



THE **STUDENT** HOUSING COMPANY



The Boulevard:
Student Handbook
All You Need to Know



Our Story

Set up in the UK in 2011 to develop purpose-built, high quality student accommodation, The Student Housing Company (TSHC) has brought a new energy and level of service to the student accommodation sector. The brand is currently home to over 4,000 students in nine UK cities.

In September 2016, TSHC became part of the GSA family. GSA is a global student

accommodation leader, headquartered in Dubai. GSA is an owner of student accommodation in Australia, China, Dubai, Germany, Ireland, Spain, Japan and the UK.

We are very excited to open our first student accommodation property in Perth located at 89 Stirling Street, Perth.

ensuring students feel at home and comfortable speaking with staff. In 2016, TSHC delivered an award-winning student wellbeing programme – raising mental health awareness and driving a strong sense of community.

We want students to find renting a room from us incredibly easy, so we try to make everything we do as clear and upfront as possible. From our plain-speaking name to the refreshingly simple job titles on our team's badges, we want students who rent from us to understand what they're getting and who they're talking to at all times.

About Us

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. Our prime locations, all-inclusive rents, exceptional customer service and great community spaces sets us apart from other student accommodation providers. Parents and students can expect complete peace of mind with this unique approach to student accommodation.

We strive to make our students feel safe, comfortable and looked after. People are at the core of our business and a huge amount of effort goes into wellbeing,



What makes us special

Location, location, location

The Boulevard is located in Northbridge, Perth's trendy cultural district. Living at The Boulevard, students are centrally located within close proximity to Perth's main shopping district and transport systems, providing convenient accessibility to all universities, beaches and other key destinations.

see page 13 for more

All-inclusive pricing model

At The Student Housing Company we want to be as upfront as possible with our students when it comes to rent. Therefore, our rent prices include all bills – including electricity, gas, water, unlimited Wi-Fi – to make your student experience as simple as possible.

see page 18 for more

Something for everyone - price and product

The Boulevard provides students with several different living options, meaning there is something for everyone, because no student is the same. There are six different room types offering both communal and individual living options with varying price ranges.

see page 14 for more

Award winning service

We are focused on delivering a high level of service, security and attention to detail. Here are the awards we are proud to have earned since our beginning.

Awards

2017



Winner

2016



2015



2014



Accreditations



Our Five Customer Promises

We make Five Promises to our students that we think reflect the quality of our service. They won't tell you how to survive O-week or exams, but they give you a good indication of what to expect from our high standard of service.



IF THINGS **BREAK** OR GO WRONG IN OUR BUILDINGS **WE'LL FIX THEM** QUICKLY AND CHEERFULLY.



WE'LL ACTIVELY **SEEK STUDENT INVOLVEMENT** IN OUR COMPANY THROUGH PLACEMENTS.



THE **PEOPLE WHO WORK** IN YOUR BUILDING HAVE BEEN HIRED FOR THEIR **INTEGRITY, FRIENDLINESS** AND **WILLINGNESS** TO GO THAT BIT FURTHER.



WE'LL BE **UPFRONT** ABOUT ALL THE **COSTS** YOU'LL FACE TO RENT A ROOM FROM US.



WE KNOW WE CAN'T GET EVERYTHING RIGHT ALL OF THE TIME, SO WE WILL READ AND CONSIDER ALL OF YOUR **SUGGESTIONS ON HOW TO IMPROVE** OUR SERVICE.

Partnerships

The importance of our partnerships

We know that building a global student accommodation brand has never been more important to universities looking to attract domestic and international students. Furthermore, the quality and availability of accommodation plays an extremely important role for prospective students as they choose their preferred university.

That's why we nurture and develop strong partnerships with higher education institutions. Our dedication to the higher education sector has provided benefits to the industry in Australia by offering outstanding accommodation options to students. Below are a selected list of educational institutions we are proud to be partnered with in Australia.



