



CANCELLATION

POLICY

In the event that you wish to cancel your application or lease the following penalties do apply.

1

MY APPLICATION FEE

Application fee is the admin fee required to process your application, run necessary credit and reference checks, allocate your unit and draw-up your Lease Agreement.
R1000.00 ex VAT | Non-Refundable

2

MY DEPOSIT

The deposit is an amount held for the duration of your lease and is refunded to you at the end of your lease duration less any outstanding amount owing or charges for damages.

My Domain requires deposit equal of two months (50% of which is security & 50% as damage Deposit)

The Full deposit is due two months prior to lease start date. This can be paid in installments or as one amount.

Deposit does not include first months rental! You will receive an invoice in the month prior to lease start date for first months rental. This is due prior to occupation

3

CANCELLING MY APPLICATION

Should you wish to cancel your accommodation before check-in the deposit is refunded on the following terms*:

2 months before lease start date: 50% deposit held

1 month before lease start date: full loss of deposit held applies.

Application fee is non refundable

*In cases where students are no longer able to fulfill their leases due to pass marks or visa restrictions management will review unique circumstances.

4

EARLY TERMINATION OF MY LEASE

Should you (the Tenant) cancel your Lease Agreement with My Domain by informing us that you will no longer be staying in your Unit, at any time before the end of the Lease Period, for any reason whatsoever, Notice (20 working days) must be given in writing, and My Domain may charge you a penalty fee for early termination of the Lease Agreement for the loss incurred and to remarket your Unit. Your rental is due for the Notice period served. The penalty fee will amount to a maximum charge of 2 months of the rental amount at the time that you cancel your Lease Agreement. For example, if your rental is R6 000 for rent per month, the penalty fee for early cancellation will amount to a maximum of R12 000. Please note that we can only use your deposit to pay or pay a part of the penalty fee if you do not owe any money for monthly rental or damages.

4

TAKING CARE OF ROOMS

Being fabulous takes work.

- Keep your rooms, kitchens, and bathrooms clean & hygienic.
- Tenants are not allowed to make any structural changes or additions to their apartment.
- No stickers or adhesives on walls.
- Repairs costs to damaged walls will be for the Tenant's expense.
- Random room inspections apply.
- Standard cleaning fee of R250.00 applies upon vacating unit at the end of your lease

No Housekeeping!

My Domain cleaning staff prepare individual Units for the arrival of new Tenants. Once occupied, individual Units are not cleaned, and this becomes the responsibility of each Tenant. My Domain Management can provide a cleaning service at an additional cost, however, assumes no responsibility for risk or loss of personal possessions.

Each Tenant is expected to:

- Clean his Unit on a regular basis,
- Maintain their Unit in a hygienic manner,
- Clean the internal window in his Unit,
- Take all possible steps to stop blockages and obstruction in the drains, sewage pipes and water pipes in their Unit and on the My Domain premises.

Make your mama proud!

Please adhere to the following basic principles:

- Wipe down kitchen surface after use (ants and other pests can quickly become a problem when food is left out),
- Wipe out microwaves after use and NEVER place any type of metal in microwaves,
- Do not leave out of date items in the mini refrigerators.

Keep it Cool! Don't cause Alarm!

When using cooking equipment in the Units, Tenants are required to comply with the signage installed. Failure to comply will likely set off the fire sensors and the Tenant will pay the cost of the fire brigade attending, together with any administration charge imposed by the fire brigade and / or My Domain Management if a false alarm occurs.

Failure to maintain proper hygiene standards will incur a R250.00 cleaning fee and My Domain cleaning staff will clean the affected area.



5

TAKING CARE OF COMMON SPACES

Sharing is caring.

The common areas, furniture and gaming equipment are for everyone's use so please clean up after yourselves and replace furniture when you're done. The communal facilities are attended to by My Domain cleaning staff on a weekly basis; however, they are not maids and tidy, hygienic, adult attitudes towards household cleanliness are expected.

Please adhere to the following basic principles:

- Place all rubbish in the appropriate recycling bins provided and dispose of waste appropriately in the designated recycling bins.
- Keep communal facilities clean and tidy at all times.
- Do not place personal items such as door mats, pot plants or shoes in the hallways or stairways.
- Furniture and equipment provided in My Domain communal areas and Tenants' Units must remain where it's located and must not to be moved to other communal areas or Units.

