

## **INTRODUCTION**

Welcome to Apartments on William! We trust your stay with us will be a successful, enjoyable, and happy one. It is of vital importance, both to us, and to you, the student, that the living environment within the residence is not only safe and secure, but also provides an atmosphere conducive to effective study, and respectful community living.

The purpose of this handbook is to set out guidelines, rules, and regulations which will ensure a harmonious environment for all students in which they can live, learn and excel in all spheres of student life.

Please ensure that you read and understand these carefully. Please ask Residence Staff if you are unsure of anything contained in this handbook, or how it relates to you personally. Please note that Apartments on William Management reserve the right to amend the Residence Rules at any time, and insist that such amendments are adhered to by all residents.

## **1. SAFETY AND SECURITY**

### **a) General**

Apartments on William cannot be held responsible for any losses that you may incur whilst residing in our buildings hence please keep your room locked at all times and ensure that windows are fully closed when you are not present in your room. The key to your room must never be given or lent to any other person. You should ensure that there are no key tags or identification that would make it easy to identify your room and the building. It is the responsibility of the students to keep their possessions safe and their rooms and cupboards locked at all times.

### **b) Personal Safety**

Apartments on William properties have been developed incorporating state of the art security measures to ensure the safety of you and your belongings. By taking a few simple precautions, you can help to support and maintain the security of the site and make sure that you and your neighbors don't become a victim of crime. Staying safe is all about following a few common-sense guidelines. Read the following tips, which could make all the difference;

- i. Many burglaries happen when a door has been left open - lock up whenever you go out;
- ii. Be careful who you let in or who follows you into the building - lock your room door even if you are only going down the corridors;
- iii. Criminals are after an easy target - walk in groups at night or travel by taxi or stay;
- iv. If possible, use cash machines during the day - put your card and cash away and be vigilant - never write down your PIN;
- v. After a night out, arrange to go home with friends, or in a taxi;
- vi. To prevent spiking, don't leave drinks unattended;
- vii. Be vigilant when using your mobile phone - if your phone is stolen, call your network to immobilize it;
- viii. Protect yourself with insurance - keep lists of the make, model, and serial numbers of your electronic items to help police track them down if they are stolen; Mark your property with the initials of your university (e.g. UP, WITS, etc.) and your student ID number - this makes it harder for a burglar to sell stolen goods and can help the police to return items to you.

### **c) Property Safety**

- i. Make a list of your personal property including identifying serial numbers and the name of the manufacturer;
- ii. Record the number of all credit cards and bank accounts. Also, keep the phone numbers of these companies and banks in a safe location so you can notify them if your cards or checkbook are lost or stolen;
- iii. Keep money and valuables in a secure place;
- iv. Do not keep excess amounts of cash in your room;
- v. Be alert to the presence of strangers in non-public areas (all resident floors) and report their presence to a staff member;
- vi. Keep your room locked whenever you leave, even if you intend to return shortly;
- vii. If you are a victim of a theft, notify any staff member. Filing a report with the police is encouraged and recommended so you can file an insurance claim if necessary;
- viii. Residents are responsible for all personal belongings anywhere on the premises;
- ix. Insist on seeing identification for any person you do not know seeking access to your room
- x. Do not leave messages on your door or voicemail indicating when you are out or will not be in your room.

#### **d) Fire Alarms and Evacuation**

The residence has been equipped with a sophisticated fire detection system that will be activated if it senses extreme heat or smoke in any part of the residence. This system operates to ensure the safety and wellbeing of our residents. If the fire alarm sounds whilst you are in the building:

- i. Evacuate the building in an orderly manner via the nearest escape route.
- ii. The green emergency exit signs placed in the corridors and common areas of the building indicate these routes. Do not use elevators.
- iii. Once you have left the building please head straight to the Fire Assembly Points, located as follows:
  - Parking area on the side of the building near the gate.
  - The communal garden area on side of the building near the street.

In the event of an evacuation, no student shall re-enter the building without the permission of Apartments on William staff or Fire Brigade officers present.

