

Operating Manual and House Rules

Definitions

The Operation Manual and House Rules presented here was realized as the House Rules of the building located at 1037 Budapest, Nagymihály street 1-9.

The basic target of the operations is to provide the housing- learning- and social- needs of the residents on the highest level with presenting high level services.

Operator: „Lakhatás a Jövőért Alapítvány” Foundation”, located at 1037. Budapest, Nagymihály street 1-9.

Building: Building located at 1037. Budapest, Nagymihály street 1-9.

“used area”: means the area’s of the Building which can be used by the residents and guests according to the Operation Manual.

“housing unit”: means the rooms assigned for living.

“operational area”: means the listed areas in the Building used by workers for providing the basic services. The operational areas can be found mainly in the basement and the ground floor or the dedicated rooms of the residential levels.

“resident”: means student housed here, standing relationship with the operator.

“worker”: means the persons working here as the contracted employees of the **Lakhatás a Jövőért Foundation**, or it’s subcontractors.

1. Operation of the Óbuda Student Hostel

Principle of the operation is the fool-proof operation based on the co-operation of the Operator and the residents.

The Contact Person from the side of Operator is:

Name: Szendrei Krisztina

Postal address: 1037. Budapest, Nagymihály utca 1-9.

E-mail: info@odh.hu

2. Tasks of the Operator

The Operator provides the full range of operations and as a part of it the full range of maintenance. The emphasized tasks are listed as below:

- The supply of electricity, operating hot- and cold water. The operating and maintenance of energy transmission units.

- The heating supply on 20° C by using the implemented engineering units. In case of any irregularity immediate actions to solve the problem.
- Providing the operation and maintenance of the Building. The high level operation of the Building to provide the quality deterioration protection.
- To provide the up to date status of The Occupational Safety Regulations, The Fire Safety Regulations, end The Environmental Action Plan and control of the fulfilment of the specifics registered in them.
- Delivery of the waste materials, including the selective waste collection.
- The delivery of the Property Protection Concept on the whole of the Building, the definition, coordination and control of the in house regulations of the property protection.
- The operation of the Access Control System.
- The investigation of the damages in the Building and the personal properties together with the Police.
- The control of the implementation of the Maintenance Plan of the Building.
- The publishing The Occupational Safety Regulations The Accident Prevention Regulations.
- The publishing The Fire Safety Regulations and The Fire Alarm Plan.
- Administration of the residents' check in and moving in.
- To control the observance of The House Rules, especially checking the legitimacy of the staying indoors.
- Conducting disciplinary proceedings in case of misdemeanour done by the residents.

The operator is liable to provide the energy saving operation of the own units implemented in the Building.

3. Operating Rules

3.1. Entry into the building, opening hours, delivery of goods.

The Building can be divided into two basic parts from operational aspects:

3.1.1. Areas released

Areas released are that areas, which can be used by the residents regulated by this Operating Manual.

3.1.2. Operational areas

Operational areas are the areas of the Building used by the workers (Operator). The operational areas can be found mainly in the basement and the ground floor or the dedicated rooms of the residential levels.

3.1.3. Opening hours

The services are available within 24 hours.

3.1.4. Guests receiving time

The guests can stay at the hotel between 8-22 hours as “daily guest”. Out of this period guests’ stay in the hotel is available only in that case, when the co-resident is accept it, the “night guest” is recorded on the on-line system with detailed data (the night fee must be paid in that case, when the guest will not sleep in the hostel, as well). The guest must not disturb neither the co-resident nor the other residents, the guest receiver has full responsibility for the guest both morally and financially.

3.2. Internal movement in the Building

3.2.1. Entry and exit order

The Operator provides the designing, operating and controlling of the entry and exit regulations, and the fulfillment of the property protection liability.

The entry permissions of the residents are valid up to withdrawing.

The occasional entry permissions are belonging to specified persons, are suitable for identification of persons, proving the legal and registered stay.

