

SCAPE COMMUNITY GUIDELINES

INTRODUCTION

The Scape Community Guidelines is an addition to your Residential Tenancy Agreement. You will be required to follow these guidelines during your stay with Scape.

A breach of this guide may be considered a failure to comply with your Tenancy Agreement, which may lead to termination of your contract and/or any future booking you have with Scape.

Scape will provide students at least 7 days prior written notice of any updates to the guide before any updates become effective. If any update is required in the case of an emergency, the update will come into effect immediately.

2. Location induction

You will be required to attend or complete an induction, welcoming you to your new home within 7 days of arriving to Scape. Inductions will involve fire safety, maintenance, our lifestyle and events program, health & safety, and support services. Students who do not attend or complete an induction session will need to attend a one-off session organised by Scape.

STUDENT BEHAVIOUR & WELLBEING

Whilst living at Scape we expect you to behave in a respectful and responsible manner and to consider the peace, comfort and privacy of every student including your neighbours.

If Scape is concerned about the personal wellbeing or safety of a student, Scape may;

- (a) treat the situation as an emergency and enter the student's room or apartment without notice and/or
- (b) notify the student's education institution and/or parent, guardian, nominated emergency contact about any concerns.

If you have any concerns about another student in their room or apartment, or if their behaviour is affecting the peace and living situation in the building, you should immediately contact Scape and try to seek help for that student of concern.

3. Conduct & behaviour

Scape is committed to making sure that anyone who is part of the Scape community treats others with respect in an environment that is free from harassment, intimidation, bullying and discrimination. Students must not engage in any form of harassment, discrimination, intimidation and/or bullying of any kind towards any person including other students, Scape staff or anyone else in the building.

Scape has a zero-tolerance policy in respect of harassment, intimidation, bullying and discrimination.

Examples of such unacceptable behaviour include:

- (a) Harassment: unwanted behaviour that makes a person feel intimidated, threatened or humiliated.
- (b) Sexual Harassment: unwelcome or unwanted sexual behaviour, requests for sexual favours, and other verbal, written or physical conduct of a sexual nature where a person feels intimidated, threatened, or humiliated.
- (c) Bullying: repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing.

(d) Engaging in any form of cyber or social bullying, including but not limited to harassment, intimidation, humiliation, or the distribution of harmful content via digital platforms, social media, messaging apps, or other online forums, is strictly prohibited. Unwanted or persistent digital engagement such as repeated messaging, tagging, commenting, or contacting an individual after being asked to stop will also be considered a breach.

(e) Discrimination: the unjust or prejudicial treatment of a person or group based on their background or personal characteristics.

Any student experiencing or witnessing such behaviour should report it immediately to Scape, who will investigate and action the complaint accordingly. Students may also report this behaviour to onsite security or student ambassadors who will escalate the complaint to Scape.

Scape may choose not to rent to tenants with poor tenancy history (including tenants who have broken their tenancy agreement with us at this building or any of our other buildings).

When you sign a fixed term Residential Tenancy Agreement with Scape, you are committing to stay for the full term. If you break a tenancy agreement with Scape or have been given notice to vacate by Scape for your breach of a tenancy agreement, Scape reserves its rights to refuse letting to you in the future and/or terminate any future Residential Tenancy Agreements already entered with you

4. Alcohol

Students may consume alcohol at Scape however this must be done in moderation with a responsible attitude. Students under 18 years of age are not able to possess or consume alcohol at Scape.

- a) Alcohol must be consumed responsibly and not affect the quiet enjoyment of other students or neighbours.

b) Alcoholic drinking games and other activities that promote binge drinking or excessive drinking and disorderly drunkenness are not permitted.

(c) Alcohol is not permitted to be consumed directly outside any entrance or exit to the building.

(d) Alcohol is not permitted in common areas after 10:00pm. Scape reserves the right to confiscate alcohol found in common areas after 10:00pm.

(e) Students should always remain respectful of others and be aware of their own conduct.

(f) Drunk or disorderly behaviour is unacceptable. Violence or aggression towards other students or Scape staff will not be tolerated. This is considered a serious breach and must be reported to Scape.

5. Drugs & other illegal substances

Scape has a zero-tolerance to drug possession, usage or selling of any non-prescribed or illegal drugs or substances including Nitrous Oxide. If Scape has reasonable grounds to suspect a student is in breach of this requirement, Scape may:

- (a) request the student to immediately remove any such substances or equipment from Scape.
- (b) confiscate such substances or equipment; and
- (c) take any further action Scape believes appropriate or necessary in the circumstances.

