ANNEXURE A

HOUSE RULES AND REGULATIONS

Please adhere to the following rules and regulations, which will ensure your safety, peace and an environment beneficial to successful study. The following House Rules apply to all properties managed by Jezreel Group Holdings. Only the Management, in its sole discretion, will consider any exceptions to these Rules and Regulations.

Important provisions regarding accommodation

Accommodation is accepted and provided for 10 months, covering February to November. All occupants must be registered as a full-time student. Only one person may occupy a single room and a maximum of 2 people in an approved Semi-Sharing Room.

Any criminal records should be disclosed before signing a lease agreement. Jezreel Group Holdings and Service Providers will not accept any student with a serious criminal record, especially one related to gender-based violence.

Should a student not disclose his/her criminal record before signing the lease agreement and the information comes to light thereafter the Landlord reserves the right to evict the student with immediate effect depending on the nature of the criminal record/offence committed.

No amendments to this Agreement shall be valid unless agreed to in writing by both parties, save for the House Rules (Annexures A–C), which Management may amend from time to time upon written notice to the Tenant, provided that such amendments are reasonable, lawful and do not materially alter the Tenant's rights or obligations under this Agreement.

1. Overview of Student Responsibilities

Students staying at properties managed by Jezreel Group Holdings shall:

- Respect and comply with the rules and regulations.
- Keep the environment in a clean and healthy condition.
- Report any unusual or unlawful actions committed by other students in and around the residences.

- Use the facilities responsibly and be accountable, adhering to the rules and regulations.
- Refrain from any behaviour that tarnishes the reputation of Jezreel Group Holdings Student Accommodation and Service Providers.
- Refrain from housing unauthorized individuals in the residence.
- Not getting socially involved/socializing with any of the employees and/or having an intimate relationship with any of the site's employees.

2. Health and Illness

2.1 Pregnancy

- Jezreel Group Holdings and Service Providers do not offer facilities for pregnant students and cannot be held liable for any injuries or complications related to pregnancies. Additionally, infants or children are not permitted to stay on properties managed by Jezreel Group Holdings.

A student who is pregnant has two options:

- When the student reaches 7 months of pregnancy, they may choose to either cancel their agreement with written notice and move out or
- The student may move out when 7 months pregnant, continue to pay for the room, and return after the birth. Please note that babies and children are not permitted to stay on the premises.

2.2 Illnesses and Medical Conditions

- Should you suffer from any medical illness or disability, we would appreciate you notifying us so that we can be of assistance in the event of a medical emergency.

3. Student Rooms

- The student room is the property of the owner and shall not be damaged in any way.
- No student shall without prior permission from the Property Manager, exchange rooms allocated to them. Unauthorised room changes create significant administrative challenges and may result in incorrect room allocations and tenant records.
- All furniture and equipment shall not be removed from any part of the accommodation without approval from the Property Manager
- No students shall tamper with electrical wiring or fittings.

- Students shall not make any alterations to the room or electrical equipment in the accommodation.
- Students take full responsibility for their rooms.
- Students are expected to clean their own rooms and wash their dishes daily. Please be aware that the basins in the rooms, where available, are designated for personal hygiene only and should not be used for washing dishes or laundry. Misuse can cause significant plumbing issues due to blockages from food, grease, and oil waste.
- No cooking in rooms except in the designated areas
- No nails, sharp objects, double-sided tape, adhesive hooks, LED lights, pictures or any items that may damage the walls are allowed to be attached to the walls.
- Each student is fully responsible for the condition of his/her room.
- No sharing of single bedrooms will be allowed.
- Management is entitled to enter and inspect the Premises at reasonable times, provided the Tenant is given at least 24 hours' prior notice, except in an emergency.
- Maintenance reserves the right to carry out necessary repair and maintenance work by appointment, with at least 24 hours' prior notice.
- Please ensure that when windows are open, the window stopper is locked!

4. Maintenance

- Any maintenance issues in a room or unit must be reported immediately through the Student Portal. The maintenance file at security also remains available.

5. Water and Electricity Consumption

- Included in your rentals is an amount allocated for the use of water. To maintain the level charged, we request that you use only the minimum amount of water required.
- Please switch off all lights and electrical appliances when not in use or when you leave the room.
- Water must be used sparingly. Any water leaks must be reported as soon as they are noticed, preferably by logging a maintenance request on the Student Portal. Alternatively, leaks may be reported directly to Security or the Property Manager.

- Keep the bathrooms and kitchens in a clean state as you would like to find them.
- Ensure that all stove plates and ovens are turned off when not in use.

