



HANDBOOK: HOUSE RULES & REGULATIONS

Lessee Name and Surname	
Lessee Student ID Number	
Lessee SA ID Number	
Lessee Passport Number <i>(if no SA ID Number)</i>	
Residence Name and Room Number	
I, _____ THE LESSEE, CONFIRM AND ACCEPT THAT I FULLY UNDERSTAND THE CONTENT OF THIS AGREEMENT AND THAT THIS AGREEMENT IS DRAFTED IN A LANGUAGE IN WHICH I CAN FULLY COMPREHEND	Signature:
Date	

1. INTRODUCTION

We are proud to welcome you to our world-class Student Residence, we believe you will have an amazing student res journey with us.

This is our handbook of House Rules & Regulations ("*House Rules*"). We provide this handbook for your ease of reference, and urge you to read it carefully at least once, as you will be bound by its contents once you enter the property. Please feel free to ask the Residence staff if you are uncertain about anything contained in this handbook, or how it pertains to you.

The House Rules are intended to ensure and optimally maximise the quality and comfort for all who reside in it. Abiding by the House Rules will help to ensure that the Residence remains a safe, clean and pleasant environment that is conducive to effective study, respectful community living and enjoyable student life. In other words: A one to remember!

Please note that your Lessor, Citiq ("*Citiq/the Lessor*") reserves the right to vary, amend or expand upon the House Rules at any time, and require that any such amendments are adhered to by all occupants of the Residence.



2. RESIDENCE MANAGEMENT

2.1. Office Hours

The Residence Management office is open Monday to Friday from 08:00 a.m. to 05:00 p.m.

All business, including move-ins and move-outs, will be conducted during these hours, with the exception of emergencies. Citiq management reserves the right to levy additional charges for after-hours services.

2.2. Citiq Residence Management Structure

<u>Management Position</u>	<u>Individual Responsible</u>	<u>Particulars of Position</u>	<u>Contact Details</u>
Residence Manager/ House Warden		Ultimately responsible for the Residence and addressing any queries or issues that have not been resolved by other levels of Residence Management.	
Administration		Management of queries and services such as WiFi, access codes and the biometric access database. Also responsible for the escalation of any problems raised by residents.	
Maintenance		Management of maintenance book and addressing any issues in respect of building maintenance.	
Security		Supervision of security and management of any issues relating to security guards and access-management.	
Collections & Student Affairs		Following up on late payment of resident fees. Working with Residence Committees in planning and scheduling events and activities.	

2.3. Residence Committee

The Residence Committee will represent students' interests in respect of:

1. Planning and organising student life activities;
2. Representing students' issues to management; and



3. Representing students in disciplinary processes.

As such, it is important for all students to get to know their Residence Committee members. An induction will be planned for first-time residents to introduce them to Residence Committees and Management. The names and roles of Residence Committee members will be put on notice boards. Residence Management and Staff are also available to answer any question which you may have.

3. DISCIPLINARY PROCESS AND PROCEDURES

3.1. General application

In terms of the House Rules, certain standards of conduct and penalties are established to regulate the behaviour of student residents. The House Rules will be enforced by any authorised member of Residence Management or staff, or their duly appointed agent(s), and any member of Residence management or staff, or their duly appointed agent(s) whom may issue warnings for transgressions.

Multiple offences defined as Level 1 (minor infractions), or any offences defined as Level 2 or 3 (serious offences) will result in a hearing being scheduled for the student(s) involved.

3.2. Disciplinary Committees

- 3.2.1. **Disciplinary Committee ("DC"):** Residence Management will form a disciplinary committee for purposes of enforcement of the House Rules, comprising the House Warden, one senior manager from Citiq, and one person representing the Residence Committee.
- 3.2.2. **Referral to Disciplinary Committee ("DC"):** In addition to the above, whenever a student has reached 10 points arising from any of the above he or she will be required to attend a disciplinary hearing of the DC, which may result in termination of the lease.
- 3.2.3. **Termination of the Lease and Expulsion Pursuant to Disciplinary Hearing:** Subject to 3.3 below, should a lessee be found guilty by the DC of the charges leveled against him/her and his/her lease be terminated, he/she will be required to vacate the Residence before close of business on the following day.

3.3. Offences giving rise to Immediate Termination and Expulsion:

The following offences shall constitute grounds for the immediate and summary termination of the lease:

- 3.3.1. A reasonable suspicion that the resident in question has committed any criminal act, including, but not limited to:
 - 3.3.1.1. The contravention, or attempted contravention, instigation, or attempted instigation to contravene, or any complicity in the contravention of any rule, regulation, direction imposed by law or any Act of Parliament, including but not limited to the Protection from Harassment Act 17 of 2011, the Sexual Offences Act 23 of 1957, as amended, the Firearms Control Act 60 of 2000 and the Drugs and Drug Trafficking Act 140 of 1992;
 - 3.3.1.2. Consumption of, dealing in and storage of alcohol, narcotics, firearms and other weapons, items posing a serious fire hazard and/or any other dangerous item, in contravention of the Firearms Control Act 60 of 2000 and the Drugs and Drug Trafficking Act 140 of 1992;
 - 3.3.1.3. Tampering with fire-safety and fire-prevention equipment in contravention of fire safety laws and by-laws;
 - 3.3.1.4. Causing, inciting, promoting, engaging, participating, encouraging any riot, violent protest, damaging of property and the like.



3.4. Table of Offences and Penalties

Residence Management, staff, or their duly appointed agent(s), will assign points to residents in accordance with the table below: any transgressions will attract a number of points commensurate with the severity of the transgression.

Residence Management reserves the right to amend or expand the below from time to time.