In addition to the above, Scape reserves the right to immediately terminate a Tenancy Agreement and report an incident to the student's education institution and/or parent or guardian, the police and any other authority it deems appropriate.

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6. Smoking & Vaping

Smoking or vaping of any substance, including e-cigarettes and vapes is strictly prohibited at Scape, this includes any indoor or outdoor area within the property.

If smoking complaints are received relating to a specific area or floor, Scape may, with prior notice of access, enter apartments to investigate the source.

A breach of this guide may result in additional fees for any costs such as cleaning costs required to remove smells, smoking stains and/or removal of cigarette butts.

Students are permitted to smoke in the designated smoking area outside of the property. Smokers must dispose of their cigarette butts in the ashtrays or receptacles provided. Students who wish to quit smoking can contact www.quitnow.gov.au or their education institution's wellbeing department.

7. Social gatherings & noise

- (a) Invite your friends! You are welcome to host an event or party. Please email reception for approval to host any such event or party at least 5 days before your event date. It will be at the discretion of Scape to either approve or decline your application.
- (b) Any event or party not approved by Scape will be stopped and all students and visitors will be required to leave the area immediately. The event host will be responsible for any breach of this guide, as well as any damage caused, or cleaning required.
- (c) At any point during an event or party, Scape can access the room, apartment, or common areas to assess the welfare of students and guests and ensure no damage has occurred.
- (d) During exam periods, no events or parties will be approved as it may disturb other students.
- (e) Students must be respectful of noise levels and allow other students the degree of privacy they desire. Noise must be kept at a minimum between the hours of 10:00pm and 8:00am.
- (f) Students must comply with any direction given by Scape with respect to events or parties, including in relation to complaints received about a party, noise levels or ceasing any activity or behaviour which is causing a disturbance to other students or neighbours.

8. Guests & visitors

- (a) Visitors must vacate the property by 10:00pm on the day they are visiting, unless approval has been given by Scape. Any visitor present after 10:00pm will be considered an unauthorised person and will be asked to leave.
- (b) All overnight visitors and guests must be registered at reception upon entry to the property.
- (c) Visitors and guests must comply with this guide. Students are responsible for their guests and will be held accountable for any breach or misconduct by their guest.
- (d) In cases of serious misconduct by a guest, Scape may act against the student, including issuing of a breach notice or termination of the Tenancy Agreement.
- (e) Visitors are prohibited from entering the apartment or rooms of students other than their host.
- (f) No overnight guests are allowed in twin share apartments.
- (g) If a student wishes to have a guest spend the night in a shared apartment, they must inform and obtain permission from Scape and all flat mates prior to the guest's intended arrival date.
- (h) A student must not have more than one overnight guest at one time and the guest must be sleeping in the bedroom, not in common areas (e.g. lounge room).
- (i) All guests and visitors must always be accompanied by a student and must not be given a swipe card or room key.
- (j) The length of the entire stay for guests must not exceed 3 days within a 7-day period

Scape can refuse any visitor or guest access to the building at any time.

9. Pets

Students are not permitted to keep pets of any kind (including, fish, rodents, insects, and reptiles) in their room, apartment and/or property. Additionally, students are not permitted to bring animals into any Scape property. This guide does not apply to the keeping of an assistance dog, provided that the student has first informed Scape in writing of their intention to keep an assistance dog.

10. Mail/deliveries

Scape accepts no responsibility for any lost, damaged, misplaced, or misdirected mail or items delivered to the property. Any mail not addressed to a student registered with Scape may be returned to the sender. All mail not collected within one calendar month may be returned to the sender.

For security and hygiene reasons, food deliveries and/or any perishable items, including flowers, will not be received by reception. Residents must collect their own food delivery.

SAFETY & SECURITY

Located in the Student Handbook, you will find all the numbers to be called in the event of an emergency. For any life-threatening emergency, call '000' from a landline or '112' from a mobile to contact fire, police, and ambulance services.

Students must also notify Scape if emergency services are contacted for any reason.

11. False fire alarms

- (a) For the safety and security of all students, all rooms, apartments, common areas, and facilities are inspected on a regular basis to ensure the fire alarms are in working order.
- (b) All students will be provided with, and must attend, a fire safety briefing conducted by Scape.

