



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



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:
Tel: 021 010 7770 | Email: uocs@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.

01. INTRODUCTION

- Residents and their visitors are bound by these Rules.
- 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.
19. Any building facilities queries will be attended to during standard office hours (Mon to Friday - 08h00 to 17h00)

02. CLEANLINESS OF UNIT

- You are responsible to keep your room, bathroom, toilets and common areas clean and tidy at all times and to ensure that all fixtures, fittings and appliances are kept in the condition it was received.
2. Where fixtures, fittings or appliances are broken or do not work, you are responsible to ensure that same is reported to the Landlord immediately.
3. The Landlord will not be cleaning your room, kitchens and bathrooms, the responsibility thereof remains yours and your room mates
4. Bed linen should be changed and washed weekly.
5. Bins in your room must be emptied regularly. All waste to be disposed of in the refuse room.
5. Ensure that no empty cans, bottles, plates, dirty dishes or take away containers are kept in your room as this may attract rodents.
6. All food kept in your bedroom must be stored in suitable containers to prevent insects and rodents from accessing it.
- 6.1.6.1. Failure to clean your unit will result in Pests and rodents - if pests and rodents are found in your room and fumigation is required, the cost of fumigating the unit will be shared amongst all occupants.
7. You are responsible to clean up and wipe the kitchen counters after use. Respect your roommates.
8. The supplied furniture may not be removed from your unit or the common areas.
9. The Landlord does not provide toasters, kettles, cleaning materials, toilet paper, brooms, mops, iron, iron board, cutlery, utensils or bedding. Each resident must provide their own. Roommates are encouraged to pool the cost of cleaning materials and toilet paper.
10. Only use toilet paper in the toilets. Feminine hygiene products may not be flushed down the toilet. Use the feminine hygiene bins provided. These will be cleaned on a regular basis and dates and times will be communicated monthly.
11. Your unit, including the bedrooms, may be spot checked for cleanliness at any time.
12. When leaving the residence for a weekend or a holiday, you must ensure that your unit and/or bedroom is clean and that all food and drink items are properly stored away or thrown away.
13. The Landlord reserves the right to clean your bedroom and/or unit in your absence.
14. Should the Landlord need to arrange for your unit or bedroom to be cleaned, you will be charged a fee for this, as determined by the Landlord.
15. No animals are allowed inside your unit (excluding guide dog where needed).
16. You are not allowed to drive any nails, screws or other article into any part of the Building or to affix any placard or other object to any part of the Building. Please use the pin board provided above your desk.
16. You are not allowed to affix a TV or any other aerial or satellite receiver to the inside or outside of your unit or the Building.

03. COMMUNAL AREA

RECREATIONAL ROOMS / COMPUTER LABS

1. The curfew for the games lab and tv rooms is 11pm from Friday until Sunday.
2. Do not damage, stand on or remove any of the recreational furniture or amenities.
3. Leave the communal area and the facilities in a clean and respectable condition. Should the computer equipment or any recreational equipment not be in working condition you are required to report same immediately.
4. Do not damage or insert or attempt to insert foreign object into the computer equipment.
5. In addition to any fine that the Landlord 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 Landlord 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 on weekdays and 11pm on Fridays and Saturdays.
9. No food or drinks are allowed in the computer lab.
10. Inappropriate attire - No inappropriate attire will be allowed in the communal areas including TV room, Lab room, Games room, Admin office, etcetera. 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., heaters, hairdryers, shavers, etcetera are not allowed in the communal areas and is to be used in your room only.

BRAAI AREA

- 3.2. **Roof top & Braai Area**
1. The rooftop 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. Throw away all empty bottles.
4. Do not enter the restricted areas / fenced areas on the rooftop.
5. Pre-Booking arrangement should be made 24 hours in advance for the use of the cinema.

GYM FACILITIES

- 3.3. **Gym Facilities and Sports Field**
1. The use of the gym equipment and facilities, including the sports courts, is entirely at your own risk.
2. The Owner assumes no liability of whatsoever nature.
3. 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.

Gym accessibility to students is from 6am till 10pm.