<u>LEVEL</u>	<u>DESCRIPTION</u>	<u>PNTS</u>	<u>PENALTY 1ST OFFENSE</u>	<u>PENALTY 2ND OFFENSE</u>	<u>PENALTY 3RD OFFENSE</u>	<u>PENALTY 4TH OFFENSE</u>
1	Any minor contravention the House Rules	3	Verbal warning (recorded)	Written warning	Final written warning	Disciplinary hearing
1	Untidy and/or unhygienic behaviour (Example: See 4.21 below amongst other provisions)	3	Verbal warning (recorded)	Written warning	Final written warning	Disciplinary hearing
1	Violation of quiet times and disturbing the peace (Example: See 4.3 below)	3	Verbal warning (recorded)	Written warning	Final written warning	Disciplinary hearing
1	Smoking in non-smoking areas (See 4.11 below)	4	Written warning	Final written warning	Disciplinary hearing	N/A
1	Unauthorised possession, sale or consumption of alcohol (See 4.5 below)	4	Confiscation & Written warning	Confiscation & Final written warning	Disciplinary hearing	N/A
1	Speeding on the grounds of the Residence	4	Written warning	Final written warning	Disciplinary hearing	N/A
1	Violation of the Visitors Policy (See 4.3 below)	4	Written warning	Final written warning	Disciplinary hearing	N/A
1	Damaging the gardens & littering (includes pouring oil in the drains)	4	Written warning	Final written warning	Disciplinary hearing	N/A
1	Harassment (See 4.7 below)	4	Written warning	Final written warning	Disciplinary hearing	N/A
1	Unauthorized electrical equipment (See 4.15 below)	2	Written warning	Final written warning	Disciplinary hearing	N/A
2	Intentional or negligent damage of Residence property (See 4.8, 4.9, 4.10, 4.13, 4.14, 4.15, 4.17 and 4.18 below)	5	Pay for damages & written warning	Disciplinary hearing resulting in expulsion	N/A	N/A
3	Assault (See 4.7 below)	10	Disciplinary hearing	N/A	N/A	
3	Theft (See 4.8 below)	10	Disciplinary	N/A	N/A	N/A



LEVEL	DESCRIPTION	PNTS	PENALTY 1 ST OFFENSE	PENALTY 2 ND OFFENSE	PENALTY 3 RD OFFENSE	PENALTY 4 TH OFFENSE
			hearing			
3	Possession, use and sale of drugs (See 4.6 below)	10	Disciplinary hearing	N/A	N/A	N/A
3	Tampering with the fire equipment (See 4.17 below)	10	Disciplinary hearing	N/A	N/A	N/A

In addition to the above the following general rules will also apply:

1. Record of all verbal warnings will be signed by the resident concerned and Residence Management, and will be placed on the resident's file;
 2. All written warning will be signed by the resident concerned and Residence Management, and will be placed on the resident's file;
 3. Where it is unclear who is responsible for an offence committed in a common apartment area, all residents in the relevant apartment will be held liable;
 4. If more than one residents is responsible for the offence, liability will be assigned equally to each resident complicit in the commission of the offence;
 5. Where a resident is found to be in the possession of drugs, or any other substance prohibited by law, a case will be opened with the South African Police Services for the investigation of the chain of possession, amongst other things;
 6. Residents are required to report any misconduct and/or criminal activity to Residence Management.
 7. Any criminal transgressions will be reported to the South African Police Services for investigation;
 8. A resident will be permitted a maximum of 4 sleepovers per month, permission for which must be applied for and will must be approved by the Residence Manager in writing, a daily rate will apply per person;
 9. The use of electricity and water will be carefully managed: residents are expected to comply with measures that are put in place to conserve water and electricity;
 10. Residents are required to conduct themselves in a manner that is considerate of students/residents at the Residence. Disorderly conduct resulting in the disturbance of other students/residents, including the playing of music and/or other media during compulsory quiet times (see 4.3 below), is strictly prohibited;
 11. Further to 9 above, the Lessor reserves the right to confiscate any equipment used to cause a disturbance. Citiq will not be liable for the loss, theft or destruction of, or any damage to, such confiscated equipment;
 12. Citiq and Residence Management reserve the right to conduct inspections and searches of resident's and their visitors' bags and belongings, and to confiscate any dangerous items, including, but not limited to, drugs, alcohol, firearms, any other weapons, and illegal substances;
 13. Any tampering with security and/or fire fighting equipment is an offence and is strictly forbidden;
 14. Citiq and Residence Management reserve the right, in appropriate circumstances, to engage the services of the South African Police Services and to lay the relevant criminal charges against any student suspected of being involved in any criminal activity.
- 4. HOUSE RULES & REGULATIONS**
If any resident is found guilty of any of the transgressions described below, he/she will face disciplinary action.

4.1. New Residents in the Residence

Students who are residents of the Residence for the first time shall be classified as new residents.

- 4.1.1. All newcomers in the Residence shall attend a compulsory Residence orientation programme organised by Residence Management and the Residence Committee;



- 4.1.2. Any unauthorised initiation programmes/activities are not permitted under any circumstances;
- 4.1.3. First year students are expected to participate in activities as stipulated, which activities may not in any way, whether by design or otherwise, infringe upon the physical and psychological integrity of the students and/or residents involved;
- 4.1.4. No senior student or established resident may require personal favours from any first year student or new resident.

4.2. **Misconduct**

- 4.2.1. The contravention, or attempted contravention, of any rule, regulation, direction imposed by law or any Act of Parliament, including but not limited to the Protection from Harassment Act 17 of 2011, the Sexual Offences Act 23 of 1957, as amended, the Firearms Control Act 60 of 2000 and the Drugs and Drug Trafficking Act 140 of 1992;
- 4.2.2. Any instigation, or attempted instigation to contravene, or any complicity in contravening any rule, regulation, direction imposed by law or any Act of Parliament including but not limited to the Protection from Harassment Act 17 of 2011, the Sexual Offences Act 23 of 1957, as amended, the Firearms Control Act 60 of 2000 and the Drugs and Drug Trafficking Act 140 of 1992, or any attempt to do so;
- 4.2.3. Refusal to heed any fair and reasonable instruction or request of any formal body, official or staff member of the Residence, or any action contrary to such instruction or request, including instructions regarding the wearing of identification cards and instructions falling within the framework of any legislation pertaining to the maintenance of security at the Residence;
- 4.2.4. Any wrongful and/or deliberate damage to, appropriation, destruction, alienation or possession of the Residence's property or the property of any person associated with the Residence, including that of another resident, student or of a visitor to the Residence, or any attempt to do so;
- 4.2.5. Any improper, threatening and indecent behaviour on any premises of the Residence, or at any other place where such conduct will or can link the person concerned to activities of the Residence;
- 4.2.6. Any insulting, threatening or indecent behaviour towards any resident, student, visitor or official of the Residence;
- 4.2.7. Making any material misrepresentation to any member of Residence Management or staff, official, committee, subcommittee and/or student who is in a position of authority at the Residence;
- 4.2.8. Any action which may cause damage to, or endanger the reputation of the Residence, or which may subvert the upholding of discipline at the Residence;
- 4.2.9. Any use of violence or threats against any person on any premises of the Residence, or any premises controlled by the Residence, or during participation in any activity at the Residence;
- 4.2.10. Participation in and/or the organizing of unauthorized student actions that endanger the physical and/or psychological wellbeing of any resident, student, visitor or official of the Residence, or the integrity of any premises at the Residence;
- 4.2.11. Any form of initiation of newcomers at the Residence which is inimical to the physical and psychological integrity of such newcomers at the Residence;
- 4.2.12. Any activities that violate any person's physical integrity and dignity;
- 4.2.13. Any form of forgery and fraud pertaining to or committed on any premises of the Residence;