- (c) The fire safety equipment is connected to an alarm. If an alarm is activated, the fire brigade will respond to this alarm and send a vehicle to the property. Any student found to have activated a false fire alarm will be responsible for any charges issued by the fire brigade, monitoring services and/or security.
- (e) Candles, oil burners, incense burners, naked flames and other similar items are prohibited.
- (e) Should the smoke alarms sound without reason, students are to contact Scape immediately.
- (f) Students must, when showering, ensure the bathroom door is closed, as excessive steam from the bathroom may set off a fire alarm.
- (g) Students must always use bathroom exhaust fans when showering and kitchen range hoods when cooking.
- (h) Students must not hang any items from the sprinkler system. A sprinkler activation will result in a charge that may exceed \$25,000.

12. Fire equipment

It is against the law to tamper with fire equipment, including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Students that tamper with any fire equipment may receive a fine by authority services or a possible criminal penalty. A breach of this Guide in any way by a student will also be considered as serious misconduct and may result in termination of the student's Tenancy Agreement.

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13. Evacuation

Students must familiarise themselves with the location of all emergency exits and attend emergency evacuation information sessions when required.

If the emergency alarm system is activated, students must evacuate the building immediately via the fire stairs and make their way to the designated assembly point. Students are not permitted to use lifts during an evacuation. Students will not be permitted to re-enter the property until advised to do so by emergency services or Scape.

14. Electrical & plumbing safety

- (a) All electrical items, including extension cords and power boards, must conform to Australian Standards.
- (b) Cooking must only be done in the kitchen. The use of any cooking equipment (including electric woks, frying pans, hotplates, hotpot/Korean BBQ hotplate, rice cookers and other mobile cooking devices) anywhere outside the kitchen is prohibited.
- (c) Student must not ever modify a plug by bending or removing prongs.
- (d) Students must not use or install electrical or plumbed equipment in the room or apartment without the prior approval of Scape. This includes but is not limited to, washing machines, dishwashers, dryers, refrigerators, shower heads, and similar appliances.
- (e) All electrical items must be turned off when not in use, including air conditioners.

15. Approved heating appliances

Due to fire safety and energy efficiency requirements, students are not permitted to use any external heating device anywhere inside a Scape building.

16. Security

In a commitment to providing a safe and secure environment for all students, Scape is equipped with secure electronic swipe key card access,

CCTV recording 24 hours a day and on-site security or support. Students should still be mindful and cautious to prevent possible dangers, threats, and theft.

To stay out of harm's way and safeguard personal belongings, students should:

- (a) ensure that the apartment and room door closes and locks behind them when leaving or entering;
- (b) ensure that the buildings external doors are always kept closed.
- (c) not prop open doors with a door stopper or similar.
- (d) forbid people that they do not know from following them into the Scape building.
- (e) get to know their neighbours.
- (f) never lend their swipe card or keys to another person.
- (g) never leave money or valuables in full view unattended.
- (h) secure bikes to bike racks using a quality lock such as a U-bolt; and
- (i) immediately alert Scape staff of suspicious people or behaviour in or around the building.

CCTV footage can only be shared with Police once a Police report has been made.

17. Door locks

- (a) Students are provided with one swipe card to their room door.
- (b) Students must not tamper with or change any lock within the building.
- (c) Doors should always be kept locked and closed.
- (d) Students may be charged a replacement fee for lost key cards.

18. Property communal areas

- (a) Scape's communal areas are for the use and enjoyment of all students. Visitors who are registered with reception are also welcome to use the buildings facilities, if accompanied by a student.

(b) Scape may restrict access to property communal areas and to all facilities or equipment located within the property communal areas for an indefinite period. Such reasons may include concerns associated with health and safety, maintenance or for cleaning or hygiene purposes.

- (c) Scape does not encourage the use of the property communal areas by non-students on a regular basis and reserves the right to restrict non-student use or access to the recreational facilities.
- (d) Within all Scape communal study spaces, students must be respectful of noise levels and allow other students the right to enjoy quiet study.
- (e) All students must leave all property communal areas neat, clean, and tidy after using them.
- (f) All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried, and placed inside cupboards.
- (g) All students are responsible for placing their rubbish in the waste bins provided in the communal areas.
- (h) Students may only post flyers and posters at approved locations or on bulletin boards. Any materials posted anywhere else will be removed.
- (i) Students are not permitted to sleep in the building's communal areas.
- (j) Scape is not responsible for any items left unattended in communal areas of the building.

