

# UNSW Off Campus Accommodation Support (OCAS) Guidelines.

The OCAS guidelines have been established to ensure that the accommodation providers we promote to our students meet the highest standards. While these guidelines are not mandatory, they serve as a valuable tool to help you attract more students by ensuring your property offers safe, secure, and high-quality accommodation at a fair market value. By adhering to these guidelines, you enhance the quality of the accommodation experience for students, minimise risks, and increase the likelihood of being recommended and promoted by UNSW.

Guidelines:

- **Quality of Accommodation:**  
Providers are expected to offer a clean, safe, and well-maintained environment that supports the health, safety, and wellbeing of students. Neglected properties will not be promoted.
- **Market Value / Fair Price:**  
Accommodations should be priced competitively within the current market range. Overpriced properties may not be featured on our Study Stays platform or promoted by UNSW.
- **Safety & Security:**  
Security measures such as secure locks and general safety features are crucial and highly valued by students. The location's safety will also be considered to ensure student wellbeing.
- **Deposit Security:**  
If a student is under a Residential Tenancy Act agreement, their bond should be lodged with Rental Bonds Online (RBO). For other arrangements, clear and transparent deposit terms must be provided, including refund conditions.
- **Terms & Conditions:**  
All stay and lease terms, including cancellation policies, should be clearly communicated to students before check-in, ensuring they are fully informed of their obligations.
- **Communication:**  
Timely and responsive communication is essential, especially in addressing maintenance requests or other student inquiries.
- **Furnished Properties:**  
While furnishing is not required, it is preferred for budget-conscious or international students. Furnishings should be of at least medium quality to ensure a comfortable living environment.
- **Location:**  
Properties should ideally be within walking distance of the University, or within 30 minutes using a single mode of transport. Locations should also be safe and secure.
- **Property Inspections:**  
Providers with multiple properties may be asked to facilitate an inspection, allowing us to better assess and recommend your accommodation to students.

## Disclaimer:

UNSW is not responsible for private accommodation arrangements. However, we aim to minimise risks by recommending high-quality accommodations that meet our standards. We prioritise quality over quantity and will support and promote accommodations that align with UNSW's expectations for student housing.

Adhering to the recommended guidelines above will ensure a positive stay and experience for all students, while at the same time promoting yourself as a quality accommodation provider.

Thank you for your support. UNSW Off Campus Accommodation Support Team.