#### **e) Fire Alarm Testing and Fire Drills**

The fire alarm is tested MONTHLY. The test can be recognized as a short 5 to 10-second burst of the fire alarm sirens. A full fire drill will be held periodically and will not be announced in advance and we ask for the full cooperation of residents during the exercise.

#### **f) Fire Fighting Equipment**

Fire extinguishers and fire blankets are available at various points throughout the building. Please familiarise yourself with these on arrival.

If you should discover a fire, then your priority is to sound the alarm and evacuate the building. Do not attempt to tackle the fire.

#### **g) Fire Prevention**

To prevent fire alarms and unnecessary evacuation of the building, please take care when you are cooking.

- will aid your escape should fire break out.

False alarms can be easily avoided by following the advice above, and by taking simple and sensible precautions yourself. False alarms not only waste the time of the fire services but can also endanger lives. It is because of this that any resident found activating the fire alarm system maliciously or unnecessarily will be liable for expulsion. Interfering with fire prevention or fire safety equipment may also be a criminal offense and Apartments on William Management may refer such activities to the SAPS.

## **2. VISITOR POLICY**

#### **a) General Rules**

Visitors are welcome provided they observe the House Rules and no student shall have more than two visitors at any given time. All visitors are required to sign in at security and are not allowed direct access to your room. You will be required to fetch your visitors from the foyer.

RESIDENTS ARE RESPONSIBLE FOR THE CONDUCT OF THEIR VISITORS AT ALL TIMES WHILST THEY ARE IN THE BUILDING AND ANY INFRINGEMENT OF THE HOUSE RULES BY A VISITOR WILL BE DEEMED TO BE THE INFRINGEMENT OF THE RESIDENT WHO SIGNED THEM.

Visitors will be required to leave any of the following identification documents with security before they are allowed access into the building:

- SA National ID Document
- Valid and unexpired national Passport
- Valid Student ID where available
- Driver’s License

Security will return these documents to visitors when they exit the building.

Under exceptional circumstances and at the sole discretion of Apartments on William’s Management and subject to such additional formalities and requirements that Apartments on William may from time to time implement, visitors may be allowed to stay over. A relevant nightly rate and sign off are mandatory and non-negotiable and each request will be evaluated on a case by case basis. Rooms may only be shared by the same gender individuals.

**b) Number of Guests**

At no time shall the number of guests in the building exceed 50 visitors. No further visitors shall be permitted access to the building if the limit of 50 visitors has been reached. Once guests leave the building, security may allow more in such that the number of guests on-site at any given time does not exceed 50.

**c) Visiting Hours**

- Visiting Hours are as follows:
- Visitors are allowed access **INTO** the building from **9 am to 9 pm** daily.
- All visitors are required to vacate the building by no later than **midnight** every day.

**d) Access to Facilities**

Visitors are not allowed entry into the communal study facilities, laundry area, or computer lab. Any visitor found in these areas will be requested to leave the building immediately, and will be barred from entering the building again for 6 months.

**e) Subletting / Squatting**

No room may be sub-let for any reason whatsoever by the tenant.

**3. Prohibited Conduct: Dismissible Offences**

The following offenses are grounds for immediate expulsion from the Residence of any Student, at the sole discretion of the Residence Manager:

- i. Any student found to be in contravention of the Drugs and Drug Trafficking Act no 140 of 1992 whilst on Apartments on William premises;
- ii. Any student suspected of being in possession of illegal substances (either on or off the premises);
- iii. Any student suspected of being in possession of alcohol whilst on the premises;
- iv. Tampering with fire equipment;
- v. Physical assault or violence (including rape or attempted rape, either on or off the premises);
- vi. Any student found to be in contravention of the Protection from Harassment Act 17 of 2011;
- vii. Any student found to be in contravention of the Sexual Offences Act 23 of 1957;
- viii. Any student suspected of theft;
- ix. Any student suspected of being in possession of a firearm or any other dangerous weapon whilst on the premises;

- x. Any Student found to be in contravention of the firearms control Act 60 of 2000;
- xi. Any student suspected of being in possession of fireworks or other explosive devices whilst on the premises;
- xii. Making a fire in any area of the building not designated for such purpose, and/or without prior permission from Management;

If a student is expelled from the building, Apartments on William will immediately notify the student's parents/guardian, the student's tertiary institution, and the student's bursar, if applicable. The police may be notified if appropriate. As a result of the expulsion, the Bursar has the right to terminate the student's bursary or student loan.