- 4.2.14. Helping or encouraging any student to contravene any rules and regulations as stated in the House Rules as well as any other policy of the Residence;
- 4.2.15. Any failure to report any misconduct that the resident is aware of having been committed by any other student or resident;
- 4.2.16. Any finding of guilt in respect of any offence by criminal court;
- 4.2.17. Using a student card, meal card or disc of any other student and/or allowing any other student or person to use his/her student card, meal card or disc to gain access to any room and/or premises of the Residence, and/or performing any action or rendering any service that can be performed or rendered with such card or disc;
- 4.2.18. Any overt or explicit public sexual activities on the Residence's premises.

4.3. **Compulsory Quiet Times**

Quiet time is an atmosphere conducive to study and rest. The onus shall be on the residents, jointly and individually, to maintain an atmosphere conducive to study and rest. Resident's behaviour shall at all times be such that it does not infringe on the right of others to enjoy the privacy and quietness. Each resident shall pursue his studies without causing a disturbance of any kind.

- 4.3.1. Compulsory quiet times are between 08:00 p.m. and 05:00 a.m. on weekdays, and between 09:00 p.m. and 07:00 a.m. on weekends;
- 4.3.2. Any television sets placed in common areas must be used with discretion and without disturbing the studies of fellow residents;
- 4.3.3. Radio and sound equipment may not disturb the studies of fellow residents;
- 4.3.4. No speaker(s) shall be displayed through and/or outside windows and doors of rooms, or in the corridors of the premises;
- 4.3.5. Any equipment with which a resident continues to disturb the study atmosphere will be confiscated and returned to the resident concerned only at the end of the semester; The Lessor will not be liable for such storage, damage, theft and the like of the Student/Lessee's confiscated possessions.
- 4.3.6. A 24-hour compulsory quiet time will be maintained and strictly enforced during exam times.

4.4. **Visitors**

Any person(s) who is not registered for accommodation in the Residence, but is present on the Residence's premises, qualifies as a visitor. Visitors shall be managed according to the Residence's logistics and facilities, subject to the provisions set out below:

- 4.4.1. Visitors may not stay overnight at any of the residences without the prior written permission of Residence Management;
- 4.4.2. Visitors are expected to abide by the House Rules. Residents shall be responsible for their visitors, and shall be expected to inform their visitors about all the rules, including parking of vehicles;
- 4.4.3. The residents shall be held responsible for the behaviour of their visitors in case of any misconduct or interference with any activity of the Residence by a visitor, or where breakage or vandalism has been caused by a visitor;



- 4.4.4. For safety reasons, members of the opposite sex and are not permitted to enter same-sex residences without prior permission from the House Warden/Residence Manager;
- 4.4.5. All visitors are required to provide identification, such as student cards, prior to accessing the Residence. Visitors may required to leave identification with security before being granted such access;
- 4.4.6. Residents are required to fetch visitors from the foyer;
- 4.4.7. Residents are not permitted to entertain more than 3 (three) visitors simultaneously;
- 4.4.8. Visitors are not permitted to remain on the Residence premises in the absence of the resident concerned;
- 4.4.9. The concession for visitors may be withdrawn by Residence Management if any rule or provision contained herein is broken;
- 4.4.10. All visitors are required to vacate the premises by the appointed time. Residence Management and members of the Residence Committee, with the help with Security, must see to it that all the visitors leave the Residence by the appointed time;
- 4.4.11. Any resident who wishes his/her visitor stay overnight must obtain written permission to do so from Residence Management. A fee may be charged as determined by Residence Management;
- 4.4.12. No dependant, family or spouse of any resident will be accommodated in the Residence;
- 4.4.13. Visiting hours are from 08:30 a.m. to 10:00 p.m., subject to the reasonable discretion of Residence Management;
- 4.4.14. The Residence closing time is also applicable after any social event;
- 4.4.15. The consent of a roommate for the visit must always be obtained before the visit takes place;
- 4.4.16. The right to grant permission for a visitor to visit the Residence shall vest with Residence Management or any designated official of Citiq or Residence Management. Permission for any visit will only be granted during office hours;
- 4.4.17. All visitors shall have visitors' identification cards for as long as they are within the premises of the Residence;
- 4.4.18. Whoever shall be found to be loitering on the Residence's premises without being a resident, or permitted visitor, shall be regarded as having trespassed and may be subject to appropriate action;
- 4.4.19. Unauthorised visitors shall be required to leave the premises immediately. Where necessary, Citiq Security may be called to intervene;
- 4.4.20. Citiq and Residence Management, together with any designated official, agent or representative, reserve the right to refuse a visitor access to the Residence.



4.5. **Subletting/Squatting**

4.5.1. **Definition:**

- 4.5.1.1. 'Squatting' means a visitor or non-registered (academically and/or residence) individual who is accommodated in the Residence, or makes use of Residence facilities, without prior written consent of Residence Management;
- 4.5.1.2. 'Subletting' means when a resident registered to a room charges/receives money or other incentives from a "squatter" to stay in the registered students' room. (Citiq has no obligation to accommodate dependents, family members or academically excluded students awaiting the outcome of their appeals.)
- 4.5.2. Any visitor found in the Residence/room after visiting hours, without permission from Residence Management or any designated official or duly appointed agent, will be regarded as a squatter;
- 4.5.3. No form of subletting shall be permitted.

