



Gatton Halls of Residence

HOUSE RULES
2026



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1. House Rules & Code of Conduct

The House Rules form part of the Student Residency Agreement. Residents are required to comply with the House Rules during their stay.

Failure to comply with the House Rules and Code of Conduct, and any update or variation, will constitute failure to comply with the Residency Agreement and may lead to disciplinary actions including, but not limited to, written warnings, Code of Conduct Fee deduction, Agreement termination and eviction.

Residents shall be bound by the rules of the Halls as set out in the House Rules, Resident Handbook, UQ Res' Code of Conduct and The University of Queensland Student Code of Conduct Policy

2. Eligibility

A resident must be enrolled as a **current** student of The University of Queensland to be eligible for a residential place in the Halls of Residence.

3. Respect X reporting app

At UQ Res, we take your safety and wellbeing seriously. Respect X is a reporting tool (via website or app) that makes it safe, quick and easy for you to put your hand-up early, when things are not okay either for you or someone else. It gives UQ Res a chance to assist before situations get worse. Together we can create a safer and more respectful community.

Please take the time to complete this mandatory training module and add the respect X app to your phone - <https://www.respectx.com.au/training/uq-res>

4. Infectious Illnesses

4.1 Presenting with Symptoms

If a resident has symptoms of an infectious illness (e.g. influenza, COVID, measles) seek medical advice, notify UQ Res Management, and please avoid common areas where possible until your symptoms have gone.

4.2 Qld Government Health Directives

Adhere to all current Queensland Government Health directives.

5. Check-in and Inductions

Check in is from 9.00am-11.30am on the Start Date of your Agreement.

Inductions covering Halls policies, fire safety, maintenance, residential life programs, health and safety and support systems will be conducted by the Residential Life Manager and Resident Assistants on that day.

6. Check-out

The Resident must comply with the following procedures and requirements when moving out:

- Check-out time is 10am on the day which is the End Date of your Residency Agreement.
- At the time of moving out, it is the Resident's responsibility to ensure that the room and common areas are left in the same state of cleanliness and condition as at the start of the Agreement, with the exception of acceptable wear and tear.
- UQ Res Staff will conduct a check-out inspection of the room and common areas to determine any damages, uncleaned areas or missing items.
- Costs of repair or replacement for any damage or for missing items; and cleaning costs - if additional cleaning is required to restore the room to its check-in condition - will be charged to the Resident (see Fees & Charges List).
- Before check-out the Resident must ensure all fees and charges payable under the Residency Agreement have been paid in full.
- All personal belongings must be removed from the room by 10am on the day which is the **End Date** of the Residency Agreement.

6.1 Costs

The Resident is responsible to pay the following costs when ending a fixed term Agreement early/break lease, or upon check-out at the end of the Agreement:

- Any unpaid rent owed
- Cleaning costs if the room is not left in a reasonably clean condition
- The costs of disposing of any goods or property left behind
- Repair or replacement costs if the Resident has caused damage to the Room
- Administration costs.

6.2 Rent Owed & Outstanding Charges

If the Resident leaves their residence while owing rent and other fees and UQ Res may call the Resident's emergency contact and may engage debt collectors to assist with recovering the amounts owed.

Additionally, your university results may be withheld until outstanding debt is paid.

6.3 Code of Conduct Claim

The full or partial refund of your Code of Conduct fee – at the end of your residency – will be dependent on your conduct during your residency.

If the Resident leaves their room while owing rent and/or other outstanding monies – including for cleaning or damages charges - UQ Res will utilise the Code of Conduct to recover all or part of these costs.

7. Subletting Prohibited

Leasing your room to someone else for a portion of your stay or for the remainder of your Agreement at UQ Res is strictly prohibited. When signing an Agreement, the Resident is signing a legal contract. This means the Resident is responsible to pay rent for the room until the end of the Agreement term.

8. Allocation of Accommodation

Rooms are licensed for single occupancy only.

Allocation of rooms is undertaken by the Halls Office in accordance with our policies. A resident can be required to move to an alternative room and/or Hall at the request of Halls management.

9. Room Changes

Requests for a room change can be done on the [UQ Res Portal](#). No room change can be made without the written approval of UQ Res Management.