6. Damages

- The damage caused by the student will be repaired by the maintenance team of the company at the students expense.
- Should the identity of the guilty occupant in sharing units not be determined, the cost will be split amongst the students occupying that specific unit.

7. Holidays during the Academic Year

- During the December/January holidays, students must vacate rooms for spring cleaning. Students returning the following year may store belongings where storage is available (terms and conditions apply). If you use storage but do not return the following year, a storage fee of R500.00 per month for December and January is payable before your belongings are released.
- All electrical appliances except fridges must be switched off before going on holiday.

8. Vacating a room at the end of the contract

- An outgoing inspection will take place to establish any damages.
- All keys need to be handed in upon departure.
- The cost of any damages or lost keys will be deducted from the student's deposit if applicable; otherwise, it will be charged directly to the tenant's account.

9. Furniture

- Furniture or any appliances may not be exchanged or moved from one room to another.
- Any damages to furniture should be reported to the office immediately.

10. Visitors

- Visitors are welcome provided they observe and obey these house rules and the lease agreement.
- No student may have more than two visitors at any given time.

- All visitors are required to report to security and are not allowed direct access to your room.
- Visitors will be required to leave either their student cards or identity documents with security before being allowed access to the building/property.
- You are responsible for escorting all visitors upon their arrival.
- Visitors must always be under your supervision while in the building/property. If you leave the premises, your visitors are required to leave with you.
- You will be wholly responsible and financially liable for any damages caused by your visitor.
- Visitors have access to the building/property or property from 08h00 to 22h00.
- Sleepovers are not permitted. In exceptional circumstances, such as a parent travelling from far who needs to stay one night, Management may give prior written approval where the room arrangement allows. Should we find that you have allowed a visitor to sleep over without such approval, we will charge you R250.00 per visitor per night.
- Management reserves the right to place further restrictions on the access of visitors if utility consumption increases dramatically, a visitor's behaviour is inappropriate, or the people-carrying capacity of the building/property is compromised in any way.
- Students are responsible for the conduct and safety of their visitors at all times.
- Visitors shall not bring along with them any dangerous weapons.
- Visitor vehicles may not be parked on the premises, where parking is applicable, without prior written approval from Management.

11. Alcohol and Substance Abuse

- The building/property is a smoke-free building/property. Smoking, vaping, drinking or taking drugs is strictly prohibited within your room and in the common areas of the building/property.
- Consumption and storage of alcohol are not allowed in your room or in the building/property. You will not use, store or sell non-prescription drugs or narcotics in the building/property.

- Should any form of drugs be found on your person or in your room, we reserve the right to terminate the lease agreement immediately and take whatever legal action that may be necessary against you.
- Sexual harassment, involvement in racial conflicts, the possession and/or use of alcohol in the residence, presence in the residence when under the influence of alcohol and/or drugs, the possession/use of firearms, and the handling of any other weapons are regarded as serious cases of misconduct, we reserve the right to terminate the lease agreement immediately and take whatever legal action that may be necessary against you.
- No smoking of anything other than a normal cigarette containing nicotine will be allowed!
- Smoking normal cigarettes is only allowed outside the building/property or premises
- No rolled cigarettes and or any other form of smoking including hookah pipes and/or cannabis will be allowed on the premises.
- Intoxication or abuse will not be tolerated and will result in the cancellation of your lease agreement. The University or College will also be informed immediately.
- If a student enters the premises intoxicated, they must not disturb the peace of others. Aggressive behaviour, loud shouting, loud music, or any form of abusive language towards fellow students, employees, security, management, or any other person on the premises will not be tolerated. Warnings will be issued, and the University will be notified. No exceptions!

12. Weapons or Firearms

- Weapons or firearms are strictly always prohibited on the property.

13. Noise

- Students & visitors will conduct themselves in such a manner as not to always be a nuisance to any occupant or neighbour.
- No noise will be permitted at any time, in accordance with the Noise Level Act, and specifically, no noise will be allowed after 10:00 PM in the evenings.
- Radios or any other instruments associated with music, and televisions may not be used in such a manner to annoy or disturb any other student or the surrounding neighbourhood.

- Students must control and manage their visitors to avoid any nuisance or disturbance to their fellow students and the surroundings.
- NO boom boxes and/or speakers of any kind are allowed on the premises.

14. Pets

- No pets are allowed in bedrooms/units or on the premises.

