



Quick Start Guide for Stayers

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Manage your own stay!

Your very own account pages allow you to have a lot more control over your stay in SWTE run properties. The best thing is that you don't need to see the landlord much at all because you can do almost everything you need to do on-line.

Help everywhere

All the fields on all the screens in the SWTE system have a pop-up help bubble. Refer to them for detailed information about what you need to do on a particular screen.

Some SWTE Terms

You'll come across the following terms throughout the SWTE documentation:

SWTE Accommodators are accommodation providers

SWTE Stayers are lodgers; tenants or occupants.

Your Home Page

The first you see whenever you log in to SWTE is your home page.

My Home
You are living at Gorrilla Cage, Bed no 11. Your **SWTE Smart Score** is 1.42

Contract Ending	28/07/2006	Departure notice	Rent Due	\$ 0.00	Excess Paid	\$ 0.00
Living Since	07/06/2006	Change bed	Discount Eligible	\$ 0.00	General Rewards	\$20.00

MY TASKS
Community Tasks
Zone No : 4, Bedroom 1 - Bedroom 1, Keep the Bedroom 1 clean
Inspection on **Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday 10:00**

MY TRANSACTIONS

Transaction	In	Out
Towards Deposit on confirmation of booking	0.00	\$ 250.00
Fine payment	0.00	\$ 50.00
Towards payment of rent	0.00	\$ 107.15
Towards payment of rent	0.00	\$ 600.00
Late rent fine charged to your account	0.00	\$ 10.00

MY REWARDS

Date	Description	Rewards	Penalties
18/03/2006	Points credited for community task inspection	0.0	10.0
25/03/2006	Points credited for community task inspection	0.0	10.0
30/03/2006	Points credited for community task inspection	0.0	10.0
01/04/2006	Points credited for community task inspection	0.0	10.0
01/04/2006	Points credited for community task inspection	0.0	10.0

My house
House Smart Rating .84
House Captain lowe1
Total beds 6
Avg. stay/lodger 21.05 days
Current occupancy 83.33%
Dynamic house score 59.13
Tidy house score 0
National League Ranking 0 of 1
Local League Ranking 0 of 1

NOTICE BOARD
BLEH
your share cert...
more...

JOBS
CHEF, Heritage...
Telemarketers
Insurance Administrator
more...

Your Profile

Click **My Profile**.

My Profile
My Administration
Communities
Find A Home
Requests
Rewards
Notice boards
Job board

My profile
My profile My resume My compatibility profile Find a friend

First name	Michelle	Last name	Monkey
Account type	Local Students		
Permanent address			
City		State	
Country		Postcode	
Passport no		Gender	Female
Contact no	789456123	Email address	civilis@inhouse.com.au
Details Listed			
No			
Referral by			
Username	The Word Magazine		
	monkey3		

JOBS
delivery boy
CHEF, Heritage...

Jobs
CHEF, Heritage...
Telemarketers
Insurance Administrator
more...

This is where you can keep your details up to date so friends can find your current address and contact details. If you don't want them to find you, set your 'details listed' setting to 'No'. You can also post a resume if you're job hunting and review your compatibility profile.

If you are having trouble finding suitable houses, it might be because of your profile. Search results can be affected by:

- account type – if you have selected backpackers, you will not see houses where the landlord does not want backpackers
- gender – many houses have gender-specific beds (i.e. male or female) to maintain a gender balance in the house. If you're wondering why you can't get a bed in house that your best friend has been able to, it might be because you have accidentally selected the wrong gender.

