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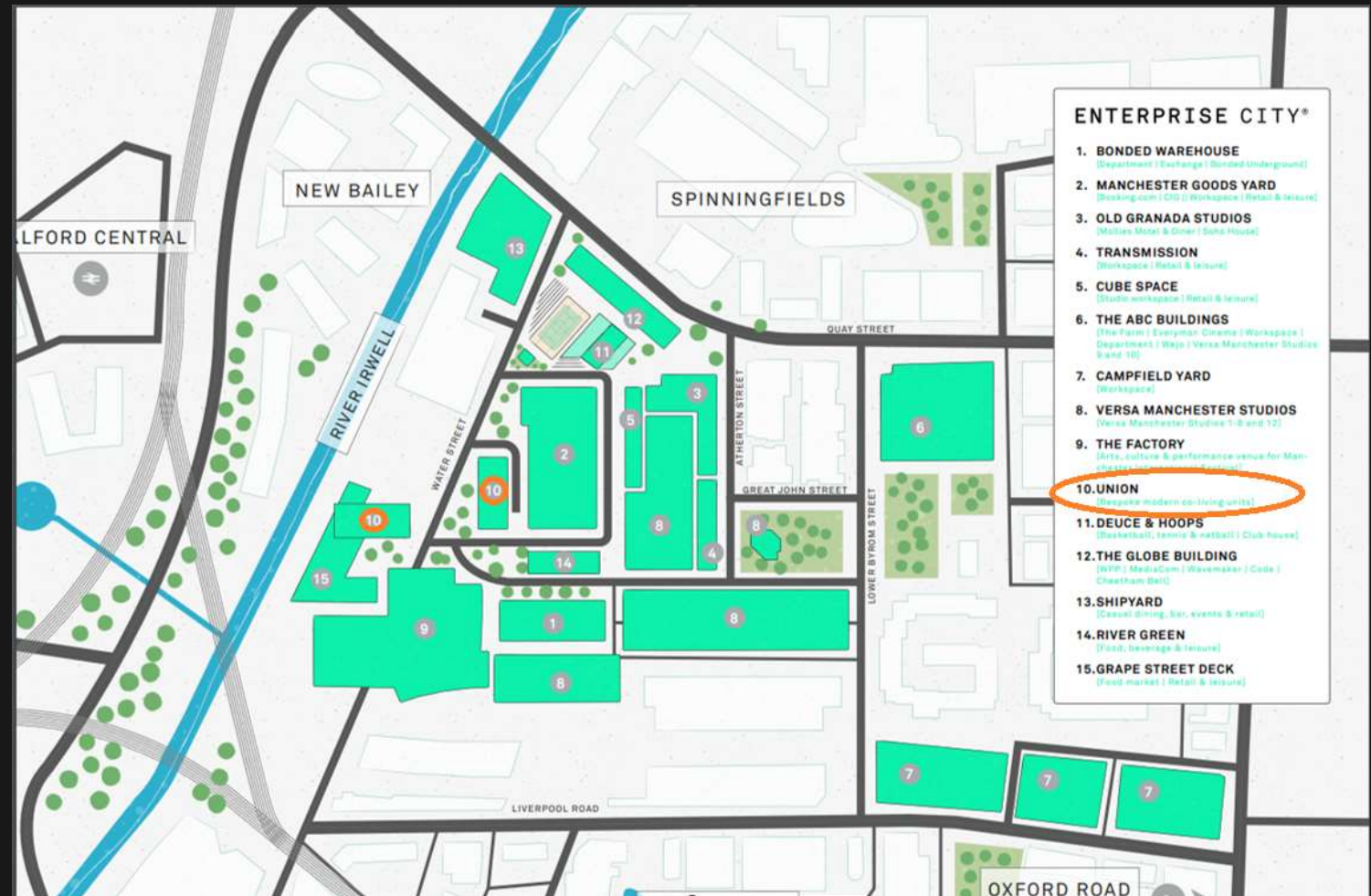
Tenure Plan - Tower 2

Location

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ENTERPRISE CITY

THE FUTURE OF
MODERN
INDUSTRY:
CREATING A NEW
TECH, MEDIA &
CREATIVE
CLUSTER IN THE
HEART OF THE UK



Tower 2 – Additional spaces

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Tower 2 (T2)	Floor	Area (m2)
Residents Amenity (Private dining, Snug, laundry)	L1	606
Entrance & Lobby – Public Space	GF	193
Retail Unit	GF	
Co-work (Separate offering)	L2	629
Co-work (Separate offering)	L3	629
Co-work (Separate offering)	L4	629



Tower 2 Apartment Breakdown

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Unit type	Units	Beds	Avg size, sqm
Studio + (Large)	31	31	31.0
Studio + (medium)	27	27	27.0
Studio 1	0	0	19.0
Studio 2	124	124	17.0
DDA Studio	4	4	27.0
2 Bed Apartment	0	0	47.0
3 Bed Apartment	124	372	72.0
4+ Bed Apartment	31	124	102.0
4 Bed Apartment	31	124	98.0
Total	372	806	51.2



