



SAFETY & BINDING

Residents and their visitors are bound by these Rules. The House Rules ("Rules") are for the safety and comfort of all residents and to ensure that everyone enjoys living in the residence and no one is disturbed as a result of other residents' actions / inactions

Please contact us should you have any questions regarding the House Rules:
Tele:010 271 3911 / uop@risestudentliving.com



NON COMPLIANCE

Non-compliance with the Rules by residents, guests or visitors may, depending on the nature of the transgression and previous transgressions, result in a warning, fine, notice of termination or a combination of the aforesaid. A fine may also be imposed upon a resident for the actions/ inactions of his/her guests or visitors. Where the actions giving rise to a fine are those of an unidentified individual from an identifiable group, the fine shall be divided equally between every member of that group. Management reserves the right to adjust fines and penalties at their discretion



Students need to inform Rise Management if at any point during the academic year they are unfunded by NSFAS / Bursary and have deregistered or have been excluded from the university as we do not receive communication from the university in this regard and it is the student's responsibility to communicate this to management

01. INTRODUCTION

- The House Rules ("Rules") are for the safety and comfort of all lodgers and to ensure that everyone enjoys living in the residence and no one is disturbed as a result of other lodgers' actions / inactions.
- Lodgers and their visitors are bound by these Rules.
- Non-compliance with the Rules by lodgers, guests or visitors may, depending on the nature of the transgression and previous transgressions, result in a warning, fine, notice of termination or a combination of the aforesaid. A fine may also be imposed upon a lodgers for the actions/inactions of his/her guests or visitors.
- Where the actions giving rise to a fine are those of an unidentified individual from an identifiable group, the fine shall be divided equally between every member of that group. Management reserves the right to adjust fines and penalties at their discretion.

02. CLEANLINESS OF UNIT

1. You are responsible to keep your room, shared bathroom/toilets and common areas clean and tidy at all times and to ensure that all Dxtures, Dttings and appliances are kept in the condition it was received.
2. Housekeeping services for individual rooms are available by request only and the waiting period is a minimum of 24 hours from the time the request is received.
3. Where Dxtures, Dttings or appliances are broken or do not work, you are responsible to ensure that same is reported to the onsite management team immediately.
4. The LANDLORD will sweep and wash the shared kitchens and bathroom DDoors and clean the showers and toilets once a week. The Owner will not wash your dishes, linen, make your bed or tidy your bedroom.
5. Bed linen should be changed and washed weekly.
6. Bins in your bedroom must be emptied regularly. All waste to be disposed of in the refuse room.
- Ensure that no empty cans, bottles, plates, dirty dishes or take away containers are kept in your room as this leads to pest and rodent infestations.
- 6.1. Failure to clean your unit will result in the infestation of pests and rodents - if pests and rodents are found in your room and fumigation is required, you will be liable for the cost thereof.
7. All food kept in your bedroom must be stored in suitable containers to prevent insects and rodents from infesting your food.
8. You are responsible to clean up and wipe the kitchen counters after use. Respect your fellow house mates.
9. The supplied furniture may not be removed from your bedroom or any of the common areas.
10. The Owner does not provide toasters, kettles, cleaning materials, toilet paper, brooms, mops, irons, ironing boards, cutlery, utensils or bedding. Each resident must provide their own. Fellow passage residents are encouraged to pool.
11. Only use toilet paper in the toilets. Feminine hygiene products may not be Dflushed down the toilet. Only use the provided She-bins for this purpose.
12. Your bedroom, shared bathroom and kitchen unit, may be spot checked for cleanliness at any time.
13. When leaving the residence for a weekend or a holiday, you must ensure that your bedroom is clean, no items are left in the shared kitchen or bathroom areas and that all food and drink items are properly stored or thrown away.
14. The Owner reserves the right to clean your bedroom in your absence if so required. Should the Owner need to arrange for your bedroom to be cleaned, you will be charged a fee, as determined by the Owner, for this.
15. No animals are allowed inside your bedroom and/or the residence (excluding guide dogs where prior arrangements have been made).
16. You are not allowed to drive any nails, screws or other article into any part of the Building or to affix any placed or other object to any part of the Building. Please use the pin board provided in your room.
17. You are not allowed to affix a TV or any other aerial or satellite receiver to the inside or outside of your bedroom or any other place in the common area