4.6. **Alcohol**

Citiq affirms norms that support abstinence and encourage low risk choices regarding alcohol consumption, and accordingly does not tolerate threatening, indecent or dangerous behaviour induced by the consumption of alcohol.

- 4.6.1. Residents may not be under the influence, in the possession of, or bring any intoxicating liquor onto any premises of the Residence, or to any official function of the Residence;
- 4.6.2. No resident may sell alcohol in his/her room or on the Residence's premises;
- 4.6.3. Residents and their visitors may not be under the influence of alcohol while taking part in Residence activities, or in circumstances where the person concerned can be linked to Residence activities;
- 4.6.4. Residents who are guilty of any form of alcohol abuse shall be subject to the disciplinary measures of the Residence;
- 4.6.5. Citiq and Residence Management reserve the right to inspect the bags and belongings of residents and their visitors at any time, and to confiscate any item containing alcohol;
- 4.6.6. Any room may be inspected at any reasonable time. Any inspection committee, as appointed by Residence Management, may enter the Residence, and/or Residence room, at any time for inspection purposes;
- 4.6.7. Visitors shall be the responsibility of the resident and visitors must obey all the rules pertaining to the possession, sale or consumption of alcohol;

4.7. **Drugs and Intoxicating Substances**

- 4.7.1. No resident or visitor may use, trade, distribute, possess, plant or be under the influence of any illegal drugs, intoxicating or habit forming substances on the premises of the Residence;
- 4.7.2. No drugs and/or intoxicating substances shall be allowed in rooms. Any Residence room may be inspected at any reasonable time. An inspection committee, as appointed by Residence Management or Citiq, may enter any Residence room at any reasonable time for inspection purposes.



4.8. Harassment

- 4.8.1. Infringement of the bodily integrity of any Residence official, staff member, resident, visitor or any other person of or at the Residence, as well as any psychological injury, humiliation or discrimination to such person or persons.
- 4.8.2. Racial harassment and tribalism (behaviour that is intended to coerce, manipulate, intimidate or take advantage of persons on account of their race and/or ethnic group) are forms of abuse and are not tolerated by Citiq or any functionary of the Residence. If any resident is found guilty of any of the above definitions or statements concerning harassment, he/she will face disciplinary action.
- 4.8.3. Sexual harassment, including requests for sexual favours, unwelcome sexual advances, and demeaning verbal, gesture or other behaviour of a sexual nature when this interferes with another person's rights or creates an intimidating, hostile or offensive environment, is a form of abuse and is not tolerated by Citiq or any functionary of the Residence. If any resident is found guilty of any of the above definitions or statements concerning harassment, he/she will face disciplinary action.

4.9. Vandalism & Theft of Property

- 4.9.1. Any wrongful and/or deliberate damage to or appropriation, destruction, alienation or possession of Residence property or the property of any person associated with the Residence, including that of another resident, or of a visitor to the Residence, or any attempt to do so, is a serious offence which will attract disciplinary action;
- 4.9.2. All such cases must immediately be reported to Residence Management;
- 4.9.3. Any resident who is guilty of vandalism or theft, and who leaves the Residence before his/her case is dealt with internally, shall be subject to further prosecution;
- 4.9.4. Fire hoses and fire extinguishers may not be handled except in case of fire. Any other instance of such equipment being handled shall be considered to be vandalism.

4.10. Firearms, Weapons & Fire Works

- 4.10.1. No firearms or other dangerous weapons are allowed in the Residence. Residents possessing firearms must make proper arrangements with the nearest police station;
- 4.10.2. Under no circumstance shall a firearm be carried on any resident's or visitor's person, be displayed, fired or stored in the Residence;
- 4.10.3. Residents are not allowed to possess or handle any dangerous weapon, explosive or fuel, including fireworks, on any premises of the Residence. Threats of using any firearm or any other dangerous weapon, explosive or fuel, or pretending that same is being used, is prohibited;
- 4.10.4. Spot searches may be conducted by Residence Management or their duly appointed agent(s) at any time, which may include appropriately and lawfully conducted personal searches. Residents are expected to comply herewith.

4.11. Smoking & Fires

- 4.11.1. No smoking of any kind shall take place on the Residence premises;



- 4.11.2. No open fires or naked flames will be allowed on the Residence premises. This includes the use of candles, oil lamps, incense and any item that is a potential a fire hazard.

4.12. Illness & Medical Conditions

- 4.12.1. Any illness, physical condition or disability must be reported to the House Warden/Residence Manager. A medical certificate to confirm the above-mentioned condition (and to specify prohibited activities) must be submitted to the House Warden/Residence Manager;
- 4.12.2. A student must provide details of an emergency contact, as well as all relevant information, to enable the effective treatment of any medical condition or disability;
- 4.12.3. A student must inform the Residence Manager when he/she is confined to bed due to illness;
- 4.12.4. Obtaining and taking chronic or other medication is the student's own responsibility;
- 4.12.5. The following communicable diseases must be reported to Residence Management and Citiq: Chicken pox, Cholera, Diphtheria, Epidemic typhus, German measles, Hemorrhagic fever disease of Africa, Hemorrhagic virus, Conjunctivitis, Hepatitis A, Leprosy, louse infestation, Measles, Meningococemia, Mumps, Plague, Poliomyelitis, Scabies, Tuberculosis of the lungs, Typhoid fever, Whooping cough, Pink eye or any other communicable diseases.
- 4.12.6. The resident must leave the Residence immediately after being diagnosed, until such a time he/she is medically certified as recovered.

4.13. Pregnancy

Citiq Properties does not have the necessary facilities at its disposal to manage and care for pregnant residents. It is therefore not recommended that pregnant residents reside at the Residence beyond the second trimester. However, should the pregnant resident choose to remain in the Residence, neither Citiq, nor any member of Residence Management or any member of staff, nor any designated agent, accept any liability for harm or complications of any nature whatsoever arising from such pregnancy.

