



## STUDENT RESIDENT HANDBOOK

### INTRODUCTION:

Welcome to Westwood Lodge.

House Rules are provided to articulate the expectations of Occupants and reflect the unique nature of the community living within the Lodges. The rules will ensure your safety, peace of mind, respectful community living, and an environment conducive to successful study.

Please ensure that you read and understand the rules as set out, but also note that the management reserves the right to amend the House Rules as set out in the Student Resident Handbook at any time without notice.

### THE PREMISES:

Each Lodge (The Premises) are to be co-occupied by a maximum of 10(ten), or 16(Sixteen) different parties (referred to as The Occupant) who act in a considerate and respectful manner to other co-Occupants, with a view to maintaining a clean, safe and harmonious environment within the premises. The Occupants shall not in way interfere with, or cause any nuisance of any nature whatsoever, to any other co-Occupant of the premises.

#### 1. ACCESS TO THE PREMISES

- 1.1 Access to the PREMISES shall be by way of vehicle access card or fingerprint recognition. Should the Occupant, or their sponsor or guardian fail to pay the Monthly Fee, or in any way breach the provisions of the lease or these RULES (which in the sole discretion of the OWNER is material), the OWNER shall be entitled to cancel the Occupants' access to the Lodge.
- 1.2 The Occupant shall not give possession of the keys to the HOUSE or BEDROOM or the access card to the PREMISES to any third party. Should any key be lost by the Occupant, they shall be responsible for the costs of changing the locks and / or the issuing of new keys (which shall include the costs of a locksmith, if so required).
- 1.3 Should the Occupant lose his/her access card, the student shall be responsible for the costs of issuing a new access card and the costs of reprogramming the fingerprint recognition access.

#### 2. VISITORS

The Owner reserves the right to refuse any, or all, visitors access to the Estate or Premises without notice and for any, or no reason whatsoever. This Clause is for the sole benefit of the Owner. In the event that the Owner grants access to visitors:

- 2.1 A maximum of two visitors per Occupant will be permitted any one time.
- 2.2 Visitors will NOT be granted access to the estate before 8am or after 8pm on every day.
- 2.3 All visitors must have left the estate by 10pm sharp – no exceptions.
- 2.4 No visitors will be permitted entrance to the estate if the Occupant is not in residence.
- 2.5 No visitors are permitted to sleep over in any bedroom or common area at any time.
- 2.6 Any abuse of the visiting hours will result in a complete ban on visitors.
- 2.7 Please respect your fellow Occupants and be considerate.
- 2.8 All visitors must park at the allocated visitors parking in front of the office and are not permitted to park at the residences.
- 2.9 No more than a collective maximum of 50 visitors will be permitted access to the Estate at any one time.



### 3. VEHICLES

- 3.1 Students with their own vehicles are to receive a windshield access disk and inform the office of the details of the vehicle and driver.
- 3.2 All vehicles are to be roadworthy and fully licensed as per the National Regulation. All Residence with Vehicles are to provide a valid driver's license.
- 3.3 The maximum speed limit is 20km's p/h. Should an Occupant be found speeding, steps will be taken or a fine of not less than R500 imposed.
- 3.4 Vehicles that are not working/running are not permitted to remain on the estate longer than one week. After that fines may be issued to the student driving the vehicle.
- 3.5 Vehicles are not permitted to play loud music at the gates or inside the estate. Hooting or causing disturbance of any kind is prohibited.
- 3.6 All visitors are to park in the allocated visitors parking in front of the office and will not be permitted park at the residences. Residence not may not park in the main road or garden areas kindly stick to the demarcated parking bays.
- 3.7 Westwood Lodge can in no way be held responsible for a vehicle, driver and or passengers traveling with students.
- 3.8 Vehicle access can be denied if the rules are not followed or there is a danger to others. Driving while under the influence of alcohol or other substance is strictly forbidden
- 3.9 Security may search any vehicle at any time. Residence and visitors are responsible for locking and securing his/her vehicle at all times.
- 3.10 Fire hydrant or hose pipe may not be used to wash vehicles. (Buckets only.)