Target Market

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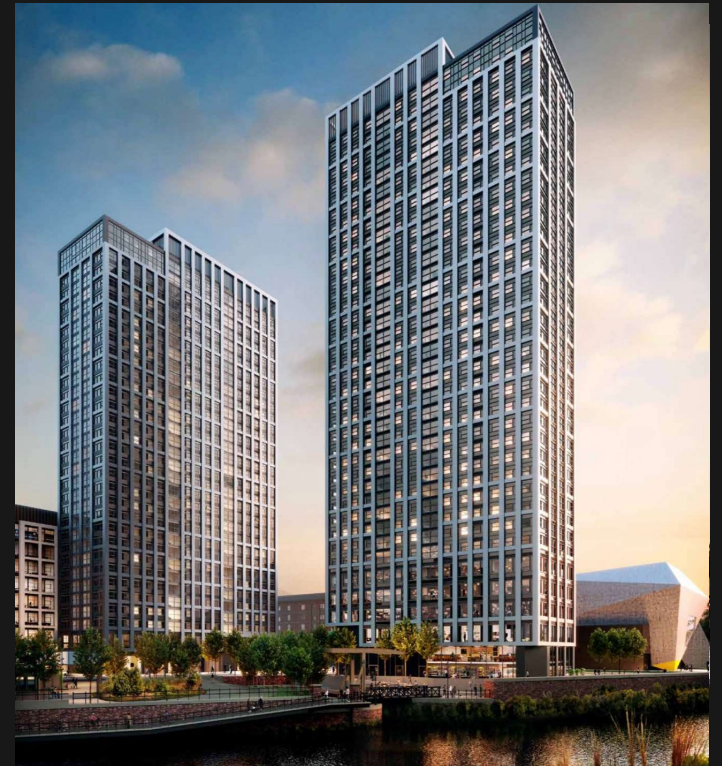
- Professionals of all ages across the city
- Professionals that perhaps don't wish for the 12 month commitment that a normal residential tower requires.
- Professionals that are new to the city so are looking to be matched to room mates, where typically this can be challenging
- Tenants that require greater flexibility from a tenancy and do not want to be tied financially to others
- Studio tenants will be new to the city but wanting their own space
- No students (Defined as undergraduates)
(section 106 condition)



Controlling Student Applicants

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- No Students allowed in any dwelling exception of Post-Graduates.
- Clear messaging through marketing
- Booking team understanding what our leads do for a Profession
- During the right to rent checks if they are on certain visa's etc.
this will come to light at this point



Co-live - Affordable

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- The affordable rooms have no difference to that of a typical unit, it will simply be the offer price that is different.
- This will be done on 3 bedroom Co-Live units
- It will be offered across 62 beds, which will include 3 bed co living units across the building
- The discounted rooms will all be offered in the 3 bed apartments highlighted in green below. These rooms are offered on any floor in the building. The planned strategy is 1 affordable per 3 bedroom to try and created a mix of tenancies throughout the building. These residents will have a full access to all the amenity spaces in T2 which includes level one amenity / bar area / terraces and ground floor space.
- Applicants will be required to complete a reservation form to capture their eligibility at the first point of reservation
- We will require proof of payslips to demonstrate the tenant's eligibility

- Calculations of arriving at price for the affordable units is displayed here:

How??

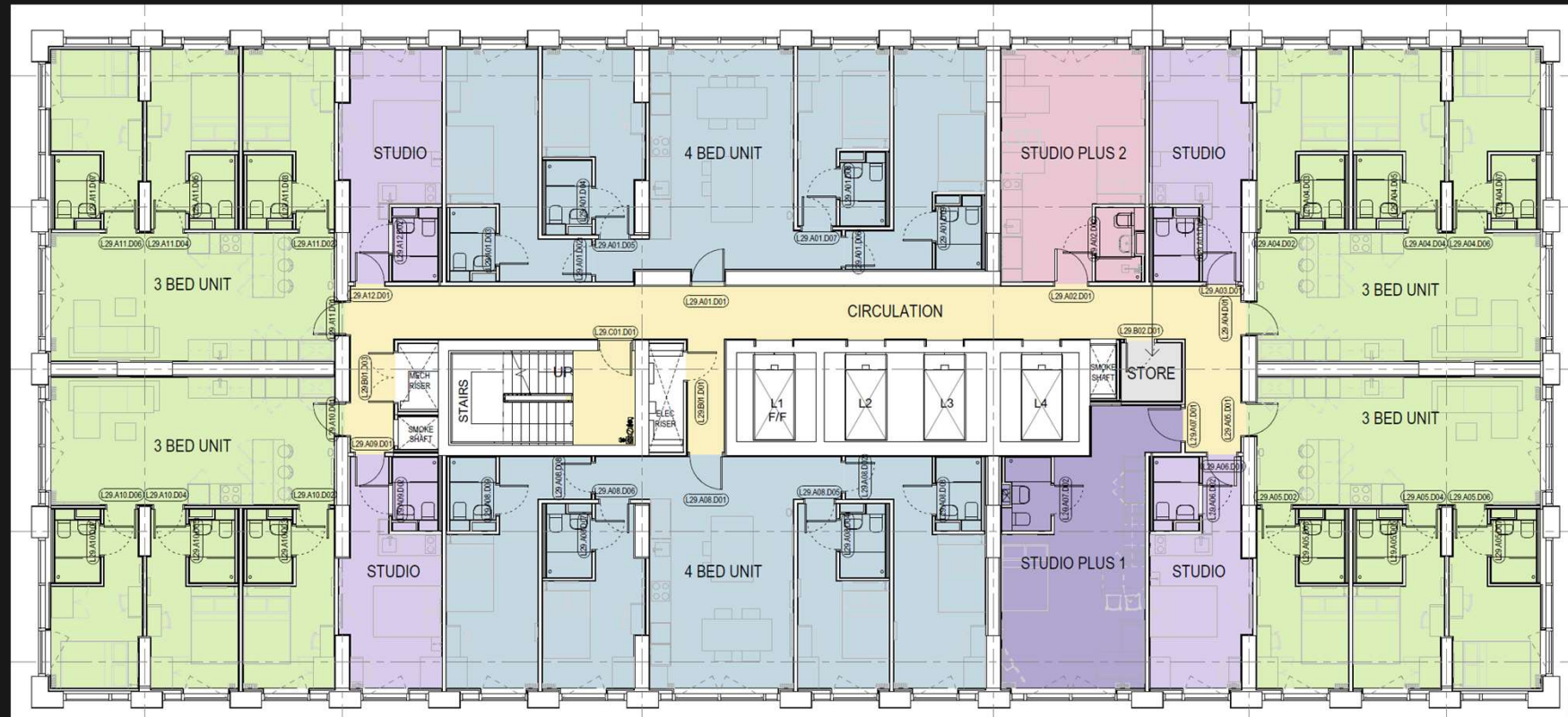
- Considers average net salary
- Assumes they cap spend 30% on accommodation
- Which then gives an allowance for their annual spend on rent
- We then break this down to monthly number before bills

