



## Cove House Rules

Cove's priority is the wellbeing and safety of all tenants. We hope that Coveys thoroughly enjoy their time with us and build strong and lasting relationships with flatmates and the wider Cove community. These House Rules have been designed to ensure Cove remains a comfortable living and working environment for all tenants and staff.

For those tenants residing in flatshare properties, we understand that sometimes, despite best efforts, tensions and disagreements arise between flatmates. Please note that Cove's policy is to limit our involvement in relations between flatmates and we encourage Coveys to resolve personal disputes between themselves. Our advice is to foster open discussions with your flatmates and share feedback frequently and directly if issues arise. This usually leads to stronger relationships, more positive long term outcomes and a better living experience for all flatmates.

Should there be a clear breach of these House Rules then Cove can intervene in the ways set out below in section 17.

### **1. TIDINESS, CLEANLINESS AND HYGIENE**

Tenants are expected to maintain their properties in a state of cleanliness and hygiene that ensures their good condition is maintained.

Tenants shall not abuse the role of housekeeping by letting their properties fall into a state of uncleanliness or poor hygiene in between housekeeping visits.

The following is the responsibility of all tenants:

- Cleaning of kitchen surfaces, dishes and utensils swiftly after use
- Disposal of any garbage in the bins provided
- Taking of garbage to the chute or building's communal disposal area on a regular basis to prevent it's accumulation and subsequent hygiene issues
- Ensuring that food in the fridge, freezer or cupboards is stored hygienically, in sealed containers, and disposed of if expired or no longer required
- Ensuring that personal items left in the common areas are stored in a neat and tidy manner that minimises disruption to other tenants
- Clearing up any spillages of food and drink immediately to prevent staining, other damage or risk of pests

Tenants residing in flatshares should be mindful that the common areas, shared furnishings, fittings, fixtures and appliances of their unit are shared with others and should therefore be kept in a clean and tidy condition at all times to ensure that everyone is able to enjoy their use.

Food should be properly stored in the kitchen only to reduce the risk of mould and pests.

### **2. USE OF COMMON SPACES, APPLIANCES AND FACILITIES**

Tenants are requested to be considerate of their flatmates and neighbours in their use of the



common spaces in their unit and/or shared spaces in their building.

Where possible, personal possessions should be stored in private spaces to prevent clutter in the shared spaces. Where it is necessary to store items in the shared spaces, they should be arranged in a tidy way that does not prevent the use of shared furniture, facilities and appliances.

Furniture and kitchen equipment provided by Cove is provided for the use of all flatmates and should not be taken into private rooms.

All appliances and facilities such as the TV, fridge and washing machine are for the benefit and enjoyment of all flatmates and as such we request that tenants do not monopolize their use. If necessary, flatmates can consider arranging an informal rota between themselves to ensure fair usage.

### **3. NOISE**

Tenants should be mindful of their flatmates' and neighbours' needs to rest, work and study as well as peacefully enjoy their home at Cove. We therefore request that noise such as music, TV and conversations be kept down after 9pm on weekdays and 11pm on weekends.

Tenants should also be aware that there are other private residential units and apartments immediately adjacent to their Cove unit and so should minimise disruption to neighbours by being quiet in the building's common and outdoor spaces, when entering or leaving the unit and when outside on the balcony.

### **4. GUESTS AND GATHERINGS**

Overnight guests are restricted to staying a maximum of 7 nights within any 30 day period. This is to comply with local regulations which place an obligation on Landlords to know who is residing in their property and also to prevent overcrowding of the common facilities in our flatshare units. Any Cove tenant wishing to have a guest for more than 7 nights in any 30 day period will need to seek permission from Cove who will review the case and grant approvals at their sole discretion and possibly subject to additional charges and documentation.

Tenants in flatshares are required to inform their fellow flatmates of the arrival of any guests or visitors with sufficient, reasonable notice. Tenants' guests or visitors are also required to adhere to these House Rules and it is the responsibility of the Cove tenant to ensure that they do so. Should any guest or visitor breach one of these House Rules, Cove has the right to take action against the Cove tenant responsible for the guest as set out in section 17.

Tenants must follow their building management's protocols for registration of visitors or guests and remember that they are responsible for the behaviour of their visitor or guest for the duration of their time in the building. It is the tenants responsibility to determine the building management's requirements for the registration of guests and visitors.

### **5. BUILDING RULES AND REGULATIONS**

Cove units often form part of buildings, condominiums or complexes with their own sets of rules and regulations, which tenants must take due notice of, and comply with at all times.



