TENANCY AGREEMENT

Co-Living Room License

This Agreement is made on **1 October 2026**

1. PARTIES

BETWEEN:

KEY COLIVING PLT (LLP Registration No. LLP0045277-LGN | Company Reg. No. 202604000066), a limited liability partnership having its registered address in Malaysia (hereinafter referred to as the **"Operator"**), of the one part;

AND:

SAMPLE — not a real tenant (NRIC / Passport No. 000000-00-0000), of _____ (hereinafter referred to as the **"Tenant"**), of the other part.

2. NATURE OF AGREEMENT

(a) The Operator operates a co-living establishment at the Premises described in Clause 3, with full authority to grant occupancy rights therein.

(b) This Agreement grants the Tenant a personal, non-exclusive right to occupy a designated Room within the Premises, together with shared use of common areas, subject to the terms of this Agreement.

(c) The Tenant acknowledges that this Agreement does NOT grant exclusive possession of the Premises. The Operator retains rights of access, inspection, management, and room reallocation in accordance with this Agreement.

(d) The Tenant's right to occupy is personal and non-transferable. Nothing in this Agreement shall be construed as creating a lease, sub-lease, or any proprietary interest in the Premises in favour of the Tenant.

3. PREMISES AND ROOM

(a) The Premises: Sample Residence, 00-00-00, Sample Residence, Jalan Contoh, 50000 Kuala Lumpur (the "Premises").

(b) The Room licensed to the Tenant: SAMPLE-R00 (the "Room").

(c) Common areas available to the Tenant include the living room, kitchen, dining area, shared bathroom(s), and such other areas as designated by the Operator from time to time.

(d) The Operator may, upon reasonable notice and for operational reasons (including safety, maintenance, or tenancy rebalancing), reallocate the Tenant to a comparable Room within the Premises or a nearby Key Coliving property.

4. TERM

(a) Commencement Date: 1 October 2026.

(b) Expiry Date: 30 September 2027.

(c) Term: 12 months (the "Term").

5. ROOM RATE AND PAYMENT

(a) Room Rate: RM800.00 per month (EIGHT HUNDRED RINGGIT MALAYSIA).

(b) The Room Rate is INCLUSIVE of: water, basic electricity (lighting, fans, appliances excluding air-conditioning), internet/Wi-Fi, refuse collection, maintenance of furniture and appliances, and use of common areas.

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(c) The Room Rate is EXCLUSIVE of: air-conditioning usage (billed separately under Clause 6), personal consumables, and any additional services requested.

(d) Due Date: Room Rate is payable monthly on or before the 1st day of each calendar month, in advance.

(e) Mode of Payment: Bank transfer to the Operator's designated account, or such other method as the Operator may notify. Payment is deemed received only upon successful credit to the Operator's account.

(f) Grace Period: Day 1 to Day 7 of the month, no late fee applies.

(g) Late Payment Fee (as liquidated damages under Section 75 of the Contracts Act 1950):

(i) From Day 8 onwards: RM10.00 per day, accruing until full settlement;

(ii) From Day 10 onwards: an additional one-time penalty of RM50.00 shall apply, in addition to the daily fee in (i).

(h) The parties acknowledge that the above amounts are a genuine pre-estimate of the Operator's loss and administrative burden caused by late payment, and are not a penalty.

6. AIR-CONDITIONING COMFORT & SERVICES FEE

(a) Air-conditioning usage is measured by a sub-meter installed in the Room.

(b) The Tenant shall pay a Comfort & Services Fee of RM0.70 per kWh of measured consumption (the "A/C Fee").

(c) The A/C Fee is NOT a resale of electricity. It is a consolidated service charge covering:

- provision, installation, and maintenance of the air-conditioning unit;
- operation and maintenance of the sub-metering system;
- property management system (PMS) and smart-access infrastructure;
- reimbursement of the underlying electricity cost.

(d) The A/C Fee shall be billed monthly together with the next month's Room Rate.

(e) Tampering with any meter, sub-meter, or electrical installation is strictly prohibited under the Electricity Supply Act 1990 and constitutes a material breach of this Agreement, entitling the Operator to immediate termination, forfeiture of the Deposit, and reporting to the Energy Commission and police authorities.

7. EARNEST DEPOSIT

(a) The Tenant shall pay an Earnest Deposit of RM1,600.00 (ONE THOUSAND SIX HUNDRED RINGGIT MALAYSIA), upon execution of this Agreement.

(b) The Deposit serves the combined purpose of (i) earnest money to secure this Agreement; (ii) security for the Tenant's performance of all obligations hereunder; and (iii) cover for any outstanding charges upon termination.

(c) The Operator may apply the Deposit (or any part thereof) towards any Outstanding Sum, which includes but is not limited to: unpaid Room Rate, unpaid A/C Fee, late payment fees, contractual penalties under Clause 11, cost of repair or replacement of damaged items, and cleaning fees beyond fair wear and tear.

(d) Refund: Subject to Clause 7(c) and satisfactory check-out inspection, the Deposit (or remainder thereof) shall be refunded to the Tenant within thirty (30) days from the date of vacant possession and final meter readings.

(e) The Deposit shall NOT be utilised by the Tenant as payment for the final month's Room Rate.

(f) Forfeiture: Upon material breach, early termination, or events specified in Clauses 11 and 12, the Operator shall be entitled to forfeit the Deposit in full as liquidated damages, without prejudice to its right to claim additional damages for actual loss (including but not limited to damage caused by fire, flooding, gross vandalism, or criminal acts).

8. ACCESS CARDS AND PARKING

(a) Access Items and Refundable Deposit: The Operator shall issue the following access items to the Tenant for entry to the building, the Premises, and (where applicable) the parking facility, against a refundable deposit

payable upon execution of this Agreement. The Tenant takes only the items shown with a quantity below; the total deposit is the sum of the subtotals:

Item	Per-unit Deposit	Qty	Subtotal
Walking Access Card	RM100.00	1	RM100.00
Parking Access Card	—	—	—
Parking Sticker (if applicable)	—	—	—
TOTAL REFUNDABLE DEPOSIT (this Clause 8)			**RM100.00**

Deposit Summary — payable on signing	Amount
Security Deposit — Room	RM1,600.00
Walking Access Card (refundable)	RM100.00
TOTAL DEPOSIT PAYABLE	**RM1,700.00**

(b) The above deposits are separate from, and additional to, the Earnest Deposit under Clause 7, and shall be refunded upon return of all issued items in working condition at the end of the Term, less any sums properly deducted under (c).

