

FozStay Residence House Rules

Definitions

For the purposes of these house rules:

- Resident: a person who legitimately occupies a room at the FozStay Residence.
- Management: the Landlord or any person, entity or representative appointed by the Landlord to administer, operate or manage the residence.
- Whenever these rules refer to Management, the Landlord is also included where applicable.

1. Coexistence and Respect for Residents

To ensure a safe, quiet and respectful environment for everyone, residents must comply with the following rules:

- To guarantee the rest of all residents, silence must be maintained in rooms, corridors and common areas between 22:00 and 08:00.
- Music, television, calls, video games or other equipment must be used in a way that does not disturb other residents, especially during quiet hours.
- Parties, events or gatherings that disturb rest, safety or good coexistence in the residence are not allowed, unless previously authorised in writing by Management.
- Residents must use the equipment, furniture and facilities with care and respect.
- Common areas must be left clean and tidy after each use.
- Personal belongings must not be left in common areas, corridors, stairways or circulation areas. Management may remove items left in inappropriate places.
- Overnight stays in the common areas of the residence are not permitted.

2. Security and Access to the Building

- For safety reasons, the building entrance doors must always remain properly closed.
- It is forbidden to lend, copy, transfer or provide to third parties the key, card or any other means of access to the building.
- Visitors must be accompanied by the resident receiving them and must never enter unaccompanied.
- It is not permitted to give building access to unknown persons or to visitors of other residents.
- Visitors must leave the residence by 22:00.
- Overnight stays by visitors are not permitted, unless previously and expressly authorised by Management.
- Management may limit, refuse or require visitors to leave whenever it considers that their presence compromises safety, quietness, hygiene or the normal operation of the residence.
- The resident is responsible for any disturbance, damage or breach caused by persons to whom they have granted access to the property.
- It is forbidden to assign, sublet or allow the use of the room by third parties, in whole or in part, without the prior written authorisation of the Landlord.

3. Cleaning and Hygiene

Rooms and Common Areas

- The resident is responsible for keeping their room, private bathroom and the common areas clean and hygienic.

- The room must be ventilated regularly. Where present, the ventilation grille located above the windows must always remain open.
- The Landlord or Management reserves the right to intervene or apply appropriate measures in cases of lack of hygiene, lack of cleanliness or risk to health, safety or conservation of the property.

Bathrooms

- After using the shower, it must be rinsed and left in appropriate hygienic condition.
- Drain grilles must be cleaned regularly by removing hair, soap residue and other debris.
- Shower and washbasin drains must be checked and cleaned at least every two weeks.
- It is expressly forbidden to place personal hygiene products in toilets, including sanitary pads, tampons, wet wipes, cotton wool or similar materials.

Kitchen

- After cooking or eating, all utensils, equipment and surfaces must be cleaned and put away immediately.
- Dirty dishes left in common areas on the scheduled cleaning day may be removed.
- The refrigerator, cupboards and other storage areas must be used in an organised and hygienic manner.
- Residents are responsible for the food they store in refrigerators, cupboards or other storage spaces and must remove expired, spoiled or bad-smelling products.
- Expired, spoiled or bad-smelling food may be removed by Management or by the cleaning team.

4. Waste

- All residents must comply with the waste separation rules displayed in the building.
- Personal waste must be immediately separated and placed in the public containers located outside.
- Whenever the kitchen bin bags are full, they must be replaced and placed in the appropriate containers.
- The cleaning team provides additional bin bags in the existing bins.
- It is not permitted to leave rubbish bags, boxes, packaging or other waste in corridors, stairways, rooms or common areas.

5. Maintenance and Use of the Facilities

- Residents are responsible for minor maintenance resulting from the normal daily use of the room, bathroom and equipment, including, among others:
 - Replacing light bulbs;
 - Unblocking drains and traps;
 - Regular cleaning of ventilation and drainage grilles;
 - Replacing extractor hood filters, where applicable.
- The resident must avoid introducing objects, liquids, grease or substances that may cause blockages, damage or malfunction of the facilities.
- Any damage, fault or malfunction must be reported to Management as soon as possible.
- The resident must not attempt to repair electrical equipment, plumbing, locks, security systems or other technical elements without prior authorisation from Management.
- Improper, negligent or non-compliant use of equipment may make the resident liable for repair or replacement costs.

6. Internet

- Internet use must be carried out exclusively through the infrastructure provided by Management.

- The installation of routers, repeaters, extenders or any network equipment is forbidden without prior authorisation.
- Installing parallel networks may cause interference and compromise network performance for other residents.
- Internet use for unlawful purposes is strictly forbidden.
- The resident is responsible for internet use made from their devices and access credentials.

7. Prolonged Absence

- In the event of an absence of more than 7 consecutive days, residents are advised to inform Management.
- Before a prolonged absence, the resident must ensure that the room is properly clean, ventilated and in suitable condition.
- Whenever possible, non-essential electrical equipment should be switched off during prolonged periods of absence.

8. Emergencies and Reporting Faults

Emergencies

In medical emergencies, fire, burglary or other situations of imminent danger, the national emergency number must be contacted immediately:

112

For emergencies related to the property, the emergency contact provided by Management must be used.

Examples of emergencies include:

- Fire;
- Serious water leaks;
- Break-ins or intrusions;
- Situations that place people, safety or the property at immediate risk.

The following are not considered emergencies:

- Loss of a key or card;
- Being locked outside;
- Internet failures;
- Broken light bulbs;
- Minor faults with no immediate risk.

Improper use of the emergency line may result in a penalty of EUR 50 per call.

Reporting Faults

- All faults, incidents and repair needs must be reported by email or through the channel indicated by Management.
- The resident must report any problem as early as possible in order to avoid worsening the damage.