### 4. CARE AND CONDUCT ON THE PREMISES

#### 4.1 ALL COMMON AREAS

- 4.1.1 Occupants are requested to be considerate of others at all times.
- 4.1.2 No papers, rubbish, bottles, cans or any other form of waste material can be dropped in the common areas. All rubbish to be placed in rubbish bins.
- 4.1.3 No writing, graffiti, slogans or posters shall be permitted on the walls. The walls shall not be damaged by holes, hooks, glue or double-sided tape.
- 4.1.4 Furniture, mattresses, cushions or equipment may not be removed from any room for any reason whatsoever.
- 4.1.5 No fighting or argumentative behaviour will be permitted.
- 4.1.6 Smoking and drinking of alcohol is not permitted.
- 4.1.7 No vehicle spare parts or repair of vehicle and vehicle maintenance permitted.
- 4.1.8 Kindly notice the following rules apply to other common areas such as:

- POOL / DECK	MON-SUN	8 AM-8 PM
- STUDY LAB	MON-SUN	6 AM-1 AM
- ENTERTAINMENT AREA	MON-SUN	8AM-10PM
- 4.1.9 No loud music. Note the study Lab is a silent work environment.
- 4.1.10 No disorderly conduct.
- 4.1.11 No glassware or breakables in common areas.



- 4.1.12 Please leave the area as you found it. If you have made use of the braai facilities at the entertainment area, please clean it.
- 4.1.13 Persons using the swimming pool must wear recognizable swimwear or bathing suites.
- 4.1.14 Pool equipment is not to be tampered with and you could be held for costs and damages.
- 4.1.15 The use of common areas is at your own risk.

## 4.2 KITCHEN AREA

- 4.2.1 Dishes must be washed by Occupants after every use and packed away.
- 4.2.2 Occupants will provide their own cleaning/dishwashing liquid.
- 4.2.3 No washing of dishes will be carried out by cleaning staff.
- 4.2.4 Counter surfaces, sink and stove must be cleaned after use.
- 4.2.5 No kitchen appliances shall be removed from the kitchen.
- 4.2.6 All kitchen items supplied, and appliances are not to be removed from the house. An inventory list will be supplied.
- 4.2.7 In the event that occupants do not wash their dishes WIFI may be switched off until such time that the dishes have been washed.

## 4.3 LOUNGE TV ROOM

- 4.3.1 This area is the collective responsibility of all Occupants. All Occupants shall be jointly and individually responsible for keeping the residence premises clean and in a neat state.
- 4.3.2 TV volume to be kept at an audible low level.
- 4.3.3 Furniture is to be kept in a neat and tidy manner.
- 4.3.4 The last person watching TV must turn off the TV.
- 4.3.5 Occupants may not interfere with the TV connection or attach any device such as Play Stations or Hard drives, Wii, etc. to the TV connection, DSTV or ports.
- 4.3.6 Occupants will be held liable for any damage to the electronic connections including Television, DSTV, and Wi-Fi connections.
- 4.3.7 Furniture and decor are not to be removed from the house. An inventory list will be supplied.

## 4.4 BEDROOMS

- 4.4.1 The bedroom is the collective responsibility of both Occupants and they shall be jointly and individually responsible for keeping the bedroom clean and in a neat state.
- 4.4.2 No kettle or toasters or other kitchen appliances are permitted in the bedrooms. No food or preparation of food is permitted in the bedrooms.
- 4.4.3 No candles, gas heaters or naked flame is permitted in the bedrooms.
- 4.4.4 All furniture in the room is placed under the care of the occupants and they are requested to take great care to look after the furniture. Any costs for damages and losses will be claimed from the Occupants.
- 4.4.5 No visitors shall be permitted in the bedrooms.
- 4.4.6 No visitors are permitted to sleep over in the bedroom or any other common area of the residence.
- 4.4.7 Occupants with a refrigerator will be charged an additional fee per month for electricity running cost.
- 4.4.8 Furniture and decor are not to be removed from the house. An inventory list will be supplied.



## 4.5 BATHROOM

- 4.5.1 Bathrooms and toilets should be left clean and tidy
- 4.5.2 Toilets should be flushed after use.
- 4.5.3 Baths and basins should be rinsed after use and the total bathroom and floor areas should be neat, dry, clean and tidy at all times
- 4.5.4 No foreign objects to be thrown in the drains and toilets.
- 4.5.5 Please remove all plugs from the basins and baths when you have finished bathing or washing.
- 4.5.6 Please do not leave the taps open and use water responsibly
- 4.5.7 Leaking taps and running toilets should be reported to the Management immediately
- 4.5.8 No writing of graffiti, slogans, etc. on the walls, doors, floors and windows.

