

Apartments on William

Lifestyle Student Accommodation



Student Welcome Package

PREMIUM STUDENT LIVING

2021

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Section One - Overview

A) Student Welcome Package - Apartments on William (AOW)

A student starting out as a new student in Pretoria or being a returning student starting the next study year, a student might have some concerns, and a little bit of anxiety around the aspects of student accommodation. These might include issues regarding safety, security, location, and price. At AOW the management and staff have some helpful tips to guide a student along the process of choosing the best possible place for the student, or for a parent's son/daughter to live while the student completes their course at the University of Pretoria. Starting university life will be a new mountain to climb and like with most mountains it takes preparation and guidance to complete the journey. At AOW the management and staff are committed to helping you reach the mountain top.

1) Student Accommodation in Hatfield, Pretoria

a) Modern Accommodation

AOW's units are fully furnished while considering the student's needs for a contemporary yet comfortable living approach. Each unit is fitted with either two, three or four bedrooms and one or two bathrooms and kitchen and living area, which cater for between two and four students. Kitchens include a four-plate stove top, an oven, a fridge and freezer combo with counters and desks provided for serving meals and studying.

b) Safe & Secure

AOW's student blocks are designed for students, but also to provide parents with peace of mind while the student is studying and staying off-campus. Security features include CCTV cameras, fingerprint access and 24/7 security available at reception, and security patrolling the building

and outside areas. A student and parent can rest easy with the assurance in knowing that the student's unit and personal belongings are safe. This peace of mind gives the student the opportunity to focus on completing their studies, making new friends, and having exciting adventures in Hatfield, Pretoria.

c) Prime Location

AOW is situated 350 meters from one of the four main entrances / gates of the main campus of the University of Pretoria, just across Lynnwood Road on the corners of William Road and Brooks Road. With many restaurants, social and entertainment facilities nearby and a variety of Pretoria tourist attractions available via a short commute, AOW is suited for students on-the-move.

d) What awaits students?

AOW is a privately owned student housing residence which is accredited by NSFAS. AOW's units are affordable and appeal to students that prefer clean, and modern designs, fit with sleek furnishings. AOW's spacious living environments are perfect for sharing with a friend or a fun new roommate.

AOW's blocks feature 24/7 security, undercover parking, bicycle storage bays, a gym and braai areas, free unlimited WiFi, canteen, and vending machine.

e) Location

AOW is located at 180 William Street, Hatfield, Pretoria just 350 meters from gate 2 of the main campus of the University of Pretoria (UP).

There are plenty of quality restaurants and cafes with student specials to sample, as well as shops and an array of Pretoria tourist attractions available for those eager to explore!

- 350m from Gate 2 University of Pretoria,

- Shops & Restaurants nearby including Hillcrest Centre, Hatfield Plaza, Brooklyn Centre,
- Centrally Situated in Hatfield, Pretoria close to the Gautrain,
- Surrounded by Tourist Attractions

2) Central, modern, and affordable accommodation for students in Hatfield, Pretoria.

AOW provides an exceptional environment to students who study, live, and socialise while studying at the University of Pretoria. AOW's units are designed with a modern look in mind, fitted with clean furnishings which provide a comfortable feel and living experience to students of all ages.

3) Student Life

AOW fosters a friendly and safe community for students, who will be experiencing one of the most exciting times of their lives.

4) Laundry Facilities

AOW provides a full monthly laundry service of which the first 4 washes are free per month and after that a minimal fee is payable by the student.

5) Recreational Areas

AOW's rooftop is a special spot for socialising, and relaxing. AOW also has a well-equipped gym for working out. There are three comfortable and spacious lounges on the top floor for watching TV, shooting some pool, and mingling with other students who reside at AOW.

6) Unrivalled Quality

AOW brings the concept of student accommodation to life by providing well-equipped high quality living spaces, in a secure and central location.

7) 24/7 Security

When entering AOW, the building and basement parking is monitored by a biometric fingerprint access control system. AOW has a high-security setup complete with 24-hour security personnel, 7 days a week.

8) On-Site Events

Meet fellow students residing at AOW and find new friends by socialising at student gatherings, community events and activities organised by AOW.

B) Private residence student accommodation facilities

Off-campus student accommodation is usually offered by private property developers or companies that may be affiliated with the university. Choosing the right private student accommodation can depend on multiple factors. The first of these factors are normally price, as some private accommodation facilities can be quite expensive. Price is usually influenced by the location of the premises, as well as what the facility offers to students in terms of rooms, common areas, and amenities. It might be desirable for students to stay somewhere close to campus. Having AOW situated close to the University of Pretoria is a wise choice for student accommodation purposes.

It is possible to find cheap student accommodation further away from the University of Pretoria, but do not be fooled by cheap price packages. These facilities can lack infrastructure and maintenance, along with a lack of amenities, and might be in a location that makes it difficult to find transport or safe walking routes to the university campus.

C) What to look out for:

1) Location

Location is very important and at AOW the issue of location is mostly answered by being only 350meters from one of the main gates of the University of Pretoria. Generally, residing closer to the university might be more expensive as it often involves living nearer a central hub or city, where prices for rent are higher, but at AOW prices are market related and competitive.

Living further away from campus might save the student money on rental costs, but the student will still need to consider travel expenses and how to get to class on time. Sometimes, this means finding student accommodation that is situated near public transport routes. It is a great idea to use a quick budget to guide a student.

It is worth paying slightly more to live at AOW and to save money on travelling and the time it normally takes to get to class in the morning. Staying at AOW, close to campus means the student may have a better chance of integrating better, allowing students to get to after-hour activities or university events without hours of travelling. It also means that the chance of missing a last-minute deadline due to tardiness is greatly reduced.

2) Amenities

AOW and some other off-campus residences offer certain amenities and building features that differ from living in a flat with roommates or on-campus.

Some private residences, like AOW, include amenities such as a gym, underground parking, bicycle storage bays, lounges with some DSTV channels, biometric security and Wifi.

A few of these items are available in some university residences, but generally, these are sought after amenities that can make a student's life far easier. Knowing that a student's rental covers water and electricity each month, and includes free unlimited WiFi, can help a student budget effectively and improve daily lifestyle.

3) WiFi

WiFi is an asset when included in any rental. Data prices are expensive and having a set up where students receive data free of charge monthly to use for university work and general life, is brilliant. Free WiFi helps students save hundreds of Rands that would have gone to monthly data, which can now be used to supplement tuition payments, food, and other monthly allowances. Of course, it is a good idea to find out the speed of the WiFi and how many gigabytes per month you can expect to receive before making your decision. In the case of AOW, unlimited free WiFi is offered per month.

4) Underground parking and bicycle storage bays

At AOW underground parking and bicycle storage bays are an asset for students who own a car or who use their parents' car, or students who have a bicycle. The underground parking, and bicycle storage bays can save students and their parents money depending on where they park. At AOW the underground parking bays allows students to park safely, meaning no potential loss of damage to the students' property, and the student can enter the AOW buildings securely from the underground parking bays. The underground parking also helps and makes attending and leaving classes, late study sessions during the week, and socialising during the weekend, far easier and much safer for students. AOW's safety features include fingerprint sensors for access and 24/7 on duty security staff.

Another important consideration and potential cost saver are basic amenities for example electricity and water. AOW include these tariffs, as part of the monthly rental amount. Other facilities might charge additional fees for electricity and water. Finding out beforehand will help students manage their finances better and create an accurate monthly budget.

5) Other

Some additional points to consider when choosing off-campus accommodation include visitor policies, building quality, and quiet times. At AOW all these factors are taken into consideration when students assess the overall quality of the infrastructure and aesthetics within AOW.

Visit a few different rooms at AOW, or the room that the student would prefer to stay in, and test to see if the lights function, the doorknobs work, taps can turn on, the shower works, the fridge is in working order, microwave oven works when switching on, and the stove plates work. There is nothing more frustrating than moving into a unit, only to find that the students' daily life will be affected by infrastructure that does not function properly.

An even better consideration for students to keep in mind is being on good terms with the AOW management and maintenance staff. Find out if they are helpful and friendly, by chatting to the staff and finding out what they do within the block. Having insider knowledge could help students make faster and more educated decisions if something needs fixing in the unit, and it needs attention from someone specific in the maintenance team.

AOW, like most other student accommodation facilities, have set visitation hours, quiet time periods, and opening and closing times for the underground parking structure too. Visitation hours are important to keep in mind when students bring friends around. In some scenarios, when visitation hours are exceeded and the students' visitor has not left yet, this can cause drama in the form of a fine or warning which can easily be avoided. At AOW all times including curfew times, and COVID-19 related times are visible in the building at strategic points.

Quiet time periods are shared with students and in these time periods students must remain silent and not do things to annoy other students like play loud music or blast tv series throughout the halls. Depending on the day of the week, quiet time periods usually start earlier during the week as opposed to during the weekend.

D) Living at home

Some students view living at home as the best of both worlds. These students get the excitement of student life during the day, with the luxury of being able to return to a home environment where they feel completely comfortable and have a lot of responsibilities taken care of. Living at home is a budget-friendly option, but it does come with some sacrifices.

It is a cost-effective option, as students or their parents will not have to cover student accommodation or private accommodation rental fees. And homebodies, or those who get homesick quickly, will appreciate this arrangement.

Other parents may feel that their son/daughter ought to experience university outside of the family home and that makes complete sense too. By this stage in life, it is natural for your young adults to want to pursue independence and find their own footing in life. Parents might also need a bit of a break, and this is normal in a parent-child relationship towards young adulthood.

It can also be a bit chaotic to have a university student who wants to experience student life and stay out late to see friends and explore Hatfield and Pretoria, to return home at all times of the night.

It can also make attending on-campus events and activities a little bit of a struggle, especially if the student needs to travel a sizable distance to their campus from the family home. This takes students away from on-campus student life, which can feel isolating and make them feel excluded from student life.

E) Finding and applying for university, student, or private accommodation

Depending on the type of accommodation parents choose for their child, parents need to search for accommodation and apply using a few different methods. Parents can find flexible payment plans and funding through NSFAS, if parents are worried that they cannot afford to pay for student accommodation.

F) Accommodation

1) Private accommodation

Private accommodation, for example, digs, flats, and houses are separate to student accommodation. These private accommodation options will require parents and students to look at various property rental websites, for example, Property24, PrivateProperty, or contact estate agents.

Once parents / students have a discussion with the estate agent, the parents / students need to arrange a viewing of the property. Look at what the room sizes are and what could fit into the flat or room, along with what is included in terms of appliances and infrastructure like the internet, kitchen appliances, security, parking etc, and then consider from there onwards.

2) University accommodation

University accommodation, or on-campus residences, are typically quite difficult to get placement in and these on-campus residences require parents / students to apply with the student's high school marks, and the student's prospective subject matter of study, also needs to be admitted. Initially, the student's application process will start with finding the right kind of university for the intended field of study. Once students have found their preferred university it is time to apply.

Students should choose their preferred course and submit their application. Students should then select 1-2 more courses that they might like to study or use as fallbacks if the student ends up not getting accepted into their first choice of course direction. These additional choices can either be related to what students would like to study, or provide a steppingstone in terms of academic credits, to help students get into their preferred course the following year.

University on-campus residences applicants are normally chosen based on a variety of criteria, the most important being the student's marks. Students should keep their matric results in mind

as the single most important criteria before applying to university. Students Grade 11 marks are always used for the first part of the application before students finish their preliminary and final Matric exams. The student's matric results are then used to supplement the student's application.

3) Private off-campus student accommodation

Private off-campus student accommodation includes buildings like AOW in Hatfield, Pretoria. These private off-campus student accommodation facilities are the easiest to apply to out of any university housing options. Usually, the application process includes submitting details about the students, such as I.D or passport, acceptance from chosen university, and bank statements that reflect the right amount of earnings to support paying for the student's university accommodation or applying with NSFAS.

Parents / students may be charged a small submission fee for the application, and if accepted, parents or the person responsible for the account will be asked to sign a lease by the end of the process. Lease terms are often more flexible with student accommodation, and the lease terms are usually from 10 months to 12 months.

G) Funding accommodation: University residences, Student accommodation, Private apartments

If parents are unsure if they can afford the fees of off-campus accommodation, parents could look at the National Student Financial Aid Scheme (NSFAS) <http://www.nsfas.org.za/> and apply. NSFAS provides loans and bursaries for South African university students, to help in assisting those students in achieving their tertiary qualifications. These loans and bursaries cover university courses and accredited student accommodation for example, off-campus living at AOW.

Accredited student accommodation, means residences of universities, recognised by NSFAS, but also includes private accommodation facilities that have been vetted and accredited by NSFAS.

Section Two - Private Student Accommodation at AOW (Apartments on William)

A) Apartments on William (AOW)

For parents who are wondering where to apply for their children to live during the duration of their study, we would recommend the safe, well-located, and modern facilities at AOW when the first day of orientation comes around.

AOW offers predominantly University of Pretoria students living in Hatfield, Pretoria, quality private student accommodation situated 350meter from Gate 2 of the main campus, and situated nearby major transport routes, great recreational, dining, shopping, and student life facilities.

The secure facilities feature underground parking, a gym, braai areas, viewing Pretoria areas, lounge and TVs entertainment areas, biometric fingerprint access, laundry services, 24/7 security staff, as well as unlimited free WiFi per month.

B) General FAQs

1) What students can live at AOW?