The Lodger hereby consents to the owner obtaining a final protection order against the Lodger if the Lodger is suspected to be in contravention of the Protection from Harassment Act 17 of 2011.

#### 4. Disciplinary Process and Procedures

The following verbal and written warning system applies across all violations of House Rules:

Offence	Contravention	1st Offence	2nd Offence	3rd Offence	4th Offence
LEVEL 1	1. Minor contravention of Residence Rules	Verbal Warning (Recorded)	First Written Warning	Final Written Warning	Expulsion
	2. Violation of Quiet Times				
	3. Disturbing the Peace				
	4. Contravention of Visitors Policy				
LEVEL 2	1. Smoking in non-smoking areas	First Written Warning	Final Written Warning	Expulsion	
	2. Abuse of stoves				
	3. Tampering with Building Wiring and Electrical				
	4. Use / Possession of unauthorised appliances				
LEVEL 3	1. Vandalism - no permanent damage, repair cost covered by student	Final Written Warning	Expulsion		
	2. Possession of alcohol				
	3. Being drunk on-site				
	4. Refusal to comply with direct staff instruction				
	5. Squatting				
LEVEL 4	1. Possession of illegal narcotics	Expulsion			
	2. Being under the influence of drugs on-site				
	3. Tampering with Fire Equipment				
	4. Making a fire in any area of the building not specifically designated as such, or without prior written consent of Management.				
	5. Physical Assault or Violence				
	6. Possession of Firearm or Fireworks				

- a) Record of all Verbal warnings will be signed by the student concerned, and Residence Staff and will be placed on the Student's file
- b) All written warnings will be signed by the student concerned, and Residence Staff and will be placed on the Student's file.
- c) Failure to acknowledge either verbal or written warning will cause the specific offense to be increased by one frequency increment. (i.e. 1st Offence is automatically treated as 2nd Offence, 3rd Offence automatically treated as 4th Offence, etc.). The effect of this is that the student's lack of cooperation results in them being one offense CLOSER to Expulsion.
- d) In the event of a student's expulsion from the Residence, the student shall have four hours (4hours) to vacate the residence from the time that he or she is instructed to do so by Residence staff. Failure to adhere to this will be considered trespassing.
- e) A student who has been expelled from the Residence may appeal their expulsion within 30 days of such occurrence. This may only be done in writing, either in hardcopy or via email, addressed to the Residence Manager. Such appeal will be read and duly considered by:
  - i. Residence Staff
  - ii. Apartments on William Management
  - iii. Relevant Tertiary Institution
  - iv. The student's funder/bursar
  - v. A written response will be sent to the student addressing the outcome of their appeal.
  - vi. This response is final, and no further appeal or discussion is permissible after this point.
- f) Upon expulsion of a student, Apartments on William will notify:
  - i. Parents
  - ii. University
  - iii. Bursar/Funder/NSFAS
  - iv. SAPS (if the offense is deemed to be a criminal one).

**It is recorded that Bursar's / Funders reserve the right to withdraw any bursary or funding arrangement as a result of expulsion.**

## **5. Staff and Residence Assistants**

### **Apartments on William Staff**

Apartments on William staff members are here to help residents get the most out of their living Experience. The staff will provide a variety of services and means of assistance. Additionally, they will respond to emergencies and are available to meet with residents. Whenever the management office is closed, the Residence Manager and Residence Life Coordinator can be contactable via the security guard on duty.

#### **a) Residence Manager**

The Residence Manager is responsible for the overall operations and management of Apartments on William Residence. This encompasses Residence Life, Cleaning, Maintenance, Security, and Student Wellbeing.