Residents wishing to change rooms are advised:

- The Resident must complete the on-line *Request for Room Change* form and provide any relevant documentation to support their request.
- UQ Res are under no obligation to agree to a room change.
- An administrative and room cleaning fee will be charged (see Charges and Fees List)

10. Under-18 years of age

All Residents *under the age of 18 years* who are registered on UQ's International Student Supervision Program (ISSP) must follow the curfew rules and procedures as agreed with the University of Queensland (UQ). Breaches of curfew will be reported to UQ and disciplinary action may be taken by UQ and UQ Res for repeated breaches which could ultimately affect the visa status for international students. The following guidelines put in place by the ISSP for international students must be followed:

- Overnight stays or holidays - If students intend on staying away from UQ Res overnight or for a holiday, they must seek approval from the ISSP (International Student Supervision Program) Team by completing the UQ Activity Permission Request Form.
- Permission to go on holiday or stay outside of UQ Res can only be granted by UQ ISSP (International Student Supervision Program) Team and must be communicated in writing at least seven (7) days prior to departure.
- No overnight guests are permitted.
- All visitors must leave the room by 10pm.
- No alcohol can be consumed anywhere or kept in the room by under-18 residents or on behalf of their acquaintances, family or siblings.
- 17-year-old students have a 10pm curfew. Students must sign-in with their Residential Assistant between 9:30pm and 10pm (not before or after) every night to avoid UQ or their parent/legal guardian being contacted.
- 16-year-old students have a 9pm curfew. Students must sign-in with their residential assistant between 8:30pm and 9pm (not before or after) every night to avoid UQ or their parent/legal guardian being contacted.

11. Requirement to Pay Residential Fees & Refund of Fees

- 11.1 **Rent must be paid *in-advance* at all times.**
- 11.2 Students who have been allocated accommodation are required to pay all residential fees *in-advance*, and in accordance with the fortnightly or quarterly payment dates.

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11.3 Any resident who is unable to pay residential fees in full before the due date, or who is experiencing financial hardship, should contact UQ Res Management in writing immediately – gattonhalls@uqres.com

11.4 The Halls of Residence reserves the right to request that any resident

- who is more-than 21 days late with payment of fees and charges
- who has failed to contact UQ Res Management to request a payment plan;
- and/or who is more-than 21 days late with payment plan instalment payments

moves out of the Halls of Residence.

11.5 Overdue fees may be placed in the hands of an external debt collection agency which may negatively affect your credit rating.

11.6 Residents who are suspended from the Halls will be required to pay accommodation fees during the suspension period. Should a resident choose to terminate accommodation at this time, the normal rules as under the Cancellation section will apply.

12. Authority Within the Halls of Residence

12.1 UQ Res has overall responsibility for the Halls.

12.2 UQ Res Management has responsibility for the management of, and conduct within, the Halls.

12.3 The Residential Life Manager, Residential Supervisors and Resident Assistants are appointed for the management of conduct within the Halls of Residence and as such should be considered agents of UQ Res.

12.4 Residents must comply with a direction given by UQ Res Management and staff, including the Residential Life Manager, Residential Supervisors and Resident Assistants; and/or authorised University Staff such as Security Officers. Failure to do so will be deemed as a breach of the conditions of residency.

13. Conduct Within the Halls of Residence

Residents shall not cause nor permit the premises to be used or occupied in any way or for any purpose

which might cause annoyance to any persons on the premises; nor indulge in any illegal, riotous, noxious, improper, offensive or noisy conduct or practice; or bring the reputation of the Halls into disrepute.

Residents shall be bound by the rules of the Halls as set out in the House Rules, Resident Handbook, UQ Res' Code of Conduct and The University of Queensland Student Code of Conduct Policy.

13.1 Residents must always conduct themselves within the Halls in a manner which is conducive to study and sensitive to the privacy and needs of other residents.

13.2 Residents will be required by UQ Res Management, the Residential Life Manager, Residential Supervisors and Resident Assistants, or authorised University staff to discontinue any behaviour which is detrimental to the welfare, comfort or convenience of other residents.

13.3 UQ and UQ Res are committed to ensuring that the University and Halls environment is safe, respectful and free from all forms of Sexual Misconduct, this includes the Halls of Residence. UQ's Sexual Misconduct policy outlines the University's approach to preventing, addressing and responding to Sexual Misconduct. This policy is to be read in conjunction with the Sexual Misconduct – Procedures as detailed in the Resident Handbook.