AOW caters mostly for the University of Pretoria students, but any full-time student registered at a recognised tertiary education institution can live at AOW.

2) How does a student view a room or book a viewing appointment at AOW?

Viewings are either by appointment or students visiting AOW and arranging with an AOW rental agent for a viewing. (Visit the AOW website for a detailed description

<https://www.apartments-on-william.co.za/>).

3) What is the length of a lease?

The length of the lease is usually for 10, 11 or 12 months. Medical students start early in January and the last students usually vacate AOW in the middle of December (These dates and times are arranged individually on a yearly basis).

4. What is included in the room price?

AOW provides an all-inclusive service to ensure the student has a hassle-free experience. The following are all included in the room price:

- Unlimited Wi-Fi,
- Secure parking on first come first serve basis,
- Bicycle storage bays,
- Laundry facilities,
- DSTV in the TV Lounges,
- Vibrant and collaborative student community,
- 24-hour security,
- Fully furnished units,
- Biometric security access,
- Secure and safe accommodation close to campus.

5) Can a student choose a specific room and what room types are available?

AOW has four (4) different room options to choose from (A, B, C, D) which varies in size, rooms available, bathrooms, levels, etc. The views differ between each floor and various units. All AOW's units are sharing; however, a student has their own room and just shares a bathroom, kitchen and living area.

6) Can a student choose a friend as their neighbour in the units?

Yes, students can choose a friend, by sending an email detailing the student's information and the information of the student's friend, and the student can complete this on the application form as well. (Depends on availability).

7) How does a student apply?

Applying online is easy and should not take a student more than 15 minutes. If a student has any difficulty, please do not hesitate to contact AOW's rental department to assist. Once a student has received a room number, signed the Lease Agreement, and paid the deposit, admin fee, and any other related fees, the room will be secured for the student.

8) How does a student know that their application has been received?

The website page shows a student an instant message of the application, and a student will receive an instant email notification that will confirm the application.

9) How does a student know a room has been allocated to the student?

A student will be informed of the room allocation via email from the AOW rental department, together with the Lease Agreement which the student will need to sign. Once the student has paid their admin fee and deposit, only then will the room be secured for the student.

10) How are the rooms allocated?

Rooms are allocated on a first come, first serve, basis, or on special request from the student.

11) Is there parking available?

Yes, AOW has secure undercover parking bays available at no cost, on a first come basis. The underground parking can be used for cars, motorcycles, and bicycles.

12) What happens when a student decides to cancel their application?

A student may cancel their application at any time, but the application fee is non-refundable.

13) What fees are payable with the student application?

The following fees are payable upon submitting your online application.

- Service charge fee (per annum), including deposits and admin fee are payable on signature of lease agreement.

14) Payment Options

For information on payment options available, please contact the AOW rental department.

15) What fees are payable before a student can occupy the room?

The service fee charges including the deposit, and admin fee is payable before a student can occupy the room.

16) What other services can I apply for together with applying for my room?

AOW offers various extras to make a student's move in, hassle-free.

Our hassle-free extras include:

- Bicycle storage
- Parking
- Motorbike parking
- Wi-Fi
- Sleepovers

17) Is there extra storage space available?

No, there is no extra on-site storage space available.

18) Does a student need to vacate their room during the holidays?

No, a student does not need to vacate their room during student holidays and are able to stay through permanently for your entire lease period until the lease expires.

C) Check-In FAQ

1) When can a student check-in?

A student's specific check-in date will be made by appointment.

2) How does a student book a check-in appointment and why is it important?

A student can book an appointment via email and a confirmation email will be sent to the student regarding the check-in date. It is very important for a student to book a check-in appointment so that the rental staff can assist a student on the day of arrival and ensure the student has a hassle-free experience and hand over of the room keys as well as do an ingoing inspection are done correctly.

3) Where does a student go to Check-in on the date of arrival?

A student Check-in at security and they will advise the rental department that the student is in the building and the rental agent will show the student to their room to make the Check-in process as hassle free as possible.

4) How does a student access the building

During Check-in, the student's finger will be scanned to allow biometric access to AOW.

5) How does a student access their room?

During Check-in, the student will be given a set of keys to access their room.

6) What is included in my room?

AOW offers fully furnished rooms so that students can move in and stay hassle-free.

6.1) In the bedroom:

- Bed and quality mattress
- Built-in wardrobe
- Blinds
- Desk and chair
- Notice board.

6.2) Shared bathroom with shower

6.3) In the kitchen:

- Fridge and freezer combo
- Microwave, Oven and four plate stove tops
- Kitchen countertop
- Kitchen chairs depending on occupancy per unit e.g., 2, 3, or 4 chairs per 2, 3 or 4 student bedrooms.

7) What does a student need to bring with them?

AOW wants a student to come prepared, therefore AOW has listed a few items, as a guideline, that a student can bring with them:

7.1) For the kitchen:

- Crockery and cutlery,
- Toaster,
- Kettle,
- Glasses,
- Pots and pans,
- Dustbin,
- Broom,
- Cleaning supplies,
- Refuse bags.

7.2) For the bathroom:

- Toiletries,
- Toilet paper,
- Towels,
- Shower rug,
- Laundry washing powder and softener,
- Laundry basket,
- Small bathroom bin.

7.3) For the student's bedroom:

- Linen,
- Duvet,
- Pillows,
- Extra blankets,
- Desk lamp,
- Books,
- Files,

- A small bin,

D) Facilities FAQ

1) Is there a Gym on site?

Yes, AOW has a communal gym, free of charge to use, located in the basement area. There are also gyms in Hatfield which can be of use, such as Virgin Active Hatfield and some private gyms, but these are for the student's own expense.

2) Is Wi-Fi available?

Yes, at AOW each student receives unlimited free Wi-Fi per month. AOW provides fast and reliable internet throughout the whole AOW, the rooms and the communal areas.

3) How does a student resolve internet or WiFi issues?

The student needs to visit the AOW administrator office for them to remove any block or resolve the issue.

4) What about a student's courier deliveries?

AOW is always prepared to receive and keep a student's package safe for them. The student may have packages delivered to the Security/ Reception. Security will notify the student when the package has arrived.

5) Which DSTV channels are included in the DSTV Package show in the lounge areas?

The limited DSTV package is available.

6) Does AOW offer on-site laundry facilities?

Yes, AOW has laundry facilities on the 5th floor. The laundry facility is operated and managed by full time contracted laundry staff and a student receives four (4) free laundry washes per month.

7) Is there extra storage space available?

No, there is no extra storage space or facility at AOW available for storage.

8) Will a student's room be cleaned?

AOW has onsite cleaning services which cleans the units twice (2) per week which include the kitchen, bathrooms, and any other communal areas in a unit. The bedroom is the student's responsibility to keep clean, neat, and tidy.

9) Does AOW provide a student with meals?

No, however, AOW has a canteen facility which provides meals and snacks, and a student has the facilities and choice to cook in their own room, or to go into Hatfield for various dining and entertainment establishments.

10) How do I report maintenance issues?

AOW wants the student's stay to be memorable and amazing. Therefore, AOW has an on-site maintenance department and team ready to fix any problem, and a student can report any maintenance issue in their room or in any communal area to the maintenance department as soon as possible. A student must remember to state the room number and the maintenance request.

11) Are there house rules?

Yes, AOW has house rules which are on the AOW website and the student is also provided with the house rules on signing the lease agreement.

E) Living at AOW

1) Are there rules regarding noise?

Yes, AOW has a “no noise policy”, to ensure our students are well rested and have sufficient time to study in peace. The rules are stipulated in the AOW House Rules Guidelines which can be downloaded from the website, and which is shared with the students on signing the lease agreement.

2) Can a student smoke in their room?

No, a student is not allowed to smoke in their room, or any part of the building, corridors or any communal areas. A student may only smoke at designated smoking areas.

3) May a student invite a friend over?

Yes, a student is most welcome to invite friends over, but the student must remember that they are responsible for those friends and they must adhere to the House Rules Guidelines.

4) May friends or family sleepover?

Yes, one friend or family member of the same sex may sleep over, and the student will have to pay a sleepover fee, as well as get permission for the sleepover from the AOW Property Administrator. No one can stay or sleep over in a student’s room when the student is not there. A student is also not allowed to sublet the room. AOW sees safety as a priority and the students living at AOW will be always kept safe.

5) Is there a curfew?

Yes, there is a curfew which is implemented from 24:00! Any visitors can only visit the building between 9:00 am and 22:00 pm, and any visitors must vacate the building by 24:00 when curfew starts (except when they sleepover, with approval).

6) What should a student do in case of an emergency or security breach?

Contact security at reception.

7) Are there any snacks in the building?

Currently not anymore, but AOW is investigating the option of a vending machine.

F) Check-Out FAQ

1) When does a student need to Check-out?

The student's specific check-out date is stipulated in the Lease Agreement. All students will be required to vacate their rooms before or on that stipulated date.

2) How does a student schedule an exit inspection?

The student must schedule an exit inspection appointment with the rental or property administrator.

3) Why does a student need to attend the exit inspection?

It is important for a student to attend the exit inspection because this will determine the deposit refund. A student may make their room beautiful during the year, but at the end of the year the maintenance department needs to restore the unit back to the same condition it was before the student moved in. These costs will be deducted from the student's deposit.

4) When will the student's deposit be refunded?

The student's deposit will be refunded after an exit inspection has been performed by both parties and the finance department has calculated the refund deposit amount.

Section Three - Nearby Activities, Points of Interest and more

- Virgin Active - 2.5km
- Gym in AOW basement - 1 min away
- Little Company of Mary Hospital (Private hospital) - 3.8km
- Steve Biko Academic Hospital - 6.4km
- Hatfield Strip - Jolly Rogers, FokOf Bar, etc - 1.8km
- News Cafe - 1.8km
- Varsity Bakery - 1.8km
- Gautrain Station Hatfield - 1.8km
- Hillcrest Boulevard Shopping Centre - 800m
- Brooklyn Mall - 3.1km
- Brooklyn Police Station - 550m
- Blou Hond Teater - 5.3km

Section Four - Points a student should know before they sign the lease.

If it is the student's first time living away from home, or if a student just wants a lease refresher, it is good to know what to expect when signing a lease.

1. What is the student paying for, and what is included?

One of the first important points a student should consider is the monthly rental fee, what it covers, and any extra cost. At AOW water, electricity, internet, and parking is included in the rental. A huge consideration to keep in mind is whether you are signing a lease for a furnished or unfurnished apartment. Furnished apartments as those at AOW, include a range of furniture and appliances with the apartment rental for your convenience. Parking is one of those aspects

that is either included within your rental and this is included as at AOW. Understanding all the inclusive and additional costs associated with renting, no matter how basic, can help a student create an accurate monthly budget which means the student will not be left reeling from wallet-related stress.

2. Take note of the condition of the unit, before moving in.

This is very important. Taking note of the condition of the unit before the student moves in and the student and agent should have a jointly in-going inspection. This provides a student with an opportunity to fully assess the functionality of the unit and any issues that need addressing. These issues could be anything from a tap not working properly, to cracking paint or the appearance of mould in a shower, for example. If a student finds any issues, it is important that the student inform the maintenance department at AOW so that the maintenance department is aware of these problems. A student should ask that the issues are noted and rectified. This will help the student in the future, as the student can be held financially responsible for damages and issues that are not noted officially by the agent or maintenance department before the student moves in. These damages might have been caused by a careless previous tenant, but if there is no record of this, when the student eventually moves out the student might receive a maintenance bill.

3. Is the unit pet-friendly?

Before moving in, find out whether the unit is pet friendly. At AOW the units are NOT pet friendly. If the student does own pets, it's best to find a place that's well-suited to both the pet and the student.

4. Length of the lease and important dates of occupation and termination.

Finding out the date of occupation and termination, are two of the first things a student should consider when looking for a rental unit. Sometimes the lease period can be extended if all goes well during the initial period. It is good to get in contact with the agent or administrator to find

out about how long the student can expect to stay. It might also be a good idea to wait until the viewing to ask questions. At AOW the lease duration ranges between 10,11, and 12 months.

5. Verbal amendments or agreements are not binding.

It is common for discussions to happen between a student and the agent, maintenance department or administrator when the student is viewing the unit and getting ready to sign the lease. At this point, there may be issues with the unit that need resolving. Maybe there are plumbing issues, or a cracked tile. Whatever the issue is, it is crucial to know that even when it has been agreed verbally that a problem will be rectified this is not a legally binding agreement. A student could still be left with the same issues they had when you went for a viewing. Or worse, having to foot the bill for somebody else's mess. Get any agreements in writing. This way, there is only one version of events and there is not a back and forth over who said what, when, causing a clash of opinions and future conflict.

6. Can a student sublet the unit?

Subletting can be a useful way to make sure the unit is occupied during a period the student is not around. But, at AOW like with most respectable landlords subletting is completely against the rules. The student should make sure they check what the rules are around subletting of your unit.

7. What kind of changes can a student make to the flat, if any?

At AOW students are prohibited from making any physical changes to the unit. Of course, there is a difference between putting a nail into the wall to hang a family portrait, and constructing a new addition for the kitchen, but both are forbidden within the AOW Lease agreement. It is a great idea to spend time going through the AOW Lease, to find out what constitutes a physical change to the unit and what can and cannot be done. As a rule of thumb, it is always better to change nothing. Although hammering a nail into a wall to hang a homely picture does not sound like a travesty, it could still leave the student liable for any damage caused.

