

UNIVERSITY HALLS OF RESIDENCE INTERNAL RULES AND REGULATIONS

(this document is an integral part of the tenancy agreement)

Academic year 2024-2025



GHENT
UNIVERSITY

1. APPLICATION – SELECTION – ALLOCATION

- 1.1 The **rooms, rooms plus and studios** are only let to Ghent University students who are enrolled for one or more diploma contracts with a total of at least 27 ECTS credits, with the exception of 1 graduation year (the number of credits in the year in which you graduate may be lower), for a study programme with a view to obtaining a first Master's degree and who are still entitled to child benefit ("Groeipakket") based on their age (age limit not applicable to reapplicants). Students who already have a Master's degree cannot apply for or move into a housing unit.

The housing units are allocated according to the priority list set out below, in which applications from students (within the current generation) who are enrolled for the first time for a first Bachelor's degree receive a higher priority than those of senior students applying for a housing unit for the first time. Exceptions can only be made by Social Services.

Prio.	Main applicant
1	Re-applicant
2	New applicant and student enrolled for the 1st time for a 1st Bachelor and (future) scholarship student
3	New applicant and (future) scholarship student
4	New applicant and student enrolled for the 1st time for a 1st Bachelor
5	New applicant other than those mentioned in 2, 3 and 4

Adjusted housing units can be let to students (from Ghent University or associated university colleges) with a functional disability, provided that the application process is supported by 'Team student and functional disability'.

The **flats** are let to two persons (or a single parent with at most 1 financially dependent child still living at home), of which the main applicant is a student at Ghent University, registered for one or more diploma contracts with a total of at least 27 ECTS credits, with the exception of 1 graduation year (the number of credits in the year in which you graduate may be lower), for a study programme with a view to obtaining a first Master's degree, the teacher training programme ('educatieve master') or one advanced Master's programme ('Master na Master', ManaMa) followed immediately after having obtained a first Master's degree. The housing units are allocated according to the priority list set out below. Exceptions can only be made by Social Services.

Prio.		Main applicant	Partner
1	Re-applicants	Ghent University student	Ghent University student (=A)
2	Re-applicants	Ghent University student	University college student (=B)
3	New applicants	Ghent University student	Ghent University student (=A)
4	New applicants	Ghent University student	University college student (=B)

Prio.		Main applicant	Partner
5	Re-applicants	Ghent University student	Ghent University student, other study programme than those mentioned in A (=C)
6	New applicants	Ghent University student	Ghent University student, other study programme than those mentioned in A (=C)
7	Re-applicants	Ghent University student	Not a student (=D)
8	New applicants	Ghent University student	Not a student (=D)

The partner may be one of the following (in decreasing priority):

A/ a Ghent University student, enrolled for one or more diploma contracts with a total of at least 27 ECTS credits, with the exception of 1 graduation year (the number of credits in the year in which you graduate may be lower), for a study programme with a view to obtaining a first Master's degree, the teacher training programme ('educatieve master') or one advanced Master's programme ('Master na Master', ManaMa) followed immediately after having obtained a first Master's degree.

Exception priority 1 and 2: An extension of at most 1 year is granted to reapplicants as a transitional measure for applications in which the 'main applicant' is a Ghent University student and the partner is, for the first time, no longer a student when reapplying.

B/ a university college student: must provide evidence of enrolment at a university college belonging to the Ghent University Association for a diploma contract of at least 27 ECTS credits, with the exception of the graduation year, for a study programme with a view to obtaining a first Master's degree, the teacher training programme ('educatieve master'), one advanced Bachelor's programme ('Bachelor na Bachelor', BanaBa) followed immediately after having obtained a first Bachelor's degree or one advanced Master's programme ('Master na Master', ManaMa) followed immediately after having obtained a first Master's degree.

C/ a student: a Ghent University student enrolled for a study programme other than those mentioned in A

D/ not a student or a PhD student

The Housing Office must immediately be notified in writing of any changes in the status of the tenant(s) (e.g., a university student becomes a university college student) during the tenancy.

There is a maximum duration of stay in a residence. The rooms, rooms plus and studios can be rented for the duration of a full-time standard learning track of the bachelor's program plus the duration of the full-time standard learning track of the subsequent master's program, plus one year.

