

# RESIDENTS HANDBOOK

U City Residences would like to assure you that we are here to assist and help you in every possible way. Please feel free to contact us about any questions or inquiries via our website contact form or by emailing us at [management@ucityresidences.com](mailto:management@ucityresidences.com)

## 1. SERVICES AND FACILITIES

### a) Apartments Facilities and Furnishings

All apartments are attractively furnished to ensure pleasant, comfortable living conditions. Each apartment is fully furnished with smart TV, double bed (1.4m x 2m) with storage underneath, desk chair, dining chair, closet with full length mirror, a chest of drawers, a safe, and a mattress. Each apartment has its own kitchenette equipped with oven, hob, extractor fan and microwave oven, an en-suite shower and a private balcony with coffee table and chairs.

All apartments have split-air conditioning units for cooling and heating. Hot water is provided by solar water panels and electric immersion heaters in winter.

You will need to bring your own bed linen, toiletries, cutlery and cooking utensils.

All apartments are rented to be used as single person accommodation.

### b) Cleaning Services

We take cleanliness seriously for both health and safety reasons but also for the common enjoyment of U City's residents.

As part of our service U.CITY will clean each room on a weekly basis (except during periods of the cleaners annual/sick leave and public holidays) at a pre-determined day and time that will be notified to the Tenant.

You will be advised of the cleaning day (Monday to Friday) and the time for your apartment and are required to vacate your room during this time. Nonetheless you are responsible for keeping your apartment reasonably neat and clean and for disposing of your garbage in the commercial bins located in the common bin area.

Common areas are regularly cleaned by the U City cleaning staff. However, residents are required to maintain common areas clean.

Residents who are messy or dirty will be fined for the extra cost of cleaning and where necessary replacing equipment or furniture that cannot otherwise be cleaned and returned to the condition at which it was delivered to you at the start of your rental agreement.

Each apartment is provided with a protection sheet for your mattress. You should clean these regularly to protect your mattress. You will be charged for the replacement cost of your mattress in the event that it is soiled, spoiled or otherwise damaged through accident or misuse.

The cleaners have the responsibility to mop the floors, clean the windows and wipe down the surfaces of the apartment. The cleaners are not obliged to throw out rubbish, empty and clean fridges, wash any plates, cutlery and baking dishes, clean ovens and microwaves internally, make beds, wash linen, etc. However, if a tenant is deemed to have left the apartment in such a poor state that leaving it would compromise either the apartment or the complex as a whole or any of its neighbouring tenants, they may choose to clean them, and the tenant be appropriately charged. The cleaning staff are allocated a maximum of 20 minutes to clean an apartment. If they exceed this allocated time due to the poor upkeep of an apartment by the tenant, this additional time will be billed and deducted from the deposit.

c) Internet

Internet with both wired and wireless connection is offered free of charge at U City Residences. It is important to note that in case of internet connection abuse the connection may fail to provide access to the internet, in some cases it may cause termination of the users' internet access directly by our IT support team.

**TENANTS AGREE NOT TO INSTALL ANY KIND OF WIRED / WIRELESS HUB OR ROUTER ONTO OUR NETWORK.** The resident will be charged a €100 re-connection fee in the event that re-connection is permitted.

Tenants are assigned a minimum of 10mb download and 5mb upload per wired ethernet connection located at their desk, through our managed routers, however this speed will be dependent on the network internet provider and therefore external network issues beyond U.City's control cannot be guaranteed. Wireless connections are not assigned a minimum speed due to their instability and therefore we recommend all users connect via the wired ethernet connection when performing important assignments and exams. If your PC does not have a wired internet connection, U.City sells USB-C Ethernet adapters charged at €50 per unit. In case of a low Wi-Fi signal, please log a call with the support portal: <https://support.ucityresidences.com/>

Please do not contact us complaining of a wifi problem and that you either do not have a wired connection or an adapter that allows you to connect by wire! Wireless problems could be for a multitude of reasons, generally faulty or incorrectly configured equipment, or could even be a neighbouring property (outside of U.City) having a device that is interfering with your Wi-Fi channel. Whatever the reason, using a wired connection for mission critical tasks is a must and avoids a lot of the time and fault finding needed to find the root cause of a problem.

d) Maintenance Services

If you encounter a maintenance problem, you must contact U.City using the support portal: <https://support.ucityresidences.com/>

Any damage which is a result of normal wear and tear will be handled by our maintenance team free of charge. We endeavour to carry out repairs within 3 working days from the time of notification. Emergency repairs will be seen to as soon as possible.