Affordable - rent breakdown

Avg salary	£37,000
After tax	£29,600
% cap on accommodation	30%
Accommodation allowance	£8,880
Avg Monthly Rent	£740

Co-live - Affordable Locations

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Room Types: Co-live Four

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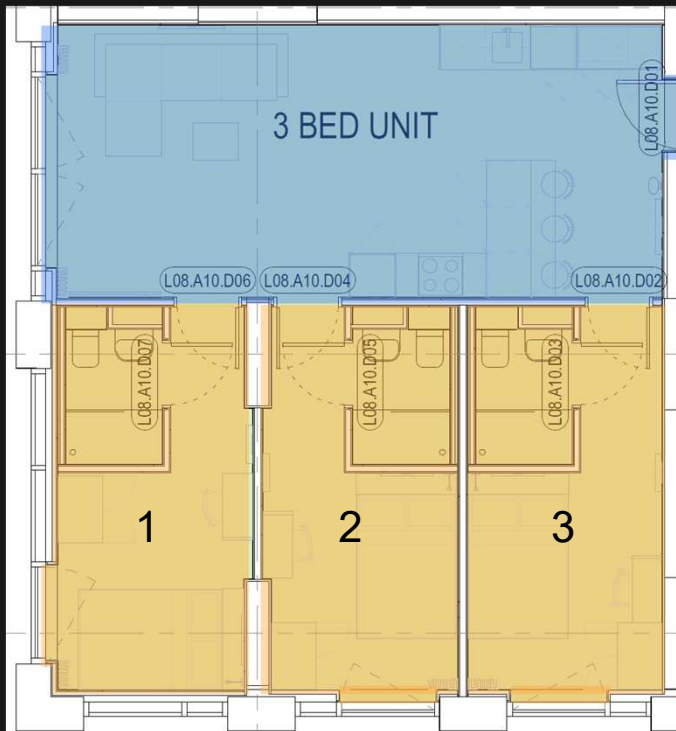


Size break downs

- Room 1 and 4 = 18-19m²
- Room 2 and 3 = 13-14m²
- Shared living = c.37m²

Room Types: Co-live Three

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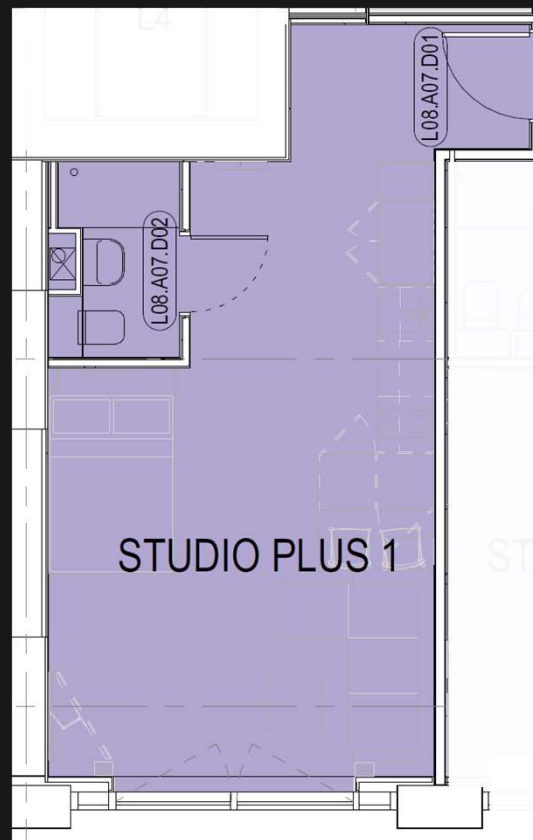
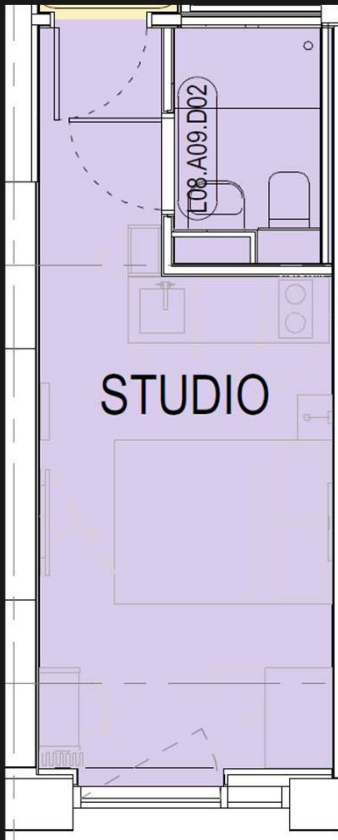