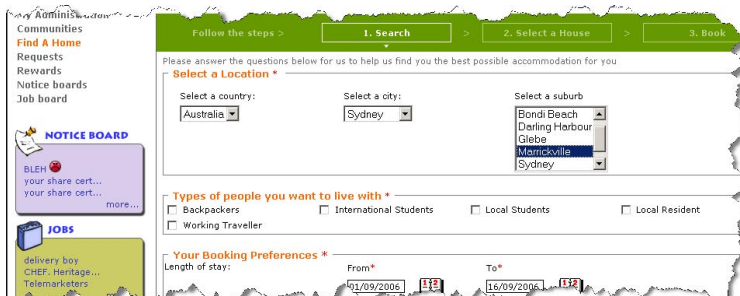
Finding a Home

Click **Find A Home**.

When you're ready to move on, all you need to do is click *Find A Home* and perform a new search. You can select any country and city within the drop down lists and you'll see all the places run by SWTE accommodators in each of the cities you've selected.

To search for a home and book a viewing:

1. On the search screen, select the necessary parameters to locate your houses.
2. Click **Continue**.



3. A list of places matching your search criteria displays.
 - if you want to book a view, you can click the **Add** button

Monkey cage

Bed Rates: \$ 150.00 Per Week Onwards



Monkey cage

Marrickville, Sydney

Two story terrace, four bedrooms, Backyard with a bbq. Close to pubs.

Location: Marrickville, Sydney

House Compatibility = 100%

Description:
Two story terrace, four bedrooms, Backyard with a bbq. Close to pubs.
[View house plan](#)

[View details & photos](#)

BOOK A VISIT

31/08/2006 **112** + Add

House compatibility	Avg. Stay (days)	SWTE smart rating
100%	39.6	1.2
Tidy house rating	0.0	60.25
House dynamics rating		

Gorilla Cage

Bed Rates: \$ 150.00 Per Week Onwards

Location: Glebe, Sydney

House Compatibility = 100%

Monkey cage

Bed Rates: \$ 150.00 Per Week Onwards

Location: Marrickville, Sydney, Australia

Description:
Two story terrace, four bedrooms, Backyard with a bbq. Close to pubs.

Enquiries & Reservations Call: 0413425899

Facilities:
Swimming Pool
Internet Facilities
Pay Phone
Online Card Payments
Laundry

Task Pool:
Level 1 task - 2
[View Task Pool](#)

BOOK A VISIT


31/08/2006 **112** + Add

Viewing Times:
Between 12:00 - 14:00

S	M	T	W	T	F	S
✓	✓	✓	✓	✓	✓	✓

[Back to Results](#) | [Next House >](#)

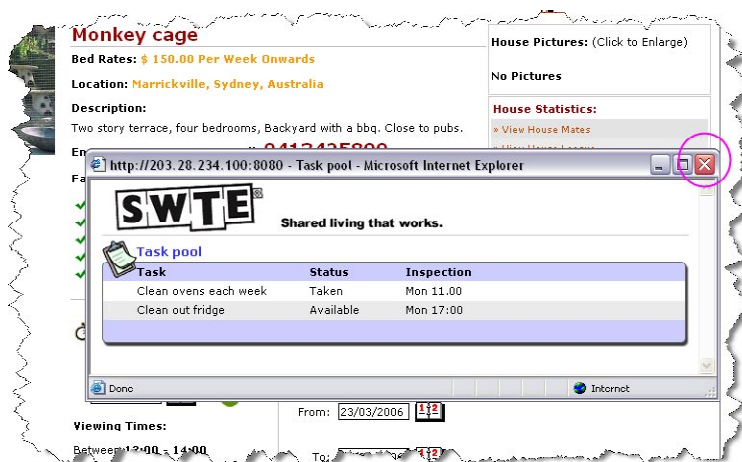
House Pictures: (Click to Enlarge)



House Statistics:
View House Mates
View House League
View House Response
View House Compatibility

SWTE House Report Card:
SWTE Smart Rating: 1.2
Tidy House Rating: 0.0
House Dynamics Rating: 60.25
Avg. Stay (days): 39.6
[View floor plan](#)

- if you want to find out more, you can click the **View floor plan** or the **View details and photos**.
- On the details screen, you can access quite a lot of information about the house, such as who's in it, how the other stayers answered the compatibility quiz.
- You can also take a look at the task pool for the house if you click **View Task Pool**.
- A list of tasks you can perform for cash discounts off your rent and whether they are available or not is shown in a pop-up window. Close by clicking in its top right corner.



