



COMMUNITY GUIDELINES

INTRODUCTION

Hive was born as a response to the outdated, out of touch and overly complicated apartment rental experience we all know too well. Our goal is to create a convenient and modern living solution with a vibrant, diverse and active community at its core.

The guidelines in this document are in place to serve the improved living experience we strive for at Hive. We don't intend to dictate the way people act and spaces are used but feel strongly that the guidelines below help ensure the best possible experience for all.

GENERAL

There are a few key guidelines which make up the fundamentals of Hive's community ethos:

Respect	We trust that all residents will be mindful and respectful of other residents, guests, visitors and members of the Hive team.
Registration	All residents are required to submit the necessary documentation to be registered with the Hive management team.
Adult Community	Hive is an adult only (18+) community. This is applicable to all residents, guests and visitors.
Violence	We have a strict zero-tolerance policy against any form of violence in our building, physical or otherwise.
Communication	If you have any comments, suggestions or complaints, please email the Hive Management team at info@hivecoliv.com
Guideline Updates	These guidelines may be updated from time to time by the management team.

GUESTS

Your guests are more than welcome at Hive, but we ask that you keep the following considerations in mind to make sure other residents' use of the building is not compromised:

Number of Guests	As our common areas are limited in size, a maximum of 2 guests can be allowed per resident in these spaces when they are not booked.
Registration	Your guest(s) will be asked to register at the reception desk when they arrive.
Accompaniment	Guests are expected to be with the resident(s) they are visiting when in the building.
Guideline Awareness	Please make sure to familiarize your guest(s) with our community guidelines to ensure they are respecting our residents' spaces.
Denied Access	If a guest has repeatedly or severely disrespected the Hive building or its community by disregarding these rules, we may unfortunately need to deny them access to the building for a time period deemed appropriate by our management team.

PETS

As you'll quickly notice, pets are very much a part of the community at Hive. We welcome them with open arms and are happy to have them around, but there are a few important things we ask of you if you have one or more pets.

Types of Pets	We can only allow standard household pets with prior approval from Hive Management to be kept in our building.
Training	We trust that your pet is well trained and capable of being around other pets and people.
Leashes	Please keep dogs, and any other animals that are typically leashed, on a leash at all times in the common areas of the building. This helps avoid any accidents and makes others feel comfortable around them.
Responsibility	Our policy is simple - your pet, your responsibility. Please make sure to keep an eye on them and that they respect our building and members.
Pet Waste	Please make sure your pet's bathroom breaks are taken outside away from the building premises (including the courtyard) and avoid the risk of them doing it anywhere inside the building to the best of your ability (particularly on any furniture).
Registration	Your pet(s) is/are expected to be registered with the Dubai Municipality Vet Services and to comply with their regulations.
Furniture	Please keep your pets off of any fabric furniture in the common areas.
Treatment	Pets are considered a member of the Hive community just like any other person and are expected to be respected by all.

YOUR APARTMENT

Your Hive apartment is your personal pod within the building and is designed to be modern, compact, user-oriented and detail-driven. It's fully furnished and equipped with everything you'll need so you can get settled and focus on making the space your own. Below are a few things to note that will help you and your neighbors get the most out of your home.

Waste Disposal	Please dispose of waste properly via the garbage chute rooms located on each floor.
Non-Smoking	All Hive apartments are non-smoking. If you'd like to smoke, please do so on your balcony if you have one, or in our outdoor common areas.
Noise Levels	Please be mindful of your neighbors and keep noise volumes in your apartment at a reasonable level.
Cleaning Services	We offer paid in-house cleaning services at Hive, but you are free to bring your own external cleaners as long as they register at the front desk when they arrive.
Maintenance & Repair	We have an in-house maintenance team that handles anything you may need in your apartment, so please refrain from hiring external contractors unless approved with written confirmation by the management team.
Apartment Care	Please treat your apartment with care and make sure to keep it in good condition throughout your tenancy.

- Raising Minor Issues** If you have any issue with your apartment, please submit a ticket on the Hive App. You may also reach out to the security team if you need emergency assistance. Please do not request services directly from the maintenance or cleaning staff.
- Raising Major Issues** If you face any major issues in your apartment with water, gas, electricity, or fire, please submit a ticket **and** report it to the security team immediately to prevent it from getting worse.
- Maximum Occupancy** The maximum number of residents allowed to be registered per apartment type is:
- Studio = 2 residents
 - 1 BDR = 2 residents
 - 2 BDR = 4 residents
 - 3 BDR = 6 residents
 - 4 BDR = 8 residents
- Co-occupants** You are welcome to move in with co-occupants based on the maximum occupancy above. We simply ask that they provide the necessary documents to be registered with us.