Size break downs

- Room 1, 2 and 3 = c.13m²
- Shared living = 34m²

Room Types: Studio - Typical

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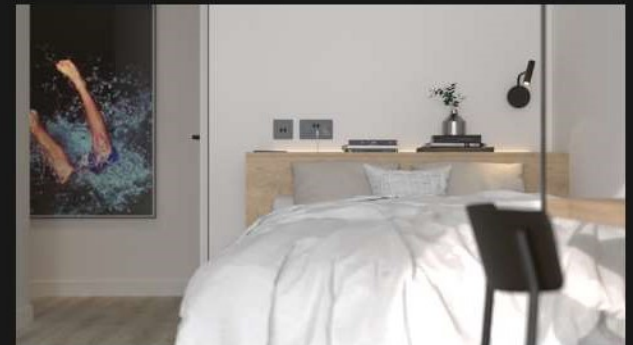


Size options

- Studio = 17m² (pictured)
- Studio Plus = 25 - 31m² (pictured)

Interior Design

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T2 Management Plan

CONTENTS

- 1 Managing Directors Policy Statement**
- 2 Introduction & General**
- 3 CCTV, Security, and Fire Safety**
- 4 Risk Assessments relating to Fire, Water, and Health & Safety.**
- 5 Maintenance for Internal and External Areas and Cleaning of Rooms**
- 6 Management of Deliveries including Storage**
- 7 Staff Member Roles and Responsibilities (managers, community leads and hosts etc.) 24-hour concierge and housekeeping.**
- 8 Code of Conduct for Occupiers and Dispute Management**
- 9 Opening Hours for Reception, Workspace / Event space, Terraces, Shared Kitchen areas and Laundry.**

01- MANAGING DIRECTORS' HEALTH AND SAFETY POLICY STATEMENT

The Board of Vita Group believes that the health and safety of our staff, residents, visitors, and anybody else who may be affected by what we do is one of our highest priorities.

Union is committed to the delivery of high-class accommodation whilst at the same time achieving the highest standards of health and safety through the control of risk and continuous improvement.

Union will aim to achieve these standards by providing and maintaining:

- a working environment without avoidable risk to the health and safety of our staff, residents, contractors, visitors, and the public, and with adequate facilities and arrangements for the welfare of staff at work
- safe methods of working which have been assessed for risks and include appropriate controls.
- the tools, equipment, and other facilities necessary to work safely.
- information, communication, training, and supervision to work safely.

At the same time, Vita group recognizes all employees have a responsibility for safety, and Union encourages and expects every employee to:

- take personal responsibility for their own safety and that of their colleagues, residents, and the public.
- co-operate with safety requirements and follow safe methods of work.
- stop work if they consider their safety or that of others to be compromised.
- take action as appropriate to rectify or report safety hazards.

As Chief Operating Officer, I have overall accountability for health, safety, and wellbeing within the Vita group. Individual Managers within Union have the responsibility for operational implementation of this policy and associated procedures throughout the residences.

Max Bielby

Max Bielby
COO, Vita Group

2. Introduction & General

- This Health and Safety Plan describes the contract specific organisation and systems for managing health and safety.
- This Plan supplements the company Health and Safety Policy and Procedures Manual, which should be referred to for further detail.
- For each managed property, a Property Safety Officer (PSO) shall be appointed, who will usually be the General Manager
- All staff should receive or know where to obtain a copy of the Health and Safety Policy and Guidelines and Employee Handbook.
- All new staff must receive induction training on these procedures as well as the Health and Safety policy and guidelines must form part of this training.
- The duties and obligations covered in these procedures are measured by the principle of **“so far as is reasonably practicable.”**
- Staff must be fully trained and practiced in every work activity and this training needs to be recorded.
- There should be a Health and Safety file containing records of Risk Assessments, Safety Certificates for machinery and data sheets for potentially dangerous substances.
- Safety inspections and reviews of assessments must be undertaken regularly, and these findings must be recorded with remedial action to be taken and by whom.

3 CCTV, Security and Fire

Provisions are tailored around the nature, size, and location of each site. At Union T2 we aim to provide visible but unobtrusive staffing, through a combination of CCTV provision, access control and 24-hour operation we manage with our own Union team.

At Union there is: - Secure entrances which require a fob to gain access to the building thus ensuring only authorised persons are on site. The door entry system will not allow access to be granted to the building from individual flats but will require residents to meet their visitors at the main door. Full colour CCTV is provided which will cover a range of areas, including as a minimum the entrances, external areas, lifts, office, reception, bin store, common rooms, gym, and cycle store. The CCTV is linked back to monitoring screens in the back of office.