(c) Loss, damage, or non-return of any issued item shall attract a replacement fee equal to that item's per-unit deposit stated above, per item, which may be deducted from that item's deposit, from any other deposit under this Clause 8, or from the Earnest Deposit under Clause 7.

(d) Each issued item is personal to the Tenant and strictly non-transferable. The Tenant shall not share, duplicate, lend, sell, or permit any other person to use any Access Card, parking lot, or Parking Sticker. Sub-letting, selling, or sharing the parking facility with non-Tenants constitutes a material breach of this Agreement.

(d-1) Parking Arrangement (specific to this Tenancy): Parking arrangements (if any) shall be confirmed in writing by the Operator prior to move-in.

(e) Parking, where provided, is a convenience and not a guaranteed service, and any parking arrangement shall be confirmed in writing by the Operator prior to move-in. The Operator shall NOT be liable for any damage, loss, or theft of vehicles or property parked at the Premises or within the building. The Tenant parks at the Tenant's own risk.

(f) Lost Access Card — Response and Remedy:

(i) Standard Replacement Timeline: The Operator shall use reasonable efforts to replace a lost Access Card within seventy-two (72) hours of the Tenant's written report via PMS, WhatsApp, or email.

(ii) After-Hours Lockout (10:00 PM to 8:00 AM): Where technically feasible (e.g., where smart-lock / TTLock is installed), the Operator may provide a temporary passcode remotely. Where remote access is NOT technically feasible, the Tenant shall arrange alternative accommodation at the Tenant's own cost.

(iii) Goodwill Inconvenience Credit: As a gesture of goodwill (and expressly NOT as an admission of liability), the Operator may at its sole and absolute discretion credit the Tenant an Inconvenience Credit of up to RM50.00 against the next month's Room Rate, for verified after-hours lockout incidents where remote access was not available and the Tenant is not at fault.

(iv) Exclusion of Liability: The Tenant acknowledges that the Operator is NOT a 24-hour locksmith, hotel concierge, or emergency response service. The Operator shall NOT be liable for any direct, indirect, incidental, or consequential loss (including hotel costs beyond the goodwill credit above, missed appointments, loss of income, or emotional distress) arising from Access Card loss or replacement delay. This is a strict limitation of liability.

9. UTILITIES, SERVICES, MAINTENANCE & REPAIR

(a) The Operator shall use reasonable efforts to ensure continuity of water, electricity, internet, and other services included in the Room Rate.

(b) The Operator shall NOT be liable for any interruption, disruption, or degradation of services caused by third-party providers (TNB, water authority, ISP), building management, force majeure events, or any cause beyond the Operator's reasonable control.

(c) The Tenant shall use all utilities, furniture, and fixtures responsibly. Excessive or wasteful use may be charged at cost price under Clause 7(c).

(d) Maintenance & Repair SLA: The Operator shall use reasonable commercial efforts to address maintenance issues within the following indicative timelines:

Priority	Category	Operator Response	Resolution Target
Emergency	Total water/electricity loss, major leak, fire, gas leak, security threat	2 hours	24 hours or interim measure
High	Air-conditioning failure, water heater failure, WiFi total outage, single room power trip	24 hours	3–7 working days
Standard	Lighting, door handles, minor leaks, furniture, appliance issues	48 hours	7–14 working days
Cosmetic	Paint touch-up, minor scratches, cosmetic wear	7 days	At reasonable time

(e) Timelines are indicative only and NOT binding. Delays caused by third-party suppliers, unavailability of parts, building-management approvals, strata by-laws, weather, or events beyond the Operator's reasonable control shall NOT constitute breach of this Agreement.

(f) Repair vs Replacement: The Operator has sole and absolute discretion to repair, refurbish, or replace any item. Repair and refurbishment shall be the default preference. The Tenant shall NOT demand replacement of a functional item merely due to cosmetic wear, age, brand preference, or personal taste.

(g) Tenant-Caused Damage: Where damage is caused by the Tenant's misuse, negligence, or wilful act (including damage by the Tenant's guests), all repair or replacement costs shall be borne by the Tenant and deducted from the Deposit under Clause 7(c). The Tenant shall NOT be entitled to an upgraded, branded, or newly-purchased replacement; refurbished or equivalent replacement is acceptable.

(h) Service Disruption Credit:

(i) In the event of a Major Service Disruption (defined as total loss of water, total loss of electricity to the Room, total loss of air-conditioning, or inability to occupy the Room due to a safety issue) lasting more than twenty-four (24) continuous hours, the Tenant may request a Service Credit.

(ii) The Service Credit shall be calculated as: (Monthly Room Rate ÷ 30) × number of affected days, capped at a maximum of fifteen (15) days per calendar month.

(iii) Disruptions caused by: (1) the Tenant or the Tenant's guests; (2) force majeure events; (3) third-party providers (TNB, water authority, ISP); (4) building management or strata restrictions; or (5) scheduled maintenance with prior notice — are EXCLUDED from this credit.

(iv) The Service Credit is the Tenant's sole and exclusive remedy for service disruption. The Tenant shall NOT withhold, set off, or reduce Room Rate, nor terminate this Agreement, on account of any disruption.

(v) Claims must be submitted via PMS or WhatsApp within seven (7) days of the disruption, accompanied by supporting evidence (photographs, date/time stamps). Late or unsupported claims shall be rejected.

(i) Pest Control and Wildlife Intrusion:

(i) The Operator shall engage reasonable pest control measures at regular intervals and respond to reports of pest infestation within a reasonable time. However, the Operator does not warrant that the Premises shall be free of pests, insects, reptiles, birds, bees, or wildlife at all times, it being acknowledged that Malaysia's tropical climate and the nature of high-rise residential buildings make occasional intrusion of such creatures a natural occurrence beyond the Operator's control;

(ii) The entry of any insect, reptile, rodent, bird, mammal, bee, or other wildlife into the Premises or Room, whether due to environmental conditions, weather, building structure, open windows, or otherwise, shall not constitute a breach of this Agreement by the Operator, nor shall it entitle the Tenant to rent abatement, compensation, or termination, save where such intrusion is directly caused by the Operator's gross negligence or wilful default;

(iii) Where any wildlife poses an immediate safety threat (including but not limited to snakes, bee hives, wasps, monkeys, or stray aggressive animals), the Operator's responsibility is limited to promptly contacting the Fire and Rescue Department of Malaysia ("Bomba" / JBPM at 994 or 999), the Civil Defence Force (APM), or a licensed professional animal-removal service, and coordinating access. The Operator is NOT trained or equipped to personally capture, remove, or handle such wildlife;

(iv) The Tenant shall: (A) promptly report any pest or wildlife sighting to the Operator via PMS or WhatsApp; (B) keep the Room free of food waste, open food, and clutter that attracts pests; (C) not feed, harbour, or encourage any stray animal, bird, or wildlife; (D) keep windows and doors properly closed when practicable; and (E) in the event of an immediate safety threat, move to a safe location and call 999 directly;

(v) The Operator shall not be liable for any injury, illness (including vector-borne illnesses such as dengue fever), allergic reaction (including but not limited to bee stings or insect bites), or property damage caused by pests, insects, reptiles, bees, or wildlife, save where such liability cannot be excluded by law or arises from the Operator's gross negligence.

