



RULES OF CONDUCT

LUHAMBO STUDENTS

1 MOTHER TERESA STREET

NELSPRUIT

1201

NAME & SURNAME : _____

ROOM NUMBER : _____

COMMUNE NUMBER : _____

ID NUMBER : _____

DATE : _____



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1. INTRODUCTION

- 1.1. On behalf of the developer, the management, and the Residents of Luhambo Students, we would like to welcome you to LUHAMBO STUDENTS (LUHAMBO). We wish you a happy and carefree study here. We expect all our residents to work towards thoughtfulness, tolerance, and cooperation so that everyone's stay here will be relaxed and peaceful. Let us all join hands to give each other the necessary support. This document is an outline of the day to day Management of LUHAMBO.
- 1.2. The primary objective of these rules and regulations is to preserve and enhance the security, aesthetics, and environment of LUHAMBO.
- 1.3. The residents of LUHAMBO are responsible for ensuring that members of their families, visitors, friends abide by these rules.
- 1.4. Harmonious community living is achieved when residents use and enjoy the amenities and the public areas of LUHAMBO. General consideration of all residents by and for each other will greatly assist in assuring harmonious relations in LUHAMBO.
- 1.5. In the event of annoyance or complaints, the parties involved should attempt, as far as possible to settle the matter between themselves, exercising tolerance and consideration. When a problem cannot be resolved, the matter should be brought to the attention of the Management for further recommendation in terms thereof. The Management who meet on a regular basis will entertain written submissions only.
- 1.6. The decision of the Management is final and binding in respect of the interpretation of these rules.
- 1.7. These rules may be supplemented/amended/repealed by a decision of the Management of LUHAMBO.
- 1.8. Any such changes will, if not contrary to the rules and regulations, become effective as soon as an appropriate decision has been taken.
- 1.9. Non-compliance with these rules may lead to action by the Management.
- 1.10. These rules are equally applicable to all residents.

2. MANAGEMENT OF LUHAMBO

- 2.1.1 The Management of LUHAMBO will be done by the Management Committee consisting of the following:
 - 2.1.1.1 LUHAMBO Management teams as a primary body
 - 2.1.1.2 Luhambo Student Committee as a secondary and supporting body



- 2.1.2 The Management will convene on a regular basis to conduct the general management and administration of LUHAMBO.
- 2.1.3 The Management may make amendments or additions to the rules from time to time, as is deemed necessary to ensure the harmonious coexistence of residents.
- 2.1.4 Residents are encouraged to contact Management with any suggestions and comments. Please do not complain to other residents because this is not conducive to good neighbourliness and the positive image of LUHAMBO.

2.2 COMMITTEES

The Management of LUHAMBO consist of the 2 (two) following bodies:

- 2.2.1 The Management Team of LUHAMBO being
 - Resident Manager One
 - Resident Manager Two
 - Admin Assistant
 - Student Life
- 2.2.2 The LUHAMBO Student Committee (LSC) consisting of a maximum of 12 (twelve) LUHAMBO resident students of which 1 (one) is the Chairperson and 1 (one) Vice Chairperson, and further portfolios such as
 - Security
 - Maintenance
 - Amenities
 - Student life etc. and can be described at the LSC first meeting.

2.3 ADMINISTRATION

2.7.1 OFFICE HOURS

Office Hours will be the following:

Monday to Friday: 08:00 to 13:00 and 14:00 to 17:00 (This includes move ins and move outs except for emergencies)

2.7.2 NOTICES

From time to time notices are placed on the noticeboards in the designated areas or they are placed in the files. It is important that residents pay attention to these.



3. RULES OF CONDUCT

3.1 USE OF FACILITIES

The following entertainment facilities are at the disposal of the residents:

- Canteen
- Braai area
- Soccer field
- Basketball Court
- Outside gym
- Open area garden and benches

3.1.1. These facilities must be used with due care and consideration for the use thereof and the general well-being of other residents.

3.1.2. No excessive noise will be allowed when using these facilities.

3.1.3. The facilities must be used within the following hours 07h00 to 21h00

3.1.4. Care must be taken not to damage these facilities in any way and any such damage must be reported to the Management immediately. Residents will be held responsible for the repair cost of such damages.