Block walks of the building are required periodically during the day to help manage the safety and security of the students, team, and site - checking gang way discipline, fire exists, fire panels, and key spaces within the building. Block walks are logged, and each point is 'checked in' using a QR code which is scanned and automatically logs within the health and safety database for compliance. All staff undertake an induction to ensure they are fully aware of Vita groups procedures and fire management whilst on site.

4 Risk Assessments relating to fire, water, and health & safety.

Everyone must satisfy themselves that they are aware of potential hazards involved in any task which they are about to undertake and of the appropriate safety precautions.

All activities exposing staff to risk must be assessed, appropriate control measures must be identified and implemented by means of a "Safe Method of Work".

Assessments should be reviewed regularly and when there is reason to believe they are no longer valid, or an accident/incident has occurred. Reviews should also take place when new staff members are trained but also bi-annually or if there is any change to a specific process.

A fire risk assessment is carried out after 3 months in the building. The development operates a Stay Put fire policy. Each apartment is designed and built as a fire resisting compartment to ensure that a fire should not spread beyond the apartment of origin. The walls, floors and fire-resistant front entrance door in your apartment will hold back flames and smoke for some time.

All substances should be considered potentially harmful unless there is evidence to the contrary. All chemicals should, where practical, be obtained from a single supplier (e.g., Aqua Air).

All chemicals and their containers should be examined on a regular basis to ensure that none have deteriorated, that excessive quantities are not being stored and that labels are secure.

A COSHH assessment must be carried out on all products and must consider the risks to health posed by the use of any substance which may be hazardous. The assessment should be attached to the material safety sheet and all staff should be made aware of the assessment's findings.

Control measures could include limiting quantities, reducing periods of exposure, the use of protective clothing as well as a safe means of disposal of any product or residual material.

All staff members will be trained in COSHH. There will be a communal cleaning team who will assist in the cleaning of the communal spaces, offices, and gym area.

Meetings regarding Health & Safety will be held regularly and will be managed and monitored by the Safety cloud.

Key Contact Details:

Police	Main Switchboard: 999 Local: 0161 856 3129
Fire Brigade	Main Switchboard: 999 Local: 0161 736 5866
Ambulance	Main Switchboard: 999 Local: 0345 112 0999
Main PPM Contractor	Renaker Construction Defects only Dante- PPMS
Lift Engineer	T2- Schindler 0800 335566
Electricity and Gas Supplier	Unify 0330 058 0580
Water Supplier	Business stream 0330 123 2002

As members of NRLA we are committed to maintaining our professional standards and service levels for all our residents and are fully compliant with the NRLA Policies.

Annual Testing

We employ specialist contractors to conduct the following tests:

- Lift inspection
- Annual full system test for fire alarms, fire door compliance, fire systems, dry risers
- Annual duration tests for emergency lighting
- Water sampling for legionella, including an annual tank inspection and clean.
- CCTV/Security alarm maintenance.
- Automated gates/doors
- 12 A record of all testing

Records of statutory testing and actions completed are stored within our online safety cloud system and within the onsite Health and Safety filing system.

05. Maintenance for internal and external areas and cleaning of rooms

Vita employs housekeepers in the building, and these will clean all communal areas i.e. amenity floors, corridors, back of house areas etc. The apartments are all clean before the new tenant moves in and are checked monthly.

The soft and hard landscaping area around the south elevation will be maintained by Vita on a weekly basis. Allied London will be maintaining the public realm and open spaces of Enterprise City. This will include both Hard and Soft landscaping. The adopted areas will be maintained by Manchester City Council once approved.

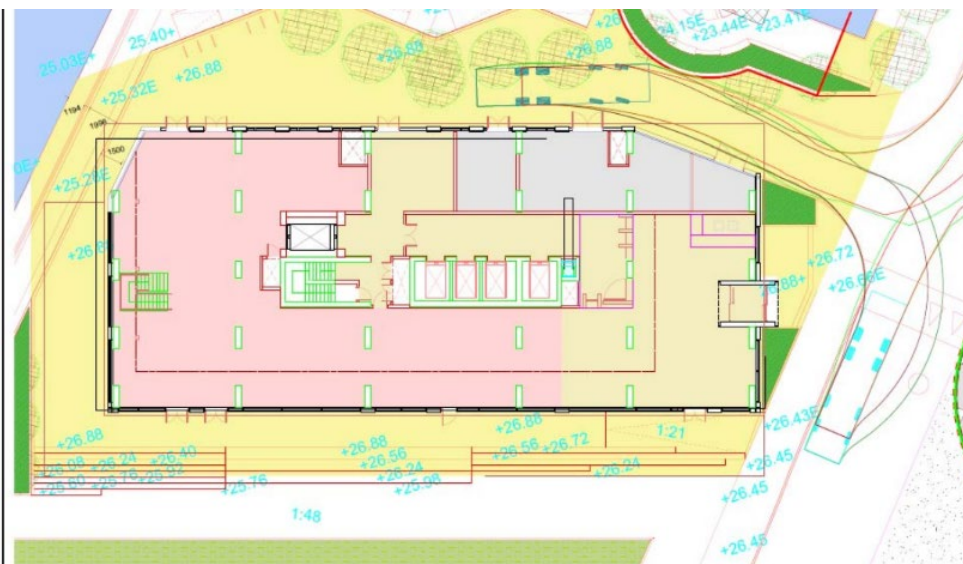
06. Management of deliveries including storage

Residential deliveries will be made via the main reception area on ground floor.

