UPSIDE

HOUSE RULES

www.livetheupside.com

TENANT RESPONSIBILITIES

1.1. CO-OCCUPANT

- ID registration is mandatory for all co-occupants and the tenant is responsible for complying with the requirement.
- The maximum occupancy is 2 adults per Unit (no children below the age of 18 years old are allowed).
- It is the responsibility of the tenant to ensure their co-occupant always complies with the House Rules.

1.2. VISITOR ACCESS TO THE COMMUNITY HUB

- The Community Hub on the 3rd floor is reserved exclusively for tenants and co-occupants.
- Prior to receiving a visitor, the tenant is responsible to complete the ID registration at the GF every time the visitor accesses the building.
- Visitors can use the space only when accompanied by the tenant.
- Each Unit can have a maximum of 2 visitors at a time and the tenant should be present as well.
- Visitors attending community-organized events or meetings are required to hold the purchased event ticket.
- Visitors attending private events organized by tenants must be registered at GF reception and the tenant is responsible for complying with the requirement.
- Only adults are permitted to access The Community Hub (no children below the age of 18 years old are allowed).

1.3. ACCESS KEY

- Access keys are individual to the tenants they are issued to and are non-transferrable.
- For safety reasons, tenants should immediately report any lost access key to the reception team.
- Any damaged or lost access key will be replaced at a fee of AED 250 plus VAT.
- Any damaged or lost parking access card for partners will be replaced at a fee of AED 300 plus VAT.

1.4. UNIT

- The tenant undertakes and agrees to not invite, engage, or permit any external companies to visit their Unit for the purpose of conducting cleaning or maintenance services without prior or written approval of the Upside Team.
- Valuable belongings should be stored in the safe provided inside the Unit.
- Upside Living is not liable for any loss or damages for any items left inside the Unit.
- For security and energy conservation purposes, tenants should ensure that their balcony, windows, and main door are always closed whenever they are not inside their Unit.
- Tenants should inspect the property within 24 hours of checking-in to ensure that all fittings and furnishings are complete and functional. Tenants should communicate with the Upside team if there are any discrepancies.
- At the time of departure, for any missing, damaged, or stained items, replacement costs will be charged accordingly.
- The tenant is not permitted to carry out any alternations or improvements, including, but not limited to, bringing any furniture or fixture, nailing frames, gluing any carpets, or whatsoever in the premises without the prior written consent of the Upside team.
- The tenant undertakes and agrees not to place laundry and/or clothes on the windows and balconies of the premises.
- The tenant also undertakes and agrees not to install/commission, in the balconies or on the windows or within the premise, any antennae or any other appliance for satellite TV channels, or for receiving/transmitting any kind of electronic messages and/or AV input/output.

- Please ensure the balcony door is kept closed so that the fire alarm isn't triggered.
- The tenant undertakes and agrees to not take any of the furniture and kitchen supplies provided within the Unit to the balcony or anywhere else outside of the Unit.

1.5. CLEANLINESS AND SANITARY CONDITION

- Tenants to ensure that the rubbish is placed in the bin provided inside the flat and when the rubbish bin is full, to throw the rubbish bag down the chute, situated on the same floor corridor (opposite to the lifts situated in the East side of the building).
- Recycling is highly encouraged. There is a dedicated area for it on the GF.
- If the trash is not disposed properly, there is a fine of AED 500 and will be removed from security deposit.

1.6. INTERNET

- Tenants must not disconnect any equipment relating to the provision of internet access and must not use the connection for any illegal or immoral purpose. In order to avoid a poor internet speed, we recommend our tenants to not download big files (e.g., movies, TV series) and rather stream them.

1.7. COOKING

- Tenants are required to use the kitchen exhaust fan every time they cook. We recommend the tenants to keep the Unit air conditioning on or the windows open for proper ventilation.
- It is not allowed to keep the main door of the Unit open while cooking or after to avoid the smell go to the hallway.