COMMON AREAS & FACILITIES

Our common areas are designed to be an extension of your living space and are a big part of what sets us apart from other residential buildings. They are all accessible to residents, sometimes bookable, vary in size and utility, and are ready to host activities for you, your neighbors and your guests. Below are some things to keep in mind when using these spaces.

- Intended Look & Feel** A lot of effort has gone and continues to go into making the common areas look the way they do. Please respect that hard work and do not make any additions or modifications to any of the common areas.
- Storage** Please do not store any personal items in the common areas.
- Corridor Doormats** We'd like to keep our corridors looking cohesive and uniform, so please avoid placing doormats with unusual shapes, colors and sizes outside of your apartment door.
- Smoking** Please refrain from smoking or vaping in the indoor common areas.
- Bookings** If you've booked any of the bookable common areas, we ask that you be present during the booking. Please refrain from booking the space for others.

Lounge Area

The lounge is meant to act as an extension of your living room, but also as a coworking space during the day on weekdays. It is a space for productivity, socializing and lounging all at once.

Important things to keep in mind:

- Accessibility** The lounge area is only intended for Hive residents and their guests.
- Noise Levels** Please be mindful of others working in the space and keep noise levels to a reasonable level throughout the workday. If you need to get on a call, please do so in one of the privacy booths and avoid using speaker mode.

Curated Music	We've worked with music specialists to curate the music in the common areas, so please avoid playing your own music from a speaker.
Sleeping	Please refrain from sleeping on the furniture – there's a perfectly welcoming bed a short elevator ride away.
Alcohol Consumption	We're not going to say alcohol is forbidden in the lobby & lounge area, so please help us by being discrete and responsible if you do drink down there.
Gaming	Before engaging in a heated game of foosball or ping-pong, please be mindful of others working in the space that may need some quiet time.

Co-working tables

The communal coworking tables in the lounge are the closest thing we have to proper office desks. They are the primary choice for people looking to work for long hours in the lounge and are in high demand.

Important things to keep in mind:

Day-to-Day Use	The tables are available to everyone on a first come, first served basis. Please be mindful of others and do not leave any personal items at the tables to reserve a spot.
Resident Priority	As seating is limited, we ask that Hive residents are given priority to use the tables.
Food	Please refrain from eating at the coworking tables to avoid bothering other users with sounds and smells.
Cleanliness	Please help us keep the tables clean while and after you are using them.

Laundry Machines

Our shared laundry machines are a unique feature at Hive and provide opportunities for chance encounters and socialising while doing a chore that would otherwise be isolating.

Important things to keep in mind:

Bookings	A booking through the Hive App is required to use the laundry machines. Please only book one washing machine and one drying machine at a time.
Time Slots	Please respect your booking start and end time to ensure a smooth transition between time slots.
Unattended Laundry	If laundry is left unattended for more than five minutes past a booking end time and is taking up time from your booking, please inform the security staff, who will remove the laundry and inform the resident with the previous booking.
Pet Accessories	Please book and use only the machines labeled for pets if you need to wash anything for them.
Laundry Etiquette	We ask that you keep the next user in mind and wipe down or remove any dirt or lint from the washers and dryers after your cycle is finished.
Daily Clean-Out	To keep the laundry room looking fresh, our security team checks the room every night for laundry left behind and stores anything they find in the lost and found.

Multi-Purpose Room

The multi-purpose room (MPR) is a bookable space that can be used for anything from yoga classes to movie nights and important client meetings. When it's not booked, it acts as an extension of the lounge and coworking space.

Important things to keep in mind:

Day-to-Day Use	When there is no active booking, the use of this room is on a first come, first served basis. If you'd like to use it without booking it, please leave the curtains and door open so others know they can still come in.
Bookings	If you'd like to have the room all to yourself, please make a booking via the Hive App. Whether or not you close the door and curtains during your booking is up to you.
Booking Limits	To make sure everyone gets a fair chance to use the room, every resident is limited to 4 hours of bookings per week.
Maximum Capacity	When booked, the MRP's maximum capacity is 10 people including any Hive residents.
Cleanliness	Please help us keep the room clean while and after you are using it.
Noise Levels	Although the space can be closed off, please be mindful of others working in the rest of the lounge and keep noise levels to a reasonable level.

Communal Kitchen

The Communal Kitchen at Hive is intended to be a space for mid-day break encounters, small gatherings and culinary experiences. By day, it functions as a shared pantry where you can get coffee, water and snacks. By night, it becomes a bookable space to cook and dine with friends and neighbors.