3.2.2. Entry and exit regulations

During entry or exit all residents and workers are required to produce an identification document on request to the representative of the Operator to identify his/her person.

3.2.3. The licensing and withdrawal of entry permissions

The entry permissions are licensed by the Operator for the residents and the workers. For getting a resident entry permission a valid Property Service Contract is required. The entry can be refused in case of any debt from the resident’s side against the Operator.

The residents can move into the hostel on a defined date at the beginning of the semester.

When enrollment (concluding the contact) –if it does not match to moving in- precedes the mowing in can be done on the predefined days between 8-18 hours.

The entry, and the validity of the entry permission can be controlled any time.

3.3. Entry into the Building and responsibility.

3.3.1. Entry and exit of the guests and partners

All the guests can be received only with the full responsibility of the residents. One resident at one time is allowed to receive only one guest, the guest must not disturb the co-resident, or anybody else in the Building. The Operator is entitled to refuse the entry of the guest when he/she is heavily intoxicated or is under the influence of mind-altering agents, too noisy, or against of any points of the House Rules. In case of these reasons the Operator is entitled to call him/her for departure and when this is not enough to ask the assistance of the Police.

The representatives of the bureaus and other partners being in official contact with the Operator (eg. Postman) can enter into the Building as clients.

Especially dangerous for public safety tools are not permitted to take into the Building.

3.3.2. Guarding and key management of the living rooms, office spaces and public spaces.

The doors of spaces are locked with key. The conservancy has key to all spaces, the usage of these keys can be done only under controlled circumstances. The Operator can enter in any living room for the control purpose.

To install any other locking system is prohibited, or in case of a special situation it can be done only with the permission of the Operator.

The Operator provides the key to all residents against a receipt note on the basis of the moving-in list with obligation to return. The replacement of the lost or damaged key must be asked from the Operator. The residents must refund the costs of the lost, or damaged keys or the lock change because of safety reasons. At the end of the service relationship the resident must return the key to the Operator.

3.3.3. Other safety obligations.

The workers and residents are required to prevent the occurrence of incidents or emergency and co-operate in the manner and to the extent expected from them.

The workers and residents must not prevent the measures of the Operator to provide the safety of the users (residents) of the Building inasmuch it is not threaten their limb, and at the same time to co-operate in the manner and to the extent expected from them.

All the workers and residents are responsible for the preservation and proper use of equipment of the devices being in the property of the Operator and keep the rules being in the Operation Manuals.

The Operator is entitled to cancel the entry permission, temporary cancel of the permission, and after the investigation, terminate immediately and extraordinary the service relationship in case of the extremely high damage, intentionally causing damage or damaging repeatedly of all workers and residents.

The workers and residents must report all technical errors either on the on line interface or at the Reception. In case of fire- or risk accident or the events happening you must report it immediately at the Reception, mentioning the place and the short description of the event.

Persons staying in the Building must keep the Occupational Safety Regulations, The Fire Safety Regulations and the standards of human coexistence, to help the counterparts in case of injury, accident and report it to the Reception to start the necessary intervention.

Bringing pets into the Hostel is strictly prohibited, this violation is considered serious disciplinary offense.

3.3.4. Fire safety

The workers and the residents must not take in or store such material, perform activities causing fire or increase the fire safety rating in any spaces of the hostel, particular for local exothermic equipment (eg. stoves, electric ovens, gas, and electric heaters). The fire safety rules and the rules of the Fire Service must not be violated. These regulations are listed in The Fire Safety Regulations.

The Operator is entitled to check regularly the keeping The Fire Safety Regulations, and in case of breach report to Fire Service. In case of finding equipment listed above the Operator is entitled to collect and store it, or deliver to the administration for destruction.

The workers and the residents staying in the Building must provide in the spaces using by them, in the public spaces and emergency exits the free movement.

The fire alarm system and the fire extinguishers must not be barricaded or unjustified used, and the fire safety equipment limited in operation.