1.8. PETS

- Allowed pets: dogs, cats, and fish. Other exotic animals will not be permitted in the property.
- Dustbuster & Engineer Service: Services will not be provided unless the pet owner is present in the Unit, or the pet is outside of the Unit.
- "Pet alone in the room, please do not disturb" door hanger must be placed if the pet is left unattended in the Unit.
- We only allow one pet per Unit, and they must weigh less than 10kg.
- Verification that vaccinations are complete and up to date is required.
- Cats and dogs must be chipped.
- Pet must be always on a controllable leash or carrier when not inside of the Unit.
- Pets may only be walked outside Upside building premises and must travel in the service lift.
- Pets are not allowed in the Community Hub on the 3rd floor.
- The tenant bears the responsibility of tidying up and appropriately disposing of pet waste.
- Damages caused by the pet to any Unit, its furnishings, or any other part of the building are the responsibility of the tenant.
- Additional charges will be based on the specific damage.
  Units will be subject to damage inspection at any time and upon checkout.
- Tenant is responsible for the behaviour of their pet.
- **Noise/Disruptive Complaints:** If the Upside team receives more than two (2) complaints, alternative arrangements must be made for the pet.

1.9. DEPARTURE

- Check out can be done Monday to Saturday, before 12PM.
- To ensure that the departure process is a hassle-free experience, kindly inform our Front Office team of your intended check-out date and time. They will coordinate an inspection of the unit prior to your departure.

COMMUNAL AREAS

2.0. SOCIAL INTERACTIONS

- Tenants are encouraged to be respectful, mindful, and courteous with others during events and as well when interacting in the communal spaces.
- Disorderly, disruptive, or aggressive behaviour that interferes with the general comfort, safety or welfare of a person or group is prohibited and it can end in disqualification as tenant.
- No Tenant shall create a condition that endangers or threatens the safety or well-being of himself/herself or others - this is includes Upside staff members.
- Sleeping in any of the communal areas is not allowed.

2.1. DRESS CODE

- Tenants are required to dress appropriately in the space that they are using.
- Shirts and footwear are always required in the indoor communal areas.

2.2. DELIVERIES

- Deliveries can be received only on the Ground floor, in the service lift area on the 3rd floor, or in the tenant's Unit.
- No delivery companies are allowed to enter the 3rd floor Community Hub.
- Petrol and Diesel delivery vehicles are not permitted to enter Upside premises.

2.3. FILMING AND PHOTOGRAPHY

- Filming or photography of others with professional equipment, in the common areas (e.g., pool, gym, coworking hub, etc.) is generally prohibited.
- Special permission may be granted to tenants who obtain a prior approval from
- the Community Manager and a written consent of anyone who is filmed or photographed.
- Tenants must comply and sign the Film/Photography Request Form and complete a Release Form for each person participating.
- Use of drones is prohibited.
- The 3rd Floor Community Hub is a dynamic area where filming and photography can take place at any time. By entering the 3rd Floor, you irrevocably consent to and authorize Upside Living, its successors and assignees to take photography, sound, or videography in which you may be featured. And the tenant agrees to give permission to Upside Living the use of these rights worldwide, for any purpose whatsoever, and in perpetuity. If you wish to avoid the possibility of being photographed, please do not enter the 3rd Floor, or, if you do, express your wish to the photographer.

2.4. SMOKING

- Upside is a non-smoking property, therefore smoking cigarettes, shisha, vape, e-cigarettes, cigars or any other type indoors is strictly prohibited.
- The use of bakhour or any incense anywhere on premise is strictly prohibited.
- Tenants can use the balcony and the designated areas outdoor.
- If the apartment smells like smoke, a cleaning fee of AED 2000 will be charged.

2.5. ALCOHOL AND ILLICIT SUBSTANCES

- The consumption of illicit drugs is illegal in the UAE and is not allowed in Upside Living.
- This is a residential building therefore alcohol consumption is not allowed in the common and public areas.

2.6. STORAGE OF MATERIALS AND OBJECTS

- Tenants are encouraged to keep personal items secure in their units.
- Public areas of the building (GF, 3rd floor, hallways, etc.) are not intended for storage of personal belongings.
- Items found that are left behind in public spaces, given to security, or an Upside team member, will be placed in a "Lost and Found" area for 30 days. After this period, these items will be considered abandoned and will be discarded.
- Upside is not liable for any personal items left behind in a public area.
- Personal items are not allowed to be kept outside of the Unit. (e.g. shoes)

2.7. NOISE

- Noise level should be at a permissible level between 10PM to 8AM so that it does not disturb the people around and neighbourhood.
- If a sound can be heard through the walls to another Tenant or from the hallway, it is considered too loud.

