



TERMS & CONDITIONS

House Rules

1. Relevant Information:

- a. Residents are required to disclose any information that may be relevant to their being accepted as a resident of @ The Hub. Eg. Serious medical conditions and any criminal convictions (other than driving offences) are considered relevant information.
- b. Failure to disclose relevant information may result in a resident's tenancy being terminated immediately.

2. Policies

- a. Minimum Stay
 - i. Long Term Accommodation is a minimum of 28 nights.
- b. Deposit
 - i. You are required to pay a deposit equal to one weeks rent to confirm your reservation within 7 days of acceptance. If a deposit is not received, your reservation will be cancelled. The deposit is non-refundable if cancelled or altered within 28 nights (4 weeks) of the original check-in date.

3. Total Move in Costs

Upon moving in we require a total of 3x your weekly rent

\$ ____ **Rent** (1x weeks) Your first weeks rent is charged the day you check-in. Your next rent payment is due 2 weeks from your check-in date and can be paid either weekly (or fortnightly if that is your preferred method).

\$ ____ **Bond** (1x week) One week bond is completely refundable provided that rent is up to date, room is clean, tidy and free of damage and At The Hub has correct bank account details.

\$ ____ **Week in Advance** (1x week) One week of rent in advance. This can be used for you last week with us or will be refunded with the bond.

4. Move in Day

- a. Photo ID required.
- b. Student ID or Confirmation required (if applicable)
- c. Payment of 3 weeks is required prior to the issue of keys
- d. Tenancy agreement to be signed
- e. Issue of Keys and Security Fobs
- f. Welcome to The Hub! Please ensure to ask our friendly staff at Reception if you have any questions

5. Rent

- a. Frequency – Rent is due weekly.

6. Rent Arrears:

- a. Where a resident becomes aware that their rent may not be paid they are required to notify reception in writing immediately. Please note that any rent that remains unpaid, comes out of your one week rent in advance and then bond. This includes fees (ie Call-Out Fees).
- b. Where a tenant falls in to arrears the tenant will be notified by writing. If rent is not received in full within 10 days of the first notice, you may be given a letter of eviction with 48 hours to vacate the premises and return all keys and security fobs.
- c. Continued arrears may result in eviction.

7. Cleaning/Room Maintenance/Room Inspections:

- a. Residents are responsible for the cleaning of rooms.
- b. Room Inspections are held every 3-6 months. You will be notified by a letter under your door.
- c. All rubbish is to be disposed of in the bins provided in the car park(s) area
- d. The Hub maintenance staff will change all light bulbs including long florescent bulbs and those in common areas
- e. Residents must defrost their freezer on a regular basis – this must not be allowed to accumulate as it damages the fridge and you may be charged for repairs
- f. Any damages to the room or furnishings needs to be reported to reception immediately
- g. Rooms must be cleaned prior to your departure and in the event of this not being satisfactory a cleaning fee of a minimum of \$50 will be charged.
- h. Plumbing, electrical or other maintenance issues required on your room will be arranged as soon as possible. **Please note that it is not always possible for an immediate repair.**
- i. If your room is found to be in an unsatisfactory condition more than 3 times, the resident may be evicted.

8. Common Areas:

- a) Residents are responsible for cleaning up after themselves to assist in maintaining the standard of the common areas—smoking and TV room. This means ensuring all rubbish is disposed of. If common areas are found to be left in an unsatisfactory state multiple times, this may lead to losing common area privileges.

9. Moving Out

- a) We request two weeks written notice of intention to terminate the tenancy.
- b) If you have given notice haven't already received a departure package, please enquire at reception now. This has all the information you need regarding your departure.

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- c) All rent must be kept up to date up until check-out. You may use your rent in advance to credit your final week.
- d) A final room inspection will be completed within 2 business days of departure. In the event of a failed room inspection, the tenant will be given 7 days to rectify the problem. If the room is determined not to have been left clean and tidy a professional clean may be required, the cost of such clean will be deducted from the bond.
- e) Please remember to complete the bond refund form and return to reception prior to your departure.