03. COMMUNAL AREA

3.1. RECREATIONAL ROOMS / COMPUTER LABS

1. The curfew for the games lab and TV rooms is 12pm from Friday until Sunday.
2. Do not damage, stand on or remove any of the recreational furniture or amenities.
- Do not damage or insert or attempt to insert foreign objects into the computer equipment.
3. Leave the communal area and the facilities in a clean and respectable condition.
4. Should the computer equipment or any recreational equipment not be in working condition you are required to report it with immediate effect to the onsite management team.
5. In addition to any fine that the Owner may impose, you will be liable for the cost of replacement or repair of any computer equipment or recreational equipment found to be damaged by you.
6. The computers inside the computer labs are to be used solely for study or academic research purposes. The Owner reserves the right, in its sole discretion, to remove any person from the computer lab who uses the computer equipment in any manner other than for the intended purposes.
7. Please be quiet when using the computer lab - this is a study area.
8. No noise will be tolerated after 10pm every day.
9. No food or drinks are allowed in the computer lab.
10. Sleepwear is inappropriate attire - No inappropriate attire will be allowed in the communal areas including TV room, Lab room, Games room, Admin office, etc. This includes but is not limited to inappropriate sleepwear, swimwear (other than where specifically provided), see through clothing and/or underwear, UNLESS SO SPECIFIED BY SLP FUNCTIONS
11. No electrical appliances, i.e. small electrical appliances, heaters, hairdryers, shavers, etc. are not allowed in the communal areas and are, if allowed, to be used in your room only.

3.2. Recreational and Braai Areas

1. The swimming pool, recreational and braai area are monitored by 24-hour CCTV cameras.
2. Only wood and/or charcoal may be used in the braai areas provided. No foreign objects, plastic etcetera may be used.
- No fire may be made at any area, other than on the designated braai areas.
3. Please ensure that you leave the braai area in a clean condition after using it. All empty bottles, packaging, etc. must be disposed of in dustbins provided.

4 Swimming Pool Rules (NISERS Residence)

- The swimming pool and braai area is for the exclusive use of RISERS and their visitors only. Visitors must be accompanied by a Riser at all times. Discretion must be used by Risers with regard to the number of visitors to avoid monopolising the area. (2 visitors max)
- Children under the age of 12 years of age must be supervised by the parent of the minor without any exception .
- The gate to the swimming pool must be kept closed at all times.
- Swimming pool operating times are (09:00-22:00, Sun – Thursday, and (09:00-00:00 Fri & Sat).
- Appropriate Attire: Swimming costumes (swimsuits) are typically required, and clothing or street clothes may be prohibited.
- Safety Precautions: NO running, diving, or roughhousing in and around the pool
- Alcohol Consumption: Restrictions on consuming alcohol in and around the pool. No glass objects or bottles are permitted in or around the pool and braai area.
- No illegal substances may be smoked and/or used in swimming pool and braai area, including marijuana.
- Noise Level: Quiet hours (22:00-09:00) are encouraged, especially during study periods, to minimize disturbance to other residents
- Cleanliness: Residents are expected to keep the pool area clean and tidy after use, including removing all personal belongings and disposing of trash.
- The use of the swimming pool and braai area is strictly at own risk.