10. TENANT'S OBLIGATIONS

The Tenant agrees:

(a) Eligibility — the Tenant warrants that:

(i) the Tenant is at least eighteen (18) years of age at the commencement of this Agreement. Persons under 18 may only rent with written parental/guardian consent AND a parental guarantor who signs an Annex to this Agreement;

(ii) the Tenant has full legal capacity to enter into this Agreement and is not subject to any order or condition restricting the Tenant's ability to rent accommodation;

(b) to pay all sums due promptly and in full;

(c) Exclusive Personal Use — the Tenant shall:

(i) occupy the Room personally for residential purposes only, and not assign, sublet, share, swap, or permit any other person to occupy the Room without the Operator's prior written consent;

(ii) NOT use the Room or Premises for any commercial, business, or income-generating purpose, including but not limited to: adult entertainment, live-streaming, photo/video shoots, content production, receiving paying clients, retail sales, cooking for sale, tutoring groups, religious ceremonies, or any activity that generates visitor traffic;

(iii) NOT make any structural, electrical, plumbing, or permanent alteration to the Room or Premises (including drilling, painting, wall-mounting, and affixing fixtures) without the Operator's prior written consent. Unauthorised alterations shall be restored by the Tenant at the Tenant's cost, failing which the cost shall be deducted from the Deposit;

(iv) NOT borrow money, property, or services from the Operator, the Operator's staff, or other Tenants in connection with this tenancy. Any private transaction between Tenants is strictly personal and outside the scope of this Agreement;

(v) NOT use the Premises address for registration of any company, firm, partnership, LLP, NGO, society, association, trust, or other entity with the Companies Commission of Malaysia (SSM), Inland Revenue Board (LHDN), local authorities, or any government or regulatory body. Unauthorised use of the address shall constitute material breach entitling the Operator to terminate this Agreement, forfeit the Deposit, and require the Tenant to de-register the address at the Tenant's own cost;

(vi) NOT use the name, logo, trademark, or branding of "Key Coliving" or "Key Coliving PLT" in any representation to third parties, nor hold out as an agent, representative, or partner of the Operator.

Unauthorised use may give rise to civil action and criminal prosecution under the Trade Marks Act 2019.

(d) to comply with the House Rules set out in Annex A (which form an integral part of this Agreement) and with all reasonable directions of the Operator;

(e) to be fully responsible for the conduct of the Tenant's guests, invitees, and visitors, and to indemnify the Operator against any damage, loss, disturbance, or claim arising from such persons' conduct;

(f) to respect the rights of fellow Tenants to quiet enjoyment, cleanliness, security, and personal safety, AND to refrain from any conduct, speech, posting, or broadcast that offends racial, religious, or community harmony in Malaysia — including conduct that may constitute an offence under the Sedition Act 1948, Penal Code Sections 298 / 298A / 504 / 505, or the Communications and Multimedia Act 1998. Any such breach entitles the Operator to terminate this Agreement immediately and forfeit the Deposit;

(g) to notify the Operator promptly of any safety, security, maintenance, or nuisance concern;

(h) not to keep pets, livestock, or animals of any kind within the Premises;

(i) not to smoke (tobacco, e-cigarettes, vape, or any substance) anywhere within the Premises, including balconies, common areas, and the Tenant's Room;

(j) not to engage in, facilitate, or permit any illegal activity, including but not limited to drug possession/use, gambling, prostitution, money laundering, or harbouring undocumented persons;

(k) to warrant that all personal identification and immigration documents submitted to the Operator are genuine and valid, and to maintain lawful presence in Malaysia throughout the Term;

(l) to obtain adequate personal insurance covering the Tenant's belongings, health, and liability. The Operator does NOT insure the Tenant's personal property and accepts no liability for loss, theft, or damage thereof;

(m) to return the Room and shared facilities in the condition received, fair wear and tear excepted, upon vacating;

(n) Fire & Electrical Safety — the Tenant shall:

(i) NOT cook or prepare food inside the Room (cooking permitted only in the designated kitchen area);

(ii) NOT use open flames, candles, incense burners, gas stoves, portable gas cylinders, or any combustible device inside the Room;

(iii) NOT overload electrical sockets, daisy-chain power extensions, or use damaged/non-SIRIM-approved electrical equipment;

(iv) NOT tamper with, obstruct, disable, or remove smoke detectors, fire alarms, sprinklers, fire extinguishers, or fire exits;

(v) NOT store flammable liquids (petrol, paint thinner, etc.), explosives, or hazardous materials in any part of the Premises;

(vi) immediately report any electrical fault, water leak, gas smell, smoke, or fire hazard to the Operator within 24 hours;

(vii) participate in fire drills and emergency procedures if conducted by the Operator or building management;

(viii) keep a clear evacuation path from the Room to the nearest fire exit at all times.

(o) Health & Capacity Warranty — the Tenant warrants and represents that:

(i) the Tenant is in a physical and mental condition suitable for independent co-living and does not require supervised care;

(ii) the Tenant does not suffer from any communicable disease that poses a risk to other occupants;

(iii) the Operator is NOT a caregiver, medical provider, counsellor, or mental health facility, and provides no such services;

(iv) the Tenant is strongly advised to obtain personal health, life, and liability insurance, and acknowledges that the Operator bears no responsibility for the Tenant's medical, psychological, or physical wellbeing;

(v) the Tenant shall provide emergency-contact details and update them promptly upon change.