2.8. GYM

- Only Upside tenants and co-occupants are allowed to use this space. Visitors are not allowed.
- The usage of the gym and equipment is at the tenant's own risk.
- Management assumes no responsibility for any injury that may occur.
- Shirts and shoes shall always be worn.

2.9. POOL

- Only Upside tenants and co-occupants are allowed to use this space. Visitors are not allowed.
- No glassware is permitted inside the pool.
- Tenants must always adhere to lifeguard instructions.
- Use of the pool outside of lifeguard duty hours is not allowed.
- The swimming pool is open when a lifeguard is on duty.

3.0. PARKING

- Only Upside tenants and co-occupants are allowed to use this space.
- Visitors are not allowed.
- The use of the parking facilities is provided as-is;
- Upside is not liable for any damages to the vehicles left in the parking.
- Upside is not liable for any loss or damages to personal properties left inside the vehicles in the parking.
- All areas of the car park are common, and no personal items should be placed or stored there.
- In the designated area for bicycle parking, the bicycles must be well placed, kept clean, and not abandoned. All bicycles must hold an owner's tag with their name and telephone number. Any bicycle without a tag can be removed if it feels that it is abandoned.
- Electrical plugs in the parking area are strictly for use by the building's maintenance and cleaning team only. They are not designed or permitted for charging electric vehicles, scooters, or any other personal batteries or devices. Any unauthorized items found plugged in will be unplugged without notice. Unauthorized use of these electrical plugs is entirely at the user's own risk — Upside will not be liable for any damage caused to their

equipment. Furthermore, if such use results in damage to the plugs, electrical infrastructure, or causes an overload, the user will be held fully responsible for the cost of repairs, as well as reimbursing building management for the full cost of the electricity consumed.

3.1. ROOM 971

- **Operating hours:** 9AM till late.

- **Private Events:** Tenants can use Room 971 space, amenities and appliances provided only if they have made a prior booking for a private event. Private events must be booked with the Community Manager, by sending an email to community@livetheupside.com.

- **Advance booking:** Booking requests must be submitted minimum 24 hours in advance of the private event date and time. Additionally, bookings must be submitted within office hours, Mon – Fri, from 9AM to 6PM, subject to approval.

- **Timing:** Private events may only be organized upon prior reservation. Kindly ensure that you are mindful of not creating loud noises or strong odors, in order to ensure everyone in our community is comfortable in the remaining surrounding spaces.

- **Capacity:** Maximum number of people permitted in a private event is 10, including the Tenant host.

- **Fees:** Hourly fee for private events is AED 200 and should be paid in advance, at the time of the booking by cash or credit card.

- **Security Deposit and Damaged Items:** In the event of missing or damaged items within the property, the management team reserves the right to exercise its authority to withhold a portion or the entirety of a tenant's security deposit as per applicable laws and lease agreements. This withholding will be in accordance with a reasonable assessment of the costs associated with the missing or damaged items.

- **Missing items:** All items within Room 971 are not to be removed from the premises. In the event of any missing items, tenants will be invoiced, and the charges will be deducted from their security deposit.

- **Cleaning:** Following the conclusion of the private event, the Upside team will be responsible for cleaning the space.

- **Refrigerator Etiquette:** enants are expected to maintain the refrigerator in an organized and clean manner. Food items may be stored inside only for the duration of the booking. The Upside team will remove all items following the event’s conclusion, should they not be disposed off properly.

- **Appliance Usage:** Use all appliances responsibly. Appliances should never be left unattended while in operation, and they must be turned off and unplugged upon completion of use. Removal of any appliances or utensils is strictly prohibited and chargeable.

- **Compliance with Local Laws and Regulations:** It is in the tenant’s responsibility to ensure that the private event organized follows all local laws and regulations concerning noise, gatherings, alcohol, or any other relevant legal aspects.