You will be charged for the costs of repairing or replacing property that suffers damage as a result from carelessness or from misuse or mistreatment of our equipment and furnishings. Please see section 3 for more information.

e) Parking Facilities

U City Residences offers rooms with pre-allocated spaces at a fee. All cars using our allocated parking spaces must be registered with U.City.

Parking by Residents in the reserved visitors' spaces is strictly forbidden unless permission has been granted to you by U City. Any visitor of a resident that parks their car continually (until 10pm Monday-Thursday and until midnight on Friday and Saturday) in the visitors' bays will be billed to the resident at a rate of €20 a day, unless the resident has informed us of the guest staying overnight. Please see Section 2 J) for more information on guest policy.

f) Mail Services

General Unsigned Mail is delivered to reception and then placed in your postboxes located next to the pool table area in reception. Residents are responsible to know their correct mailing address and apartment number. For deliveries or any registered post each resident is responsible for collection and signing. If you require U.City to sign or be present for your delivery, we must be contacted in advance. A fee of €5 will automatically be allocated to your room.

g) Lock- Out – IMPORTANT!

Please take special care of your card. If you lock yourself out of your room or lose your access card please see Section 5 for what to do and who to contact and Section 3 for the fees regarding lockouts and Section 4 for the fines in case of breach of any of our rules outlined here.

Any access problems or due to faulty cards, keys and locks (and not due misuse or tampering), will be rectified or replaced at no charge.

**2. POLICIES AND PROCEDURES**

a) Check-In / Check-Out Procedure

Upon entry to an apartment, a tenant must report any problems within 24 hours of check-in. Any damage to the apartment or to the furnishings must be communicated by email. Before vacating the apartment at the end of the tenancy, the U City Reception Office will conduct a Check-Out in order to re-examine the condition of the apartment and furnishings and make a note of any damage that may have occurred during a tenant's stay. These will then be deducted from the security deposit.

b) Damage to U City Residences Property

Residents are held responsible for any damage they might cause to the U City Residences Property, furnishings and equipment and will be charged accordingly. Charges for damages are based on repair or replacement cost.

Residents are also responsible for all public areas that are common such as corridors, staircases, elevators, the common room, reception area, gym, laundry room, parking places, etc. Residents are urged to immediately report persons responsible for causing any damages. CCTV security systems are in operation in the common areas.

c) Moving Furniture

All residents are responsible for the proper care and the condition of their apartments.

Furniture/appliances may not be moved from one apartment to another. Charges will be imposed for damage or loss of furniture and appliances. Drilling holes in the walls is strictly prohibited.

d) Fire Safety

We treat the safety of our tenants as of paramount importance. In order to ensure fire safety, each apartment is equipped with a fire extinguisher and smoke detectors and fire alarm bells are placed on every floor. The fire equipment should be used only in emergency situations.

Students must inform U City in the case they have used the fire extinguisher, so that it may be refilled as soon as possible by the technical services. Fire extinguishers are inspected on a regular basis by independent consultants. Any misuse or tampering of fire safety equipment by any resident will result in disciplinary action and a fine of €500.

e) Smoking and Vaping Restrictions

Smoking and Vaping and use of any similar type of device is strictly forbidden in all rooms and all enclosed common areas. Smoking and Vaping is only allowed outside in the common grounds. This policy also applies to guests. Persons found to have breached these restrictions will be subject to disciplinary proceedings and fines. A repeated offence could result in immediate expulsion and the loss of the rental deposit.

f) Prohibited items

In order to ensure your safety, the following items are strictly prohibited from the premises:

Firearms, hunting bows/arrows, fighting knives, acid, candles, gasoline or other flammable items, recreational drugs or any other items generally perceived as weapons.

g) Pets

Due to health standards and possible inconvenience to other residents, no animals or pets of any kind are to be housed or kept in the apartments or common areas. Do not feed any animals on the premises!

h) The Right to Entry

The U City Residences Staff reserves the right to enter an apartment without notice or permission from the residents to perform routine maintenance inspection and carry out repair services.