10. Eviction:

- 1 The landlord of a boarding house may terminate a boarding house residency -
 - a) Immediately, if the tenant has –
 - i. Caused, or threatened to cause, serious damage to the premises; or
 - ii. Endangered, or threatened to endanger, people or property; or
 - iii. Caused, or threatened to cause, serious disruption to other tenants
 - b) With 48 hours notice, if-
 - i. The landlord has, by written notice to the tenant, required the tenant to pay any rent in arrears within a stated period of not less than 10 days, commencing on the day the notice is given, and the tenant fails to pay the rent in arrears within the stated period; or
 - ii. The tenant is using the premises for an illegal purpose; or
 - iii. The landlord believes having complied with having complied with section 66X, that the tenant has abandoned the room; or
 - c) On 14 days notice if the tenancy is also a service tenancy, in which case section 53 applies; or
 - d) With 28 days notice, if no reason is given.
- 2 If the act is serious enough, the resident may be trespassed from the premises.

11. Illegal Substances

- a) @ The Hub is regularly patrolled by New Zealand detector dogs. Any tenant found in possession of an illegal substance will be evicted as per section 66U (1)(b)(ii) Residential Tenancies Act 1986, details will be forwarded to New Zealand Police for their action.

12. Refunds:

- a) Refunds are processed via internet banking **only**. Please ensure your bond refund form is completed prior to departure. These forms can be found at reception.
- b) Refunds will take up to 7 business days to process (provided there is no damage or cleaning fee charged)
- c) Please note that if you leave on a different day of the week than to when you move in, you will be converted to a daily rate (weekly rent divided by 7) You will be given the option for this to be taken out of your rent in advance.
 - Example – Move in on a Saturday, move out on a Tuesday.
 - You will be charged from Saturday to Saturday for your first week and then charged Sat-Monday for your second week.

13. Debt Collection

When signing your tenancy agreement, you agree you are personally liable for the payment of any charges by, or on behalf of yourself at @ The Hub including any costs whatsoever incurred, including any collection costs, legal fees and disbursements that may be incurred in the recovery of any overdue amounts, and that if the person, company or association indicated by you as being responsible for payment of the same does not do so that my liability for such payment shall be joint and several with such person or entity. You further agree that the terms of stay are exclusively governed by the law and courts of New Zealand

Behavior

14. Noise levels must always be kept at a considerate level

Time limits for the reduction of noise are the same as visitors

Where a justifiable complaint is received from another resident regarding noise from your room a call out fee may be charged.

15. Alcohol is strictly forbidden in all public/common areas. This includes all smoking rooms, laundry rooms, Lounge and foyers.

Any resident found excessively intoxicated will be asked to immediately return to their room. Please note At The Hub staff will not hesitate to call the Police.

16. Illegal Substances and Weapons are prohibited on the premises and any breaches may result in eviction.

17. Smoking All Studio Units and Common Areas are strictly **non smoking** other than the allocated smoking balconies located on level one.

18. Smoke Detectors are for the safety of all residents and under no circumstances are they to be covered. Please note it is illegal to tamper with the fire alarm system. Any costs involved with tampering with a smoke detector will be charged to your account.

19. Visitors must vacate the premises by 9:30pm.

Visitors are not to stay overnight unless prior arrangements are made with reception.

Visitors are YOUR responsibility. You are entirely responsible for any damage or disruption caused that are caused by your visitors. It is recommended that you escort your visitor to the exit when they leave as you are still responsible until they have left the premises.

Staff members DO NOT give out room numbers for obvious security reasons. Please ensure any visitors are aware of your room number so they can contact you from the phone downstairs by reception.

If you are expecting visitors please remember that @ The Hub staff will not let them up into your room, it is your responsibility to collect them from the ground.

20. Visitors Staying Overnight. If you wish to have a visitor to stay over there is a charge of \$15.00 per night. Again prior approval is a must.