For Ghent University students who follow a preparatory program between the bachelor's program and the master's program, the duration of the full-time standard learning track of the preparatory program is added to the maximum duration of stay.

For UGent students who reorient (i.e. change course), the maximum duration of stay applies, calculated on the basis of the duration of the full-time standard learning track of the new bachelor's program plus the duration of the full-time standard learning track of the subsequent master's program plus one year, minus the number of years that the student was already staying in the home.

For UGent students who only rent a room, room plus or studio later in the standard learning track of the bachelor's and/or master's program, the maximum duration of stay applies, calculated on the basis of the remaining years in the duration of the full-time standard learning track of the bachelor's program and /or the subsequent master's degree, plus one year.

For Ghent University students who follow several courses at the same time, the maximum duration of stay of the course with the longest duration of the full-time standard learning track of the bachelor's program and the subsequent master's program plus one year applies.

For Ghent University students who are enrolled in a bridging program with a view to obtaining a master's degree, the maximum duration of stay is equal to the duration of the full-time standard learning track of the bridging program plus the duration of the standard learning track of the subsequent master's program, plus one year

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For UGent students who reorient (i.e. change course), the maximum duration of stay applies, calculated on the basis of the duration of the full-time standard learning track of the new bachelor's program plus the duration of the full-time standard learning track of the subsequent master's program plus one year, minus the number of years that the student was already staying in the home.

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- 1.2 Reapplications must be done online on oasis.ugent.be from 1 March to 15 March at the latest. All rental conditions and information about your room application can be found on ugent.be/kameraanvraag. After 15 March, no reapplication can be submitted, only a new application, losing your current housing unit and your place on the priority list. Reapplications will only be considered on condition that there is no rent arrears.
- 1.3 New applications for a housing unit must be submitted online at www.ugent.be/huisvesting from 1 March to 1 May at the latest.
- 1.4 New applications that are submitted after 1 May are not allocated according to the priority list but on a first-come, first-served basis, with the exception of applications from students in priority 2 and 3 for whom 50 rooms are reserved till 15 August.

2. CANCELLATION OF THE APPLICATION

- 2.1 All cancellations must be done in writing.
- 2.2 If an applicant cancels the application after he/she has been allocated by the Housing Office (upon which the applicant receives an email with the confirmation of accommodation or with the tenancy agreement and the Internal Rules and Regulations), an administrative fee of 100 Euros will be charged. An exemption is granted to applicants who do not meet the requirements for renting a housing unit in the academic year for which they have submitted an application.

If the applicant is a no-show or if he/she does not return the signed tenancy agreement within seven days (14 days in exam periods and in between the second-term examination period of exams and the resit examination period) after receipt of the email with the tenancy agreement and the Internal Rules and Regulations, this is also regarded as a written cancellation, which means that an administrative fee will be charged. In this case, no exemptions are possible.

The administrative fee is collected by invoice in the academic year for which an application was submitted, once a final decision has been made about the enrolment.

3. DURATION OF THE TENANCY AGREEMENT

- 3.1 The standard duration of the tenancy agreement is 12 months.
- 3.2 Students who are taking part in an exchange programme can rent a housing unit for the duration of one semester: 1st semester 21/09/2024 – 02/02/2025 or 2nd semester 07/02/2025 – 14/09/2025. Only reapplicants can apply for a semester agreement.

Tenants with a semester agreement retain their priority as a reapplicant when applying for a standard agreement for the next academic year. Tenants who take part in an exchange programme for the duration of an academic year also retain their priority as a reapplicant when applying for a standard agreement for the next academic year.

If an audit during the current academic year reveals that the exchange has not taken place or will not take place, the semester agreement (applied for) will be converted into a standard tenancy agreement.

Due to the high occupancy rate, a tenant with a semester contract cannot be guaranteed to be able to rent the same housing unit that he or she rented in the previous academic year. This also applies if the semester agreement is extended to a standard tenancy agreement.

(Not applicable to living units in Home Heymans.)