Everybody must keep the regulations written in The Fire Safety Regulations and The Fire Alarm Plan. These regulations must be published for the workers and the residents staying in the Building.

The Operator is entitled to evacuate the entire Building in case of a fire alarm test.

Smoking and using open flame is strictly prohibited in the entire Building. Violation of the rules is a serious disciplinary offense.

Smoking is permitted on the rear courtyard and in the terraces appointed on every levels.

To throw out cigarette stubs or any other flammable things from the smoking areas is strictly forbidden and dangerous, which lead to an immediate refusal of access to the Building.

3.3.5. Rules of the property delivery in and out.

The residents moving into the Building are allowed to deliver in and use only such an equipment (computer TV etc.) which power consumption is not more than 500 Watts. Big power consuming equipment (wash machine, air condition, electric heater, immersion heater) are not allowed to deliver in.

The properties of the Operator can be delivered out of the Building only against the signed and stamped delivery document of the inventory owner person, or his/her accredited.

4. Use of the Building

4.1. Use of the living rooms.

4.1.1. Rules of the moving in.

The rules of the moving in are as follows:

- That resident is allowed to move into the student hostel who:
 - was admitted into the student hostel,
 - has a Service Relationship with the Operator,
 - accepts the regulations listed in the Service Relationship and Operating Manual and House Rules.

These documents can be found at the reception.

- After the administrative procedure the resident and the representative of the Operator check the living room's status and the facilities according to the Status Tab.

The Status Tab is a certification for the resident about the former state at the takeover. This state of the room must be retained in the future. The resident and the representative of the Operator list the deficiencies can not be eliminated immediately on the duplicate of the Status Tab. The elimination of the deficiencies must be recorded on the Status Tab as well. In case of a multi bed room only one of the residents can take over the room, his/her signature is compulsory for the other residents as well. The repossession of the room will happen according to the Status Tab at the time of moving out or elimination of the service relationship.

- In the period of moving in the residents and the assisting persons are allowed to pass in the hostel without limitation keeping the safety and property protection rules.
- The Operator provides reliable number of assistants to help the moving in observing the safety of the residents' property and the Buildings equipment.

4.1.2. Use of the living rooms.

The co-residents must keep the rules of human coexistence, and be regard to each other. The primary goal of living here is the learning, any other activities (listen to music, receiving guests) must not disturb the other co-residents. In case of serious or repeatedly problems the Operator is entitled to terminate immediately and extraordinary the service relationship.

The Operator provides the full range of operations and the maintenance of the Building. The furniture and equipment located in the living rooms the residents must use only according to their intended purpose, maintain consistency, which they belong to their personal financial responsibility towards the Operator.

The damages caused by not intended purpose must be reimbursed by the residents. The report of damages (naming the possible responsible person) and the repair will be done by the Operator, the counter value paid by the resident.

The cleaning of the living rooms is done by the residents. The Operator is entitled to control the cleanliness regularly, even so the residents are not at home.

If the cleanliness of the living room is acceptable, the Operator will call the attention of the residents to clean the room within one day. Inasmuch the Operator entitled to order the forced cleaning for cost of the residents according to the determined fare rate. . In case of serious or repeatedly problems the Operator is entitled to terminate immediately and extraordinary the service relationship.

The Operator provides the necessary cleaning equipment for the residents. The equipment can be found at the reception and after use, bat maximum after 4 hours must be replaced it back to the reception.

Equipment disturbing others or makes the quiet stay in the living room impossible is prohibited taking in.

The decoration of the walls, furniture can be done on the following way:

Fixing pictures, posters on walls, windows, doors or any laminated surfaces can be done only with plasticine (Pritt Fix-it). In case of any damage caused by fixing the repair will be done by the Operator, the counter value will be paid by the resident.

All kind of decorations (paintings, tags, bores, etc.) changing the original status of the living rooms are strictly prohibited, and the repair will be done by the Operator, the counter value paid by the resident.