3.3.Gym Facilities

1. The use of the gym equipment and facilities, including the sports courts, is entirely at your own risk. The Owner assumes no liability of whatsoever nature.
2. Please consider other residents and use a sweat towel to wipe any equipment after use.
4. You will be responsible for the cost of replacement / repair of any equipment damaged by you.
- Operating Hours
- Operating hours and rules for the gym:
- Gym accessibility to students is from 5am till 10pm.
- Appropriate gym gear - No slippers, flip flops, pyjamas etc.
- Recommended to bring their own water bottle and towel.
- Gym equipment to be shared amicably amongst residents.
- Sanitize upon entry and regularly as required.
- Access granted is for UOB Students. NO ONE ELSE.
- Return equipment back to its rightful place.
- Treadmill/ bicycles limited to 30min during peak times.
- Residents will be fined should an individual be caught vandalizing the facilities/ equipment.
- Wipe the equipment after every use.
- Respect the facilities together with the people using them.
- Emergency Exit only to be used in case of emergency.
- Fire Equipment only to be used in case of emergency.
- 3.4.Laundry & Laundry Room
1. The use of the laundry room and facilities is at your own risk.
2. Please do not leave your laundry unattended.
3. Do not hang over heavy articles over the washing lines provided.

3.5.Parking Areas

1. The parking areas are for the use of residents only. Should a visitor wish to park a motor vehicle / motorcycle in the designated parking areas, prior written consent of the onsite management team is required. The visitor may be charged a fee to park its vehicles for an extended period of time.
2. Parking bays are not reserved and will be available on a first come basis. No parking is allowed in any other area.
- Vehicles parked on the common area may be clamped or be towed away and you will be liable for a penalty
3. Parking disks, if applicable, must be attached to the windscreen and must be clearly visible. You will not be allowed access to the parking area without a valid parking disk.
4. Only use the designated bicycle racks to park bicycles. You are required to have your own lock to secure your bicycle.
5. Motor vehicles, motorcycles and bicycles are parked at own risk. The Owner does not accept any liability for whatsoever nature for any damaged or stolen vehicles, motorcycles or bicycles.
- 6 Do not gather in the parking areas - please use the recreational facilities for such purposes

04 FIRE AND GENERAL SAFETY RULE

1. The use of candles, heaters, primus stove, oil lamps, incense or anything that produces a naked flame is a potential fire hazard and is strictly forbidden to be used in your unit or any other part of the building. Mini ovens, two-plates stove and heaters are not allowed in the building.
2. You will vacate your unit and assemble at the designated areas if the fire alarms are activated. Do not re-enter the building until you are informed that it is safe to do so.
3. Keep all fire doors closed. Fire doors may not be propped open.
4. Fire exits may not be blocked.
5. Only domestic electrical appliances, i.e., hairdryers, shavers, irons and straighteners may be used, and residents are to ensure that such appliances are switched off, disconnected and left in a safe condition after use. Electrical appliances must be in a safe condition (for example only - no open wires may be present).
6. Airfryers may only be used in the common area kitchens. No use in bedrooms permitted.
- 7 Do not play or interfere with any fire safety equipment.
8. Listen to the instructions given by Fire Marshalls
9. Firearms and weapons are strictly forbidden. No group meetings or demonstrations will be permitted without the Owners' prior written approval. Pamphlets may not be placed or handed out in the Building without the written approval of the onsite management team.

05 DISTURBANCES AND INAPPROPRIATE BEHAVIOUR

1. Playing music or other instruments or noise levels at unreasonable volumes is forbidden. The Owner reserves the right to confiscate any equipment until the end of the semester, should you ignore the Noise Rules.
2. No running in the corridors and jumping / standing on benches in the common areas.
3. Please abide by specific quiet times as communicated from time to time. Please respect your fellow students
4. Serious and disorderly behaviour that disturbs other students is classified as a Category C or Category D
5. No acts of vandalism will be tolerated. Should you / your visitors intentionally or maliciously damage any part of the Building, the Owner's equipment, furniture or appurtenances or the equipment, vehicles or items owned by other residents, the Owner may, in addition to recovering from you the full replacement value of such equipment, Residents are required to respect other residents. No groping, inappropriate touching or sexual activities are allowed in the communal areas.
7. No student is allowed to run any business in the building, i.e., selling sweets, drinks, cigarettes, food or anything. Lodger Agreement signed is strictly for accommodation purposes, not business

