



STUDENT HOUSING RULES & REGULATIONS

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1. Welcome

The Unicity Student Residences (USR) aim to provide you with quality and comfortable student accommodation during your stay with us. In order to help us in ensuring this and for the well-being of all residents, you, as a resident, have the responsibility to make a positive contribution by following the Student Housing Rules and Regulations, being courteous and considerate to your fellow residents and respecting neighbours who live in the vicinity of the accommodation. Unicity Student Residences is part of Unicity Education Hub, which encompasses several educational institutions.

2. General Provisions

‘Unicity Student’ Accommodation is expected to welcome university students. The residence is fitted with furnished rooms, kitchen facilities, living areas along with laundry facilities.

These regulations are designed to ensure that students' accommodation and surrounding areas are a safe and comfortable environment for living and learning.

These regulations apply to all students and visitors in the residence buildings and surrounding areas at all times.

The Security and ‘Unicity Student’ team are responsible for the day to day management of the student residences. The staff of USR, Resident Assistant and the Security Department jointly take responsibility for the implementation of these regulations.

The ‘Unicity Student’ team will work closely with the Student Housing Committee to facilitate the implementation of these regulations.

2.1 Useful Contacts

Facilities, leasing & Welfare Issues

Karoonen (Niven) Moorghen

Unicity Student Manager

Tel: 5428 0387

Email: karoonenm@unicity-ieh.com

Invoicing & Payment issues

Shirley Cootnah

Tel: 5857 3583

Email: shirleyc@unicity-ieh.com

Operation, Repairs & Maintenance

Didier Gopaul

Tel: 57238359

Email: didierg@unicity-ieh.com

Student Events

Snehaa Bhikajee-Cooshneapa

Tel: 5723 6568

Email: snehaab@uniciti-ieh.com

2.2 Access to USR Compound

A biometric system is in place at the gate post. Students will have to use fingerprint authentication. The system automatically monitors the entry and exit of students from the residence. The evolution to biometrics on campus will definitely increase security and control. Unicity Student Residences follow the General Data Protection Regulation and the Data Protection Act 2017 in handling data provided by residents and any other parties.

2.3 Cleaning

You are responsible for the cleaning of your own room. You must keep your room clean and tidy at all times. The furniture provided in your room may not be removed from your room, or the building, without our prior consent. You will also be responsible for cleaning up after yourself, when you use any of the common areas, such as the kitchen.

A weekly cleaning of bathroom, bedroom, floor and kitchen, if any, will be effected by the Landlord's cleaning contractor. The Tenant shall grant access to the Landlord's cleaning contractor to perform the Cleaning Services on the day and at the time agreed to between the Landlord and the Tenant.

Regular inspections will be carried out by USR Team and Resident Assistants. You must comply with any cleaning schedules, communicated to you.

Any damage found to the room on inspection will be billed directly and become payable immediately. Should we find that the state of your room is such that there may be a potential health hazard, you will be formally requested to clean your room. Should you consistently keep your room in such a state we will arrange for the room to be cleaned and all costs will be for your account.

You will ensure that prior to vacating the room, for weekends, vacations or otherwise, that your room is cleaned and that any form of food or drink is stored away or thrown out and that pots, pans, cups and plates are cleaned. We reserve the right to clean your room in your absence and hold you accountable for costs incurred and we will not be held responsible for any losses.

Failure to observe cleanliness will constitute a breach of the Lease Agreement and may lead to termination of the Lease.

2.4 Waste Removal Schedules

We will communicate to you the Waste Removal Schedules. You must dispose of your waste in the dedicated bins situated outside of your rented premises.

2.5 Mail distribution and Notice Board

i. USR Team will use his/her reasonable endeavours to email you, when any mail is received for you at the reception. However, you will need to regularly check whether you have any mail. USR Team will not be responsible for any lost mail.

ii. You shall be responsible for consulting regularly, the Notice Board for any notifications, information and/or changes in any policies, codes etc.

2.6 Rental payment

Invoices will be handed to you regarding the rental payment. Payment shall be made by electronic bank transfer into Unicity Student Residences' designated bank account. Failure to pay the rent will constitute a breach of the Lease Agreement and may lead to termination of the Lease.

2.7 Communications

- i. For issues related to facilities (eg: cleaning, waste removal, pest control, etc.) and leasing, the point of contact is USR. Report the issue to a Resident Assistant or the Resident Coordinator.
 - ii. For issues of maintenance and repairs, your point of contact is USR. Report the issue to a Resident Assistant or the USR Team.
 - iii. A dedicated person from USR team is also available to ensure student welfare.
- The preferred mode of communication is via email for non-urgent requests. As for urgent requests, the preferred mode of communication is by phone.