There is a parcel room at reception which will allow 24/7 access to the residents to collect their parcels.

There is a route on the north side of the building for service deliveries.

Please see below.



Food Delivery and Courier Drops Off

All food deliveries and courier drops offs will be made via the main reception area on ground floor.

07 Staff member roles and responsibilities (managers, community leads and hosts etc.) 24-hour concierge and housekeeping.

Please see below roles and responsibilities of staff members in T2

General Manager –

Manage a team of dedicated employees, including Assistant Managers, Supervisors, Maintenance Teams, Customer Service & Housekeeping; our Residence Managers deliver exceptional leadership, whilst streamlining best practice for optimal service and delivery.

- Leadership - Motivate and lead the team effectively, providing clear communication and a positive work environment with a focus on a high level of empathy and understanding to achieve optimal results within the team
- Tenant Management – Handle resident enquiries, addressing complaints, resolving disputes, and maintaining positive relationships with tenants and guests.
- Maintenance Oversight - Coordinate repairs and maintenance requests with maintenance operatives and contractors. Inspect property for issues ensuring timely completion of work.
- Financial Management - Manage tenant agreements and monitor Profit & Loss (P&L) accordingly, identifying cost-savings without negatively impacting luxury amenities and offerings to residents.
- Health & Safety/Compliance - Enforce building rules and regulations, ensuring adherence to laws and safety standards.
- Emergency Response - The first point of contact for emergencies, coordinating necessary actions during critical situations
- Marketing & Event Management - Assist with marketing vacant studios, showcasing properties to potential tenants, and managing the leasing process. Organize events and initiatives to foster a positive community atmosphere

Assistant Manager

Support our General Manager in all aspects of operations within, ensuring exceptional customer experience, operational efficiency, and financial performance. This includes overseeing suppliers, in-house food and drink offerings, front-of-house, and back-of-house teams, and ensuring all health, safety, and quality standards are upheld.

Head of Concierge

A Head Concierge is a leadership role within Union. They are responsible for overseeing the concierge team, ensuring exceptional guest experiences, and managing the day-to-day operations of the concierge desk.

Key Responsibilities:

Leading and Training:

Head Concierges lead, train, and motivate the concierge team, ensuring they deliver exceptional service and guest satisfaction.

Overseeing Operations:

They oversee the daily operations of the concierge desk, ensuring efficient staffing, resource allocation, and adherence to hotel standards.

Guest Interaction:

They directly interact with residents, providing personalized recommendations, assisting with requests, and facilitating memorable experiences.

Budget Management:

They may be responsible for managing the concierge budget, ensuring cost-effective operations without compromising service quality.

Day Concierge

Provide an exceptional & personalized service to residents by anticipating and delivering to their needs, offering information on local attractions, and handling enquiries with a focus on creating a seamless and positive experience:

- Front of House / Reception; greet and welcome residents and guests with a warm, friendly and vibrant attitude.
- Maintain the upkeep of our premium site & facilities; communal areas must be cleaned and maintained to a high standard. – Cleaning will account for a significant period of the Night Concierge duties.
- Conduct block walks every 2 hours, surveying and reporting every area of the building.
- Maintain waste management areas adhering to health & safety regulations, ensuring potential hazards are addressed / cleaned / tidied / reorganized as required.
- Manage & store parcels correctly to allow residents to easily access deliveries as required.
- Be the main point of contact for any potential incident or emergency that may occur onsite

Night Concierge

Provide an exceptional & personalized service to residents by anticipating and delivering to their needs, offering information on local attractions, and handling enquiries with a focus on creating a seamless and positive experience:

- Front of House / Reception; greet and welcome residents and guests with a warm, friendly and vibrant attitude.
- Maintain the upkeep of our premium site & facilities; communal areas must be cleaned and maintained to a high standard. – Cleaning will account for a significant period of the Night Concierge duties.
- Conduct block walks every 2 hours, surveying and reporting every area of the building.
- Maintain waste management areas adhering to health & safety regulations, ensuring potential hazards are addressed / cleaned / tidied / reorganized as required.

-
- Manage & store parcels correctly to allow residents to easily access deliveries as required.
 - Be the main point of contact for any potential incident or emergency that may occur onsite

Maintenance Operative

Respond to maintenance requests, promptly addressing student and staff reports of issues with plumbing, electrical, heating/cooling, lighting, furniture, and other equipment.

- Perform the preventive and corrective maintenance for fire alarm and firefighting system
- Understand plant room functions such as diagnosing, maintaining and repairing central systems
- Conduct regular inspections of residence facilities to identify potential issues and perform scheduled maintenance tasks (PPM)
- General repairs, such as fixing minor issues like leaky plumbing, broken fixtures, malfunctioning appliances, damaged doors, and wall repairs.
- Basic carpentry and painting, performing minor tasks like replacing flooring, repairing furniture, and touch-up painting & decorating.
- Stock management, keeping track of maintenance supplies and parts needed for repairs
- Safety compliance. Adhering to all safety regulations and procedures when performing maintenance tasks.
- Ground works, maintaining the upkeep of outdoor areas such as grass-cutting & hedge-trimming/shaping.
- Ensuring consistent collaboration with other departments, such as housekeeping, front desk, and management to coordinate maintenance needs and guest requests.

Training will be provided in accordance with the Health and Safety Policy and Fire management Policy as well as general Union procedures and processes. Individual training plans should be maintained within each team members' files on the HR online portal.