Wellbeing Program

Our Mission

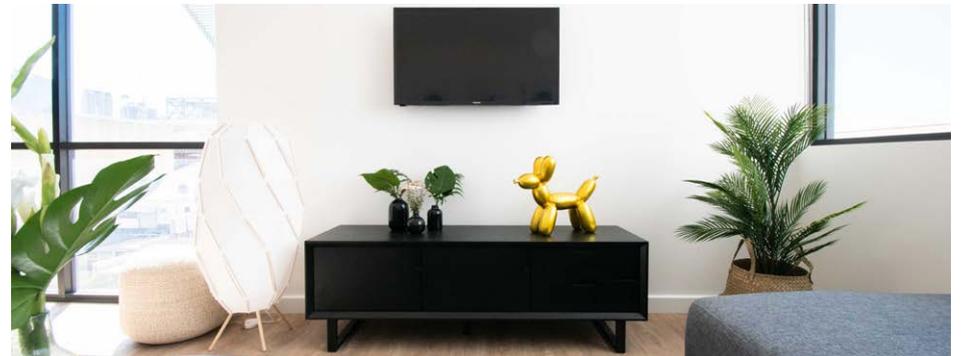
To truly understand the nature of our student customers and the challenges they face as they make their way through their higher education experience, and to provide an impactful and valuable framework of information, guidance and opportunities to ensure they have the chance to thrive during their stay with us.

9 Pillars

Examples of opportunities offered to students in our University Square (Melbourne) residence

Pillar	In-Residence Activities
 Spiritual	Yoga and Meditation Classes
 Mental	World Mental Health Day
 Cultural	Multicultural Pot Luck Dinner
 Social	Aussie BBQ
 Environmental	Planting sunflowers for your room
 Physical	Free Fruit Friday
 Academic	Study skills workshop
 Financial	Budgeting Workshop
 Career	'Careers & Employability' talk in partnership with RMIT University





The Boulevard

89 Stirling Street

Located by Northbridge, The Boulevard puts you right in the heart of the city's social and cultural district and next to Perth's main shopping district. Northbridge is best renowned for its multi-cultural society and its vibrant, trendy atmosphere. In this area you'll find cafes, a variety of bars, shops, interesting galleries and museums.

The property is well located in relation to public transport with bus routes just around the corner and the Perth Central Railway and Bus Station being approximately 500m away. This means, whether you attend an educational institution in the heart of the city or one of the major universities outside of the Perth CBD, getting to university is always quick and convenient.

Perth is a laid-back Australian city known for its wonderful weather, untouched beaches and easy-going lifestyle. Students are within walking distance from the Swan River and only a short transport ride from many of Perth's beaches.

Why choose the Boulevard?

The Boulevard provides you with more than just a bed

The building features an abundance of co-working space for you to socialise, study, innovate and enjoy! You'll never be bored with the facilities in this building, including a gym, outdoor pool, TV room, communal kitchen, communal laundry, and an outdoor lounge with a cinema and barbeques.

Enjoy a healthy, happy lifestyle

Experience the ultimate Perth lifestyle with facilities that allow you to maintain a happy, healthy body and mind.

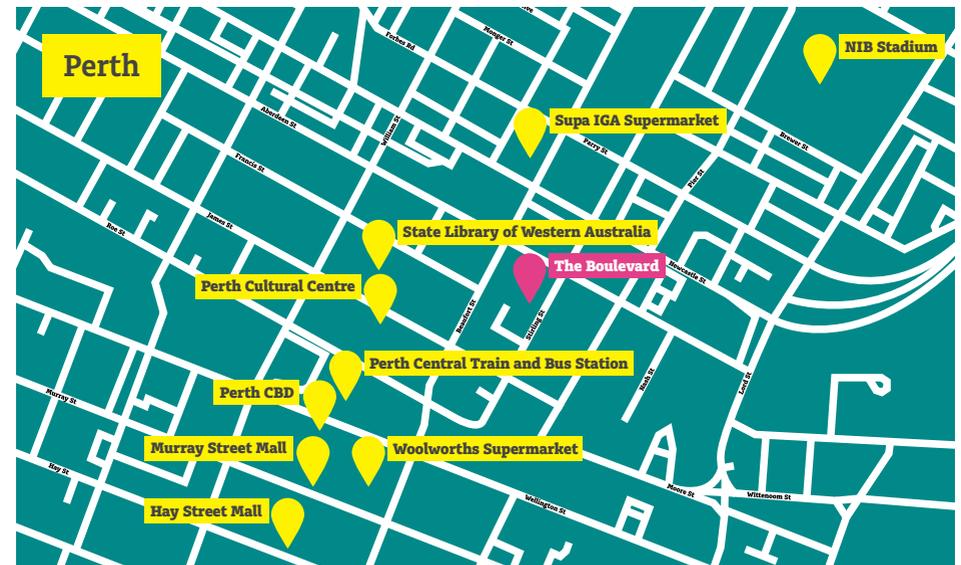
Belong to a supportive, multi-cultural community of students from all around the world.

