

SWTE Start Stayer Pages Guide for Accommodators

Contents

Before We Begin 2

Introduction 3

A quick word about accounts 3

Help everywhere 3

Some SWTE Terms 4

Booking a Bed 5

What to do 5

Arrivals 7

What to do: 7

The Lodger Pages 9

Viewing Transactions 9

Viewing Rewards Transactions 10

Messages 10

To send a message to a room or to people 11

My Notices 12

To delete a message after reading it: 12

Lodger profile 12

Account Self-Management 14

Extending or shortening a contract term 14

Changing beds 16

Departure Notices 17

Giving Departure Notice 18

Revoking a Departure Notice 19

My Balance Sheet 19

Contract History 20

Communities 20

Find a home 21

Requests 22

Rewards Program 23

Redeeming SWTE Rewards 23

What's Next? 24

Before We Begin

Welcome to the SWTE Start Training. This training program has been designed to make sure you get the most from your new SWTE system.

The training program is...

- self-paced — take your time and learn at times that suit you
- interactive — learn by practising
- authentic — practise using real situations on the real system
- modular — the training package is in short, manageable stand-alone topics

This booklet is for SWTE Start — the free, entry-level SWTE product. After you've been using the SWTE system for a while, you'll probably want to upgrade to a product level with more functionality. If you do that, you'll find that we have training booklets for each of the upgrade options.

Introduction

You will have received an email advising you that your operation and one of your properties has been set up on the SWTE System. At SWTE, we apply a default set-up to all accommodators. What you will need to do throughout the training process is check through these default settings, noting any changes that you want to make.

We reckon the best way to get to know the system and how your settings will influence your operation is to pretend that you're a stayer and book yourself a bed in your property and checking yourself into it. Along the way, you can see how the system set up information is presented to stayers.

Note anything that needs changing as you go. We'll show how to change settings later. You might like to print screens as you proceed, so that you can record things you'd like to change. If you don't have a printer, that's OK, use a notepad to take notes.

A quick word about accounts

You're going to wear two hats while you work through this booklet. Firstly, you're going to log on as an accommodator and "sell" yourself a bed as your first stayer and then log in again using your accommodator account and have a look at the system from a stayer's perspective.

We get you to do this because everyone can only have one account on the SWTE system, uniquely identified by its SWTE name and email address. You can book any bed anywhere in the world on the SWTE system as a stayer through your one and only account, but you can only ever log into an accommodator's system if you have been made a staff member of that accommodator's setup.

We have already created your account for you and made you a staff member with full administrator rights.

The best way to tell whether you are logged in the stayer or operator pages is that if your homepage is called "My Workplace", then you're logged in as an operator. If it is called "My Home", then that's the stayer pages.



Logged in as an accommodator



Logged in as a stayer

Help everywhere

All the screens in the SWTE system have a pop-up help bubble. Refer to them for detailed information about what you need to enter in a particular field.

Of course, if you need more help, you can always get hold of your SWTE facilitator.

Some SWTE Terms

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

SWTE accommodators are accommodation providers

SWTE stayers are stayers, tenants or occupants

SWTE name is your system user name that you use to log in to SWTE.

Booking a Bed

The first thing for you to do is to log in as an accommodator and book yourself a bed in one of your properties pretending that you're a stayer.

What to do:

1. Log on into the system as a staff member using your SWTE name and password.
2. In the green bar near the top of the screen, type your SWTE name into the nickname field and click **Go**.

Money In: \$ 2080.00, Cash In: \$ 2080.00, Arrivals today: 0, Total beds: 0
 Money out: \$ 1250.00, Cash out: \$ 1250.00, Departures today: 0, Empty beds: 0
 Total balance: \$ 830.00, Cash balance: \$ 830.00, Bed change today: 0, Beds for sale: 0

User nick name: Search **Go** Create new user Show floor plan

SWTE's most wanted

Stayer Name	Reason	Home	Bed	Billing day	Amount due	Deposit
No late rent found.						

Available task pool

3. At the bottom of the Account Details screen, click **Proceed to booking**.

name: monkey6

Edit Reset Password **Proceed to booking** House viewing list

4. On the Bed list screen:
 - enter an end date for your stay – you can either type in the date or click the calendar.
 - click **Go**
 - after the list updates, click a bed

Account details Transac Review Alerts

Bed list

Select home: Bondi Beach view Contract From: 08/09/2006 To: 06/10/2006

Zone #	Bed #	Room type	Weekly bed rate	Daily bed rate	Date
2	Bondi Beach view - 1	Twin Share	\$ 140.00 *	\$ 20.00 *	01/10/06
2	Bondi Beach view - 2	Twin Share	\$ 140.00 *	\$ 20.00 *	01/10/06
3	Bondi Beach view - 3	Large Double	\$ 280.00 *	\$ 40.00 *	01/10/06
4	Bondi Beach view - 4	Twin Share	\$ 125.00 *	\$ 17.85 *	13/10/06
4	Bondi Beach view - 5	Twin Share	\$ 125.00 *	\$ 17.85 *	13/10/06
5	Bondi Beach view - 6	Large Single	\$ 175.00 *	\$ 25.00 *	01/10/06

* Special bed rates.
 ** This bed is not available for the selected contract duration of 28 Days.

Total \$ 710.00

Due now to secure booking (Deposit) \$ 250.00

Mode of payment **CASH**

Payment received **Yes**

For cases where payment not received

We will hold your booking for a period of 1 hours. If we do not receive your payment of \$ 250.00 to release your booking.

Terms and conditions

The Operators of this accommodation grants to the Resident the licence to occupy their premises hereinafter set forth:

Electronic Acceptance
The resident acknowledges that upon becoming a recognised member of this house they are permitted to occupy the premises.

☒ Accept ☐ Do not accept

By Clicking on the confirm button below, you agree to accept the Terms and refundable charge of: 250.00

You pay the Balance of \$ 110.00 on arrival at the hostels.

<< Back **Confirm booking!** Cancel

5. The Confirm booking screen displays. Confirm the booking by accepting the Terms and conditions and then clicking **Confirm booking!**
6. A Booking confirmation message displays. Your bed is booked! An email has been sent to the stayer's account confirming this. Check for your email – it should arrive very soon.