3.2 USE OF PARKING AREA

3.2.1. The residents are entitled to use the parking area for the parking of their own personal vehicles.

3.2.2. The use of motorcycles or other vehicles with noisy exhaust systems are prohibited.

3.2.3. Hooters may only be used for emergencies.

3.2.4. When vehicles are washed care should be taken not to use water unnecessarily and the area must be cleaned afterwards.

3.3 GOOD NEIGHBOURLINESS

3.3.1. Any business activity or hobby that is a nuisance or could cause aggravation to fellow residents may not be conducted on the property. This includes auctions and jumbo sales.

3.3.2. No business may be conducted from the Rooms / Communes.

3.3.3. Silence should be maintained between 22h00 and 07h00. ?

- 3.3.4 The volume of music or electronic instruments, partying and the activities of domestic helpers should be kept at a level that does not create a nuisance to neighbours.
- 3.3.5 Except in the event of an obligatory stipulation, or the contrary, compelling the Management to resolve annoyances or complaints, the parties involved should attempt as far as possible to settle the matter between themselves, exercising due tolerance, reasonableness and consideration.

3.4 REFUSE REMOVAL

- 3.4.1 Every resident shall:
- Have a hygienic and dry refuse container in his/her Commune or on his/her exclusive area or on a part of the common property that has been designated for this purpose;
 - Ensure that the rubbish has been wrapped up or, in the case of tins and other containers, that is been emptied of liquid prior to placing it in the rubbish container;
 - Place the container, for the purpose of refuse removal on the place and at the times specified for this purpose by Management.
- 3.4.2 A resident may not dump or throw rubbish (including garbage, cigarette stubs, leftover food or other dirt) on the common property.
- 3.4.3 Rubbish and rubbish bins or containers may not be visible to the public on any part of the common property and, when it is placed in front of the doors of units for removal by that cleaners, it should be hygienically covered so that the sight or smell thereof may not offend other residents. Refuse bags should be used for this purpose.
- 3.4.4 Rubbish and waste may not be handled in contravention of the regulations of the city council, for example pieces of glass should be wrapped in a double layer of newspaper print.
- 3.4.5 A person who dumps waste or rubbish on any part of the common property is subject to prosecution under the municipal health ordinances and such offenders should immediately be reported to Management.
- 3.4.6 Cardboard boxes and packaging should be flattened and broken into pieces so that it can be removed in plastic bags or in the containers that are supplied for paper/cardboard by companies.



3.5 DAMAGE OF OR CHANGES TO THE COMMON PROPERTY

- 3.5.1 A resident may not make any markings on the common property, drive nails or screws or something similar into it, or damage or change it in any way. The placing of notices on walls with Prestik and/or double-sided tape is not permitted. All corrective works will be charged against the resident.
- 3.5.2 No water, cigarette stubs or any rubbish may be thrown from windows, balconies or porches.
- 3.5.3 A person who damages or dirties the common property will be held responsible for its replacement or repair.
- 3.5.4 Residents themselves are responsible for the upkeep and maintenance of the interior of the Commune.
- 3.5.5 Broken windows must be replaced at the cost of the residents of the units if the replacement thereof is not covered by the Management' insurance.
- 3.5.6 No improvements or additions to any Room or Commune may be done.
- 3.5.7 An resident may not install any locking device, security gate, burglar bars or other security device for the protection of his/her unit; nor any screen or other device to keep animals or insects out, without the prior written consent of the Management.

3.6 OUTSIDE APPEARANCE

- 3.6.1 The resident of a unit may not place anything or do anything on any part of the common property (including balconies, corridors, patios, porches or gardens) which, in the judgement of the Management, is aesthetically unpleasant or undesirable when viewed from outside the unit.
- 3.6.2 No decorations, awnings or shelters may be erected on the outside of a unit and the outside of the unit may not be painted or treated without the written permission of the Management.
- 3.6.3 No structural changes may be made on any unit and the outside of a unit may not be painted or treated in any other way without the prior permission of the Management.