4. SUBLETTING AND ASSIGNMENT

Lease transfer and subletting are prohibited, except in the event that the tenant takes part in an exchange programme or an internship. In case of transfer or subletting, the new tenant must be enrolled as a Ghent University student. (Cf ugent.be/onderverhuren)

Subletting means that a sublease agreement is concluded between the main tenant and the subtenant in which Ghent University is not a party. Use of the Ghent University template available for this purpose is recommended. The main tenant must impose the same obligations onto the subtenant as are valid under the tenancy agreement, including these regulations, and is not allowed to ask for a higher rent than the one he or she pays (no financial gain). The main tenant remains liable vis-à-vis Ghent University regarding the contractual rental obligations, including compliance with the present regulations. This does not detract from the fact that Ghent University can take (disciplinary) measures with regard to the subtenant based on his or her status as a student and/or resident of a student home if he or she is in violation of the present regulations, is disruptive and/ or commits disciplinary infractions (see also Article 10 below on penalties and measures).

In case of transfer or subletting, the tenant must communicate 1) the reason for the transfer or sublease (exchange or internship) and 2) the address and contact details of the new tenant to the Housing Office before the planned start date of the transfer or sublease so that the Housing Office can check whether the transfer or sublease, respectively, can be permitted. In case of subletting, the tenant must also provide a copy of the sublease agreement to the Housing Office.

5. TERMINATION OF THE TENANCY AGREEMENT

- 5.1 The tenant may terminate the tenancy agreement free of charge up to 3 months before the start date of the agreement.
- 5.2 The tenant may terminate the tenancy agreement less than 3 months before the start date of the agreement, but must pay a termination fee of 2 months' rent. An exemption is granted to tenants who do not meet the eligibility requirements to be able to rent a housing unit in the academic year for which they have submitted an application.

The termination fee is to be paid via an invoice in the academic year for which an application was filed once a final decision has been made regarding the enrolment.

5.3 From the start date of the tenancy agreement, the tenant may terminate the lease in the following cases:

1. if the tenant terminates his or her studies. In this case, the notice period is 1 month. The notice period starts on the first day of the rental month following receipt of the email or letter.
2. if the tenant graduates after the first examination period and declares not having the intention to rent a housing unit again in a student home (not applicable to Home Heymans). In this case, the tenancy agreement will be terminated on 15 February or 15 July of the current academic year for graduation in the first or second exam period.
3. upon the death of one of the parents of the tenant or another person responsible for the living expenses of the tenant. In this case, the notice period is 1 month. The notice period starts on the first day of the rental month following receipt of the email or letter.

Notice must be given by email or letter to the Housing Office stating the reason and including the necessary supporting documents.

5.4 For social/financial reasons on the part of the student (not applicable to Home Heymans). In this case, the tenant must submit a substantiated letter, accompanied by an application form for student funding (www.ugent.be/socialedienst), to Social Services before 1 May. On the basis of an individual case review, the tenant can be given permission to leave the housing unit during the summer holidays and make it available to the Housing Office.

5.5 Ghent University will terminate the tenancy agreement before the start date of the tenancy agreement if the tenant already has a master's degree (not applicable to Home Heymans).

5.6 Ghent University will terminate the tenancy agreement by giving a 2-month notice if an audit in the current academic year reveals that the tenant does not meet the eligibility requirements to be able to rent a housing unit.

Subject to approval by the Housing Office, the tenant may opt to keep the housing unit for the duration stated on the tenancy agreement, at the standard rental price.

5.7 Tenants who will no longer occupy a housing unit at Ghent University during the next academic year may be asked to hand in their keys earlier so that the room can be refreshed.

6. RENTAL PRICE

6.1 Every year, a standard rental price is set for each type of housing unit. A part of the rental price is for the rent of furniture.

The energy costs, the cleaning of the communal areas, the repair service and the use of internet and cable distribution (if present) are included in the monthly rent.

7. MOVING INTO AND VACATING THE HOUSING UNIT

- 7.1 The tenants are obliged to keep the housing unit that was allocated to them for the duration of the tenancy agreement.
- 7.2 When moving into the housing unit, the tenant is given an inventory form, on which comments can be formulated. It must be returned to the home manager or the reception desk of home Vermeylen within 7 days. If no inventory form is submitted within the specified period, the tenant is deemed to have received the unit in a good condition.
- 7.3 Only in exceptional cases and with the prior written consent of the Social Services can a rented property be designated as the primary residence. In this case, the tenant in question may occupy the same housing unit for a maximum of two consecutive rental periods. In other words, tenants who receive consent to make the housing unit their primary residence during the course of the tenancy agreement are offered a first tenancy agreement until the end of the current academic year with only one extension of at most 12 months after that. Ghent University may terminate the initial tenancy agreement as well as the tenancy extension contract with due observance of a notice period of 3 months. (Not applicable to housing units in Home Heymans.)

