



# **GUIDELINES & HOUSE RULES**



*Welcome to Student Living*



**AFHCO**  
*Africa Housing  
Company*

# THE GUIDELINES & HOUSE RULES

## PURPOSE

To create an environment that will be homely, comfortable, relaxed, safe, and conducive to learning, we have created these Student Living Guidelines and House Rules are to be followed at all times.

## OBLIGATION

Please ensure that you familiarize yourself with these Student Living Guidelines and House Rules. Should you require any clarity on the Student Living Guidelines and House Rules please ask one of the Residence Managers.

*The Landlord or Management reserves the right to amend or update these Guidelines and House Rules from time to time as they deem appropriate to ensure a pleasant environment is maintained. All amendments are at the sole discretion of management.*

## GENERAL

1. The Premises shall be used and occupied personally by the Student during the term of the Agreement and subletting is strictly forbidden.
2. No Student, or Visitor of the Student, is permitted to be abusive to anyone at the building or anyone providing services to the Student, including any staff; cleaning, security, and maintenance personnel; bus driver; or fellow student, for any reason whatsoever. Such abuse will be dealt with in terms of the disciplinary policy.
3. No objects may be thrown out of windows or the building, including but not limited to papers, cans, bottles, food, chewing gum and cigarette butts. A Student will be subject to disciplinary proceedings and be liable for any damages that may arise from the above action.
4. No personal items shall be left on the common property, including but not limited to luggage, books, groceries, appliances, sporting goods, bicycles, and boxes. Any such items will be removed by building Management.
5. No furniture, appliances, bedding, computer, or other equipment provided by the Landlord

may be removed from rooms, the common area property, and the building. A Student will be subject to disciplinary proceedings and be liable for any loss or damages that may arise from the above action.

6. Any theft, vandalism, abuse or damage of any furniture, appliances, bedding, computer equipment, gym equipment décor, plants, trees etc., in the building will result in appropriate disciplinary and / or criminal action against the responsible party.
7. No Student may hold or participate in unwarranted group meetings and demonstration inside or outside the building.
8. Any Student in contravention of any law will have their lease terminated with immediate effect.
9. The distribution or placement of any pamphlets of any nature within the building is not permitted without the permission of management.
10. No pets are permitted in the building.
11. No trading of any product or services is permitted in the building.
12. A Student must regularly read all notices on the notice board as important notices are displayed here, and failure to do so could result in important communication being missed.
13. A Student who discovers anyone breaking the House Rules is required to report them to the Residence Manager or Management.

## APARTMENT CARE & MAINTENANCE

1. A Student must always keep their apartment (room, kitchen, bathroom) and appliances (stove, microwave) clean and tidy.
2. A Student must always look after the furniture, fixtures and appliances provided and not misuse any of the items.
3. Bins in the room must be emptied in the refuse area provided regularly.
4. Bed linen should be changed and washed regularly and must always be covered with a mattress-protector.

5. Cleaners will clean the common property only and no Student may request that a cleaner or any staff member clean their room.
6. Management reserves the right to clean your room in your absence and hold you liable for any costs incurred.
7. All rooms will be inspected by Management randomly to ensure that rooms are always cleaned and kept tidy.
8. Insects and rodents are a health hazard therefore all food must be stored in appropriate containers or wrapped tightly to prevent insects or rodents from accessing it. All stale, unfinished or waste food must be wrapped tightly and thrown away in dustbins provided for in the kitchen or building.
9. A Student must ensure that upon vacating the room it is in the same condition as it was when they moved in. Should the room not be in the same condition the Student will be liable for any costs for the cleaning, repair, or replacement of items.
10. No Student may make any alterations or additions in or on the premises, nor may they drive nails into walls, ceilings, or furniture, make holes or attachments.
11. A Student must lock the premises when leaving to protect the Landlord's, their own, and other Student's property, where apartments or rooms are shared. The Landlord accepts no responsibility for any loss or damage suffered to a Student's belongings as a result of the apartment / room being left unlocked.
12. A Student must keep the apartment / room well ventilated by opening windows regularly to allow fresh air into the apartment / room.
13. A Student must not interfere with the electrical or plumbing system of the building.
14. A Student must take all reasonable steps to stop blockages and obstructions in the drains or sewage pipes and must not put any food down the kitchen sink or flush newspaper, foreign objects, or sanitary towels down the toilet. Sanitary towels are to be placed inside the sanitary bins provided which will be emptied regularly.
15. A Student must not use any apparatus or carry on any trade or process or keep any combustibles or hazardous goods in the apartment / room, which may violate the Owner's fire insurance policy or increase any premium payable thereunder.
16. All damages must be reported to management as soon as possible. If the Owner informs the Student that he needs to enter the Premises to inspect, carry out repairs, or any other reason whatsoever, the Student must allow the Owner to do so.