11. BREACH, PENALTY & ACCESS SUSPENSION

(a) Penalty Schedule (liquidated damages under Section 75 of the Contracts Act 1950):

Breach	1st Occurrence	2nd Occurrence	3rd Occurrence
Smoking (any form, any location)	Written warning + RM200.00 fine	Fine equal to 0.5 month's Room Rate	Termination + Deposit Forfeit
Keeping pets / animals	Written warning + RM200.00 fine	Fine equal to 0.5 month's Room Rate	Termination + Deposit Forfeit
Excessive noise / disturbance / nuisance to other Tenants (with evidence)	Written warning + RM200.00 fine	Fine equal to 0.5 month's Room Rate	Termination + Deposit Forfeit
Unauthorised guests / overnight visitors beyond House Rules	Written warning + RM200.00 fine	Fine equal to 0.5 month's Room Rate	Termination + Deposit Forfeit
Illegal activity (drugs, gambling, prostitution, etc.)	IMMEDIATE Termination + Deposit Forfeit + Report to police	—	—
Meter tampering / utility theft	IMMEDIATE Termination + Deposit Forfeit + Report to Energy Commission & police	—	—
Damage to furniture / fittings / Room	Photograph evidence + repair quotation issued to Tenant; Tenant has 3 days to object; deducted from Deposit at cost (no mark-up)	—	—

Evidence Requirement: For breaches under this Schedule (other than “Illegal activity”, “Meter tampering”, and “Damage” rows), the Operator shall only impose penalties where there is reasonable evidence (photograph, video, CCTV footage, witness statement from another Tenant or staff, or written complaint). Penalties shall NOT be imposed on suspicion alone.

No Double Recovery: For any single breach, the Operator may pursue ONE of (i) the penalty fine under this Schedule, OR (ii) damages for actual loss, but NOT both for the same breach. Termination + Deposit Forfeiture (3rd occurrence or material breach) is a single combined remedy and does not constitute double recovery. The total compensation for any one breach shall not exceed the highest conceivable loss arising from that breach, in line with the principles in Cubic Electronics Sdn Bhd v Mars Telecommunications Sdn Bhd [2019] 2 CLJ 723.

(b) Access Suspension Timeline for Non-Payment of Room Rate:

Day	Status	Operator's Action
Day 1–7	Grace period	Standard reminder via PMS/WhatsApp
Day 8–9	Late Fee accruing at RM10.00/day	Escalated reminder; PMS displays warning
Day 10	RM10.00/day + RM50.00 one-time penalty applies	Final warning; 24-hour notice of Access Suspension

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Day	Status	Operator's Action
Day 11	Digital Access Temporarily Disabled	Smart-lock / digital access card temporarily disabled as an administrative access-control measure pending default resolution. Physical access remains reasonably available by manual key arrangement or other reasonable method. ALL services included in the Room Rate (water, electricity, WiFi, A/C, cleaning) remain UNINTERRUPTED.
Day 15	Formal Notice of Default + Letter of Demand	Delivered via email, WhatsApp, and PMS; emergency contact also notified
Day 21	Notice to Quit + Notice of Deposit Forfeiture	Tenancy formally terminated; Tenant given 7 days to vacate
Day 30+	Distress Act 1951 application	Operator applies to court for Writ of Distress; bailiff seizes Tenant's movable property to satisfy unpaid Rent
Day 60+	Writ of Possession (if needed)	Operator applies under Specific Relief Act 1950 s.7(2) for court-ordered eviction enforced by Bailiff

(c) Nature of Day 11 Access Measure:

(i) The temporary disablement of digital access credentials under the Day 11 measure is intended and implemented as an administrative access-control measure pending resolution of the payment default. It is not intended to recover possession of the Room, and does not of itself terminate the Tenant's occupation rights under this Agreement;

(ii) The Tenant retains lawful possession of the Room and may continue to occupy it. Physical access shall remain reasonably available by manual key arrangement or other reasonable access method designated by the Operator. The Operator shall NOT physically prevent the Tenant from entering the Room;

(iii) ALL services included in the Room Rate (water, electricity, WiFi, air-conditioning, cleaning, common-area amenities) shall remain UNINTERRUPTED throughout the default. The Operator shall NOT (A) change locks on the main entrance of the Premises, (B) cut off any utility supply, (C) suspend WiFi or A/C services, (D) remove, damage, or dispose of the Tenant's belongings, or (E) physically intimidate or restrain the Tenant;

(iv) Recovery of vacant possession of the Room shall be pursued ONLY through lawful means — by Notice to Quit (Day 21), Writ of Distress under the Distress Act 1951 (Day 30+), and where necessary Writ of Possession under the Specific Relief Act 1950 (Day 60+), enforced by court bailiff;

(v) Nothing in this Clause prevents the Operator from communicating with the Tenant's emergency contact, employer, or guarantor regarding the default, where the Tenant has consented to such disclosure under Clauses 17 and 21.

12. OPERATOR'S RIGHT TO TERMINATE

(a) Operator's Right to Terminate for Cause: In addition to the remedies under Clause 11, the Operator may terminate this Agreement immediately by written notice (via email, WhatsApp, or PMS) upon any of the following:

(i) material breach of this Agreement or the House Rules not remedied within 7 days of notice;

(ii) any conduct by the Tenant or the Tenant's guest that endangers the safety, health, or quiet enjoyment of other occupants;

(iii) any illegal activity or reasonable suspicion of illegal activity;

(iv) any misrepresentation in the Tenant's application, identification documents, or warranties under this Agreement.

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(b) Termination Events — Operator's Right by Written Notice: The Operator may terminate this Agreement by written notice (via PMS, email, or WhatsApp) upon the occurrence of any of the following events:

(i) the Tenant being adjudicated bankrupt or entering into any arrangement with creditors;

(ii) the Tenant being unreachable at all registered contact channels (phone, email, emergency contact) for fourteen (14) consecutive days despite reasonable attempts by the Operator;

(iii) the Tenant's death (in which case the Operator shall coordinate with the registered emergency contact or next-of-kin for handover of personal belongings, subject to Clause 12(c));

(iv) the Tenant's imprisonment or remand exceeding 30 days;

(v) lapse, revocation, or expiry of the Tenant's immigration pass (where applicable);

(vi) destruction of the Room or Premises rendering occupation impossible for more than 30 days.

Termination shall take effect on the date specified in the written notice, which shall be no earlier than the date of service of the notice. Where the Tenant is deceased or unreachable, notice may be served on the registered emergency contact or next-of-kin.

(c) Deceased or Missing Tenant — Handover Procedure: Upon an event under Clause 12(b)(ii) or (iii):

(i) the Operator shall notify the registered emergency contact within 48 hours;

(ii) the Operator shall conduct an inventory of personal belongings in the presence of at least one witness (a fellow Tenant, building security, or building management representative), with photographic documentation;

(iii) personal belongings shall be stored safely for a reasonable period (minimum 30 days, or until lawful claim by next-of-kin or personal representative), after which unclaimed items may be disposed of at the Operator's discretion;

(iv) the Operator may apply the Deposit and any prepaid Room Rate towards outstanding charges, storage costs, and cleaning/restoration of the Room;

(v) the Operator reserves the right to involve the police and relevant authorities as appropriate.