## **b) Residence Life Coordinator**

The Residence Life Coordinator (RLC) is responsible for the general well-being of the Student Body within the residence. The RLC's duties are varied, but are mainly:

- Communication with students
- Coordination of events and operational procedures
- Liaising with Residence Assistants
- Enforcement of House Rules
- Provides feedback from students to Management

## **c) Cleaning & Maintenance Staff**

The cleaning and maintenance staff are responsible for the cleaning and upkeep of all common areas within the building including entrances, corridors, lounges, stairwells, and other common areas. They also provide a once-weekly cleaning service within the apartments.

## **d) Security Team**

Our security staff are responsible for maintaining a secure environment for all who live visit and work in the building,

and provide convenient and controlled access to the site. Located at the building entrance, our security staff monitor and oversee building access 24 hours per day, 7 days per week, 365 days per year. In addition to monitoring CCTV camera footage, Security Staff regularly patrols the building and perimeter of the property on foot to ensure that our residents are safe and secure at all times.

## **e) Residence Assistants (RA's)**

The RA's are live-in students who are committed to the personal and academic success of our residents and a supportive environment. They strengthen the sense of community through leadership, programming, policy enforcement, and effective communication between all parties, both students, and staff.

They are the resident's primary source for information, problem-solving, and support. RA's are often first-responders to safety and facility-related issues and provide information about the community. They also help facilitate some social and educational events for residents. They may participate in periodic room inspections. Their names will be made known to all students on arrival.

## **6. Care of Premises and Conduct**

### **a) Care of Buildings, Common Areas and Bedrooms**

***You must keep your room clean and tidy at all times.***

All residents shall be jointly and individually responsible for keeping the residence premises clean and neat, and the Residence Staff shall ensure that this is done. The Residence Staff shall handle placements in rooms, in consultation with the Residence Manager.

- i. The walls should not be damaged when pictures, portraits, or paintings are put up on the walls of the recreation halls, sitting rooms, and bedrooms. No nails, hooks, or two-sided tape are allowed. Therefore, only Prestik may be used.
- ii. No fixed features, e.g. bookshelf and desks, mirrors, etc. may be dismantled or relocated.
- iii. Each resident is responsible for his/her room and the room should be in the same condition on evacuation as the way it was received. No unauthorized student may enter the room of another student unless that student is in the room.
- iv. When a resident moves into a room, he/she must notify Apartments on William registration staff immediately if anything in the room is not in a good condition. If the problem is not reported it will be assumed that he/she has found the facility in a good condition and with no defects. Thereafter, any breakage or damage shall be deemed to have been caused by the occupant. An



inventory of the contents of the room and any defects must be signed by the student when he/she occupies the room.

- v. No vehicle spare parts, motorbikes, and bicycles may be taken into the residence building, but they may be taken to places specifically intended for such vehicles or spare parts.
- vi. No student may tamper with electricity or intercoms or any electrical appliances.
- vii. Ironing of clothing or linen is STRICTLY prohibited with the apartments.
- viii. Furniture, mattresses, cushions, or equipment may not be removed from any room, house recreation hall, or any other recreation area.
- ix. Under no circumstances may walls or doors be written on. No form of 'graffiti' will be allowed in or at any residence.
- x. No private parties or functions shall be allowed in the building.
- xi. MANAGEMENT reserve the right to have access to any room in the residence at all times and rooms may be spot checked at any time with a specific purpose and with the permission of the Residence Staff. A student may be requested to open his/her cupboard, bags, or suitcases in this regard.
- xii. Rooms shall be inspected regularly to identify and attend to deficiencies, repairs, and general maintenance.
- xiii. Residents are expected to empty all trash (kitchen and other) when appropriate and deposit all garbage in the black wheelie-bins provided at the end of each floor.
- xiv. Residents shall under no circumstances hang their washing/clothes on and outside the residence windows.
- xv. It shall at all times be forbidden to litter through residence windows, balconies, passages, and on residence grounds.
- xvi. Residents are strictly forbidden from sitting on windowsills and hanging out of windows.
- xvii. A medical certificate shall be submitted to obtain special permission to bring your mattress.

## **b) Water and Electricity Consumption**

Included in your rental is an amount allocated for the use of water and electricity hence use them sparingly. Use only the minimum electricity required. Please switch off all lights and electrical appliances when leaving the room. Switching off saves the environment, and diminishes the risk of fire!

