



S T U D E N T A C C O M M O D A T I O N

1848 Logan Road, Upper Mt Gravatt QLD 4122

Tel: (07) 3137 2300 | genesis1apartments@gmail.com | www.genesis1.com.au



W E L C O M E G U I D E

Resident Information Pack

WELCOME TO GENESIS 1

Welcome to Genesis 1 Student Accommodation, your new home in Brisbane.

Genesis 1 is a purpose-built accommodation complex in Upper Mount Gravatt, close to Griffith University and well connected by public transport to UQ, QUT and the Brisbane CBD. Our residents come from all over the world, and we take pride in maintaining a respectful and well-managed community.

This guide covers the essentials of living at Genesis 1: how things work, who to contact, and what is expected of you as a resident. Please read through it when you arrive and keep it as a reference during your stay.

For detailed community standards and rules, please refer to the House Rules document provided with your tenancy agreement.

The Genesis 1 Management Team

CONTACT & MAINTENANCE

Office	(07) 3137 2300 (by appointment)
After-Hours Mobile	0468 710 125 (emergencies only)
Email	Genesis1apartments@gmail.com
Website	www.genesis1.com.au

Maintenance Requests

All maintenance requests must be submitted in writing. Scan the QR code displayed in your unit or common areas to log a request. This creates a record that protects both you and management. Verbal requests will not be actioned.

Emergencies

An emergency is anything that presents an immediate risk to safety or the property, such as a burst pipe, gas leak, electrical hazard, fire or security breach. For emergencies, call the mobile number above, then follow up with a written request.

Non-urgent issues (dripping taps, broken blinds, appliance faults) should be logged via the QR code during business hours.

SAFETY & EMERGENCIES

In an emergency, call 000 (Police, Fire or Ambulance). You can call 000 from any phone, even without credit. After calling 000, contact management on **0468 710 125**.

Fire Evacuation Procedure

- If you discover a fire, call out "Fire, Fire, Fire" to alert others
- Call 000 and request Fire services
- Leave the building via the nearest safe exit. Do not use the lift
- Assemble at the main driveway entrance on **Dawson Road**
- A representative from each unit must confirm to management that all residents are accounted for
- Do not re-enter the building until cleared by Emergency Services or management

Fire Prevention

- No candles, incense, oil burners, open flames or portable heaters in units
- Cooking appliances (rice cookers, electric woks, hot plates) may only be used in the kitchen
- Do not tamper with, cover, remove or disable smoke detectors or fire equipment
- Keep all stairwells and fire exits clear at all times. No shoes, bicycles, furniture or rubbish

Important: The fire alarm system is linked directly to Queensland Fire Department. If an alarm is triggered due to a resident's actions (smoking indoors, cooking without ventilation, tampering with detectors), the responsible resident will be charged the fire department callout fee. Refer to your House Rules for details.

Reporting Damage

All damage to the property, furnishings, appliances or equipment must be reported to management within 24 hours via the maintenance QR code or email. This applies regardless of how minor the damage appears.

YOUR FIRST DAY

When you arrive, work through the following:

- ❑ Collect your keys from the office
 - Keys are part of a restricted master key system and cannot be copied. If a key is lost, report it immediately. Replacement will be arranged at your cost.*
- ❑ Collect your WiFi voucher
- ❑ Collect your mattress protector (compulsory)
 - A mattress protector is provided to every new tenant at check-in. The cost is included in your bond and deposit payment. It must remain on the mattress for the duration of your tenancy.*
- ❑ Complete your Entry Condition Report via DocuSign within 7 days
 - You will receive a DocuSign link to complete your condition report online. Review the condition of your room carefully and note anything that differs. You have 7 days from move-in.*
- ❑ Know your room type (Asilo, Emery or Gembrook) and stairwell location
- ❑ Meet your flatmates and agree on a cleaning roster
- ❑ Locate the fire exit for your stairwell
- ❑ Locate the bins, laundry, pool, gym and BBQ area
- ❑ Test your WiFi connection

Provided in Your Room	What You Need to Bring
Bed with mattress	Bedding, linen and pillows
Desk and chair	Towels and toiletries
Wardrobe	Kitchen items (pots, pans, plates, cutlery)
Mattress protector (at check-in)	Cleaning supplies
Shared kitchen appliances	Personal items and stationery
Vacuum cleaner	Power adaptor (if from overseas)