Important things to keep in mind:

Day-to-Day Use	When there is no active booking, the kitchen is a first come, first served space.
Bookings	If you'd like the kitchen all to yourself, please make a booking via the Hive App.
Maximum Capacity	When booked, the kitchen's maximum capacity is 10 people including any Hive residents.
Cleanliness	Please make sure to clean the space once you've finished so others can continue to use it.
Shared Kitchenware	The kitchenware and cooking accessories found in the space are free to use, but please refrain from taking anything back to your apartment or storing your personal things in the kitchen.
Shared Fridge	The fridge and freezer are meant to be shared. If you don't want anyone grabbing your things, please make sure to label them.
Monthly Clean-Out	Once a month, Hive staff will go through the fridge, freezer and storage to dispose of anything that's gone bad, so make sure to keep track of anything you have in there.

BBQ Area

The BBQ area is an extension of the communal kitchen and another space for laid back gatherings and dining experiences with your friends and neighbors.

Important things to keep in mind:

Day-to-Day Use	When there is no active booking, the BBQ area is a first come, first served space.
Bookings	If you'd like the area all to yourself, please make a booking via the Hive App.
Maximum Capacity	When booked, the BBQ area's maximum capacity is 10 people including any Hive residents.
Grill Cleaning	Please make sure to clean the BBQ grills before and after using them. We recommend doing so with high heat and an appropriate brush.
Playing Music	We have no issue with you playing your own music from a speaker until 23:00. We only ask that you keep the volume at a reasonable level. If the music is loud or we receive any noise complaints, our security staff may request that you lower the volume.
Noise Levels	Sound echoes in our courtyard, so please make sure you and your guests keep noise levels to a reasonable level, especially after 23:00.
Gas Safety	Please make sure the gas is properly shut off before leaving the area. If you need any help with this, reach out to our security staff or management team.

Gym

The gym at Hive is a compact space with the essentials. With so many young and active people in the building, it can get quite busy.

Important things to keep in mind:

Resident Priority	Since our gym isn't very big, we ask that Hive residents are given priority to use the space.
Guests	Your guests are welcome to use the gym as long as they are with you.
Gym Hours	The gym is always open except in the early mornings between 03:00 – 05:00 when our staff cleans it.
Quiet Hours	Please refrain from heavy lifting and dropping weights between 22:00 and 08:00.
Gym Etiquette	To ensure everyone enjoys this amenity equally, please: <ul style="list-style-type: none">- Put weights and equipment back in their place after you've used them.- Control your movements and avoid dropping weights.- Share machines and equipment with other gym users.- Use appropriate equipment and weights to perform exercises.- Help keep the area clean and wipe down machines and equipment after use.
Pets	Please keep pets out of the gym area as this is a hazard for them and the gym users.

- Personal Music** If you'd like to listen to your own music, please make sure to do so with headphones on and not from a speaker.
- Personal Trainers** We're happy to have you bring your personal trainer to the gym as a guest.
- Resident Trainers** If you are a personal trainer and live in the building, we ask that you reach out to the Hive Management team for approval and written confirmation before conducting any business or classes in the gym.

Rooftop & Pool Area

Our rooftop is one of our most sought-after spaces. With an incredible view of the sunset, a pool fit for both leisure and sport and plenty of different opportunities for lounging and gathering, it tends to be an obvious favorite for our residents.

Important things to keep in mind:

- Rooftop Hours** The rooftop is open every day from 08:00 to 23:00.
- Guests** Your guests are welcome on the rooftop as long as they are with you.
- Food** If you'd like to eat on the roof, please only do so in the seating areas and on the tables and avoid having food around the pool.
- Shatterproof Container** Please refrain from drinking out of glass containers and bottles around the pool.
- Pets** Please keep pets out of the rooftop area.
- Personal Music** If you'd like to listen to your own music, please make sure to do so with headphones on and not from a speaker.
- No Diving** Our pool has multiple levels and is not a standard lap-pool, so please refrain from diving for your own safety.
- Lifeguard Instructions** Please respect and follow any instructions given by the lifeguard.
- Cleanliness** Please help us keep the rooftop clean and pick up after yourself before you leave.
- Gatherings** We don't typically allow gatherings and parties on the rooftop and the space is not bookable. If you are looking to use the area for a specific occasion, please reach out to the Hive Management team for approval and written confirmation.

Privacy booths

The privacy booths are designed to give you a personal, isolated place to focus on work or take a call in private. There are two of them in the lounge area, and they help make sure people don't have to become part of work calls.

Important things to keep in mind:

- Required Bookings** A booking through the Hive App is required to use the privacy booths.
- Respected Time Slots** Please respect your booking time and the time slots before and after yours.

Food	Please refrain from eating and leaving food in the booths.
Cleanliness	Make sure to pick up after yourself and leave the booth in good condition for the next user.

Gaming Room

The game room is a very compact space for those who'd like to take a break or spend hours with friends battling it out in video games.

