

Noise Policy

The Village brings together a large number of residents in one complex. One of the major challenges of living together in harmony is that of being able to reside in the Village with out being affected by undue loud noise. The Village is also a social place and some noise will be present. It is the responsibility of all residents to balance these aspects and in doing so ensure that an environment conducive to study, sleep and quiet relaxation is maintained.

This noise policy expands on sections 49 and 56 of the Rules of the Village:

Every resident is responsible for the maintenance of good order and reasonable quiet in his or her room and apartment. Students must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of the Village.

All residents are entitled to privacy and quiet enjoyment in their rooms and apartments, both from Village staff and other residents. Be respectful of noise levels and allow residents the degree of privacy they desire.

Residents should be able to live free of unsanctioned loud noise. Thus all residents need to be aware of the noise they and their guests are making regardless of the hour of the day. Residents should be particularly mindful of the noise generated from normal activity in an apartment such as watching TV, holding small gatherings, or returning late at night to the Village after being out. The noise policy applies year round as study requirements are not restricted to traditional semesters.

Residents of the Village undertake summer semester, mid semester classes and clinical blocks. Postgraduate research students study all year round. Many residents also work or study late into the night and therefore have varying sleep requirements.

If you are unsure what constitutes unreasonable noise you are encouraged to contact the On-Call Resident Assistants. The level of noise at any time is at the discretion of the staff of the Village, including the Resident Assistants and Security

Official activities authorised by Village Management may generate loud noise and such activities will generally cease by midnight. These activities will normally be advertised in advance of them occurring. There are official activities held throughout the year in the Village that provide residents with the opportunity to have fun and involve noise from music and large gatherings. There are many other options close to the Village that provide residents the opportunity to get together and provide music and other entertainment.

Responsibility for Addressing Noise:

Residents are responsible for the noise that they and their guests make. Residents should always be careful that they are not unreasonably disturbing their fellow residents. If a resident is being disturbed by noise they should speak with the person making the noise if they feel comfortable doing so. This is especially the case within apartments.

Should you feel that you are being effected by unreasonable noise please follow the following steps:

- Approach the resident/s making the noise and discuss the effect it is having on you and request that they lower the level of noise.
- If you are unable to approach the residents generating the noise or they are unresponsive, you may contact Village Administration. Residents should address noise complaints to the On-Call Resident Assistant and should not contact Village Security directly about noise complaints. Residents must comply with any request from the on-call Resident Assistant or other staff member relating to loud noise.
- If a request by the On-Call Resident Assistant to lower noise is not appropriately acted upon, the On-Call Resident Assistant will contact Village Security and/or the Village Director. Those making the noise will be identified and may be subject to disciplinary action

Specific Noise Restrictions:

Residents of the Village can generally expect reasonable quiet at all times in the Village. When residents do hold social gatherings they are asked to observe the following conditions:

Week Nights: (Sunday to Thursday inclusive)

Gatherings with a reasonable amount of noise may be held in apartments until 10pm. Small social gatherings held on patios outside apartments and in communal areas such as the Village Greens should ensure that they are not making any intrusive noise after 9pm. No large gatherings should be held on outside common areas after 9pm on a week night.

Weekend Nights: (Friday & Saturday nights)

Social gatherings that generate a reasonable amount of noise may be held until 12 midnight. Large gatherings on the Village Greens and other outdoor communal areas should cease by 11pm.

Music:

Stereos must not be used for outdoor gatherings and should be restricted to indoors with doors closed. Likewise musical instruments and singing should be restricted to indoors.

Exams:

During official University exam periods no social gatherings can be held that disturb other residents. If a resident organises a social gathering they must observe the Village Party Policy. Please note that from time to time communal areas, may be closed to ensure that the Village is free from noise that will disturb residents study and sleep.

Campus living villages privacy policy**HOW WE COLLECT YOUR INFORMATION**

An individual's right to keep personal information private is highly important. Campus Living Villages (CLV) is committed to protecting and maintaining the privacy, accuracy and security of your personal information.

- We will only collect information which is relevant to our business relationship with you.
- The information we collect will include personal details from which you can be identified or which are relevant to your application to be offered a place in the Village, contact and next of kin details, bank account information and information about your attendance at University, your residence in the Village and use of our services if you accept a place which is offered to you.
- We will collect this information directly from you or from your University or any other institution that you attend. If we use other sources we will tell you what they are.

If we do not obtain this personal information, we may be unable to provide you with accommodation at the Village or some of the services referred to in the Village Handbook.

HOW WE USE YOUR INFORMATION

We will limit the use of your personal information to:

- conducting our business of providing accommodation and associated services and performing our internal administration and operations,
- maintaining records for the proper administration of the Village on behalf of the owner of the Village (Owner)
- advising you of matters which are relevant to your application to be offered a place at the Village or your residence at Village if you accept a place which is offered to you,
- maintaining our relationship with you as a resident of the Village,
- complying with legislative and regulatory requirements and otherwise fulfilling our legal obligations

We may use your information to offer you services or products that we believe may meet your needs or otherwise be of interest to you as a resident of the Village. If you would rather not receive any of this information, you can notify us at any time by emailing at the address detailed on the Village website.

WHO WILL USE YOUR INFORMATION

We will not share your personal information with any company or person, other than:

- the Owner,
- any company which is a related body corporate of CLV or the Owner
- Your University,
- employees, agents, contractors, financial lender and external advisers (such as lawyers, auditors, accountants, market research and promotional agencies) of CLV or the Owner
- unless you have asked us not to, select organisations with which CLV deals in connection with the operation of the Village and who in CLV's assessment may offer to you services or products which may be of benefit to you,
- regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

CLV binds our associated companies, employees, agents, contractors and external advisers and other organisations with which we deal to the same standard of confidentiality as CLV itself promises in this policy, so that they cannot provide this information to anyone else. We enforce this requirement through contractual agreements.

SENSITIVE INFORMATION

We only collect sensitive information about you with your consent. We will only use sensitive information which you choose to provide to us relating to your:

- racial or ethnic origin, religious beliefs or affiliations and your dietary requirements in line with CLV's philosophy of providing safe, secure and inclusive residence for the purpose of allocating accommodation in the Village and maintaining our relationship with you,
- health, if you are involved in a medical emergency.

YOUR INFORMATION IS SECURE

- Your information may be stored in hardcopy or electronically in our systems.
- We maintain physical security over our paper and electronic data storage and premises and computer and network security which meets current industry standards to ensure that your personal information is kept secure and confidential.
- We will not retain any of your information for any longer than it is required by us for the purpose detailed in this policy,.
- With your help we will keep your personal information accurate, complete and up to date.

YOU CAN ACCESS YOUR INFORMATION

- You can access the personal information we hold about you and request corrections or updates except as otherwise provided in this policy.
- This right is subject to some exceptions, for example, you may not obtain access to information relating to existing or anticipated legal proceedings or which might threaten the privacy of others.
- We will promptly respond to any request for correction or updating of your personal information

CONTACTING US ABOUT YOUR INFORMATION

If you would like to gain access to or correct or update your personal information or you think we have failed to comply with the standards which are set out in this policy, please contact us through the Village website. CLV and the Owner of the Village are bound by the Privacy Act and National Privacy Principles for the handling of personal information. To find out about the National Privacy Principles, contact the Office of the Federal Privacy Commissioner.



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