- Most accommodators set up their system so that you can't book a bed without viewing it first. Enter a date that you'd like to view the house and then click the **Add** button.



5. A message pops-up to tell you that the house has been added to your viewing list, the days and times the place is open for viewings and where to go. The accommodator will usually contact you to confirm.

Your **Viewing list** is a list of all the places you have selected to. Spend some time viewing properties on-line first and then book ahead to go and view them once you have arrived at your next port of call.

Living Since 24/08/2006 Change bed Discount Eligible \$ 0.00 General Rewards 20.

Find a home **Viewing list** My accommodation history Viewed homes Make a booking Waiting List

Future bookings

Home	Bed No	Rate/Week	Deposit Paid	Arrival Date
No future booking details.				

Viewing list

Following are list of homes to which visits are pending

	Date
Open for viewings on Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday Viewing	
Monkey cage Times : 12:00 - 14:00	
Operator telephone 0425 254 375	

☐ 01/09/2006

[Schedule](#)

Viewed homes is a list of all the homes you have viewed and been invited to book on-line by the accommodator. You can view any number of homes in person and once viewed, the accommodator will mark you as having viewed their place 'only' if they welcome your booking. Your Viewed homes page is saved permanently. If you have viewed a place and it doesn't show up in the list, it is because the accommodator hasn't marked you off as being free to book on their systems after you viewed.


Paying Rent, Changing Beds, Giving Notice and More

Click **My Administration**.

This is probably the most import area that you will use, especially if your accommodator accepts on-line payments. If they don't, hassle them until they get with the program!

This is where you can:

- pay your rent (if your accommodator accepts on-line payments)
- request a bed or room change
- pay fines
- give your departure notice
- view your balance sheet and contract history
- view and alter the contract term of your stay

Remember that you can always get help by clicking this  on every screen.

Paying Rent On-line

To pay rent on line:

1. Click **Pay Rent**.
2. Enter the amount that you wish to pay
3. Select **Credit Card**
4. Click **Submit payment**.

Contract Living Since 24/08/2006 Depart Change bed 06 Discount Eligible

Pay rent Manage My contract Give notice My Balance sheet My Contract History

Total Contract owing	This week owing
Contract deposit \$ 290.00	Rent period due
Contract liability \$ 628.00	Amount due
Amount paid \$ 135.00	Partially paid

Total discount on payment amount is 0.0

Cash received 140 Type **CREDIT CARD** Check to Apply Surcharge ☒ **Submit payment**

5. Enter card details, name, CSV as with any other on-line payment system
6. Click **Submit payment**

Tuesday, March 28, 2006 10:35

Credit card payment

Credit card number (Please enter your card number, without any spaces)

Card holder name (Please enter your name as specified on the card)

Expiry month 01 **Year** 2006 (Please select the expiry month and year as specified in your card)

CVV2/CVC2 (CVV2/CVC2 is the three digit security code printed on the back of card)

Transaction amount \$ 160.00

Gateway fees \$ 2.00

Important note:
For successful processing, do not try to stop the process after clicking submit.
The details submitted via this form are encrypted by 128 bit SSL. You will notice a lock icon in the status bar as a confirmation.
\$ 2.00 will be added to the transaction amount as Gateway charges
The Gateway charges are payable to SWTE.

[Home](#) | [About Us](#) | [Terms and Conditions](#) | [Privacy Policy](#)

An on-screen receipt will be issued. Note down the payment number.

Changing Beds

If you want to change beds, you'll have to agree to the landlord's conditions. Bed changes are not automatic and must be approved by the accommodator before they take effect. You will receive approval or rejection by email and you must not change beds until the request has been approved otherwise you will be listed in the wrong bed in the system. It can make a mess of the accommodator's reservation system and cause problems for new stayers moving in.