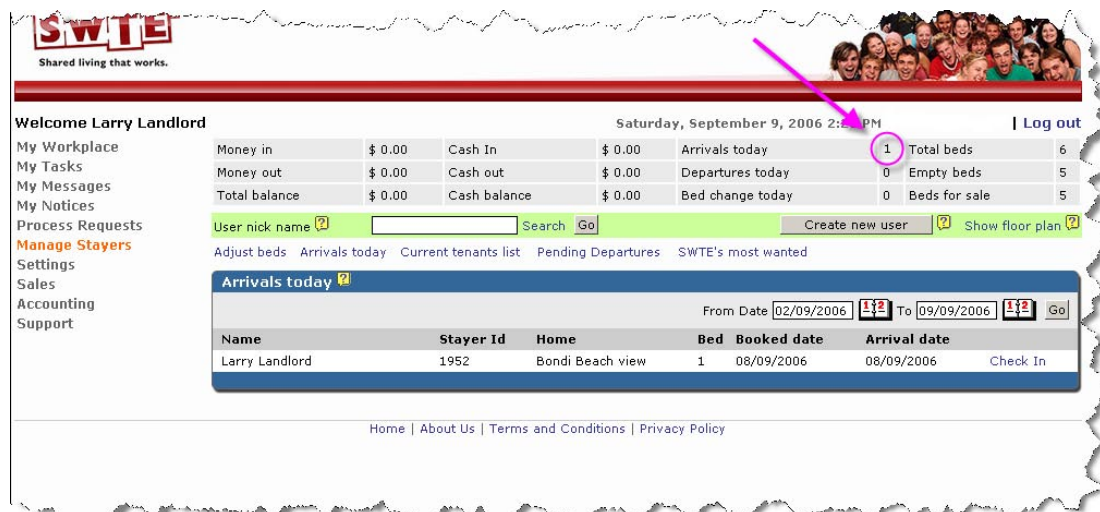
What's next

So far, you've booked a bed as a stayer in your property. If you were a real stayer, you'd go back to where you're staying and pack your stuff ready to move in on the date you chose.

Next, we'll process your arrival into your property and check you in.

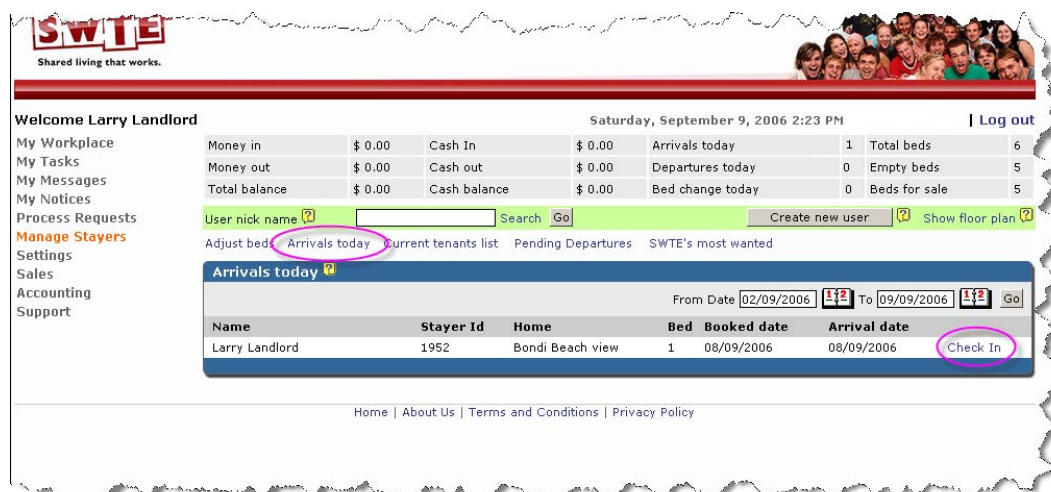
In the last procedure, you booked yourself a bed as if you were a stayer moving into your house. This time, you're going to process your arrival.

Whenever you log in to SWTE, you can easily see if you have anyone arriving today by looking at the top of your workplace screen.

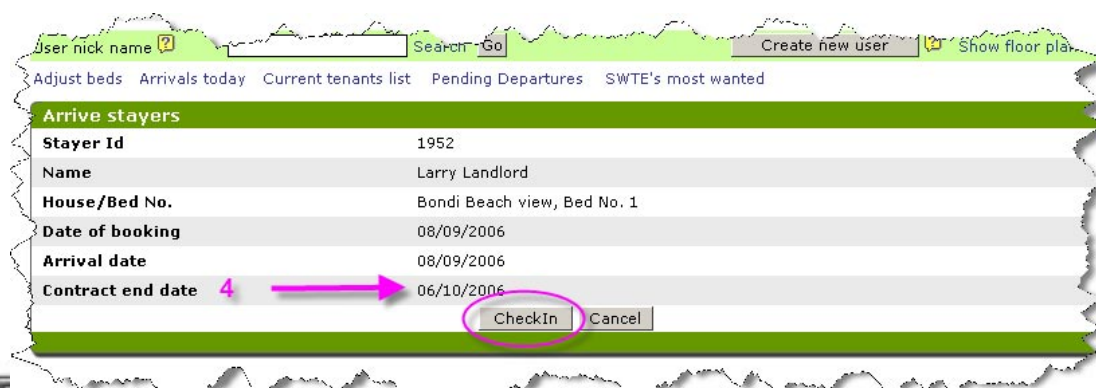


What to do:

1. Everything managing your stayers is under **Manage Stayers**, so click that now.
2. Click **Arrivals** today.
3. Click **Check In** next to the new stayer.



