined payment	\$20
Fire brigade fines and charges for false fire alarm*	At cost from the fire brigade*

\* This fee is significant and can be in excess of \$1700 and is subject to change.

## 7.7 Your belongings – Contents Insurance

Iglu assumes no responsibility for your and your guests' personal property. We recommend that you take out insurance protection against loss and damage to or theft of personal property.

# 8 USE OF THE PROPERTY

## 8.1 Cleaning and Damages

You are liable for the cost of repairs and/or cleaning of any damage you or your guests cause to Communal Areas, your Residence and/or your Common Area.

## 8.2 Noise

Please be courteous and mindful of others around you at all times and limit any noise that may interrupt or concern other residents living either in the same Residence, or surrounding Residences. Radios, televisions, stereos, laptops, musical instruments and other audio equipment should only be used to a volume that will not impact or disturb others. During exam periods, while you may finish your exams early, please be mindful of those who have not.

To ensure Iglu residents are not disturbing our surrounding neighbours and to adhere to council regulations, all outdoor areas will be closed from 10:00pm. All residents must move inside the building at this time.

## 8.3 Guests

You will be responsible for any guest or visitor who is at Iglu by way of your invitation or your company. You must ensure that they sign-in with Iglu upon arrival and sign-out with Iglu at the time they leave the premises and that they comply fully with the House Rules and any reasonable direction of the Iglu Team. You will be liable for any loss, damage or cost that Iglu incurs due to actions taken by you or your visitor.

For the consideration of your flat mates, please inform them if you are having guests over.

Guests are not allowed to stay overnight unless approved in advance by Iglu Management in writing. Please note Iglu will not approve minors (under 18-year old's) as overnight guests. Please have your guests signed out by 10pm.

Iglu Management reserves the right to restrict or prohibit the use of Iglu Communal Areas by non-Iglu residents.



## **8.4 Alcohol**

If you're 18 years or older, and wish to consume alcohol, please do so responsibly, considering its impact on others. Alcohol consumption at Iglu is not permitted in Communal Areas unless approved by Iglu Management. Any inappropriate behaviour, such as drinking games or harassment, will not be tolerated.

## **8.5 Events**

Residents who wish to host an event can complete an event request form and submit it to Iglu Management for review and approval. This form is to ensure building safety codes are complied with and that consideration for others is taken. In accordance with fire safety laws and town planning, gatherings exceeding the maximum number of people allowed per apartment or per Communal Area are not permitted and will not be approved.

If an individual, a group of residents or share residents in an apartment ('Hosts') host a party or other event, the Hosts must clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage, and if cleaning or replacing of items is required as a result, the costs of this will be charged back to the Hosts. Depending on the number of guests attending and the type of event proposed, Iglu Management may require additional security presence for the safety of all residents. The cost of this may be charged back to the Hosts.

## **8.6 Privacy and Quiet Enjoyment**

You must be respectful of other's needs to live in a quiet and enjoyable environment.

When entering another student's Residence, please knock on the door and do not enter unless invited in. The Iglu Team holds a set of keys when on duty to deal with mislaid keys and emergencies only. Any person requesting entry into another person's Residence will be denied access unless the occupier gives permission in writing.

## **8.7 Running a Business from the Property**

You are not permitted to conduct a business of any description from your Residence, Common Area or any other part of the Property unless you have prior written approval from Iglu Management.

## **8.8 Hardware, Infrastructure and Equipment**

You must not move or tamper with Iglu hardware, infrastructure or equipment. This includes but is not limited to Iglu provided electronics (such as TVs) and Iglu's network equipment.

## **8.9 Room Moves**

National Rent Affordability Scheme (NRAS) residents are not eligible to move rooms.

Room moves are at the complete discretion of Iglu Management and approval is based on a range of criteria, including but not limited to the availability of rooms. Room moves only apply within the same Iglu property.

In accordance with your Tenancy Agreement, a room move will be processed as a new tenancy. This means you will have to reapply through Iglu's application process where you must complete a new Tenancy Agreement, carry out any procedure required of you under state legislation regarding your bond which may include claiming your current bond and paying a new rental bond for the new room. Please see the front desk for an estimate of the costs associated with this.