To change beds (you can do this from any screen):

1. Click **Change bed**.

You are living at Monkey cage, Bed no 41. Your **SWTE Smart Score** is .27

Contract Ending	21/08/2006	Departure notice ?	Rent Due
Living Since	21/08/2006	Change bed ?	Discount Eligible

MY TASKS ?

2. Agree to the conditions (you have to read them all – don't just click yes!)
3. Click **Continue** (Continue doesn't display until you have agreed to the conditions, so make sure you read them!)

WARNING: Your bed change will not be approved or rejected until 4.30pm every working day, at which time you will be sent an e-mail notifying you of the result and bed change inspection time, should your application be approved. Do not move beds until you receive your approval by e-mail or you will receive a \$null fine!

At my bed change inspection, I agree that:

My bedroom will be cleaned before I change beds, the floor will be clear of all clothing and vacuumed, including under the beds.	Yes <input checked="" type="radio"/>	No <input type="radio"/>
I will take my bedding and laundry bag with me to my new bed and return it to the office washed at the end of my stay.	Yes <input checked="" type="radio"/>	No <input type="radio"/>
I will change beds before receiving My Bed change approval and receipt number.	Yes <input type="radio"/>	No <input checked="" type="radio"/>

Continue >>>

4. Select a house.
5. Select a bed.
6. Click **Bed Change**.

Bed list

Select home **Monkey cage** Go [Show floor plan](#)

Displaying page 1 of 1

Zone #	Bed #	Room type	Total occupants	Weekly bed rate	Daily bed rate	Date available
10	42	Twin Share	0	\$ 150.00	\$ 21.43	02/03/2006

Previous | Next

* Special bed rates.
 ** This bed is not available for the selected contract duration of 0 Days.
 *** Booking can't be made for later than 3 days from the date the bed is available.

[Back to search results](#) **Bed Change**

7. The following message displays, warning you not to change beds until it has been approved

Pay rent Manage My contract Give notice Pay off fines My Balance sheet My Contract History

Change Beds

You have requested a bed change to move into bed 42 in 'Monkey cage' on 01/09/2006. Your request is waiting approval from the operator of your accommodation. [Click here](#) to revoke the request.

PLEASE: Do not change beds until you have been notified of your request being approved by the operator. This notification will be sent through your My notices link and via e-mail.

WARNING: If you move beds without receiving an approved bed change receipt number you will be charged a \$null fine when departing from a bed the system does not have you registered too.

Departure Notices

When you intend to leave, you need to tell the accommodator. Like changing beds, you can do this from any screen. After submitting your notice, you will receive a receipt number. If there are any issues or confusions about the departure date, show the accommodator the receipt number.

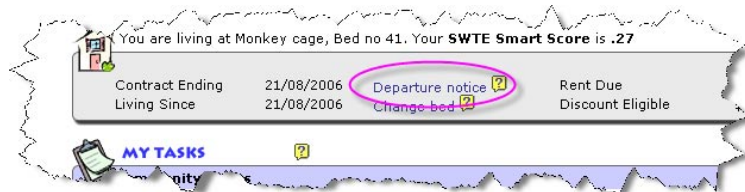
When you give notice, the system puts the departure inspection time into the confirmation message so that you know when to have your common area and bedroom cleaned. That ensures that the next stayer arrives to a clean space. You cannot claim a refund of your deposit until after the departure inspection.

You will be reminded that if you are breaking your contract, you may be expected to pay penalties. You must agree to any penalties before being able to complete the departure notice.

If you change your mind, you can revoke your departure notice as long as your bed has not been sold.