The tenant(s) agree(s) that the landlord passes the following information in the context of the housing confirmation on to the Civil Affairs Office and/or the neighbourhood inspector of the local police: surname, first name, gender, nationality, date of birth, place of birth, country of birth, start and end date of the tenancy agreement and address of the rented housing unit. The Migration Desk can only provide a residence or registration document to a non-Belgian student after registration in the National Register. This registration is mandatory but can only be done after a positive housing confirmation. The passing on of the data on the tenancy agreement is necessary in function of that housing confirmation.

- 7.4 Tenants who have not been allocated a housing unit for the next academic year must vacate the housing unit before 10 a.m. on September 14, 2025 at the latest.

Tenants who, in consultation with the Housing Office or via the Social Services, have received approval to vacate the housing unit for the summer months must do so before 10 a.m. on 15 July at the latest. (Not applicable to housing units in Home Heymans.)

- 7.5 The tenant may be required to move into another housing unit during the summer months in order to allow renovations to be completed.
- 7.6 When vacating the housing unit, the tenant must hand in the key and access badge to the reception desk of the Housing Office, in return for a receipt, with all rights reserved. If the key(s) and the access badge(s) are not handed in on time (before 10 a.m.), the right to reimbursement of the deposit becomes invalid. No personal belongings may be left behind in the home. If belongings are left behind that were not mentioned on the inventory form, a clearance and cleaning fee will be charged.

Contractually, the tenant must vacate the housing unit in the same state as it was when it was taken into use. If additional cleaning is required before the housing unit can be relet, this will be settled via the deposit according to the currently applicable cost.

Residents who cannot re-apply for their housing unit because their housing unit is no longer rented out by the university will be given priority when moving to another housing unit over residents who want but do not need to move.

8. USE OF THE HOUSING UNIT

- 8.1 Tenants are not allowed to make living housing unit available to third parties. It is strictly forbidden to duplicate the key of the unit. Upon loss or in case of a defect, only the tenant can obtain a duplicate key or access badge from the reception desk of the Housing Office against payment of the cost involved.
- 8.2 Ghent University insures the housing unit against fire and related hazards. The insurance policy includes a waiver of recourse of Ghent University's fire insurer against the tenant of the housing unit. If there is an insurance covering the tenant's liability (e.g. a fire insurance at his or her domicile address), Ghent University's fire insurer retains its right of recourse against the insurer of the tenant.
Should the tenant be personally liable for the damage, he or she will be required to compensate Ghent University for the costs of the exemption from the insurance and for other damage not covered by an insurance policy. The tenant is personally responsible for insuring his furniture and personal effects.
- 8.3 Any intervention outside office hours, caused by the tenant's fault or negligence, will be charged to the tenants at a cost of 1/2 hour.
- 8.4 The use of sound equipment is allowed provided that it does not cause any noise nuisance.
- 8.5 The use of air fryers, cooking, grilling, frying or heating appliances (with the exception of coffee makers, kettles and microwave ovens) is prohibited.

All electrical appliances owned by residents must bear the 'CE' quality mark and meet the applicable safety standards. Devices that do not comply will be removed by the Housing Department with prior notification. Interventions resulting from the use of non-compliant devices will also be charged to the user.

If not provided by the university, one refrigerator of maximum 'table model' size is permitted in the room. The E-label is the minimum requirement in terms of energy efficiency.

The use of extension cords with a 'coupling socket' or a table socket is permitted if they bear the 'CE' quality mark and meet the applicable safety standards. They must also be provided with a 'pin grounding'.

The use of sockets with 'overvoltage protection' is not permitted.

- 8.6 For safety reasons, fire, such as burning candles and incense, is strictly prohibited.

Decorations that could hinder the normal operation of the fire detectors are prohibited.

Detectors must remain clear at all times. Residents who make a smoke detector unusable lose the right to reapply.

Residents should keep fire doors closed unless they are electrically operated. It is prohibited to block automatically closing doors so that they remain open. Items blocking the fire doors will be removed by the Housing Department and stored for one month. Violators may lose their right to reapply.

Students must keep corridors, stairwells and emergency exits clear. Items lying around will be removed by the Housing Department and kept for a month.