2.8 Laundry and Cleaning Services

You may contract your own laundry services and/or cleaning services, from the independent services providers, who have been duly authorised to operate within the student accommodation compound, by the property owner. The property owner and its agent, shall not, however, be liable for the level of quality and/or due execution of such services.

It shall be forbidden for you to hang any clothes to dry outside the leased premises and/or in or on the property other than in the areas specifically designated by the UEH, as indicated in your lease agreement.

3 Code of Conduct

As residents you must abide by all Student Housing Rules and Regulations described in this document and applicable laws and regulations in force. These policies benefit individual students as well as the entire residential community. Failure to abide may result in the cancellation of your Lease Agreement and/or civil and/or criminal action being taken against you.

3.8 Alcoholic beverages

Residents may possess quantities of alcohol that are intended for personal consumption only. Activities that potentially encourage excessive or dangerous drinking are not allowed, including:

1. Kegs and large common containers containing alcohol.
2. Bars – what constitutes a bar will be left to the discretion of the Residential Life Staff.
3. Drinking games.
4. large quantities of alcohol or hard alcohol

Any person found to be intoxicated and acting in an unruly manner, will be evicted following cancellation of the lease agreement with immediate effect. It is illegal under local law, to consume alcohol in any public place, unless that place is licensed to allow for the consumption of alcohol or specifically authorised by law e.g. public beach.

3.9 Smoking

Smoking is prohibited inside the building. Residents may only smoke outside (within the property compound), at least 30 feet away from the building premises. However, all cigarette-butts must be

properly put out and disposed of in the designated bins provided for outside the building premises. It is illegal to smoke in any public place, under local law.

3.10 Drugs, narcotics, and paraphernalia

It is strictly forbidden for any resident to store, possess, manufacture and/or sell any controlled and/or illegal substances and/or drugs for intoxication and/or abusive use of such substances and/or drugs. Residents suspected of violating this policy may be confronted by staff members and/or the Police and authorities and/or be evicted following cancellation of the lease agreement with immediate effect. Criminal legal action and civil legal action may be taken against you. The following consist of additional violations under this policy:

- a. Possession and use of marijuana or use of products that resemble or smell like marijuana is prohibited.
- b. The misuse of prescription medication and/or cleaning products or fumes. Also, the use, possession, and/or sale of marijuana, even with a prescription from your home country, (where same could be legal), is illegal and prohibited in Mauritius.
- c. Inability to exercise care for one's own safety and/or the safety of others while under the influence of controlled substances.
- d. Suspicion of using illegal drugs which includes, but is not limited to, marijuana odour emanating from a unit, drug paraphernalia seen in a room, storage closet, balcony, etc.
- e. The sale and/or distribution of drugs and/or paraphernalia are prohibited.

The Unicity Student Residence team reserves the right to conduct regular room searches to ensure that the rules and regulations are being respected.

Any person found in possession of any drugs as above or using such substances on the premises or within the property will be evicted and the lease agreement cancelled with immediate effect. In addition, the matter will be reported to the Police and the relevant authorities.

3.11 Dangerous or threatening behaviour

Any activity, which can be interpreted as endangering or harming oneself, any other student and/or guests is prohibited. Conduct that threatens or endangers the health and/or safety of any person including physical abuse, verbal abuse, threats, intimidation and/or harassment is strictly prohibited. Committing acts of physical and/or mental abuse or engaging in actions that intimidate, harass, threaten, coerce, or otherwise endanger the health or safety of self or another person (including threats or attempts of suicide) is prohibited. This includes but is not limited to physical harm or threat of physical harm to any person and/or to self.

3.12 Bullying and Harassment

USR advocates a positive and safe environment free of discrimination or forms of harassment for its students, and staff and does not tolerate bullying and harassment of any kind. Harassment is defined as unwelcome and objectively offensive conduct that (a) has the purpose or effect of unreasonably interfering with an individual's work or educational environment, (b) is directed at a particular individual or individuals, and (c) is abusive or severely humiliating.

Such behaviour is subject to disciplinary action. Criminal legal action and civil legal action may be taken against you.

3.13 Sexual assault or harassment

The USR Team is dedicated to creating a respectful learning community, free from any form of sexual assault. Sexual harassment on campus or in other settings related to USR, is unlawful, as well as unethical, and will not be tolerated. Sexual assault or harassment can be defined as, but not limited to, Non-Consensual Sexual Contact and Non-Consensual Sexual Penetration.