4. Check the contract end with the new stayer and click **Check In**.



5. That's it – you're in the house as your very first stayer on the SWTE system!

What's next

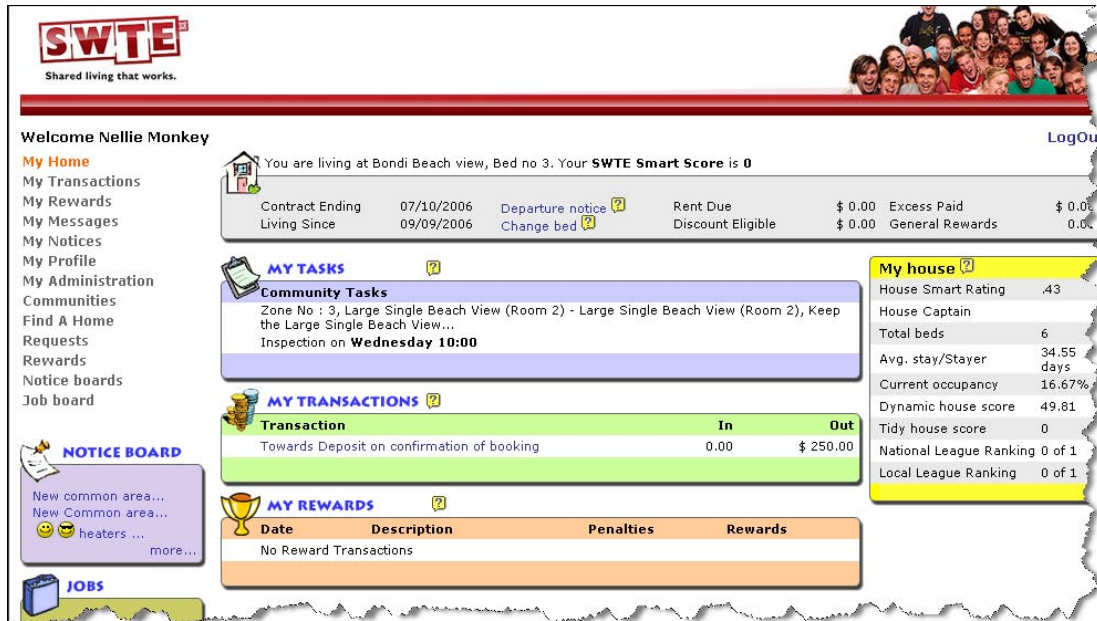
Next, you're going to log in to system as a stayer so that you see the system from their perspective as if they're living in the house.

The Lodger Pages

Through the rest of this book, we'll look at the system from a stayer's perspective so that you can show them how to use the system.

Log on to the system as a stayer, using your SWTE name and password.

This is what stayers see when they log on – their home page.



The screenshot shows the SWTE Stayer Home Page. At the top, the SWTE logo is on the left with the tagline "Shared living that works.", and a group photo of stayers is on the right. Below the header, the user is welcomed as "Nellie Monkey" with a "Log Out" link. A navigation menu on the left includes links to My Home, My Transactions, My Rewards, My Messages, My Notices, My Profile, My Administration, Communities, Find A Home, Requests, Rewards, Notice boards, and Job board. The main content area displays the user's current residence: "You are living at Bondi Beach view, Bed no 3. Your SWTE Smart Score is 0". Below this, there are sections for "MY TASKS" (Community Tasks), "MY TRANSACTIONS" (a table showing a deposit transaction), and "MY REWARDS" (a table showing no reward transactions). On the right, a "My house" summary box lists various metrics like House Smart Rating, Total beds, and rankings.

SWTE
Shared living that works.

Welcome Nellie Monkey [Log Out](#)

My Home
You are living at Bondi Beach view, Bed no 3. Your **SWTE Smart Score** is 0

MY TASKS
Community Tasks
Zone No : 3, Large Single Beach View (Room 2) - Large Single Beach View (Room 2), Keep the Large Single Beach View...
Inspection on **Wednesday 10:00**

MY TRANSACTIONS

Transaction	In	Out
Towards Deposit on confirmation of booking	0.00	\$ 250.00

MY REWARDS

Date	Description	Penalties	Rewards
No Reward Transactions			

My house
House Smart Rating .43
House Captain
Total beds 6
Avg. stay/Stayer 34.55 days
Current occupancy 16.67%
Dynamic house score 49.81
Tidy house score 0
National League Ranking 0 of 1
Local League Ranking 0 of 1

NOTICE BOARD
New common area...
New Common area...
heaters ...
[more...](#)

JOBS

Viewing Transactions

Click **My Transactions**.



The screenshot shows the SWTE My Transactions page. The user is still "Nellie Monkey". The navigation menu on the left is the same, but "My Transactions" is highlighted. The main content area shows a summary of the user's current residence and a table of transactions. The table has columns for Date, Description, In, and Out. A single transaction is listed: "09/09/2006 Towards Deposit on confirmation of booking" with an In value of 0.00 and an Out value of \$ 250.00. The total is shown as \$ 0.00 In and \$ 250.00 Out. There are filters for "From" and "To" dates, and a "Go" button.

Welcome Nellie Monkey [Change login](#) | [Log Out](#)

My Transactions
You are living at Bondi Beach view, Bed no 3. Your **SWTE Smart Score** is 0

My transactions

Date	Description	In	Out
09/09/2006	Towards Deposit on confirmation of booking	0.00	\$ 250.00
Total		\$ 0.00	\$ 250.00

From To [Go](#)

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

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

Your stayers can filter by date to keep track of their own affairs, instead of having to ask you.

Viewing Rewards Transactions

My Rewards is a transaction balance sheet that shows all reward points earned and spent on discounts in the rewards program. If you upgrade from SWTE START and implement reward tasks, it will also show cash-back points earned doing reward tasks that have been converted into reward points.

The screenshot shows the 'My Rewards' section of the SWTE user interface. At the top, it says 'Welcome Nellie Monkey' and 'You are living at Bondi Beach view, Bed no 3. Your SWTE Smart Score is 0'. Below this, there's a table with contract details: Contract Ending (07/10/2006), Living Since (09/09/2006), Departure notice (Change bed), Rent Due (\$ 0.00), Excess Paid (\$ 0.00), Discount Eligible (\$ 0.00), and General Rewards (0.00). The main section is titled 'My rewards (0.00)' and features a search bar with 'From' and 'To' date pickers (both set to 09/09/2006) and a 'Go' button. Below the search bar is a table with columns 'Date', 'Description', 'Out', and 'In'. To the right of the search bar, there are three yellow boxes: 'Reward stats' showing 'Total rewards earned 0' and 'Rewards redeemed 0'; 'Big spending houses' with 'Pts,Amt'; and 'Big spending people' with 'Pts,Amt'. A left sidebar contains navigation links like 'My Home', 'My Transactions', 'My Rewards', 'My Messages', 'My Notices', 'My Profile', 'My Administration', 'Communities', 'Find A Home', 'Requests', 'Rewards', 'Notice boards', and 'Job board'.