6

CONSERVATION OF THE ENVIRONMENT

Go green & save the environment.

We encourage all our residents to be mindful of their impact on the environment.

- Please make use of the recycling bins available at the residence.
- Don't waste water.
- Conserve electricity and switch off your lights when you are not in your room.
- Turn off the lights in the laundry, study areas and entertainment areas if you are the last to leave.
- Turn off electrical appliances when not in use (for example, even those little standby lights on the front of the TV use energy!).
- Fair usage policy applies.

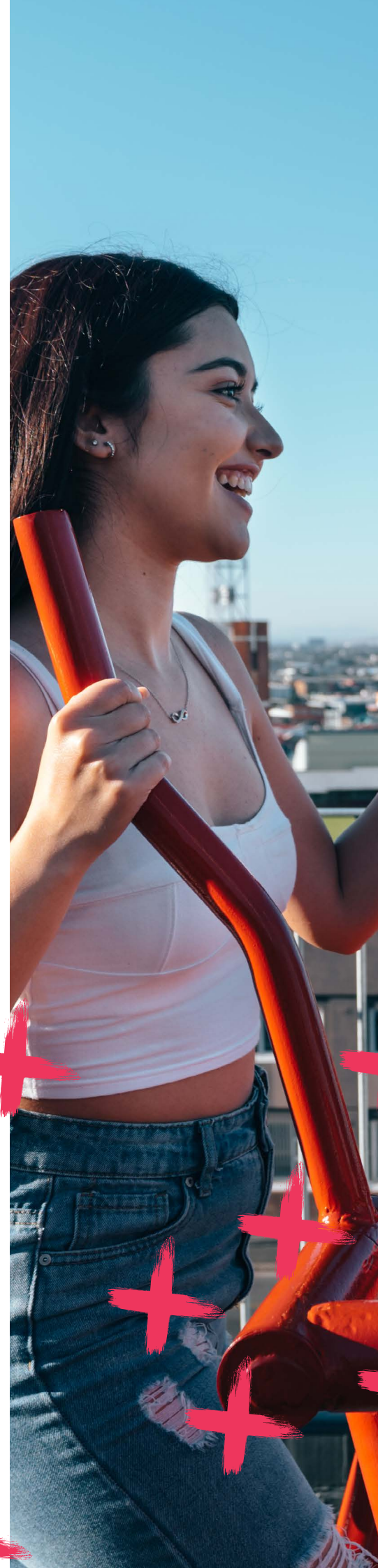
7

VEHICLE PARKING

You see me rolling.

We offer secure underground parking for cars, motorbikes, scooters and bicycles.

- Tenants with an allocated parking bay must obtain a parking permit from My Domain Management to park in My Domain parking bays. The parking permit is valid for the duration of the Lease Period and should be displayed in the car windscreen.
- Due to limited parking spaces, only one allocated parking bay per Tenant is allowed.
- Vehicles will be monitored by CCTV.
- Cars parked illegally will be clamped and fined per day. The clamp release fee of R250.00 per day is payable to the My Domain Building Manager.
- Vehicles are parked at the My Domain premises at the owner's own risk.
- Please use a good locking system to secure all bicycles stored in the racks.
- Owners of vehicles, motorcycles and bicycles which are parked in a way that block access and exit roads will be fined and the vehicle removed.
- Vandalism is a criminal offence.
- Enquire about parking rates and reserve a bay by emailing info@mydomainliving.co.za





VISITORS

Keep your entourage organised.