## 5. INSPECTIONS

- 5.1 Inspections shall be carried out on a regular basis and the Owner reserves the right to inspect any part of the premises without notice to the Occupants.
- 5.2 Management reserves the right to have access to any room in the residence at all times for spot checks. An Occupant may be requested to open his/her cupboard, bags or suitcase.
- 5.3 Should the premises be found in an untidy state the Owner shall clean the premises at the Occupants' expense.
- 5.4 Rooms shall be inspected on a regular basis to identify and attend to deficiencies, repairs and general maintenance.

## 6. WATER AND ELECTRICITY CONSUMPTION

Water and electricity consumption MUST be used sparingly. Use only the minimum electricity required. Please *switch off all lights and electrical appliances* when leaving the room or when not in use. It is our responsibility to save the environment by Switching Off. This also diminishes the risk of fire. As per Clause 18 of the Student Occupant Contract, the Owner reserves the right to charge the Occupant and Co-Occupants equally for any use of water or electricity that the Owner believes is excessive or unreasonable.

Should consumption not decrease maintenance teams will investigate a possible cause and if no plausible reason is found, the Occupants may purchase additional electricity from the office during normal business hours.

*The following appliances are NOT permitted in the building:*

- Any electric heater (other than those prescribed by management).
- Refrigerators, other than those provided or approved by the Owner.
- Portable cooking devices (stoves, microwaves etc) other than those provided by the Owner. The devices will be removed if found.
- Occupants are strictly prohibited from making any alterations to, or affecting any workings of the electrical or digital equipment in the residence.



## 7. SAFETY AND SECURITY

### GENERAL:

The security company is responsible for maintaining a 24 hour a day, 7 days a week secure environment for all who live, visit and work within Westwood Lodge, and provide convenient and controlled access to your residences. Security Staff regularly patrol the buildings and perimeter of the property on foot and by vehicle to ensure that our Occupants are safe at all times. Please be polite and respectful to the Security Guards as they are performing a service and are not permitted to waive or bend the rules at any time for any reason whatsoever.

- 7.1 All persons entering Westwood Lodge are to sign in at security. No visitor will be allowed access to Westwood Lodge if the Occupant is not at the premises.
- 7.2 Keep valuables and money in a secure place, do not keep excess amount of cash in your room. Keep cell phones and electronic goods in a secure place in your bedroom.
- 7.3 Be alert to the presence of a stranger and report their presence to security.
- 7.4 Keep your room locked and do not give a key to anybody other than your roommate.
- 7.5 In the event that you are a victim of theft, notify a staff member. File a report with the police as this will be needed if an insurance claim is filed.

## 8. SMOKING

- 8.1 Westwood Lodge is a smoke free zone and smoking anywhere on the premises is strictly prohibited. This includes all common areas, bathrooms and bedrooms
- 8.2 Smoking of any smoking devices, or pipes is also strictly prohibited.

## 9. ALCOHOL AND DRUGS

- 9.1 No alcohol may be stored or consumed on the premises. Any alcohol found on the premises will be immediately confiscated by the management.
- 9.2 No illegal narcotics may be stored or used on the premises.
- 9.3 No illegal narcotics may be purchased or sold on the premises by any Occupant or visitor, or within a 1.5 metre radius of the property.
- 9.4 Random searches may be conducted at any time by management staff. These include personal searches (clothes pockets, bags etc), as well as building searches (cupboards, beds, bookshelves, kitchens etc.) Occupants are obliged to comply with these searches. Failure to do so will result in the Occupant being deemed to have breached the rules with regard to the use of alcohol and drugs, and the necessary action will be taken.
- 9.5 Management reserves the right to involve South African Police Services (SAPS) in any drug search or spot-checks.

## 10. FIREARMS, FIREWORKS AND WEAPONS

- 10.1 No firearms or dangerous weapons are allowed in the residences.
- 10.2 Under no circumstance shall a firearm be carried by any person, be displayed or fired or stored in the residence.