Thrive with our student support and wellbeing program

We run frequent events and activities designed to provide students with opportunities that enhance their student experience and future career paths.

Map of The Boulevard location and surroundings

- Perth Cultural Centre ————— 04 min walk
- Supa IGA Supermarket ————— 05 min walk
- Perth Central Train and Bus Station ————— 06 min walk
- Perth CBD ————— 06 min walk
- State Library of Western Australia ————— 07 min walk
- Woolworths Supermarket ————— 08 min walk
- Murray Street and Hay Street Malls ————— 09 min walk
- NIB Stadium ————— 09 min walk



Educational institutions

- North Metropolitan TAFE, Northbridge ————— 04 min walk
- CQUniversity Perth ————— 17 min walk
- University of WA (UWA) ————— 25 mins bus
- The University of Notre Dame, Australia ————— 36 mins train
- Murdoch University ————— 38 mins train
- Curtin University ————— 35 mins bus + train
- Edith Cowan University ————— 46 mins train

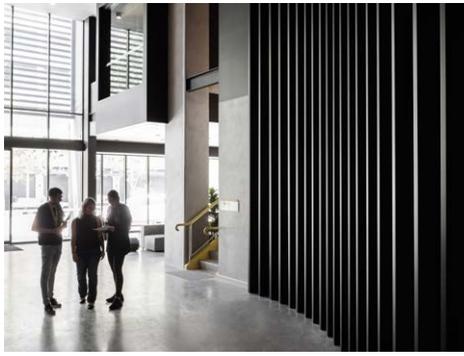
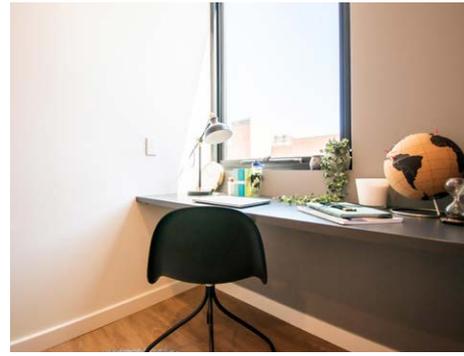
Rooms and Prices

Room Type	Contract Length	Prices (Weekly)	Description
Studio Apartment more info	Long Term 21, 26, 40 or 48 weeks	From \$399 per person	Like to keep the place just the way you like it? Why not live in a comfortable studio all of your very own, totally self-contained with your own bathroom, double bed, fully equipped kitchen and bags of storage. The Studio Apartments are located on floors 3- 15 and the average size is 18sq.m. Our DDA studios are available on request and are very generous in size (27sq.m). They are accessible for students with a disability and in compliance with the Disability Discrimination Act in Australia. <i>Book the Studio High Floor and get great views of Perth from floors 16 to 23.</i>
	Short Term 2-20 weeks	From \$449 per person	<i>From \$409 per person</i>
5 Bed Ensuite Apartment more info	Long Term 21, 26, 40 or 48 weeks	From \$329 per person	Live with friends or make new ones, and share a great kitchen, dining and lounge space in this 5 Bedroom Ensuite Apartment (Did I say, you don't need to share your bathroom!). These apartments are built for socialising with living space to cook, chat, study or chill with your mates. Apartment living, privacy of your own space with double bed and access to the abundance of great common spaces and shared facilities that this property offers. The 5 Bed Ensuite Apartment's are located on floors 3- 15 and the average size is 105 sq.m <i>Book the 5 Bed Ensuite Apartment High Floor and get great views of Perth from floors 16 to 23.</i>
	Short Term 2-20 weeks	From \$369 per person	<i>From \$339 per person</i>
5 Bed Apartment more info	Long Term 21, 26, 40 or 48 weeks	From \$289 per person	Live with friends or make new ones, and share great kitchen, dining, lounge and bathroom spaces in this 5 Bedroom Apartment. These apartments are built for socialising with living space to cook, chat, study or chill with your mates. Apartment living, privacy of your own space with double bed and access to the abundance of great common spaces and shared facilities that this property offers. The 5 Bed Apartment is located on floors 3- 15 and the average size is 95 sq.m. <i>Book the 5 Bed Apartment High Floor and get great views of Perth from floors 16 to 22.</i>
	Short Term 2-20 weeks	From \$329 per person	<i>From \$299 per person</i>

