

# RESIDENTS HANDBOOK

Last Update: 21/11/2023

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. EMERGENCIES AND WHO TO CONTACT IN DIFFERENT CIRCUMSTANCES

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

Any life-threatening situation (any life-threatening situations, accident emergencies and/or fire)	<p>First Call Emergency Services and call or knock on a neighbours door</p> <p>If all else fails call: (+357) 22 000 996 or Stefanos located in room B302B: +30 6987464737</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>
In case of Flood or water leak in your room, such as a broken pipe, etc.	<p>Locate the white access panel in the hallway between 2 rooms or if A block check inside your room. Inside you will find taps to cut off the water supply. Turn the taps to the off position.</p> <p>Then Call (+357) 22 000 996 or Stefanos located in room B302B: +30 6987464737</p>
<b>In case you have lost, forgotten, your access card or if your access card is malfunctioning</b>	<p><b>ONLY Message by Text or Whatsapp</b></p> <p>From 9am- 6pm Monday -Friday: (+357) 22 000 996 All other times: +30 6987464737 Stefanos in Room B302B</p> <p>There is a master card safe located next to the entrance of block B. You will either be sent an access code to open it and gain access or we will open the safe for you. Once you have gained access, the card must be returned immediately to the safe or to one of us, unless a replacement card is needed. If you have not returned the access card after use you will be charged €50 and the card cancelled! If you need a replacement card this will be organised on the next working day.</p> <p>Every time you forget your access card after office hours, you will automatically be charged €50. Office hours are 9a.m – 6p.m Monday -Friday.</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 OR ANOTHER TENANT! FINE €250 IF ABUSED. ABUSE MAY RESULT IN YOUR EVICTION! YOU HAVE BEEN WARNED!</b></p>
Power Cut – where all items electrical are not working in your room	<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><b>ONLY Message by Text, Whatsapp if the problems persists:</b> Before 6pm Monday -Friday: (+357) 22 000 996 All other times: +30 6987464737 Stefanos in Room B302B</p>

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

For non-emergencies, log a support call via our support system: <https://support.ucityresidences.com/>.

If we are disturbed outside of office hours for non-emergencies (via phone call), you will be automatically charged a fee of €20 before midnight and €100 after. Office hours are Monday-Friday 9 a.m.-6 p.m.

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> <li>• Other complaints</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>
Fridge not cooling	<p>Make sure thermostat is set to 3 or 4. Check that the electrical plug is turned on and properly installed 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>
Problems with any appliances such as A/c, oven or microwave	<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>

### 3. SERVICES AND FACILITIES

#### a) Office Hours

Our office operates between the hours of 9-5pm Monday – Friday (excluding public holidays) and by appointment only. Tenants should see section 1&2 of this document carefully to understand when and who to contact under differing circumstances.

#### b) Apartments Facilities and Furnishings

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 in the winter months our new for 2022 hot water system will heat your apartments water cylinders at certain times of day. **The electric hot water button in each apartment has now been disconnected and is redundant.**

You will need to bring your own bed linen, toiletries, cutlery and cooking utensils. This includes plates, cups, glasses, bowls, pots and pans, knives and forks, spoons, chopping boards etc.

Each resident should they so desire, will need to supply their own hot water kettle, toaster and coffee machine and or other similar small white goods such as a iron and ironing board. Should tenants require we also offer washing and ironing of clothes at extra charge.

c) Cleaning Services and Timetable.

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). The cleaning schedule is as follows:

- A block starting from the 1<sup>st</sup> floor – Monday and Tuesday
- B Block Ground Floor – Tuesday Afternoon and Wednesday
- B 1<sup>st</sup> Floor – Wednesday
- B 2<sup>nd</sup> Floor – Thursday
- B 3<sup>rd</sup> Floor - Friday

When the ladies are cleaning your room please vacate to allow them to clean properly. If you have an exam or something very important, tenants must place a sign using non marking tape on their white front door. e.g. "EXAMS – PLEASE DO NOT ENTER from 11am-1pm". Students who regularly stop the cleaning ladies from performing their duties will be inspected and fined heavily if a tenant is found not to be taking care of their apartment properly.

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.

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. There are 2 areas with 3 large green bins in total located in front of the building. If 1 is full, please use the others and make sure to keep the bins closed to avoid cats causing a mess. **DO NOT JUST THROW RUBBISH NEXT TO THE BIN!**

Common areas are regularly cleaned by the U City cleaning staff. However, residents are required to maintain common areas clean and disposing of their rubbish and returning any furniture to where they originally found it.

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. If you were not supplied with one, please let the cleaners know. 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.

d) 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.

#### e) 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 5 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.

#### f) Parking Facilities

All cars using our allocated parking spaces must be registered with U.City, please contact us if you have a car and provide the car registration. All visitors cars must use the designated visitors parking or park outside the complex.

#### g) 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 would like U.City to sign or be present for your delivery, we must be contacted at least 24 hours in advance to check for availability. A fee of €5 will automatically be allocated to your room if such a request is made and if we are able to be present for its collection.

h) Hot Water

Every 6-12 apartments share hot water. This unit warms water by hot water solar panels when the sun is shining and by the automated boiler.