13.4 **Refer to # 3 Respect X reporting app** in these House Rules: “Please take the time to complete this mandatory training module and add the respect X app to your phone - <https://www.respectx.com.au/training/uq-res>”

14. Noise Policy

Our Halls of Residence is a community where people need to study and sleep at reasonable times.

- Please be considerate and always keep noise to a minimum. Music must NOT be played at volumes likely to disturb other residents at any time, day or night!
- Don't shout loudly in corridors or slam doors. Discourage any noisy visitors - Your room and your guests are your responsibility.

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- **Absolute quiet hours in all Halls are between 10.30pm and 7.00am.** During this time any noise such as loud talking or music in bedrooms should not be able to be heard in the room next door.
- If you are returning from the Campus Club or an external function late at night, DO NOT DISTURB residents who are sleeping. Return to your room quietly. **Repeat offenders of our Noise Policy will have their place at the Halls of Residence terminated.**

15. Personal Businesses

As per your Student Residency Agreement, *Clause 6 – Your Room & Services*, Residents must not conduct any private business operation from a UQ Res residence.

16. Visitor & Guests Policy

- 16.1 Residents are responsible for the conduct of any person(s) they invite into, or entertain within, the Halls or adjacent areas.
- 16.2 Any damage or unsociable behaviour by any guests are the responsibility of the Resident.
- 16.3 Guests must comply with the House Rules. If a guest or visitor violates the House Rules they can be asked to leave immediately.
- 16.4 **Visiting Parents or Guardians** are to contact UQ Res for Gatton Campus Motel room availability - GattonMotel@uqres.com
- 16.5 All guests and visitors will be required to leave the Halls by 10.30pm. Residents shall not allow another person to stay in their rooms overnight or for an extended period unless they have been given permission, in writing, according to the provisions of the Overnight Guest Policy.
- 16.6 Guests are not permitted in the Common Areas unless accompanied by the Resident.
- 16.7 **Current Halls Residents are NOT considered to be 'guests' during vacation periods.** If a current resident requires accommodation during vacation periods, they **MUST** complete a 'vacation residence' form on their StarRez portal.
- 16.8 If a guest uses the Dining Hall, please ensure that they pay for their meal or you swipe your card for your guest's meal as well.
- 16.9 Overnight Guest Application Procedures & Conditions:
 - Guests are permitted to stay for a maximum of 2 consecutive nights only – any extension of this may be negotiated through UQ Res Management only.
 - A guest pass form must be completed and handed to the on-duty Residential Assistant by 8.00pm on the night of stay.
 - Only one overnight guest at a time is permitted.
 - Guests must be 18 years or over.
 - A maximum of 10 guest passes per semester per Resident.
 - Any Resident who has an overnight guest without completing a guest pass will be charged for the accommodation of that guest and will be issued a misconduct warning for breach of the guest policy. Guests who breach Halls community guidelines will not be permitted to visit Halls in the future.
 - By completing a guest pass, the Resident assumes responsibility for their guest's behaviour at all times and the guest must reside in the resident's bedroom – not in a vacant bedroom.
 - A guest pass application might be refused at the discretion of the Resident Supervisor team or UQ Res Management.

17. Alcohol Policies

The abuse of alcohol is unacceptable, harmful, and may result in disciplinary actions and/or eviction. UQ Res promotes responsible consumption of alcohol which includes compliance with all Australian and Queensland laws.

The consumption of alcohol is strictly confined to the immediate Halls precinct and no further than designated external barbecue areas. Alcohol is not permitted beyond the Halls precinct. Alcohol cannot be consumed in any communal area after 10pm.

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- The alcohol policy guidelines in your Residents' Handbook include:
 - Excessive drunkenness while in Halls is not acceptable behaviour.
 - Kegs, crates, home brewing and distilling are not permitted.
 - Activities centred on the consumption of alcohol - e.g: drinking games/beer bongs etc - are absolutely NOT acceptable.
 - Residents are responsible for the behaviour of their visitors and guests at all times.
- In accordance with state laws, **persons under the age of 18 years are not permitted to consume alcohol**. Persons under the age of 18 found consuming alcohol or intoxicated will be suspended or terminated immediately
- If you are of legal drinking age (18+), you may consume alcohol in accordance with the specific rules of that property. A formal written reprimand may be issued to you if your behaviour whilst under the influence of alcohol is deemed disruptive or inappropriate.
- Incidents of misuse of alcohol are treated seriously and may result in termination of residency.