3.7 ENVIRONMENTAL MANAGEMENT

"The degree of environmental care exercised by a community says much for the level of culture and refinement attained by the said community" (Anon)

- 3.7.1 Residents and their guests are urged to leave any open space they visit in the same condition that they found it in. Residents should also develop the habit of picking up and disposing any litter found in open spaces.
- 3.7.2 Flora may not be damaged or removed from any public area.



- 3.7.3 Fauna of any kind may not be chased, trapped or harmed in any way, in any area of LUHAMBO.
- 3.7.4 Stray animals should not be fed in LUHAMBO.
- 3.7.5 Residents should maintain a high standard of garden, green area and pavement maintenance.
- 3.7.6 All public gardens will be maintained by the workers appointed by Management only.
- 3.7.7 No resident is allowed to approach any worker of the garden services with any request or suggestion. All requests, problems and suggestions should be directed to Management, in writing.
- 3.7.8 Gardeners and cleaners who are employees of Management should not, during their working hours, be utilised or hired by residents for private work.
- 3.7.9 Flammable or any other dangerous material that is a fire hazard may not be kept or used in the buildings or residences.
- 3.7.10 Fire-hoses/fire extinguishers/fire hydrants may only be used to extinguish fires and may not be used for any other purpose of whatsoever nature.
- 3.7.11 The Management will draw up specific instructions regarding procedures that should be followed in the event of a fire, and these will be made available to residents.
- 3.7.12 A resident may not store in the unit, in a building or on the common property any dangerous substance or perform any dangerous action, or allow it to happen, which will result in the increase of the premium that the legal entity pays for any insurance policy.
- 3.7.13 No firearms, or airguns, or any form of weapon may be used within the borders of LUHAMBO and is strictly forbidden.
- 3.7.14 The common property may only be used for the purpose for which it was developed, or as adapted by Management.

3.8 COMMUNAL FACILITIES

- 3.8.1 Residents and their guests who would like to use the sport and recreation facilities should complete the indemnity form, which is available at the office, before they use the facilities.
- 3.8.2 Care must be taken at the Braai facilities not to create a fire danger for the surroundings.
Fires must be distinguished after the braai.



3.9 SECURITY

Every time a security protocol and regulations is broken, it makes it easier for criminals to do the same.

- 3.9.1 The security guards are performing difficult and important functions. They should not be abused under any circumstances! Rather assist them.
- 3.9.2 Security protocols at the gate must be adhered to at all times. Under no circumstances may residents or any person other than the security personnel be allowed into the gatehouse.
- 3.9.3 All residents must request visitors to adhere to security protocols and residents are requested to always treat the security personnel in a cooperative manner.
- 3.9.4 All burglary attempts, or instances of fence jumping must immediately be reported to a member of the security staff and/or Management.
- 3.9.5 Security is an attitude: be aware that you have to enforce and apply security to make it work.
- 3.9.6 Residents are responsible for the security in their units.
- 3.9.7 No residents may issue instructions to security personnel.
- 3.9.8 Any deviations on the part of security personnel must be reported to Management.
- 3.9.9 No residents may ask any of the security personnel to protect or watch their room, or to interfere in a domestic dispute. A general watch is in force and will be adhered to.
- 3.9.10 No hawkers are allowed in LUHAMBO.
- 3.9.11 The ultimate responsibility of security lies with the residents themselves. The cooperation and support of all residents are needed to enhance security in LUHAMBO.
- 3.9.12 LUHAMBO will not be held responsible for any losses that you may incur whilst residing in our property.
- 3.9.13 Keep note of the following:
 - 3.9.13.1 Keep your Room always locked. Ensure your windows are locked when your Room is unoccupied.
 - 3.9.13.2 Always keep your keys safe. Refrain from giving away possession of your keys. The replacement cost for lost keys will be R100.00.
 - 3.9.13.3 Open flames (candles, oil lamp etc) are forbidden in Rooms and the rest of the property.



- 3.9.13.4 The Management reserves the right to search your bag and your visitors at any time. Any illegal objects will be confiscated and reported to the SAPS.
- 3.9.13.5 Tampering with any security or firefighting equipment is a serious offence and is strictly forbidden. You will be arrested and a criminal charge as per the Fire Safety By-Law will be laid against you (fine up to R10 000.00).
- 3.9.13.6 Cooking in your room is strictly prohibited. All cooking must be done in the kitchen facilities in the Commune provided for this purpose.
- 3.9.13.7 Ironing on your bed is strictly prohibited.
- 3.9.13.8 Bar heaters are not allowed to be used.

