



Rules

Rules are an integral part of your agreement whilst living with Dot Dot Dot. Your Licence Agreement refers to the current Rules that are in force and requires you to abide by them.

Having a clear set of Rules is the best way to protect what we offer you, and to look after the health and safety of our guardians and staff. The Rules also help ensure that properties are secure and well looked after and that all guardians understand what is expected of them.

If you break any of these Rules, you will be breaching your Licence Agreement. Depending on the circumstances, you should expect to receive a notice or warning from us. We will always give an opportunity for you to explain your side of things.

We'd rather not have to, but if you don't stick to these Rules, we will deduct money from your deposit where you have caused us to incur costs. We will let you know about these costs before we make the deduction.

We will give warnings to those guardians who break Rules, and in exceptional circumstances then we may need to terminate your Licence to Occupy.

We update our Rules from time to time. If you are unsure as to whether something might break the rules, please get in touch with us.

Property Security	<ul style="list-style-type: none"> ● Do move into your property as soon as you collect keys ● Do make sure all windows and doors are closed and locked when you are out ● Do tell us as quickly as you can (within office hours) if you lose the keys that you use to access the property where you have a Licence ● Do tell us in advance if you will be away from the property for more than 3 days ● Do obtain permission from us before booking a trip away that lasts more than 14 days. We may need to terminate your Licence Agreement and place another guardian in the property to ensure security. ● Do report any crime or anti-social behaviour to the Police (101 for routine reports, or 999 if a crime is being committed now). Do email Dot Dot Dot afterwards with information about what you have reported and the Police "CAD reference" (ask for this when you make a report).
Fire Safety	<ul style="list-style-type: none"> ● No smoking, electronic cigarettes or vaping anywhere inside the property, including bedrooms, on landings, in lobbies or in corridors. ● Do not remove or tamper with any of the fire safety features in the property – this includes detectors, extinguishers, fire blankets and similar equipment. ● No candles or naked flames are allowed, this includes incense ● No gas or fan/convection heaters are allowed, only oil-filled electrical radiators. ● Do keep fire doors closed at all times and never prop these open. ● Do keep fire exits and corridors completely clear always. ● Do not install gas appliances, cookers or ovens. ● Do not overload electric sockets. ● Do not plug in electrical appliances that exceed the maximum current ratings for a socket or extension lead. This includes plugging an electric cooker into any socket other than a cooker circuit. ● Do read and study any fire safety and evacuation plans that apply to where you live.
Guests	<ul style="list-style-type: none"> ● Guests are not allowed to be in the property if you are not also there. ● You are responsible for your guest's behaviour in and around the property. ● Do not have more than three guests at a time. ● We do not allow parties. ● One adult guest is allowed to stay with you, but must not stay overnight for more than three nights per week. ● Children under 18 are allowed to visit you but are not allowed to stay overnight at the property. ● No pets in the property.
Living as a Dot Dot Dot guardian	<ul style="list-style-type: none"> ● Painting internal walls in a neutral colour is usually allowed, unless we have said that it is not possible in the property where you live. ● Do consult us before making any other alterations ● Do consider the impact of any wall art on fellow guardians, staff or visitors. You may be asked to remove it or return the walls to a neutral state ● Do leave any Dot Dot Dot signage in place. ● Do register to pay for utilities and council tax promptly (unless we have told you about other arrangements). ● Do let us know if you become aware of rule breaking by other guardians or their guests within a property ● Do not make alterations to any structural or integral aspects of the property. This includes on walls, doors, plumbing, water pipes and electrical circuits and fitting any electric showers or pumps ● Do not enter any areas that are marked as out of bounds ● In shared properties, do not store personal items anywhere other than the room you are currently occupying and the kitchen, along with any other areas that are specifically marked for storage of possessions.

	<ul style="list-style-type: none"> • If we have agreed with you that you can use a separate area for storage, this area can only be used for storage • Do not make direct contact with the owner of the property or their maintenance contractors unless we ask you to. • No commercial activity or public events are allowed in any of our buildings.
Housekeeping	<ul style="list-style-type: none"> • Do tell us if your email or mobile number changes • When we contact you, please return our email or call within one working day.
Volunteering	<ul style="list-style-type: none"> • Do complete at least 16 hours of volunteering a month. • Do ensure that your volunteering meets our requirements (see the Guardian Handbook) and ask us if you have any queries about this. • Do submit your volunteer report by the 5th of each month • Do let us know if you are having difficulties with meeting your volunteering hours or submitting your information.
Fees	<ul style="list-style-type: none"> • Do ensure that you keep an active direct debit with Dot Dot Dot. • Do ensure that you have sufficient funds to pay your fees in advance. These are collected by Dot Dot Dot's direct debit platform on the first working day of every month. • Do contact Dot Dot Dot at the earliest opportunity if you will have difficulty making payment.
Behaviour	<ul style="list-style-type: none"> • Do read the Guardian Handbook carefully • Make yourself aware of your responsibilities as a guardian. • Do not play loud music or use tools at unsocial hours • No violence, aggressive behaviour, weapons or drugs are allowed at any time • Do be a great ambassador for Dot Dot Dot. This means being courteous and considerate towards neighbours, other guardians, staff from Dot Dot Dot and the property owners.

This version of Dot Dot Dot's rules has been revised to strengthen our approach to fire safety in buildings and to make clearer our expectations for volunteering. We have also reworded a number of Rules to make them easier to understand.

This version has been issued in October 2019.

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