4.14. Politics

Any form of gatherings sanctioned by a political organisation, will be regarded as a political activity/meeting. Although residents may each hold different opinions, which might lead to arguments amongst themselves, each resident is expected to treat all other residents and their view points with respect.

- 4.14.1. External political organisations, activities, speakers or meetings will not be allowed in the Residence or on its premises except with the written consent of Residence Management;
- 4.14.2. Internal registered organizations of the Residence will only be allowed with prior written permission and arrangement with the Residence Management;
- 4.14.3. Posters for the official Student Residence Committee Election must be approved by Residence Management and will be put on the official notice boards in residences. No pamphlets will be distributed in the Residence.

4.15. Trading

There shall be no form of trading of goods or services in the Residence without the prior written consent of Residence Management. In the event that such trading is approved, a tariff may be levied for the benefit of the Residence.



4.16. **Projects**

Any fundraising-, community-; or Residence projects may only be conducted with the written permissions from Residence Management or their duly appointed agent(s).

4.17. **Transport**

No official transport shall be provided to any resident for personal or private purposes.

4.18. **Part-Time and Full Time Employment**

4.18.1. Students who are engaged in experiential training or part-time employment qualify for accommodation in the Residence;

4.18.2. Students who are engaged in full-time employment do not qualify for accommodation in the Residence.

4.19. **External Speakers**

Where any speaker external to the Residence, the Student Representative Council or any other organisation wishes to address the residents of the Residence, whether by invitation or their own volition, the written consent of Residence Management must be obtained in advance.

4.20. **Breakages**

4.20.1. Residents must report breakages to Residence Management or their duly appointed agent as soon as possible.

4.20.2. The person responsible for the breakage must be identified and Residence Management or its duly appointed agent must inform him/her that he/she may be liable for the costs of repair/replacement;

4.20.3. If the repayment of breakages, where appropriate, is not settled within 30 days, the matter may lead to disciplinary action;

4.20.4. In cases where the offender cannot be traced, the whole house/corridor may be held jointly liable for the breakages;

4.20.5. A resident and/or his/her parent or any company may not attempt to repair or paint property of the Residence.

4.21. **Rooms: Security, Neatness & Cleanliness**

4.21.1. All residents shall be jointly and individually responsible for maintaining the premises in a clean and neat condition, and Residence Management and its duly appointed agents shall ensure that this is done;

4.21.2. Neither Citiq, nor any member of Residence Management or any member of staff, nor any designated agent, accepts responsibility for any losses incurred during a resident's stay. It is the responsibility of the resident to ensure that his/her room and windows are locked when he/she is not present in the room.

4.21.2.1. It is the responsibility of the student resident to keep the keys to his his/her room safe at all times;

4.21.2.2. The key to a resident's room should never be shared with, or given or lent to, any person/s;



- 4.21.2.3. Residents should take care to ensure that there are no key tags or other items which make it easy to identify the resident's room should the keys fall into the wrong hands;
- 4.21.2.4. Do not leave messages on your door or voicemail indicating when you will not be present in your room;
- 4.21.2.5. Excess cash should not be kept in residents' rooms, and money and valuables should be kept in a secure place.
- 4.21.3. Residence Management shall handle placements in rooms, in consultation with the Residence Committee;
- 4.21.4. Residents' rooms will be cleaned once a week by resident staff. However, each resident shall be responsible for the neatness of his/her own room: rooms may not become a health risk to fellow residents. Residents are expected to maintain their units to a high standard of neatness and cleanliness, and to exercise a reasonable degree of care with respect to facilities. Routine and regular cleaning should occur, including:
 - 4.21.4.1. Any kitchen and bathroom appliances and fixtures, where appropriate;
 - 4.21.4.2. Vacuuming, mopping and cleaning of counters and surfaces; and
 - 4.21.4.3. Full compliance with Citiq's garbage and pest control programmes and procedures;
- 4.21.5. Every effort is made to keep the Residence pest-free and residents should not be affected by the presence of any pest, including cockroaches, fleas, ticks and ants, if rooms are maintained in a cleanly condition. However, should a room become infested with any pest, Citiq undertakes to exterminate the unit once at no cost to the resident. The resident is responsible for reporting the infestation to Residence Management. Should the infestation persist/recur due to the resident's poor hygiene, Citiq and Resident Management reserves the right charge the cost of further extermination to the resident's account;
- 4.21.6. Residents are expected to empty trash (kitchen and other) when appropriate and deposit all garbage in the black bins provided on each floor;
- 4.21.7. Walls should not be damaged when pictures, portraits and paintings are displayed. Therefore the use of nails, hooks or two-sided tape on the walls of residents' rooms is not permitted: pictures may only be displayed with the use of Prestik;
- 4.21.8. No alterations may be made to residents' rooms, including but not limited to the walls, cupboards, ceilings, window coverings, window panes and floors;
- 4.21.9. Under no circumstances may any walls or doors of the Residence be written on, painted on or marked in any way. No form of 'graffiti' will be tolerated at the Residence and will be considered vandalism;
- 4.21.10. No fixed features, e.g. bookshelf and desks, mirrors, etc. may be dismantled or relocated;
- 4.21.11. Each resident is responsible for his/her own room and the room should be in the same condition on evacuation as the way it was received;
- 4.21.12. An inventory of the contents of the room and of any defects must be signed by the student when he/she occupies the room;
- 4.21.13. Rooms may be exchanged during the year only with the written approval of Residence Management;