18. Smoking, Drugs & Illegal Substances

Smoking is prohibited on all University of Queensland campuses including the Halls of Residence. The total smoking ban includes the use of electronic cigarettes, vapour pens or other devices. The University smoking policy is recognised as an Occupational Health and Safety responsibility.

Smoking is prohibited in all areas of UQ Res properties: Resident rooms, common rooms, balconies and all external areas, etc. Where there is reasonable evidence that a Resident has been smoking on the property, the Resident will be charged the Smoking Fee (see Fees & Charges) and liable for any further costs incurred in returning the affected area to a satisfactory condition, as determined by UQ Res Staff.

The use, possession of, or dealing in, illicit or non-prescribed drugs is strictly prohibited on UQ Campus and within all UQ Res properties. The matter may also be referred to the police.

Residents, their Visitors and Guests are not permitted to be in a UQ Res property if they are under the influence of illicit drugs.

19. Gambling

Organising, managing or undertaking gambling activities is strictly prohibited in all UQ Res properties.

20. Firearms, Dangerous or Unlawful Goods

Residents and/or their guests must not bring onto, or use within or in the precincts of, a Hall of Residence any firearm (or replica/copy), gel blasters, weapons, explosives, fireworks, or flammable liquids.

21. Cancellation of Agreement Policy

All cancellation requests must be submitted in writing.

21.1 Prior to Agreement Start Date

If cancellation is requested, supporting documentation verifying the reason for the inability to commence the Residency Agreement - must be provided. The Agreement may be cancelled without penalty, dependent on the validity of reason and supporting documentation. This excludes the non-refundable application fee.

21.2 Cancellation After Start Date

If a Resident wishes to break their Residency Agreement after the Agreement Start Date, they are required to give four weeks' notice of their intention to leave, which must be served during semester time. Residents will be required to pay the normal weekly rate in-lieu-of-notice, if the required four weeks' notice is not given; or pay 4 weeks' rent-in- advance for an immediate departure. A Breaking Contract Agreement penalty also applies. (See Fees and Charges).

21.3 Under-18 Cancellation

Residents are expected to stay until the Agreement End Date, regardless of whether they turn 18 during their stay. If there is an Agreement with UQ in place, Residents under-18-years of age must contact UQ and their guardian prior to requesting cancellation. If there is no Agreement with UQ, cancellations will be processed as per standard Cancellation Policy.

21.4 Rent Owed & Outstanding

The Resident will be responsible to pay all costs, fees, charges and rent at the time of their check-out: whether they are ending their Agreement early, or at the end of their Agreement. Costs such as, but not limited to:

- Any unpaid rent owed
- 4 weeks' rent or rent-in-lieu (for break lease)
- Cleaning costs if the room is not left in a reasonably clean condition
- The costs of disposing of any goods or property left behind
- Repair costs if the Resident has caused damage to the Room or Fittings
- Replacement cost of missing items
- Any outstanding fees or charges
- Administration costs.

UQ Res may call the Resident's emergency contact if any additional costs are not paid. If any costs remain unpaid, UQ Res may engage debt collectors to assist with recovering the amounts owed.

If the Resident leaves their room while owing rent, UQ Res will claim against the Code of Conduct to recover all or part of these costs.

22. Entering Residents' Rooms

A Resident's room may be entered by person's authorised by UQ Res, for example:

- for inspections, cleaning, inventory, safety alterations, repair and maintenance. Advance notice will be given to the Resident wherever possible.
- in an emergency and/or welfare checks as determined by UQ Res Management or an authorised delegate without advance notice and whether or not the resident is present.
- between semesters when, at the discretion of UQ Res Management or delegate, rooms in the Halls may be entered without written or verbal notice.

23. Dining Hall & Meals

The Dining Hall will provide 15 or 21 meals per week depending on the plan selected. It is a Resident's responsibility to ensure that your unique QR code is swiped at the Dining Hall for every meal or they may not be permitted access.