Furthermore, the U City Residences Staff reserves the right to inspect an apartment, if there is reasonable cause to believe that the tenant is in breach of contract or that the apartment contains any of the prohibited items mentioned in the above paragraphs.

Cleaners have the right to enter apartments in compliance with our room cleaning policy.

i) Exams and asking cleaners not to clean a room

Users can request that a cleaner not clean a room during the exam period. Residents should ensure that they place a large note on the door. In addition, tenants should also send an email to [management@ucityresidences.com](mailto:management@ucityresidences.com) outlining the reasons for doing so and may be asked to provide evidence. If it is determined that a tenant is continually restricted access to the room for cleaning without good reason, we will require that we enter for inspection. If the room is not being maintained properly, or the tenant is denying access for inspection, the tenant will be warned, fined and possibly evicted pending an enquiry!

j) Utilities

The Utilities of electricity, internet and water are provided free of charge by U City Residences, within reasonable limits. Any tenant found to be abusing these facilities will incur additional charges.

k) Guest Policy

As a resident of U.City you are responsible for both the behaviour and the number of visitors into the building.

i) Visitors in Common Areas (excluding Study Room, Wash Room & Gym)

A resident may also have up to 3 visitors at any one time within the common areas defined above. Visitors should always be accompanied throughout the building and cannot be left alone within the building. The resident will be held responsible for any disturbance and rule infraction by their visitor. Please ensure the visitors respect Ucity property and that the place is clean and respectable upon their or your exit from the common areas. Please ensure that other tenants are respected. All Ucity tenants should have the 1<sup>st</sup> right to use the space with the visitors being secondary. Any complaints of abuse will be dealt very seriously! The common areas of the T.V. Room, Pool Room, will be officially closed at 3 a.m for all guests, meaning guests will either need to vacate the building. If 1 of the guest will be saying please see section ii) below.

ii) Visitors in Apartments

A resident may have up to 2 visitors within their apartment before 10pm Sunday-Thursday and up to Midnight Friday - Saturday. If a visitor has been found within the building or staying in the apartment with the tenant not being present and without U.City management knowledge and/or consent, there will be an instant fine, access to U.City will be blocked and possible eviction pending an enquiry!

A resident may have 1 person stay within their apartment between the hours of 10pm-6a.m Sunday-Thursday and from midnight -6a.m. on Friday & Saturday. Residents must send an email or message informing us of such, for each instance. If the visitor is also our tenant, this policy is exempt.

Each resident is allowed to have a visitor to stay overnight, for a maximum of 3 days total in a calendar month for free. Residents can also request a 2<sup>nd</sup> card for their visitor, with a card deposit €50 and a €10 admin fee. The card must be returned after the 3rd day. If not, it will be automatically assumed that the visitor has stayed in excess of the allowed stay and will be charged €20 per day until the card is returned.

Parents/Guardians/Siblings can stay for a maximum of 5 nights for either initial check-in and/or check-out.

iii) General Events

If a resident wishes to organise a gathering, party or event where more than 2 visitors will attend, permission will need to be first obtained from management and is not guaranteed!

Residents should be aware that having visitors, increases safety concerns, increases running/maintenance costs as well as disturbance to tenants and to neighbours. We have tried to implement a policy that is reasonable without being overly restrictive.

iv) Study Room

For use of the study room, a resident may book a study slot for upto 3 hours by sending an email request. A resident can book the room for use by the resident and upto 5 guests only. The resident must ensure their guests exit from the premises upon leaving the study room. If the study room is to be used by the resident and upto 2 visitors no booking will be required. Please ensure to check the study room window for any reservations.

v) Gym

Guests are strictly prohibited from using the gym. Fines and/or ban to this facility will be issued if residents are providing access to this facility to guests. The gym is fitted with professional grade equipment that is expensive to replace and maintain. In addition, uncontrolled guests to the gym also cause overcrowding and affect the quality of the experience for U.City clients.