07. VISITORS

- 7.1. Visitors must obey the House Rules. It is your responsibility to ensure that your visitors are aware and abide to the House Rules.
- 7.2. All visitors must be pre-approved. All visitors must sign in with the front desk. You will be required to fetch your visitors from the front door and escort your visitors all times while they are in the Building.
- 7.3. Visitors may not remain in the Building in your absence. Should you leave, they must leave.
- 7.4. Visiting times are restricted from 09:00 to 23:00, unless prior arrangements were made for a sleep over.
- 7.5. You will be held responsible and financially liable for any damage caused by your visitors or a breach by your visitors of the House Rules or the Lodger Agreement
- 7.6. The Landlord reserves the right to place additional restrictions on access by visitors.
- 7.7. Each lodger is allowed 15 (fifteen) free sleepovers per academic year. Sleepovers are not to be carried over. Only one guest is allowed per sleepover. No buying of sleepovers allowed.
- 7.8. Each lodger is limited to 2 guests per daily visit.
- 7.8. Visitors and the lodger are expected to leave any form of identification at the security desk when signing in.

08. MEDICAL CONDITIONS AND PREGNANCIES

Injury and Illness (Section 22)

Lodger Responsibility: Lodgers must disclose any pre-existing conditions ON THEIR EMERGENCY FORMS ON THE RISE WEBSITE. Reporting Serious health issues must be reported immediately to the Residence Manager. Residence Manager Action: The Residence Manager will notify relevant authorities and family members if needed. (besides critical incidents) Contagious Diseases: Must be reported and may require temporary relocation. Relocation Rights: The Residence Manager/Property Manager/Ethics Committee can relocate or suspend a lodger if their health poses a risk to others.

Pregnancy (Section 23 & 7)

Disclosure: Pregnant lodger must inform the Residence Manager; confidentiality will be maintained. Residence Stay: Allowed until the 34th week of pregnancy unless complications arise. Alternative Accommodation: Required after the 34th week; lodger must arrange it. Liability: The Landlord is not liable for incidents related to pregnancy or childbirth. Room Retention: Can be arranged for up to 3 months post-birth at normal fees. Return to Residence: Allowed, but the baby cannot live in residence; reapplication may be required for the next academic year

BINDING

Residents and their visitors are bound by these Rules

09. Energy Efficiency and Heater Usage Guidelines

- To promote energy efficiency while ensuring comfortable living conditions:
- Winter Months (Mid-May, June, July, Mid-August): Heaters will operate during these months as needed to maintain warmth. However, if prevailing weather conditions permit (temperatures above +15°C), heater use may be restricted during daytime.
 - Summer Months: Heater use will be restricted, except during unexpected cold fronts or unusually cold weather conditions.

During Heater Non-Operational Times, Occupants Are Encouraged to:

- Dress in warm layers to retain body heat.
- Use extra blankets or microwavable heat packs for added comfort.
- Keep doors and windows closed to conserve heat.
- Place draft stoppers at the base of doors to prevent heat loss.
- Draw curtains or blinds at night to help insulate your room.

10. TEMPORARY CESSATION OF SERVICE

1. Included in your monthly rental payable is an amount allocated for water and electricity. The allocation of water and electricity is subject to fair use. Should your unit consume more electricity and/or water than the average unit consumption, the Landlord may in its sole discretion, either: a. disconnect the electricity and/or warm water (cold water will still be provided) and/or
2. The Landlord reserves the right, in its sole discretion and without giving rise to any claim, to limit or discontinue your access to the Wi-Fi in circumstances where you are in arrears with your rental and other charges, your use of the Wi- Fi is excessive or where the Wi-Fi is used for illegal purposes, purposes which incite hate, racial or other discrimination of whatsoever nature, violence, political uproar.
3. In addition to any penalties levied and/or warnings issued, the Landlord reserves the right to revoke your biometric access and/or parking access and/or revoke your laundry card, in the event of you being in arrears with your monthly rental and other charges, misbehaviour or fail to comply with these Rules.
4. The provisions of this paragraph 9 are not exhaustive, and the Landlord may exercise such remedies as are provided herein or in the Lodger Agreement or in common law.
5. You will not have any claim against the Landlord in the event of the Landlord exercising its remedies as set out in this paragraph 9.