(d) Effect of Termination: Upon termination under this Clause 12, all provisions of Clauses 11(b) (Access Suspension) and Clause 7(f) (Deposit Forfeiture) shall apply mutatis mutandis, and the Tenant (or the Tenant's estate) shall be liable for any outstanding sums.

13. EARLY TERMINATION BY TENANT

The Tenant may only terminate this Agreement before the Expiry Date under one of the following two options:

Option A — Full Forfeit (Walk-Away):

The Tenant may vacate before the Expiry Date upon giving written notice, in which case:

- the entire Deposit shall be forfeited;
- no refund of any prepaid Room Rate for the current month;
- the Operator shall not pursue the remaining months' Room Rate.

Notice Compliance Rebate (Goodwill):

As a gesture of goodwill (and not as an admission of any entitlement by the Tenant), the Operator shall refund RM200.00 from the forfeited Deposit to the Tenant (the "Notice Compliance Rebate") if ALL the following conditions are met:

- the Tenant gives at least thirty (30) days' written notice (via PMS, email, or WhatsApp) before the vacate date;
- the Tenant pays Room Rate in full up to the vacate date, with no outstanding sums;
- the Tenant vacates the Room in clean, undamaged condition (fair wear and tear excepted) and returns all Access Cards, keys, and parking stickers;
- the Tenant attends (in person or via video call) the check-out inspection.

If any one of the above conditions is not met, NO Rebate applies, and the full Deposit is forfeited. The Rebate is entirely at the Operator's discretion and not legally enforceable as a tenant entitlement.

Option B — Replacement Tenant:

The Tenant may procure a replacement occupant, subject to:

- the Operator's prior approval of the replacement (background check, payment capacity, compatibility with House Rules);
- the replacement signing a new Tenancy Agreement with the Operator;
- the Tenant paying (i) pro-rated Room Rate for any vacancy gap between check-out and the new Tenant's move-in, calculated as Room Rate ÷ 30 × gap days; AND (ii) an Administrative Fee of RM100.00 to cover handover, re-keying, cleaning coordination, and paperwork;
- upon compliance with the above, the Deposit shall be refunded in accordance with Clause 7(d), less any Outstanding Sums.

For avoidance of doubt: if the Tenant fails to satisfy Option B, Option A shall apply by default.

14. RENEWAL AND NON-RENEWAL

(a) Not less than thirty (30) days before the Expiry Date, the Tenant shall notify the Operator in writing of its intention to either (i) renew this Agreement, or (ii) vacate the Room upon expiry.

(b) Renewal is subject to the Operator's written confirmation and may be on revised terms (including Room Rate adjustment).

(c) Short-Notice Fee: If the Tenant fails to give 30 days' written notice of non-renewal, the Tenant shall pay a Short-Notice Fee equivalent to one (1) month's Room Rate as liquidated damages for the Operator's marketing and void-period loss. This fee may be deducted from the Deposit.

(d) Holdover: If the Tenant remains in occupation after the Expiry Date without a renewal agreement, the licence shall continue on a month-to-month basis at the existing Room Rate, terminable by either party on thirty (30) days' written notice.

15. INSPECTION AND ACCESS RIGHTS

(a) Standard Inspection: The Operator (or its authorised representative) may enter the Room upon twenty-four (24) hours' prior notice (verbal, SMS, WhatsApp, or PMS notification is sufficient) for inspection, maintenance, repairs, pest control, or compliance checks.

(b) Emergency Access: The Operator may enter the Room without notice in case of genuine emergency (fire, flood, gas leak, medical emergency, suspected criminal activity, safety threat, or request from enforcement authorities).

(c) Last 60 Days: During the final sixty (60) days of the Term (or after notice of non-renewal), the Operator may enter upon one (1) hour's notice to facilitate viewings by prospective Tenants.

(d) The Operator shall conduct all entries in a professional manner and shall not interfere with the Tenant's personal belongings except as strictly necessary.

16. INDEMNITY, IMMIGRATION & LIMITATION OF LIABILITY

(a) The Tenant shall indemnify, defend, and hold harmless the Operator, its partners, directors, employees, and agents (together the "Indemnified Parties") against any and all claims, actions, demands, damages, fines, penalties, losses, costs, and legal expenses (including reasonable solicitor's fees on a solicitor-and-client basis) arising out of or in connection with:

(i) the Tenant's acts, omissions, or negligence;

(ii) the acts, omissions, or negligence of the Tenant's guests, invitees, visitors, or any person permitted by the Tenant to enter the Premises;

(iii) any illegal or unlawful activity conducted in or from the Room, including but not limited to drug possession, drug use, gambling, prostitution, money laundering, or harbouring of undocumented persons;

(iv) any breach of this Agreement, the House Rules, or any applicable law by the Tenant or the Tenant's guests;

Initials: _____ / _____

(v) any fire, flood, explosion, gas leak, electrical damage, or structural damage caused wholly or partly by the Tenant's negligence, wilful act, or breach of Clause 10(n);

(vi) any death, suicide, attempted suicide, overdose, self-harm, accidental injury, or personal injury suffered by the Tenant, the Tenant's guests, or any third party within the Room or caused by the Tenant's conduct;

(vii) any criminal act, tortious act, or personal injury caused by, suffered by, or involving the Tenant or the Tenant's guests within or originating from the Room;

(viii) any claim by the Tenant's family, estate, or next-of-kin arising from events occurring within the Premises;

(ix) any loss of, damage to, or theft of the Tenant's personal property (the Operator being expressly excluded from any duty of safekeeping);

(x) any communicable disease transmitted by the Tenant to other occupants;

(xi) any tax, duty, fine, or levy imposed on the Operator by any authority as a direct or indirect consequence of the Tenant's acts or omissions.

(b) Immigration Compliance: Where the Tenant is a non-Malaysian citizen, the Tenant warrants the validity of all passes (Work Pass, Student Pass, Dependent Pass, MM2H, or equivalent). Lapse, revocation, or invalidation of immigration status shall constitute immediate material breach, entitling the Operator to terminate this Agreement forthwith and forfeit the Deposit, without prejudice to indemnification under Clause 16(a). The Tenant further indemnifies the Operator against any fine, penalty, or prosecution under the Immigration Act 1959/63 arising from the Tenant's immigration status.