- 10.3 Students are not allowed to possess or handle any dangerous weapon or explosives on the premises.
- 10.4 Threats of pretending that an Occupant may be holding or in possession of a weapon is prohibited and any student making such a threat will be deemed to be in contravention of this rule.
- 10.5 No fireworks or any other flammable substance, liquid, or explosive devices shall be kept or detonated on the premises or anywhere within Westwood Estate.
- 10.6 Random searches may be conducted at any time by the Westwood Lodge staff. These include personal searches, (clothes pockets, bags etc.), as well as building 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 with regards to Firearms, Fireworks and Weapons and action will be taken.
- 10.7 The Owner reserves the right to involve South African Police Services (SAPS) in any drug search or spot-checks.
- 10.8 ANY OCCUPANT IN CONTRAVENTION OF THE ALCOHOL AND DRUGS POLICY MAY BE ASKED TO SEEK ALTERNATIVE ACCOMMODATION

## **11. POLITICS/SOCIAL GATHERINGS**

- 11.1 External political organisations, activities and talks are strictly prohibited in the residences. No political speakers or meetings will be allowed on the residence premises.
- 11.2 Permission shall first be obtained from the Owner should a speaker wish to address the Occupants or any form of religious/social gathering be held on the premises.
- 11.3 Should a student post inappropriate content on social media related to or aimed at Westwood Lodge, legal action may be taken if deemed necessary as well as expulsion from Westwood Lodge.

## **12. PETS AND ANIMALS**

Occupants may not bring or keep any pets, animals or any other living creatures onto premises.

## **13. TRADING**

- 13.1 No form of trading of any services or products shall be permitted within or from the premises whatsoever.
- 13.2 Trading shall include the misuse or abuse of bandwidth or data.

## **14. PARAFFIN AND GAS HEATERS AND COOKERS**

The use of paraffin and gas appliances in any form shall not be permitted in the Lodges.



## 15. NATURE CONSERVANCY

All wildlife in the nature conservancy is protected and Occupants are not permitted to harm the wildlife in any way whatsoever. This includes the killing or harming or trapping of chameleons, snakes, monkeys, mongoose, duiker or any animal found in the conservancy.

## 16. FIRES/BRAAI/CAMPING

- 16.1 Camping is strictly forbidden. Fires or braaiing is permissible in the entertainment area where there are braai facilities available. Fires are prohibited in the nature conservancy area.
- 16.2 Braai facilities at the pool area may only be utilised with permission from Westwood Lodge Management.

## 17. NOISE CONTROL

- 17.1 COMPULSORY QUIET TIMES: 10PM TO 7AM EVERYDAY
- 17.2 EXAM TIME: 24 hours compulsory quiet time

Noise is defined as any noise from any source which is audible from outside the room in which it is occurring. *Each Occupant is asked to please respect the privacy right of fellow students to live in a quiet environment in which they can study.*

## 18. OFFENSIVE ODOURS

Should an Occupant object to a strong significant odour and the offending odour be identified by the Owner, the Occupant shall be asked to remove the odour, (i.e. Incense, dirty laundry and general kitchen odours, etc.)

## 19. Wi-Fi

Free Data/Wi-fi usage is provided to students. Network capacity is, however, limited and excess usage or abuse of capacity is not permitted. Wi-Fi is not guaranteed and is limited to the signal and / or supply of data by the service provider. *The Owner reserves the right to cap or discontinue the WI-FI service at any time without any notice.*

Wi-fi will be suspended automatically on any account which is in arrears.

## 20. DSTV

Free DSTV provided to students. DSTV connection is not guaranteed and is limited to signal supply by service providers. We reserve the right to cancel or change the program package bouquet.



## 21. Exit Policy of Westwood Lodge

On leaving, students must email [student@sgc.co.za](mailto:student@sgc.co.za) of intention to exit the Lodge and specify the date and time of exit as inspection needs to be done. Please also refer to the Payment Policy before exiting.

## 22. Warning and Termination of Contract due to bad conduct

Should a student not comply with the rules one formal Warning Notice will be issued to the student via email. If the student continues with disregard to the House Rules the Owner has the right to expel the student without further notice. If a Student is suspended, the Administration fee, Deposit and any Monthly Fee paid will be forfeited and the Student will be required to vacate the premises immediately.

**Signed:**

\_\_\_\_\_  
**Occupant**

**Occupant Name:**

\_\_\_\_\_

**Occupant ID No.:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_