vi) Wash Room

The wash room is only available to U.City residents and officially registered overnight guests.

l) Noise

In order to ensure a reasonable and pleasant environment conducive to studying, all residents are required to limit the noise level to their apartment. Loud noise may disturb the studies or sleep of other residents, as well as the neighbours in the surrounding area. Loud noise or music that is heard outside of the apartment infringes upon the rights of neighbours and is not tolerated. Residents should first advise a noisy neighbour in a polite way before bringing complaints to U City. Complaints should be logged by residents in our support system: <https://support.acityresidences.com/> . Fines may be imposed for confirmed breaches. Continuing breaches may result in eviction.

m) CCTV

U City operates a video surveillance system in common areas and corridors to ensure the protection and security of the property, to identify breaches in policies and to ensure compliance with health, safety and cleanliness standards. The CCTV is checked when we have had a complaint or where we notice that a rule may have been breached.

n) Payment Procedure

For a detailed description of the payment procedure at U City Residences, please refer to the Tenancy Agreement.

o) Delinquent Account

Payments not made by the due date may result in the following actions after the 7th calendar day:

- vii) Automatic lock out from premises and Smart Access Card De-activation
- viii) Communication of the settlement problem with the Housing Office of your University or college.
- ix) A late payment charge of €100 (if payment is remitted by the 10th Calendar Day).
- x) If Payment is not settled by the 11th Calendar day, immediate Termination of the Tenancy Agreement and eviction from the apartment, along with assessment of withdrawal charges (student will be charged for the whole contract).

p) Cancellation Policy

If a new tenant requests to cancel their tenancy with more than 31 days until contract start date, 50% of their initial deposit will be refunded to them (minus any bank and admin fees) into the same account as it was sent. If a rental instalment was made before 31 days until start date, this will also be refunded in its entirety minus any bank charges and admin fees. Deposits are not refundable for cancellations notified to U City after this date. If any rental instalments have also been made and the tenants decides to cancel within 31 days of tenancy start date, no offer of refund will be given unless a new tenant is found for that apartment. If a new tenant is found, we will proceed to refund the full instalment amount minus any bank charges and admin fees, providing that the new contract is of the same value, otherwise the refund will be adjusted to compensate the difference. Students who have signed a Tenancy Agreement and whose tenancy has commenced will be held responsible for fulfilling all their financial obligations under the contract for the whole of the contract term.

For renewing students deposits are not refundable in case of cancellation.

q) Contract Renewal

Residents wishing to renew their rental agreement for a further year will be informed by email of the renewal period as well as the terms and conditions. Only the first 33% of current tenants will have the right to renewal, however U City reserves the right to deny renewal based on their own judgement.

r) Communication

U City Residences conveys messages, important notices and other relevant information through email or by direct communication via sms, whatsapp and/or viber. It is the resident's responsibility to read them and attend any meetings when required.

s) Complaints

A resident who wishes to report a complaint must contact U City by email or by using the support system: <https://support.ucityresidences.com/>. The complaint will be investigated, and the appropriate action will be taken.

### 3. GENERAL SERVICE, MAINTENANCE AND/OR REPAIR COSTS (BASIC LIST) 2022

The table below provides the general cost of repairs within an apartment. If a user experiences a problem which is not due to misuse, abuse or carelessness but rather a malfunction of no fault of their own, of course there will be no charge. Residents should report any problems with an apartment or to make a complaint about a problem with another tenant or facility in the building by logging a support ticket at <https://support.ucityresidences.com/>. Please do not call or contact our support team directly by voice call regarding issues that are not an emergency, especially outside of office hours. If we receive a phone-call outside of office hours for non-emergencies users will be fined! Please see Sections 5 & 6 to see what constitutes an emergency or non emergency.