Where the building rules differ from these Cove House Rules, the more stringent rule will always apply. e.g. Cove House rules require you to keep the noise down after 11pm on weekends but if the building rules prohibit loud noise after 9pm then the building rules must be observed.

Please note that the storage of items (e.g. shoes or laundry) outside of your unit, in the public areas of the building, such as corridors or landings, is not usually permitted unless there are clearly designated areas provided for this use. As such, any items stored in these areas may be subject to removal and/or disposal by the building management. Any damage or loss of property arising this way is at the sole responsibility of the tenant, and there shall be no recourse towards Cove. Please also avoid any such behaviour in consideration for residents of neighbouring units.

If Cove receives complaints from the building management about the behaviour of our tenants we will consider this a breach of the House Rules and take action as set out in section 17.

## **6. ENVIRONMENTAL IMPACT**

We encourage all tenants to be mindful of their impact on the environment and ensure that air conditioning is turned off when rooms are not in use, windows and doors are closed when the air conditioning is running, water is not left running unnecessarily and lights and water heaters are turned off when not required. This will also help to ensure that no excess charges are incurred for exceeding the utilities cap.

We also encourage you to seek out the recycling points within your building to dispose of any recyclable materials such as paper, cardboard, plastics and cans.

## **7. SMOKING**

All Cove properties are non-smoking. Smoking is strictly prohibited in the entirety of the property including private rooms. Should tenants wish to smoke they should do so in the designated public smoking areas of the building.

If Cove finds evidence of smoking in the property this will be considered Gross Misconduct and Cove therefore has the right to take the actions set out in section 17.

## **8. FIRE SAFETY**

Appliances, especially high risk items like hair irons, should be turned off immediately after use. Cove reserves the right to disallow the use of tenant' electrical appliances deemed to pose a fire risk.

Preparation of food and cooking shall be confined to the Cove unit kitchen, or studio kitchenette where applicable. Any naked flames must be supervised at all times.

Items should not be stored in such a way that they block corridors, doors and other exits that constitute fire escapes.

Any and all fire alarms shall be treated as genuine unless there are instructions to the



contrary. Fire drills may be conducted by building management. All tenants who are present in the unit during a drill must participate.

Tenants are not to activate the fire alarm without reasonable cause - the fire alarm system is connected to the Singapore Civil Defence Force. Fire hoses and extinguishers are not to be used for any purpose other than fire-fighting.

## **9. SECURITY**

Tenants should ensure that their unit is locked at all times when unoccupied to prevent the risk of theft or damage to their property, their flatmate's property or property belonging to Cove.

Tenants who notice any suspicious person within the building may inform the building's security guard or management office directly.

Tenants should not compromise the building's communal security/safety measures, including tampering with the fire-exit doors, cluster gates, smoke detectors and/or any other security or safety devices and should keep any gate and fire-exit door shut at all times.

## **10. ABUSIVE, AGGRESSIVE OR VIOLENT BEHAVIOUR**

Behaviour deemed to be abusive, aggressive or violent in nature (including but not limited to prolonged shouting, expletives and derogatory language, intimidation, physical assault, threats of violence) will not be tolerated under any circumstance and will constitute Gross Misconduct and lead to Cove taking the actions set out in section 17.

Cove's judgement on whether behaviour is considered abusive, aggressive or violent in nature will be final.

## **11. BULLYING AND HARASSMENT**

Conduct that humiliates, offends or intimidates or persistent negative behaviour towards other flatmates or Cove staff will be considered as bullying or harassment, and constitute an act of Gross Misconduct, giving Cove the right to take the actions set out in section 17. Harassment and bullying includes but is not limited to, the following behaviours:

- Repeated, unfair and excessive criticism of a flatmate
- Publicly insulting a flatmate
- Unwelcome sexual advances towards a flatmate
- Engaging a flatmate in unwelcome sexually explicit conversation
- Exposure, nudity or engaging in sexual acts in the common areas
- Trolling or repeated negative interactions on a flatmate's social media
- Repeatedly ignoring or 'freezing out' a flatmate
- Entering a flatmate's private room without their express permission

Cove's judgement on whether behaviour is considered as bullying or harassment will be final.



## **12. DISCRIMINATION AND PREDJUDICED BEHAVIOURS**

Cove is a strong advocate for equality and expects the same inclusive values from tenants. Any words or actions that discriminate against a fellow Cove flatmate or employee based on their sex, race, religion, nationality, sexual orientation, age, disability or any other attribute or characteristic will be considered as Gross Misconduct, giving Cove the right to take the actions set out in section 17.

