

# SCAPE COMMUNITY GUIDELINES

## BEHAVIOUR & WELLBEING

### 1. 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.

Guests must not engage in any form of harassment, discrimination, intimidation and/or bullying of any kind towards any person including other guests, 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) Cyber/Social Bullying: bullying that is caused using technology, such as the internet and social channels.
- (e) Discrimination: the unjust or prejudicial treatment of a person or group based on their background or personal characteristics.

### 2. Alcohol

Guests may consume alcohol at Scape however this must be done in moderation with a responsible attitude. Guests 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 guests 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) Guests 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 guests or Scape staff will not be tolerated. This is considered a serious breach and must be reported to Scape.

### 3. Drugs & Other Illegal Substances

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

- (a) request the guest 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 the Agreement and report an incident to the police and any other authority it deems appropriate.

### 4. Smoking

Smoking of any substance, including e-cigarettes & shisha, is strictly prohibited in indoors areas. 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 cigarette butts.

Guests are permitted to smoke in the designated smoking area. Smokers must dispose of their cigarette butts in the ashtrays or receptacles provided.

### 5. Guests & Visitors, Subject To Covid Restrictions.

- (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 immediately.
- (b) Visitors and guests must comply with this guide. Guests are responsible for their guests and will be held accountable for any breach or misconduct by their guest.
- (c) Visitors are prohibited from entering the apartment or rooms of guests other than their host.
- (d) All visitors and guests must be registered at reception upon entry to the property.

### 6. Pets

Guests are not permitted to keep pets of any kind (including, fish, rodents, insects, and reptiles) in their room, apartment and/or property. Additionally, guests 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 guest has first informed Scape in writing of their intention to keep an assistance dog.

## SAFETY & SECURITY

### 7. False Fire Alarms

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

a false fire alarm will be responsible for any charges issued by the fire brigade, monitoring services and/or security.

- (d) Candles, oil burners, incense burners, naked flames and other similar items are prohibited.
- (e) Should the smoke alarms sound without reason, guests are to contact Scape immediately.
- (f) Guests must, when showering, ensure the bathroom door is closed, as excessive steam from the bathroom may set off a fire alarm.
- (g) Guests must always use bathroom exhaust fans when showering and kitchen range hoods when cooking.
- (h) Guests must not hang any items from the sprinkler system.

### 8. 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. Guests 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 guest will also be considered as serious misconduct and may result in termination of the guest's Agreement.

### 9. Evacuation

Guests 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, guests must evacuate the building immediately via the fire stairs and make their way to the designated assembly point. Guests are not permitted to use lifts during an

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evacuation. Guests will not be permitted to re-enter the property until advised to do so by emergency services or Scape.

## 10. Electrical 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) Guest must not ever modify a plug by bending or removing prongs.
- (d) Guests must not use or install electrical equipment in the room or apartment without the prior approval of Scape.
- (e) All electrical items must be turned off when not in use, including air conditioners.

## 11. Security

In a commitment to providing a safe and secure environment for all guests, Scape is equipped with secure electronic swipe key card access, CCTV recording 24 hours a day and on-site security or support. Guests should still be mindful and cautious to prevent possible dangers, threats, and theft.

To stay out of harm's way and safeguard personal belongings, guests 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.

## 12. Door locks

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

## 13. Common areas

- (a) Scape may restrict access to common areas and to all facilities or equipment located within the common areas for an indefinite period. Such reasons may include concerns associated with health and safety, or for cleaning or hygiene purposes.
- (b) All Scape communal study spaces, guests must be respectful of noise levels and allow other guests the right to enjoy quiet study.
- (c) All guests must leave all common areas neat, clean, and tidy after using them.
- (d) All kitchen appliances and benches are to be cleaned after use. Cooking utensils, cutlery and crockery must be washed, dried, and placed inside cupboards.
- (e) All guests are responsible for placing their rubbish in the waste bins provided in the common areas.
- (f) Guests are not permitted to sleep in the building's common areas.

## 14. Outdoor Terraces / Rooftop

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

- (a) Guests 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.

## 15. Laundry facilities

- (a) Guests are required to provide their own laundry detergent or powder and any other laundry product they wish to use.
- (b) Guests must not leave items in the machine after the cycle is finished.
- (c) Guests must always keep the laundry area clean and tidy and must not store their personal items in the laundry area.
- (d) Guests must use the dryers provided and are not permitted to hang clothes on balcony areas.
- (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 guest's risk.
- (g) Scape is not responsible for any damage or loss caused to clothes or other items resulting from the use by guests of the laundry facilities.

## 16. Bicycles

- (a) Bicycles must be secured only to the bicycle racks or in the storerooms located throughout the building.
- (b) Bicycles must not be left unattended or secured to other objects such as benches, light posts, trees, handrails which may obstruct access.
- (c) Where bicycles are parked at an unauthorised spot, Scape may remove the bicycle without prior notice.
- (d) Scape is not responsible for the theft or damage to any bicycle which is secured via the bicycle racks or left anywhere else in the building.

## 17. Maintenance

Guests 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 guests.

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

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

## 18. Garbage collection

All guests are responsible for placing their rubbish in the waste bins or chutes provided on each floor. Guests must not squash large items down the bin chute. Large items should be placed directly into the bin in the general waste room.

All guests must place recyclable rubbish only in the recycle bins or chute provided for applicable properties, or directly into the bin in the general waste room.

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