3.10. FIRE EQUIPMENT

- 3.11.1 For safety firefighting and prevention equipment was installed in the building.
- 3.11.2 Tampering or vandalising of the fire extinguishers, smoke detectors, fire hoses or fire alarms will be grounds for immediate cancellation of your lease and will be subjected to legal action as per the Fire Safety By-Law (fine of up to R10 000.00).

3.11 VISITORS

Residents are requested to inform their visitors of the rules, with special mention that positive identification is required for all access to LUHAMBO.

Visitors should vacate at 20h00 daily?

VISITORS WITH APPOINTMENT

The onus is on the resident to inform the security officer that he/she is expecting a visitor, either by telephone or by walking to the gate personally. Residents can do this on a daily or weekly basis.

The residents will be expected to provide the security officer with the following information:

- a) Name
- b) Resident's unit number
- c) Resident's telephone number
- d) Visitors' name
- e) Date of intended visit

The information will be recorded on the control list of the security officer. The visitor has to produce positive identification on arrival at the gate.

The visitor will then sign on the control list, which has already been received by the guard, and will receive a visitor's card.

When the visitor leaves, the visitor's card should be returned.



VISITORS WITHOUT APPOINTMENTS

The visitor has to produce positive identification on arrival at the gate. The control list is completed by the guard and the security officer checks that the information that has been supplied corresponds to the positive identification.

The security officer then phones the resident to obtain permission for the visitor to enter and to visit the unit concerned. After the resident has granted his/her permission, the guard will give the visitor a visitor's card. (Policies and procedures with regard to access control may change from time to time or as Management and the security company see fit).

When the visitor leaves, the visitor's card should be returned.

If the resident does not answer the phone, the visitor will be denied access to the LUHAMBO. In exceptional cases, the security officer will accompany the visitor to the unit.

3.12 DELIVERY AND COLLECTION OF ARTICLES

It is required of residents to inform the security guard of any delivery or collection of articles.

The drivers of delivery vehicles will remain outside the entrance gate and should provide positive identification.

Communal housekeepers/garden staff receive wages for their work and the custom to give them additional remuneration is not allowed.

Workers who are given donations (including food) to take out of the complex must produce a note of explanation/letter describing the item(s) so that the security guard can allow them to exit with it. Items will be retained if this requirement is not met.

3.13 PETS

NO pets are allowed on the LUHAMBO property.

3.14 MAINTENANCE AND SERVICES

3.14.1 Residents may not, under any circumstances, fiddle with or touch the electricity or water apparatus that service the common property. The managers should be contacted in emergencies.

3.14.2 Any maintenance problems should immediately be reported through the Complaints system. Examples are: leaking taps, leaking roofs, structural problems, streetlights that do not work, etc. The office will take the necessary steps.

3.14.3 Residents themselves are responsible for the maintenance of the interiors of their Communes.

3.14.4 Water should be used sparingly.



- 3.14.5 The monthly Water and Electricity usage will be monitored as per group of Blocks or Platforms. An average for all the metered areas in LUHAMBO will be recorded from inception of first use. If it is found that a certain area Block or Commune uses Water and/or Electricity above the average, the Lessor reserves the right to reclaim and recover these above the norm amounts from those Students in question.

3.15 TRANSPORT ARRANGEMENTS

Luhambo Students is 2 kilometres from the University grounds and are therefore not obliged to offer any additional transport arrangements for the Students. Reference is made to the specific clause in the Higher Education Act, 1997, The Policy on the Minimum Norms and Standards for Student Housing at Public Universities, inserted as follows:

“should on-campus locations be unavailable, then student housing sites must be within a radius of no more than 20 kilometres of the campus. Plans for any newly planned university-owned or leased student residence that do not conform to the 20 kilometre radius must be submitted to the Department for approval. Affordable and secure transport running at regular intervals from early morning to late night must be provided for housing further than 5 kilometres from the campus. Such sites should be carefully selected with the safety, security and well-being of students in mind”

Special arrangements can be made for disabled, injured, or sick Students. Any additional transport services will have to be arranged and paid for by the students with appointed and approved service providers.