## SAFETY AND SECURITY

1. A Student must always ensure that their apartment, room, and cupboards are locked. Windows must always be closed properly when the Student is not present in the apartment / room.
2. A Student must never lend their keys or give their details to anyone to make it easy for them to identify their room or building in which they reside.
3. A Student must make sure that they take good care of their keys and that they never leave them in a place that they can be stolen or lost.
4. Lost, stolen, or missing keys will lead to the replacement and issuing of new keys. A Student will be held responsible for the cost of replacing and the issuing of new keys by a locksmith.
5. Should personal property be stolen, vandalised or go missing please notify management and open a case at the nearest police station.
6. A Student is encouraged to obtain personal property insurance for their belongings, as management will not be held liable for any loss or damages of whatever nature that the Student may incur at the building.
7. No Student must tamper with any security equipment, it is a serious offence and is strictly forbidden always.

## FIRE SAFETY AND FLAMMABLE SUBSTANCES

1. No Student may tamper with any of the fire equipment which the Landlord has provided for your safety. Such fire equipment may include fire extinguishers, hose reels, smoke

detectors, door and other sensors, fire panel, and fire alarms. It is a serious offence to tamper with the fire equipment and any Student guilty of such an offence may have their lease terminated or will be dealt with in terms of the disciplinary policy and may also face criminal prosecution.

2. Fire escape doors and emergency exits may only be used in the event of a fire or similar emergency and are not to be used as normal exits or entrances to the building.
3. All pathways, corridors and stairwells must always be kept clear to avoid obstructing anyone during an emergency.
4. A Student must familiarise themselves with the emergency protocols of the building which includes fire escape routes and alarms.
5. No Student may make use of candles, oil lamps or stoves, incense, space heaters, bar heaters, paraffin or alcohol burners, gas stoves, chemicals or anything that produces an open flame because it is a potential fire hazard and is strictly forbidden.
6. Management may conduct impromptu inspections and fire drills, and everybody must cooperate.
7. Should you discover a fire:
  - a. Immediately activate the fire alarm, using the closest fire alarm button.
  - b. Follow the evacuation procedure without delay.
  - c. Do not attempt to fight the fire.

## ELECTRICITY AND WATER

1. All Students are provided with limited free electricity and water for their use and enjoyment during their stay. The Landlord is not responsible and neither commits to supplying an endless supply at its cost.
2. Electricity and water are to be used sparingly and is subject to a "fair use policy" ("FUP"). A Student should not leave lights and electrical appliances on when not in the room or apartment, and not to use any more water than is necessary. A shower longer than 4 minutes is considered excessive.
3. Any Student, or Students, where rooms are

shared, that exceed a reasonable consumption for electricity and / or water, determined at Management's sole discretion, the Student or Students will be requested to reduce their consumption with immediate effect. Should a Student or Students persist with high consumption, Management reserves the right to limit further supply of electricity and the Student or Students may be requested to contribute towards the consumption, and / or will be dealt with in terms of the disciplinary policy.

4. No Student shall have any claim against the Landlord or Management in terms of the above.

## INTERNET / INFORMATION TECHNOLOGY

1. All Students are provided with uncapped internet access for their use and enjoyment during their stay.
2. Internet is provided primarily for study and research purposes but may also be used for personal use and enjoyment.
3. A Student will be provided with a secure user name and password that is unique. Under no circumstances may a Student share their user name or password with anyone. Should a Student be found to have shared their user name and password, the Student may have their internet access suspended and such offence will be dealt with in terms of the disciplinary policy.
4. Whilst the Landlord commits to provide uncapped internet access, the Landlord still operates a "fair usage policy" ("FUP"). Any Student found to be abusing their access by operating high bandwidth programs etc. may have their internet access suspended and such offence will be dealt with in terms of the disciplinary policy.
5. Any Student who fails to pay their account in full may have their internet access suspended until the account has been paid in full. The Student acknowledges and understands that the Landlord pays for internet services and can only continue doing so if payment of rental is received from all Students.

6. Any Student who commits any unlawful activity, including the downloading or distribution of illegal content, or is engaged in any activity that threatens the stability of the network may have their internet access suspended and such offence will be dealt with in terms of the disciplinary policy.
7. Where computers are provided inside the computer rooms, these are to be used solely for study purposes and not for personal use.
8. Under no circumstances may any Student download any program or application or file or other item on the computers provided, and any Student guilty of such an offence will be dealt with in terms of the disciplinary policy.
9. No Student shall have any claim against the Landlord or Management in terms of the above.

belongings, at its sole discretion.