- 4.21.14. No residents or visitor may enter the room of another resident unless that resident is in the room and with that resident's express permission;
- 4.21.15. When a resident moves into a room, he/she must notify Residence Management immediately if anything in the room is not in a good condition. If the problem is not reported it will be assumed that he/she has found the facility in a good condition and with no defects. Thereafter, any breakage or damage shall be deemed to have been caused by the resident;
- 4.21.16. Residents may not remove any furniture provided to them without the prior written consent of Residence Management. A resident will be liable for the full cost of repair or replacement of the item of furniture, should same be lost, stolen, damaged or destroyed during unauthorised removal;
- 4.21.17. Rooms shall be inspected on a regular basis, and at least twice a month, to identify and attend to deficiencies, repairs and general maintenance. Where a resident, or his/her visitor/s, are found to have caused damage to the unit, the lessee will be liable for the cost of any necessary repairs;
- 4.21.18. Residence Management reserves the right to clean a resident's room in his/her absence. Citiq and Residence Management reserve the right, where appropriate, to hold the resident liable for any costs incurred in this regard. Citiq, any member of Residence Management, and any designated agent, official or representative, shall not be held liable for any loss, theft, destruction or damage to a resident's property during such cleaning.
- 4.21.19. Residents may not remove any furniture from the common area that was placed there by, or at the behest of, Citiq or Residence Management;
- 4.21.20. No vehicle spare parts, motorbikes and bicycles may be taken into the Residence building;
- 4.21.21. No student may tamper with electricity or telephones or any electrical appliances;
- 4.21.22. A medical certificate shall be submitted to obtain special permission to bring own mattresses;
- 4.21.23. No private parties or functions shall be allowed in the rooms, lounges and corridors or around without prior written permission from Management;
- 4.21.24. Residence Management reserve the right to access any room in the Residence at all times and rooms may be spot checked at any time with a specific purpose and with the permission of Residence Management. A resident may be requested to open his/her cupboard, bags or suitcases in this regard;
- 4.21.25. It shall at all times be forbidden to litter through Residence windows, balconies, passages and on Residence grounds;
- 4.21.26. No empty alcohol bottles are allowed in rooms.

4.22. **Lost Keys**

Any resident who damages or loses a key or lock will be responsible for the full replacement thereof at their own expense as per the Lease Schedule for Costs.



4.23. Washing Machines and Tumble Dryers

- 4.23.1. Garments in laundry machines should not be left unattended. Residents are responsible for all personal belongings in the laundry room, and anywhere else on the premises;
- 4.23.2. Please familiarise with the use of the washing machines and tumble dryers, including the following:
 - 4.23.2.1. Only use washing powder for automatic machines;
 - 4.23.2.2. Program the machine according to the size of the load;
 - 4.23.2.3. Do not interrupt the washing cycles of machines or the drying cycles of tumble dryers;
 - 4.23.2.4. Water saturated garments may under no circumstances be placed in the tumble dryers. Hand-washed clothes must first be spin-dried;
- 4.23.3. Laundry may under no circumstances hang out of windows or on balconies;
- 4.23.4. Students are not allowed to wash the following in the washing machines: shoes, tekkies, carpets, blankets or any other non-clothing items;
- 4.23.5. Laundry facilities are only available to residents. No visitors or previous residents will be allowed to make use of the facilities;
- 4.23.6. Residents may not dispose of any foreign objects down drains;
- 4.23.7. Fault procedure: If a washing machine or tumble dryer stops during operation, please do not attempt to repair the appliance, but report the faults to maintenance, or a member of Residence Management.

4.24. Bathrooms

- 4.24.1. While bathrooms are cleaned and maintained by Residence staff, residents are required to be considerate to those around them and to maintain bathrooms in a neat and clean condition after use thereof;
- 4.24.2. Residents may not dispose of any foreign objects by depositing such objects in toilets or bathroom drains;
- 4.24.3. Any faults are to be reported to the relevant member of Residence Management.

4.25. Electrical Wiring and Equipment

- 4.25.1. Only the following apparatus may be used in Residence rooms and is subject to written permission from Residence Management:
 - 4.25.1.1. One heater per student (only oil and fan heaters are allowed);
 - 4.25.1.2. One standing fan per student;
 - 4.25.1.3. One refrigerator per student (maximum of 60 liters and 220V)
 - 4.25.1.4. Hair dryer, curling tongs, straightening irons and the like;
 - 4.25.1.5. Reading lamp;



- 4.25.1.6. Radio;
 - 4.25.1.7. Kettle (no submersible elements);
 - 4.25.1.8. Iron (residents are to refrain from ironing clothing or anything else on beds);
 - 4.25.1.9. Computer equipment;
 - 4.25.1.10. Microwave (to be used only for heating food and not for cooking);
 - 4.25.1.11. Television (provide own TV license).
- 4.25.2. Residents are not permitted to make use of bar heaters on the Residence premises.
- 4.25.3. Resident's rooms and passages do not lend themselves to the preparation of food, as they are not suited to the necessary disposal of waste. Accordingly, subject to 4.25.4. below, residents may not prepare food in any manner whatsoever in his/her room or in the passage. To this end, the following items are prohibited in rooms:
- 4.25.3.1. Toasters;
 - 4.25.3.2. Snackwichers;
 - 4.25.3.3. Frying pans;
 - 4.25.3.4. Stoves;
 - 4.25.3.5. Braais;
 - 4.25.3.6. Waffle pans;
 - 4.25.3.7. Gas braais;
 - 4.25.3.8. Primus stoves;
 - 4.25.3.9. Popcorn machines;
 - 4.25.3.10. Fridges; and
 - 4.25.3.11. Freezers.

The above list is not exhaustive and Residence Management reserves the right to prohibit the possession and/or use of any further item/s deemed inappropriate or which pose a risk by Residence Management.

- 4.25.4. Only residents in rooms equipped with a kitchen area and a suitable sink and worktop shall have the right to prepare food in the kitchen area (self-catering units). Residents should, however, take note that the conditions of use for kitchen equipment must be strictly adhered to, and that there should under no circumstances be any electrical overload. In order to ensure safety during cooking, and to prevent false fire alarms, please take appropriate when cooking:
- 4.25.4.1. While cooking, please stay within the vicinity of the stove;
 - 4.25.4.2. Please keep the living unit door closed while cooking;
 - 4.25.4.3. Do not use candles, oil burners of anything with a naked flame; and