8. Can the student negotiate terms within my lease, and how?

On some occasions yes, it is important to note that the lease agreement can sometimes be altered, and oftentimes it is to benefit both the student and AOW. The most crucial thing to consider when negotiating the lease is the approach. Although the student may have found something within the lease that does not sit well with the student, tackling the problem from a factual, non-emotive and non-confrontational standpoint is the best bet.

9. Can the student negotiate a lease when it has already been signed?

On some occasions yes, the student can but it is slightly trickier. When renegotiating it might be helpful if the student was a good tenant.

10. Review the terms of payment within the lease.

Financial matters can get tricky, so it is a great idea to find out the full details behind what is covered in the monthly rental and any increases that could occur in the future. Keep in mind what the cut-off date for payments are and whether the student needs to provide a specific reference for account payments and where to email the proof of payment to, upon making payment. Having these basic procedures in place will ensure that there are no disagreements in the future over whether the student payment has been confirmed or what the student should be paying for. Price increases are often laid out in the lease agreement from the beginning, and it is typical to experience a 5%-10% rise in the rental within a 6 – 12-month period. The key is to find out about any potential increases so the student can prepare a budget. Also, keep the percentage hike in mind when negotiating the lease.

11. Find out about the deposit.

A deposit is requested upon renting a flat to a new tenant. This deposit typically amounts to one month's rent but can be less or sometimes more. This is meant to cover any foreseeable future expenses that might come because of the unit or its contents being damaged or removed,

or any much-needed maintenance that needs to take place when a student moves out. Usually, this deposit is refundable and is returned to the student at the end of his/her lease, upon completion of an inspection of the unit. This post-inspection, or outgoing inspection, is used to determine that the unit is still in the same, or a relatively similar condition, as it was when you moved in and therefore noting any defect upon moving in is important and doing an in-going inspection! Alongside an outgoing inspection, there is an incoming inspection then the student moves in. This allows the student the opportunity to state any issues they have with the premises. After this point in time, there is usually a week to two-week period in which a tenant can contact the agent to inform them about additional issues within the unit. These issues are then meant to be rectified on the student's behalf. Once this period has ended, the property agent will hold the student accountable for any damages noted when the lease comes to a natural end and the student is looking to move out. An important note here is also to ensure that the deposit is kept in an interest-bearing account. This is a legal requirement, and the deposit should be paid out to you at the end of the lease with the interest earned.

12. Is parking included in the rental fee, or is it charged at an additional cost?

Parking is often the added perk, and at AOW secure underground parking is included in the rental at no additional cost. Also, secure underground parking bays for students motorcycles and bicycles are provided at AOW. Find the part in the student's lease about what is included within the rental fee or search for a paragraph that mentions the parking option attached to the rental.

13. Who is responsible for conducting maintenance in the student's unit?

It is important to find out who will maintain different aspects of the student's unit, before moving in. Once the student moves in and something goes wrong that needs immediate attention, the student may not know who the best person is to reach out to in a crisis for timely support. Typically, the maintenance department or building management within the student accommodation development will be the student's first port of call to inform about any issues with the unit. At AOW they have their own maintenance department, who should be contacted first. Ideally, the maintenance department might handle the situation straight away, but if it is

major or pressing AOW also has contactors to sort out issues with plumbing, tiling and other fixes not covered by a building maintenance team.

14. What are the rules for guests & quiet time periods?

The type of accommodation the student chooses will determine the rules that the student will have to abide by. Whether the student chooses private student accommodation, or their own flat, each has its compromises. Living in private accommodation, for example AOW, often comes with less rules than a university residence, however, it is still strict, and the student will have to abide by their noise policies, and visitors' policies. This may mean an early cut-off on noise during the week and restrictions on having guests and overnight visitors. If a student is renting their own flat outside of student accommodation, they may have less restrictions around noise cut-offs and overnight visitors, but the student will need to stick to the rules of the body corporate or building management. In addition to this, noise restrictions work two ways, they stop a student from annoying neighbours, and neighbours from annoying the student! Looking over the rules of AOW in the lease will help the student understand what is expected of them when staying at AOW.

15. Does the student need rental insurance?

Laws in South Africa set out within the CPA protect renters from easy terminations for instances of overdue rent or certain other actions. However, this is assessed on a case-by-case basis and issues are typically settled by a court ruling if the matter is severe enough. Some students believe in having rental insurance to further ensure that they are not going to be taken advantage of financially by a landlord or property management company. A student can choose from various types of insurance when it comes to renting a unit. Landlord's will likely already have insurance on their property in case of damage due to flooding, fire, or any other catastrophic instances, and even have their furniture and belongings insured if it is a furnished unit. It is important to note that this insurance does not cover the student's belongings within the property and any loss or damage of the student's belongings due to unforeseen circumstances.

16. Understand what can cause the termination of the student's lease agreement.

Lease agreements will differ depending on the property management company renting the property and/or the landlord's terms. However, there are some more common clauses and actions that can result in a student or tenant to breach the lease and having the agreement terminated as a result. Defaulting on payments on a regular basis is an easy one for starters, and usually provides enough grounds for the termination of a lease depending on whether it is laid out that this is a "major breach" of terms within the lease. Sometimes there is even a sub-clause related to this in a forfeiture clause, which reserves the right of the landlord to end a lease agreement with a tenant based on one missed payment. Although this may not occur, it is good to know the potential power a landlord or property management company holds and what is reasonably expected of the student in terms of monthly payment. Other infringements that could result in the termination of a lease can include, but are not limited to:

- Obnoxious and unacceptable behaviour towards neighbouring residents.
- Causing damage to the property.
- Showing "dangerous or life-threatening behaviour" within the landlord's property.

Although these are the basics when moving into private accommodation, it is still important to know the ground rules before moving in.

Other statements might be made within the "grounds of termination" section in the lease, which the student is suggested to read carefully before signing.

17. Ensure that everything in the unit works.

Although the new unit might have looked stunning from the photos online a student still needs to make sure that the infrastructure in the unit is sound and that things function the way they are supposed to. These include:

- Does the shower work? And what is the water pressure like?
- Do the appliances work? (microwave, oven, etc).
- Does the toilet flush?
- Does the internet work?

- Is the lock on the door properly secured? Or is it fragile and could leave the student open to security breaches?
- Do the taps in the bathroom and kitchen sinks work?
- Do the lights work? (Room lights, bedside table lights and dimmers).

The student can also use this opportunity, when assessing what works and does not work within the unit, to ask how to use certain things (especially if they have been set up or altered since the occupation of the previous tenant). For example, if there's internet installed, how can the student go about being activated?

18. Find the contact details of the correct person(s) to contact regarding issues with the rental.

When an issue occurs, the student does not want to spend hours on the phone with multiple parties playing a game of broken telephone surrounding the details of the problem and who the right person is to contact for help when the student is in a pinch. This can make the student's original problem more than twice as stressful, so it is suggested to find out in advance who is the right person to contact for issues. Renting from a property management company often means they might have a reliable person for sorting out any problems with plumbing or electrical faults for example, however, it is also likely that somewhere in your lease you could be responsible for organising a helping hand (even if you do not end up footing the bill at the end of the day). It is worth having a good read through the fine print to figure out your best bet for communication when it comes to making small- and large-scale fixes in your new flat. AOW has a full management team to assist in any student queries and / or support.

Section Five - Student Finances

1) What is NSFAS? How can NASAF help a student to secure funding? Which Universities support NSFAS grants?

NSFAS, or National Student Financial Aid Scheme is a government-linked organisation that provides funding for students wishing to study at public universities as well as technical and vocational education and training institutions in South Africa.

NSFAS provides tertiary institutions with funding for university applicants that need financial support to enter their studies.

Students who apply and are accepted into the scheme will receive funding from the NSFAS to cover aspects of studies such as tuition fees, accommodation fees, as well as a set budget for purchasing perishable items like food, and a personal care allowance which was added in early 2019.

NB! Please note that AOW is NSFAS accredited

A) Unpacking what is covered by a NSFAS loan:

a) For national universities:

- Tuition fees: NSFAS will cover the cost of the student's course at a university or technical and vocational education and training institution, if the student meets the academic requirements and passes the modules set out within the student's coursework.
- Accommodation: NSFAS will cover the standard cost charge by a university residence & will not cover private accommodation alternatives if they exceed the cost of staying in a university residence. (amounts are usually increased or determined yearly)
- Transport: Travelling to university can be a huge challenge, and NSFAS provides funding to support travelling up to 40km from a university. (amounts are usually increased or determined yearly).
- Students are also allocated a living allowance per annum and a book allowance per annum. (amounts are usually increased or determined yearly)

b) How does a student know if they qualify for NSFAS funding?

- All S.A citizens can apply.
- All SASSA grant recipients qualify for funding.
- If your combined household income is less than R350 000 per annum; and for disabled individuals, a household income cannot exceed R600 000 per annum. (subject to change)
- Lastly, if you started studying before 2018 and you do not have a household income of more than R122 000, then you can also apply. (subject to change)

c) Who does not qualify for NSFAS funding?

Apart from the household income brackets described above, foreign students may not apply, as well as students that have completed a previous qualification or students that have already applied, qualified, and received funding from NSFAS.

d) Which university campuses are affiliated with NSFAS?

As mentioned, private universities will not be covered by NSFAS and only associated public tertiary institutions are eligible for funding.

In South Africa, several universities are affiliated with NSFAS and we have chosen to break down the list in Gauteng.

Please note, students can only be funded for one qualification at a time.

So, if a student is hard working and plans on studying two courses at once, NSFAS will be unable to fund that student's tuition or related academic, accommodation or personal care costs.

e) Gauteng Universities:

- Sefako Makgatho Health Sciences University,
- Tshwane University of Technology,
- University of Johannesburg,
- University of Pretoria,
- University of South Africa,
- University of the Witwatersrand,

- Vaal University of Technology,

f) How does a student apply for NSFAS funding?

- Start by creating a NSFAS account
- Update information & supply supporting documents
- Submit the application online & track the status of the application.

g) Does a student need to pay back the loan from NSFAS?

Yes, the student does need to pay back the loan from NSFAS.

Unlike repaying a loan from a bank, however, the repayment of loans from NSFAS is tightly regulated and students will not be forced into paying high interest rates on their loan.

Similarly, loan repayments only begin once the student starts earning a certain amount for their monthly salary, and if the student does well with their diploma, degree or certification, part of the loan may be converted to a bursary – which means the student will not need to pay as much back to NSFAS.

h) How much of the student's loan could be converted to a bursary if the student completes the course with flying colours?

There is not a specific amount as this differs between students, results, and their courses, but it can be up to a maximum of 40% of the original loan that can be converted to a bursary.

i) Is AOW partnered with NFSAS and will they pay for my accommodation?

AOW is partnered with NSFAS, and AOW can offer students accommodation funded on behalf of the National Financial Student Aid Scheme (NSFAS).

j) Conclusion

If a student is thinking of studying in South Africa but is really struggling to find a way to pay the tuition, accommodation and living expenses for the duration of the course – it would be a great idea to apply to NSFAS.

Section Six - The best student bank accounts, loans and bursaries in South Africa

1) Types of Funding for Students

Scholarships, bursaries, loans, and financial aid, what are the differences? Before going further look at some important definitions to explain the terminologies used.

a) What is a bursary?

A Bursary is a sum of money that is awarded to a student, to enable the student in studying at a university or a college. Often given by companies and/or governments the bursary can be used to cover tuition and if applicable, other study related expenses such as textbooks, equipment, student accommodation, and meals. A bursary is usually given with a work-back or training program that the recipient must complete after finishing their studies.

b) What is a scholarship?

A scholarship is a sum of money that is awarded to scholars based on outstanding academic achievements, or because they have met all requirements of the sponsor of the scholarship. Scholarships are typically awarded as full scholarships which cover all tuition and textbook fees (as well as a potential stipend for student accommodation and living) or partial scholarships which are smaller amounts that must go towards the student's studies.

c) What is financial aid?

Financial aid is funding provided by the university/college which students apply to, or the funding is provided for by the national government. It is awarded based on the financial needs

of the student and depends on the specific aid the student receives and may not need to be paid back.

d) What is a student loan?

A student loan is a sum of money that a student can apply for through a bank to fund the student's studies. The loan can be used to pay for all study related expenses such as tuition, books, equipment, student accommodation, and meals. Loans are typically paid back during/after the student finishes studying, and this loan has favourable interest rates, fees, and repayment schedules compared to other types of loans.

2) Types of funding for students, and offerings available from some major banks for students.

a) FNB

(Visit website <https://www.fnb.co.za/loans/student-loans.html>)

FNBy – Student Bank Account

The FNB Youth account is a transactional banking account (it does not earn interest) designed for students under the age of 25.

FNB is one of the most popular banks with the youth, due to their versatile and highly functional mobile app that can help students take care of everything from debit orders, to paying a friend right next to the student using GEOPay.

The FNB Youth account provides a lot of options for students looking to save, and a low monthly fee to sweeten the deal.

What is included in the monthly fee?

R10 p/m

- Free online banking (unlimited internal (FNB to FNB) debit orders, electronic payments & transfers)

- Free FNB Banking App subscriptions
- Unlimited card swipes
- Access to a library of educational videos

Qualifying Criteria

- Be a South African citizen
- Must be younger than 25 years of age.
- Parents must be registered for online banking with FNB.

b) Student Loans From FNB

(Visit their website - <https://www.fnb.co.za/loans/student-loans.html>)

What is covered?