- Visitors are allowed at My Domain between 8am and 11pm.
- Sleepovers must be arranged with your residence's student liaison with a 24 hour's notice at a per night fee of R150.00 during the week and free on Friday and Saturday nights.
- The Tenant is NOT allowed to have more than three (3) guests at any given time.
- The Tenant must collect his guest at the reception area and no guest may be signed for by another Tenant. When the guest leaves the My Domain premises the Tenant must also escort him out. Guests will be required to leave either their student card or another form of ID reasonably acceptable to security with security prior to being allowed access to My Domain.
- The Tenant must accompany and accept full responsibility for his guest and the consequence of his actions whilst at My Domain. Damage or trouble caused by a guest will be deemed to be the responsibility of the Tenant who invited him.
- Guests are expected to adhere to the accepted Residence Rules whilst at My Domain and must comply with all Government legislation. A violation of this will result in the maximum fine imposed and My Domain Management reserves the right to terminate the Tenant's Lease Agreement.
- No function, event or party may continue after 10:00pm (22h00) on Sundays to Thursdays and 11:00pm (23h00) on Fridays and Saturdays. Under no circumstances may any of the above be held in Units, they are strictly to be held in the communal use areas of My Domain.
- My Domain Management reserves the right to place further restrictions on the access of guests in the event that utility consumption increases dramatically, guests' behavior are inappropriate or the people carrying capacity of the building is compromised in any way.

LAUNDRY

Keep it Clean - Don't Lose your Pants.

Our coin-operated laundry facility contains washing machines, tumble dryers and wash troughs.

- Laundry facilities are for use of My Domain tenants only.
- Please unload the machines properly and keep the space tidy.
- Under no circumstances is a tenant allowed to stop another Tenants cycle.
- As a matter of courtesy, please empty machines promptly when their operating cycle has ended. If the Tenant is not present in the laundry when his clothes are washing / drying, he must leave a bag or basket on the top of the machine. This is a sign for other Tenants that he wants them to place his fully washed or dried clothes in that container awaiting his return.
- No laundry items may be hung in communal areas or out of windows.
- No laundry may be left unattended.

10

THEFT & VANDALISM

No Future Crime Bosses Here Please.

Damaging or theft of another residents' property will not be tolerated at My Domain, and guilty parties may be charged for damage/loss.

ELECTRICAL METERS - Any Tenant tampering with electrical meters, connections and installations shall, at the discretion of My Domain Management, pay a R1 000.00 fine.