Changes or repairs to electrical installations may only be carried out by authorized personnel and on behalf of the university.

- 8.7 The tenant must maintain the housing unit in a good, hygienic condition. Inspection of the housing units, by the landlord, with respect to energy use, hygiene and safety must be permitted at all times with prior notice, except in case of damage and for circumstances beyond one's control. Residents of Home Heymans are also responsible for the maintenance of the short hallway which gives access to their flat.

The resident must keep the communal kitchens in a hygienic condition. Dishes and food scraps lying around will be removed by the Housing Department with prior notification.

- 8.8 The fixed furniture may not be detached nor removed. Decoration of the housing unit is permitted as long as no damage is caused to the permanent structures (such as walls and doors). This also applies to the balconies and outdoor area of Home Heymans.

Repainting of the housing unit is not permitted. Any paint work must be requested via the home manager and done by professional painters.

- 8.9 Animals are not permitted in the homes except for guiding dogs assisting tenants with a functional disability.
- 8.10 When leaving the housing unit, the tenant must close the door of the unit as well as the access door of the residence. Upon entering the residence, each non-automatic access door must be closed. The university cannot be held responsible in the event of theft. The tenant is advised to safely store money and valuables.
- 8.11 The tenant must participate in evacuation exercises. The management will determine when these exercises take place and decide whether or not these will be announced.
- 8.12 Every new tenant must participate in an information session about the university homes.
- 8.13 For general non-urgent matters outside the opening hours of the reception (e.g. noise nuisance, loss of key or badge/token), please contact Ghent University's Emergency Centre (PerC) on 0800 6 71 25.

In case of emergency, you can reach the Ghent University's Emergency Centre (PerC) in home Vermeylen via the free number 0800 67 888. Abuse will be sanctioned.

8.14 Malfunctions in the housing unit or the communal areas must be reported as soon as possible to the home manager via <https://homeserve.ugent.be>.

In the event that a resident reports defects in the residential unit less than 48 hours before leaving the residential unit, a negligence fee of € 100 will be charged.

8.15 Every resident has a personal locker in the communal kitchen. The use of the locker is for private use only. The locker number corresponds with your room number. The content can be removed in case of unauthorized use. (Not applicable to Home Heymans and Bertha de Vriese.)

9. SOCIAL BEHAVIOUR AND VISITING RIGHTS

9.1 From 11 p.m. onwards, complete silence must be observed in the entire building. Activities organized by the Home Council and approved by the Housing Office may be exempt from this rule, but must be organized according to the applicable protocol. During official examination periods, silence must be observed during the daytime as well.

9.2 Smoking is forbidden in the communal areas (including balconies and kitchens) with the exception of outdoor spaces.

9.3 Recording equipment (such as a smartphone, a tablet, a camera, etc.) is not allowed in the communal showers.

9.4 Residents must never give instructions to staff members. Complaints, problems or suggestions can always be submitted by the persons concerned to the Home Council or the home manager.

9.5 Visitors are allowed but cannot stay the night. The tenant must meet his or her visitor(s) at the front door and bears the full responsibility for the visitor(s) with the exception of the civil consequences of a criminal offence committed by the visitor(s). Visitors are subject to the provisions of the Internal Rules and Regulations for the duration of their visit. They cannot make use of the utilities, such as showers or kitchens.

9.6 At all times, the residents, as well as their visitors, must show their student card when asked to do so by a staff member of the Housing Office or the Emergency and Prevention Centre.

10. PENALTIES AND MEASURES

10.1 If the provisions of the Internal Rules and Regulations and / or the tenancy agreement are breached, in case of theft, disturbance of the peace or abuse of the fire and safety installations in a university home or, in general, if a resident behaves in a way that is not compatible with (shared) living at a university home, the head of the Housing Office may attempt to reach an amicable settlement which is acceptable for all the parties involved. This requires the approval of the director of the Department of Student Facilities (possibly by email).

10.2 §1. If the head of the Housing Office deems that an amicable settlement is neither opportune nor possible, he or she will report this to the director of the Department of Student Facilities. If necessary, the latter will transfer the case to the president of the Homes Commission.

§2. The Homes Commission (i.e. the Appeals Commission in case of an appeal) may take all appropriate measures it deems necessary with regard to the resident in question (such as, but not limited to, the (temporary or permanent) restriction of access to the home involved (or all homes), possibly with the option to move into a room in another home, which is the only scenario in which the rent remains due). The measure is to be communicated in a written, motivated decision and after hearing the resident in question, as described in §3 below.