**Current Boiler Operating times: 6 a.m. - 7.30 a.m. & 7 p.m. -8.30 p.m. & 9.15 p.m. - 10 p.m.**

During summer season (May Onwards), the boiler will be set to run in the early morning until term end. Generally speaking, the system can take between 60-90 minutes to heat up from cold. Providing that the water hasn't been consumed, the hot water cylinders will keep the water hot for a number of hours provided no-one has used them. To ensure that you have hot water, tenants should ensure they are aware of these running times. Tenants should first try running the water for up to 1-2 minutes to see if the water is Hot. Tenants are reminded to be mindful of their consumption and other fellow tenants who also want hot showers.

Before opening a ticket, a tenant should check the hot water supply during this time(s). e.g at 7.30 a.m and 8.30p.m. Since the boiler would have been running for a number of hours, even if your neighbour has used the shower during this time the water should still be considerably hot, if not then there is a problem and you should open a ticket. It is also a good idea to check with your neighbour if they have been having any problems.

i) 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 Sections 3-6 for what to do and who to contact.

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.

j) Toilet Paper Disposal – **IMPORTANT!**

Sewerage systems in Cyprus are not designed to accommodate toilet paper. Therefore, all tenants should use the bin provided in the toilet to dispose of waste paper. Flushing paper down the toilet will inevitably block the system and the pumps that send waste to the sewage system. Each apartment has its own piping and therefore easy to trace. If a blockage is caused by a tenant disposing of paper in the toilet, they will be appropriately charged the cost to rectify the blockage.

k) Batteries

Residents must ensure that they replace batteries regularly in their remote controls for air-conditioning and for the Smart TV as well as their Security Safe. The safe will display a warning sound and/or display a warning light when the batteries are running out and will eventually lock you out. You will need to open a support ticket if this happens and provide the 4 digit code

In terms of the wireless access door locks to your room, these are maintained by U CITY and users do not need concern themselves over this. Our systems warn us when batteries for the door locks need replacement and we regularly replace them. If a user tries to replace the batteries in the door locks, they will be locked out and may also cause damage to the lock and be charged for their repair/replacement.

## **4. POLICIES AND PROCEDURES**

a) Check-In / Check-Out Procedure

Users must notify U City at least 3 days before check-in by email. Check-in must be between the hours of 9-5pm Monday - Friday only. New tenants should call us on the office phone upon landing at Larnaca airport or at least 30 minutes before arriving for check-in. Generally speaking, it takes 40 minutes to arrive at U City from leaving the airport. For clarity, we **do not** allow check-in outside of these hours or on any bank holiday. New tenants must organise alternative accommodation if they are arriving outside of office hours. If for some reason a flight is

cancelled or rescheduled and/or delayed, we will accept a late check-in up until 8pm at the latest, however please ensure you communicate to us upon arrival at the airport.

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, with supporting photographic evidence. 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) Contract Signing

Users must print and bring with them the completed contract or check-in after having already sent a scanned completed copy to our email address to be checked for errors. We will then officially sign the contract in your presence and arrange to have it officially stamped if needed. We do not provide printing services, so tenants need to make sure they print the document before arrival. We will then scan the document and hand the original back to you if needed. The cost of stamping the agreement is €4.

#### c) 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 U City Common areas 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 common areas throughout the building.

#### d) 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 or sticking items to the walls are strictly prohibited. The damage caused will be seen at checkout and deducted from your deposit.

#### e) 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 sirens 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.

#### f) 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 and instalments.

#### g) 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.

h) 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!

i) 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.

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. Abuse includes using the utilities to carry out activities such as crypto mining.

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 & Gym)

A resident may also have up to 3 visitors at any one time within the common areas. 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 they will either need to vacate the building or move to your room if they are staying. If 1 of the guests 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 for 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 visiting parents.

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.ucityresidences.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:

- i) Automatic lock out from premises and Smart Access Card De-activation
- ii) A late payment charge of €100 (if payment is remitted by the 10th Calendar Day).



- iii) 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.

**5. GENERAL SERVICE, MAINTENANCE AND/OR REPAIR COSTS (BASIC LIST) 2022/23**

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
Repairing and Repainting 1 wall (in red, yellow or orange colours)	€150
Internal or external Door Minor Repair and Repainting	€150

Mattress Steam Clean	€40 at checkout
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)
Sink and/or toilet unblocking	€30-€200 depending on severity
Oven Cleaning (light to moderate condition)	€15
Oven Cleaning (severe condition)	€30
Oven Replacement due to negligence if above cleaning service are not sufficient to restore the oven to acceptable condition	(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
Ironing of bed linen and bed making*	€20 per instance
Card Access between 9 a.m -5 p.m (Monday – Friday) e.g. due to forgetting card in room	€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)	€free
Carry-on Luggage	€free

## 6. 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!
Penalty for any malicious damage or theft within u.city premises either by the tenant or one of their visitor(s).	Maximum €250 plus replacement and/or repair of damaged or stolen items.
<b>Fine for contacting us directly for non-emergencies instead of using support system:</b>  Before midnight After midnight	  €20 €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.