Should there be a discrepancy in the room rate of your current room and the new room, you are to pay the difference to top up your rent in advance at the start of the new Tenancy Agreement. Should the new room rate be lower than your current room rate, Iglu will refund or credit you with the difference of the rent in advance payments you have made for your current room.

Iglu recommends that you keep your room allocation until the end of your lease.

## **8.10 No Sub-letting**

For the safety and security of the building, you must not sub-let or license out your Residence. This includes but is not limited to giving the access to your Residence to friends, family and/or strangers from accommodation websites to stay within your Residence.

The Property is a purpose-built student accommodation and is governed by council and state requirements and laws that may be above and beyond a normal residential property. Unauthorised individuals on the premises may be a security risk to your fellow residents and may breach council and state laws. To end your lease early, please see section 9 (Lease Cancellation Request).

## **8.11 Pets**

No pets, including fish, birds or reptiles may be in the Property. In consideration for other residents and the comfort of the potential animal, Iglu does not consider the premises suitable for pets and will challenge applications for pets. This does not apply to a certified guide (seeing eye) or hearing dogs.

# **9 LEASE CANCELLATION REQUESTS**

You have entered a legally binding contract, and you are responsible for the payment of the rent for the agreed fixed term. Please refer to your Tenancy Agreement and speak with the Iglu Team, should you wish to terminate your lease earlier than the agreed contract end date.

# **10 DISCIPLINE AND MISCONDUCT**

Misconduct (including breach of any of House Rules or obscene, bullying, harassing, discriminatory, violent or threatening behaviour) is any action or series of actions that negatively impacts people and/or property at the Property.

You must not post any comment or material to social media, Common Areas or Communal Areas that harasses or denigrates another member of Iglu's community including but not limited to an Iglu resident, an employee or contractor of Iglu Management or Iglu itself.

Iglu has zero tolerance of sexual assault and sexual harassment. Iglu Management is trained to respond to sexual assault and sexual harassment allegations and will take all allegations seriously.

If you act or behave in a way that threatens the health, wellbeing or safety of a resident (including yourself), an employee of Iglu or a guest/visitor of the property, Iglu may terminate your agreement. Iglu may also require you to leave the property immediately.

Some misconduct may constitute a criminal offence, a breach of state Legislation and/or conditions of your Tenancy Agreement. Depending on the nature of the misconduct, Iglu may take disciplinary action against you including the following:

- Written warnings;
- Recovery of financial cost or damages;
- Termination of the Tenancy Agreement of the person(s) who have committed or are responsible for the misconduct; and/or
- Police involvement and/or other legal action.

If you are experiencing any issues within the Property, please report it to Iglu Management as soon as reasonably practical. All complaints and concerns will be dealt with by Iglu Management through an internal conflict resolution process. If you are unsatisfied with the result of measures taken by Iglu Management, please write to [corporate@iglu.com.au](mailto:corporate@iglu.com.au) where the complaint or concern will be dealt with by senior members of Iglu external to the Property.

## DEFINITIONS

**Common Area** means the areas within a shared apartment including kitchen, living and dining areas, shared bathrooms and/or internal corridor(s).

**Communal Area** means the areas within the Property that are shared by all Tenants/Residents.

**FF&E** means the furniture, fittings and equipment in your Residence that have been provided by Iglu.

**Iglu** means Iglu Pty Ltd and all associated business entities.

**Iglu Management** means Iglu's management team.

**Iglu Team** means the Resident Leader on duty after normal business hours and Iglu team members during normal business hours.

**Legislation** means the residential tenancy act and related legislation of the state where the Property is located.

**Property** means the Iglu named property at the address shown at the beginning of the House Rules.

**Tenancy Agreement** means residential rental agreement in the state of your agreement.

**Tenant** or **Resident** means Renter in the state of your agreement.

**Residence** means your exclusive use space including your bedroom, ensuite bathroom and kitchen space (in a studio) as applicable under your Tenancy Agreement.

**We** means Iglu or Iglu Management.

**You** means the Tenant/Resident.



### **Iglu Melbourne Central**

167 Little Lonsdale Street  
Melbourne VIC 3000

**t** (03) 9000 8114

**e** [melbournecentral@iglu.com.au](mailto:melbournecentral@iglu.com.au)