Description	Cost
Repainting 1 wall (white colour)	€50
Repairing and repainting 1 wall (white colour)	€100
Repainting 1 wall (in red, yellow or orange colours)	€100
Repainting 1 wall (in red, yellow or orange colours)	€150
Internal Door Minor Repair and Repainting	€150
Mattress Steam Clean (Coming Soon!)	Provisionally €50
Mattress Replacement (if steam cleaning unable to restore mattress to satisfactory condition)	Around €400 (this may vary on market conditions and will be discussed on a case by case basis)
Oven Cleaning (light to moderate condition)	€25
Oven Cleaning (severe condition)	€50
Oven Replacement due to negligence if above cleaning service are not sufficient to restore the oven to acceptable condition	Around €400 (this may vary on market conditions and will be discussed on a case by case basis)
Microwave Cleaning	€10
Microwave Replacement due to negligence if above cleaning service are not sufficient to restore the oven to acceptable condition	Around €100 (this may vary on market conditions and will be discussed on a case by case basis)
Additional cleaning fee (per additional 10 mins)	€10
Pest control spraying of apartment*	€25

Throwing of Rubbish from apartment (per instance)	€5
Cleaning of dishes and pans	Between €5-€10 dependant on severity
Fridge Cleaning (per instance)	Between €5-€10 dependant on severity
Ironing Service per loosely filled blue bag or washing basket*	€10
Washing and iron of bed linen and bed making*	€20
Card Access between 9 a.m -5 p.m (Monday – Friday)	€10
Card Access outside these hours.	€50
Lost Card Replacement between 9a.m - 5 p.m (Monday – Friday)	€50
Lost or Broken Card Replacement outside these hours.	€100
Faulty card replacement (if deemed to not be user error or abuse).	FREE

**Note:** \* This service must be requested via the online support ticket system <https://support.ucityresidences.com/>. The linen must be placed in a bag with a sealed envelope containing the cash placed inside it. The cleaning ladies will pick up the items on their scheduled visit for room cleaning.

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#### Storage Facilities

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Storage Area (2m x 1.5m)	€50 per month
Large Suitcase (70cm-50cm)	€5 per month
Carry-on Luggage	€3 per month

#### 4. FINES

Description	Cost
Fines for disturbance/noise complaints after 10pm – 8am Sunday-Thursday, 12a.m – 8a.m Friday & Saturday	€50 - 1 <sup>st</sup> instance €100 - 2 <sup>nd</sup> instance €200 - 3 <sup>rd</sup> and final instance



Fire Alarm Triggering 8- 5pm*	€50
Fire Alarm Triggering between 5pm-10pm*	€100
Fire Alarm Triggering 10pm-8a.m*	€200
Smoking internally and/or not closing balcony door while smoking outside	€50 - 1 <sup>st</sup> instance €100 - 2 <sup>nd</sup> instance €200 - 3 <sup>rd</sup> and final instance
Fines for leaving rubbish or not cleaning after oneself in common areas	€50
Penalty for allowing access to non-U.City residents to U.City gym	€100 plus ban from use of gym for 3 months
Fine for not disposing of rubbish properly within the bins provided**	€50
Penalty for giving access card to 3 <sup>rd</sup> party without either asking U.City permission or being present while visitor is at the residence	€250 plus possible eviction!
<b>Fine for contacting us directly for non-emergencies instead of using support system:</b>	
Before midnight	€20
After midnight	€100

Notes

\* If a fire alarm is triggered due to either using cooking equipment not allowed within Ucity, being careless or not ventilating properly, this fine will be automatic whether an accident or not! Please note that the inner entrance doors between 2 apartment rooms must be kept closed at all times when cooking or using devices that create any type of smoke or vapor. In addition, users must ensure to use the extractor fan when cooking and keep outdoor veranda door open when creating heavy vapor, steam or smoke while cooking. Be sure to keep the bathroom door closed and light on to clear the steam in the bathroom, as the extractor only operates when the light is turned on, or alternatively leave the bathroom window open. Please ensure to smoke only on the external veranda and to keep the balcony door closed while doing so. If smoking is detected within the building by either a tenant or one of our staff, a fine will be issued automatically.

\*\* There are 2 main areas for tenants to dispose of their rubbish at the front of the building, within 3 large green bins. If a tenant finds that in one area the bin(s) are full, they should check the other area. Only if all 3 large green bins are full, should they then place their rubbish in well tied bags on the side of these bins. Cardboard boxes or large (non-food waste) items can be placed tidily on the side of the bins. Tenants should also ensure that they close the bin lid so that animals such as cats are not able to get in them.