- Tuition fees
- Textbooks and other study materials
- Equipment and devices
- Student accommodation

Benefits

- Get a personalised interest rate.
- A variety of loan options (R4 000 – R80 000 per year)
- Option to only pay interest, fees and charges during your studies and start repaying interest, fees, charges, and capital once you've finished your studies.
- Credit life insurance
- Your EBucks rewards level can increase.

c) How to apply:

Visit your nearest FNB branch or request a call-back on their website.

d) Bursaries From FNB

FNB also offers student bursaries with the intent to further the economic growth of South African's by funding the education of great students and minds. These bursaries focus on students partaking in commerce and science degrees that are enrolled at recognized South African universities. The program does not involve "work-back" or "pay-back" condition and includes a mentorship and support program for recipient students.

FNB also partners with a variety of institutions to develop leaders for different areas in the South African working landscape.

Visit their bursary page to find out more about the bursaries FNB can offer you.

2) ABSA

(Visit their website

<https://www.absa.co.za/personal/bank/youth-student-banking/student-account/>)

a) ABSA Student Account

The ABSA student silver account comes in with a slightly higher monthly fee of R26.00 p/m. The banking bundle offered, however, is slightly different from some of the other options out there for youth.

b) What is included in the monthly fee?

R26 p/m

- Unlimited Absa Online, mobile & telephone banking
- Unlimited NotifyMe SMS and email notifications
- Mailed or eStatements
- Unlimited card swipes, cash withdrawals, balance enquiries, mini-statements, cash deposits, internal electronic fund transfers, and cash send withdrawals at Absa ATMs
- Discounts on flights with Rewards Lite

The ABSA student account also comes with some added extras every month if you complete at least five debit or credit banking transactions per month:

- A food voucher which can be redeemed at McDonald's, Debonairs, Steers (online) or Nando's
- A R150 travel voucher
- 30% discount on membership at selected gyms
- 100mb of data every month.

You can access your benefits online from the student benefits page or by dialling *120*3475# from your cell phone.

Qualifying criteria:

- Must be 18-27 years of age.
- Must be a full-time student studying towards an undergraduate, postgraduate, or a qualification with the duration of at least 1 year.
- Valid South African ID or passport
- Proof of residence that is not older than 3 months (usually information from applying and registering at a tertiary institution can be used to fit this requirement)

b) ABSA Student Loans

(Visit their website <https://www.absa.co.za/personal/loans/for-my-studies/explore/>)

What is covered?

- Prescribed textbooks
- Tuition fees including your registration.
- Student Accommodation (Only full-time students not living with family)
- Computer equipment required for your studies.

Benefits

- Competitive and low interest rates (ABSA will even match a lower interest rate if you are offered it elsewhere, just have a look at their T&C's beforehand)

- Only pay interest for the first year on your loan – from the 13th month forward, you'll start repayments for the capital amount you were loaned
- Option to only pay interest, fees and charges during your studies and start repaying interest, fees, charges and capital once you've finished your studies

How to apply:

Visit your nearest ABSA branch or give them a call (more details available on their website).

Bursaries From ABSA

ABSA provides annual bursaries for South African students studying courses at recognised South African universities in the following disciplines:

- Computer Science
- Information Technology
- Statistics
- Risk Management
- Mathematics
- Industrial Engineering

You also need to have a minimum overall average of 75%.

ABSA student bursaries cover the following student expenses:

- Registration & tuition fees
- University accommodation fees
- Textbooks and laptop
- Meal and transport allowance

The bursary also supports recipients with a wide range of counselling services, a buddy system, and workplace exposure via structured vacation work and soft skills training.

Apply online with leap.ly.

3) Nedbank

(Visit their website <https://www.nedbank.co.za/content/nedbank/desktop/gt/en/personal.html>)

a) Unlocked.me

Nedbank's student account offering, Unlocked.me, flaunts ZERO monthly fees, and caters for youths – specifically individuals between the ages of 16 and 26.

What is included in the monthly fee?

Price: R0

- Free card swipes, cash deposits (up to R3000), and Nedbank to Nedbank debit orders & stop orders.
- One free included external debit order
- ZERO data usage using the Nedbank Money app
- Free balance enquiries & inter-account transfers on the Money app and all other self-service platforms
- Online functionality: make online purchases with your card.
- MyPocket: A free budgeting & savings pocket that can be linked to your main account.

You also have access to added rewards each month (if you make five qualifying transactions) with the unlocked.me platform:

- 100mb data (must have post-paid contract that allows for top ups)
- R30 voucher redeemable at Burger King, Nandos, or Debonairs
- R20 Bolt voucher available to customers 18 years and older
- 2-for-1 Nu Metro Popcorn & 2-for-1 Nu Metro Movie Ticket

Qualifying Criteria

- Must be 16-26 years of age.
- Non-residents apply at an additional fee.

- South African identity document, smart identity card or passport with a valid study permit
- Must be a full-time student studying towards an undergraduate, postgraduate, or a qualification with the duration of at least 1 year
- Valid South African ID or passport
- Proof of residence that is not older than 3 months (usually information from applying and registering at a tertiary institution can be used to fit this requirement)

b) Student Loans from Nedbank

(Visit their website

<https://www.nedbank.co.za/content/nedbank/desktop/gt/en/personal/loans/student-loan.html>)

What's Covered?

- Tuition fees
- Textbooks and other study related expenses
- On campus accommodation

Benefits

- “A great interest rate” & flexible repayment option
- The option to only pay interest on your loan until you have completed your studies.
- Optional credit life cover

* Note: Part-time students will need to make interest and capital repayments during their studies.

If you are a full-time student, you will need a guarantor to help pay your monthly interest and any additional charges.

How to apply:

You will need to apply in person (with your guarantor) at your nearest Nedbank branch. Your guarantor will need to have their main transactional account with Nedbank. Find out more about required documents and how to apply on their website.

Bursaries from Nedbank:

Nedbank offers financially needy South African students bursaries to assist budding undergraduate students in achieving their career ambitions. You will need to have a good academic record with an average of at least 65 % and have taken mathematics as a subject in high school (mathematical literacy will not be accepted).

The bursaries form part of their CSI (Corporate Social Initiative) and do not need to be repaid.

The benefits quite comprehensive, including covered expenses such as:

- Accommodation: for 10 months of the academic year (excludes initial deposit)
- Tuition
- Study materials & textbooks
- Monthly stipend
- Meals

Of course, Nedbank will need to approve your application first, as well as your choice of accommodation, which will need to either be on-campus or a university approved accommodation option.

Visit their bursary page to find out more about the requirements, benefits, and how to apply.

5) Investec

(Visit their website https://www.investec.com/en_za/banking.html)

a) Investec Youth Bank Account

Investec offers a youth bank account for individuals younger than 25 years of age. However, this account can only be activated if you have a parent or guardian that has an existing account with Investec.

The account comes with no monthly fees and a bunch of additional benefits, including some you might not expect...

What is included for the monthly fee?

Price: R0

- Ability to make online purchases.
- Online Banking
- Debit & Credit orders
- Savings account: with a premium interest rate
- Free airtime purchases
- Free card swipes and withdrawals

Investec account holders also have complimentary access to SAA departure lounges in all major South African airports. The one drawback to this account is the ATM fee charged for withdrawing cash, which is R16 per withdrawal.

Qualifying Criteria:

- Must be under the age of 25.
- Must have a parent/guardian with an Investec account.
- Must have a valid South African Identity Document

Student Loans from Investec:

Investec does not have a loan package that caters specifically for student loans, and instead have personal loans covering vehicle, home, and business insurance – so we won't be unpacking any study loan packages from Investec.

Bursaries from Investec:

Investec does offer tertiary education bursaries to young South African citizens with academic potential who need financial assistance. You will require a matric exemption with a minimum of 70% in English and Mathematics (not Maths Literacy) and 60% pass rate in all other subjects. Bursaries are primarily awarded to those wishing to study courses related to the financial world.

Investec only provides bursaries for around 100 students per year across the country, so you need to make sure your academic performance is well-rounded.

You can find out more about the Investec bursary program, what it covers and how to apply by visiting the Investec website.

5) Standard Bank

(Visit the Standard Bank Website <https://www.standardbank.co.za/>)

a) The Student Achiever Account

Standard Bank offers customers between the ages of 16 and 24 access to the Student Achiever Account at a monthly fee of R9.99

This covers all your banking essentials as well as some benefits you might not expect!

What is included for the monthly fee?

Price: R9.99

- 10 electronic debit transactions per month
- Free cash withdrawals up to R1350 and 2 free cash deposits at Standard Bank ATMs
- Unlimited free swipes at till points
- Free balance enquiries on your phone
- Online purchases
- Unlimited free swipes at till points

The Student Achiever Account also comes with some added extras:

- Free subscription to Varsity Vibe – a student discount app which gives you instant access to exclusive student deals
- A 50% discount on your subscription to Siyavula – an online maths and science practice platform for high school learners
- Link your card to the SnapScan or Masterpass apps to pay by phone
- 50% off your TravelWallet card activation, loading and reloading.
- Notifications on transactions via MyUpdates
- Get 250MB or R25 airtime for free every month from Standard Bank Mobile

Qualifying Criteria

- Must have a South African I.D (or residence permit for non-South African citizens)
- Copy of registration at recognized institution.
- Proof of residence, not older than 3 months
- If studying part time, your income cannot more than R3000 p/m.

b) Student Loans from Standard Bank

Standard Bank offers student loans for both full-time students and part-time students.

The part-time student loans cover expenses such as:

- Books
- Fees
- Study equipment/material

The money is paid out on a yearly basis & your repayment take place on a monthly basis via debit order as you study your course.

There is also a once-off initiation fee and a monthly service fee charged for taking out your loan.

The full-time student loans cover all expenses such as:

- Tuition
- Accommodation
- Textbooks
- Study equipment/devices

The money is paid out on a yearly basis & someone will need to sign your loan as a surety.

Once you have accepted the loan, your guarantor will only be required to make monthly payments on the interest & service fees. You will only be required to pay the full amount back after you finish studying your course.

There is also a grace period which can be extended if you struggle to find a job once finishing your studies.

Benefits

- Get a better interest rate if you have a Standard Bank Student Achiever account
- Option to only pay interest, fees and charges during your studies and start repaying interest, fees, charges, and capital once you've finished your studies (with an option to extend if you struggle to find a job)
- You can get pre-approved online and only need to visit the bank once to finalise the application.
- Optional insurance against death and dread disease for the loan amount

How to apply:

Initially, you apply online for a Standard Bank Student Loan and if everything is in order you will receive pre-approval. Hereafter, you will need to visit a Standard Bank branch to have your application finalised.

c) Bursaries & Scholarships from Standard Bank

Standard bank offers three categories of bursary as part of their CSI. Visit their graduate bursaries page to find out more.

The Standard Bank Africa Chairman's Scholarship

This scholarship is highly prestigious and involves the careful selection of 9 students to complete their studies at one of 3 top universities in the United Kingdom.

Namely:

- Cambridge
- Oxford
- The London School of Economics & Political Science

The intention is to develop strong, well-educated leaders that can represent Africa internationally.

If you are only of the incredibly lucky students to be selected for this opportunity, your studies and stay at these universities will be funded in full by Standard Bank.

Visit the Derek Cooper Africa Scholarship page for more details if you're thinking about applying!

Standard Bank Undergraduate Bursaries

Standard Bank gives away 150 bursaries to students in the disciplines of commerce, science, engineering & technology.

The requirements for this bursary are that you have strong, well-rounded academic results and are entering your second or third year of study in the faculties mentioned above.

Standard Bank Postgraduate Bursaries

Lastly, Standard Bank offers bursaries to undergraduate students that are looking to pursue a postgraduate program in the fields of commerce, science, engineering, mathematics & technology at Standard Bank's preferred academic institutions.

6) Capitec

(Visit the Capitec website <https://www.capitecbank.co.za/>)

a) Capitec Global One Bank Account

Capitec does not offer a standalone student account, but with its Global One account Capitec does offer a Savings Account option that is open to students.

The requirement is to keep a minimum of R25 in the account for the bank account to remain open. The account also has cheaper withdrawal charges (at R5 per cash withdrawal) than some other accounts listed here, but there are less Capitec ATMs across the country than some other banks, so it is wise to keep this in mind.

You can also add a flexible savings account to the Global One account and choose the duration for which you will save your money in that account, for an improved interest rate.

What is included in the monthly fee?

Price: R5 monthly admin fee (minimum of R25 must be present in the account).

- Online purchases: Upon request
- Online banking
- High interest rate: 4.75%
- Payment notifications
- Airtime top ups
- Card swipes

Debit and credit order transactions are charged at R1,50 per stop order and R3.50 per debit order.

Qualifying Criteria

- Must be 18 years or older.
- Original Identity Document
- Foreign tax number if you are required to pay tax in another country.

Standard Application Requirements

Some of the documents you will need to have on hand when applying for student bank accounts and student loans.

Bank Accounts

Documents for your application:

- South African green-bar coded ID or Smart Card ID
- Your most recent payslip (if applicable)
- Proof of residence not older than 3 months
- 3 Months of bank statements (or 6 months for self-employed customers)
- Proof of your enrollment from your tertiary education institution (this needs to be submitted annually)

Student Loans

Requirements for your application:

- You must be over the age of 18.
- The principal debtor (typically a parent or guardian who signs surety on the loan for you) must earn a certain amount per month.
- You must be registered as a student with a tertiary institution in South Africa.