## QUIET TIMES

1. Quiet times must be observed between 22h00 until 10h00 on Sundays to Thursdays and from 00h00 (midnight) to 10h00 on Fridays and Saturdays.
2. A Student and all Visitors must behave in a manner that is considerate and conducive to a studying environment and which does not cause unreasonable disturbance.
3. It is recognised that noise is normal in a communal living environment, however the Student with their visitors must keep noise to its absolute minimum. Noise is described to be, but not limited to loud talking, loud conversations, shouting and loud music, TVs, phones, laptops, radio, running in the corridors or other areas etc.
4. During official test week and examination periods a mandatory 24-hour compulsory quiet time will be observed.
5. Any breach of the quiet times provision by a Student or their Visitor will be dealt with in terms of the disciplinary policy.
6. A Student making use of communal facilities shall not make excessive noise that is disturbing in nature or cause a nuisance.

## ALCOHOL, SMOKING, DRUGS & WEAPONS

1. No alcohol may be stored or consumed on the premises. Any Student found with alcohol (either storing it or consuming it) is guilty of an offence and will be dealt with in terms of the disciplinary policy.
2. All types of smoking are prohibited throughout the building. Any Student found smoking is guilty of an offence and will be dealt with in terms of the disciplinary policy.
3. No illegal narcotics may be stored or used on the premises. Using, manufacturing, distributing, selling or possession of illegal narcotics is strictly forbidden in the building. Any Student found with illegal substances (either storing it or consuming it) is guilty of an offence and will be dealt with in terms of the disciplinary policy and may face further criminal action.
4. No firearms or dangerous weapons are allowed in the building and under no circumstance shall a firearm be stored, carried, or fired by any Student or their Visitor. Any Student found with a weapon is guilty of an offence and will be dealt with in terms of the disciplinary policy and may face further criminal action.
5. Management reserves the right to do impromptu inspections or searches of apartments, Students and Visitors entering the building, their bags, and other personal

## VISITORS

1. Visitors will be permitted if they adhere to the Student Living Guidelines and House Rules. It is the Student's responsibility to ensure that their Visitors understand and adhere to the House Rules.
2. Management reserves the right to deny access to anyone at its sole discretion, or to remove any visitor for any breach of these Guidelines and House Rules, and in particular for any conduct related to violence, destruction of property, posing a threat or involvement in protest action.
3. All Visitors must report to security and must always adhere to the security procedures for the building, which requires the Visitor to be signed in by the Student being visited. The Visitor will also be required to leave positive

identification i.e. student card, ID, passport, driver's license with security before entry will be granted, which card will be handed back on exiting the building.

4. No Student may have more than one Visitor at any given time, and Visitors must always be accompanied whilst in the building. The Landlord or Management reserves the right to amend this rule without notice at its sole discretion.
5. No Student may leave the building and leave Visitors unattended in the building. If the Student leaves the building, all their Visitors are required to leave the building as well.
6. Visitors are only permitted during visiting hours, currently between 09h00 and 22h00 daily, however no visitor will be allowed access into the building after 21h00. The Landlord or Management reserves the right to amend these hours without notice at its sole discretion.
7. No Visitor may sleep overnight under any circumstances.
8. If a Student is found to have granted permission for a sleepover without the prior arrangements, this will be dealt with in terms of the disciplinary policy.
9. The Student is responsible for their Visitor's actions and behaviour at all times and will be held responsible for any damages caused by their Visitor, including being subjected to the disciplinary policy.

### COMMUNAL FACILITIES (TV/ GAMES ROOM, CINEMA & LOUNGE)

1. Any Student residing in the building can make use of all communal facilities in the building, provided that those specific facilities that require booking are booked by the Student with building management in advance i.e. lecture room.
2. All communal facilities are provided for the use and enjoyment of all Students and must be kept clean, neat, and tidy after use, and everything must be returned to its original position after use.
3. Visitors are not allowed to make use of any of the communal facilities in the building,

unless specifically agreed to by Management, but may under no circumstances make use of the gymnasium, laundry and computer room, to ensure all resident Students are not deprived of beneficial use thereof. Should a Visitor be found using the communal facilities disciplinary action will be taken against the Student responsible for the Visitor.

### COMPUTER AND STUDY ROOMS

1. Silence must be maintained at all times in the study and computer rooms out of respect for those studying. Group discussions must be held elsewhere, or a suitable venue booked.
2. No food or drinks are allowed in the computer lab.
3. Computers are solely for the study purposes and not for personal use.

### GYM

1. The use of the gymnasium will be at the sole risk of the Student and Management will not be liable for any injury, damage or loss sustained whilst making use of the gymnasium.
2. 8. Students are to wear appropriate clothing at all times whilst exercising and are required to make use of a towel to wipe away any sweat from the equipment after use.

### LAUNDRY

1. The use of the laundry will be at the sole risk of the Student and Management will not be liable for any loss of or damage sustained to any clothing whilst making use of the laundry and drying yard.
2. Students should not leave their washing unattended.

