

LUNA RESIDENT CODE OF CONDUCT

WELCOME TO THE LUNA COMMUNITY

We want Luna to be a place where everyone feels safe, comfortable and at home.

Living with lots of other people means being considerate of those around you. Most of it is pretty simple: be kind, be respectful, look after your home and don't make life difficult for your neighbours.

This Code of Conduct sets out what we expect from everyone living with us and how we'll deal with things when they go wrong.

WHO DOES THIS APPLY TO?

This policy applies to all Luna residents. We also expect visitors, guests, staff, contractors and anyone working within our residences to treat our people, buildings and community with the same respect.

THE BASICS

We expect everyone at Luna to:

- Treat residents, staff, visitors and our neighbours with kindness and respect
- Be considerate of other people, particularly when it comes to noise and shared spaces
- Follow our health, safety and fire safety requirements
- Look after your room, our communal spaces and the wider building
- Follow the law and the terms of your tenancy agreement
- Behave in a way that doesn't cause harm, distress or unreasonable disruption to others

Essentially: enjoy your home, have fun and be a good neighbour.

WHEN THINGS AREN'T OKAY

Misconduct can include any behaviour that causes harm, distress, nuisance or disruption to other residents, our team or the wider community.

Community & wellbeing

This includes:

- Excessive noise, shouting or disruptive parties
- Drunken, aggressive or rowdy behaviour
- Fighting or threatening behaviour
- Misuse of communal spaces
- Hoax calls to emergency services
- Tampering with fire alarms, detectors or other fire safety equipment

Respecting others

We have zero tolerance for:

- Bullying, intimidation or harassment
- Threats or verbal abuse
- Discrimination or hate speech
- Offensive or abusive behaviour directed at another person

Looking after your home

Please respect the building and the environment around you. Vandalism, graffiti, deliberate damage, littering or improper disposal of waste isn't acceptable.

Smoking, drugs & e-scooters

Smoking is not permitted inside our residences and should only take place in designated areas.

Illegal drugs or substances are not permitted within Luna residences.

For fire safety reasons, e-scooters must not be stored or charged anywhere within the building. Where necessary, prohibited items may be removed in line with our procedures.

SOMETHING HAPPENED? TELL US.

If you experience or witness behaviour that makes you or somebody else feel unsafe or uncomfortable, please speak to a member of the Luna team.

We'll take concerns seriously, handle them sensitively and take appropriate action where needed.

HOW WE DEAL WITH MISCONDUCT

We know there's a big difference between someone playing music too loudly once and behaviour that puts another person at risk. That's why we take a fair and proportionate approach, considering what happened, how serious it was and whether it has happened before.

GREEN — Minor incidents

- Things like occasional excessive noise, minor disturbances or isolated disruptive behaviour.
- We'll usually start with a conversation and give you the opportunity to put things right. We'll keep a record of the incident and repeated issues may lead to a formal meeting with the General Manager.

AMBER — More serious or repeated incidents

- This could include repeated disturbances, ongoing disruptive behaviour or incidents causing significant inconvenience or distress to residents or staff.
- You may be invited to a formal meeting with the General Manager. Depending on the circumstances, further action could include charges for damage, a formal apology, a behaviour agreement or a written warning.
- Repeated incidents may result in a final written warning and could ultimately lead to action under your tenancy agreement.

RED — Serious incidents

- This includes serious or repeated misconduct, illegal activity, violence, threats or behaviour that puts the health and safety of others at risk.
- We may take immediate action to protect residents and staff, including contacting the emergency services or relevant authorities where appropriate.
- Serious incidents may also result in action under your tenancy agreement, including eviction proceedings where legally permitted.

FAIR FOR EVERYONE

Everyone should feel welcome and respected at Luna.

We'll apply this policy fairly and consistently and will not discriminate on the basis of any protected characteristic, including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

ONE LAST THING...

Luna is your home, but it's everyone else's home too.

Be kind.

Be considerate.

Look out for each other.

And if something doesn't feel right, come and talk to us. 