Documents for your application:

- Your South African green-bar coded ID or Smart Card ID
- Your guarantor's South African green-bar coded ID or Smart Card ID
- Your most recent payslip (if applicable)
- Proof of residence not older than 3 months for yourself and your guarantor

- 3 Months of bank statements (or 6 months of bank statements for self-employed customers) for your guarantor
- Proof of your enrolment from your tertiary education institution

Section Seven - The parent's guide to student accommodation

1) Private residence student accommodation facilities

Off-campus student accommodation for example AOW, is offered by private companies that may be affiliated with the University of Pretoria as in the case of AOW.

Choosing the right private student accommodation can depend on multiple factors. The first of these is normally price, as private accommodation facilities can be quite expensive. The price is usually influenced by the location of the premises, as well as what the facility offers to students in terms of rooms, common areas, and amenities.

It is desirable for students to stay somewhere close to the campus, as in the case of AOW, and having private student accommodation situated close to the university is a wise choice and this is what AOW offers a student.

It is possible to find cheap student accommodation further away from the university campus, but do not be fooled by cheap price packages. These facilities can lack infrastructure and maintenance, along with a lack of amenities and might be in a location that makes it difficult for students to find their way to campus without spending time each morning for travel.

2) What to look out for:

a) Location

The off-campus location of where a student plans to stay is important. Generally, living closer to the university is more expensive as it often involves living nearer a central hub or city, where prices for rent are higher.

Staying a little while away from campus can help a student save on rental costs, but the student will still need to account for travelling expenses and how the student will get to class on time. Sometimes, this means finding student accommodation that is situated near public transport routes. It is a great idea to use a quick budget to guide the student.

When the student / parent has the figure in mind, it might seem more appropriate to find a place closer to campus, if travelling costs make up the difference between a cheaper and more expensive rental. It is worth paying slightly more to save money on travelling and save the time the student would normally use to get to class in the morning.

Staying close to campus as with AOW, also means the student may have a better chance of integrating better, allowing students to get to after-hours activities or university events without hours of travelling involved. It also means that the chance of missing a last-minute deadline due to tardiness is greatly reduced.

b) Amenities

Private residences like AOW often have certain amenities and block features that differ from living in a flat with roommates or on the university campus. Some private residences, like AOW, include amenities such as a gym, underground parking, lounges with DSTV, biometric security and included Wifi. A few of these items are available in some university residences, but generally, these are sought after amenities that can make a student's daily life far more convenient. Knowing that the student's rental covers water each month, or includes a data bundle for free, can help students' budget effectively and improve their daily lifestyle.

c) Wi-Fi

Wi-Fi as at AOW is an asset when included in any rental. Data prices are expensive and having a set up where the student receives data free of charge monthly to use for university work and general life, is brilliant. Unlimited Wi-Fi is included in the student's rental at AOW. This will

help a student save hundreds of Rands that would have gone to monthly data, and this can be used to supplement tuition payments, food, and other monthly allowances.

d) Underground parking

Underground parking is an asset if you own a car, and at AOW we also have motorcycle parking bays and bicycle racks which could save a student money.

Certain parts of Hatfield might not be safe, and students would be advised to rather park their cars, motorcycles, or bicycles in the secure free underground parking at AOW. Rented parking bays can also cost from R400-R1600 per month, but at AOW the parking is included in the rental amount.

Having underground parking, which AOW provides for free, on-site if a student owns a car or bicycle is a game-changer. It allows the student to park safely, meaning no potential loss or damage to the student's property, and the student can enter securely from the underground to the unit in the block. This makes coming and going from classes and late study sessions during the week and socialising during the weekend, far easier and much safer. Other safety features to look out for include fingerprint sensors for access and whether the security staff is on duty 24/7.

Another potential cost saver is in the form of basic amenities like electricity and water. Some facilities like AOW will include these tariffs. Finding out beforehand will help a student manage their finances better and create an accurate monthly budget.

e) Other

Other points to keep in mind are visitor policies, building quality, and quiet times. Students should assess the overall quality of the infrastructure and aesthetics within the building. Visit a few different rooms at AOW, and test to see if lights function, doorknobs work, taps turn on, the shower works, and smaller items included in the room are functioning correctly.

There is nothing more frustrating than moving in somewhere only to find out that the student's daily life will be affected by infrastructure that does not function properly, within the unit and block. An even better consideration to keep in mind is getting on good terms with the building staff. Find out if they are helpful and friendly, by chatting to the staff and finding out what they do within the block. Having this insider knowledge will also help a student make a faster decision if something needs fixing in the student's unit, and it needs attention from someone specific in the building staff team.

Student accommodation facilities will often have set visitation hours, quiet time periods, and sometimes opening and closing times for their underground parking. Visitation hours are important to keep in mind when a student brings friends around to see the student's brand-new unit. In some scenarios, when visitation hours are exceeded and the student's visitor has not left yet, this can cause drama in the form of a fine or warning, which can easily be avoided.

Quiet time periods are periods in which students in the block must remain silent and not do things like play loud music or blast tv series throughout the halls. This usually changes depending on the days of the week, with quiet time periods starting earlier during the week as opposed to during the weekend.

Section Eight - Finding and applying for university, student, or private accommodation.

Depending on the type of accommodation a parent chooses for the student, the parent will need to search for accommodation and apply using a few different methods. Parents can also find flexible payment plans and funding through NSFAS, should the parent be worried about how to afford to pay for the student's university accommodation.

a) Off-campus private student accommodation

Private student accommodation facilities are the easiest to apply to out of any university housing options. Usually, the application process includes submitting details about the student, such as I.D or passport, acceptance from chosen university, and bank statements that reflect the right amount of earnings to support paying for the university accommodation. The student or their parents may also be charged a small submission fee for the application, and if everything

goes well the parent will be asked to sign a lease by the end of the process. Lease terms are often more flexible with student accommodation; however, standard lease terms are for 6 months or 1 year.

1) Funding accommodation

a) Private apartments

If a parent is unsure how they will afford the university accommodation, have a look at NSFAS, and apply. NSFAS provides loans and bursaries for South African university students, to assist students in achieving their tertiary qualifications. These loans and bursaries cover university courses and accredited student accommodation. Accredited student accommodation means residences of universities recognised by NSFAS, as well as private accommodation facilities that have been vetted and accredited by NSFAS.

b) Private Student Accommodation With AOW

We would recommend the modern apartments and facilities at AOW if a parent is wondering where their child will stay when the first day of orientation comes around. AOW offers university students living in Pretoria, quality private student accommodation situated nearby major transport routes and the University of Pretoria. The secure facilities feature underground parking, a gym and viewing area, lounge areas and TVs, biometric fingerprint access, 24/7 security staff as well as unlimited free Wi-Fi per month.

2) Conclusion

With all the knowledge and information that a parent or student read during this student welcome pack, it is time to decide about where the student will stay during their university years. Try to keep in mind factors such as budget, the differences between different types of student accommodation, the location, and any travel costs, when deciding on student accommodation.

Section Nine - AOW House Rules

1) Introduction

Welcome to Apartments on William! We trust your stay with us will be a successful, enjoyable, and happy one. It is of vital importance, both to us, and to you, the student, that the living environment within the residence is not only safe and secure, but also provides an atmosphere conducive to effective study, and respectful community living.

The purpose of this handbook is to set out guidelines, rules, and regulations which will ensure a harmonious environment for all students in which they can live, learn, and excel in all spheres of student life.

Please ensure that you read and understand these carefully. Please ask Residence Staff if you are unsure of anything contained in this handbook, or how it relates to you personally.

Please note that Apartments on William Management reserve the right to amend the Residence Rules at any time and insist that such amendments are adhered to by all residents.

1. Safety and security

a) General

Apartments on William cannot be held responsible for any losses that you may incur whilst residing in our buildings hence please keep your room always locked and ensure that windows are fully closed when you are not present in your room. The key to your room must never be given or lent to any other person. You should ensure that there are no key tags or identification that would make it easy to identify your room and the building. It is always the responsibility of the students to keep their possessions safe and their rooms and cupboards locked.

b) Personal Safety

Apartments on William properties have been developed incorporating state of the art security measures to ensure the safety of you and your belongings. By taking a few simple precautions, you can help to support and maintain the security of the site and make sure that you and your neighbours do not become a victim of crime. Staying safe is all about following a few common-sense guidelines. Read the following tips, which could make all the difference.

- i.** Many burglaries happen when a door has been left open - lock up whenever you go out.
- ii.** Be careful who you let in or who follows you into the building - lock your room door even if you are only going down the corridors.
- iii.** Criminals are after an easy target - walk in groups at night or travel by taxi or stay.
- iv.** If possible, use cash machines during the day - put your card and cash away and be vigilant - never write down your PIN.
- v.** After a night out, arrange to go home with friends, or in a taxi.
- vi.** To prevent spiking, do not leave drinks unattended.
- vii.** Be vigilant when using your mobile phone - if your phone is stolen, call your network to immobilize it.
- viii.** Protect yourself with insurance - keep lists of the make, model, and serial numbers of your electronic items to help police track them down if they are stolen; Mark your property with the initials of your university (e.g., UP, WITS, etc.) and your student ID number - this makes it harder for a burglar to sell stolen goods and can help the police to return items to you.

c) Property Safety

- i.** Make a list of your personal property including identifying serial numbers and the name of the manufacturer.
- ii.** Record the number of all credit cards and bank accounts. Also, keep the phone numbers of these companies and banks in a safe location so you can notify them if your cards or check book are lost or stolen.
- iii.** Keep money and valuables in a secure place.
- iv.** Do not keep excess amounts of cash in your room.

- v. Be alert to the presence of strangers in non-public areas (all resident floors) and report their presence to a staff member.
- vi. Keep your room locked whenever you leave, even if you intend to return shortly.
- vii. If you are a victim of a theft, notify any staff member. Filing a report with the police is encouraged and recommended so you can file an insurance claim if necessary.
- viii. Residents are responsible for all personal belongings anywhere on the premises.
- ix. Insist on seeing identification for any person you do not know seeking access to your room.
- x. Do not leave messages on your door or voicemail indicating when you are out or will not be in your room.

d) Fire Alarms and Evacuation

The residence has been equipped with a sophisticated fire detection system that will be activated if it senses extreme heat or smoke in any part of the residence. This system operates to ensure the safety and wellbeing of our residents. If the fire alarm sounds whilst you are in the building:

- i. Evacuate the building in an orderly manner via the nearest escape route.
- ii. The green emergency exit signs placed in the corridors and common areas of the building indicate these routes. Do not use elevators.
- iii. Once you have left the building please head straight to the Fire Assembly Points, located as follows:
 - o Parking area on the side of the building near the gate.
 - o The communal garden area onside of the building near the street.
- iv. In the event of an evacuation, no student shall re-enter the building without the permission of Apartments on William staff or Fire Brigade officers present.

e) Fire Alarm Testing and Fire Drills

The fire alarm is tested MONTHLY. The test can be recognized as a short 5 to 10-second burst of the fire alarm sirens. A full fire drill will be held periodically and will not be announced in advance and we ask for the full cooperation of residents during the exercise.

f) Fire Fighting Equipment

Fire extinguishers and fire blankets are available at various points throughout the building. Please familiarise yourself with these on arrival.

If you should discover a fire, then your priority is to sound the alarm and evacuate the building. Do not attempt to tackle the fire.

g) Fire Prevention

i. To prevent fire alarms and unnecessary evacuation of the building, please take care when you are cooking.

ii. When cooking, please stay in the apartment whenever your stove or microwave is in use, or not.

iii. False alarms can be easily avoided by following the advice above, and by taking simple and sensible precautions yourself. False alarms not only waste the time of the fire services but can also endanger lives. It is because of this that any resident found activating the fire alarm system maliciously or unnecessarily will be liable for expulsion. Interfering with fire prevention or fire safety equipment may also be a criminal offense and Apartments on William Management may refer such activities to the SAPS.

2. Visitor policy

a) General Rules

Visitors are welcome provided they observe the House Rules, and no student shall have more than two visitors at any given time. All visitors are required to sign in at security and are not allowed direct access to your room. You will be required to fetch your visitors from the foyer. RESIDENTS ARE RESPONSIBLE FOR THE CONDUCT OF THEIR VISITORS AT ALL TIMES WHILST THEY ARE IN THE BUILDING AND ANY INFRINGEMENT OF THE HOUSE RULES BY A VISITOR

WILL BE DEEMED TO BE THE INFRINGEMENT OF THE RESIDENT WHO SIGNED THEM.

Visitors will be required to leave any of the following identification documents with security before they are allowed access into the building:

- i.** SA National ID Document
- ii.** Valid and unexpired national Passport
- iii.** Valid Student ID where available
- iv.** Driver's License

Security will return these documents to visitors when they exit the building.

Under exceptional circumstances and at the sole discretion of Apartments on William's Management and subject to such additional formalities and requirements that Apartments on William may from time to time implement, visitors may be allowed to stay over. A relevant nightly rate and sign off are mandatory and non-negotiable and each request will be evaluated on a case-by-case basis. Rooms may only be shared by the same gender individuals.

b) Number of Guests

At no time shall the number of guests in the building exceed 50 visitors. No further visitors shall be permitted access to the building if the limit of 50 visitors has been reached. Once guests leave the building, security may allow more in such that the number of guests on-site at any given time does not exceed 50.

c) Visiting Hours

- i.** Visiting Hours are as follows:
- ii.** Visitors are allowed access INTO the building from 9 am to 10 pm daily.
- iii.** All visitors are required to vacate the building by no later than midnight every day.

d) Access to Facilities

Visitors are not allowed entry into the communal study facilities, laundry area, or computer lab. Any visitor found in these areas will be requested to leave the building immediately and will be barred from entering the building again for 6 months.

e) Subletting / Squatting

No room may be sub-let for any reason whatsoever by the tenant.

