

ZENITH GENERAL RESIDENTIAL PROTOCOL

The Management & Staff of Zenith Management Solutions, operators of Zenith Boarding & Student (Mona) Accommodations, would like to welcome our new and returning residents. We trust that all has been prepared to your comfort & satisfaction. This residential protocol seeks to inculcate shared communal responsibilities and highlight mutual understandings of residing at a Zenith Accommodation Facility. This document is updated regularly so please ensure that you access the most recent copy on our website.

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CONTACT CHANNELS (How to contact us)-

All reports or concerns regarding your residency should be directed to us via the appropriate channels outlined below and **NOT via telephone, WhatsApp or third party messaging.**

- Maintenance reports Online via Resident's pHub portal
- Boarding Concerns Email: virtualoffice@zenithboarding.com
or zenithboarding@gmail.com
- General queries (basic) WhatsApp (876) 830-3733
- Resident's Advisor virtualoffice@zenithboarding.com

The Resident's Advisor is the first point of contact for all residential queries and concerns. For the escalation of matters **only** the manager may be contacted at Propertymanager@zenithboarding.com.

RESIDENT 'pHUB' (Resident Management System)-

Zenith Management Property Hub is a resident management system accessible from our website at www.zenithboarding.com or accessed online directly at <https://resident.zenithboarding.com>. This is the required online portal for zenith residents. Residents will be able to access billing information, pay utility bills, view outstanding balance on utility bills, upload receipts and report problems. It is expected that all residents will acquaint themselves with and utilize this requisite facility as this will form the foundation of communication.

RESIDENTIAL ARRANGEMENTS

“Residential Arrangements” apply to permanent residents whose tenure is framed by signed individual leases and the parties are to be guided by the contents therein.

BOARDING ARRANGEMENTS (Effective May 1st, 2022 – August 24th, 2023)

The Student Boarding year officially begins on August 25th 2022 & ends on May 25th, 2023. Room rentals are based on a boarding agreements & will **not be prorated** for anytime that the facility is unoccupied during this period (i.e. early termination/extended leave)

Our room categories & room types are outlined below:

Room Categories	Room Types
Regular Rooms	Single Occupancy
Premium Rooms	Shared Occupancy (Double & Triple Occupancy)
Super Premium Rooms	
Self-Contained Flats	

(For more information on category differences and photos please visit our website at www.zenithboarding.com)

NOTICE CONDITIONS

Thirty (30) days notice **MUST** be given and all bills settled for the full refund of security deposits **provided** that the full contract term has been completed. Deductions will be made to retained deposits for residents who terminate their agreement prematurely at no fault of Zenith Boarding. **Early termination of the agreed 38 week boarding term (ending May 25th, 2023) at no fault of the landlord will result in deposits deemed non-refundable.** Security deposits for students terminating at the end of the boarding year will be refunded by request on **May 28th, 2023**. After room inspections are completed and all bills settled in full.

Permanent residents (full term residents) are required to submit their notices in accordance to their lease agreements and all bills **MUST** be settled for the full refund of security deposits. All notices should be sent in writing to virtualoffice@zenithboarding.com

Rental Payments

All Rental payments are due on the 25th of each month and should be remitted promptly **on** or before the due date to the account information provided. Electronic proof of payment **must** be submitted via the Zenith Resident's 'pHub' Platform/ Zenith app for all bank deposits or transfers to be recognized or late fees will apply. You have a grace period of approx.5 days after which a late fee of \$2000 will be applied (effective after 5pm on the 1st day of the following month). This will be applicable for each occurrence of late payment or unpaid balance.

*Please be reminded that **ALL** fees are due on your agreed payment date and should be remitted promptly **on** or before such due date. Note also that your boarding fees contribute to the **property's lease, household maintenance and some utilities**; which are communal benefits and as such late payments may result in **unreasonable** disruption in basic services for other members of the household.

New Tennant Administrative (Move-In) Fee

A **NON-REFUNDABLE** fee that covers administrative and maintenance preparations for new tenants moving-in. This fee is used to cover initial cleaning costs, minor repairs, lock changes and ensures that when tenants are moving out no charges are levied for cleaning or repainting once wear and tear is limited to basic living and no damage is incurred. **Fee structure \$2,500 shared rooms, \$4,000 single rooms, \$5,000 self-contained flats**

DEPOSITS

Security Deposits

Provided the stipulations outlined above under 'Notice' are met, security deposits for students terminating at the end of the boarding year will be refunded by request on **May 28th, 2023** after keys are returned **to our office** (where they were collected) and signed/acknowledged as received, room inspections is completed & all outstanding bills are settled in full. Security deposits may not be used during the year to supplement monthly rental obligations and **MUST** remain intact in full until the last day of residence.

Gas Deposit

Where applicable, this is a variable cost between \$1,650 - \$3,850 per person (based on market petroleum rates and house pax), to be made prior to collection of keys towards gas usage and covers the cost of the first gas refill. Residents will split the cost of gas exchanges thereafter.

Utility Deposit (Boarding Arrangements)

This is at a cost of \$6,000 per person to be made prior to collection of keys. This is a refundable fee placed on hold to ensure timely payment of utilities to avoid inconvenience to other housemates. This is a prepayment and must remain intact throughout tenancy as it is expected that utilities will be promptly paid.