(c) Criminal Liability: Responsibility for any criminal act committed within the Room rests solely and exclusively with the Tenant (or the Tenant's guests, as applicable). The Operator has no supervisory, custodial, caregiving, or criminal-law responsibility for the Tenant's private conduct or the conduct of the Tenant's guests. Nothing in this Agreement shall be construed as creating a duty of care by the Operator for the personal safety, medical condition, or mental wellbeing of the Tenant beyond what is reasonably required of a co-living operator.

(d) Survival: The indemnities in Clause 16(a) shall survive termination or expiry of this Agreement and shall bind the Tenant's estate, personal representatives, heirs, and assigns.

(e) Limitation of Operator's Liability: Save for death or personal injury caused by the Operator's gross negligence or wilful misconduct (which cannot be excluded by law), the Operator's aggregate liability under or in connection with this Agreement shall not exceed the total Room Rate paid by the Tenant during the three (3) months immediately preceding the event giving rise to the claim. The Operator shall not be liable for indirect, consequential, punitive, exemplary, or special damages of any kind, including but not limited to loss of business, loss of income, loss of enjoyment, emotional distress, or loss of data.

(f) Operator's Non-Responsibility: Without limiting the above, the Operator is NOT responsible for and shall not be liable in respect of:

(i) theft, loss, misplacement, or damage to the Tenant's personal belongings (whether in the Room, common areas, parking, or storage) — at any time, for any reason, and regardless of whether the Operator or its staff have recently entered the Room for inspection, maintenance, or emergency response. The Tenant is solely responsible for safekeeping of valuables; use of in-room safes or personal lockboxes is strongly recommended;

(ii) any allegation that items are missing following a lawful entry by the Operator or its staff — the Operator's entry does NOT create a duty of care or bailment over the Tenant's personal property. Any missing items must be reported to police for investigation; the Operator will cooperate with investigations but shall not be presumed liable;

(iii) acts of other Tenants, their guests, or any third party within the Premises, including but not limited to violence, assault, sexual assault, harassment, theft, robbery, intrusion, or homicide. The Operator's duty of care is limited to maintaining reasonable security measures (including door locks, building access control, and CCTV in common areas); the Operator is NOT a security guard, bodyguard, or private police;

Initials: _____ / _____

(iv) any criminal act by third parties where the Operator has exercised reasonable security measures consistent with the nature of a residential co-living property;

(v) utility interruptions caused by TNB, water authority, ISP, or building management;

(vi) strata-management decisions, by-laws, or actions of the Joint Management Body / Management Corporation;

(vii) any Tenant's pre-existing medical or mental-health condition, or any worsening thereof during the Term;

(viii) force majeure events under Clause 19.

(g) CCTV and Surveillance Acknowledgement:

(i) The Tenant acknowledges and consents that CCTV cameras are installed in common areas of the Premises (such as main entrance, corridors, living room, kitchen, and lift lobby) for the safety, security, and legitimate interests of all occupants;

(ii) CCTV is NOT installed in bedrooms, bathrooms, or other private areas;

(iii) CCTV footage is processed in accordance with the Personal Data Protection Act 2010 and Clause 21 of this Agreement;

(iv) the Tenant shall not tamper with, disable, obstruct, or damage any CCTV or security equipment — breach constitutes a material breach and triggers Clause 11.

17. COOPERATION WITH AUTHORITIES AND CONSENT TO DISCLOSURE

(a) The Tenant acknowledges, agrees, and irrevocably consents to the Operator:

(i) reporting any suspected illegal activity, safety threat, or breach of law to the Royal Malaysia Police, the Department of Immigration, the Fire & Rescue Department, the Energy Commission, or any other relevant authority;

(ii) granting law enforcement and authorised officials access to the Room and common areas upon valid request, lawful order, or urgent safety concern, without requiring the Tenant's prior notice or consent;

(iii) disclosing the Tenant's personal information, identification documents, immigration status, access logs, CCTV footage, and payment records to authorities when legally required, requested, or when the Operator reasonably believes such disclosure is necessary for safety, crime prevention, or legal compliance;

(iv) cooperating fully with any investigation, inspection, or enforcement action, including providing documents and witness statements.

(b) The Operator shall have no liability to the Tenant for any action taken in good faith under this Clause 17, and the Tenant waives any claim for breach of privacy, defamation, or wrongful disclosure arising therefrom.

(c) Discovery of Suspicious Items: If during any lawful inspection or emergency entry the Operator discovers items reasonably suspected to be illegal, dangerous, or evidence of an offence, the Operator shall be entitled to (i) photograph and document such items; (ii) report to the relevant authority; and (iii) preserve the scene pending authority response.

18. TENANT WARRANTIES AND OPERATOR'S NON-KNOWLEDGE

(a) Tenant Warranties — the Tenant expressly represents, warrants, and covenants that, both at the date of this Agreement and throughout the Term, the Tenant:

(i) is not currently subject to any pending criminal charge, investigation, or prosecution, and has no current involvement in any illegal activity, including under the Dangerous Drugs Act 1952, the Penal Code, the Immigration Act 1959/63, or any other applicable law;

(ii) has NO intention to engage in, facilitate, or permit any unlawful activity within the Premises;

(iii) has disclosed all material facts relevant to the Operator's assessment of the Tenant's suitability for co-living, including any criminal record, mental-health condition, communicable disease, or immigration issue;

Initials: _____ / _____

(iv) is not subject to any outstanding warrant, court order, bankruptcy proceeding, immigration hold, or criminal charge that might affect the Tenant's tenancy.

(b) Operator's Non-Knowledge and Non-Involvement — the Tenant acknowledges and agrees that:

(i) the Operator conducts a basic tenant-screening process (identity verification, immigration-pass check where applicable, and emergency-contact collection) and reasonably relies on the Tenant's warranties under Clause 18(a);

(ii) the Operator has NO knowledge of, control over, or involvement in the Tenant's private activities within the Room, including personal possessions, communications, visitors admitted by the Tenant, or substances consumed by the Tenant;

(iii) the Operator does NOT inspect the Tenant's private belongings, and any inspection under Clause 15 is limited to the condition of the Room and building safety;

(iv) the Operator is NOT a custodian, guarantor, or supervisor of the Tenant's conduct, and shall not be deemed to have constructive knowledge of any activity merely because the Tenant occupies the Room;

(v) any illegal item, substance, or activity found in or originating from the Room shall be presumed to be the Tenant's responsibility, subject to the Tenant's right to rebut this presumption with credible evidence (such as forced entry, third-party access, or other clear proof of non-involvement).