3. Prohibited Conduct: Dismissible Offences

The following offenses are grounds for immediate expulsion from the Residence of any Student, at the sole discretion of the Student administrator:

- i.** Any student found to be in contravention of the Drugs and Drug Trafficking Act no 140 of 1992 whilst on Apartments on William premises.
- ii.** Any student suspected of being in possession of illegal substances (either on or off the premises).
- iii.** Any student suspected of being in possession of alcohol whilst on the premises.
- iv.** Tampering with fire equipment.
- v.** Physical assault or violence (including rape or attempted rape, either on or off the premises).
- vi.** Any student found to be in contravention of the Protection from Harassment Act 17 of 2011.
- vii.** Any student found to be in contravention of the Sexual Offences Act 23 of 1957.
- viii.** Any student suspected of theft.
- ix.** Any student suspected of being in possession of a firearm or any other dangerous weapon whilst on the premises.
- x.** Any Student found to be in contravention of the firearms control Act 60 of 2000.
- xi.** Any student suspected of being in possession of fireworks or other explosive devices whilst on the premises.
- xii.** Making a fire in any area of the building not designated for such purpose, and/or without prior permission from Management.

If a student is expelled from the building, Apartments on William will immediately notify the student's parents/guardian, the student's tertiary institution, and the student's bursar, if applicable. The police may be notified if appropriate. As a result of the expulsion, the Bursar has the right to terminate the student's bursary or student loan.

The Lodger hereby consents to the owner obtaining a final protection order against the Lodger if the Lodger is suspected to be in contravention of the Protection from Harassment, Act 17 of 2011.

4. Disciplinary Process and Procedures

The following verbal and written warning system apply across all violations of House Rules:

- a) Record of all Verbal warnings will be signed by the student concerned and Student Administrator and will be placed on the Student's file
- b) All written warnings will be signed by the student concerned, and Student Administrator and will be placed on the Student's file.
- c) Failure to acknowledge either verbal or written warning will cause the specific offense to be increased by one frequency increment. (i.e., 1st Offence is automatically treated as 2nd Offence, 3rd Offence automatically treated as 4th Offence, etc.). The effect of this is that the student's lack of cooperation results in them being one offense CLOSER to Expulsion.
- d) In the event of a student's expulsion from the Residence, the student shall have four hours (4hours) to vacate the residence from the time that he or she is instructed to do so by the Student Administrator. Failure to adhere to this will be considered trespassing.
- e) A student who has been expelled from the Residence may appeal their expulsion within 30 days of such occurrence. This may only be done in writing, either in hardcopy or via email, addressed to the Student administrator. Such appeal will be read and duly considered by:
 - i. Residence Staff
 - ii. Apartments on William Management
 - iii. Relevant Tertiary Institution
 - iv. The student's funder/bursar
 - v. A written response will be sent to the student addressing the outcome of their appeal.
 - vi. This response is final, and no further appeal or discussion is permissible after this point.

f) Upon expulsion of a student, Apartments on William will notify:

- i. Parents
- ii. University
- iii. Bursar/Funder/NSFAS
- iv. SAPS (if the offense is deemed to be a criminal one).

It is recorded that Bursar's / Funders reserve the right to withdraw any bursary or funding arrangement because of expulsion.

| Offence | Contravention | 1st Offence | 2nd Offence | 3rd Offence | 4th Offence |
|---------|---|------------------------------|--------------------------|--------------------------|-------------|
| LEVEL 1 | 1. Minor contravention of Residence Rules | Verbal Warning (Recorded) | First Written Warning | Final Written Warning | Expulsion |
| | 2. Violation of Quiet Times | | | | |
| | 3. Disturbing the Peace | | | | |
| | 4. Contravention of Visitors Policy | | | | |
| LEVEL 2 | 1. Smoking in non-smoking areas | First Written Warning | Final Written Warning | Expulsion | |
| | 2. Abuse of stoves | | | | |
| | 3. Tampering with Building Wiring and Electrical | | | | |
| | 4. Use / Possession of unauthorised appliances | | | | |
| LEVEL 3 | 1. Vandalism - no permanent damage, repair cost covered by student | Final Written Warning | Expulsion | | |
| | 2. Possession of alcohol | | | | |
| | 3. Being drunk on-site | | | | |
| | 4. Refusal to comply with direct staff instruction | | | | |
| | 5. Squatting | | | | |
| LEVEL 4 | 1. Possession of illegal narcotics | Expulsion | | | |
| | 2. Being under the influence of drugs on-site | | | | |
| | 3. Tampering with Fire Equipment | | | | |
| | 4. Making a fire in any area of the building not specifically designated as such, or without prior written consent of Management. | | | | |
| | 5. Physical Assault or Violence | | | | |
| | 6. Possession of Firearm or Fireworks | | | | |

5. Staff and House Committee

Apartments on William Staff

Apartments on William staff members are here to help residents get the most out of their living Experience. The staff will provide a variety of services and means of assistance.

Additionally, they will respond to emergencies and are available to meet with residents.

Whenever the management office is closed, the Student administrator and Residence Life

Coordinator can be contactable via the security guard on duty.

a) Residence Life Coordinator

The Residence Life Coordinator (RLC) is responsible for the general well-being of the Student Body within the residence. The RLC's duties are varied, but are mainly:

- i.** Communication with students
- ii.** Coordination of events and operational procedures
- iii.** Liaising with Residence Assistants
- iv.** Enforcement of House Rules
- v.** Provides feedback from students to Management.

b) Cleaning & Maintenance Staff

The cleaning and maintenance staff are responsible for the cleaning and upkeep of all common areas within the building including entrances, corridors, lounges, stairwells, and other common areas. They also provide a once-weekly cleaning service within the apartments.

c) Security Team

Our security staff is responsible for maintaining a secure environment for all who live, visit, and work in the building and provide convenient and controlled access to the site. Located at the building entrance, our security staff monitor and oversee building access 24 hours per day, 7 days per week, 365 days per year. In addition to monitoring CCTV camera footage, Security Staff regularly patrols the building and perimeter of the property on foot to ensure that our residents are always safe and secure.

d) House Committee

The HC is live-in students who are committed to the personal and academic success of our residents and a supportive environment. They strengthen the sense of community through

leadership, programming, policy enforcement, and effective communication between all parties, both students, and staff.

They are the resident's primary source for information, problem-solving, and support. HC is often first responders to safety and facility-related issues and provides information about the community. They also help facilitate some social and educational events for residents. They may participate in periodic room inspections. Their names will be made known to all students on arrival.

6. Care of Premises and Conduct

a) Care of Buildings, Common Areas and Bedrooms

You must always keep your room clean and tidy.

All residents shall be jointly and individually responsible for keeping the residence premises clean and neat, and the Residence Staff shall ensure that this is done. The Residence Staff shall handle placements in rooms, in consultation with the Student administrator.

i. The walls should not be damaged when pictures, portraits, or paintings are put up on the walls of the recreation halls, sitting rooms, and bedrooms. No nails, hooks, or two-sided tape are allowed. Therefore, only Prestik may be used.

ii. No fixed features, e.g., bookshelf and desks, mirrors, etc. may be dismantled or relocated.

iii. Each resident is responsible for his/her room and the room should be in the same condition on evacuation as the way it was received. No unauthorized student may enter the room of another student unless that student is in the room.

iv. When a resident move into a room, he/she must notify Apartments on William registration staff immediately if anything in the room is not in a good condition. If the problem is not reported it will be assumed that he/she has found the facility in a good condition and with no defects. Thereafter, any breakage or damage shall be deemed to have been caused by the occupant. An inventory of the contents of the room and any defects must be signed by the student when he/she occupies the room.

- v. No vehicle spare parts, motorbikes, and bicycles may be taken into the residence building, but they may be taken to places specifically intended for such vehicles or spare parts.
- vi. No student may tamper with electricity or intercoms or any electrical appliances.
- vii. Ironing of clothing or linen is **STRICTLY** prohibited with the apartments.
- viii. Furniture, mattresses, cushions, or equipment may not be removed from any room, house recreation hall, or any other recreation area.
- ix. Under no circumstances may walls or doors be written on. No form of 'graffiti' will be allowed in or at any residence.
- x. No private parties or functions shall be allowed in the building.
- xi. MANAGEMENT reserve the right to have access to any room in the residence always and rooms may be spot checked at any time with a specific purpose and with the permission of the Residence Staff. A student may be requested to open his/her cupboard, bags, or suitcases in this regard.
- xii. Rooms shall be inspected regularly to identify and attend to deficiencies, repairs, and general maintenance.
- xiii. Residents are expected to empty all trash (kitchen and other) when appropriate and deposit all garbage in the black wheelie-bins provided at the end of each floor.
- xiv. Residents shall under no circumstances hang their washing/clothes on and outside the residence windows.
- xv. It shall always be forbidden to litter through residence windows, balconies, passages, and on residence grounds.
- xvi. Residents are strictly forbidden from sitting on windowsills and hanging out of windows.
- xvii. A medical certificate shall be submitted to obtain special permission to bring your mattress.

b) Water and Electricity Consumption

Included in your rental is an amount allocated for the use of water and electricity hence use them sparingly. Use only the minimum electricity required. Please switch off all lights and electrical appliances when leaving the room. Switching off saves the environment and diminishes the risk of fire!

The following appliances are not permitted in the building:

- i.** Any electric heater (other than those prescribed by Management)
- ii.** Refrigerators, other than those specifically provided in the rooms.
- iii.** Any portable cooking devices (stoves, microwaves, etc.) other than those provided
Equipment will be confiscated if not according to the prescriptions.
- iv.** Residents are strictly prohibited from making any alterations to or affecting any work on the electrical equipment or intercom equipment of the residence.

c) Vandalism

Any wrongful and/or deliberate damage to or appropriation, destruction, alienation or possession of residential property or the property of any person associated with Apartments on William, including that of another student or of a visitor to the Residence, or any attempt to do so is a serious offense and all such cases must immediately be reported to the Residence Staff. The person(s) concerned shall be held responsible for all reasonable repair or replacement costs as well as disciplinary measures.

- i.** Any resident who is guilty of vandalism, and who leaves the residence before his/her case is dealt with internally, shall be subject to prosecution. Costs to rectify the damages, as determined by management, shall be recovered from the student.
- ii.** Fire hoses and fire extinguishers may not be handled except in case of fire. Any other instance of such equipment being handled shall be vandalism, and the guilty person shall pay any costs incurred to rectify the damages and may forfeit his/her right of accommodation in terms of Section 5.
- iii.** Being under the influence of alcohol/drugs may not be used as an excuse for vandalism.

d) Open Fires

No open fires will be allowed in the buildings. Fires and braais will only be allowed in designated areas, and with the prior permission of Management.

e) Cleaning

Residents are expected to maintain their units to high standards of cleanliness and exercise reasonable care for the facilities. Routine cleaning in all units should include kitchen and bathroom appliances and fixtures, regular vacuuming, mopping, cleaning of all counters and surfaces, and full cooperation with the building's garbage and pest control program and procedures. Each apartment will be cleaned once per week by Apartments on William staff.

This clean will comprise:

i. Kitchen Area

Clean all counter surfaces.

The mop of floors.

No washing of dishes will be carried out.

ii. Bathroom Area

Full clean of all surfaces

Mop Floor

Full clean of shower, basin, and mirror.

Sanitary Bins, in the female rooms, will be emptied monthly.

iii. Floors and Windows

Internal Window Clean

All Residents are expected to adhere to acceptable standards of maintenance and cleanliness within the apartments. Cleaning staff will report to management on the condition of the rooms weekly, and any student deemed to be not complying with acceptable behaviour in this regard will be held accountable.

All residents, when making use of communal areas, are expected to maintain these areas to high standards of cleanliness and exercise reasonable care for the facilities. After use, these areas are to be left in a clean and tidy state.

f) Appliances

The following appliances are not permitted in the building:

i. Any electric or gas heater

ii. Refrigerators, other than those specifically provided in the rooms.

- iii. Any portable cooking devices (stoves, microwaves, etc.) other than those provided.
- iv. Television sets, unless permission is obtained from Management and/or Bursars.
- v. Management reserves the right to retain such items and insist that they are removed from the premises. Any cost of such removal will be the responsibility of the student concerned.

g) Offensive Odours

An odour of significant intensity can be disruptive to others. Some examples of odours that may become offensive if strong include:

- i. Incense
- ii. Dirty Laundry
- iii. Dirty cutlery and crockery
- iv. General kitchen odours
- v. Cooking smells
- vi. Blocked drains

When a strong odour can be identified in a particular apartment, the students are expected to rectify the situation immediately if requested by staff or other residents.

h) Posting and Decorating

i. Doors

Posting or applying any item to either side of all entrance and room doors is prohibited.

ii. Windows

Nothing may be displayed or pasted on or in any window.

iii. Walls

Nothing may be applied to the walls in the apartments that can damage the paintwork in any way. Any pictures or notices to be posted within the apartments should be done on the soft notice boards provided on the back of the desks and should be fastened with the appropriate drawing pin products. Any poster put on any wall should be pasted with Prestik only. No hooks or nails of any nature are to be hung on any wall.

iv. Posting

All postings in common areas must be approved by Management and must be submitted to the Management Office. Bulletin boards are provided in a few central locations throughout the building.

v. Alterations in Apartments

No changes may be made to any walls, cupboards, ceilings, window coverings, windowpanes, or floors.

vi. Common Areas

No posting of any sort may be made in any common area, nor may any alteration be made to any walls, cupboards, ceilings, window coverings, windowpanes, or floors in these areas.