11. CONTRAVENTION OF RULE

Non-compliance with the Rules by lodgers, guests or visitors may, depending on the nature of the transgression and previous transgressions, result in a warning, fine, notice of termination or a combination of the aforesaid. A fine may also be imposed upon a lodger for the actions/inactions of his/her guests or visitors. Where the actions giving rise to a fine are those of an unidentified individual from an identifiable group, the fine shall be divided equally between every member of that group. Management reserves the right to adjust fines and penalties at their discretion.

1. Should the Rules be contravened the Landlord may:
 - a. Issue a written warning.
 - b. Impose a fine.
 - c. Be entitled, but not obliged to terminate the Lodger Agreement. If the Landlord, in its sole discretion, is of the opinion that any transgression of these Rules is of such serious nature that it constitutes a breach of the Lodger Agreement, the Landlord is entitled to terminate the Lodger Agreement without any previous complaints having been filed and/or fines having been levied against the Lodger.
 - d. Criminally institute appropriate action.
 - e. Impose more than one of the options mentioned above.
2. Any fine imposed must be paid within 7 (seven) days after the offender has been notified of the imposition of the fine. If, at the termination date of the Lodger Agreement, any amounts/fines/penalties/additional administrative fees are still due and unpaid by the Lodger, the Landlord will be entitled to deduct such amounts from the deposit of the Lodger.
3. You agree to vacate the unit within 72 (seventy-two) hours of being given notice to vacate the unit.

11. POPI ACT, SURVEILLANCE & SECURITY

Applicable to the Lodger/resident's visitors and/or sleeperover guests.

1. From time to time, and during events that are attended at RISE Student Living, photographs might be taken. Such pictures might be used in presentations or social media without prior notice. By you attending these events, you give consent to us using your photographs for the said reasons.
2. RISE Student Living makes use of WhatsApp Groups to communicate with lodgers. Permission to be added to the groups is given by you by remaining on the group, once added, and in doing so the lodger is making their contact details publicly known. All liability towards Rise Student Living, the Owner or Landlord is waived relating to the use of the publicly known contact details.
3. Rise Student Living premises are under constant CCTV surveillance and by entering the RISE Student Living premises you consent to such surveillance being used, where applicable for safety, legal and/or awareness purposes.
4. If such surveillance needs to be used to determine any violation of any kind whatsoever it will be done within the CCTV Policy of Rise Student Living, that is available on request.
5. In the event of any misconduct of whatever nature a lodger and/or management may request to have CCTV surveillance viewed to determine the specifics of an event. The request must be made to the Security and the Property Manager who will review the footage and provide confirmation that the footage is free of POPI Act violations to give such to the police or management for further investigation.
6. No lodger may review CCTV surveillance footage without the official permission from the Property Manager.
7. No lodger may interfere with the duties of security or be behind the security counter, without permission.

13. CONTRAVENTION OF RULES

CATEGORY A (Offenses of less serious nature) including but not limited to the below

Untidiness (leaving common areas/units/rooms dirty/untidy)

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

• Removal of furniture from unit/common areas, jumping/standing on furniture

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

• Lodger violates rule of conduct not specified herein

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

Parking violation

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

• Making excessive noise/noise during exam times

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

• Violate visitor rules – not signing visitor in/out, leaving visitor unaccompanied

1st: R200 | 2nd: R300 | 3rd: Refer to Ethics Committee

Demand Letters / Warning letters

1st: R200 | 2nd: R300 | 3rd: Refer

CATEGORY B (Offenses of more serious nature)