Room Type	Contract Length	Prices (Weekly)	Description
6 Bed Apartment more info	Long Term 21, 26, 40 or 48 weeks	From \$269 per person	Live with friends or make new ones, and share great kitchen, dining, lounge and bathroom spaces in this 6 bedroom apartment. These apartments are built for socialising with living space to cook, chat, study or chill with your mates. Apartment living, privacy of your own space with double bed and access to the abundance of great common spaces and shared facilities that this property offers. The 6 bed apartment is located on floors 3-15 and the average size of is 110 sq.m. <i>Book the 6 Bed Apartment High Floor and get great views of Perth from floors 16 to 23.</i>
	Short Term 2-20 weeks	From \$309 per person	<i>From \$279 per person</i>
Twin Studio more info	Long Term 21, 26, 40 or 48 weeks	From \$249 per person	If you love the sound of our studios with all the high spec features but are looking to save a little on the cost, how about sharing a studio room with a friend or maybe make a new friend? Our twin studios are well designed to maximise privacy with a separate ensuite bathroom. When the full height sliding walls are opened up the room is converted into a large fully furnished living area with kitchen, great for chilling during the day. Our Twin Studios are located on Floors 3 to 15 and the average size is approximately 27sq.m. <i>Book the Twin Studio High Floor and get great views of Perth from floors 16 to 23.</i>
	Short Term 2-20 weeks	From \$289 per person	<i>From \$259 per person</i>

Check out the view from our rooftop!





What's included in your rent?



Fully-furnished room

Bedrooms come equipped with a comfy bed, wide desk and study space. Loads of smart storage areas including a spacious wardrobe, storage under the bed and floor to ceiling shelving.



15m swimming pool

If it's sunny outside or you're saving money on a gym membership then our 15m pool exclusive to our residents will be the perfect addition to your student life.



High speed unlimited Wi-Fi

Wi-Fi is available throughout the entire building. We know how important it is to stay connected.



Onsite laundry

Laundry facilities are available in every property, so that you can easily wash and dry your clothes, you can even check if there are any machines available or if your laundry is done, via our laundry app.



All-inclusive rent

All your utilities included in your rent; that's water, electricity, gas, air conditioning and internet. No hidden costs! It's so easy to live with us.



Outdoor Cinema

Imagine comfy seating and a massive screen, but all in an outdoor setting.



Communal study spaces

An array of social spaces designed to help you settle into student life in Perth and get on with those big group study projects.



Onsite gym

Treadmills – Tick, Bikes – Tick, free weights - yes got those too. Work out in our fully equipped gym designed for those that thrive on burning the calories.



Onsite parking

There is limited paid onsite parking available.



Onsite service team

Our friendly residents support team is available 24 hours a day. Dedicated to delivering excellent customer service and wellbeing, help and support is always available to you.



24 hour CCTV security

The safety and security of our students is our number one priority. A personal access card is provided to each resident and staff are on-site 24/7, so there is always someone available to help if you need it. We use state of the art CCTV in all of our properties to ensure your safety and security.



Maintenance services

If anything does go wrong, our maintenance team will ensure it's fixed as quickly as possible.