7. Compulsory Quiet Times

It is the responsibility of all students, jointly and individually, to maintain an atmosphere conducive to study and rest. The right of others to enjoy privacy and quietness should be respected. Each resident shall be able to pursue their studies in peace and without causing a disturbance of any kind.

All students are required to follow the Quiet Hours and Courtesy Hours policies.

Quiet Hours are defined as:

Sunday Night through to Friday Morning: 10 pm to 7 am

Friday Night and Saturday Night: Midnight to 7 am

A breach of the Quiet Hours Policy would be classified as any noise from any source which is audible from outside the room in which it is occurring. Courtesy Hours are applicable in various common areas throughout the building, and these are indicated via signs located in these areas. Students are required to adhere to these Courtesy Hours. During Exam time, a 24-hour compulsory Quiet Time will be enforced.

Further to the above, students are required to adhere to the following:

- i. Playing of music or other sounds at unreasonable levels is always strictly forbidden.**

- ii. Television sets are not allowed in the rooms unless agreed with Management. The study atmosphere shall not be disturbed.
 - iii. Radio and sound equipment shall not disturb the study atmosphere. No sound speaker(s) shall be displayed through and/or outside windows and doors of rooms in the corridors.
 - iv. Any equipment with which a resident continues to disturb the study atmosphere may be confiscated or disciplinary measures may be taken. If confiscated, it will be returned to the resident concerned only at the end of the semester or when leaving for the home during a weekend.
 - v. A 24-hour compulsory quiet time will be maintained during examination times.
- Disciplinary proceedings shall be done by the Residence Committee in line with the disciplinary code of conduct and its provisions in terms of penalties (appendix)

8. Alcohol and Drugs

- a. The building is a smoke-free zone. Smoking is strictly prohibited in all apartments and common areas, except those that may be specifically designated for this purpose and marked as such.
 - b. The smoking of “Hubbly Bubbly” is strictly prohibited on the premises in its entirety.
 - c. No alcohol may be stored or consumed on the premises.
 - d. No illegal narcotics may be stored or used on the premises.
 - e. No illegal narcotics may be purchased or sold on the premises by any student, or within a 1,500metre radius of the property.
 - f. Random searches may be conducted at any time by Apartments on William staff. These include personal searches (clothes, pockets, bags, etc.) as well as apartment searches (cupboards, beds, bookshelves, kitchens, etc.). Students are obliged to comply with these searches. Failure to do so will result in the student being deemed to have breached the rules about alcohol and drugs and the necessary action will be taken.
 - g. Apartments on William reserve the right to involve South African Police Services (SAPS) in any drug search or spot-check referred to in Point F above.
- Any student in contravention of the Alcohol and Drugs policy will be liable for immediate expulsion.

9. Firearms and Fireworks

- a.** No firearms or dangerous weapons are allowed in the Residences.
 - b.** Under no circumstance shall a firearm be carried on any person, be displayed, or fired, or stored in the residence.
 - c.** Students are not allowed to possess or handle any dangerous weapon, explosive, or fuel on any premises. Threats of or pretending that any firearm or any other dangerous weapon, explosive, or fuel is being used, is prohibited. Any student making such a threat will be deemed to be in contravention of this rule.
 - d.** No fireworks or any other flammable substance, liquid, or explosive devices shall be kept on or detonated on the premises.
 - e.** Random searches may be conducted at any time by Apartments on William staff. These include personal searches (clothes, pockets, bags, etc.) as well as apartment searches (cupboards, beds, bookshelves, kitchens, etc.). Students are obliged to comply with these searches. Failure to do so will result in the student being deemed to have breached the rules concerning Firearms and Fireworks and the necessary action will be taken.
 - f.** Apartments on William reserve the right to involve South African Police Services (SAPS) in any search or spot-check referred to in Point E above.
- Any student in contravention of the Firearms and Fireworks policy will be liable for immediate expulsion.

10. Politics

Although residents may each hold different opinions, which might lead to arguments amongst themselves, each resident is expected to treat all other residents and their viewpoints with respect.

- a.** External political organizations/activities are strictly prohibited in the residence.
- b.** Internal organizations such as the soccer team, choir, etc. will only be allowed with prior permission and arrangement with the Residence Staff.
- c.** External political speakers or meetings will not be allowed on the residence premises.

11. Pets and Animals

Residents are not allowed to bring or keep any pets or animals (or any living creatures) onto the premises at any time.

12. Trading

There shall be no form of trading of any service or product within or from the premises whatsoever.

13. Projects and Functions

Permission shall be obtained from the Student administrator before any fundraising or community or residence projects are initiated.

14. Room Assignments

- a. Apartments on William do not make room assignments based on race, nationality, ethnicity, religion, sexual orientation, or disability.
- b. Apartments on William assign rooms in the apartments on an all-male or all-female basis.
- c. Apartments on William building are fully co-ed, meaning that male and female students will reside on the same floors – but not in the same apartments.
- d. Students may advise Management if they have a preference to share with a specific person.

This request may be granted if practical, feasible, and considered appropriate by Management.

- a. Management is not obliged to make any changes to apartment allocations based on student preferences.

15. Notice Boards

Notice boards may be used by the House Committee and the Apartments on William Staff only. If a resident wish to use a notice board, he/she must first obtain permission from the Student administrator. Notices may not be posted up at any place other than the notice boards provided for this purpose.

16. Illness and Medical Treatment

- a.** Students must inform Management if he/she is confined to bed due to illness.
- b.** Obtaining and taking chronic or other medication is the student's responsibility.
- c.** Medical services are not available in residences; all the medical treatment is the student's responsibility.
- d.** Full details of doctors, hospitals, pharmacies, and emergency services in the area are available at Security Reception.
- e.** Communicable diseases must be reported to Management. Students must leave the residence immediately after being diagnosed, up until such a time he/she is medically fit to return.

17. Maintenance Procedures and Reporting

- a.** All maintenance issues should be reported in a maintenance book kept at the Security Desk. These will be dealt with daily.
- b.** Urgent maintenance required should be reported to security. Items deemed to be urgent are:
 - i.** Lack of water
 - ii.** Lack of hot water
 - iii.** Flooding or blocked drains
 - iv.** Power failures
- c.** No student shall be permitted to attempt any repairs themselves. Any damage caused by such an attempt will be the responsibility of the student.
- d.** Students are accountable for any breakages or damages to their apartments or any of the furniture or appliances supplied, save for normal wear and tear.

18. Complaints

If any student is unhappy with a particular aspect of the Apartments on William's living experience, they should discuss first with the Residence Assistants, then with the Residence Life Coordinator. If the issue/s remain/s unresolved, the student should address or hardcopy a letter (or email) to the Student administrator explaining the issue of concern and progress to date. Any hardcopy letters for the Student administrator may be left at security reception.

19. Information Technology

a. Apartments on William Internet Acceptable Usage Policy (AUP) applies.

We provide residents and staff living within Apartments on William communities, with broadband and wireless access to the Internet from the secure log-in for personal study, social and leisure purposes.

Broadband and Wireless internet services can be accessed by students either using the Apartments on William Computer Labs (if provided), alternatively through direct access to a computer connection points in single and shared rooms, or generally as made available throughout the premises.

Notwithstanding the prohibited activities listed in 20b below, neither Apartments on William nor any of its agents or affiliates shall be responsible for the provision of any form of censorship or content filtering on the use of the provided broadband and wireless internet services by students. In this regard, students are expected to exercise the requisite discretion and discipline in the use of the provided broadband and internet services under this clause 20.

b. Prohibited Activities.

The following activities are prohibited under all circumstances:

- i.** Unauthorized downloading and copying of music, videos, films, software, and other copyrighted material.
- ii.** Distribution of pirated software or data.

- iii. Posting, receiving, and/or distributing any illegal, racist, sexist, defamatory, obscene, pornographic, abusive, and threatening material.
- iv. Displaying, archiving, storing, distributing, editing, or recording any illegal material (for example indecent images of children) or any kind of sexually explicit image or documents.
- v. Gaining or attempting to gain unauthorized access to any computer systems for any purpose.
- vi. Impairing or attempting to impair the operation of or access to any computer, program, or data.
- vii. Deliberately introducing or passing on any virus, worm, Trojan Horse, or trapdoor program code.
- viii. Downloading entertainment software or games or playing games against opponents over the Internet.
- ix. Operating high bandwidth applications (for example video, audio 'tickers', news feeds) which exceed the standard 1-megabyte bandwidth we allocate to each user unless you have purchased additional bandwidth in advance. We monitor your Internet usage and will notify you if you exceed your standard bandwidth allocation [regularly].
- x. Many of these Prohibited Activities could result in legal action, a fine or a term of imprisonment, or both. If you accidentally engage in a Prohibited Activity (e.g., connect to a site that contains sexually explicit or offensive material), you must cease the Prohibited Activity immediately (disconnect from the site) and report the breach to IT Support.
- xi. If you download software, you must arrange to have such software properly licensed and registered. Downloaded software must be used only under the terms of its license.
- xii. Any student found contravening any of the prohibited activities may have his/her internet access and privileges in the building removed for the remainder of the academic year.

c. Monitoring and Compliance

Whilst we do not monitor the content of any webspace or content you may create when using the Internet Services (including postings on chat rooms, instant messaging, email, Newsgroup, or other communications), we do operate systems to ensure compliance with this AUP and for security purposes.

These include network scanning and bandwidth usage Monitoring. We also co-operate with any reasonable request from law enforcement and regulatory agencies for records on an individual's Internet usage. Consequently, you should have no expectation of privacy concerning your use of the Internet Services.

d. Breaches of AUP

If you do not comply with this AUP we may disable your access to the Internet Services. In the event of serious instances of abuse, we may also notify the police or relevant law enforcement agencies. You can report breaches of this AUP via the Helpdesk.

e. Security

To access Internet Services, you will need a username and password. You are responsible for the security of your username or password and you should not disclose these to anyone.

20. Laundry

a. The laundry room is operated by an external service provider and located on the roof of the building and is accessible from 8 am-5 pm, Monday – Friday. Students are requested to adhere to the rules, regulations, and procedures of the laundry operator.

b. Apartments on William is not responsible for any damage or loss to or of any article of clothing whilst in the washing or drying process.

21. Lost Keys

Any student who breaks, damages, or loses a key or lock will be responsible for full replacement thereof at their own expense.

22. Parking

- i.** Parking on the premises of Apartments on William is on a first-come-first-served basis.
- ii.** Parking on the premises of Apartments on William is reserved for residents only. Apartments on William and Security will not be held responsible and/or liable for any loss/theft or damage caused to cars/vehicles parked on the premises of Apartments on William.
- iii.** Outside parking is designated for parking for residents of Apartments on William, visitors, drop-offs, pickups, deliveries, and emergency vehicles. Parking outside is at its own risk. Apartments on William and Security will not be held responsible and/or liable for any loss/theft or damage relating to cars/vehicles parked outside the premises of Apartments on William.
- iv.** No trucks are allowed on the premises.
- v.** Drop-offs and pickups need to happen inside the demarcated parking spaces, not in the street.
- vi.** Loud music and the consumption of alcohol or illegal substances are not allowed in the parking area nor the building itself.
- vii.** No gatherings/meetings may be held in the parking area.
- viii.** Car wash is not allowed in the parking area.

23. Other

The building management and/or security reserves the right to search each resident together with their visitors before entering the building.

Section Ten - Essential Points to Consider when moving into and applying with AOW.

1) Bedroom Essentials:

If you are going to live in a commune or lucky enough to get space in Res, then your bedroom needs to be compact. The essentials are all you need to take, for the bed is only to sleep in and you will be doing little of that as is.

- 1.** Pillows – Make sure you have enough.

2. Laundry Basket/Bag
3. Duvet
4. Mirror
5. Pillowcases + Duvet Case + Bottom Sheet
6. Alarm Clock
7. Bin
8. Blanket
9. Extension Cable + Multi-plug
10. Lamp
11. Pinboard
12. Hangers
13. Air Freshener

2) Study Essentials:

Again, space is a concern, so when planning your study desk consider leaving the figurines at home. They gather dust and you will have no space to safely put them. Plan around a minimalistic mind frame – this will suit your space and pocket better.

1. Pens + Pencils + Highlighters
2. Study Lamp
3. Notepads + Post-It Notes
4. Folders
5. Long and short Ruler
6. Eraser + TipEx
7. Hole Puncher + Stapler + Scissors
8. Pencil bag – Something easy for class.

3) Kitchen Essentials:

Your Kitchen essentials will depend on where you will be staying. If you are staying in a dorm room/commune, then consider finding out who your roommate will be. Give them a call and

find out what they are already taking, like a toaster, kettle, microwave, fridge (how big), etc. The idea is that you and your roommate need to make this tiny space work for both of you. By having 2 toasters and microwaves, you are planning to clutter your new shared-room very fast. A recipe to get on each other's nerves.