All damages occurring in the living rooms can be repaired only by the Operator. All any interventions , made by the residents could entail claim damage in case of causing damages or direct hazard.

In case of absence the living rooms must be locked, because the Operator does not take the responsibility for the properties being placed there.

4.1.3. Rules of the moving out.

In case of moving out from the living room during the semester the resident has to inform the Office personally or by phone one day before the required date. It can be done in office hours, 8-16h on working days.

The moving out does not modify the service relationship.

The rules of moving are the same as the rules of moving in.

In case of moving out the representatives of the Operator check the basic and technical status of the living room, the existence and cleanliness of the equipment listed on the Status Tab filled in at the moving in and modified during service. All the revealed damages will be listed on the Status Tab. The Operator will do the reparations. The costs of the reparations will be paid by the resident according to the Operating Manual and House Rules. When one resident moves out from a multi bed room, the responsibility area of the resident(s) remaining there must be determined and listed on the Status Tab.

4.2. Use of the common areas.

The Operator is responsible for the cleaning and maintenance of the common areas. The common areas are all required to be used for their intended purpose, avoiding to violate the rights of others. To place any equipment in the staircases or gangways preventing the move is dangerous and strictly prohibited. The Operator is entitled to remove immediately without any notice things placed so.

The rules of decorations in the common areas are the same as in the living rooms with an addition, in case of any decoration one must get the permission of the Operator.

All damages, occurring in the common areas can be repaired by the Operator only. Any intervention done by residents the Operator may bring an action for damages.

There are a few common areas in the Building for free use of the residents on the basis of the House Rules. The operator provides the operation, maintenance, cleaning on these areas. The residents are obliged to take care on the order and cleanliness. The aim of the common areas to serve as a dayroom, the furniture placed there must not be removed into the living rooms.

A conference room can be booked for a pre-arranged time.

4.3. Use of the kitchen

You can find a kitchen on every level, installed with equipment for free use. The cooking, the working heater or oven must be kept always under personal control.

After use, everyone is required to clean the heater, worksheet, to provide a clean kitchen for the next resident.

The Operator does not take responsibilities for the properties, left in the kitchen, things stayed there will be treated as waste by the Operator.

4.4. Smoking

The smoking and open flame is strictly prohibited in all closed space of the Building.

Smoking and using open flame is strictly prohibited in the entire Building. Violation of the rules is a serious disciplinary offense.

Smoking is permitted on the rear courtyard and in the terraces appointed on every levels.

To throw out cigarette stubs or any other flammable things from the smoking areas is strictly forbidden and dangerous, which lead to an immediate refusal of access to the Building.

4.5. Washing facility

A laundry room can be found int the Building, where Operator provides washing facility against payment.

4.6. Bike storage facility

There is bike storage facility in the basement.

Taking the bike through the Building is prohibited, the basement can be reached through courtyard. The bikes stored anywhere else will be removed (even though with cutting the lock).

5. Financial responsibility

All the residents has full financial responsibility on all areas of the Building.

The full financial responsibility of the residents expands on the living rooms, used common areas, and the damages caused by the received guest.

The refund of damage's value equals with the new purchase value of the equipment.

6. Information facilities

A few information surfaces can be found in the Building, helping the orientation and information collecting of the residents and guest. Advertisements can be placed only on these surfaces.

7. Services in the Building

7.1. Cleaning

The cleaning of the living rooms is done by the residents.

The Operator provides the necessary cleaning equipment for the residents. The equipment can be found at the reception, without fee, with registration. After use, but maximum after 4 hours must be replaced it back to the reception.

The residents are obliged to manage the selective waste collection in their living rooms and the collected items can be placed into the receptacles on all levels. The nonselective collected waste materials must be placed in the containers. The waste material bags must not be placed in the gangways, in case of any contamination it must be removed immediately.

7.2. Disinfestation

The Operator, based on of the building's environmental conditions and nature activities in the Building provides differentiated intensity of insect and pest control.