GETTING CONNECTED

WiFi Setup

1. Connect to the network **Genesis-Wifi**
2. Your browser will redirect to a login page
3. Enter the WiFi voucher code provided at check-in
4. When your voucher expires, contact the office for a new one

Troubleshooting

If you are having trouble connecting:

- Restart your device
- Forget the Genesis-Wifi network and reconnect
- Try opening a new browser tab and visiting any website to trigger the login redirect
- If your voucher has expired, contact the office for a replacement
- If the issue persists, submit a maintenance request via the QR code

PAYING YOUR RENT

Rent is paid by direct bank transfer. Details below:

Bank	Suncorp Bank
Account Name	Sunrise Realty Trust Account
BSB	484-799
Account Number	482910632
Reference	Your room number and last name

Note: The bank may display a shortened version of the account name. This is because the full name exceeds the bank's character limit. The payment will still reach the correct account.

- Allow up to 3 working days for bank transfers to appear in our account
- Always include your room number and last name as the payment reference
- Rent must be kept a minimum of 1 week in advance at all times
- Credit card payments incur a 2% surcharge

If you are experiencing difficulty paying rent, please contact us early. We would rather work with you to find a solution than issue notices.

LIVING WITH YOUR FLATMATES

Your unit has 3 bedrooms, each with its own ensuite bathroom. The kitchen, living area, laundry and balcony are shared. Living together well comes down to communication, consideration and keeping shared spaces clean.

Kitchen

- Clean up after yourself every time you use the kitchen. Wipe the stovetop, benches and splashbacks
- Wash, dry and put away your dishes before leaving. No dishes left in the sink
- Run the dishwasher when full and unload it promptly
- Keep your food labelled in the fridge and throw out expired items weekly

Cleaning Roster

We recommend agreeing on a weekly cleaning roster with your flatmates from day one, covering floors, fridge, balcony and common areas. If cleaning standards are not being maintained, management may impose a mandatory roster.

Common Areas

- Personal items must not be left in shared spaces
- If common areas fail a management inspection, residents will be given 48 hours written notice to fix it. If not resolved, professional cleaning may be arranged at the residents' cost

Quiet Hours

Sunday to Thursday: 10:00 PM to 7:00 AM

Friday and Saturday: 12:00 AM (midnight) to 8:00 AM

Use headphones for all media during quiet hours. At all times, noise must not interfere with another resident's ability to sleep or study.

KEEPING YOUR ROOM & UNIT CLEAN

Your Room

- Vacuum at least once per week
- Wipe scuff marks and hand marks on walls with a damp magic eraser sponge. Do not use abrasive chemicals
- No nails, screws, hooks, staples or adhesive tape on any surface. Blue-tack may be used with caution

Your Ensuite Bathroom

- Clean your bathroom (shower, basin, toilet, floor) at least once per week
- **After every shower:** open the bathroom window or run the exhaust fan for a minimum of 30 minutes. This prevents mould
- Squeegee the shower screen and walls after every use to prevent soap scum build-up

Mould and water damage caused by failure to ventilate is the resident's responsibility. Prevention takes 30 seconds. Remediation can cost hundreds of dollars.

Mattress Protector

The mattress protector provided at check-in must remain on the mattress at all times throughout your tenancy. This protects both the mattress and your bond.

Air-Conditioner & Exhaust Fan Filters

Clean your air-conditioner and exhaust fan filters every 3 months from the start of your tenancy. Blocked filters reduce efficiency and can cause damage.

Vacuum Cleaner

A vacuum cleaner is provided. Do not remove it from the unit or lend it to other units. Empty the dust container regularly. If the motor burns out due to a full container, the responsible resident pays for repair or replacement.

FACILITIES

Swimming Pool

Hours: 7:00 AM to 9:30 PM

- Shower before entering the pool
- No glassware, food, drink, alcohol or smoking in the pool enclosure
- No diving, running, pushing or rough play
- Guests may only use the pool when accompanied by the resident

Gym

Use at your own risk. By using the gym you acknowledge the inherent risks and release management from liability for any injury, to the extent permitted by law.

- Wipe down equipment after use
- Report equipment faults to management
- No guests permitted in the gym

BBQ & Recreational Area

- Clean the BBQ thoroughly after every use and turn off the gas
- Leave the area tidy. All rubbish in the bins provided
- Quiet hours and noise rules apply

Laundry

- Remove your clothes from the washer and dryer promptly once the cycle finishes
- Clean the lint filter after every dryer use. **A blocked lint filter is a fire hazard**
- Leave the laundry door open when the dryer is running for ventilation

Parking

Car parking is available by separate arrangement with management at an additional weekly fee. Only residents with an issued access key may park inside the complex. Spaces are not allocated; park in any available space. Visitor parking is for visitors only.