The following appliances are not permitted in the building:

- i. Any electric heater (other than those prescribed by Management)
- ii. Refrigerators, other than those specifically provided in the rooms
- iii. Any portable cooking devices (stoves, microwaves, etc.) other than those provided Equipment will be confiscated if not according to the prescriptions.
- iv. Residents are strictly prohibited from making any alterations to or affecting any work on the electrical equipment or intercom equipment of the residence.

## **c) Vandalism**

Any wrongful and/or deliberate damage to or appropriation, destruction, alienation or possession of residential property or the property of any person associated with Apartments on William, including that of another student or of a visitor to the Residence, or any attempt to do so is a serious offense and all such cases must immediately be reported to the Residence Staff. The person(s) concerned shall be held responsible for all reasonable repair or replacement costs as well as disciplinary measures.

- i. Any resident who is guilty of vandalism, and who leaves the residence before his/her case is dealt with internally, shall be subject to prosecution. Costs to rectify the damages, as determined by management, shall be recovered from the student.
- ii. Fire hoses and fire extinguishers may not be handled except in case of fire. Any other instance of such equipment being handled shall be considered to be vandalism, and the guilty person shall pay any costs incurred to rectify the damages and may forfeit his/her right of accommodation in terms of Section 5.

iii. Being under the influence of alcohol/drugs may not be used as an excuse for vandalism.

#### **d) Open Fires**

No open fires will be allowed in the buildings. Fires and braais will only be allowed in designated areas, and with the prior permission of Management.

#### **e) Cleaning**

Residents are expected to maintain their units to high standards of cleanliness and exercise reasonable care for the facilities. Routine cleaning in all units should include kitchen and bathroom appliances and fixtures, regular vacuuming, mopping, cleaning of all counters and surfaces, and full cooperation with the building's garbage and pest control program and procedures. Each apartment will be cleaned once per week by Apartments on William staff.

This clean will comprise:

- i. Kitchen Area  
Clean all counter surfaces  
The mop of floors.  
No washing of dishes will be carried out.
- ii. Bathroom Area  
Full clean of all surfaces  
Mop Floor  
Full clean of shower, basin, and mirror.  
Sanitary Bins, in the female rooms, will be emptied monthly
- iii. Floors and Windows  
Internal Window Clean

All Residents are expected to adhere to acceptable standards of maintenance and cleanliness within the apartments. Cleaning staff will report to management on the condition of the rooms weekly, and any student deemed to be not complying with acceptable behavior in this regard will be held accountable.

All residents, when making use of communal areas, are expected to maintain these areas to high standards of cleanliness and exercise reasonable care for the facilities. After use, these areas are to be left in a clean and tidy state.

#### **f) Appliances**

The following appliances are not permitted in the building:

- i. Any electric or gas heater
- ii. Refrigerators, other than those specifically provided in the rooms
- iii. Any portable cooking devices (stoves, microwaves, etc.) other than those provided
- iv. Television sets, unless permission is obtained from Management and/or Bursars
- v. Management reserves the right to retain such items and insist that they are removed from the premises. Any cost of such removal will be the responsibility of the student concerned.

## **g) Offensive Odours**

An odor of significant intensity can be disruptive to others. Some examples of odors that may become offensive if strong include:

- i. Incense
- ii. Dirty Laundry
- iii. Dirty cutlery and crockery
- iv. General kitchen odors
- v. Cooking smells
- vi. Blocked drains

When a strong odor can be identified in a particular apartment, the students are expected to rectify the situation immediately if requested by staff or other residents.