(c) Material Misrepresentation — Any breach of the warranties in Clause 18(a), or any misrepresentation by the Tenant in the tenancy application or supporting documents, shall:

(i) constitute a material breach entitling the Operator to terminate this Agreement with immediate effect;

(ii) trigger forfeiture of the Deposit under Clause 7(f);

(iii) render the Tenant liable in full for all consequences, including any civil or criminal liability, fines, penalties, or prosecution costs incurred by the Operator as a result of the misrepresentation.

(d) Operator's Reasonable Reliance — In the event of any investigation, prosecution, or claim involving the Tenant's conduct, the Operator's reliance on the Tenant's warranties under this Clause 18 may be relied upon as evidence of the Operator's good faith and lack of knowledge, to be considered alongside all other relevant facts and circumstances by the relevant authority or court.

19. FORCE MAJEURE

Neither party shall be liable for any failure or delay in performance caused by events beyond its reasonable control, including but not limited to acts of God, fire, flood, pandemic, government orders, utility failures, or building-management restrictions. If such an event substantially prevents occupation of the Room for more than fourteen (14) consecutive days, either party may terminate this Agreement on seven (7) days' written notice, with pro-rated refund of any prepaid Room Rate for the unoccupied period.

20. STAMP DUTY AND COSTS

(a) This Agreement shall be stamped in accordance with the Stamp Act 1949. Stamp duty shall be borne by the Tenant unless otherwise agreed.

(b) Each party shall bear its own legal costs in connection with this Agreement.

21. PERSONAL DATA PROTECTION (PDPA 2010)

(a) The Tenant acknowledges that the Operator is a data controller under the Personal Data Protection Act 2010 (as amended) and will collect, record, hold, use, process, store, and (where necessary) disclose the Tenant's personal data for the purposes of this Agreement.

(b) Personal data collected may include (without limitation): full name, NRIC/Passport number, immigration pass details, date of birth, nationality, home address, phone number, email, emergency contact details, photograph (for identification and security purposes), employer/school details, bank account and payment records, CCTV footage, access-card logs, PMS usage logs, health declarations where relevant, and any other information provided by the Tenant.

(c) Purposes of Processing: The Tenant consents to the processing of such personal data for:

Initials: _____ / _____

(i) tenancy administration (identity verification, invoicing, deposit management, move-in/move-out);

(ii) safety, security, and access control (CCTV, smart-lock logs, visitor records);

(iii) communication with the Tenant, emergency contact, and next-of-kin when necessary;

(iv) stamp duty submission to LHDN and compliance with tax laws;

(v) compliance with legal obligations and cooperation with authorities under Clause 17;

(vi) marketing of the Operator's own services to the Tenant (opt-out at any time by written notice);

(vii) any purpose directly related to the above.

(d) Disclosure: The Tenant consents to disclosure of personal data to: (i) relevant government authorities (Police, Immigration, LHDN, Energy Commission, etc.); (ii) the Operator's service providers (IT, PMS, cleaning, maintenance, insurance, legal advisors); (iii) the building management, strata management body, or Joint Management Body where required; (iv) the Tenant's emergency contact or next-of-kin in case of emergency.

(e) Retention: The Operator shall retain personal data for the duration of the Term and for a period of up to seven (7) years thereafter, for legal, tax, and record-keeping purposes, after which data will be destroyed in accordance with the PDPA Retention Principle.

(f) Rights of the Tenant under PDPA: The Tenant has the right to (i) request access to personal data; (ii) request correction of inaccurate data; (iii) withdraw consent by written notice (Section 38, PDPA) — noting that such withdrawal may prevent the Operator from fulfilling its obligations under this Agreement and may result in termination; (iv) lodge a complaint with the Personal Data Protection Commissioner.

(g) Sensitive Personal Data: Where health, biometric, or other sensitive personal data is provided, the Tenant gives explicit consent to the processing thereof for the purposes stated above, in accordance with Section 40 of the PDPA.

(h) The Operator shall take reasonable security measures to protect personal data and shall notify the Tenant and the Personal Data Protection Commissioner of any personal data breach that is likely to cause significant harm, as required under the PDPA (as amended 2024).

22. HOUSE RULES

(a) The House Rules set out in Annex A are incorporated into and form an integral part of this Agreement. Breach of House Rules constitutes breach of this Agreement and triggers the Penalty Schedule in Clause 11.

(b) The Operator may update the House Rules from time to time, provided that any change that materially increases the Tenant's obligations shall take effect only after seven (7) days' written notice.

23. GENERAL PROVISIONS

(a) Governing Law: This Agreement shall be governed by and construed in accordance with the laws of Malaysia, and the parties submit to the exclusive jurisdiction of the Malaysian courts.

(b) Entire Agreement: This Agreement, together with Annex A, constitutes the entire agreement between the parties and supersedes all prior representations and understandings.

(c) Amendments: Any amendment must be in writing and signed by both parties (electronic signatures and digital execution via recognised e-signing platforms are valid under the Electronic Commerce Act 2006).

(d) Severability: If any provision is found unenforceable, the remaining provisions shall continue in full force.

(e) Notices: Written notices may be delivered by hand, email, WhatsApp, or through the Key Coliving Property Management System (PMS), each of which shall be deemed valid service.

(f) Waiver: No failure or delay by the Operator in exercising any right shall operate as a waiver of that right.

(g) Assignment: The Tenant shall not assign its rights hereunder. The Operator may assign its rights and obligations to a successor entity upon written notice.

Initials: _____ / _____

EXECUTION

IN WITNESS WHEREOF the parties have executed this Agreement on the date first written above.

OPERATOR	**TENANT**
SIGNED for and on behalf of **KEY COLIVING PLT** (LLP0045277-LGN)	SIGNED by **SAMPLE — not a real tenant** NRIC: 000000-00-0000
_____ Name: KEY COLIVING PLT (authorised signatory) Designation: Director / Partner NRIC: —	_____ Name: SAMPLE — not a real tenant Phone: _____ Email: _____ Date: _____

EMERGENCY CONTACT:

Name: _____

Phone: _____

Relationship: _____

Employer / School: _____

Initials: _____ / _____

ANNEX A — HOUSE RULES

These House Rules form an integral part of the Tenancy Agreement. Breach = breach of the Agreement. All Tenants and their guests must comply.

1. General Conduct

- Treat all fellow Tenants, staff, and the Premises with respect at all times.
- No shouting, fighting, harassment, discriminatory behaviour, or intimidation of any kind.
- No unauthorised commercial activity (running a business, receiving commercial deliveries in bulk, hosting paid events).

2. Quiet Hours

- Quiet Hours: 10:00 PM to 8:00 AM daily.
- During Quiet Hours: no loud music, loud calls, parties, moving furniture, or using noisy appliances.
- Headphones are required for audio after 10:00 PM.