Training for individual roles should include as a minimum, the following:

Management and Maintenance

- Fire Warden level 3
- Legionella and water treatment training
- Manual handling
- Fire safety awareness to be carried out.
- Working at height – ladders
- Understanding risk assessments
- PPE
- Using power tools

- COSHH training
- Risk assessments

Night Officers

- Manual Handling
- DSE (PC Screens)
- Fire Warden Level 3
- COSHH training
- Food safety
- Risk assessments

House keepers

- Manual Handling
- Fire Warden Level 3
- COSHH training
- Understanding risk assessments
- PPE

All team members are responsible for reporting to the help desk any hazards they observe in the premises and work practices that are in breach of health and safety policy. The manager is responsible for ensuring that corrective action is taken.

In addition, the following recorded monitoring and inspection arrangements will be followed.

Item	Type of monitoring	Monitoring by	Frequency
Grounds Contractor	Visual	Management Team	On visits
Window cleaning	Periodic inspection	Management Team	Annually
Tasks undertaken by sub-contractors.	All risk assessment and method statements to be reviewed	Management Team	6 Months

Workplace health, safety and welfare and fire safety	Safety tour	Management Team	Annually
Fire safety	Maintaining fire log	Management Team	As per fire log
Water treatment	Monitoring and inspection programme on an annual basis	Contractor in conjunction with the manager	Based on risk assessment

08 Code of conduct for occupiers and dispute management.

Please see appendix 1 of the 'Union House Rules issued to all new tenants and signed pre-check in. Please also see attached 'Union – Escalations Process Flow Chart' on the appendix one.

09 Opening hours for reception, workspace / event space, terraces, shared kitchen areas and laundry

Opening hours for reception are 24Hr, workspace / event space 11pm, terraces 11pm, shared kitchen areas and laundry (24Hr).

Appendix One

Everyone at Union should feel safe, heard and respected, and it's on all of us to keep it that way. So, we've written a set of House Rules which we need you to read and sign.

Rooms and Apartments

1. **Furniture:** All Union Apartments are fully furnished. You can bring more furniture for your room but no Union furniture can be removed without agreement with us. If agreed, any Union furniture moved out must be stored at your own cost and replaced before you move out. This does not apply to the shared spaces in Colive Apartments where furniture must not be moved in or out.
2. **Noise Disturbance:** You must not use your Apartment or allow others to use it in a way which may cause a disturbance, nuisance, annoyance or inconvenience to others. This includes keeping the noise down please between 11:00pm – 8:00am.
3. **Fire Safety Detectors:** All smoke detectors and carbon monoxide detectors in your Apartment should be kept free from obstruction, and you should test them regularly. If you live in a Studio, you must change the batteries in the detectors as necessary to ensure they are always fully operational. If you live in a Colive Apartment, you must change the batteries in the detectors in your own room as necessary to ensure they are always fully operational. We will arrange to replace the batteries annually, or as may be required, in the detectors located in the shared communal living space of the Colive Apartments.
4. **Water Safety:** If you are absent from your Apartment, or haven't used a water outlet (e.g. taps, showers etc.), for a while then you should flush or run the water outlet before using it to reduce the risk from exposure to legionella bacteria.
5. **Damage to Communal Apartment Fixtures or Fittings:** If you live in a Colive Apartment with a shared living space, any damage or breakage of any Union items in this space should be reported to the team by emailing reportissue@liveunion.com as soon as you become aware. If it's urgent please also speak to the team at Front Desk. The costs of the repair or replacement will be charged to the responsible resident or residents. If this can't be determined, then all residents living in the Colive Apartment at the time of the incident will be liable for an equal share of the costs.
6. **Inspections:** As part of our good property management, we will undertake inspections of your Apartment after letting you know when we plan to do this. Usually, we carry these out mid-way through your stay with us and just before you leave.
7. **Personal Belongings:** When you move out you must remove all personal items on departure, including anything you own in communal areas. Anything left behind will be disposed of. We're not able to store any of your belongings.
8. **Refuse Removal:** Refuse or rubbish must not be left outside your Apartment door, in the corridors, or in any common areas of the Building. It's your responsibility to dispose of your waste correctly either via the bin chute located on each floor or otherwise. Rubbish must be regularly disposed of in polythene bags or other suitable receptacles to maintain acceptable levels of hygiene to prevent outbreaks of any infestations of pests or disease. No large items are allowed in the bin chute. A charge of £600 for the cost of unblocking the bin chute may be issued if you are found to have caused a blockage. If you have any large items to dispose of, please check with the Union Team at Front desk who can give advice.
9. **Signage:** You may not display any signs, flags, placards, advertisements, notices, posters, pictures, stickers, or other lettering to be visible on the outside of your Apartment, or the Building, or in any communal areas of the Building.

Apartments and the wider Building

1. **Personal Items:** You're responsible for your personal items at all times within any part of the Building, including in communal spaces and shared living spaces. Union accepts no responsibility for any loss or damage to your personal items.

