



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: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

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

- 2.1. 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.
- 2.2. Where fixtures, fittings or appliances are broken or do not work, you are responsible to ensure that same is reported to the Landlord timeously.
- 2.3. The Landlord will sweep and wash the kitchen and bathroom floors and clean the showers and toilets of your unit once per week. The Landlord will not wash your dishes; linen, make your bed or tidy your unit.
- 2.4. Bed linen should be changed and washed weekly.
- 2.5. Bins in your room must be emptied regularly. All waste to be disposed of in the refuse bins provided on each floor.
- 2.6. Ensure that no empty cans, bottles, plates, dirty dishes or take-away containers are kept in your room as this may attract rodents. If pests and rodents are found in your unit and additional fumigation is required, the cost of fumigating the unit will be shared amongst all occupants.
- 2.7. All food kept in your bedroom must be stored in suitable containers to prevent insects and rodents from accessing it.
- 2.8. You are responsible to clean up and wipe the kitchen counters after use. Respect your roommates.
- 2.9. The supplied furniture may not be removed from your unit or the common areas.
- 2.10. The Landlord does not provide toasters, kettles, cleaning materials, toilet paper, brooms, mops, iron, ironing board, cutlery, utensils or bedding. Each lodger must provide their own. Roommates are encouraged to pool the cost of cleaning materials and toilet paper.
- 2.11. Only use toilet paper in the toilets. Feminine hygiene products may not be flushed down the toilet. Use the feminine hygiene bins provided.
- 2.12. Your unit, including the bedrooms, may be spot checked for cleanliness.
- 2.13. 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.
- 2.14. The Landlord reserves the right to clean your bedroom and/or unit in your absence. Should the Landlord need to arrange for your unit or bedroom to be cleaned, you will be charged a fee for cleaning, as determined by the Landlord.
- 2.15. No animals are allowed inside your unit (excluding guide dogs where needed).
- 2.16. 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.
- 2.17. 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

3.1. 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. 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 immediately.
5. In addition to any one 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 quite 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 – Inappropriate attire will not be permitted in communal areas, including the TV room, lab room, games room, administration office, and other shared spaces. This includes, but is not limited to, inappropriate sleepwear, swimwear (except where specifically permitted), see-through clothing, and/or visible underwear, unless otherwise specified for SLP functions.
11. No electrical appliances, i.e., heaters, hairdryers, shavers, etc are allowed in the communal areas and is to be used in your room only.

3.2. Rooftop & 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, cans, plastic, paper etc.
4. Do not enter the restricted areas / fenced areas on the rooftop.

3.3. GYM FACILITIES

- 3.3.1. The use of the gym equipment and facilities, including the running track is entirely at your own risk.
- 3.3.2. The Landlord assumes no liability of whatsoever nature.
- 3.3.3. Please consider other lodgers and use towel to wipe any equipment after use.
- 3.3.4. You will be responsible for the cost of replacement/repair of any equipment damaged by you

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. Each student will receive 4 washer credits and 4 dryer credits per month. These credits will be loaded monthly and do not roll over to the following month if unused. Once the allocated credits have been exhausted, students will be required to purchase additional credits at their own cost to continue using the laundry facilities.
- 3.4 A fine will be charged for overloading laundry machines .

3.5. PARKING AREAS, BICYCLE RACKS

- 3.5.1. The parking areas are for the use of lodgers only. Should a visitor wish to park a motor vehicle/motorcycle in the designated parking areas, prior written consent of the Landlord is required. The visitor may be charged a fee to park his/her motor vehicle or motorcycle.
- 3.5.2. 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 towed away, and you will be liable for a penalty and/or the cost of towing away the vehicle.
- 3.5.3. Parking disks 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.
- 3.5.4. Only use the designated bicycle racks to park bicycles. You are required to have your own lock to secure your bicycle.
- 3.5.5. Motor vehicles, motorcycles, and bicycles are parked at own risk. The Landlord does not accept any liability whatsoever for any damaged or stolen vehicles, motorcycles, or bicycles.
- 3.5.6. Do not gather at the parking areas. Please use the recreational facilities for such purpose.
- 3.6. Please do not keep lifts open for any reason as this causes damage to the lifts. This is an offence and if found guilty, there will be a fine issued.

04. FIRE AND GENERAL SAFETY RULES

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).
7. The Landlord reserves the right to remove unsafe items.
6. Do not play or interfere with any fire safety equipment.
7. Listen to the instructions given by Fire Marshalls.
8. 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 Owners' prior written consent

05. DISTURBANCES AND INAPPROPRIATE BEHAVIOUR

1. Playing music or other sounds 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 in this regard.
4. Serious and disorderly behavior that disturbs other students is classified as a Category C or Category D offence.
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, furniture or appurtenances, immediately cancel your Lodger Agreement.
6. 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