Loss of Key or Card

- In the event of loss of a key, card or other means of access, a fee of EUR 40 will be charged for replacement.
- If the loss compromises building security, additional costs related to the replacement of locks, cards or access systems may be charged.

9. Safety Equipment

- Fire extinguishers are intended exclusively for emergencies.
- Improper use of fire extinguishers will be sanctioned with a minimum fine of EUR 250.
- It is forbidden to manipulate, disconnect, cover, remove or interfere with smoke detectors, alarms, fire extinguishers, emergency signage or any other safety equipment.
- Possession or use of candles, incense or any other sources of flame inside the residence is not permitted.
- The use of heaters, electric hotplates, overloaded multi-socket extensions or other high-consumption electrical equipment is forbidden without prior authorisation from Management.
- Failure to comply with these rules may make the resident responsible for damages, repair costs, replacement of equipment and any applicable penalties.

Expressly Prohibited Acts

10. Alterations to the Property

It is forbidden to:

- Drill holes or make perforations in walls, ceilings, doors, windows, furniture or floors.
- Carry out alterations to the property without prior written authorisation from the Landlord.
- Paint walls, doors, frames or any elements of the property in colours different from the existing ones.
- Put up posters, notices, stickers or similar items without prior authorisation.
- Cover, stick anything to or alter window coverings, except by using the curtains provided.
- Remove, move or alter furniture, equipment or decorative elements without authorisation from Management.

11. Improper Use of the Facilities

It is forbidden to:

- Smoke or use electronic cigarettes, vapes or similar devices in any area of the building.
- Access roofs, roof terraces, technical areas or unauthorised areas.
- Throw rubbish onto roofs, patios, windows, alleys or other outdoor areas not intended for that purpose.
- Manipulate equipment located in laundries or technical rooms, except machines intended for normal resident use.
- Obstruct the outside alley, which must remain free for residents, emergency services and firefighters.
- Use common areas for sleeping, storing personal belongings or carrying out activities incompatible with the normal use of the residence.

12. Kitchen Equipment

It is forbidden to:

- Place hot pans, frying pans or containers directly on worktops or unprotected surfaces.
- Use the worktop as a cutting surface without adequate protection.
- Use containers that are incompatible with induction hobs.
- Leave kitchen equipment switched on without supervision.
- Use grills, deep fryers, fondue appliances, raclette, gourmet appliances, combination ovens or similar equipment without express authorisation.
- Store food or products in a way that causes bad smells, pests, dirt or hygiene risks in the residence.

The following are permitted:

- Electric kettles;
- Coffee machines;
- Small equipment authorised by Management and used safely.

13. Laundry

- Use of the laundry must comply with the schedules, instructions and rules displayed on site.
- Laundry must be removed from the machines immediately after the cycle ends, so that other residents can use them.
- Clothes, detergents or personal items must not be left permanently in the laundry.
- Management may remove clothes or items left for excessive periods or in inappropriate places.
- The resident is responsible for using the machines correctly and for any damage caused by improper use.
- Management is not responsible for damage, disappearance or exchange of clothing left in machines or in the laundry beyond the time necessary to complete washing or drying cycles.

14. Drugs and Illegal Activities

It is forbidden to:

- Possess, consume, store, distribute or sell drugs inside the residence or in its immediate surroundings.
- Carry out any unlawful, dangerous activity or activity incompatible with the safety and good coexistence of the residence.

Any reasonable suspicion of illegal activity may be reported to the competent authorities.

15. Animals

- Dogs, cats or any other animals are not allowed to remain in the residence, rooms or common areas, unless previously authorised in writing by the Landlord where legally applicable.

16. Bicycles and Vehicles

- It is forbidden to store bicycles, scooters, motorcycles or other vehicles inside the building.
- Bicycles may only be parked in the outside alley designated for that purpose, up to a maximum of 6 bicycles.
- Use of the outside alley must always respect free access for residents, emergency services, firefighters and maintenance.
- Management is not responsible for damage, loss, theft or robbery of belongings left outside.

17. Fire Alarms

- It is forbidden to intentionally or negligently cause false fire alarms.
- All costs arising from a false activation of the fire system will be charged to the responsible person, including intervention, travel, repair and system reset costs.
- If it is not possible to identify the responsible person, Management may take the necessary measures to establish the facts and prevent further incidents.

18. Penalties

- Breach of the provisions of these rules may result in a penalty between EUR 100 and EUR 500, depending on the seriousness of the breach.

- The application of penalties does not prejudice the Landlord's right to claim full compensation for damages caused, nor any other rights provided for in the contract or under applicable law.
- In the event of serious or repeated breaches, or breaches that place the safety, hygiene, quietness or good coexistence of the residence at risk, additional measures provided for in the contract or legally permitted may be taken.
- The resident is responsible for damage caused by them, their visitors or persons to whom they have granted access to the property.
- The seriousness of the breach will be assessed by Management taking into account, among other factors, the risk created for persons or property, the damage caused, recurrence and the impact on coexistence in the residence.

19. Prevalence of the Portuguese Version

These rules may be made available in other languages. In the event of conflict, divergent interpretation or inconsistency between versions, the Portuguese-language version shall always prevail.

20. Final Provisions

- Management may communicate specific additional rules applicable to the building during the academic year.
- Additional rules communicated to residents form an integral part of the rules for using the residence.
- In case of doubt regarding the interpretation of these rules, the interpretation adopted by Management shall prevail, provided that it respects the contract entered into and applicable law.
- These rules may be updated whenever necessary to improve safety, organisation, conservation of the property and the wellbeing of residents, with changes being communicated with reasonable notice.
- Staying in the residence implies knowledge and acceptance of these rules.
- All residents undertake to comply with these rules in order to ensure a safe, clean, quiet and respectful environment for the entire FozStay community.