Messages

Click **My Messages**.

This is where stayers can send messages to housemates. They can send messages to an individual housemate, an entire room or the whole house, using a pre-loaded template or by creating a custom message to write a message from scratch.

The templates are designed to allow stayers to confront a housemate who may not be showing the enough respect or consideration to their fellow stayers without having to physically confront them.

For example, someone may be known for continually leaving their dirty dishes on the sink. A stayer can send them the dirty dishes template which will not only let them know the impact it is having on the house dynamic but also that they are not getting away with it because their housemates are watching. It's an effective measure that gets results as well as absorbing what would otherwise be a stress point amongst fellow stayers.

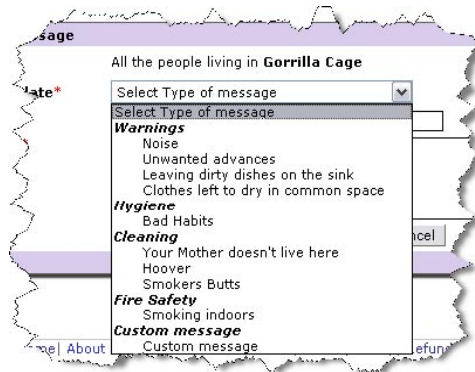
Messages can of course be used for fun stuff, too, like organising a night out, challenging another house to a game of touch footy or for communicating with friends.

To send a message to an entire house:

1. Make sure that **Entire house** is selected.
2. Click **Create new message**.

The screenshot shows the 'My Messages' section of the SWTE user interface. At the top, it says 'Welcome Nellie Monkey' and 'You are living at Bondi Beach view, Bed no 3. Your SWTE Smart Score is .09'. Below this, there's a table with contract details: Contract Ending (07/10/2006), Living Since (09/09/2006), Departure notice (Change bed), Rent Due (\$ 0.00), Excess Paid (\$ 0.00), Discount Eligible (\$ 0.00), and General Rewards (0.00). The main section is titled 'My Messages' and features a table with columns 'From', 'Date', and 'Message'. Below the table is a 'Delete Checked Message' button. To the right of the table, there are 'Previous', 'Next', and 'Page 1 of 1' links. Below the table, there's a 'Create new message' button. At the bottom, there's a 'NOTICE BOARD' section with links like 'New common area...', 'New Common area...', and 'heaters ...'. A left sidebar contains navigation links like 'My Home', 'My Transactions', 'My Rewards', 'My Messages', 'My Notices', 'My Profile', 'My Administration', 'Communities', 'Find A Home', 'Requests', 'Rewards', 'Notice boards', and 'Job board'.

3. Select a template from the list. If you don't want to use a template, select *Custom Message*. You can edit the subject and description if you wish.

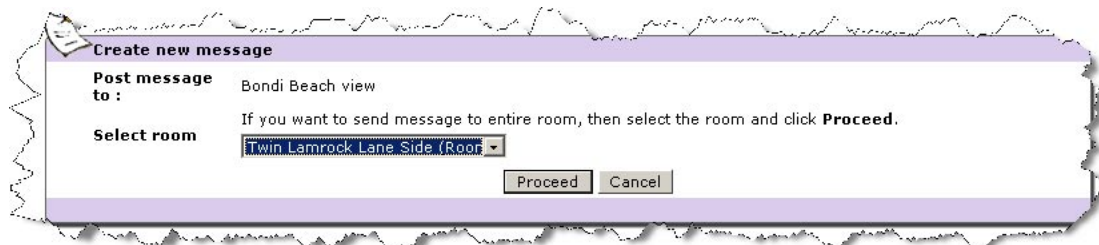


4. Edit the message if you wish and then click **Submit** to send



To send a message to a room or to people

Sending a message to room or to people is similar. Just remember to select the room



or the people



when writing the message.

My Notices

Click **My Notices**.

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

NOTICE BOARD
New common area...
New common area...

Contract Ending 06/10/2006
Living Since 09/09/2006
Departure notice
Change bed
Rent Due \$ 0.00
Discount Eligible \$ 0.00
Excess Paid \$ 0.00
General Rewards 777.00

My notices

	From	Date	Message
<input type="checkbox"/>	SYSTEM	11/09/2006	Product Upgrade Invoice has arrived, please pay within 7 days to avoid account suspension. Pay by credit card or complete a direct debit authority in your accounting pages.
<input type="checkbox"/>	SYSTEM	10/09/2006	Product Upgrade Invoice has arrived, please pay within 7 days to avoid account suspension. Pay by credit card or complete a direct debit authority in your accounting pages.
<input type="checkbox"/>	SYSTEM	10/09/2006	Product Upgrade Invoice has arrived, please pay within 7 days to avoid account suspension. Pay by credit card or complete a direct debit authority in your accounting pages.

Delete Click here to contact management

Previous Next Page 2 of

This is where stayers can see messages from management as well as automated messages from the system. They are helpful for when they 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 **Delete** at the bottom of the screen.

Lodger profile

Click **My Profile**.

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

NOTICE BOARD
New common area...
New common area...
heaters ... more...

JOBS
CHEF, Heritage...
Telemarketers
Insurance...

Living Since 09/09/2006
Departure notice
Change bed
Discount Eligible \$ 0.00
General Rewards

My profile My resume My compatibility profile Find a friend

My profile

First name	Nellie	Last name	Monkey
Account type	Working Traveller		
Permanent address	987 Coconut Tree		
City	Monkeys Forest	State	Qld
Country	Australia	Postcode	
Passport no	987582	Gender	Female
Contact no	0912345678	Email address	nellie@mailinator.com
Details Listed	No		
Referral by	AIFS		
Username	monkey987		

Edit

This is where stayers can keep their details up to date. They can also post a resume if they're job hunting, review their compatibility profile and find where their friends are.

Let's look at *My Profile* first. If stayers are having trouble finding suitable houses, it might be because of their profile. Search results can be affected by:

- account type – if they have selected backpackers, they will not see houses where the accommodator does not want backpackers
- gender – many houses have beds that are designated either male or female to maintain a gender balance in the house. If a female stayer is wondering why she can't get a bed in house that her friend has been able to, it might be because she has accidentally selected 'male'.