§3. The president of the Homes Commission must summon the resident for a hearing, as well as inform him or her of the offences charged, in compliance with Article 10.2 §2 of these regulations. This notice is given by registered letter (which is deemed to have been received the second working day after the posting date) or by delivery against receipt. The resident should have received the notice at least 5 working days prior to the hearing. The resident may be assisted by a counsellor (for example, a lawyer) of his or her choosing and can file a written appeal by the date of the hearing. The Homes Commission must reach a decision after hearing the resident. The president of the Homes Commission may decide to impose a measure, but only if the majority of the members of the Homes Commission – including the president – support that measure. The president cannot take a more severe measure than the one deemed appropriate by the majority of the members of the Homes Commission. The Homes Commission can be advised by whoever it wishes to consult. The decision is signed by the president of the Homes Commission and communicated to the resident within 5 working days after the date of the decision, by registered letter (to be received on the second working day after the posting date) or by delivery against receipt. The notice will also mention the option to lodge an appeal as described in Article 10.2 §5.

§4. The Homes Commission consists of three members: the Chief Logistics Administrator, who also acts as president, a student representative and a delegate of the university (not part of the Department of Student Facilities), appointed by the Social Council at the start of each academic year. If one of the members of the Homes Commission is impeded or absent, a proxy takes their place. As for the Chief Logistics Administrator, the director of the Department of Administrative Affairs acts as deputy chair. The Social Council will always appoint a proxy when choosing a student representative and a delegate of the university. The terms of office in the Homes Commission are renewable. The members of the Accommodation Committee remain responsible until the Social Council has appointed new members (and proxies) (except for the Chief Logistics Administrator).

§5. The resident may lodge an appeal with the Homes Appeals Commission against the decision to impose a measure as described in Article 10.2 §2, within 5 working days after notice of the decision has been received (under penalty of inadmissibility). The appeal is lodged by means of a registered letter addressed to the president of the Homes Appeals Commission, accompanied by the decision and a possible written defense. After hearing the resident, the Homes Appeals Commission makes a final decision to maintain, adjust or cancel the imposed measure. The procedure, including serving the notice, follows the same rules as those which apply to the Homes Commission, as described in Article 10.2 §2.

§6. The Homes Appeals Commission consists of three members (who cannot be a (deputy) member of the Homes Commission): the Chief Academic Administrator, who also acts as president, a student representative and a delegate of the university (not part of the Department of Student Facilities), appointed by the Social Council at the start of each academic year. If one of the members of the Homes Appeals Commission is impeded or absent, a proxy takes their place. As for the Chief Academic Administrator, the director of the Department of Educational Policy acts as deputy president. The Social Council will always appoint a proxy when choosing a student representative and a delegate of the university. The terms of office in the Homes Appeals Commission are renewable. The members of the Homes Appeals Commission remain responsible until the Social Council has appointed new members (and proxies) (except for the Chief Academic Administrator).

§7. An imposed measure shall take effect as soon as the appeal period mentioned in Article 10.2 §5 has expired or, in the event that the resident in question has lodged an appeal in time, once the notice of the final decision in the appeal has been served. The head of the Housing Office is responsible for implementing the measure.

10.3 If the head of the Department of Student Facilities believes that the nature of the facts warrants a disciplinary measure, he or she may file a complaint with the Rector in accordance with the Disciplinary Regulations for Students. Without prejudice to the option to impose additional disciplinary measures, the Rector may dismiss the complaint after an investigation or refer it to the Student Disciplinary Committee. For further information on this procedure, please consult the above-mentioned Disciplinary Regulations for Students.

11. COMPLAINTS AND DISPUTES

11.1 Taking personal measures towards fellow residents is not permitted. An aggrieved party may lodge a complaint with the Home Council. If the solution is not satisfactory, a complaint can be filed with the Housing Office, which may act in accordance with the stipulations in Article 10.

11.2 In case of a dispute between the tenant and the landlord, both parties may turn to the mediation facilities of the Social Services.

11.3 If the Internal Rules and Regulations or the tenancy agreement have been breached by the management, aggrieved residents may file a complaint in accordance with Article 11.1.