Mail & Parcels

- Check your mailbox daily. Collect the mail key from the office
 - Management may accept parcels on your behalf, but holds them for a maximum of 8 days before returning to sender. Management accepts no responsibility for parcels
 - When you move out, redirect your mail. Management will not forward it
-

HOUSE RULES SUMMARY

Below is a summary of key house rules. The full House Rules document is provided with your tenancy agreement and forms part of your Rooming Accommodation Agreement. Please read it carefully.

Smoking & Vaping

Strictly prohibited inside all buildings, units, balconies, stairwells and common areas. Smoking and vaping are permitted only in the designated outdoor smoking area.

Alcohol

Residents aged 18 and over may consume alcohol in designated outdoor areas (BBQ/recreational area) only. Alcohol is not permitted in indoor common areas. Excessive consumption leading to disruptive behaviour may be treated as a serious breach.

Illegal Substances

Zero tolerance. Possession, use or distribution of any prohibited substance will be reported to Queensland Police and may result in an immediate Notice to Leave.

Guests & Visitors

- Maximum 2 visitors per unit at any one time (maximum 5 people total in the unit)
- Overnight stays must be registered with the office and require written consent from all flatmates
- Maximum 2 overnight stays per week and 6 per calendar month per resident
- You are fully responsible for your guest's behaviour, compliance with house rules and any damage they cause

Overnight guest fees and full details are outlined in your House Rules document.

Property Care

- No nails, screws, hooks, staples, drawing pins or adhesive tape on any surface
- No additional furniture may be brought in without written approval from management
- Report all damage within 24 hours via the maintenance QR code

WASTE & RECYCLING

Genesis 1 has communal bins available at all times. It is everyone's responsibility to keep the bin area clean and sort waste correctly.

- Take your rubbish to the bin area daily
- Sort recycling into the correct bins
- If one bin is full, use the other. Do not overfill or force rubbish into a full bin
- Never leave rubbish on the ground near the bins, in the car park or in stairwells

Recycling	General Waste
Paper, cardboard, magazines	Food scraps and food-soiled paper
Plastic bottles and containers	Soft plastics (bags, cling wrap)
Aluminium and steel cans	Nappies and sanitary products
Glass bottles and jars	Broken glass or ceramics
Milk/juice cartons	Tissues and cotton buds

Plumbing

Only flush toilet paper. Do not put the following down any drain or toilet:

- Wet wipes, cotton buds, sanitary products or hair
- Cooking oil, fat or grease. Let it set, then put it in the bin
- Food scraps. Scrape plates into the bin before washing
- Coffee grounds and tea leaves

GETTING AROUND BRISBANE

Genesis 1 is well connected by public transport. The Upper Mt Gravatt busway station is nearby, giving you direct access to major universities and the CBD.

To Universities

University	How to Get There	Travel Time
Griffith Uni (Nathan)	Walk or short bus to Griffith Uni Busway Station. Free intercampus shuttle every 15 min	5-10 min
Griffith Uni (Mt Gravatt)	Free intercampus shuttle from Nathan campus	5 min
UQ (St Lucia)	Bus 169 from Upper Mt Gravatt station	~16 min
Griffith (Southbank) / QUT	Bus 175 towards the city	~25-35 min

Plan your trips: Download the TransLink app or visit translink.com.au for real-time timetables.

Nearby

- **Coles Supermarket** - 2 minute walk
- **Westfield Garden City** - 7 minute walk (shopping, dining, banks, pharmacy, post office)
- **Mt Gravatt Lookout** - scenic walk with panoramic views of Brisbane

SETTLING IN

Information for International Students

If you are arriving from overseas, the first week can feel overwhelming. Below are some practical steps to help you get set up.

Bank Account

Commonwealth Bank, ANZ, Westpac and NAB all have branches near Westfield Garden City. Bring your passport, visa and proof of address (your tenancy agreement will work). Most banks let you start the process online before arriving in Australia.

SIM Card

Prepaid SIM cards from Optus, Vodafone or Telstra are available at Coles, the post office or shops in Garden City. Plans typically cost \$10-\$30 per month with data and calls included.