## **h) Posting and Decorating**

- i. Doors  
Posting or applying any item to either side of all entrance and room doors is prohibited
- ii. Windows  
Nothing may be displayed or pasted on or in any window
- iii. Walls  
Nothing may be applied to the walls in the apartments that can damage the paintwork in any way. Any pictures or notices to be posted within the apartments should be done on the soft noticeboards provided on the back of the desks and should be fastened with the appropriate drawing pin products. Any poster put on any wall should be pasted with Prestik only. No hooks or nails of any nature are to be hung on any wall.
- iv. Posting  
All postings in common areas must be approved by Management and must be submitted to the Management Office. Bulletin boards are provided in a few central locations throughout the building.
- v. Alterations in Apartments  
No changes may be made to any walls, cupboards, ceilings, window coverings, window panes, or floors.
- vi. Common Areas  
No posting of any sort may be made in any common area, nor may any alteration be made to any walls, cupboards, ceilings, window coverings, window panes, or floors in these areas.

## **7. Compulsory Quiet Times**

It is the responsibility of all students, jointly and individually, to maintain an atmosphere conducive to study and rest. The right of others to enjoy the privacy and quietness should be respected. Each resident shall be able to pursue their studies in peace and without causing a disturbance of any kind.

All students are required to follow the Quiet Hours and Courtesy Hours policies.

Quiet Hours are defined as:

**Sunday Night through to Friday Morning: 10 pm to 7 am**  
**Friday Night and Saturday Night: Midnight to 7 am**

A breach of the Quiet Hours Policy would be classified as any noise from any source which is audible from outside the room in which it is occurring. Courtesy Hours are applicable in various common areas throughout the building, and these are indicated via signs located in these areas. Students are

required to adhere to these Courtesy Hours. During Exam time, a 24-hour compulsory Quiet Time will be enforced.

Further to the above, students are required to adhere to the following:

- i. Playing of music or other sounds at unreasonable levels is strictly forbidden at all times
- ii. Television sets are not allowed in the rooms unless agreed with Management. The study atmosphere shall not be disturbed.
- iii. Radio and sound equipment shall not disturb the study atmosphere. No sound speaker(s) shall be displayed through and/or outside windows and doors of rooms in the corridors.
- iv. Any equipment with which a resident continues to disturb the study atmosphere may be confiscated or disciplinary measures may be taken. If confiscated, it will be returned to the resident concerned only at the end of the semester or when leaving for the home during a weekend.
- v. A 24-hour compulsory quiet time will be maintained during examination times.

Disciplinary proceedings shall be done by the Residence Committee in line with the disciplinary code of conduct and its provisions in terms of penalties (appendix)

## **8. Alcohol and Drugs**

- a. The building is a smoke-free zone. Smoking is strictly prohibited in all apartments and common areas, except those that may be specifically designated for this purpose, and marked as such
- b. The smoking of “Hubbly Bubbly” is strictly prohibited on the premises in its entirety.
- c. No alcohol may be stored or consumed on the premises.
- d. No illegal narcotics may be stored or used on the premises
- e. No illegal narcotics may be purchased or sold on the premises by any student, or within a 1,500metre radius of the property.
- f. Random searches may be conducted at any time by Apartments on William staff. These include personal searches (clothes, pockets, bags, etc.) as well as apartment searches (cupboards, beds, bookshelves, kitchens, etc.). Students are obliged to comply with these searches. Failure to do so will result in the student being deemed to have breached the rules about alcohol and drugs and the necessary action will be taken.
- g. Apartments on William reserve the right to involve South African Police Services (SAPS) in any drug search or spot-check referred to in Point F above.

**Any student in contravention of the Alcohol and Drugs policy will be liable for immediate expulsion.**

## **9. Firearms and Fireworks**

- a. No firearms or dangerous weapons are allowed in the Residences.
- b. Under no circumstance shall a firearm be carried on any person, be displayed or fired, or stored in the residence.
- c. Students are not allowed to possess or handle any dangerous weapon, explosive, or fuel on any premises. Threats of or pretending that any firearm or any other dangerous weapon, explosive, or fuel is being used, is prohibited. Any student making such a threat will be deemed to be in contravention of this rule.
- d. No fireworks or any other flammable substance, liquid, or explosive devices shall be kept on or detonated on the premises.
- e. Random searches may be conducted at any time by Apartments on William staff. These include personal searches (clothes, pockets, bags, etc.) as well as apartment searches (cupboards, beds, bookshelves, kitchens, etc.). Students are obliged to comply with these

searches. Failure to do so will result in the student being deemed to have breached the rules concerning Firearms and Fireworks and the necessary action will be taken.