USR will respond promptly to formal complaints of sexual harassment, and, where it is determined that sexual harassment has occurred, will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate. Criminal legal action and civil legal action may be taken against you.

Victims will be encouraged to report the case to the Police.

3.14 Prostitution

USR has a zero-tolerance policy on soliciting, promoting or offering prostitution. Every case reported will be investigated promptly and in case the policy has been violated, USR will take appropriate corrective and remedial action, up to and including expulsion from the residence.

3.15 Stalking

Stalking is conservatively defined as a course of conduct directed at a specific person that involves repeated (two or more occasions) visual or physical proximity, non-consensual communication, or verbal, written, or implied threats, or a combination thereof, that would cause a reasonable person fear. Stalking may include cyber-stalking, in which electronic media such as the internet, cell phone, texts, or other forms of electronic contact are used to make unwelcome contact with another person. USR will respond promptly to formal complaints of stalking, and, where it is proven, will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate. Criminal legal action and civil legal action may be taken against you.

3.16 Ethics

You are requested to keep a professional behaviour in all conversation and interactions with the USR Team, the security, service providers and persons working in the compound of USR. It is prohibited to ask or receive anything personal from USR team, security guard or from any other persons working in the compound of USR. It is strictly prohibited for a security guard or any person working as cleaner or maintenance to give or to sell any articles such as food, drinks, cigarette or any gift to student. The Access for student in the security post is strictly prohibited particularly for personal conversation.

3.17 Destruction/misuse/theft of property

Property damage is inappropriate and demonstrates a lack of respect for the community, other residents and the property of others. The following are, but not limited to, violations of this policy:

- a. Unauthorized possession, use or misuse, removal, defacement and/or tampering of leased property or equipment or any other property belonging another is prohibited.
- b. Any resident who maliciously or accidentally damages property will be responsible for the cost of remedying the damage and/or the cost of the labour to restore, repair or replace the property.
- c. Residents will be responsible for the actions of and/or damages incurred by their guests.

- d.** Residents are prohibited from physically repairing damages to the property. If property is damaged, please report the damage to the USR staff.
- e.** Furniture must not be removed from student units and/or common areas.
- f.** Residents are responsible for ensuring that their respective student accommodations, including any fixtures, fitting, furniture and equipment, are kept clean and tidy at all times.
- g.** Residents will not be allowed to stick or fasten items or drill holes by any means on the walls of the common areas. You will be responsible for making good, at your own cost, any holes and/or damages that you cause to any of the walls and/or ceilings of the leased premises and/or building, prior to vacating the premises.

3.18 Fire hazards

The following are forbidden and constitute a list of violations that could result in prosecution and/or fines:

- a.** Tampering and/or damaging fire equipment or intentionally misusing fire alarms, smoke detectors, fire sprinklers, fire extinguishers, emergency exits, and emergency signs or pulling the fire alarm when the cause is unrelated to notification of a fire.
- b.** Intentionally or negligently causing and/or creating a fire, explosion or release of poisonous gas or fumes.
- c.** Failure to evacuate a building immediately following the sounding of an alarm, unless otherwise instructed by the Student Housing staff, fire-safety or other emergency response personnel.
- d.** Possessing or storing gasoline, fireworks and/or combustible decorations and chemicals.
- e.** Storing fuel-driven engines including motorcycles, mopeds, etc. anywhere in the student accommodation compound.
- f.** Open flames (including candles and incense), combustible decorations and chemicals, deep fat fryers, electric fry pans, space heaters and halogen lamps are prohibited (including on balconies).
- g.** Disabling, opening, damaging, or blocking exits used exclusively as fire exits is prohibited (unless being used properly as an exit during an emergency situation).
- h.** Grills – BBQ Grills cannot be operated anywhere except in the BBQ area designated by the UEH and indicated in your lease agreement.
- i.** Using toasters or other cooking devices in areas outside of the designated communal kitchen.

Fire drills will be organized during the year and residents are expected to fully comply with the instructions given to them during these drills.

3.19 Safety and security

Safety/Security policies are necessary for the safety of residents and therefore must be followed. The following is a non-exhaustive list of security violations:

- a.** The unauthorized use, possession, or duplication of room or master keys including lending keys to any person;
- b.** Blocking of any door, other than your own room door and/or causing any common areas to be obstructed, is prohibited.
- c.** Unauthorized entry into another room;
- d.** Unauthorized presence on rooftops or areas marked for restricted access;
- e.** Unauthorized use of or entry/attempted entry into computer or telecommunications systems;

- f. Providing access to any person, other than residents with key access, staff, or attended guests, by any means;
- g. Failure to lock or secure doors, entrance doors, or allowing any person entrance into a building and leaving them unattended on any part of the grounds.