To submit your departure notice:

1. Click **Departure Notice**.



2. Complete the departure survey.
3. Click **Submit**.

The screenshot shows a survey titled "Give Notice" with the text: "Thank you for submitting your departure survey. Please help us serve you better by filling out the following survey:"

1. House dynamics rating

- ☒ Communal spirited, with the highest density and equal mix of guys and girls possible living it up.
- ☐ The Quietest and the lowest density of people sharing possible, who are all polite but generally, keep to themselves.
- ☐ Quite with few people who are interested in becoming close friends as well as housemates.
- ☐ A different variety of energetic people who all have their own lives, are quite friendly with each other but do the mostly.
- ☐ Groups of people who are all just like me.

2. Tidy house rating

- ☐ The Majority of Housemates clean all the time and make it impossible for everyone else to be anything but clean.
- ☒ Housemates who all do exactly what is expected of them well and expect that everybody else does so as well as them to do so before doing anything that is not their responsibility.
- ☐ Housemates just do what ever it takes to live well no matter who else is doing what and are prepared to do much anybody else if it needs to be done without resentment unless the piss is being taken.
- ☐ One or two people drive the hygiene thing home and keep the entire house in check and the house spotless.
- ☐ A struggle to have a majority of housemates voluntarily contributes to cleaning on a constant basis for any extra of time.

3. House policy rating

<input type="checkbox"/> No smoking.	<input type="checkbox"/> No pets.
<input type="checkbox"/> No inter house relationships.	<input type="checkbox"/> No Idiots.
<input checked="" type="checkbox"/> Lesbians house only.	<input type="checkbox"/> Gay house only.
<input checked="" type="checkbox"/> Open-minded people only.	<input type="checkbox"/> Studying is absolute priority.
<input type="checkbox"/> Having Fun, High on priority list.	<input type="checkbox"/> Respect, paramount.
<input type="checkbox"/> No guys	<input type="checkbox"/> No girls
<input type="checkbox"/> No couples	<input type="checkbox"/> Couples only

At the bottom right, there is a **Submit** button.

4. Enter the departure date.
5. Either agree to be at the inspection, nominate another stayer to represent you or acknowledge that the inspection results can't be challenged should you choose not to be represented.
6. Agree to the departure inspection rules. (You have to read them – they're not all 'Yes'.)
7. Click **Submit**.

Pay rent Manage My contract Give notice Pay off fines My Balance sheet My Contract History

Give Notice

Your current contract is coming to a close on 21/08/2006. A notice of 7 days is required. Please enter the date on which you want to leave the house below.
If the date you enter is later than 21/08/2006, your contract will be automatically extended till the day you want to leave.
If you enter a date earlier than 21/08/2006, you will be charged a Contract break fine of \$ 50.0.
Please issue notice only if you are really intending to leave. Once we receive your notice, we will start selling your bed, and you may not be able to stay longer once your bed is sold.

Departure date 4 31/10/2006 13

☒ I agree to be present at the time of inspection.

5 ☐ I nominate Michael to be present at my bed during the inspection on my behalf.
☐ I cannot be represented at the time of my departure inspection, so will accept the outcome without dispute.

At my departure inspection, I agree that:

	YES	NO
My bedroom will be clear of all clothing and vacuumed including under the beds.	<input checked="" type="radio"/>	<input type="radio"/>
My weekly house cleaning area will be cleaned.	<input checked="" type="radio"/>	<input type="radio"/>
I will be present at the inspection or lose my right to appeal the results.	<input checked="" type="radio"/>	<input type="radio"/>
My food box and the shelf it sits on will be a mess.	<input checked="" type="radio"/>	<input type="radio"/>
I will present my bedding and laundry bag displayed, folded and freshly washed on my bed. I accept that if it is not i will be charged a \$25 service fee for staff to take it to be washed for me.	<input checked="" type="radio"/>	<input type="radio"/>
If I fail my Departure Inspection I will be charged \$25 which will pay for someone else to clean up for me.	<input checked="" type="radio"/>	<input type="radio"/>
I accept that if my bedroom is not cleaned properly for the new person arriving into it, that I will receive a \$25 service charge.	<input checked="" type="radio"/>	<input type="radio"/>
My check out will be complete by no later than 1pm and if that procedure is not complete we will be forced to fine you \$25 from your deposit which is not our preferred farewell statement.	<input checked="" type="radio"/>	<input type="radio"/>
My bags will be in my possession at the office when checking out, unless prior arrangements have been made with the office.	<input checked="" type="radio"/>	<input type="radio"/>