Click **Edit**

Contract End: 09/09/2006 Departure notice: Change bed Discount Eligible \$ 0.00 General Rewards 0.00

My profile My resume My compatibility profile Find a friend

My profile

First name* Nellie Last name* Monkey

Account type Working Traveller

Permanent address 987 Coconut Tree

City Monkeys Forest State Qld

Country Australia Postcode

Passport no 987582 Gender ☒ Female ☐ Male

Contact no* 0912345678 Email address* nellie@mailinator.com

Details Listed ☐

Referral by* AIFS

Username monkey987 Password* Password Confirm Password* Password

Save Cancel

You can see that editing the various fields is pretty easy. They can even change their password here, too.

Now click the **My Resume** tab.

Contract End: 09/09/2006 Departure notice: Change bed Discount Eligible \$ 0.00 General Rewards 0.00

My profile My resume My compatibility profile Find a friend

My resume

Are you looking for a job? ☐ Yes ☐ No

Employer	Job Description	Nature of business	Years employed

Self Description (Max 1000 Characters)

☐ Gardening ☐ Cooking ☐ Clerical / General Admin ☐ Accounting / Taxation ☐ Electrical

☐ Mechanical ☐ Retail Sales ☐ Education ☐ Carpentry ☐ Audit

☐ Wholesale / Trading ☐ Sales - Eng / Tech / IT ☐ Computer / IT ☐ Human Resources ☐ Secretarial

☐ Public Relations ☐ Counselling ☐ Lawyer / Legal Asst ☐ Doctor / Surgeon ☐ Editorial / Journalism

Submit request Cancel

If stayers are looking for work, they can post a resume here. If they answer 'yes' to "Are you looking for a job?" jobs that match their primary skill set will be presented to them under the jobs menu.

Click the **My Compatibility Profile** tab.

Living Since 09/09/2006 2006 Départure Change bed ? Discount Eligible

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

My compatibility profile

1. You would like to find a place to stay where lodgers emphasize

- ☐ A Communal spirited shared living atmosphere
- ☐ People share house but keep to themselves in their private lives
- ☐ Complete privacy where everyone keeps to themselves

2. You would prefer the property you live in to be

- ☐ Kept clean daily by those living in it, just chipping in
- ☐ Cleaned once weekly by the whole house doing a weekly house clean
- ☐ Kept clean daily under a fair and transparent cleaning system
- ☐ Cleaned by a cleaner week to week with those living their paying for it

3. Your preferred shared living management structure would be

- ☐ Professionally managed by a 3rd party accommodation management agent.
- ☐ Managed by a landlord who owns the property but doesn't live in it.
- ☐ Managed by a head tenant who lives amongst their housemates.

Submit Cancel

Stayers fill this in when they create an account. It is a series of questions to find out what their accommodation preferences are. They can come back to see how they answered the questions or to change their answers.

Account Self-Management

Click **My Administration**.

This is probably the most important area that the stayers will use. This where they can:

- view and manage their contract
- request a bed change
- give their departure notice
- view their balance sheet and contract history

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

It is worth considering upgrading if your policy is to provide stayers with easy access to the internet and demand that they all do their own administration on-line. You could effectively manage your entire business over the internet with the exception of carrying out inspections. All rents could be automatically paid by credit cards or direct debits on-line, leaving you to just run the balance report at the end of the day to see it matches your bank statement.

Extending or shortening a contract term

Under **Manage My Contract**, stayers can see their current contract rates and end dates. If they want to extend or shorten their contract, they can do that here. If they are shortening their contract, there may be penalties.

There are conditions that they have to agree to before they can alter their contract. These are preset by you, the accommodator.

To extend or shorten a contract:

1. Click **Manage my contract**.
2. Enter the new end date for the contract.
3. Click **Calculate**.

Pay rent **Manage My contract** Change beds Give notice My Balance sheet My Contract History

Manage my contract

Your current contract terms started from **09/09/2006** and carried through to **07/10/2006**.
A duration of **4 Weeks 0 Days**.

Your Current weekly rent rate is **\$ 280.00**.
If your occupancy ends midway within the 7 day rent cycle, you will be charged **\$ 40.00** per day of that part week.

Your current contract liability for its entire term is **\$ 1120.00**.
You have to date paid **\$ 0.00** off that total contract liability bringing your rent paid period up to **09/09/2006**.

Your current contract is due to expire on **07/10/2006** your outstanding rent liability under your current contract is **\$ 1120.00**.

Your previous contract liability of **\$ 0.00** will carry over to the new contract.

Please enter your desired new contract expiry date here and click the Calculate button to see the details of your revised contract.

* **1 2** **Calculate**

WARNING: It is not possible to revert back to your current contract terms should you proceed and accept new contract terms.

4. The terms of the new contract are displayed. If they want to shorten their contract, they are warned here that they may have to pay a fine. To accept the terms, click **Proceed**.

New contract details

You are Extending your current contract period.

Note: New contracts start from the start of the current payment cycle.

Your revised contract duration will start from **09/09/2006** and takes you through till **30/11/2006**.

A total duration of **11 Weeks 4 Days**.

For this duration you will be charged a Weekly rate of **\$ 280.00**.
If your contract cycle ends midway within the 7 day rent cycle, you will be charged **\$ 40.00** per day of that part week.

Your revised contract liability for the new term will be **\$ 3240.00**.

You have already paid an amount of **\$ 0.00** off your new contract amount should you accept the terms.

Your previous contract, still had **\$ 0.00** unpaid which will carry over to the new contract.

You will owe us a total of **\$ 3240.00** up to the end date of your new contract term should you accept.

PROCEED IF YOU ACCEPT THE NEW CONTRACT TERMS AS SET OUT ABOVE. CANCEL IF YOU WANT TO REMAIN ON YOUR CURRENT CONTRACT.

Note: If you wish to shorten the length of your stay, you will be charged a "Contract Pre Closure fine" of **\$ 0.00**.

WARNING: Extending or pre closing your contract is not Notification that you are departing at the end of your contract. You must lodge a departure notice for the specific date you are departing. Be sure to record the departure notice receipt number as confirmation you have lodged your departure notice to ensure you can not be charged a penalty for not giving departure notice. The departure notice link can be found in the middle at the top of your home page.