19. Outdoor terraces/rooftop

If the building has an outdoor terrace or rooftop, the following requirements apply to its use:

- (a) Students must not access restricted areas of the roof.
- (b) In line with Council regulations, outdoor terraces will be locked after 10:00pm each night and must be vacated before this time.
- (c) No glass is permitted on any outdoor terrace or rooftop. All drinks must be served in plastic cups.
- (d) No items are to be thrown off balconies, rooftops, out of windows or any common areas.
- (e) No unsafe or dangerous behaviour is permitted.

(f) Scape can close or restrict access to the outdoor terrace or rooftop at any time for an indefinite period.

20. Laundry facilities

- (a) Students are required to provide their own laundry detergent or powder and any other laundry product they wish to use.
- (b) Students must not leave items in the machine after the cycle is finished.
- (c) Students must always keep the laundry area clean and tidy and must not store their personal items in the laundry area.
- (d) Students must use the dryers provided and are not permitted to hang clothes on balconies, outdoor areas or communal hallways.
- (e) If any items are left behind in the laundry or machines, these will be placed into lost property by housekeepers, and if not retrieved within 7 days, may be disposed of.
- (f) Any items left unsupervised in the laundry facilities are left at the student's risk.
- (g) Scape is not responsible for any damage or loss caused to clothes or other items resulting from the use by students of the laundry facilities.

21. BBQ

If the location has a BBQ available for common use by students, the following requirements apply to its use:

- (a) Students must only use the BBQ for its intended purpose.
- (b) Students who use the BBQ must keep it tidy and clean it after each use.
- (c) Due to the fire hazards, students are not permitted to bring in or use a BBQ in the building (including the room or the apartment), other than those supplied by Scape.

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22. Gym

If the location has a gym, the following requirements apply to its use:

- (a) The gym is strictly limited to Scape students only and no visitors or guests are permitted to access or use the gym or equipment.
- (b) Access to and use of the gym is strictly limited to the opening hours displayed by signage at the gym or otherwise notified by Scape from time to time.

Scape may restrict or prevent access to the gym area for an indefinite period. Such reasons may include concerns associated with health and safety, or for cleaning or hygiene purposes. No unsafe or dangerous behaviour is permitted in the gym area. No glassware is permitted in, on or around the gym area. Please follow gym rules as displayed. Scape is not liable for any injuries in the gym area.

23. Bicycles

- (a) Bicycles and scooters must be secured only to the bicycle racks or in the storerooms located throughout the building and registered with reception.
- (b) Bicycles and scooters must not be left unattended or secured other objects such as benches, light posts, trees, handrails which may obstruct access.
- (c) Where bicycles and scooters are parked at an unauthorised spot, Scape may remove the bicycle or scooter without prior notice.
- (d) Scape is not responsible for the theft or damage to any bicycle or scooter which is secured via the bicycle racks or left anywhere else in the building.
- (e) E-Bikes & E-Scooters must not be stored in student apartments and can only be stored in the bike rooms (if available).
- (f) E-Bikes and E-Scooter batteries must not be charged in student apartments and instead must be charged with assistance from Reception. If your property has a lithium battery charging station, this is the only location you can charge your battery.
- (g) E-Bikes and E-Scooter charging cables must be approved chargers for the battery of the vehicle with an Australian standard electrical plug.
- (h) Chargers must show the Australian Regulatory Compliance Mark Tick

24. Parking

The following requirements apply to all parking facilities within the Scape building:

- (a) Any vehicles (including motorbikes, E-bikes and E-scooters) permitted to park within the building must only be parked in the designated parking space(s).
- (b) If any vehicle is parked without authority or is not parked within a designated parking space, Scape may:
 - i. issue the vehicle owner with a warning notice.
 - ii. cancel access to the parking area; and/or
 - iii. arrange for the offending vehicle to be towed at the vehicle owner's expense
- (c) Scape is not responsible for any damage or theft of any vehicle or property left within the vehicle whilst the vehicle is parked at the building or resulting from the vehicle being towed from the building.

25. Maintenance

Students must maintain the cleanliness of their apartment and take care of all furniture, appliances and facilities in a way that does not interfere with the reasonable comfort of other students.

Students are not permitted to cook in their bedroom (self-contained studios excluded) and all cooking equipment provided must be maintained in a clean and orderly manner, rubbish or food waste must also be removed and placed in the appropriate bins provided.

You should take all reasonable steps to prevent the development of mold in the rented premises. If you notice mold in your apartment, then you must notify Scape via the resident portal immediately.

- (a) Furniture provided in rooms or common areas must not be removed from these areas and any damages must be reported immediately.