23.1 Additional meals

Additional meals can be purchased through the Dining Hall.

23.2 Not swiping for meals incurs a fine

If Residents are observed entering the Dining Hall without scanning their QR code (either downloaded or copied from their StarRez portal) a fine will be incurred. Not swiping for your meal is theft and will not be tolerated.

23.3 Dresscode in the Dining Hall

Neat casual dress and footwear should be worn at all mealtimes, Scrubs and gumboots are not permitted.

24. Change of Meal Plans

Requests for change to meal plans can only be made in writing, prior to the invoicing for the next quarter.

Any meal change requested after a quarter has been invoiced, will only be applied to the subsequent quarters. These dates also apply to Residents on a fortnightly payment schedule who request a change of meal plan.

25. Fire & Emergency Evacuation Procedures

All Residents are to make themselves familiar with the emergency evacuation procedures for their building: the location of fire exits, the different exit pathways (if applicable); the location of the designated Assembly Area, etc.

For safety reasons no items are to be stored or placed in communal corridors. This includes - but is not limited to - mats, plants and footwear.

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25.1 In Case of Fire or Emergency

If you discover a fire or emergency:

- Sound the fire alarm system (push button alarm locations as shown on floor plans in each block of every Hall)
- Phone Emergency Services - 000
- Alert Emergency Services via Security on 3365 3333 (all hours) or on 1800 800 123 (free call). If these numbers fail to respond, alert Emergency Services on 000 and give the following details:
 - 1) location, type and scale of the emergency; and
 - 2) your name and location.

- Alert other people in the vicinity and notify a Resident Assistant.
- Follow the Emergency Evacuation diagrams and procedures.

On hearing the fire alarm or when instructed by a Resident Assistant

- Walk quietly but quickly to the exit and proceed to the Assembly Area outside the building to await further instructions.
- Listen and follow instructions provided by Resident Assistants.
- To prevent injury and possible panic during evacuation do not run, push or overtake others
- Do not return to your room or the building until the Fire Brigade Senior Officer gives the all-clear.

25.2 Fire Equipment and Detectors

Fire detectors are located in all bedrooms and common areas in the Halls. The detectors are extremely sensitive to smoke, fumes from hairspray, deodorant and the like – use these items with caution.

Candles, naked flames, incense and electronic scent diffusers are not permitted.

Residents must not cook in their rooms, therefore, restricted items include kettles, toasters, microwaves, rice cookers and electric heaters of any kind.

Falsey or negligently setting off alarms is a serious offence. The \$1,500 (approx.) cost of the Fire Brigade attending any room alarms will be passed on to the Resident/s involved.

Tampering with or misuse of fire protection equipment including fire sensors, hoses and extinguishers will be treated seriously. Heavy fines will be issued and those responsible may have their place in Halls terminated.

25.3 Emergency & safety equipment

Tampering with, or the misuse of emergency and safety equipment – including but not limited to - defibrillators, alarms, first aid equipment or supplies, signage, etc - will be treated seriously. Heavy fines will be issued and those responsible may have their place in Halls terminated.

26. Keys, Security & Rooms

26.1 Keys

On arrival you are issued a room key. For safety and security reasons if you lose your key, it should be reported **immediately** to Halls of Residence reception. A replacement key and re-barrelling of your lock (if required for safety requirements) will be charged to the Resident (see Fees and Charges). The costs of re-barrelling varies according to the type of locking mechanism and a Resident will be notified of the charge if this is required.

26.2 SafeZone App on Campus

ALL residents are encouraged to download the SafeZone App to your mobile phone.

UQ SafeZone allows you to make an emergency call to Security and instantly give them your location.

[SafeZone app - Campuses - University of Queensland](https://www.uq.edu.au/safezone)

26.3 Personal and personal items safety

Halls of Residences can be an easy place for opportunistic thieves. There are a number of ways in which the risk of theft can be greatly minimised:

- Keep both your door and your security screens locked at all times, including when you are sleeping.
- Always lock your bedroom door and keep your room key with you. Even if you are only leaving for only a minute to go to the bathroom (for example), you should lock your bedroom door.
- Do not leave any large sums of money in your room at any time.