UTILITIES

Electricity

This utility is **NOT** included in your payment and will be split evenly among the household. Once billing information is received it will be promptly uploaded to the resident's portal to the household with the requisite payment request. These amounts are to be paid monthly directly to JPS or other third party payment service available on your platform and the proof of payment uploaded to the platform or sent to the Resident Advisor of the house. Kindly note that utility payments that are delayed will attract a 20% late fee.

Water

This utility is **NOT** included in your payment and will be split evenly among the household. Once billing information is received it will be promptly uploaded to the resident's portal to the household with the requisite payment request. These amounts are to be paid monthly directly to National Water Commission or other third party payment service available on your platform and the proof of payment uploaded to the platform or sent to the Resident Advisor of the house. Kindly note that utility payments that are delayed will attract a 20% late fee.

INTERNET (Variable based on individual property arrangements)

Boarding arrangement for some student properties may include internet. Please check your Property Hub pHub or confirm with your Residential Advisor/Property Manager if your agreement includes internet access. Should this utility be included in your agreement, internet access will be available **ONLY** during the student boarding year period outlined.

HOUSEHOLD SECURITY

It is import that all security measures be exercised for your safety and the safety of others in the house. The overall security of the house and its contents remain the sole responsibility of its residents, as such we recommend regular house meetings to develop security and emergency management strategies and safety plans.

LOST KEYS PROCEDURE

Room Keys are issued and remain the sole responsibility of the resident.

- Loss or damage to said key is done with the tenant bearing full replacement cost/access costs.
- Additionally, out of an abundance of caution for the safety and well-being of the other residents, **NO KEY SHALL BE COPIED WITHOUT THE EXPRESSED KNOWLEDGE OF THE PROPERTY MANAGER** and any resident losing a key to a communal space will be responsible for changing at least 1 main entry lock and replacing the associated keys.
- If facilitation by Zenith personnel is possible, an access fee of \$1,000 will be charged to open locked rooms with no fault to locking mechanisms. Failing which the full cost of locksmith access is to be borne solely by the resident.
- Upon tenancy termination keys must be returned to our office **ONLY** and signed as returned; keys should not left in rooms or in the care of other occupants.

MAINTENANCE

General Household & Property yard maintenance is included in most boarding arrangements unless specified. Maintenance and repairs resulting from misuse of facilities will be at a cost to its occupants (**i.e. clogged toilets/drains**). All drains and toilets are serviced each boarding year prior to residency; the clearance of any blockages to plumbing systems will be the sole responsibility of its occupants. Housekeeping is done fortnightly as a complimentary service and covers common areas only. Housekeepers will not be responsible for washing kitchen wares or removing personal garbage. We reserve the right to cease housekeeping for properties that are found to be abusing this service and persist after fair warning has been issued.

COMMON AREAS

Common areas in the house are provided to residents as a space in which they may congregate outside of their rooms. Residents must be respectful of the rights of others to share this space, and must be mindful of the noise generated. Organized or spontaneous social activity has been prohibited due to the pandemic and any request for external guests exceeding 2 persons must be cleared with the property manager and is subject to the comfort of all residents. Activities should not restrict any resident's use of the common areas. Guests/ Residents may not sleep in commons areas (couches) overnight. The primary function of this residence is that of communal housing. As such in order to secure the right of residents to relax, read and to study free from unreasonable noise and other distractions

Reference should be made to our Residential Rules & Lease Agreements which forms the foundation of all residential arrangements as guidelines are contained therein that outlines mutual expectations and freedoms.

PAYMENT OPTIONS

Please be advised that payments are to be made by the following methods:

Banking- (preferred method)

- First Global Bank acct # 99085-8882134 to Zenith Management Solutions
- Sagicor Bank (Liguanea) to Jody Shaw acct # 5503895449
- Other banking options also available.
- Bearer pick up is also available once pre-arranged cost \$700.00 (bearer fee)

MOST IMPORTANT NOTE:

Proof of Payments made monthly MUST be uploaded on the resident pHub platform regardless of the method used. If you have any queries with regards to making your boarding payment please make contact by the OUTLINED methods BEFORE your payment becomes due.

Requirements for Move-In

Please do a self - check to ensure all elements required are covered

- 1 Passport Size Photo (Via Email/ Physical photo)
- Copy of Valid Government/ School ID
- Proof of Payment (Security Deposit)
- Proof of First Month Rental Payment
- Administrative Fee (New Resident or New Room Rental)
- Gas Deposit (\$variable and selectively applicable)
- Completed Zenith Client Information Profile (ZCIP) or Residential Application Form
- Signed Residential Agreement or Residential Lease
- Acknowledged Zenith General Boarding Protocol (document)
- Guarantor Information & Decree Form or Proof of Income
- Valid Boarding Pass (Obtained from the office upon satisfaction of all requirements at key collection)
- Keys

We thank you for making Zenith Boarding your choice for premium5 residential accommodations. We wish you a blessed and productive year.



Jody M. Shaw

Property Concierge Manager