The Developer has constructed a dedicated footpath and walkway for the ease and convenience of Luhambo Students. This walkway is safe and secure and serviced by lighting as well as security cameras.

3.16 MAINTENANCE AND CARE OF INTERIOR AREAS

The following conditions will be applicable for the maintenance of the interior areas, the Rooms and Communes:

3.16.1 Kitchen

- Do not sit on top of the kitchen counters
- Do not leave the stove unattended
- Do not leave the water running
- Do not leave cooking place untidy
- Always keep the kitchen clean and tidy
- Take out the dustbin
- Do not throw food or objects down the drains. Any blocked drains due to the conduct of the Residents will be repaired and the cost will be for the account of the Residents in that Commune.

3.16.2 Bathroom

- Wipe the floor after using the shower
- Flush the toilet
- Use water sparingly
- Please do not dispose feminine hygiene products, baby wipes, in the toilet. Use the dedicated bins to dispose feminine products.



3.16.3 Study room rules:

- No noise
- No eating
- No littering
- Do not move furniture, chairs, appliances
- Please keep all chair legs on the floor and refrain from leaning the chairs against the wall

3.17 MEDICAL CONDITION

3.17.1 Should a resident suffer from any medical conditions, or disability please inform the Management Team so that they are able to assist in case of an emergency.

3.17.2 In the case of pregnancy and for your safety, and that of your unborn child, you will be required to evacuate the building by the 7th month of your pregnancy.

3.18 PROPERTY, COMMON AREAS AND UNITS

3.18.1 Always keep your room clean and tidy.

3.18.2 The furniture provided in your room and common areas may not be removed from your Room or the property (penalty fee of R200 – spot fine).

3.18.3 Dustbins will be provided. It is your responsibility to dispose of your waste in the dustbins provided.

3.18.4 All Rooms will be inspected at least once a month. Any damage found in the Room or furniture upon inspection will be billed directly to the students in question.

3.18.5 All Communes will be inspected at least once a month. Any damage found to the common facilities in a Commune will be billed equally directly to all the Residents in that Commune.

3.18.6 Make sure prior to vacating the Room for weekends, vacating for vacations or otherwise, your Room is clean, any form of food or drink is stored away or thrown out, pots, pans and plates are clean.

3.19 SMOKING, DRUGS AND ALCOHOL

3.19.1 Our property are smoke free buildings. Smoking, drinking or the taking of drugs are strictly prohibited in your Room or within the Common Areas of the building. Smoking will only be allowed in designated areas as directed by Management. Cigarette buds must be thrown into the dedicated bins.

3.19.2 Consumption and storage of alcohol is not allowed in your Room or in the building.



- 3.19.3 The Selling, consumption and storage of any prescription drugs or narcotics, or alcohol is completely prohibited in our properly and in your Room.
- 3.19.4 Should alcohol or drugs be found on a student as person or in your Rooms, LUHAMBO Management reserve the right to immediately terminate the lease agreement and take whatever legal action that may be necessary.

3.20 PENALTIES FOR BREACH OF THE CONDUCT RULES

- 3.20.1 First Offence – Written Warning
- 3.20.2 Second Offence – R500.00 fine
- 3.20.3 Third Offence – R1 000.00 fine
- 3.20.4 Fourth Offence – Suspension and termination of lease agreement

3.21 LEASE TERMINATION OFFENCES

The following offenses are grounds for immediate lease termination:

- Any criminal act
- Tampering or vandalising of Fire equipment, Fire extinguishers, smoke detectors, hoses or fire alarms.
- The possession of firearms, airguns or dangerous weapons
-

3.22 GENERAL

- 3.22.1 No loud music allowed. Music to be switched off at 21h00.
- 3.22.2 No meetings or demonstrations will be permitted without the prior permission from LUHAMBO Management.
- 3.22.3 Pamphlets or any other form of communication must not be handed out without prior consent from LUHAMBO Management.
- 3.22.4 No animals are allowed in the Communal Centre or entertainment area or any area inside LUHAMBO.

SIGNED AT _____ **ON** _____

RESIDENT

WITNESS