- (b) Students will be responsible for any damage or destruction of any apartment or room (including windows) which they cause or contribute to, and any other act which may damage, mark, or break any part of the apartment, room or its contents, furnishings and appliances.
- (c) Students are not permitted to place any items to the ceiling, walls or windows in their room, apartment, or common areas, including blu tack, sticky tape, picture hooks, paintings, nails or screws without prior approval.

Any apartment or common area damages will be the responsibility of that student and will be charged for any repairs where the student is at reasonable fault.

Students living in a shared apartment are all jointly responsible for the condition, cleaning and reporting of damages of the shared areas of that apartment.

- (d) Personal items and rubbish left behind at the property after check-out will incur a removal fee which will be deducted from the bond.
- (e) All maintenance requests must be logged via the resident portal.

26. Damage or loss to property

Students are responsible for any damages to or loss of property in their apartment or room. If the damaged or lost item is within an apartment common area, all students who reside in the apartment will be held responsible and charged an equal share for restoring, repairing and/or replacing the item unless responsibility can be attributed to a specific person or persons.

Students who receive an invoice for payment of costs for restoring, repairing and/or replacing damaged or lost property must, within 7 days after the date of the invoice, pay the invoice or make contact with Scape to request a review of the invoice or discuss payment options.

27. Pest control

Students must ensure that food items are properly stored to prevent attracting pests and infestations. If you notice pest issues in your apartment, you must notify Scape immediately via the resident portal. Any infestations that are found to have been introduced or caused by a student will result in any charges incurred by Scape for the costs of the eradication of the pests charged to the student.

Scape employs a pest control company to carry out routine treatments. Except where a situation needs to be addressed on an urgent basis, Scape will issue at least 48 hours' prior notice to students before any area or location within the property is to be treated by the pest control company.

28. Garbage collection

All students are responsible for placing their rubbish in the waste bins or chutes provided on each floor. No hard rubbish (bed linen, electrical items, furniture, kitchen equipment) to be placed in bin chutes or in bins. Please inform staff if you have hard rubbish so it can be correctly disposed. Please consider donating any unwanted items that are still in good condition in the donation bins. No rubbish, food or toiletries are to be placed in the donation bins. All students must place recyclable rubbish only in the recycle bins or chute provided for applicable properties, or directly into the bin in the waste room. Cardboard boxes should be disposed of directly into the correct waste bin, not down the chute. If unsure, please see staff.

Any student found not complying with these procedures may be charged with the cost of cleaning, removing and/or disposing of the relevant item.

29. Equipment Hire

Any equipment lent out to residents must be returned in the same condition in a timely manner. If equipment is damaged then the resident will be liable for any repairs or replacement costs. Equipment may not always be available. Residents must present/leave a form of photo ID when borrowing equipment.

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SCAPE EATS

- (a) Access to Scape Eats is strictly for residents only
- (b) Guests are not permitted to enter this area of the property, unless approved by Scape team member.
- (c) Access to the kitchen and food preparation areas is restricted to Scape staff members and contractors.
- (d) Food and drink provided in Scape Eats is for consumption by residents only.
- (e) Food is not permitted to be served or provided to external residents or guests unless express consent is provided by a Scape team member.
- (f) All food and drinks served at Scape Eats is designed to be consumed onsite and within 20 minutes of service, due to food safety guidelines.
- (g) All food must be served on plates, bowls and containers provided in Scape Eats. Residents are not permitted to utilise external containers or Tupperware to serve and store food from Scape Eats, due to food safety guidelines.
- (h) Scape is committed to reducing waste across all properties. Residents should only take food that can reasonably be consumed by one adult at each meals Residents whose behaviour is deemed to be an intentional waste of food may face disciplinary action and/or additional charges.
- (i) Residents are expected to treat all equipment provided in restaurant with care and respect. Plates and cutlery should be returned to the designated area at the completion of meals. DO NOT REMOVE PLATES AND CUPS FROM THE RESTAURANT, Residents who intentionally damage or steal Scape equipment may face disciplinary actions and/or additional charges,
- (j) Scape Eats can only be accessed by residents during the advertised service hours.
- (k) Scape residents must declare to Scape staff member if they suffer from a serious or life-threatening allergy.
- (l) No alcohol to be brought or consumed in Scape Eats.
- (m) Bags are not permitted in Scape Eats, leave bags or luggage in apartment.
- (n) All meals will be served in the dining room only. It is the responsibility of each resident to schedule their attendance in the designated meal periods.