Important things to keep in mind:

Required Bookings	A booking through the Hive App is required to use the gaming room.
Guests	Your guests are welcome to use the gym as long as they are with you.
Respected Time Slots	Please respect your booking time and the time slots before and after yours.
Cleanliness	Make sure to pick up after yourself and leave the room in good condition for the next user.
Gaming Accessories	Please refrain from taking controllers or other gaming accessories out of the room.

Fabrication Lab

The fabrication lab is a space in our basement that houses various tools and worktables for those looking to create, whether that be woodwork or art. It's a space to disconnect and focus on craft.

Important things to keep in mind:

Residents Only	Because of the nature of this room and potential hazards, it is one of the only spaces in our buildings that we do not allow guests in.
Day-to-Day Use	When there is no active booking, the fabrication lab is a first come, first served space.
Bookings	If you'd like the space all to yourself, please make a booking via the Hive App.
Use of Tools	We trust that anyone using tools and equipment in the lab is fully capable of handling them and aware of any risks.
Caution with Tools	Please be careful when using the tools and equipment provided in the lab and use protection gear when needed.
Cleanliness	Please help us keep the lab clean by picking up after yourself and putting tools back before you leave.
Tools & Equipment	Please refrain from taking tools & equipment outside of the space.
Storage	The lab is meant to be a space for creation and not storage, so please refrain from storing any personal items in there.

Storage Room

The storage room is an added service we provide for residents when needed to store items that may not fit in the apartments.

Important things to keep in mind:

Current Residents	We can only store personal belongings for current Hive residents.
Space Limitations	We will do our best to accommodate your needs, but due to limited space, we cannot guarantee that your items will be stored.
Maximum Pieces	We can only store a maximum of two bags or boxes per resident.
Responsible Packing	Please make sure your belongings are properly packaged and sealed before they are stored.

PARKING & VEHICLES

As with any residential building, our parking garage factors into the overall experience residents have while living at Hive. Below are a few principles we believe help make everyone's parking experience better.

Standard Vehicles	Our parking garage can only accommodate standard vehicles such as cars and SUVs.
Maximum Spots	Each apartment type has a maximum number of parking spots that can be assigned to it.
Parking Assignment	We only assign parking spots to residents with cars that have been registered with the management team and only one parking access card can be assigned per resident.
Lost / Missing	Please report a lost or missing parking access card to the management team as soon as possible so we can deactivate it and get you a replacement, which costs AED 150.
Access Cards	
Parking Access	Please make sure to use only your assigned card to access the parking and do not share it with other residents or guests.
Parking Etiquette	To avoid any conflicts, please always park your car in your assigned spot and be mindful of neighboring cars by providing enough space for their doors to open.
Storage	Please refrain from storing any personal items in or around your assigned parking spot.
Safe Driving	Please drive safely in the parking area and respect the 20 km/h speed limit.
Car Wash Service	If you'd like to get your car washed in our parking garage, please only use the carwash service provider we've teamed up with.
Parking Reassignments	At times, we may have to make changes to allocated parking spots, which can be tricky. In these cases, we ask for your patience and cooperation and that you trust us to accommodate everyone's needs to the best of our ability and arrive at the best solution.
Liability	At the risk of sounding like lawyers, we cannot be held responsible or liable for any damage or theft relating to a vehicle within the parking area.

ACCESS FOBS

The access fob you're given when you move in is your key to the building, your apartment, and other access-controlled spaces at Hive. Below are a few things to know about your fob.

- Assigning Fobs** For safety reasons, we can only assign one fob to each registered Hive resident. Please take care of it and keep it to yourself.
- Lost / Missing Fobs** Please report a lost or missing fob to the management team as soon as possible so we can deactivate it and get you a replacement, which costs AED 150.

SAFETY & SECURITY

Unsurprisingly, safety & security are a top priority for us to make sure everyone in the building feels comfortable and safe. Below are a few things you can do to help us with this.

- Barbecues** Barbecues cannot be allowed on balconies for safety reasons.
- Balcony Smoking** If you'd like to smoke on your balcony, please dispose of cigarettes in an ashtray and do not throw them off the balcony.
- Fire / Smoke Devices** Please refrain from removing, deactivating or obstructing any fire/smoke devices.
- Fire Safety Inspections** Although sometimes disruptive and inconvenient, we ask that you cooperate with us when conducting fire safety inspections periodically throughout the year.
- Emergency Situation** In the event of an emergency in your apartment, we will first attempt to contact you for access to the apartment. If there is no response, our teams may need to access the apartment without your approval to assess and control the situation.

APPLICATION OF GUIDELINES

We value approachability and transparency and will openly and respectfully communicate guidelines again when we feel they've been missed, disregarded or overstepped.

Our hope is always that, through informal reminders, we are able to get everyone on the same page. However, if guidelines are repeatedly disregarded, we may issue formal written notices as a first measure, fines in more severe cases, and eviction notices in extreme cases.