15. Units General

- Do not leave taps open, close them after use.
- Leaking taps and running toilets need to be reported immediately.
- Please remove all plugs from basins after use.
- No foreign objects may be flushed down the toilet.
- Windows should be closed when you leave your unit/room.
- Throwing foreign objects, parcels, food, cigarette butts, bottles, cans, stones, or similar items out of windows or from balconies is strictly prohibited.
- No dirt or rubbish may be swept out of the doors onto the passages.
- Please use the black dustbins provided for disposing of rubbish outside.
- Please keep your doors always locked.
- Please do not distribute your key to other students, visitors, friends or family.
- Please report any signs of bedbugs, cockroaches, ants, pests, etc to management.
- Management does not take responsibility for any loss or damage to your property.
- Management reserves the right to transfer students to other rooms when necessary.
- NO housekeeper may wash students dishes at any time. Housekeepers clean only the common areas (living area and bathrooms).
- Housekeepers may not clean bedrooms at any time.
- Common areas of units are collectively responsible; we rely on the full cooperation of all the students at any given time.

- Students are prohibited from hanging or placing any items (including, but not limited to, washing or mops) on the inside or outside of the room, balcony, or building/property in a manner that detracts from the visual appearance, whether viewed from the premises or the street.
- Students will not be allowed to hang clothes to dry other than on the washing line provided on the premises.
- No cooking oil may be thrown out of the windows or down the drain, recycling containers on the premises are available to dispose of all used cooking oil only.
- No unauthorised heaters are permitted on the premises, as each room is equipped with a wall-mounted panel heater provided as per University Policy.
- After showering, please ensure that windows are opened or the extractor fan is switched on to allow steam to escape and prevent damp or damaged ceilings.

16. Laundry

- No clothes may be washed/ironed inside units/rooms and hung to dry in public areas, common areas, or balconies.
- Please use the laundry provided for washing.
- No hand-washed laundry should be thrown in tumble dryers at any time.
- Please do not wash or dry carpets, shoes and winter blankets in the washing machines or tumble dryers.
- Please remove your laundry from the lines and dryers as soon as it's done.
- Please always keep the laundry area neat.
- No student is allowed to wash visitors' or family member's laundry on site.

17. Premises General

- Students must not disturb the reasonable peace, comfort, or privacy of other students.
- No student or visitor is permitted to tamper with vehicles, electrical boxes, fire extinguishers, windows, taps, fire hydrants, fire hose reels, gate motors, or DVR enclosures. Any such actions are strictly prohibited.

- If the Emergency Equipment is used for any other purpose the student will be liable for the full replacement cost and any call-out fees connected thereto.
- No person is allowed to walk naked in any of the communal areas.
- Gardens are there for enjoyment, with no damage to plants, trees, lawns and hedges.
- No meetings or gatherings of any nature will take place on the premises unless prior written consent has been obtained from the Management.
- If a student wishes to give something to a staff member or security, a formal letter should be written and submitted to the office for approval.
- Garbage will be collected daily, excluding Sundays and public holidays.
- Student shall ensure their vehicles and the vehicles of their visitors do not drip oil or brake fluid onto the common property.
- Vehicles may only be parked in the allocated parking bays after approval has been given. If a vehicle is parked in the wrong place the wheels will be clamped.
- No Student shall be permitted to dismantle or effect any major repairs to any vehicle on the common property.
- Vehicles may not travel more than 10km/h on any portion of the common property.
- Any vehicle parked unlawfully, standing or abandoned on the common property may be towed away at the expense of the owner.
- The use of the parking area is at your own risk. Jezreel Group Holdings and Service Providers will not be held responsible for theft, damage to vehicles, or any injury, death, or loss of property occurring on the premises.
- Insurance of vehicles, motorcycles and bicycles are the owners' responsibility and must always be locked.
- Vehicles may not be washed anywhere on the property.
- A Student who has a complaint against any Jezreel staff member may lodge it with the Property Manager or through the Student Portal.

18. Vandalism

- Vandalism is a serious offense, and if committed, it must be reported to the Property Manager immediately.

- Occupational Health and Safety regulations must be always adhered to. Tampering with equipment such as fire extinguishers, alarms, turnstile gates, or cameras will be considered vandalism and treated accordingly.
- Students shall report breakages to the Property Manager.
- An investigation will be conducted, and the perpetrators shall be brought to book through a disciplinary process.

19. Squatting

- Students who are caught/found to have accommodated unauthorized persons will be called for disciplinary process and rental for those unauthorized persons will be charged.
- Any unauthorized persons found in the residences after visiting hours shall be regarded as trespassers and may be prosecuted.