7

8. The departure notice displays with a receipt number. Take a note of the number.

Pay rent Manage My contract Give notice Pay off fines My Balance sheet My Contract History

Give Notice

You have submitted a departure notice check out of Bed No. 41 in 'Monkey cage' on 31/10/2006. Your departure notice id is 1692.

The departure inspection will happen between 1100 - 1200.

You will be available at the time of inspection.

Your bed is still vacant. [Click here](#) to revoke your departure notice

To revoke a departure notice (provided the bed has not been sold):

1. Click **Departure Notice**.
2. Click the link to revoke the notice.

Pay rent Manage My contract Give notice Pay off fines My Balance sheet My Contract History

Give Notice

You have submitted a departure notice check out of Bed No. 41 in 'Monkey cage' on 31/10/2006. Your departure notice id is 1692.

The departure inspection will happen between 1100 - 1200.

You will be available at the time of inspection.

Your bed is still vacant. [Click here](#) to revoke your departure notice

Balance Sheet

By clicking **Balance sheet**, you can see:

- how much deposit you've paid and how much is left
- the total rent payable under the contract, how much you've paid and what's left to pay
- how much you've been fined, how much you've paid and what's owing
- how much you've spent in cash-backs, how much you've earned and the balance

Pay rent Manage My contract Give notice Pay off fines **My Balance sheet** My Contract History

My Balance sheet					
		Deposit Paid	\$ 250.0	Deposit Balance	\$ 250.0
Rent Payable	\$ 1500.0	Rent Paid	\$ 300.0	Rent Balance	\$ -1200.00
Fines charged	\$ 10.0	Fines Paid	\$ 0.0	Charges balance	\$ -10.00
Cash backs spent	\$ 0.0	Cash backs earn	\$ 0.0	Cash backs Balance	\$ 0.00
				Total Balance	\$ -960.00

Viewing Transactions

Click **My Transactions**

My Home

My Tasks

My Transactions

My Rewards

My Messages

My Notices

My Profile

Account Management

House League

Find A Home

Make A Request

Reward Programs

Notice board

Jobs

You are living at Gorrilla Cage, Bed no 11. Your **SWTE Smart Score** is 1.42

Contract Ending

28/07/2006

Departure notice

07/06/2006

Change bed

0

Rent Due

Discount Eligible

\$ 0.00

Excess Paid

General Rewards

\$ 0.00

520.00

My transactions history

Date	Description	In	Out
From 07/06/2006	To 07/06/2006		
07/06/2006	Towards payment of rent	0.00	\$ 150.00
07/06/2006	Towards Deposit on confirmation of booking	0.00	\$ 250.00
Total		\$ 0.00	\$ 400.00

This screen is just like any other financial statement. You can see:

- how much money you've paid in rent
- how much you've paid in fines

You can filter by date if you wish. Use this to help keep track of you own affairs, instead of having to hassle the accommodator.

Messages

Click **My Messages**.

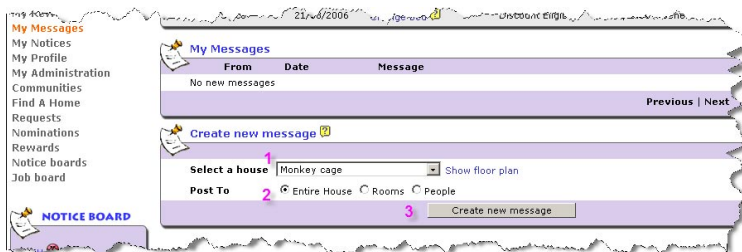
This is where you can send messages to staff and other stayers. You can send a message to a person, an entire room or the whole house, using a pre-loaded template or by creating a custom message from scratch.