- Appropriate gym gear - No slippers, flip flops, pyjamas etc.
 - Recommended to bring their own water bottle and towel.
 - A maximum capacity of 30 people at a time.
 - Covid-19 regulations must be always adhered to.
 - Sanitize upon entry and regularly as required.
 - Social distancing.
- Access granted is for them only **NO ONE ELSE**.
- Return equipment back to its rightful place.
 - Treadmill/ bicycles limited to 30min during peak times.
 - They will be fined should they 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.
 - Do not hang on basketball hoops or goals.
 - Use sport-appropriate balls and gear to avoid damaging the surface.
 - Only one sport may be played at a time.
 - No food or drink (other than water) is allowed on the sports field at any time.
 - Equipment must be switched properly before starting a different sport.

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 bedding, blankets or other heavy articles over the washing lines provided.
4. Hand washing powder not allowed to be used in the washing machine

04. FIRE AND GENERAL SAFETY RULES

The use of candles, heaters, prima 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.

1. You will vacate your unit in an orderly manner and assemble at the designated areas should you be required to evacuate the building. Do not re-enter the building until you are informed that it is safe to do so.
2. Keep all fire doors closed. Fire doors may not be propped open.
3. Fire exits may not be blocked.
4. 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).
5. Wall panel heaters are installed in every room therefore no open flame heaters / bar heaters are allowed in the rooms, should you wish to bring an additional heater please arrange with the residence manager prior for approval.
6. The Landlord reserves the right to remove unsafe items.
8. Do not interfere with any fire safety equipment.
9. Listen to the instructions given by Fire Marshall
10. Firearms and weapons are strictly forbidden. No group meetings or demonstrations will be permitted without the Landlords' prior written approval. Pamphlets may not be placed or handed out in the Building without the Landlords' prior written consent.

05. DISTURBANCES AND INAPPROPRIATE BEHAVIOUR

laying music or other sounds at unreasonable volumes is forbidden. The Landlord reserves the right to confiscate any equipment until the end of the semester, should you ignore the Noise Rules.

1. No running in the corridors and jumping / standing on benches in the common areas.
2. Please abide by specific quiet times as communicated from time to time. Please respect your fellow students in this regard.
3. Serious and disorderly behaviour that disturbs other students is classified as a Category C or Category D offence.
4. No acts of vandalism will be tolerated. Should you / your visitors intentionally or maliciously damage any part of the Building, the Landlords' equipment, furniture or the equipment, vehicles or items owned by other residents, the Landlord may, in addition to recovering from you the full replacement value of such equipment or furniture immediately cancel your Lease.
5. Residents are required to respect other residents. No groping, inappropriate touching or sexual activities are allowed in the communal areas.
6. No student is allowed to run any business in the building, i.e., selling sweets, drinks, cigarettes, food or anything. Lease agreement signed is strictly for accommodation purposes, not business.
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.

06. SMOKING, DRUGS, ALCOHOL AND OTHER NARCOTICS

1. Smoking is only allowed in designated smoking areas. Use the smoking bins to discard cigarette stubs. No smoking is permitted in the unit, bedrooms, or public areas.
2. No vapes, liquids, rolled cigarettes, or any other form of smoking—including hubbly bubbly and/or cannabys—are allowed in the units, bedrooms, or public areas. Smoking of hubbly bubbly is only permitted in the designated smoking area on the rooftop.
3. The use, manufacture, distribution, selling, and/or possession of illegal drugs or narcotics is strictly forbidden within the building.
4. Should illegal drugs or narcotics be found in your room or in your possession, the Owner reserves the right to immediately terminate your Lodger Agreement, report the incident to the police and your educational institution, and take any further legal action that may be necessary.
5. The Owner reserves the right, and you agree, that the Owner may, at its own discretion, conduct a drug search of the unit and/or bedroom.
6. The consumption and storage of alcohol is not allowed in your room or anywhere within the building. Should alcohol be found on your person or in your room, we reserve the right to immediately terminate the Lodger Agreement and take whatever legal action may be necessary.
7. We reserve the right to conduct random bag and room searches should we suspect that you are attempting to, or have, smuggled alcohol into the building.