If you wish to extending or shorten your contract after already issuing departure notice, please be informed that the departure notice details will also be altered. Please visit the Departure notice section to verify the details of your departure are accurate.

Proceed **Cancel**

Notes:

- i. When setting contracts in your operator settings you are asked to set a contract break fee as well as a contract pre-close fee. These settings will determine what charges stayers incur when they shorten an already committed to length of stay as well as the fee charged should they cancel the contract and leave. We will highlight these settings later.
- ii. The system also ensures that if you preset a minimum departure notice of, for example seven days, it will ensure that you will always receive seven day's rent from a stayer's deposit should they break their contract and want to leave on the spot.

Here's an example. One of your stayers is on a one-month contract. He had stayed for two weeks and suddenly wanted to leave in two days time; so he goes into SWTE to change the contract. The system will automatically charge him the amount you set as the contract break fee plus seven days rent (being the minimum notice required). So, if he leaves in two days, he's going to be charged the broken contract fee plus an extra five days rent.

Changing beds

As with altering the contract terms, if stayers want to change beds, they have to agree to conditions that are preset by you, the accommodator. Bed changes are not automatic and must be approved by you before the change can take effect. Stayers receive approval or rejection by email and they must not change beds until the request has been approved.

To change beds:

1. Click **Change beds**.
2. Agree to the conditions (one of them is "no" so that they have to read them).
3. Click **Continue**. Continue does not display under they have agreed to the conditions.

Change Beds

With this form you can ask for a bed change. Please note that we can't approve your bed change right away, because it will need to be evaluated by our office staff. You will receive confirmation by E-mail as to whether your bed change was allowed, and if so, when you will have to move and when your inspection will be.

Your bed change request is not submitted until you are shown your receipt number!

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:

	Yes	No
My bedroom will be cleaned before I change beds, the floor 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 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.	<input checked="" type="radio"/>	<input type="radio"/>
I will change beds before receiving My Bed change approval and receipt number.	<input type="radio"/>	<input checked="" 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"/>
I accept that if I change beds before i receive a bed change approval receipt number in my swte notices, that i will receive a \$25 service charge.	<input checked="" type="radio"/>	<input type="radio"/>

[Continue >>](#)

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

Bed list

Select home: Bondi Beach view [Go](#) [Show floor plan](#)

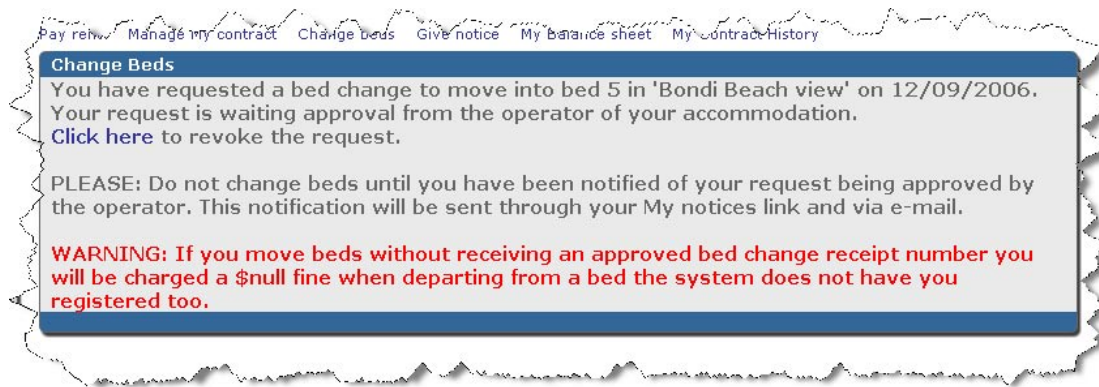
Displaying page 1 of 1 [Previous](#) [Next](#)

Zone #	Bed #	Room type	Total occupants	Weekly bed rate	Daily bed rate	Date available
4	5	Twin Share	0	\$ 125.00 *	\$ 17.85 *	13/02/2006
5	6	Large Single	0	\$ 175.00 *	\$ 25.00 *	01/06/2006

* Special bed rates.
 ** This bed is not available for the selected contract duration of 81 Days.
 *** Booking can't be made for later than 3 days from the date the bed is available.

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

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



Departure Notices

This is where stayers notify you that they intend to leave your house. When they submit their notice, they will receive a receipt number. If there are any issues or confusions about the departure date, ask them for the receipt number. This can be found in the pending inspections list as the inspection number within stayer management in the system.

When giving the notice the system inserts the departure inspection time into the confirmation message. That way, stayers know when to have their bedroom cleaned, ensuring that the next stayer arrives in a clean place. They cannot expect a refund of their deposit until after the inspection.

They are reminded that if they are breaking their contract, they will be fined and the amount. They must agree to the penalties before being able to complete their departure notice.

They have to agree to some other things, too, such as whether they are going to be at the inspection, have someone represent them or not be there at all. If they cannot be at the inspection, they can nominate a fellow stayer to represent them so they can be sure it was fair and you can arrange for their deposit to be deposited into their bank account or onto their credit card.

If they can't find a fellow stayer prepared to represent them at the time of the inspection and they cannot be themselves, they have to agree to the inspection being held in their absence and they'll have no choice but to accept the result if you choose to fine them.

If they change their mind, they can revoke their departure notice as long as the bed has not been sold.

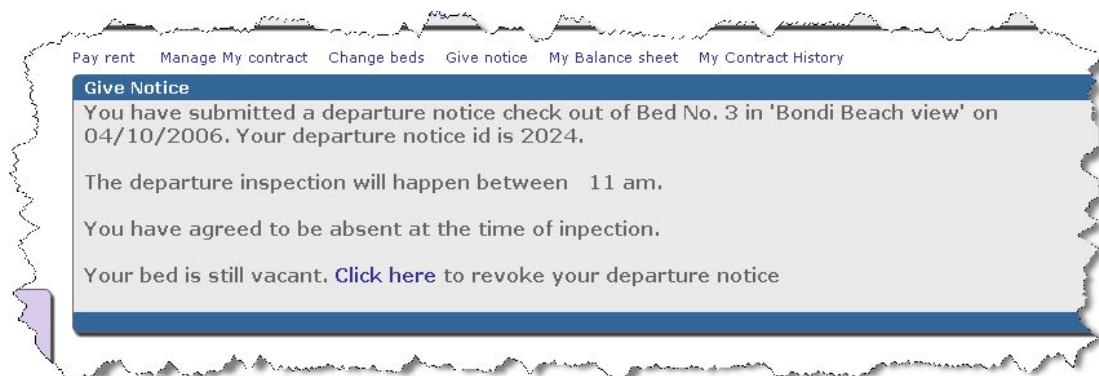
Giving Departure Notice

To give a departure notice:

1. Click **Give notice**.
2. Complete the departure survey.
3. Click **Submit**

4. Enter the departure date.
5. Either agree to be at the inspection, nominate a fellow stayer to represent you or acknowledge that the inspection results can't be challenged.
6. Agree to the departure inspection rules. Note that the answer to one of them is "no" so that you'll know they've read it.
7. Click **Submit**.