- **Security Measures:** All guests are accounted for, and the safety of the space must be maintained. Guests attending the private event are permitted to access only Room 971 and the washrooms situated on the ground floor, within the Events Hub area.

3.2. SOCIAL KITCHEN

- **Operating Hours:** 9AM to 12AM.

- **Outside food:** Until the Food and Beverage (F&B) outlet opens, tenants, co-occupants and visitors are allowed to consume external food. However, once the F&B outlets commences its operations, the consumption of outside food and beverages will be strictly prohibited at the Community Hub (on the 3rd floor).

- **Private Events:** Tenants can use the Social Kitchen space, amenities and appliances provided only if they have made a prior booking for a private event. Private events must be booked with the Community Manager, by sending an email to community@livetheupside.com. The list of attendees must be registered prior to the private event.

- **Advance booking:** Booking requests must be submitted minimum 24 hours in advance of the private event date and time. Additionally, bookings must be submitted within office hours, Mon – Fri, from 9AM to 6PM. Kindly note they are subject to approval.

- **Timing:** Private events involving cooking may only be organized between 6PM and 12AM. Kindly ensure that you are mindful of not creating loud noises or strong odours, in order to ensure everyone in our community is comfortable in the remaining surrounding spaces.

- **Capacity:** Maximum number of people permitted in a private event is 20, including the tenant host.

- **Fees:** Hourly fee for private events is AED 200 and should be paid in advance, at the time of the booking by cash or credit card.

- **Space Utilization:** Tenants can use the Social Kitchen space, amenities and appliances if they have made a prior booking for a private event.

- **Security Deposit and Damaged Items:** In the event of missing or damages items within the property, the management team reserves the right to exercise its authority to withhold a portion or the entirety of a tenant's security deposit as per applicable laws and lease agreements. This with holding will be in accordance with a reasonable assessment of the costs associated with the missing or damaged items.

- **Missing Items:** Pans, dishes and other utensils provided within the Social Kitchen should never be removed from the premises. In the event of any missing items, tenants will be invoiced, and the charges will be deducted from their security deposit.

- **Cleaning:** Following the conclusion of a private event, the Upside team will be responsible for cleaning the space. For events that are not private, all tenants share the responsibility of maintaining the space in a neat condition.

- **Proper Disposal of Trash:** The disposal of trash and recyclables should be performed in the designated bins.

- **Refrigerator Etiquette:** Tenants are expected to maintain the refrigerator in an organized and clean manner. Food items may be stored inside only for the duration of the booking. The Upside team will remove all items in the next morning.

- **Appliance Usage:** Use kitchen appliances responsibly. Appliances should never be left unattended while in operation, and they must be turned off and unplugged upon completion of use. Removal of any appliances or utensils is strictly prohibited and chargeable.

3.3. COWORKING AREA

- Only occupants and 2 visitors maximum may use this space.
- **Private Pods:** Usage is restricted to a maximum duration of two hours at a time, and we encourage our tenants to use it only for private calls or private meetings.
- **Meeting Rooms:** Are designated for private bookings only. More details in The Guide
- **Phone calls:** Coworking spaces are designed for people to work without distractions. Loud ringers or text message alert sounds can be really distracting to others who are working.Tenants can take phone calls in the phone boot or in an area where other people are not disturbed.
- **Business meetings:** The coworking space should be quiet so that people can focus. If the tenant is having a business meeting with other attendees, please respect the other people around and use a lower tone of voice or use the private meeting rooms or private phone boot. Usage of media devices: Tenants are required to use headphones to listen to any of the media devices and are strictly prohibited from using the loudspeaker.
- **Consumption of outside food:** The dining area in the Social Kitchen is the only space available for tenants to enjoy any food brought in from the outside. Consumption of outside food in all other spaces is strictly prohibited. Once the F&B outlet is operational and open, consumption of outside food will be prohibited.

GLOSSARY

- **Tenant:** Person who's name is stated in the contract.
- **Co-occupant:** 2nd person who is registered on the Unit with the tenant.
- **Visitor:** Person who comes to visit just for the day but does not stay overnight.

***House Rules might change at any time without notice and is the tenants responsibility to read them.**