The templates are designed to provide you with an opportunity to confront a stayer who may not be showing the right amount of respect or consideration to their fellow stayers. The templates allow you to do this without having to physically confront them.

Messages can of course be used for fun stuff, too, like organising a night out, challenging another house to a game of touch footy or for communicating with friends.

To send a message to an entire house:

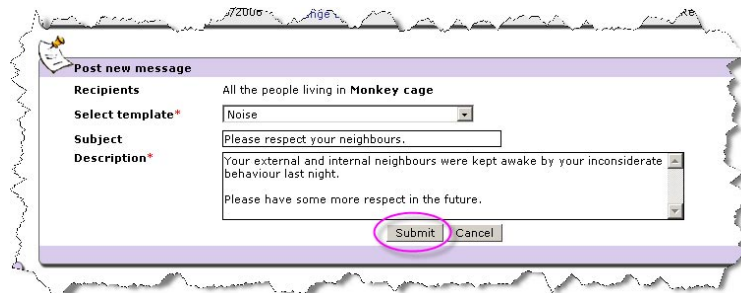
1. Select the house to send the message to.
2. Make sure that Entire house is selected.
3. Click **Create new message**.



4. Select a template from the list (if you don't want to use a template, select Custom Message).



5. If you wish, you can edit the subject and description.
6. Click **Submit** to send.



Reading Notices

Click **My Notices**.

From	Date	Message
<input type="checkbox"/> admin	04/09/2006	Your rent is due today. We allow a grace period of 24 hours for you to make the payment. However, if you don't pay up by the end of the grace period \$ 10 will be charged to your account as a late rent Fine. Please ensure this situation doesn't arise by paying up as soon as you can.

This is where messages from management and automated system messages end up. They are designed to keep you informed and are helpful in case you forget about rent payments, if requests for maintenance have been approved or rejected etc.

To delete a message after reading it:

1. Click the check box next to the message to delete.
2. Click the **Delete** button at the bottom of the screen.

Requests

If you need to contact your accommodator, do it via the system so that your requests are recorded. You can make requests or ask questions without having to catch the accommodator. You can do it any time and receive a response on-line, ensuring that there are no disputes caused through mis-communication.

Making a maintenance request:

1. Click **Requests** on the left menu.
2. Select the room where the problem is.
3. Select the item that needs fixing if it is listed.
4. Type in a meaningful subject – 'toilet broken' says nothing, but 'toilet won't flush' is more meaningful.
5. Type in some more information in the Description field (e.g. if the toilet is leaking, where it's leaking).
6. Click **Submit**.

Maintenance request

With this form you can request maintenance for your house, just as you can in the office with the maintenance request forms. After you have filed your maintenance request, it will be prioritized by management, and you will receive an E-mail about the progress of your request.

Make sure you explain yourself well, and don't forget to mention where exactly the house the problem is! A description of, for example, 'shower not working' is not enough in a house with 4 showers! Being precise will help us to fix the problem sooner.

Select an area in the house: Upstairs bath and stairs

Select an item for maintenance: Other Items

Subject*: toilet won't flush

Description*: We can't flush the dunny. We have to use a bucket

Submit Cancel

Making other queries to management

This is where to go if you have general queries about your contract and issues associated with living in the house.

1. Click **Requests** on the left menu.
2. Click **Queries**.
3. Select a query from the drop down list.

Maintenance requests **Queries**

Queries

Please select your query from the list

Please select a query

Please select a query

I don't agree.

I need to depart without giving one weeks notice.

Bugs

The refrigerator broke down and our food went off. We want to be compensated.