06. SMOKING, DRUGS, ALCOHOL AND OTHER NARCOTICS

- 6.1. Smoking is only allowed at designated smoking areas. Use the smoking bins to discard of stubs. No smoking in the unit, bedrooms or public areas are allowed.
- 6.2. No Vapes, Liquids, rolled cigarettes/and or any other form of smoking including hubbly bubbly and/or cannabis will be allowed in the units and bedrooms or public areas. IT WILL ONLY BE ALLOWED IN THE DESIGNATED AREAS.
- 6.3. Using, manufacturing, distributing, selling and/or possessing illegal drugs or narcotics is strictly forbidden in the Building.
- 6.4. Should illegal drugs or narcotics be found in your room or in your possession, the Landlord reserves the right to immediately terminate your Lodger Agreement, report the incident to the police and your educational institution and take whatever legal action that may be necessary.
- 6.5. The Landlord reserves the right and you agree that the Landlord may, at its own discretion do a drug search of the unit and/or bedroom.
- 6.6. Consumption and storage of alcohol is not allowed in your room or in the building. Should alcohol or any form of drugs be found on your person or in your room, we reserve the right to immediately terminate the Lodger Agreement and take whatever legal action that may be necessary against you. We reserve the right to do random bags and room searches should we suspect you are trying to, or have, smuggled alcohol in the building.

07. VISITORS

Residents and their visitors are bound by these Rules

1. Visitors must obey the House Rules. It is your responsibility to ensure that your visitors are aware of and abide to 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 Lodger Agreement.
6. The Owner reserves the right to place additional restrictions on access by visitors.
7. Each student is allowed 15 SLEEP OVERS PER ACADEMIC YEAR PERIOD
8. Visitors and the resident are expected to leave any form of identification at the security desk when signing in.
9. Visitors -you are limited to 2 guests per visit.
10. Sleepovers you are limited to one guest per sleepover
11. No buying of sleepovers. Buying of sleepovers will only be granted if it is an emergency
12. Sleepovers must be booked at least 24 hours prior at the office during office hours, no sleepovers will be booked via WhatsApp or email.
13. Emergency sleepovers will be at the discretion of the Property Manager / Residence Manager
14. Residents and their visitors are bound by these Rules

08. MEDICAL CONDITIONS AND PREGNANCIES

Injury and Illness

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

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

09. Energy Efficiency and Heater Usage Guidelines

1. Notwithstanding the provisions of clause 10.1 of the Lodger Agreement, where no heater is provided by the Owner in the Unit, the Lodger may use a personal fan heater in the Unit, subject to the following conditions:
2. **The maximum power rating of the fan heater may not exceed 1 kW;**
3. No other type of heater, including but not limited to an oil heater, gas heater, infrared heater or bar heater, may be used or kept in the Unit; and
4. Any heater which does not comply with the requirements of this clause may be removed from the Unit by the Owner or its agent, without prior notice, and retained for safekeeping until collected by the Lodger or, where applicable, until the termination of this Agreement.

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
 - 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. Electricity and water meters are installed for each unit.
- 2.1 Reasonable electricity and water consumption (referred to as:- Quota) is allowed per unit to maintain comfortable living spaces.
- 2.2 The owner reserves the right to bill excess of quota electricity and water consumption and costs on a prepaid or postpaid basis. The quotas are reasonable to avoid excess quota consumption charges.
- 2.3 If prepaid, the occupants of the unit will resolve among themselves the top-up purchases. The responsibility in the event of electricity and water supply disruptions.
- 2.4 If postpaid, the excess consumption costs will be billed proportionately to the numbers of beds in the unit, payable monthly in arrears. The owner reserves the right to (1) switch off the electricity and water supply if the excess charges are not paid timeously and/or (2) recover unpaid excess charges from the deposit held.
- 3.1 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.
4. 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 charges, misbehave or fail to comply with these Rules.
5. The provisions of this paragraph 10 are not exhaustive, and the Landlord may exercise such remedies as are provided herein or in the Lodger Agreement or in common law.
6. You will not have any claim against the Landlord in the event of the Landlord exercising its remedies as set out in this paragraph 10.

11. CONTRAVENTION OF RULE

- 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 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 Owner, in its sole discretion, is of the opinion that any transgression of these Rules is of such a serious nature that it constitutes a breach of the Lodger Agreement, the Owner shall be entitled to terminate the Lodger Agreement without any previous complaints having been made, warnings having been issued or opportunity being afforded to remedy such breach.
 - 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 (if applicable) of the unit.
 3. You agree to vacate the unit within 72 (seventy-two) hours of being given notice to vacate the unit.

12 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.

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

- 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

- Alcohol is not allowed in the building

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

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

- Theft
- Assault
- Victimization
- 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
- 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
- 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



EMERGENCY NUMBERS

MEDICAL EMERGENCIES
Ambulance
012 358 2111
086 108 4124
10177
On-Site First Aider

WATER OUTAGE
City of Tshwane
012 358 9999
080 111 1556

BOMB THREATS
Fire Department
012 310 6300/6400
10177
On-Site First Aiders
Armed Response
Security Supervisor
086 111 7117

SUICIDE THREATS
Armed Response
Security Supervisor
086 111 7117
012 358 2111/6300/6400
086 108 4124
10177
Fire Department
012 310 6300/6400
10177

Police
011 986 9000 /9151
10111
Lifeline Pretoria
012 804 1853

AGGRESSIVE BEHAVIOR
Armed Response
Security Supervisor
Police
012 366 1700

STRIKES AND RIOTS
Fire Department
012 310 6300/6400
10177
On-Site First Aiders
Armed Response
012 667 4990
Security Supervisor

Fire Department
011 310 6300/6400
10177
On Site First Aiders
Security Supervisor
086 111 7117
Hatfield City Improvement District
073 540 1866
FIRE