## 5. EMERGENCIES AND WHO TO CONTACT IN DIFFERENT CIRCUMSTANCES

Please see the table below that defines what to do in various circumstances.

<p>Any life-threatening situation (any life-threatening situations, accident emergencies and/or fire)</p>	<p>Call 112 and Mikka (+49) 170 666 2061</p> <p>If there is a Fire be sure to press the emergency fire alarm located internally on every level of the building near a lift or exit.</p>
<p>In case of Flood or water leak in your room, such as a broken pipe, etc.</p>	<p>Call Chrys (+357) 99 813 834 or Mikka (+49) 170 666 2061</p> <p>Locate the white access panel in the hallway between 2 rooms. Inside you will find taps to cut off the water supply. Turn the taps to the off position.</p>
<p>In case you have lost, forgotten, your access card or if your access card is malfunctioning</p>	<p>ONLY Message by Text, Whatsapp or Viber</p> <p>Before midnight TXT Chrys (+357) 99 813 834</p> <p>After midnight TXT Mikka (+49) 170 666 2061</p> <p>There is a master card safe located next to the entrance of block B. You will be sent an access code to open it and gain access. Once you have gained access, the card must be returned immediately to the safe, unless a replacement card is needed.</p> <p>If you need a replacement card this will be organised on the next working day.</p> <p><b>THE ACCESS CARD MUST ONLY BE USED TO ACCESS YOUR ROOM. IT CANNOT UNDER ANY CIRCUMSTANCE BE USED TO ACCESS OTHER APARTMENTS. UNDER NO CIRCUMSTANCES SHOULD THE CODE NUMBER OR ACCESS CARD BE GIVEN TO A GUEST! FINE €250 MINIMUM. ABUSE MAY RESULT IN YOUR EVICTION! YOU HAVE BEEN WARNED!</b></p>
<p>Power Cut – where all items electrical are not working in your room</p>	<p>Check both the electrical boxes either within your room or passage connecting both rooms, to see if any of the trip switches are off. Set them to on position if any are tripped.</p> <p>If the problems persists ONLY Message by Text, Whatsapp or Viber</p> <p>Before midnight TXT Chrys (+357) 99 813 834</p> <p>After midnight TXT Mikka (+49) 170 666 2061</p>

## 6. NON - EMERGENCIES AND WHAT TO DO IN DIFFERENT CIRCUMSTANCES

For non-emergencies, under **NO** circumstances call Mikka or Chrys. Instead log a support call via our support system: <https://support.ucityresidences.com/>.

If we are disturbed outside of office hours for non-emergencies, you will be automatically charged a fee of €20 before midnight and €100 after.

Examples of non-emergencies and possible solutions.

<ul style="list-style-type: none"> <li>• No internet</li> <li>• Noise or other Complaints</li> <li>• Problems with any fixtures or fittings</li> <li>• Problems with the safe</li> <li>• No hot water or no water supply</li> <li>• Problems with TV</li> <li>• Problems with blocked or slow-moving drains</li> </ul>	<p><b>Open a support ticket ONLY!</b></p> <p>Our support team will look into the problem the next working day and contact the necessary persons for rectification</p>
<p>Fridge not cooling</p>	<p>Make sure thermostat is set to 3 or 4. Check that the electrical plug is turned on found behind the fridge. Also check items listed in case of power cut. Place hand under freezer compartment to see if cold, if it is, it is working.</p> <p>Please note that chiller compartment is not for freezing food! Simply put it may maintain a small amount of already frozen items. Do not overfill!</p> <p>If the problems persists, open a support ticket!</p>
<p>Problems with any appliances such as A/c, oven or microwave</p>	<p>Check all the wall switches are all switched to on, usually located under desk, side of desk or under TV. If the electrical item has a remote control check the batteries</p> <p><b>For A/C please make sure that the balcony door is closed, otherwise you will hear a bleeping noise and the unit will not turn on!</b></p> <p>If the problems persists, open a support ticket!</p>