Health Cover

Make sure your Overseas Student Health Cover (OSHC) is active before you arrive. For non-emergency visits, there are medical centres on Logan Road and at Garden City.

Transport Card

Get a Go Card from any TransLink retailer (available at Garden City), or use contactless payment (tap your bank card or phone) on Brisbane buses and trains.

Power Adaptors

Australia uses Type I power outlets (three-pin, 230V). If your devices use a different plug type, adaptors are available at Coles, Kmart or Garden City.

Support Services

Moving to a new country is a big adjustment. If you are struggling or need someone to talk to, these services are free and confidential:

- **Lifeline:** 13 11 14 (24/7 crisis support)
- **Beyond Blue:** 1300 22 4636 (mental health)
- **Your university counselling service** - free for enrolled students
- **Interpreting Service:** 131 450

KNOW YOUR RIGHTS

Your tenancy at Genesis 1 is governed by the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) and the Residential Tenancies and Rooming Accommodation Regulation 2025 (Qld). Below is a plain-language summary of key rights and obligations.

What Management Provides

- A safe, clean and well-maintained property that meets prescribed minimum housing standards
- Respect for your privacy. Management will not enter your room without proper notice, except in emergencies or as permitted by law
- Timely response to maintenance requests

Your Obligations

- Pay rent on time and keep it at least 1 week in advance
- Keep your room and shared areas clean and in good condition
- Follow the house rules and respect other residents
- Report damage or maintenance issues promptly in writing
- Not cause or permit nuisance or interference with other residents' peace and comfort

Your Bond

Your bond is lodged with the Residential Tenancies Authority (RTA), not held by management. At the end of your tenancy, any bond claims are processed through the RTA. If you disagree with a claim, you have the right to dispute it.

Dispute Resolution

If something cannot be resolved directly between you and management:

- **RTA Dispute Resolution Service (free):** 1300 366 311 or rta.qld.gov.au
- **Tenants Queensland (free advice):** 1300 744 263 or tenantsqld.org.au
- If still unresolved, either party may apply to QCAT (Queensland Civil and Administrative Tribunal)

WHEN YOU MOVE OUT

Here is how to wrap up your tenancy:

- **Give notice:** Provide at least 7 days' written notice using a Notice of Intention to Leave (Form 13) or email.
- **Clean the unit:** The unit must be returned to the same standard as when you moved in, allowing for fair wear and tear. Refer to the separate Cleaning Checklist for a detailed breakdown.
- **Carpet cleaning:** Professional carpet cleaning is compulsory. You must provide a receipt to management.
- **Mattress:** If you used the mattress protector throughout your tenancy, no steam clean is required. If the protector was removed or the mattress is stained, you will be charged for steam cleaning. If stains cannot be removed, the full replacement cost applies.
- **Return all keys:** Lost keys will be charged at replacement cost.
- **Redirect your mail:** Management will not forward mail after you leave. It will be returned to sender.
- **Inspection:** Management will carry out an inspection after your move out.
- **Bond refund:** Complete a Refund of Rental Bond (Form 4) with management. Your bond is refunded through the RTA.

QUICK REFERENCE

Emergency Services	000 (Police, Fire, Ambulance)
Genesis 1 Mobile	0468 710 125 (after-hours emergencies)
Genesis 1 Office	(07) 3137 2300 (by appointment)
Email	Genesis1apartments@gmail.com
Website	www.genesis1.com.au
WiFi Network	Genesis-Wifi (use voucher to log in)
Rent - Bank	Suncorp Bank
Rent - BSB	484-799
Rent - Account	482910632 (Sunrise Realty Trust Account)
Rent - Reference	Room number + last name
Maintenance	Scan QR code in your unit or common area
Pool Hours	7:00 AM to 9:30 PM
Quiet Hours (Sun-Thu)	10:00 PM to 7:00 AM
Quiet Hours (Fri-Sat)	12:00 AM (midnight) to 8:00 AM
Police	(07) 3364 3102 - 2132 Logan Rd, Upper Mt Gravatt
Hospital (24hr)	(07) 3182 6111 - QEII Jubilee, Coopers Plains
RTA	1300 366 311 - rta.qld.gov.au
Lifeline (24/7)	13 11 14
Beyond Blue	1300 22 4636
Interpreting Service	131 450



1848 Logan Road, Upper Mount Gravatt QLD 4122
www.genesis1.com.au