20. Trade and Selling

- Any form of trading and selling is not allowed on the premises.
- Students shall not sell or distribute any intoxicating beverages or any drug-dependence-producing substance.
- Students shall not use the premises/rooms for commercial or business purposes.

21. Behaviour

- Students should be dressed properly and decently when appearing in the entertainment area, office, laundry or in any common areas.
- No one may walk around with towels wrapped around them and wearing pyjamas.
- No person is allowed to walk around naked and/or semi-naked in communal areas or any area where other persons walking by can see them.
- At no time are students permitted to become abusive (verbally or physically) towards any other student, cleaner, security or staff of Jezreel Group Holdings and Service Providers to resolve disputes.
- No fighting, swearing or disruptive behaviour will be tolerated.
- Students must respect the cultural differences of other students.

22. Security (Where Applicable)

- Security guards and Caretakers are there for student safety and security.

- They are on duty 24/7 and should be always respected.
- Security may not enter students' rooms or units except in cases of emergency or to address behaviour or violations of house rules and regulations.
- The Security and Caretaker has the right to remove individuals if they are causing any upheaval or disturbance and inform the Property Manager and Head of Security.
- The security has the right to search any student or guest vehicle at any time.
- Students will be responsible and ensuring that:
    - a) Doors to rooms/flats/units are closed and locked before leaving the building/property.
    - b) Report lost/stolen keys to the Property Manager and pay for any costs related to the replacement immediately.
    - c) They do not open the pedestrian gate or any other access point for any unknown person at any time.
    - d) Bedrooms are always locked.
    - e) Close windows when leaving the unit. Switch off lights, make sure all taps are closed.

23. Lost Keys

- Lost keys must be reported at the office immediately.
- A minimum fee of R100 will be charged to replace your key if reported during office hours. The total cost may vary depending on the number of keys that need replacement and whether the locks also need to be replaced.
- Lost keys after hours should be reported to the Property Manager.
- Exchanging or giving a key to any other person by students shall not be allowed.

24. Refuse Disposal

- Refuse must be disposed of in the allocated municipal bins in the dustbin rooms provided.
- Refuse includes waste, cigarette buds, leftovers and bottles.
- No refuse may be thrown out of the room or building/property windows.

25. Reporting of any fault and/or transgressions of these rules.

- Students can report any fault and/or transgression of these rules through the Student Portal or in writing to the office (anonymously if they prefer), or by phone in an emergency.

General Information

The Property Manager will be at the Office site during the following hours.

Monday to Friday 08h00 to 16h00.

After Hours: Available on their cell phones, email and WhatsApp.

ANNEXURE B

WI-FI SERVICES TERMS AND CONDITIONS

1. WIFI SUPPLY

The occupant will have access to uncapped Wi-Fi subject to Best Effort Service.

2. RESTRICTIONS TO WIFI SUPPLY

In the case of the Student's/Occupant's Residence and Service fee account being in arrears, Wi-Fi access may be suspended until the account has been brought up to date

Jezreel Group Holdings and Service Providers reserve the right to apply restrictions to the Wi-Fi service of an occupant if his/her behaviour is determined to be affecting the user experience of other users on the network. Behaviour that may compromise Jezreel Group Holdings and Service Providers network performance include, for example, causing network congestion, running excessive concurrent internet sessions or accessing excessive bandwidth-intensive protocols such as peer-to-peer. Jezreel Group Holdings and Service Providers reserve the right to effect any changes to the Wi-Fi Service and

3. ACCEPTABLE INTERNET USE POLICY

Jezreel Group Holdings and Service Providers provide access to the Internet for all occupants. Inappropriate use will result in the cancellation of those privileges and/or disciplinary action by Jezreel Group Holdings and Service Providers.

An occupant's activities while using the Internet on the premises managed by Jezreel Group Holdings must be in support of education and research and be consistent with the educational objectives of Jezreel Group Holdings and Service Providers.

In addition, an occupant accessing the Internet from the property managed by Jezreel Group Holdings is responsible for all online activities, which take place using the Internet.

The occupant hereby agrees that the following actions (which are not all-inclusive) constitute unacceptable use of the Internet whether that use is initiated from the facility of any other site:

- Using impolite, abusive, or otherwise objectionable language in either public or private.