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- Familiarise yourself with the other Residents living in the Halls and be friendly with those in your own Hall so you will have support if you have any concerns, and you can also recognise unfamiliar people or strangers.

26.4 Security in the Halls

Security is everyone's concern, and residents are expected to participate by:

- behaving appropriately, and ensuring that their guests/visitors do the same; and
- notifying appropriate people of suspicious or dangerous incidents.
- following appropriate instructions from University Security, Halls of Residence and UQ Res Staff and Resident Assistants.
- Make a point of speaking to any strangers you notice in the Halls. (You may deter them from any anti-social or illegal behaviour by asking, "Are you looking for someone?" or 'Can I help you?')
- Ensure that the external doors remain locked each night after the 10.30pm close.

26.5 Damage

The Resident will be held financially responsible for any damages to UQ Res property. This may involve paying for all costs associated with the repair and/or maintenance to those damaged items or, where required, replacement.

In the event where accidental damage has occurred as a result of unacceptable behaviours or were found to be the result of intentional destruction, formal written reprimands and/or eviction of the Resident responsible may occur.

26.6 Cleaning

- Residents are responsible for cleaning their rooms and keeping the common areas tidy.
- All kitchen appliances and work surfaces and benches in common rooms should be cleaned immediately after every use.
- Residents must leave common areas neat, clean and tidy after using them.
- Common areas in these properties include corridors, kitchens, breakout courtyards, BBQ areas, all surrounding gardens or grounds.

- Cleaners will clean the common areas once daily.
- Any foodstuff left on benches and unattended will be disposed of.
- Residents are responsible for maintaining the property's cleanliness after their own use.

26.7 Rubbish

Each Resident is responsible for taking out the rubbish from their bedroom to larger bins provided, in a timely manner – which should be daily in the hotter months – to avoid insect, bacteria growth and odour problems.

If rubbish in your own room becomes infested with insects or produces mould, stains or significant odour, and UQ Res cleaners are called-upon to deal with the level of uncleanliness, the Resident will be charged according to the Fees and Charges list.

26.8 Maintenance

It is important that where there is damage or disrepair you submit a Maintenance Request via your ***StarRez portal***.

26.9 Fixtures and fittings

Residents or guests are not permitted to attach any fixtures, fittings or other material to the walls or other surfaces in the room (with the exception of the desk noticeboards provided by UQ Res) without the express written permission of UQ Res.

Material placed on the corridor noticeboards and bedroom doors must not be offensive, discriminatory or damaging to UQ or UQ Res' brand or reputation.

26.10 Storage

No items are to be stored outside of the Resident's room - in the hallways, corridors, entrances or exits to the Halls, or in the common areas or surrounding gardens and grounds. Items left outside of rooms will be removed, stored for 48 hours and then disposed.

Limited storage is available for Residents during semester breaks. Apply for storage via gattonhalls@uqres.com

26.11 e-Mobility devices, scooters, bikes, etc

Do NOT store or charge your e-mobility devices in your room.

27. Filming & Social Media

Residents and their guests must not make an audio or video recording of private/non-public conversations or meetings without the prior knowledge and consent of *all* participants being recorded.

Use of social media is acceptable; however Residents must be aware of the impact on others. The following uses for social media are prohibited:

- Refer to your UQ Respect online training module regarding sexual harassment, bullying and discrimination.
- Making comments or posting material that might be considered racial, defamatory, bullying, threatening or harassing.
- Use or disclosure of any confidential information regarding other Residents, UQ and UQ Res staff and/or organisations.
- Sharing specific personal and/or identifying information about any person/s, including other Residents or UQ or UQ Res staff on any social media platforms.
- Refer to point **26. – Privacy** (in these House Rules).
- Making any comment or posting material that might cause harm to other Residents and/or damage to the UQ and/or UQ Res brand and reputation.

Inappropriate or harmful posted material will be removed from social media and disciplinary actions apply for noncompliance.

28. Privacy

Do not share anyone else's personal information without their written permission.

Personally Identifiable Information (PII) refers to any data that can be used to identify an individual, such as a person's full name, Student number, passport/visa/drivers licence details, their date of birth or full address.

