

## What is UQ Rentals?

UQ Rentals is a website featuring vacant rooms and properties that are suitable for UQ students. Owners, landlords, real estate agents and students use the site to advertise their vacancy.

Please note: A property listing on UQ Rentals carries no statement of endorsement by the University of Queensland and we can in no way guarantee the suitability of co-tenants, landlords or any other relationship formed or found through UQ Rentals, and will accept no liability or responsibility for any such interactions.

## Listings

Prospective providers submit potential listings to the UQ Rentals team, for review and approval.

Once a prospective provider has submitted a listing for a room or property on the site, an email indicating the outcome will be sent within 5-7 days.

When you click the 'add a listing' button, you will be prompted to fill in the following information:

- Rent amount
- Bond amount
- Lease length
- Number of bedrooms
- Number of bathrooms
- Is a bond required?  
*(If asking for bond, it must be no more than 4 weeks' worth of rent and lodged by law with the RTA)*
- Written tenancy agreement provided?  
*(We strongly recommend this)*
- Type of Lease
- Lease end date
- Utilities included in rent
- Bedroom furnishing provided *(if any)*
- White goods provided
- Current number of female tenants
- Current number of male tenants
- Preferred gender of tenant
- Preferred tenant type
- Smoking allowed or not
- Pets allowed or not
- Photos

The headline for your listing is generated for you based on the details you input, e.g. "3 bedroom townhouse on Sir Fred Schonell Drive, St Lucia."

The other information will automatically appear in easy-to-view tabs on the right hand side of the final listing.

### *'Details' section*

You will also have the opportunity to input some further details/description. A description often helps the prospective tenant identify important information about the listing itself, the location, and the current housemates (if any). If you choose to write a description, please do not include anything that may be construed as discriminatory, i.e. that you are looking for a tenant of a particular race. (Note, you will have already been able to input your "preferred tenant" and "preferred gender" but further specifications may be discriminatory).

Including the following assists greatly in your listing being viewed:

- 1) If you are looking for a tenant with particularly characteristics, e.g. quiet, social, clean, outgoing, non-drinker etc.
- 2) What's nearby: Parks, train lines, nightlife, shops etc. Remember that tenants may come from interstate or overseas and may be unfamiliar with the area so giving them lots of information on this will be helpful to the prospective tenant. Is it a quiet or bustling neighbourhood, or professional community, for example?
- 3) How the tenant might get to uni from the house, e.g. 30 minute walk, 20 minute bus ride, 30 minute drive, etc.
- 4) You could include a couple of descriptive words about the room and or house, e.g. large, cosy, basic, airy, renovated, social, clean, modern, private etc.

Additionally, please use correct spelling, grammar and punctuation and refrain from abbreviations or colloquialisms that some audiences may not understand.

### **Listing outcomes**

Once submitted, the listing may be accepted or rejected by the administration team.

#### *Rejection:*

The listing could be rejected if it is deemed unsuitable or inappropriate for the website for any reason, and it at the discretion of the UQ Rentals Administration Team.

Listings may be rejected for the following reasons:

- Inappropriate images (e.g. people in photos)
- Provider seeks a bond but does not indicate that it will be lodged with the RTA as per legal requirement
- Listing indicates a preference of specific race and/or age (e.g. Chinese student, aged 23-30)
- Listing appears to be unsuitable for students (e.g. neglected, damaged and/or unsafe premises)
- The provider is currently suspended from the site
- Listing appears to be unsuitable for the site for any other reason, including exchange of services for rent, homestay or other
- Too many errors in description or too difficult to understand

- Not enough detail in the listing details to make a judgement on the property's suitability for the site
- The property is not up to a suitable standard to be advertised

If the listing is rejected, an email will be sent to the provider noting why the listing has not been accepted at this time. The provider can resubmit with changes implemented for the team to review. The listing may or may not be accepted on the resubmission, at the discretion of the team.

#### *Acceptance:*

If the listing is accepted it will go "live" immediately and a confirmation email will be sent to the provider.

An approved listing may include:

- Appropriate images
- Full property address, including unit/house number
- Completed relevant fields
- Bond of no more than 4 weeks' worth of rent (if applicable)
- Relevant additional details, (e.g. public transport options, description of current tenants etc.)

As part of your approval, you have agreed to the terms and conditions as outlined on our site at [www.uqrentals.com.au](http://www.uqrentals.com.au)

### **Administration and complaints**

After a listing is approved and is subsequently leased, UQ Rentals team will become involved only if there is a written complaint by the tenant, concerning the landlord/ agent or room/property.

Should a tenant be unhappy with their living conditions, they are required to contact their provider to discuss their concerns. Tenants should make sure they have reread their lease agreement to make sure they understand all expectations and to aid in mediation.

If the concern cannot be resolved with the landlord, the tenant should contact Accommodation Services to discuss this matter. Their concerns need to be put in writing, with details of their concern which will be investigated within 7 business days of receipt of the email.

The Manager, Student Living and Life Skills may deem it appropriate to contact other management team members or Advisors in Student Services to gain more information in regards to the application and contact the provider.

The tenant making the complaint can opt to remain anonymous if preferred when making the complaint, however in some instances any follow up on behalf of the tenant may not be able to be done without some detail. This will be discussed with the tenant, prior to the team contacting the landlord.

Should a tenant make a complaint regarding the tenancy agreement, property or behaviour deemed to be inappropriate to the Student Living and Life Skills Team, the landlord will be

temporarily suspended from the UQ Rentals site while the matter is investigated. The landlord will be notified via email with the details of the complaint for their comment and resolution. Our communication to the landlord in such as instance does not in any way imply that a personal judgement has been made about them.

In the event of a complaint being a serious breach deemed by the Manager, Student Living and Life Skills, the offender may be blocked from UQ Rentals immediately. The landlord will receive notice of this via email.

Serious breaches may include, but are not limited to:

- Unsafe practices in the house that put tenants at risk, which may include hygiene, pest control
- Discriminatory behaviour towards tenants
- Unsafe building with concerns for student safety
- Harassment and bullying of tenants
- Inequitable house rules

Should there be multiple complaints (e.g. 2 or more in a year) about the provider, their account may be suspended for the rest of the academic year at the discretion of the Manager, Student Living and Live Skills. The provider will be contacted by the team with details on this and comment from the provider will be welcomed.

It is very important to us that properties that are listed on our database give a positive experience for our students in all aspects. Likewise the relationship with our landlords is also important to us so we have a range of options for our students who are seeking accommodation. A listing on our website may be re-opened, suspended or blocked at the discretion of management with appropriate notification to the landlord/provider.

### **Assistance**

At any time, a tenant may be directed to contact the Residential Tenancies Authority (RTA) for information and advice.

### **Concerns from landlord/providers**

Should a landlord or provider have a concern at any time, we request you to contact our team. Please note that as UQ employees we are bound by UQ privacy policies and procedures. We will assist as best we can within appropriate boundaries.

### **Lease and agreements**

A lease or tenancy agreement that is signed by the tenant and landlord is a document that remains an agreement between these two parties and has no involvement with UQ or UQ Rentals.