- f. Apartments on William reserve the right to involve South African Police Services (SAPS) in any search or spot-check referred to in Point E above.

### **Any student in contravention of the Firearms and Fireworks policy will be liable for immediate expulsion**

#### **10. Politics**

Although residents may each hold different opinions, which might lead to arguments amongst themselves, each resident is expected to treat all other residents and their viewpoints with respect.

- a. External political organizations/activities are strictly prohibited in the residence.
- b. Internal organizations such as the soccer team, choir, etc. will only be allowed with prior permission and arrangement with the Residence Staff.
- c. External political speakers or meetings will not be allowed on the residence premises.

#### **11. Pets and Animals**

Residents are not allowed to bring or keep any pets or animals (or any living creatures) onto the premises at any time.

#### **12. Trading**

There shall be no form of trading of any service or product within or from the premises whatsoever.

#### **13. Projects and Functions**

Permission shall be obtained from the Residence Manager before any fundraising or community or residence projects are initiated.

#### **14. Room Assignments**

- a. Apartments on William do not make room assignments based on race, nationality, ethnicity, religion, sexual orientation, or disability.
- b. Apartments on William assign rooms in the apartments on an all-male or all-female basis
- c. Apartments on William building is fully co-ed, meaning that male and female students will reside on the same floors – but not in the same apartments.
- d. Students may advise Management if they have a preference to share with a specific person. This request may be granted if practical, feasible, and considered appropriate by Management.
- e. Management is not obliged to make any changes to apartment allocations based on student preferences.

#### **15. Notice Boards**

Notice boards may be used by the Residence Assistants and the Residence Staff only. If a resident wishes to use a notice board, he/she must first obtain permission from the Chairperson of the Residence Committee or Residence Manager. Notices may not be posted up at any place other than the notice boards provided for this purpose.

## **16. Illness and Medical Treatment**

- a. Students must inform Management if he/she is confined to bed due to illness.
- b. Obtaining and taking chronic or other medication is the student's responsibility.
- c. Medical services are not available on residences all the medical treatment is the student's responsibility.
- d. Full details of doctors, hospitals, pharmacies, and emergency services in the area are available at Security Reception.
- e. Communicable diseases must be reported to Management. Students must leave the residence immediately after being diagnosed, up until such a time he/she is medically fit to return.

## **17. Maintenance Procedures and Reporting**

- a. All maintenance issues should be reported in a maintenance book kept at the Security Desk. These will be dealt with daily
- b. Urgent maintenance required should be reported to security. Items deemed to be urgent are:
  - i. Lack of water
  - ii. Lack of hot water
  - iii. Flooding or blocked drains
  - iv. Power failures
- c. No student shall be permitted to attempt any repairs themselves. Any damage caused by such an attempt will be the responsibility of the student.
- d. Students are accountable for any breakages or damages to their apartments or any of the furniture or appliances supplied, save for normal wear and tear.

## **18. Complaints**

If any student is unhappy with a particular aspect of the Apartments on William's living experience, they should discuss first with the Residence Assistants, then with the Residence Life Coordinator. If the issue/s remain/s unresolved, the student should address or hardcopy letter (or email) to the Residence Manager explaining the issue of concern and progress to date. Any hardcopy letters for the Residence Manager may be left at security reception.

## **19. Information Technology**

- a. Apartments on William Internet Acceptable Usage Policy (AUP) applies. We provide residents and staff living within Apartments on William communities, with broadband and wireless access to the Internet from the secure log-in for personal study, social and leisure purposes.**

Broadband and Wireless internet services can be accessed by students either using the Apartments on William Computer Labs (if provided), alternatively through direct access computer connection points in single and shared rooms or generally as made available throughout the premises.

Notwithstanding the prohibited activities listed in 20b below, neither Apartments on William nor any of its agents or affiliates shall be responsible for the provision of any form of censorship or content filtering on the use of the provided broadband and wireless internet services by students. In this regard, students are expected to exercise the requisite discretion and discipline in the use of the provided broadband and internet services under this clause 20.