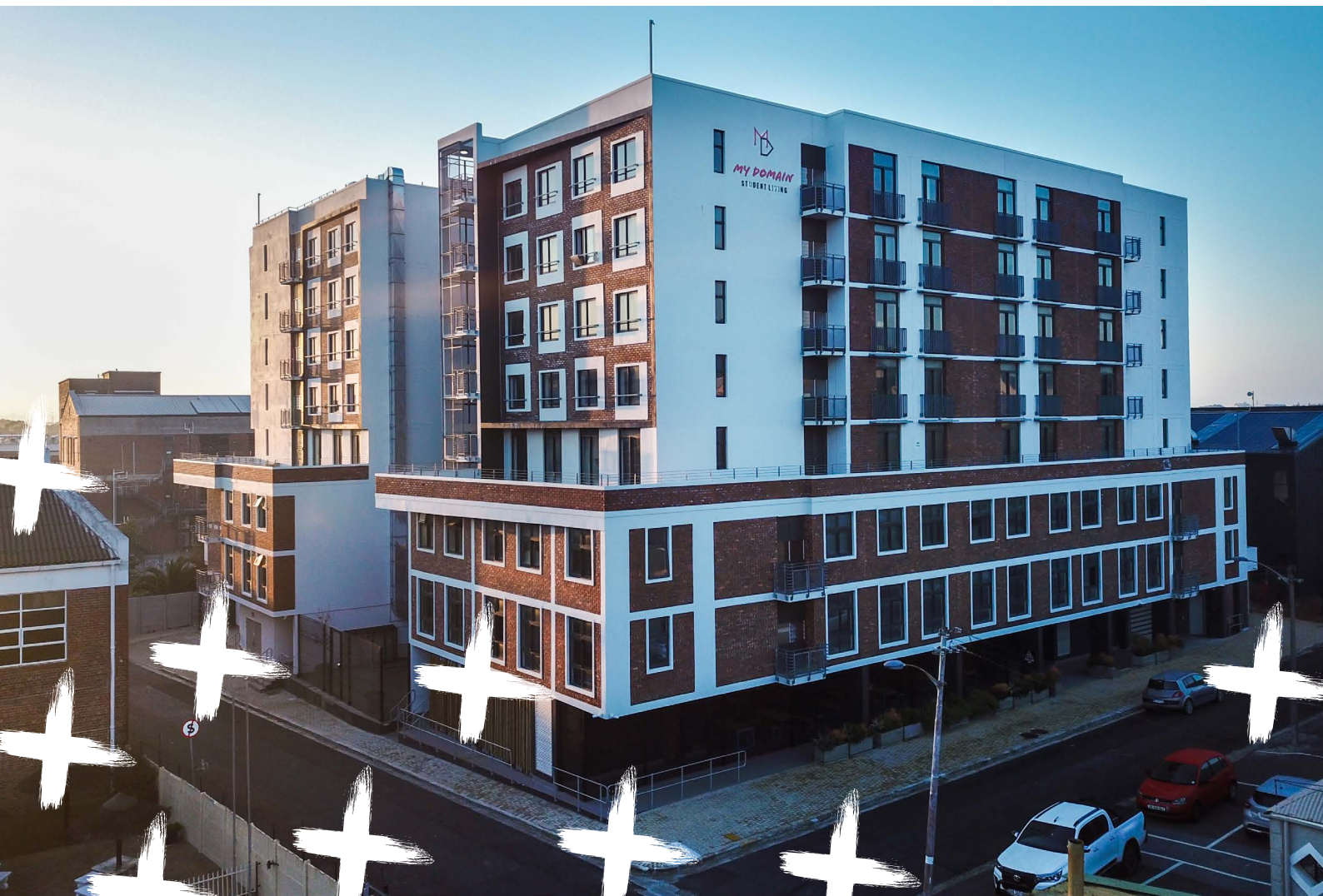
11

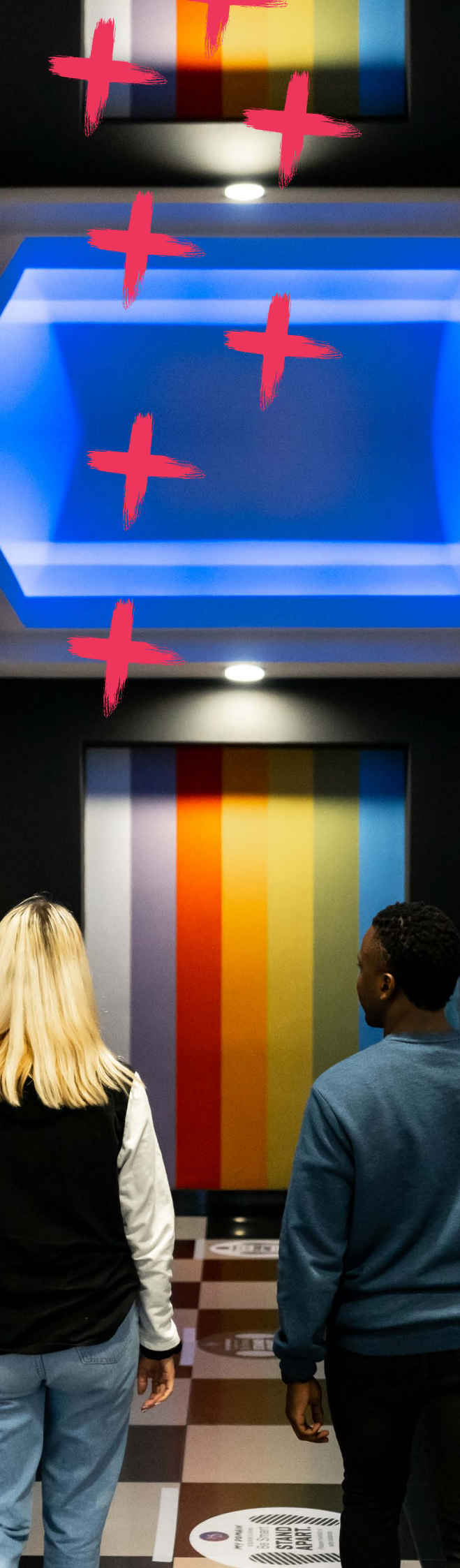
OFFENSIVE & UNACCEPTABLE BEHAVIOUR

Be Chilled, Share the Love.