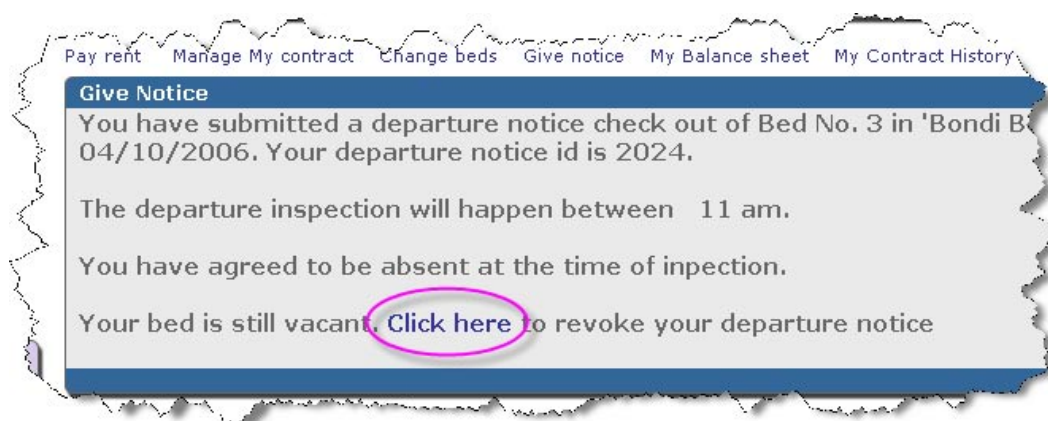
8. The departure notice displays with a receipt number.



Revoking a Departure Notice

To revoke a departure notice, provided the bed is still vacant (i.e. not sold):

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



My Balance Sheet

By clicking **My Balance sheet**, stayers can see:

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

Rent payment Loans Contract management Bed change Departure notice Pay fine SWTE rewards

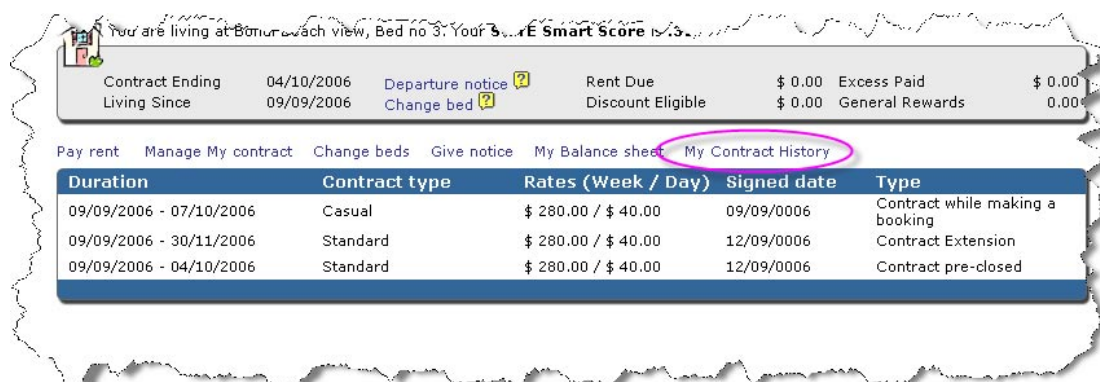
Balance sheet Contract History Terms of Stay

Balance sheet

Deposit Paid	\$ 250.0	Deposit Balance	\$ 250.0
Rent Payable	\$ 685.72	Rent Paid	\$ 300.0
		Rent Balance	\$ -385.72
Fines charged	\$ 0.0	Fines Paid	\$ 0.0
		Charges balance	\$ 0.00
Cash backs spent	\$ 0.0	Cash backs earned	\$ 0.0
		Cash backs Balance	\$ 0.00
		Total Balance	\$ -135.72

Contract History

Stayers can see how their contract has changed during their stay with you.



The screenshot shows a user interface for a stay-at-home business. At the top, it says "You are living at Bonurach view, Bed no 3. Your SWTE Smart Score is 1.5". Below this is a summary section with the following details:

Contract Ending	04/10/2006	Departure notice	?	Rent Due	\$ 0.00	Excess Paid	\$ 0.00
Living Since	09/09/2006	Change bed	?	Discount Eligible	\$ 0.00	General Rewards	0.00

Below the summary is a navigation bar with links: Pay rent, Manage My contract, Change beds, Give notice, My Balance sheet, and My Contract History (which is circled in pink).

The "My Contract History" section contains a table with the following data:

Duration	Contract type	Rates (Week / Day)	Signed date	Type
09/09/2006 - 07/10/2006	Casual	\$ 280.00 / \$ 40.00	09/09/0006	Contract while making a booking
09/09/2006 - 30/11/2006	Standard	\$ 280.00 / \$ 40.00	12/09/0006	Contract Extension
09/09/2006 - 04/10/2006	Standard	\$ 280.00 / \$ 40.00	12/09/0006	Contract pre-closed

Communities

Click **Communities**.

The leagues provides a way for stayers to compare their house with other houses in the network. Basically, it ranks the houses according the level of community involvement.

The houses that rank near the top are not necessarily the cleanest and tidiest, but are the ones where everyone gets involved and helps out. Cleanliness does count, and so do things like the pick up of reward tasks.

Three components contribute to the score:

- Tidy house score
- Dynamic house score
- SWTE Smart rating



The screenshot shows two league tables. The left table is titled "SWTE National League" and the right table is titled "SWTE House League". Both tables have columns for Operator/House, Tidy house score, Dynamic house score, and SWTE smart rating.