- 4.25.4.4. Keep fire doors and corridors free from clutter to aid escape should a fire break out.
- 4.25.5. No open-element equipment shall be allowed;
- 4.25.6. Each resident must see to it that all electrical appliances are switched off when not in use;
- 4.25.7. Residents will operate and use all appliances, washing machines, tumble driers, microwave ovens, etc. at their own risk. Residence Management shall not be held responsible for damage to personal property or injuries. Residents must familiarize themselves with the operation usage of appliances:
 - 4.25.7.1. During breakages, do not attempt to repair equipment. Microwaves use a lot of radiation, which may be dangerous. All faults should be reported to Residence Management;
 - 4.25.7.2. Microwave ovens may only be used for reheating food and not for cooking;
 - 4.25.7.3. No stainless metal, steel, tin foil, foil or any other damaging materials may be used in the ovens as well as no ceramic utensils with metal lines, floral decorations or designs may be used in the ovens;
 - 4.25.7.4. Food to be heated must be covered;
 - 4.25.7.5. Close the oven's door carefully;
 - 4.25.7.6. Do not use more time for warming food than the time really needed;
 - 4.25.7.7. Switch the oven off after use;
 - 4.25.7.8. Clean the oven after use;
 - 4.25.7.9. While microwave ovens are in use, the user-student must always be present;
 - 4.25.7.10. Residences are under no obligation to provide microwave ovens and in cases where the microwave ovens are misused, they will be confiscated.
- 4.25.8. No resident shall tamper with, attempt to repair, or alter electrical wiring or fittings (including television fittings, telephones and pre-paid meters).

4.26. Private Property

- 4.26.1. Citiq, any member of Residence Management, designated agents or representatives shall not be liable for any loss, theft, or destruction of, or any damage or harm to, the property of any resident during his/her residence at the property.
- 4.26.2. It is the responsibility of student residents to ensure that the doors to their apartments/rooms are locked, and that any windows are closed during any absence from his/her apartment/room.
- 4.26.3. It is the further responsibility of the students to keep their personal possessions safe and their rooms and cupboards locked at all times. This also applies to possessions which residents have permission to leave at residences during vacations.
- 4.26.4. Procedures to follow when clearing a room on behalf of a resident in the event where an accommodation contract was signed, but the resident left without signing off or clearing



his/her room, three (3) recorded efforts to contact the resident shall be made to inform him/her to come and collect his/her belongings, failing which Residence Management:

- 4.26.4.1. Reserve the right to remove the belongings to a secure designated store room under lock, without further notice
- 4.26.4.2. On deciding to remove the belongings at least three (3) of the following officials must be present to bear witness:
 - 4.26.4.2.1. House Warden;
 - 4.26.4.2.2. Any other member of Residence Management;
 - 4.26.4.2.3. Any staff member of the Residence;
 - 4.26.4.2.4. A member of the Residence Committee; or
 - 4.26.4.2.5. A member of Citiq's management.
- 4.26.4.3. On removing the belongings an inventory list of the belongings shall be compiled;
- 4.26.4.4. Each official present shall append his/her name and title to the inventory list for confirmation before the belongings are removed to a designated store room;
- 4.26.4.5. Signed personal copies should be made to each official for safe keeping;
- 4.26.4.6. The same officials complete the inventory form and sign the room off on behalf of the resident;
- 4.26.4.7. The signed inventory shall be forwarded to Residence Administration for system cancellation purposes;
- 4.26.4.8. The belongings must be moved to a designated storeroom under lock/seal in the presence of the officials;
- 4.26.5. The key must be kept in the custody of the House Warden/Residence Manager;
- 4.26.6. An indemnity clause which covers the Residence Management and Citiq in case of exigency, fire or any disaster shall form part of the inventory list, meaning that the storage is carried out at the owner's risk and with no responsibility fall back to Citiq or any member of Residence Management;
- 4.26.7. The resident may be liable for any costs incurred by the secure storage of his/her property and possessions;
- 4.26.8. On the day of collection a minimum of at least 3 officials who are signatories to the inventory list should be present to approve and sign off;
- 4.26.9. If any dispute arises the ex-resident shall then be shown the original list of the inventory list of the day of stock taking bearing officials who were present on that particular day.
- 4.26.10. Should the ex-resident not be satisfied, he/she can be advised to submit a grievance list.



4.27. Pets & Animals

Residents are not permitted to keep pets, animals, or any living creatures inside, or on the Residence premises.

4.28. Notice Boards

- 4.28.1. Notice boards may be used by the Residence Committee or any member of Residence Management only. If a resident wishes to use a notice board, he/she must first obtain written permission from a member of the Residence Committee and Residence Management.
- 4.28.2. Approved notices may not be posted up at any place other than the notice boards provided for this purpose;
- 4.28.3. Notices of the Student Representative Council, and officially registered organisations, will be put up by Residence Management.

4.29. Fire-Safety and Fire-Prevention Equipment

- 4.29.1. Fire-fighting and fire-prevention equipment has been installed in the Residence, including fire extinguishers, smoke detectors, hoses and fire alarms;
- 4.29.2. Fire-safety and fire-prevention equipment may be used only in case of fire and not for any other purposes;
- 4.29.3. Tampering with fire-safety and fire-prevention equipment amounts to vandalism, and Citiq and Residence Management reserve the right to press criminal charges where appropriate;
- 4.29.4. The cost of repair of any damage caused to fire-safety and fire-prevention equipment through tampering may be levied to the account/s of the resident/s responsible.

4.30. Elevators (if applicable)

- 4.30.1. Residents are required to report any malfunctioning of any elevator installed at the Residence to Residence Management;
- 4.30.2. Vandalism or damaging of any elevator installed at the Residence constitutes a serious offence, and may result in the immediate cancellation of the Lease Agreement. Citiq and Residence Management also reserve the right to charge the cost of replacement or repairs to the account of the resident responsible for occasioning such replacement or repairs.

4.31. Electricity & Water

- 4.31.1. Included in your fee is an amount allocated for the use of water and electricity. A prepaid electricity amount for electricity (determined annually) will be allocated to each student per month. (Winter months will be considered separately.)
- 4.31.2. The allocated amount will be communicated to residents.
- 4.31.3. Where a resident's monthly electricity and/water allocation is depleted, the resident will be obliged to purchase his/her own electricity and/or water voucher for any further amounts required.
- 4.31.4. Please use water and electricity sparingly:



- 4.31.4.1. Use only the minimum electricity required. Please switch off all lights and electrical appliances when leaving the room. Switching off saves the environment, and diminishes risk of fire;
- 4.31.4.2. The wasting of water as a precious and scarce resource will not be tolerated;
- 4.31.4.3. All water leaks are to be reported to Residence Management;
- 4.31.5. Tampering with or by-passing the prepaid meters will be deemed vandalism.