## **b. Prohibited Activities**

The following activities are prohibited under all circumstances:

- i. Unauthorized downloading and copying of music, videos, films, software, and other copyrighted material;
- ii. Distribution of pirated software or data;
- iii. Posting, receiving, and/or distributing any illegal, racist, sexist, defamatory, obscene, pornographic, abusive, and threatening material;
- iv. Displaying, archiving, storing, distributing, editing, or recording any illegal material (for example indecent images of children) or any kind of sexually explicit image or documents;
- v. Gaining or attempting to gain unauthorized access to any computer systems for any purpose;
- vi. Impairing or attempting to impair the operation of or access to any computer, program, or data;
- vii. Deliberately introducing or passing on any virus, worm, Trojan Horse, or trapdoor program code.
- viii. Downloading entertainment software or games or playing games against opponents over the Internet;
- ix. Operating high bandwidth applications (for example video, audio 'tickers', news feeds) which exceed the standard 1-megabyte bandwidth we allocate to each user unless you have purchased additional bandwidth in advance. We monitor your Internet usage and will notify you if you exceed your standard bandwidth allocation [regularly].
- x. Many of these Prohibited Activities could result in legal action, a fine or a term of imprisonment, or both. If you accidentally engage in a Prohibited Activity (e.g. connect to a site that contains sexually explicit or offensive material), you must cease the Prohibited Activity immediately (disconnect from the site) and report the breach to IT Support.
- xi. If you download software, you must arrange to have such software properly licensed and registered. Downloaded software must be used only under the terms of its license.
- xii. **Any student found contravening any of the prohibited activities may have his/her internet access and privileges in the building removed for the remainder of the academic year.**

## **c. Monitoring and Compliance**

Whilst we do not monitor the content of any webspace or content you may create when using the Internet Services (including postings on chat rooms, instant messaging, email, Newsgroup, or other communications), we do operate systems to ensure compliance with this AUP and for security purposes.

These include network scanning and bandwidth usage Monitoring. We also co-operate with any reasonable request from law enforcement and regulatory agencies for records on an individual's Internet usage. Consequently, you should have no expectation of privacy concerning your use of the Internet Services.

## **d. Breaches of AUP**

If you do not comply with this AUP we may disable your access to the Internet Services. In the event of serious instances of abuse, we may also notify the police or relevant law enforcement agencies. You can report breaches of this AUP via the Helpdesk.

## **e. Security**

To access Internet Services, you will need a user name and password. You are responsible for the security of your username or password and you should not disclose these to anyone.

## **20. Laundry**

- a. The laundry room is operated by an external service provider and located on the roof of the building and is accessible from 8 am-5 pm, Monday – Friday. Students are requested to adhere to the rules, regulations, and procedures of the laundry operator.
- b. Apartments on William is not responsible for any damage or loss to or of any article of clothing whilst in the washing or drying process.

## **22. Lost Keys**

Any student who breaks, damages, or loses a key or lock will be responsible for full replacement thereof at their own expense.

## **23. Parking**

- i. Parking on the premises of Apartments on William is on a first-come-first-served basis.
- ii. Parking on the premises of Apartments on William is reserved for residents only. Apartments on William and Security will not be held responsible and/or liable for any loss/theft or damage caused to cars/vehicles parked on the premises of Apartments on William.
- iii. Outside parking is designated for parking for residents of Apartments on William, visitors, drop-offs, pickups, deliveries, and emergency vehicles. Parking outside is at its own risk. Apartments on William and Security will not be held responsible and/or liable for any loss/theft or damage relating to cars/vehicles parked outside the premises of Apartments on William.
- iv. No trucks are allowed on the premises.
- v. Drop-offs and pickups need to happen inside the demarcated parking spaces, not in the street.
- vi. Loud music and the consumption of alcohol or illegal substances are not allowed in the parking area nor the building itself.
- vii. No gatherings/meetings may be held in the parking area.
- viii. Car wash is not allowed in the parking area.

## **24. Other**

The building management and/or security reserves the right to search each and every resident together with their visitors before entering the building.