Tenants are expected at all times to display mature, tolerant, courteous behavior and consideration for others. Tenants should act in such a way as to cause no offence, inconvenience, harm or disturbance to any other Tenant or My Domain employee. Furthermore, no Tenant should act in a manner which would bring My Domain into disrepute. My Domain has a zero tolerance for bullying, obnoxious, antisocial conduct, abusive, threatening, or destructive behaviour.

- Offensive behaviour includes Abusive, threatening, menacing, obscene, obnoxious or antisocial conduct. It also includes physical assault, fighting and bullying.
- Unacceptable behaviours include excessive noise, drunkenness, the selling/possession of illegal drugs / habit forming substances, possession of illegal weapons, vandalism, harassment, assault or abusive behaviour.
- Failing to comply to this rule may result in immediate eviction.
- Damaging or theft of another residents' property will not be tolerated at My Domain
- and guilty parties may be charged for damage/loss.





12

PROHIBITED ITEMS

Be a Gang-STAR not a Gangsta!

WEAPONS

ANY type of weapon, including knives, firearms and ammunition are prohibited on the My Domain premises, including Tenants' Units.

FLAMMABLE ITEMS

Flammable and dangerous items such as fireworks, flammable liquids and gases, home brew kits, bug / pest control bombs, etc. are forbidden on the My Domain premises.

PETS

Pets are not allowed on the My Domain premises for health reasons.

ALCOHOL

- Alcohol may not be kept or consumed by Tenants while on the My Domain premises. Violation of this policy will, at the discretion of My Domain Management, result in a R1 000.00 fine.
- Tenants shall observe socially acceptable practices in all areas of My Domain and must not behave inappropriately or offensively while under the influence of alcohol. Alcohol consumption is not an acceptable excuse for abusive, menacing or obnoxious conduct.
- My Domain Management does not accept that having a good time needs to involve damage to property, noise, mess, abuse or harassment of others.
- The brewing of alcoholic beverages on the My Domain premises is prohibited and will result in a R2 000.00 fine and confiscation of the equipment.

ILLEGAL DRUGS

- Illegal drugs are **STRICTLY FORBIDDEN** at My Domain.
- The possession, cultivation, consumption or selling of any non-prescribed or illegal drugs and / or the possession of any equipment to aid the use of illegal drugs or substances are prohibited.
- ANY breach of this rule by a Tenant or his guest in any form is considered serious misconduct and as a consequence My Domain Management reserves the right to immediately terminate the Tenant's Lease Agreement and also report the incident to the police.

GENERAL

In respect of any fine imposed in terms of this Lease, both the Leaseholder and the Tenant shall be notified of the reason for the imposition of the fine and advised of a time and place at which, or a deadline by which, the Tenant may in person or in writing furnish an explanation to My Domain Management to either dispute the fine or to reduce the fine. In the event that the Tenant fails to respond at all, or fails to convince My Domain Management to withdraw or reduce the fine, My Domain Management's decision to the imposition of the fine shall be final and binding.

13

TAKING CARE OF COMMON SPACES

Lock It Up!

- Each Tenant must ensure that his Unit is always locked, especially when left unattended (even if only to make a quick trip to the communal facilities). Unlocked doors encourage theft.
- Please also do not leave valuables such as laptops, wallets, keys and bicycles unsecured or unattended at any time.
- My Domain can take no responsibility for the security of personal items.
- Tenants are not permitted to give keys to non-tenants for access to their Unit.
- Units found left open whilst unattended will result in the door being closed and locked by the My Domain Building Manager.
- Tenants may not change any cylinder door lock to any door in My Domain.

Check Yourself!

Tenants must take all reasonable steps to minimize any negative impact their behaviour may have on other Tenants.

Please adhere to the following basic principles:

- Do not act in a reckless or dangerous manner that may cause harm to the Tenants, others or the My Domain premises and facilities.
- Do not burn items such as candles in Units and leave it unattended.
- Do not engage in any activity within, near or around the My Domain premises which may cause injury to someone or damage to property.
- Comply with all My Domain health and safety policies and procedures.
- Follow specific safety and evacuation procedures and evacuate the premises when the fire alarm sounds, or if instructed by a My Domain staff member.

14

INSURANCE

Cover your bases!