4.32. IT & Internet Acceptable Use Policy

- 4.32.1. The following regulatory requirements are applicable to the Internet Acceptable Use Policy ("AUP"):
 - 4.32.1.1. Electronic Communications or Transactions Act 25 of 2002;
 - 4.32.1.2. Electronic Communications Act 36 of 2005; and
 - 4.32.1.3. Regulation of Interception of Communication-Related Information Act 70 of 2003;
- 4.32.2. Although residents are permitted to access the Internet with minimal, or no interference, certain activities are considered inappropriate by Residence Management and the Internet community at large and therefore cannot be tolerated. The purpose of the Internet AUP is to:
 - 4.32.2.1. Protect Citiq, the Residence Management and residents from legal action;
 - 4.32.2.2. Regulate the use of the internet service so that all users receive acceptable levels of service; and
 - 4.32.2.3. Set clear standards for acceptable and considerate use of internet services;
- 4.32.3. **Security:**
 - 4.32.3.1. It is the responsibility of the resident to:
 - 4.32.3.1.1. Keep his/her password and accounts secure, however attempting to obtain another resident's password is strictly prohibited;
 - 4.32.3.1.2. Install licensed internet security software, which includes protection against internet threats such as viruses and malicious software;
 - 4.32.3.1.3. Monitor internet accounts for irregularities;
 - 4.32.3.2. No resident may:
 - 4.32.3.2.1. Attempt to circumvent the used authentication or security of any host, network or account ("hacking"). This includes, but it not limited to, making use of a server or account the resident is not expressly authorised to access;



- 4.32.3.2.2. Use or distribute tools designed for compromising security, including password guessing programs or hacking tools;
 - 4.32.3.2.3. Attempt to interfere with the service of any use, host or network;
 - 4.32.3.2.4. Share this/her log-in details with anyone else.
- 4.32.3.3. **Monitoring and Compliance:** Unless otherwise specified, Citiq and Residence Management, or any duly authorised agent, do not monitor accounts, save for measurements of system utilisation. However, if Citiq, Residence Management, or any duly authorised agent becomes aware of inappropriate use of the Internet service, necessary action will be taken, which may include termination of the service without notice. Citiq and Residence Management, or any duly authorised agent reserve the right, amongst other things, to:
- 4.32.3.3.1. Limit or prevent service through specific protocols or ports;
 - 4.32.3.3.2. Terminate a service in instances of continuous or excessive use;
 - 4.32.3.3.3. Monitor data usage in order to determine whether any user's use of Internet services interferes with other users' use and enjoyment of internet services;
 - 4.32.3.3.4. Restrict access to certain sites, including YouTube, NetFlix, Showmax, etc.;
 - 4.32.3.3.5. Restrict a user's throughput speeds, or shaping a user's bandwidth.
- 4.32.3.4. **Illegal Activities:** Any activity on Citiq or the Residence Network that constitutes a violation of any law, regulation or agreement may result in immediate termination of service without notice. It is the responsibility of the resident to familiarise himself/herself with the statutes and regulations regulating the use of Internet services, including the Electronic Communications and Transactions Act 25 of 2002, the Films and Publications Act 65 of 1996, and the Regulation of Interception of Communication-Related Information Act 70 of 2003. Prohibited activities include, but are not limited to:
- 4.32.3.4.1. Transmitting obscene materials, including child pornography and any materials regarded as illegal;
 - 4.32.3.4.2. Intentionally spreading or threatening to spread viruses or malicious software;
 - 4.32.3.4.3. Accessing or attempting to gain unauthorised access to private networks;
 - 4.32.3.4.4. Transmitting pirated software; and
 - 4.32.3.4.5. Conducting or participating in illegal gambling, soliciting or illegal pyramid and other schemes.
- 4.32.3.5. **Breach of AUP:** The following are examples of conduct which will be regarded as a breach of the AUP, which may be result in immediate termination of services without notice:



- 4.32.3.5.1. Violation of rules, regulations and policies applicable to any network, computer database, website or Internet Service Provider that a resident accesses through the Internet;
- 4.32.3.5.2. Violations of any law, regulation, treaty or tariff;
- 4.32.3.5.3. Conduct that is defamatory, fraudulent, indecent, deceptive, or threatens, harasses, abuses or intimidates others;
- 4.32.3.5.4. Conduct that harms the name or reputation of Citiq, the Residence or affiliates;
- 4.32.3.5.5. Breaching the security on any computer network; or
- 4.32.3.5.6. Accessing an account that does not belong to the resident concerned.

4.32.3.6. **Civil & Criminal Liability:** Any contraventions of the applicable laws regulating Internet usage may result in a resident incurring civil or criminal liability. Citiq, Residence Management, and its duly appointed agents will cooperate fully with investigations of violations of systems, or network security, including cooperation with law enforcement authorities in the investigation of suspected criminal investigations.

4.33. Maintenance Procedures and Reporting

- 4.33.1. Any maintenance issue should be reported in a maintenance book kept at the Security Desk. These issues will be addressed on a daily basis to the extent that this is possible;
- 4.33.2. Urgent maintenance required, including lack of water, lack of hot water, flooding or blocked drains, and power failures, should be reported to a member of Residence Management;
- 4.33.3. No resident is permitted to attempt to effect repairs by himself/herself, and will be liable for any damage caused during such an attempt.

4.34. Parking Requirements (where parking facilities are available)

- 4.34.1. Residents who wish to make use of parking facilities must sign a separate parking lease.
- 4.34.2. A monthly parking fee will be levied for the duration of the parking. Please consult the Residence Management for parking fees.
- 4.34.3. Residents acknowledge that neither Citiq, nor Residence Management, can guarantee that parking will be available. Residents are requested to consult the Residence Manager for details and availability.

4.35. Complaints

If a resident is dissatisfied with a particular aspect of their living experience, they may address a complaint to Residence Management.