3.20 Pregnancy

Should you fall pregnant you will be required to vacate the premises by the 7th month of pregnancy.

3.21 Weapons, firearms or ammunition

The possession or use of firearms, ammunition, explosive or combustible materials, pistols, revolvers, pellet guns, air guns, and/or injury-threatening weapons deemed by law enforcement to be deadly is strictly prohibited. This also includes, but is not limited to daggers, machetes, slingshots, switchblade knives, weapons commonly known as blackjacks, sand-clubs, billy-clubs, and metal knuckles. Metal pipes, bars, razors with an unguarded edge or any knife being used for a purpose other than the purpose for which it was intended (i.e. a kitchen knife being used as a weapon or to instil fear in another). This is considered as a material breach and will result in eviction following immediate cancellation of the lease agreement.

3.22 Disruption

Participating in an activity that substantially disrupts the normal operations of the residential community, or infringes on the rights and/or peaceful and quiet enjoyment of the property by other residents are strictly forbidden, and include, but are not limited to:

- a. Over actions such as verbal attacks and physical assaults on other residents, guests, staff and/or their property.
- b. Physical or written defacement or destruction of residential property and/or Student Housing postings and posters.
- c. Disruptive behaviour that negatively impacts the residential community and the peaceful and quiet enjoyment of the premises by other residents.
- d. playing loud music.

Any one of the above violations will result in eviction following immediate cancellation of the lease agreement.

3.23 Reporting

If you want to file a complaint, please send a written correspondence (mail or letter) to Unicity Residence Office. USR will respond promptly to formal complaints and an investigation will be carried out. Depending on the seriousness of the complaint, you may also be advised to report the case to the Police or authorities.

3.24 Failure to comply with an administrative request

You will be required to cooperate with the property owner and its designated agent. The following include, but are not limited to, violations of these rules: -

- a. Failure to comply with an administrative request when a staff member is acting in his/her official capacity including: failure to appear/meet, to vacate a room, to cease inappropriate behaviour, to produce identification, and/or to exit a facility when requested.
- b. Providing fabricated, falsified, misrepresentative, or non-negotiable information or documents.

3.25 Cleanliness

All residents are expected to maintain cleanliness and hygiene in their student accommodation and designated communal areas. A weekly cleaning of bathroom, bedroom, floor and kitchen, if any, will be effected by the Landlord's cleaning contractor. The Tenant shall grant access to the Landlord's cleaning contractor to perform the Cleaning Services on the day and at the time agreed to between the Landlord and the Tenant. You will be responsible for any pest control within your own student accommodation. Insects and rodents are a health hazard. All food kept in your room must be stored in suitable containers or wrapped tightly, this prevents insects or rodents from accessing it. Some causes for concern would include but are not limited to, significant odours, excessive trash rotting, or spoiling food left in the open, debris covering exit ways, dirty and smelly clothes, etc.

4.19 Littering and Trash removal

Littering, inappropriate disposal of trash, and/or sweeping debris into a communal hallway or area in the residence or the surrounding grounds is not permitted.

3.20 Locks

Installation of locks on any door, other than those provided by the property owner, is prohibited. Unauthorized duplication of keys is also prohibited.

3.21 Pets

Pets and animals are not allowed in the student accommodation compound, at any time.

3.22 Room swaps and changes

Unauthorized room transfers or sharing are strictly prohibited.

3.23 Internet use

You will be able to access free internet from your room and common spaces. Inappropriate use of the Internet (illegal sites, pornographic sites, etc.) will result in an internet access cancellation of your device/appliances.

You shall be able to subscribe to you own internet connection from your room, at your own costs. At the end of your lease, you must ensure that all fees are paid to the relevant internet provider and that your connection is duly disconnected.

3.24 Water & electricity consumption

The use of water and electricity is included in your rental. However, we request you to use only the minimal amount of electricity required.

Please switch off all lights and electrical appliances while not in use or when you leave the room;

Water should be used sparingly.

Please report any leaks to the security/building manager as soon as they are noticed.