UQ and UQ Res both operate under strict privacy policies and ethical guidelines, in line with the Qld Privacy Act. The information you provide to UQ Res is used in accordance with all applicable laws and for the purposes of providing our services eg: safety and security, assisting in emergencies, accounts and administration, verifying your identity in lock-out situations.

Personal information will be collected, stored, used and disclosed in accordance with UQ and UQ Res privacy policies.

29. Resident Welfare

29.1 Resident Support

UQ Res Staff assist with on-site support, focusing on creating a safe and social environment for the Residents. UQ Res is designed to promote a fun and engaging environment through facilitating social events, sporting and recreational activities. UQ Res ensures support is available 24/7 through contacting Reception, UQ Res' Night Concierge staff and UQ's onsite Campus Security who are on-call 24/7.

Residents must familiarise themselves with reception hours, contact details and use of out-of-hours support contact numbers. **Out-of- hours numbers must not be used for non-urgent issues that can wait until the following day.**

29.2 Resident Conduct

Residents are requested to mutually respect the rights of all other Residents, UQ Res Staff and Contractors.

Criminal actions, misconduct, disruptive behaviour, theft or any act which is deemed to be threatening or abusive, will not be tolerated.

All Residents, Staff and Contractors must ensure that they do not promote or engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety and well-being. Examples of such behaviours are:

- Harassment
- Sexual Harassment
- Bullying
- Cyber Bullying
- Discrimination

UQ Res does not tolerate any form of harassment, bullying or discrimination based on race, sex, sexual orientation, gender identity, relationship status, age, disability, political belief and/or religious belief. Any allegations of the above behaviour will be treated seriously and may initiate disciplinary actions including eviction and reporting to authorities when appropriate.

Refer to # 3 **Respect X reporting app** in these House Rules: *"Please take the time to complete this mandatory training module and add the respect X app to your phone - <https://www.respectx.com.au/training/uq-res>"*

(continued...)

29.3 Financial Hardship

Residents experiencing financial difficulties with rental payments are encouraged to speak to a UQ Res team member and/or email gattonhalls@uqres.com.

30. Grievances

Complaints are taken seriously and will be dealt with, with due regard to procedural fairness and confidentiality.

Complaints regarding other Residents should be directed to UQ Res management. Complaints regarding UQ Res staff or services should be directed to UQ Res Management or by requesting a meeting with UQ Res Management, if you'd prefer: gattonhalls@uqres.com

If you do not receive responses to your lodged complaint, you can contact UQ Res Management to request an update or further information – director@uqres.com

31. Liability

UQ Res shall not be liable for any failure, delay or interruption in performing its obligations and duties herein stated due to causes or conditions beyond its control or which could not have been prevented or remedied by reasonable effort at reasonable expense.

Neither UQ Res or its officials, agents and employees are liable for the loss, theft, disappearance, damage or destruction at any time or in any place of any property belonging to, used by, or in custody of any resident no matter where such property may be normally used, kept or stored.

32. Feedback

UQ Res welcome any feedback a Resident may have.

This can be done in person and/or via email gattonhalls@uqres.com. Staff will always try to resolve feedback/complaints at the time. Where this is not possible or further investigation is required, staff will aim to respond as soon as possible.

33. Pets

UQ Gatton Campus is an agricultural and science study institute with farmlands and laboratories. **Bringing any pet or unauthorised animal onto the campus is strictly prohibited for bio-security reasons.**

Residents must not bring to or keep any animal or pet within a Hall of Residence.

34. Breach of House Rules & Conditions

Should a breach of the conditions outlined above occur UQ Res Management may impose the following penalties:

- requirement to apologise to the wronged party; reimbursement of the full price of meals misappropriated from the Dining Hall; payment of casual accommodation rates for any unauthorised overnight guests; restitution for the full amount of repairs or replacement resulting from any wilful vandalism, damage or theft;
- immediate suspension or expulsion from the Halls.

An application for reinstatement to the Halls following suspension may be lodged in writing with UQ Res Management within seven days of the imposition of the penalty.

Where a resident has been suspended or excluded from the Halls, they may not re-enter any of the Halls for any purpose, without the written permission of UQ Res Management.

In the interest of best possible outcomes for Residents and their families, discipline issues or patterns which may lead to suspension or expulsion, may be discussed with a Resident's Parent or nominated Guardian, at the discretion of UQ Res Management.