3. Guests and Visitors

- Day guests (before 10:00 PM): welcome, but the Tenant is responsible for their conduct at all times.
- Overnight guests: permitted up to 2 nights per month with prior notification to the Operator via PMS/WhatsApp.
- Extended overnight stays (> 2 nights/month) require Operator approval and may incur an additional occupancy charge.
- Maximum of 2 guests per Tenant at any one time in common areas.
- Guests are NOT permitted in other Tenants' Rooms.

4. Cleanliness

- Clean up after yourself in kitchen, bathroom, and common areas immediately after use.
- Wash dishes, wipe surfaces, take out trash, and do not leave personal items in common areas overnight.
- Personal food must be labelled with name + date in the shared fridge.
- Weekly common-area cleaning rota (if applicable) must be respected.
- Operator reserves the right to charge a cleaning fee for persistent cleanliness breaches.

5. Zero Tolerance

- NO smoking (cigarettes, e-cigarettes, vape, shisha) anywhere in the Premises — including Rooms, balconies, corridors.
- NO pets, livestock, or animals of any species.
- NO drugs or illegal substances.
- NO gambling or unlawful activity.
- NO harbouring of undocumented persons or individuals with invalid immigration status.

6. Safety & Security

- Never share Room or main-door access codes with anyone outside the Agreement.
- Lock Room and main door whenever leaving.
- Report any security concern, suspicious activity, or damage immediately to the Operator.
- Fire safety: do not block fire exits, tamper with smoke detectors, or use open flames/candles in Rooms.
- No cooking inside individual Rooms.

Initials: _____ / _____

7. Utilities & Facilities

- Turn off air-conditioning, lights, and appliances when not in use.
- Do not tamper with meters, sub-meters, electrical wiring, or plumbing.
- Report maintenance issues via PMS or WhatsApp within 24 hours of discovery.
- Damage caused by misuse will be charged to the responsible Tenant.
- Electrical appliance wattage limit: single appliance shall NOT exceed 1,000 watts without prior written approval from the Operator via the Key Coliving Digital Onboarding Form.
- High-wattage appliances requiring approval include (non-exhaustive): air fryers, electric kettles, rice cookers, induction cookers, electric heaters, hair dryers over 1,000W, and similar.
- STRICTLY PROHIBITED (no exceptions): portable air-conditioners, personal mini-fridges, portable washing machines, and any device drawing power from shared/common outlets without authorisation. Unauthorised use incurs RM100.00 per month penalty and may trigger immediate termination.

8. Waste Disposal

- All finished food, used food containers, wet waste, and empty drink cups must be disposed of at the building's designated basement bin area — NOT in the unit's internal bins.
- Unit internal bins are for small dry waste only and must be emptied regularly by the Tenant.
- A RM50.00 fine per incident shall apply where wet waste, food waste, or items attracting pests are found in the unit's internal bins or common areas.
- Recyclables (paper, plastic, cans) should be rinsed and placed in designated recycling bins where available.

9. Move-In / Move-Out

- Move-in only after: (i) full Deposit payment, (ii) first month's Rent payment, and (iii) signed Tenancy Agreement.
- Move-out: return all keys, access cards, and remote controls. Clean Room to original condition.
- Check-out inspection must be attended by the Tenant (in person or via video call) for Deposit refund processing.

10. Communication

- Primary channels: Key Coliving PMS and the designated WhatsApp group.
- Operator response time for non-emergency matters: within 24 hours on business days.
- For emergencies (fire, medical, security threat): call Operator hotline and, if needed, 999.

11. Changes to House Rules

- Operator may update these House Rules with 7 days' written notice via PMS.
- Continued occupation after the notice period constitutes acceptance of the updated rules.

12. Fees & Damage Schedule

This Schedule sets out two categories of charges: (A) fixed administrative and penalty fees, and (B) pass-through service and damage costs billed at actual cost.

Part A — Fixed Administrative & Penalty Fees

The following are fixed amounts that do not vary with supplier or market costs.

Item	Fixed Amount
Lost Access Card (replacement)	Equal to that card's deposit — see Clause 8 schedule

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Item	Fixed Amount
Lost Parking Sticker (replacement)	Equal to the sticker deposit — see Clause 8 schedule
Unauthorised high-wattage / prohibited appliance (penalty)	RM100.00 per month + potential termination
Wet waste / food waste in unit bins (penalty)	RM50.00 per incident
Administrative Fee (Replacement Tenant under Option B)	RM100.00 (see Clause 13)
Notice Compliance Rebate (goodwill refund)	RM200.00 (see Clause 13)

Part B — Pass-Through Services & Damage (At Actual Cost)

The following items are billed at the actual cost incurred by the Operator from third-party service providers, suppliers, or contractors. Charges shall be supported by a supplier invoice or written quotation. The Tenant has three (3) days to object to any charge before deduction from the Deposit.

Item	Basis
A/C Servicing (periodic, approx. every 12 months)	At service provider invoice amount
Check-out Cleaning (standard or deep clean)	At professional cleaning service invoice amount
Lock-out / Manual Key Service Call	At Operator's reasonable call-out cost + admin fee
Furniture repair or replacement (Bed / Chair / Table / Desk / Decor / Curtains)	At repair or replacement cost (supplier quotation)
Walls / Doors / Locks damage	At contractor repair cost
Lighting / Fan / A/C unit (Tenant-caused damage)	At repair or replacement cost
Pest control (where caused by Tenant breach, e.g. food waste)	At pest control service invoice amount

- Normal wear and tear from ordinary use is NOT charged to the Tenant.
- Age-related failures (e.g. lighting burnout, fan motor failure after long service) are the Operator's responsibility unless caused by Tenant misuse.
- For Part B charges, the Operator shall provide (i) photographic evidence of damage where relevant, and (ii) a supplier invoice or written quotation, before deducting from the Deposit. The Tenant has 3 days to object in writing.
- Where the Operator performs work in-house (rather than via third party), charges shall reflect reasonable market rates at the time and location of the service.
- No mark-up: Part B charges shall not include any profit margin for the Operator beyond reasonable administrative costs.

13. Additional Clauses (Case-by-Case)

The following additional terms have been specifically agreed between the Operator and the Tenant for this Agreement. These terms shall form part of this Agreement and shall prevail in the event of any inconsistency with the standard House Rules above:

SAMPLE ONLY — this document is an example. It is not an offer, no room is reserved by it, and it cannot be signed. A room is held only once a deposit is received.

I have read, understood, and agree to abide by these House Rules:

Tenant: **SAMPLE — not a real tenant** Date: _____