07. Visitors

- Emergency sleepovers will be at the discretion of the PM/Res Manager
- Sleepovers must be booked at least 24 hours prior** at the office during office hours, no sleepovers will be booked via WhatsApp or email.
1. Visitors must obey the House Rules. It is your responsibility to ensure that your visitors are aware of and abide by the House Rules.
2. All visitors must be pre-approved. All visitors must sign up at the front desk. You will be required to fetch your visitors from the front door and escort your visitors at all times while they are in the building.
3. Visitors may not remain in the building in your absence. Should you leave, they must leave.
4. Visiting times are restricted from 09:00 to 23:00, unless prior arrangements were made for a sleepover.
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 Lease.
6. The Owner reserves the right to place additional restrictions on access by visitors.
7. Each student is allowed **15 SLEEP OVERTS PER ACADEMIC YEAR PERIOD**
8. Visitors and the resident are expected to leave any form of identification at the security desk when signing in. Visitors - you are limited to 2 guests **per visit**.
- Sleepovers - you are limited to one guest **per sleepover**
- No buying of sleepovers.** Buying of sleepovers will only be granted if it is an emergency

08. MEDICAL CONDITIONS AND PREGNANCIES

- Injury and Illness**
- Student Responsibility: Students must disclose any pre-existing conditions. Emergency Forms on the Rise Website
- Reporting:** Serious health issues must be reported immediately to the Residence MANAGER.
- Resident 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.
- Self-Isolation:** The Resident Manager/PM/ethics Committee can relocate or suspend a student if their health poses a risk to others.

- Pregnancy**
- Disclosure:** Pregnant students 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 student must arrange it.
- Liability:** The Residence 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.

09. TEMPORARY CESSATION OF SERVICES

- 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
- b. demand that the unit occupants buy top up electricity before reconnecting the electricity. You will have no claim against the Landlord should the Landlord disconnect the electricity to your unit.
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 in the event of you being in arrears with your monthly rental and 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 Lease 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.
6. The LL reserves the right to revoke your laundry tag if no arrangements are made for your arrears.

BINDING

Residents and their visitors are bound by these Rules.

10. Contravention of Rules

- 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 Should the Rules be contravened that Landlord may:
- a. issue a written warning.
- b. impose a fine.
- c. be entitled, but not obliged to terminate the Lodger Agreement. If the Owner, 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 Owner is entitled to terminate the Lodger Agreement without any previous complaints having been filed and/or fines have been levied against the lodgers
- 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 Owner will be entitled to deduct such amounts from the deposit of the 3. You agree to vacate the unit within 72 (seventy-two) hours of being given notice to vacate the unit.

11. 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

- Tenant 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 (excluding cost of replacement/repair)

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

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

*Refer (Matter will be referred to the Conduct and Ethics Committee)

Fees inclusive of VAT

- 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

12. POPI ACT, SURVEILLANCE AND SECURITY

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

MEDICAL EMERGENCY
Ambulance
10177
ER24
084124

Netcare
082911

Poison Helpline
0861 555 777

The South African Depression
and Anxiety Group
0800 567 567

Residence Office
021 010 7770
On-Site First Aiders
Security Supervisor

SUICIDE THREATS
Ambulance
10177
ER24
084124

Netcare
082911

Suicide Threats
0800 567 567

Residence Office
021 010 7770

Fire Department (Roeland Street)
021 444 8963
1017

Police (Cape Town Central)
021 467 8078
10111

Lifeline Western Cape
021 461 1113

Residence Office
021 010 7770
Security Supervisor
Parents and/ Guardians of student
AGGRESSIVE BEHAVIOUR

Police (Cape Town Central)
021 467 8078
10111

Cape Town Central City
Improvement District
021 286 0830
Security Supervisor

ARMED ROBBERIES
Police (Cape Town Central)
021 467 8078
10111
Security Supervisor

FIRE
Fire Department (Roeland Street)
021 444 8963
1017
On-Site First Aiders
Security Supervisor

Police (Cape Town Central)
021 467 8078
10111
Security Supervisor
STRIKES AND RIOTS
Fire Department
021 444 8963
1017

Substance Abuse Helpline
0800 12 13 14

On-Site First Aiders
Security Supervisor
WATER OUTAGE
City of Cape Town
021 480 7700
0860 103 089

ELECTRICITY FAILURE
City of Cape Town
021 480 7700
0860 103 089
Senior Property Manager
Services Manager

WIFI FAILURE
Residence Office
021 010 7770

CIPLA Mental Helpline
0800 456 789