• Inappropriate conduct/disorderly behaviour (not limited to screaming, shouting, running in corridors, inappropriate sexual interaction)

1st: R500 | 2nd: R1000 | 3rd: Refer to Ethics Committee

• Smoking in prohibited areas

1st: R500 | 2nd: R1000 | 3rd: Refer to Ethics Committee

Misuse of electricity and/or water and/or Wi-Fi

1st: R500 | 2nd: R1000 | 3rd: Refer to Ethics Committee

Sleeping over of visitors without prior arrangement

1st: R500 | 2nd: R1000 | 3rd: Refer to Ethics Committee

• Minor damage to property (including cost of replacement/repair)

1st: R500 | 2nd: R1000 | 3rd: Refer to Ethics Committee

12. CONTRAVENTION OF RULES

CATEGORY C (Criminal Offenses) – All offenses marked as Refer

• Theft

• Assault

• Victimisation

• Illegal drugs/narcotics/alcohol

• Race-related incidents

Malicious/intentional damages to property

• Hazing and/or initiation practices

• Any form of physical or verbal abuse

• Threats, intimidation, coercion, or any form of harassment

• Any form of racism, sexism, homophobia, transphobia, xenophobia, ethnic chauvinism,

• religious intolerance, unfair discrimination, hate speech, sexual or gender-based violence or any disrespectful behaviour

• Vandalism, including defacement of property

Lewd/obscene conduct including voyeurism, public urination, and public exposure of private body parts

• Trespassing, Raids, Strikes

• Throwing, dropping, or projecting objects/substances from or into residence facilities

14 POPI ACT, SURVEILLANCE & SECURITY

Applicable to the Lessee/resident's visitors and/or sleeperover guests.

1. From time to time, and during events that are attended at RISE Student Living, photographs might be taken. Such pictures might be used in presentations or social media without prior notice. By you attending these events, you give consent to us using your photographs for said reasons.
2. RISE Student Living makes use of WhatsApp Groups to communicate with residents. Permission to be added to the groups is given by you by remaining on the group, once added, and in doing so the resident is making their contact details publicly known. All liability towards Rise Student Living, the owner or agent is waived relating to the use of the publicly known contact details.
3. Rise Student Living premises is under constant CCTV surveillance and by entering the RISE Student Living premises you consent to such surveillance being used, where applicable for safety, legal and/or awareness purposes.
4. If such surveillance needs to be used to determine any violation of any kind whatsoever it will be done within the CCTV Policy of Rise Student Living, that is available on request.
5. In the event of any misconduct of whatever nature a resident and/or management may request to have CCTV surveillance viewed in order to determine the specifics of an event. The request must be given through to the Security and the Property Manager who will review the footage and provide confirmation that the footage is free of POPI Act violations in order to give such to the police or management for further investigation.
6. No resident may review CCTV surveillance footage without the official permission from the Property Manager.
7. No resident may interfere with the duties of security or be behind the security counter, without permission.



EMERGENCY NUMBERS

WI-FI FAILURE
Residence Office
053 215 0560

BOMB THREATS
Fire Department
053 832 4211
On-Site First Aider

Armed Response
Contact Security on Site
Security Supervisor
+27 78 724 9725

STRIKES AND RIOTS
Fire Department
053 832 4211

On-Site First Aiders
Armed Response
Contact Security on Sit

MEDICAL EMERGENCIES
Ambulance
ER24 084 124
St Johns Ambulance 053 838 2519
086 108 4124
10177
On-Site First Aider

ARMED ROBBERIES
Armed Response
Contact Security on Site
086 111 7117

FIRE
Fire Department
053 832 4211
10177
On-Site First Aiders
Contact Security on Si

WATER OUTAGE
Sol Plaatje Municipality
053 830 6111
080 122 9010

ELECTRICITY FAILURE
UOB Property Manager
053 215 0560
Services Manager
053 215 0560

Sol Plaatje Municipality
053 830 6111
080 122 9010

In any emergency please contact the Residence Office first at 053 215 0560