Post and Parcel Service

Staff at reception will happily take delivery of parcels and sign for items if you are out, so you never miss that Amazon delivery.



TV

Every apartment has a smart TV with which you can relax and watch free to air channels, on demand programs, Netflix and YouTube on your own or with friends.



Premium kitchen appliances

All residents in shared apartments will have a shared kitchen and living area with an integrated oven and stove, fridge/freezer, kitchen table and chairs and lots more.



Air conditioning

Every room comes equipped with air conditioning, perfect for those warm summer nights.



Roof Terrace

A roof terrace with views over the city makes for an epic selfie opportunity. A great chill out space for those summer evenings.

FAQs

GENERAL

What is your address?

The Boulevard,
89 Stirling St,
Perth, WA 6000

Who can live at The Boulevard?

If you're a student, we'd love you to come live with us at The Boulevard. We will require to see a copy of your certificate of enrolment or acceptance confirmation from your school or institution as part of the application process.

Are all the apartments the same? Do I have a choice of room?

No, not all the apartments are the same. Whilst they are all built to the same high standard and quality, there are different types apartment, different sizes and they are obviously situated in different parts of the building. Our apartments are priced to reflect these differences. More details can be found on the website, but the best thing to do if you're not sure is contact us and we can talk you through the options to find your perfect room.

How do I cancel my booking?

If you want to cancel your booking please refer to our cancellation policy on our website at <https://thestudenthousingcompany.com.au/information/cancellation-policy/>.

Are bedding or kitchen utensils included in my rent?

No, but students can purchase linen and kitchen packs to be prepared upon arrival at <https://thestudenthousingcompany.com.au/information/online-shop-linen-kitchen-packs>

VIEWING

How do I arrange a viewing?

The best way to arrange for your viewing is to contact us directly giving us details about the property and room type you're interested in. You can book a viewing [here](#). You can also book by calling us on +61 (0)8 6168 2454 or by sending us an email on TheBoulevard@thestudenthousingcompany.com.au.

I live too far away, are there any alternative viewing options?

Our students come from all over the world and we understand it can be difficult to make a decision without visiting us. You can now book a viewing via Skype by giving us a call or by sending us an email on TheBoulevard@thestudenthousingcompany.com.au.

What will I see at the viewing?

We will show you examples of the different room types available at the respective property in the city you choose. During the viewing we are also happy to answer any questions you have on the local area, building facilities or any general questions you may have.

How long does the viewing take?

A viewing usually takes about 10-15 minutes, but it can be tailored to suit your requirements and time commitments. Therefore, please let us know how much time you have and long you would like to speak to us for.

Can I book a room without a viewing?

Absolutely. However, we would always recommend booking a viewing so that you are 100% happy with our rooms and residence.

How do I cancel or re-arrange my viewing?

Give us a call or drop us an email. Easy as that!



FAQs

BOOKING

How do I book my room?

It's easy! All you need to do is contact us directly with your requirements and we will get in touch with you within 48 hours to discuss these with you. You can then choose the type of room you want to book, the contract length and make an advance payment to secure your new home. To access our online booking portal head to <https://gsaau.starrezhousing.com/StarRezPortal/9A64B9D7/1/1/Home-Welcome>

How do I pay my rent?

You can pay your rent online through the student portal. Bank account details, dates and amounts are all set out in your rental agreement which you sign before you secure your room. If that doesn't work for you, alternative payment options are also listed in the rental agreement and again our friendly team can talk you through these before you book. Just ask!

What do you need from me to book a room?

In order for us to complete your booking, we will need to see the following documentation:

- A copy of your ID card or passport
- A copy of your certificate of enrolment from your university
- For international students, a copy of your resident's permit and visa

What is not included in the rent?

Your monthly rent covers everything in your apartment and there are no other hidden costs. You have full use of all the common areas within the building as well as all utilities such as gas and electricity, a high speed WiFi and the friendly services and support provided by our onsite customer service and maintenance teams.

There are a couple of things which are not included in the rent such as using the laundry machines, dryer machines and parking.

Contact

Email: TheBoulevard@thestudenthousingcompany.com.au

Tel: +61 (0)8 6168 2454

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