My house is not clean enough

My bed change request was rejected

I do not like the house or bed that I am in

I can not be present for my inspection.

I want to reduce the length of my contract.

I can not have my luggage with me at the office at 1pm.

4. The system-generated response is displayed.

Queries

Please select your query from the list

Please select a query

Instructions

The Zoo Group is a management body in place to co-ordinate and manage the cleaning, the bills and the repairs on furnishings and fittings from fair wear and tear in what are considered shared homes for travellers. Things are going to go wrong, break and become worn, usually caused by those people living in the house through rough practices or general wear and tear. This will be intensified by the high density use on all furnishings and appliances in our houses. This fact must be expected by anybody choosing to move into a house with so many people as you did? It is one of the negatives that comes with the social benefits of such a lifestyle and has to be accepted as such, we are not an insurance company so do not pay out if you suffer a loss through one of the negatives of shared living.

Subject*

Description*

Submit Cancel

Rewards Program

If your landlord has implemented a rewards program, this is where you can spend your rewards points on discounted or free products.

The reward program allows you to earn reward points by doing community tasks like cleaning and maintaining a common living area of your home and is inspected by the accommodator. If you pass, you earn points and if you fail, you loose points. You can monitor points earned, deducted and spent buying discounts under *My rewards*.

My transactions

My Rewards

My Messages

My Notices

My Profile

Account Management

House League

Find A Home

Make A Request

Nominations

Reward Programs

Notice board

Jobs

Contract Ending VARIABLE Departure notice Rent Due \$ 0.00 Escrow Paid \$ 150.00
Living Since 21/06/2006 Change bed Discount Eligible \$ 0.00 General Rewards 450.00

My rewards transactions (450.00)

Date	Description	Out	In
From 02/08/2006 To 02/08/2006 Go			
02/08/2006	Points credited for community task inspection	0	10
	Total	0	10

Reward stats Pts, Amt

Total rewards earned 260

Rewards redeemed 0

Big spending houses Pts,Amt

Big spending people Pts,Amt

If your accommodator has a rewards task program, tasks you accept and perform that pass inspection can earn you cash-backs that can be used to pay rent. You can monitor cash-backs earned in *My transactions*.

If your accommodator doesn't have a reward task program, hassle them to get with it. It's better for you (cheaper rent) and it's better for them (lower costs).

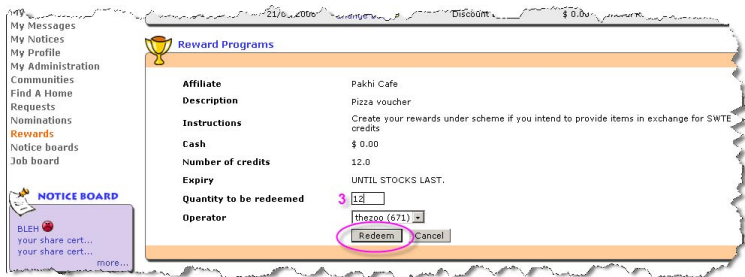
Redeeming SWTE Rewards

The rewards list is sorted from the most redeemed product on offer with the best or most popular stuff at the top of each list. You just need to filter by product category and the city in which you are looking.

1. Click **Reward**.
2. Filter by region and category and then click the reward to redeem.



3. Enter the number of points that you want to spend.
4. Make sure you read the instructions regarding how to pick up your reward.
5. Click **Redeem**.



Converting Cash-backs to SWTE Rewards

You don't have to spend all your cash-backs on rent. You can convert them to SWTE Rewards, too, so can spend them on free and discounted stuff in the reward programs. The exchange rate is 1.5 SWTE Reward points for every dollar you have in cash-backs.

To convert cash-backs to SWTE Rewards:

1. Click **My Administration**.
2. Click **Convert cash & rewards**.
3. Enter the number of cash-backs to convert to SWTE Reward Points
4. Click **Convert**.