SWTE National League

Operator	Tidy house score	Dynamic house score	SWTE smart rating
Home When Away	0.00	47.16	1.98
Sleeping With Australia	0.30	75.58	1.54
Taronga	0.00	53.18	0.71
Home Base	0.00	55.22	0.62
Happy Houses	0.00	0.00	0.00

SWTE House League

House	Tidy house score	Dynamic house score	SWTE smart rating
Gorilla Cage	0.00	49.95	1.12
Monkey cage	0.00	56.42	0.30

We won't into this any further here, because the scores are heavily determined by community task inspections and they're not available in SWTE Start. We'll talk more about these in the upgrade booklets.

Find a home

Click **Find A Home**.

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**.

The screenshot shows the 'Find a home' search form. At the top, there's a navigation bar with 'Find a home' highlighted. Below it, a progress bar shows three steps: '1. Search', '2. Select a House', and '3. Book'. The main form is titled 'Please answer the questions below for us to help us find you the best possible accommodation for you'. It has three sections: 'Select a Location *' with dropdowns for country (Australia), city (Sydney), and suburb (Bellevue, Bondi Beach, Chippendale, Darling Harbour, Glebe); 'Types of people you want to live with *' with checkboxes for Backpackers, International Students, Local Students, Local Resident, and Working Traveller; and 'Your Booking Preferences *' with fields for length of stay (From 12/09/2006 to 27/10/2006) and checkboxes for various accommodation and room types. A green 'CONTINUE >' button is at the bottom right.

3. If you want to book a view, you can click the **Add** button. If you want to find out more, you can click the **View floor plan** or the **View details and photos** button. Do that now – click **View details and photos**.

The screenshot shows search results for two properties. The first is 'Monkey cage' in Marrickville, Sydney, with bed rates from \$150.00 per week onwards and a 90% house compatibility. It has a description: 'Two story terrace, four bedrooms, Backyard with a bbq. Close to pubs.' and links to 'View floor plan' and 'View details & photos'. The second is 'Gorilla Cage' in Glebe, Sydney, with bed rates from \$150.00 per week onwards and a 92% house compatibility. It has a description: 'Three bedroom terrace with a shady courtyard. Close to all the action.' and links to 'View floor plan' and 'View details & photos'. Both listings have a 'BOOK A VISIT' button and a date selector. At the bottom, it says 'Search results - Showing Page 3 of 4' with 'Previous | Next' and a page number '3' of 4.

- On this screen, potential stayers can access quite a lot of information about the house, such as who's in it, where it sits in the House League, how the stayers answered the compatibility quiz and more.

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

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	0.93
Tidy House Rating	0.0
House Dynamics Rating	66.53
Avg. Stay(days)	48.63

BOOK A VISIT

Viewing Times:

From: 12/09/2006 To: 27/10/2006

Between 12:00 - 14:00

Add

If you had stayed in this house before, you could book a bed without viewing it, but most potential stayers won't, so they have to view. Enter a date that you'd like to view the house and then click the **Add** button

- A pop-up message displays to inform them the house has been added to viewing list and that someone will contact them to confirm.

Your **Viewing list** is a list of all the places you have selected to. Encourage your stayers to spend some time viewing properties on-line first and then booking ahead to go and view them once they arrive at their next port of call.

Viewed homes is a list of all the homes the stayer has viewed and been invited to book on-line by the accommodator.

Requests

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

To make a maintenance request:

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

Rewards Program

You can't implement a rewards program under SWTE Start, but chances are you'll have stayers who have lived in houses where such programs exist. This is where stayers can spend rewards points on discounted or free products.

For your information, the reward program allows them to earn reward points by doing community tasks like cleaning and maintaining a common living area in homes that have them. If they pass, they earn points and if they fail, they lose points. Stayers 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
 Living Since: 21/06/2006
 Departure notice: Change bed
 Rent Due: \$ 0.00
 Discount Eligible: \$ 0.00
 Excess Paid: \$ 150.00
 General Rewards: 450.00

My rewards transactions (450.00)

Date	Description	Out	In
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

Reward programs are better for both you and your stayers. They can have cheaper rent and you can have 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. Stayers just need to filter by product category and the city in which you are looking.

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

Rewards

Select Region: All regions | Select Category: All | Go

Description	Affiliate	Scheme	Selling Price	Credits	Expiry
Nicks Fairwell Harbour Cruise	Sleeping with the enemy	Discounted sale	\$ 15.00	15.0	Expires 2/11/2004
Pizza voucher	Pakhi Cafe	Free with points	\$ 15.00	12.0	UNTIL STOCKS LAST.
Sleeping With The Enemy T-Shirt	Sleeping with the enemy	Discounted sale	\$ 15.00	15.0	Offer expires when stock runs out.
I Slept With The Enemy T-Shirt	Sleeping with the enemy	Discounted sale	\$ 20.00	20.0	Lasts when all T-Shirts are gone.

NOTICE BOARD

BLEH

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**.

The screenshot shows a web application interface for 'Reward Programs'. On the left is a navigation menu with links: My Messages, My Notices, My Profile, My Administration, Communities, Find A Home, Requests, Nominations, Rewards (highlighted), Notice boards, and Job board. Below the menu is a 'NOTICE BOARD' section with a post from 'BLEH' about share certificates. The main content area is titled 'Reward Programs' and contains a table with details for a reward program. At the bottom of the table are 'Redeem' and 'Cancel' buttons, with the 'Redeem' button circled in pink.

Reward Programs	
Affiliate	Pakhi Cafe
Description	Pizza voucher
Instructions	Create your rewards under scheme if you intend to provide items in exchange for SWTE credits
Cash	\$ 0.00
Number of credits	12.0
Expiry	UNTIL STOCKS LAST.
Quantity to be redeemed	3 <input type="text" value="12"/>
Operator	<input type="text" value="thezoo (671)"/> <input type="button" value="Redeem"/> <input type="button" value="Cancel"/>

What's Next?

We've had a look around the stayer pages and with any luck, you should have a fair idea of how the system works.

Next, we want you to work through the *SWTE Start Accommodator Guide*, which take you further into the system and show you the accommodator workplace pages.