My Domain and its Management staff are not responsible for any damage or loss caused to personal items located on the My Domain premises. Tenants are encouraged to take out appropriate insurance and are advised to check that the contents policy they are purchasing is valid for a student residential accommodation setting.

15

ELECTRICAL SAFETY

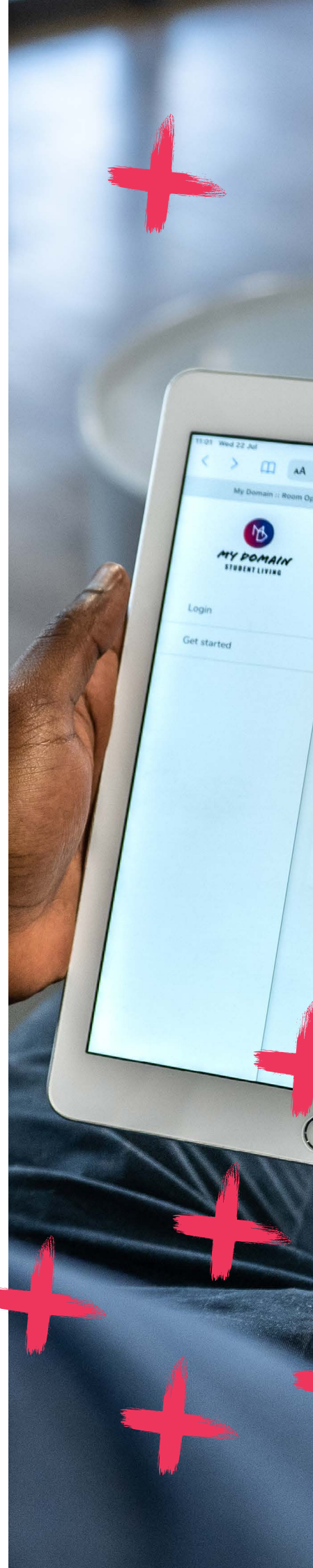
No Bright Sparks Please!

Tenants are asked to ensure that all personal electrical appliances used at My Domain comply with South African Safety Standards. If the Tenant requires additional power points in his Unit, a power-board with an overload safety feature and surge protection should be used.

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Units to such items as docks, irons, hair dryers / straighteners, curlers, shavers, lamps, computers and portable radios (no Hi-Fi's). These items must be maintained in good and clean operating condition. The cost to repair damage caused by any faulty appliance(s) and / or call out charges for electrical trappings caused by overloading electrical plugs will be charged to the Tenant. Cooking appliances, portable heaters, exercise equipment, air conditioners and other such items are PROHIBITED in Units.

Tenants must comply with the following fire and safety policies which are intended to prevent injuries in My Domain and to ensure compliance with health and safety regulations:

- Never modify a plug by bending or removing the prongs.
- Extension cords should only be used when necessary and do not "daisy chain" extension cords.
- Large appliances are not permitted in rooms.
- Promptly replace frayed or damaged cords.





16 LEFT BEHIND

Be a responsible Panda! Grab your things!

The Tenant agrees that it is his duty to remove all his belongings from the Unit on the same day that the Lease Agreement terminates. The Tenant will have no claim against the Landlord for any property left behind or abandoned which cannot be recovered by the Tenant. If property is left behind or abandoned the Landlord may dispose of it in any way deemed fit and the Tenant will have no claim against the Landlord once the abandoned property has been disposed of.

17 THE USE OF YOUR UNIT

No Funky Business!

The Tenant must use the Unit only as a place of residence, and is not permitted to use the Unit or the My Domain premises for the purpose of conducting any business without first obtaining written approval from the Landlord.

No adverts or notices are to be placed on doors or walls of the My Domain premises.

18 GENERAL

It's a fine Time!

In respect of any fine imposed in terms of this Lease, both the Leaseholder and the Tenant shall be notified of the reason for the imposition of the fine and advised of a time and place at which, or a deadline by which, the Tenant may in person or in writing furnish an explanation to My Domain Management to either dispute the fine or to reduce the fine. In the event that the Tenant fails to respond at all or fails to convince My Domain Management to withdraw or reduce the fine, My Domain Management's decision to the imposition of the fine shall be final and binding.