3.25 Guests

This policy in relation to guests is made with a view to safeguarding the safety and consideration of the property and any other users. All guests must be registered by the resident at the Security Desk by providing a valid Identity Card. All guests must provide any personal details which are requested upon entry. The guest will be given a visitor's pass and shall wear the pass during the whole visit. Upon the return of the visitor's pass, the guest's ID will be returned. For safety and security, all guests must follow policies at all times so it is the residents' responsibility to inform their guest of pertinent policies. Residents are responsible for the conduct of their guests at all times and any damages incurred or caused by their guest(s). Guests must be accompanied at all times and are not permitted in the building unescorted. Guest do not have access rights to Residents rooms without the escort of the resident. This includes parents. Visitor's passes are not transferable between residents or guests. Visits are allowed from 7:00 am to 11 pm (Monday to Thursday) and 7:00 a.m to 1:00 am (Friday to Sunday). Guests will not be allowed to stay overnight. The privacy of each resident's room is genuinely respected. However, if a guests stay in the room after the authorised time, or do not leave the residence compound before the specified time, the management and the security reserve the right to knock at the door and ask the guests to leave the compound. Any guest staying overnight will be considered as a breach of these rules, which may lead to cancellation of your lease agreement. Every resident may have a limited amount of 2 guests at a time. Any requests for multiple over guests can be requested from the Accommodation Manager and may be approved at their sole discretion. Hosting guests is a privilege which we extend to residents. Management reserves the rights to revoke or restrict this privilege for any length of time as deemed appropriate.

3.26 Parking

There are no reserved parking spaces. Parking spaces will be available on a first come first serve basis. Parking will only be permitted in the designated parking bays

4.27 Restricted Areas

Students are required not to cross specific areas where they do not have access. The areas are, but not limited to; staff mess room, gate posts, roof top and admin offices.

4 Emergencies

Emergencies are situation where there is an immediate risk to health, life, property, or environment. Emergencies includes, but not limited to, fire, water leak, gas leak, cyclones, natural disasters, pandemics, bomb threats etc. Emergencies require urgent intervention to prevent a worsening of the situation. USR management has trained its staff and carried our life safety inspection of the building. USR have also an established protocol for emergency to prepare for prompt and efficient response and recovery to protect lives of student and property affected by emergencies. In case of any emergency, please stay calm and follow the guidelines given by SLT team or the concerned authorities.

4.8 Medical Emergency

If you suffer from any medical illness or disability, you have the responsibility to notify us so that we are in a position to be of assistance in the event of a medical emergency.

If you have a minor injury or illness, the USR Team may assist with basic First Aid treatment.

If you suffer from a serious injury or illness, you need to call an ambulance to transport you to the nearest hospital, unless you decide to take a taxi to the hospital or may decide to go to a private clinic if you have a medical insurance.

In the event that you are depressed or have an emotional breakdown, USR team may connect you to a private psychological care at his own cost.

If you suspect that someone is not well mentally or might commit a suicide attempt, report the case to USR team.

USR is not liable for any injury or illness.

4.9 Fire

Fire and emergency drills are conducted to ensure all students are conscious of sheltered zones and assembly points in case of fire. You are requested to fully participate in fire drill exercises and comply to all safety and fire requirements. In case of a fire outbreak, you are requested to follow the guidelines of the fire warden or concerned authority. Failure to evacuate a building immediately following the sounding of an alarm, unless otherwise instructed by the USR staff, fire-safety or other emergency response personnel will be considered as an offence.

4.10 Pandemic and sanitary crisis

In the event of a pandemic, students are expected to fully comply with the guidelines set by the USR Management and the local authorities. Guidelines might include, but not limited to, the following:

1. Wearing of mask, gloves and any other equipment
2. Social distancing as well as regular cleaning
3. Access to some areas might even to closed
4. Total lockdown or curfew orders will need to be respected.

The USR team will communicate to you about the preparations that need to be done and what is expected from you before the sanitary crisis.

During a pandemic, the SLR team will keep you regularly informed about the situation. Online platforms will be privileged.

Failure to abide to the guidelines may result in the cancellation of your Lease Agreement and/or civil and/or criminal action being taken against you.

5 Advertising and Media Policy

Uniciti Student Residences and Uniciti Education Hub use the best platforms and advertising channels to promote the residences and the lifestyle and facilities at the residence in accordance with the law. It is of utmost importance for the promotion of the Campus, that

students participate in its advertising campaigns and the USR management invites all students wishing to participate in such advertising campaigns to contact the USR team. A consent form, authorising USR to use the student's image is available for those wishing to participate in the advertising campaigns.

6 Digital and Social Media Policy

When using social media for personal purposes, a student may be mistakenly be perceived as an authorised agent of the Campus, students need to ensure that opinions and/or views expressed, and/or all images/videos posted, are in this respect, not endorsed by USR. Students are not allowed to use the logo and branding materials of USR without the written authorisation of the USR management.