## **13. CRIMINAL OFFENCES**

Tenants are expected to observe the laws of Singapore, regardless of whether they are Singaporean, Permanent Resident or Foreigners. Singapore law prescribes very serious penalties for drug offences, abuse, vandalism, harassment and theft, among others. It is the tenant's responsibility to understand the laws of Singapore and comply with them at all times.

If Cove believes that a tenant has committed a crime under Singapore law, Cove will immediately report them to the police. Regardless of the outcome of the police action, this will be considered Gross Misconduct and Cove therefore has the right to take the actions set out in section 17.

## **14. TREATMENT OF COVE STAFF**

We understand that sometimes it can be frustrating when things in your home break, especially when the repairs take time to be completed. Cove is committed to ensuring our tenants have a comfortable stay with us but sometimes there can be delays to our maintenance ticket resolution due to a high volume of issues, availability of specialist contractors or other things beyond our control. In these circumstances we ask that you continue to treat our staff with the respect they deserve as they work hard to resolve your issue.

If you would like to give us feedback on our services you can do so any time at [www.cove.sg/feedback](http://www.cove.sg/feedback)

Any abusive or aggressive behaviour towards Cove staff will be considered Gross Misconduct and lead to Cove taking the actions set out in section 17.

## **15. TENANT REPORTING BREACHES OF THE HOUSE RULES**

If a tenant observes or experiences a breach of these House Rules by a Cove tenant they can report it to Cove through the support channels:

**Whatsapp:** +6531384878

**Email:** [operations@cove.sg](mailto:operations@cove.sg)

The support channels are **not** fully operational 24/7. During office hours, 9am-6pm Monday to Friday we will endeavor to respond to your queries within a reasonable time. Outside of these office hours, the support channels are monitored for issues requiring very urgent action only (e.g. Gross Misconduct breaches). All other issues reported outside of office hours will be responded to once office hours resume.



## 16. COVE RESPONSE TO REPORTED BREACHES OF THE HOUSE RULES

When a tenant reports a breach of House Rules, Cove will, so far as is reasonably possible, conduct an investigation to ascertain the facts of the situation and all tenants are required to cooperate with this process. Cove's judgement on the gravity and extent of a breach of the House Rules will be final and irrevocable with no recourse by the tenant. If Cove believes that a crime has been committed they will immediately involve the Singapore police in the matter.

## 17. BREACHES OF HOUSE RULES: CONSEQUENCES AND COVE'S RIGHT TO TAKE ACTION

The following table sets out the general principles that Cove will follow in the event of a breach of the House Rules being observed by Cove staff or reported by tenant flatmates. The table is a guide only, where breaches of these House Rules occur, Cove has the unwavering right to take whatever action it deems appropriate.

### General Breach of House Rules

First Breach	Second Breach	Third Breach
Cove will issue the tenant with a written warning via email. The cost of any damages or cleaning will be borne by the tenant and will be added to a subsequent rental invoice.	Cove will issue the tenant with a second and <u>final</u> written warning via email. The cost of any damages or cleaning will be borne by the tenant and will be added to a subsequent rental invoice. Cove may at its sole discretion also issue a fine up to a maximum of \$500.	Cove has the right, but not the obligation, to terminate the tenant's contract with 7 days notice. Any prepaid rent will be refunded. The deposit will be returned minus the cost of any damages or cleaning costs.

### Breach of House Rules Amounting to 'Gross Misconduct'

For breaches of the House Rules that are considered Gross Misconduct (as defined throughout this document), Cove has the right, but not the obligation, to evict a tenant immediately without returning the tenant's deposit or refunding any prepaid rent. The evicted tenant will be liable for the cost of any damages caused. Cove may also report the tenant to the Singapore police if they believe a crime has been committed.

## 18. AMENDMENTS TO THE HOUSE RULES

The House Rules may be, from time to time, subject to revisions, updates, amendments or integrations, either in part or in its entirety. Unless otherwise communicated in writing to [bookings@cove.sg](mailto:bookings@cove.sg), Tenants automatically agree to abide by the most recent revision of the



House Rules.

Whilst Cove will strive to inform tenants of any updates, Tenants agree to check regularly for the most updated version which can be found at: <https://www.cove.sg/house-rules>

**Last Update:** 1st June 2021