- Placing unlawful information on the Internet.
- Using the Internet illegally in ways that violate Municipal or other laws and statutes.
- Sending messages that are likely to result in the loss of the recipient's work or system
- Sending a chain letter or pyramid schemes to lists or individuals and other types of use which would cause congestion of the Internet or otherwise interfere with the work of others.
- Using the Internet for commercial purposes and using the Internet for political lobbying.
- Changing any computer file that does not belong to the user.
- Sending or receiving copyrighted materials without permission.
- Submitting materials copied from the Internet as one's own work.
- Using the Internet access for sending and receiving pornographic material, inappropriate test files, or files dangerous to the integrity of the network.
- Circumventing security measures on-site or remote computers or networks.
- Attempting to gain access to another's resources, programs or data.
- Vandalizing, which is defined as any malicious attempt to harm or destroy the data of another user on the Internet, including the uploading or creating of computer viruses.

4. DECLARATION

We hereby accept the terms and conditions as set out above for the use of Wi-Fi Service. We also accept the Terms and Conditions as set out by the Service Providers. We have also read the policy on acceptable use of the Internet as set out in section 3 and understand fully and agree to abide by the principles and guidelines it contains.

In addition, the student/occupant must refrain from those actions listed above, which are considered unacceptable to the proper use of the Internet resources.

ANNEXURE C

EVENT AND ENTERTAINMENT BOOKING PROCEDURE

Should students wish to hold an event at any of the properties managed by Jezreel Group Holdings, the following must be submitted to the Property Manager:

Please note that Jezreel Group Holdings acts as the Managing Agent, and approval must be obtained from the Service Provider (Property Owner), particularly when the event involves funding, sponsorship, or any other form of financial support.

1. A comprehensive event program, including an Emergency Exit Plan, Medical Assistance Plan, and Security Plan.
2. Designated event times, with the latest ending time of 10 PM.
3. Standard house rules and regulations will apply, including a strict no-alcohol and no-hookah pipe policy.
4. Submit to your designated Property Manager at least 2 weeks before the event date.
5. A maximum of 2 Main Events per institution per year.
6. An event is not a party but a constructive event reaching and uplifting fellow students.
7. An indemnity and liability form signed by the event organizers, accepting responsibility for the event and any associated damages.
8. Property Manager and Security to have the event organizers contact details, who must be reachable throughout the event.
9. The Property Manager must be on-site during the event or monitor the event in coordination with the organizers.
10. Cleaning up after the event.

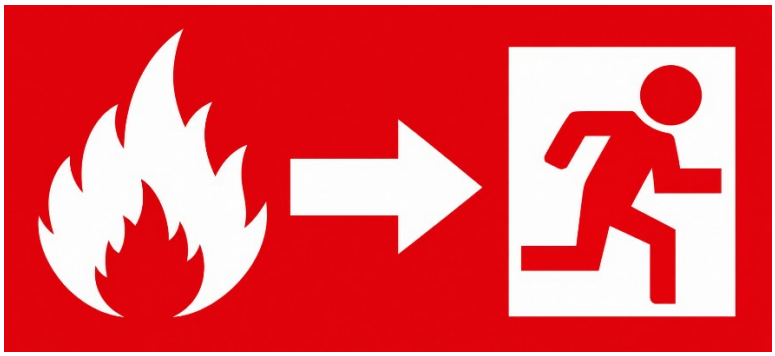
If the above is not provided in time, the event will not be considered.

After the Event:

A report of the event, along with photos, should be submitted to the Property Manager. This will be shared with the Service Provider (Property Owner) to support the consideration of future events.

Unfortunately, visitors are not permitted to attend events.

OCCUPATIONAL SAFETY



EVACUATION PROCEDURES

1. On discovering a Fire: Report the incident to the Fire Brigade.
2. Activate the Air Horn / Evacuation Alarm.
3. On hearing the alarm, Evacuate the Building/property immediately.
4. Exit through the unit door, building/property or passage.
5. Go directly to the Assembly Point.
6. Contact your designated Property Manager.
7. Stay at the Assembly Point until asked to disperse.



ASSEMBLY POINT

The Assembly Point is situated Outside at the Main Entrance Gate.

How to Properly
Use a Fire Extinguisher



While the specifics may vary depending on the model you own, most fire extinguishers operate the same basic way. Stand six to eight feet away from the fire and remember to **PASS:**

PULL



1. Pull the pin at the top to break the tamper seal.

AIM



2. Aim the extinguisher low, pointing the nozzle at the base of the fire. Do not aim at the flames themselves.

SQUEEZE



3. Squeeze the handle to release the extinguishing agent.

SWEEP



4. **Sweep** the extinguisher from side to side, continuing to aim at the base of the fire until it appears to be out.