### BRAAI AREA

1. The use of the Braai area will be at the sole risk of the Student and Management will not be liable for any injury, damage or loss sustained whilst making use of the braai area.
2. No area other than the braai areas provided may be used to light a fire and only firelighters, wood or charcoal may be used. No fuel or

similar accelerant of any type may be used

## MEDICAL & HEALTH

1. Medical services are not available at the building. Should any Student suffer from any medical illness, disability, physical condition, or injury that requires medical services, it is the responsibility of the Student to obtain such services.
2. Should any Student suffer from any serious medical illness, disability, physical condition, indisposition or injury, Management must be informed immediately to seek medical assistance.
3. Should any Student suffer from a communicable disease they are to report same to Management immediately.
4. If any female Student falls pregnant, she must inform Management and the Student will be required to vacate the building by the 5th month of the pregnancy as Management is not equipped to handle any complications that may arise during pregnancy.
5. If any female Student is suspected to be pregnant, they will be approached by a staff member and will be requested to produce a doctor's certificate.
6. No abortions are allowed in the buildings and should a Student commit an abortion, their lease will be terminated with immediate effect.
7. A list of emergency services contact details in the area is available at security.

## TRANSPORT

1. All Students studying at the University of Johannesburg or Wits University will be provided with free transport to and from campus, where campus is situated further than 2km from the building.
2. Departure and collections times are as per the timetable provided but may vary depending on traffic and weather conditions. Please familiarise yourself with the calendar.
3. No overloading of busses is permitted, and Students are not to board a bus where capacity has been reached. It is the Students

responsibility to ensure that they adhere to capacity restrictions and Management accepts no responsibility for any injury, loss or damage suffered as a result of the failure to adhere thereto.

4. Drivers are under strict instruction not to collect and drop Students at any points along the route, other than those authorised by Management.
5. As capacity is limited, no Visitor can make use of the transport provided and any Student whose Visitor is found to have used the bus will be dealt with in terms of the disciplinary policy.

## PARKING

1. A Student that requires to make use of parking will be obligated to make an application with Management to be assigned a parking bay, in which Management may require the Student to sign a separate lease agreement at an additional charge.
2. A Student must make use of their assigned bay and use of a parking bay other than the one assigned is forbidden.
3. A Student must ensure that their vehicle does not drip any petrol, diesel, oil, lubricant which may cause damage to the property. A Student will be held liable for any and all damages resulting from such spills.
4. The use of the parking will be at the sole risk of the Student and Management will not be liable for any injury, loss of or damage sustained whilst making use of the parking.
5. Insurance of vehicles, including bicycles, is the responsibility of the Student who must ensure that vehicles or bicycles are always locked or secured.
6. Only Students that have the requisite permission may enter the allocated parking area.

## DISCIPLINARY POLICY

1. Any contravention of the Student Living Guidelines and House Rules will result in the offending Student being subject to disciplinary action in the form of a verbal

or written warning for minor and moderate offences, alternatively termination of the lease agreement where serious offences have occurred, or in cases of repeated contravention of minor and moderate offences.

2. A list of offences and resultant disciplinary action appears hereunder and is to be used as a guide only. The nature and severity of the offence will guide Management's decision making when determining the appropriate disciplinary action to institute, which may differ from that shown below.
3. Management reserves the right at its sole discretion to amend the disciplinary policy without notification.
4. Any Student whose lease is terminated will have 48 hours in which to vacate the apartment and hand back all keys.
5. Management reserves the right to notify a Student's parent(s), institution of learning, bursar, or any other interested party, of disciplinary proceedings instituted against any Student.
6. A Student will be provided with the disciplinary outcome and will be expected to acknowledge such outcome by signing the appropriate outcome document. Failure to acknowledge such outcome may lead to further disciplinary proceedings being instituted.
7. A Student may appeal the outcome in writing within 14 days, whereafter the appeal will be considered, and the Student notified of the outcome in writing within 7 days of receipt of the appeal, which outcome will be final.

| Category                                 | 1st Occurrence | 2nd Occurrence | 3rd Occurrence |
|--|----------------|----------------|----------------|
| <b>Minor</b>                             | Verbal Warning | Final Warning  | Termination    |
| Noise                                    |                |                |                |
| Electricity/ Water abuse                 |                |                |                |
| Internet abuse                           |                |                |                |
| Visitor access                           |                |                |                |
|  |                |                |                |
| <b>Moderate</b>                          | Final Warning  | Termination    |                |
| Abuse                                    |                |                |                |
| Alcohol/Smoking                          |                |                |                |
| Visitor sleepovers                       |                |                |                |
|  |                |                |                |
| <b>Serious</b>                           | Termination    |                |                |
| Violence                                 |                |                |                |
| Drugs or weapons                         |                |                |                |
| Damage or vandalism                      |                |                |                |
| Tampering with fire equipment, lift etc. |                |                |                |

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