2. **Non-Smoking Building:** Smoking (including e-cigarettes) and vaping is not permitted at any time anywhere within any Room, Apartment, the Building or externally within 5m of the building. If you are found to be in breach of the no smoking or vaping rules, a verbal warning will be issued. If there is a repeat offence, then further action will be taken. If any damage is caused as a result of your breach, we are entitled to charge you a fee equal to our assessment of the damage suffered.
3. **Regulations:** We may display certain laws, ordinances, and health regulations in and around the Building or the Apartments from time to time and you are required to abide by them.
4. **Pets:** You may only have a pet within your Apartment, or elsewhere in the Building, if permitted by the terms of your Occupancy Agreement and you have entered into a Pet License with us. If you have a pet living you must comply with the terms of the Pet License and must be always responsible for your pet's behavior. In particular, you must not allow it to soil or damage any common areas, or create a nuisance, disturbance or noise which may affect other residents, guests or any Union staff. Pets must always be kept under close control when in common areas.
5. **Parcels and Post:** Parcels and post can be delivered and will be received by Union Front Desk on behalf of residents (subject to the rules around maximum parcel sizes). Parcels and post will then be stored and made available for self-serve collection in a controlled area monitored by CCTV cameras. Union accepts no liability for any theft of parcels or if any item is delivered damaged. In such situations you should contact the supplier of the goods. Due to the limited space available, we kindly ask you to collect your parcels within 24 hours of being notified of your delivery.
6. **Maximum Parcel Size:** The parcel storage is limited so we are only able to accept small parcels (no bigger than a microwave). You must make sure that you are physically in the Building to receive pre-arranged deliveries of large items. If you are not present when your item is being delivered, the delivery will not be accepted.
7. **General Conduct:** Any abusive, disorderly, violent, threatening or harassing conduct by you, or any of your guests, towards other residents, guests, or any Union staff is totally unacceptable and will not be tolerated under any circumstances. Appropriate action will be taken which may include eviction.
8. **Car Parking:** There is no resident car parking allowed within the Union site or on the private roads around the Building. Residents and their guests / visitors must not bring or allow any vehicle onto the private roads. You and your guests / visitors must obey all parking signs and restrictions.
9. **Delivery & Removal:** The Union Management Team may, in its absolute discretion, allow a removal vehicle or furniture delivery vehicle access to the private roads surrounding the Building for a limited time if you are moving into or out of an Apartment. This must be requested at least 48 hours before access is required and, if access is allowed, the resident, driver, and vehicle owner access the Building's estate at their own risk and Union accepts no responsibility for any parking fines or other charges levied against the vehicle and its owner or driver.
10. **Prohibited Areas:** You must never access or attempt to access the roof or any other parts of the Building which are not intended for residents, for any reason.
11. **Common Parts & Circulation Areas:** You must not obstruct any common parts, especially the corridors, staircases and fire exits nor keep, store or place any item, package, bicycle, or pushchair in the common areas outside of your Apartment. Any items left unattended in the common areas will be removed by the Union Management Team.
12. **Fire Alarm Evacuation:** Upon hearing the fire alarm, please follow the correct fire route (as detailed on the main door of each Apartment) and leave the Building. Unless you have mobility issues, you should always use the stairs to evacuate the Building. You should then go directly to the Assembly Point and not re-enter the Building until you have received confirmation that it is safe to do so.
13. **Storage Facilities:** Please speak to a member of the Union Team if you would like to use the storage facilities located on the Basement Level. There is an additional cost for this.
14. **Laundry:** The washer and dryer machines can be pre-booked using the Air Wallet application on your phone. Please note that the machines are pre-loaded with laundry cleaning solution.

Guests & Visitors

1. **Guests & Visitors:** You are responsible for the behavior of your guests and visitors to Union. If you or anyone with you behaves in a way that goes against our House Rule, we'll have to ask you to leave. Please make sure your guests are always respectful and considerate towards everyone at Union.
2. **Accompaniment:** You must be present and accompany any visitors or guests whilst they are within the building. Guests must not be left unaccompanied at any time.
3. **Liability:** If you or any of your guests or visitors cause any damage or loss to any part of the Building or leave any areas of the communal spaces in a state that requires cleaning, then you will be liable for the costs of any repair, replacement or cleaning.
4. **Guest Stays:** You can have a maximum of one (1) guest to stay overnight in your Apartment. Guests can stay a maximum of two (2) nights in any one (1) week period.

Dual Occupants

1. **Studios:** Dual occupancy is only permitted in XL studios. If you want to occupy an XL studio with another person, you must both sign a license to occupy as dual occupants.
2. **Colive Apartments:** Dual occupancy may only be permitted in large-size rooms in Colive Apartments and will only be permitted at Union's sole discretion. Maximum occupancy numbers within Colive Apartments mean that dual occupancy will only be permissible in limited very circumstances. If dual occupancy of a room is permitted by Union, both occupants must sign up to an assured short hold tenancy agreement as a dual-occupants.

Union Plus Membership

1. **Union Plus Membership Terms and Conditions:** All Union Plus Members must abide by the Membership Terms and Conditions in respect of the terms of their membership and use of the Union Plus spaces, services and benefits, a copy can be found on the Union website.
2. **Union Plus Membership:** Your membership is for personal use only. You must not under any circumstances allow any other person to use your Union Plus Membership or access rights.

The House Rules form part of the terms of your Assured Shorthold Tenancy Agreement or License to Occupy ("Occupancy Agreement"). House Rules may be amended or updated from time to time.

Nothing in House Rules is intended to supersede your Occupancy Agreement, in the event of any discrepancy between the House Rules and your Occupancy Agreement, then the terms of your Occupancy Agreement will prevail.

Operational Escalation Flowchart