21. Fire Service Call Outs. Any resident deemed to have acted negligently resulting in a Fire Service Call out will be responsible for the cost associated with call-out. In most cases this can result in cost up to \$2,000.00

Important Information

22. Reception Hours

Weekdays 9:00am – 5.30pm

Weekends CLOSED

23. After Hours Emergencies and Complaints

We have an on-call staff member available 24/7 for emergencies and complaints only. To contact Reception during the day, or our On-Call staff member after hours, please dial 7000 for East and 8000 for West from your in-room phone or 06 356 8880 (push 1 for emergency) Please note a fee may be charged for non emergency calls.

Examples of non-emergency calls:

- Wanting to borrow a vacuum cleaner
- Wanting to purchase internet card or pay rent
- Non urgent maintenance
- Getting locked out of your room

24. Keys/Security Fobs

Residents are responsible for the security of their key and security fob.

Residents are not permitted to give other people possession of their keys and fobs. This is in direct breach of our security protocol.

Lost keys and security fobs will incur charges of \$25.00 and \$50.00 respectively.

If staff are called after office hours to let residents into their room a \$50.00 call-out fee will be charged to the residents room account.

25. Mail/Parcels

Mail and parcels should be addressed as follows:

**John Smith
Room 8801
@ The Hub
10 King Street
PO Box 810
Palmerston North 4410
New Zealand**

Please note: We receive a lot of mail here from current and past residents. Mail is only delivered to those that are in our system. This means that if you are expecting a parcel for a friend etc. you will need to inform reception, otherwise it will be sent back.

We do not hold/forward mail for residents who leave.

Mail is delivered to @ The Hub. It is then sorted and delivered to your rooms.

If you have a parcel delivered, we will put a note under your door or call you asking you to collect it from reception during office hours

26. In Room Phone

The Hub telephone number is (+64 6) 356 8880 for international callers or (06) 356 8880 for calls within New Zealand.

- a. Callers will be prompted to input your room number to be connected directly to your room.
- b. Please make outside callers aware of the telephone procedures as calls outside reception hours are not able to be connected to individual rooms if they do not know

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your room number.

27. External telephone calls:

- a. All calls require the use of a 'Yabba' phone card. These can be purchased at the local dairy across the road, opposite the Hub reception during normal opening hours. You must first dial '1' to obtain an outside line before using the Yabba card.
- b. 0800 numbers are free from the room.

28. WiFi Internet:

- a) Broadband connection can be made via **Inspirepreypay.net.nz** through the purchase of pre-pay cards from reception OR via credit/debit card online in denominations of:
 - \$27.50 for 30 GB
 - \$37.50 for 100 GB
 - \$65.00 for 300 GB
 - \$92.50 for 1 TB
 - \$112.50 for 2.5 TB
- b) Internet access is available via Wi-Fi or an Ethernet point in each room
- c) **Please note:** if you have any problems connecting to the Internet - dial 0800 484363 (free call) to the Internet providers and ask for their assistance.

29. Vacuum Cleaners:

- a) Vacuum cleaners are available during normal reception hours.
- b) Vacuum cleaners must be returned to reception within 1 hour of collection.
- c) You must sign for a vacuum cleaner

30. Rubbish:

- a) Large rubbish and recycling bins are available in the car park for disposing of rubbish.
- b) Please do not leave rubbish in hallways at any time.
- c) Residents are not to throw rubbish out their windows at any time as it is potentially dangerous and compromises the safety of pedestrians below.

31. Corridors:

- a) Residents are not to leave personal belongings in the hallways
- b) Do not leave rubbish in the hallways.
- c) Please do not leave supermarket trolleys in the hallways, a supermarket collection fee may apply.
- d) For fire and safety reasons, pushbikes must be left in the bike rack in the car park– not in the hallways/corridors. We recommend a security chain is attached to each bike.

32. No Pets:

- a) The tenant shall keep no domestic or other animals in or about the premises.

We aim to make your stay @ The Hub an enjoyable one. Please let us know if you encounter any problems and we will do our best to help resolve these. To contact staff after hours, dial 7000 from any in-house phone, or dial (06) 356 8880.