I however would take my own fridge, but a mini fridge. As a student you will be able to buy food daily and little weekly shopping will be needed. Remember to tell your mom to level-out the frozen meals. Your mini fridge has a small freezer department.

Many student res come with a pre-fitted kitchen and bedrooms these days. Find out what is included in your room and what is not. You don't want to end up with 2's of everything.

1. Kettle – Can be shared.
2. Toaster – Can be shared.
3. Microwave – Can be shared.
4. A Bin – Can be shared.
5. Cutlery
6. 2 x Bowls
7. 2 x Plates
8. 2 x Mugs
9. Frying Pan
10. Pots * 2
11. Colander
12. Sharp Knives
13. Utensils – A spatula. est
14. Chopping Board
15. Cheese grater – Can be shared.
16. Can Opener – Can be shared.
17. Bottle Opener – Can be shared.
18. Tea Towels – Take enough (3-4), they are handy for other things too.
19. Tupperware – For your lunches and left-overs.

4) Food Cupboard Essentials:

This is not a shopping list, but rather a suggestion of foods that you will forget and regret the moment you realise it. Also having these already packed and ready to move makes it easy to offer a cup of tea/coffee while chatting to your new mates with a biscuit or slab of chocolates. Consider them as ice breaking food- to kick start your social life.

1. Tea bags/Coffee/Energy Drinks/Hot Chocolate
2. Sugar / Sweetener
3. Cup a Soup – They are super handy.
4. Baked Beans/Tuna/Sweet corn – Whatever can food you like.
5. Rusks/Biscuits/Chocolate – tons, we can never have enough. Leave the chips, they take too much space.
6. Alcohol – It's a good idea to have a few beers in the fridge. Best way to make friends:)
7. Herbs & Spices – You will need them to make that pizza sandwich at 2am.
8. Salt & Pepper
9. Butter/Oil for your frying pan
10. Bread
11. Favourite Home foods or cheat treat.

5) Bathroom Essentials:

Bathrooms are those nasty things we as students find ourselves having to share. It is here that you want to make sure you have everything you need, neatly packed into a massive bathroom bag. Do not skim on this list, you will regret it, even if you are a dude.

For all Student:

1. Toilet Rolls *4 – Do not take a 24 pack now, you do not have the space. But make sure every time you go to the shops you buy a few rolls.
2. Body Towel *2 – You need one while the other stains up in the washing basket.
3. Washing Cloth *2 – Just take them, they become handy.
4. Toothbrush + Toothpaste + Mouthwash
5. Shampoo + Conditioner
6. Hairbrush + Hairdryer + Hair Clips/Bands
7. Hair Gel + Hair Spray

8. Face Wash + Body Wash – The soap might be cheaper, but it gets all icky.
9. Razor + Razor Cream
10. Perfume / Aftershave
11. Nail Clippers + Files – Do not forget.
12. Tweezers – Do not forget.
13. Laundry basket/bag
14. Condoms – Let us be honest you want them. If you need them is up to you:

6) For Females:

1. Cotton pads
2. Makeup + Nail Polish
3. Straighteners + Heat protector
4. Makeup Remover
5. Wax Strips
6. Pads/Tampons
7. Clean Wipes – You might wish you really had them. Make it small, to put in your purse.

7) Gadget Essentials:

So many of these might not be considered essentials, but if you can afford some of these luxuries then I suggest you consider some. They are simple to make your life easier and less stressful.

The Essential Gadgets:

1. Laptop + Charger

This is sadly most probably an essential and costly tool. Consider what you really need from your laptop. Most of our courses will need little more than Google. Google offers your Google Drives, which has everything most of us will need, for free. Personally I would have recommended a Chromebook, but sadly it seems we can't buy them in South Africa, other than importing them 😞

If you are a student of the arts, then I fear you might have to save hard for your machine. My graphic design course did require me to have a big machine, simply to run all the programs. But this might not be the case entirely for all art courses. I suggest you wait for a week or so into the course and see what others have done. Also go talk to your proof, he will be able to give you the most honest answer to what you will need computer-wise.

Think of your laptop as a 2in1 special. It works great as a TV, especially if you add Netflix

2. Printer

You may think a printer to be fancy, but the truth is running to the library, hoping to find an empty printer with ink is so nerve-wrecking, you will end up in cardiac distress before the end of your course. If you can afford it, buy yourself a cheap HP LaserJet, these little printer are robust, hard workers and simple minded. A friend and I had 1 each from our college years, and they still print without hiccup.

3. Dictaphone

It might sound weird but consider having a lecture that mumbles all the way, a lecture that talks too fast or too soft, or one with the flu – you are going to wish you recorded more than one class. Most smartphones have this capability, use it.

Also did you know students who calmly listen to the lecture, instead of trying to catch every word tends to do much better at collage. These students are smarter than me in realising listening and asking intelligent questions in class is more important than catching words. Record the lecture and go home, redo the class, and make your much needed class notes. I promise you will see results in your marks.

- 1.** Headphones
- 2.** USB Stick
- 3.** Phone Charger
- 4.** Extension Cable + Multi-plug

8) The Fancies:

1. HDMI Cable
2. Ethernet Cable
3. Mouse
4. Chromecast

9) Admin Essentials:

1. Passport / ID + Driving Licence
2. Doctor's Address
3. Student Loan Documents
4. Bus Pass + Train Pass
5. CV Copies
6. Passport Photos – For your Student ID
7. Certificate of Registration
8. Student Accommodation Documents
9. Exam Results

10) Cleaning Essentials:

1. Laundry Tablets
2. Dishwashing Liquid
3. Dry Rack – If you have space.
4. Cleaning Cloth
5. Dusting Cloth
6. Sponges

11) Health Essentials:

1. First Aid Kit
2. Paracetamol
3. Ibuprofen
4. Plasters
5. Throat Sweets

6. Hot Water Bottle – Consider working through the night in winter, you want one.
7. Cold and Flu Medicine
8. Multivitamins
9. Antiseptic Cream

12) To keep you Sane Essentials:

1. Mini Sewing Kit
2. Games Console + Extension Cable + Multi-plug
3. A Fan + Heater – Wait and see, but I ended up with both.
4. Umbrella
5. Hot Chocolate + Marshmallows
6. Most IMPORTANT, something from home. You are going to miss home so take something to make it better. Seriously we all missed home:

13) 7 Tips for Sharing a Refrigerator with Roommates

Roommate Refrigerator Etiquette

a) Designate Refrigerator Space for Each Roommate

Set aside certain spaces in the refrigerator for each roommate. This ensures that each roommate knows where they can store their food and just how much food they need to buy. If there are only two residents, each of you can have a shelf. If there are more residents, you will likely need to get a bit more creative. If necessary, use washi tape or painter's tape to divide up spaces in the refrigerator so each roommate knows what space theirs is.

b) Use Labels for Your Food

Labelling your food is one of the best ways to effectively share a refrigerator with roommates. Aside from ensuring that none of your roommates accidentally eats food that belongs to you, it will also keep your refrigerator space looking neat and organized.

c) Set Rules for Sharing Food

Although each roommate should be responsible for purchasing their own food, there should be rules in place regarding communal foods. Condiments, sauces, and other staples like milk are likely to be shared among roommates. Make sure to set up rules for what foods are off limits for your roommates and which ones are up for grabs.

d) Decide How Frequently the Refrigerator Will Be Cleaned

As a household, you and your roommates should decide how frequently you intend to deep clean the refrigerator. Take stock of the refrigerator once a week to ensure there is not any food that has gone bad. Make sure to deep clean the refrigerator once every couple of weeks as well. Being on the same page with your roommates about how often the refrigerator will be cleaned and how the responsibility for cleaning it will be divided keeps responsibilities even among roommates.

e) Be Responsible for Your Own Food

Take responsibility for your food. If something goes bad, remove it from the refrigerator as soon as possible. Make sure you are purchasing the right amount of food, so you do not have too much food for your designated space and aren't forced to mooch food from your roommates.

f) Set Boundaries

Setting boundaries about shared foods is important when sharing a refrigerator. If you do not want to share your food, say so. If you are okay with your roommates having some of your leftovers without asking, say so. Clear communication and boundaries are vitally important when sharing a refrigerator.

g) Keep the Refrigerator Symmetrical

Dividing the refrigerator up as symmetrically as possible ensures that each roommate has an even amount of space for their food. Additionally, this keeps the refrigerator looking organized and clean.

Although it can be difficult sharing refrigerator space with roommates at first, it is not impossible. Following these tips ensures that you and your roommates effectively share refrigerator space in a way that is respectful, organized, and clean.

14) Tips for A Shared Kitchen Space

Living with roommates is an overall awesome experience, but for those who think it is just about fun and games, here's a reality check. Living with roommates means fun, at the same time it means sharing responsibilities, like cleaning, shopping, paying for home bills and of course cooking. Learning to share responsibilities among roommates is a skill and learning it takes a lot of time. Also, the process can be extremely frustrating, and one of the major factors that instigates trauma is surviving in a shared kitchen space.

a) The Struggles of Sharing A Kitchen

Struggles are inevitable to occur in a shared kitchen space, the ones that happen for most obvious reasons are:

b) The Sink Overload – Things begin to get stacked up, and it happens before you notice it. Seeing a huge pile of dirty dishes in the sink is often enough of a reason to fire up things between roommates.

c) Overcrowded Space – Ok it is not just the common area and bathroom that gets crowded, sometimes it is even the kitchen. When a kitchen space gets overcrowded, it might be a long wait for you to cook yourself a comforting meal until the crowd clears.

d) Food Robs – Well, one of the most common challenges one faces is keeping your own food safe from those food thief's. Well, you cannot go and fight on a missing carrot, but when necessities go missing fights are sure to occur.

e) Taking Out Thrash – Most of the times, thrash goes heavy and stinky and yes most of you do try to avoid the garbage day, don't you? So, who is going to take all that thrash out? And... the arguments begin...

f) Having Different Definitions Of ‘Clean’ – Only because you think licking the counter makes it real clean does not really mean it does. Only an extra clean freak would understand what we mean here.

15) Making Things Work in A Shared Kitchen Space

Shared kitchens can become catastrophic if left unchecked. While sharing kitchen spaces is often a bit of a nightmare, here are 9 tips to help you successfully share one.

a) Always Wash Your Dishes (With Soap)

I guess there is no one in this world who likes washing dishes, but again, nobody likes to see your pile of dirty dishes in the sink for days. It is important to always remember, that you are sharing your home with your roommate, but they are not there to clean up after you. Hence, washing your own dishes and cleaning up after yourself is key to maintain an amicable relation between roommates.

b) Keep Your Belongings Separate

When things start to turn nasty in the kitchen and you cannot handle it, simply start keeping your belongings separate. When the fight is over your bowl, you simply need to bring your own bowl to the kitchen, use it, wash it up and then return it to your room. When you leave your belongings to linger around, it is bound to get used in common.

c) Do not Eat Your Roommates Food

Eating your roomie’s food without telling them and then further not replacing it, can be annoying. Whom to blame here? The rule is simple, if you did not buy it, do not eat it. Well, irrespective of having good intentions to replace your roomie’s food ASAP, it is best not to take it.

d) Keep the Dialogue Going

We have said this many times before, communication is key to maintain a healthy relation between roommates. And of course, communication is the single most tool to happily sharing

a kitchen. Well, it does not matter if you know your roommate for 10 years or 10 minutes, always talk about your expectations and set standards early on. Communication can make things easy even when things are swelling up.

e) Be Reasonable

There might be occasions when your roommate leaves a saucepan in the sink to ‘soak’ for a few days. Yes, it can be annoying, but if your roomie is great most of the time there can be something you are not aware of. Maybe a tight work schedule or sick days, be reasonable for a few times. At least until this becomes a common scene.

f) Have Clear Rules

As mentioned, every individual has different definitions and standards of cleaning, hence it is important to have blanket rules that everyone knows and follows in terms of keeping the kitchen clean. Stick the rules list on a place that is visible to all on the go, fridge, for example, is a great place.

g) Treat the Stove and Counter as Separate Spaces

Ok, so you are using the stove, but that does not mean that you would conquer other spaces on the counter and the oven too. It is best to choose one place and work there and don't create clutter in other zones. Your roommate might want to make tea while you are chopping vegetables on the counter.

Apartments on William

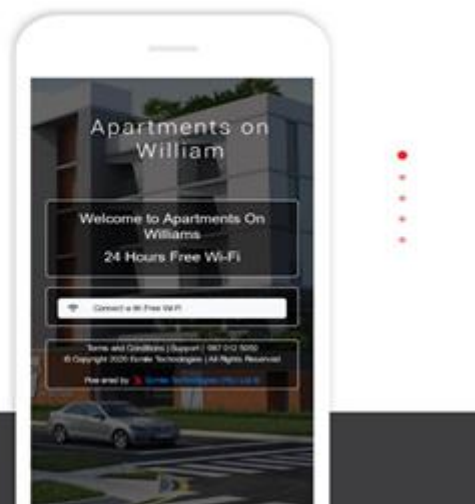
Lifestyle Student Accommodation



16) AOW WiFi

Apartments on William Student Login:

How students can access the free Wi-Fi access using their student number during user registration.



© eXmilo Technologies

Step 1

Click / tap on the "Connect with Free Wi-Fi" option.



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Apartments on William

Lifestyle Student Accommodation



Step 4

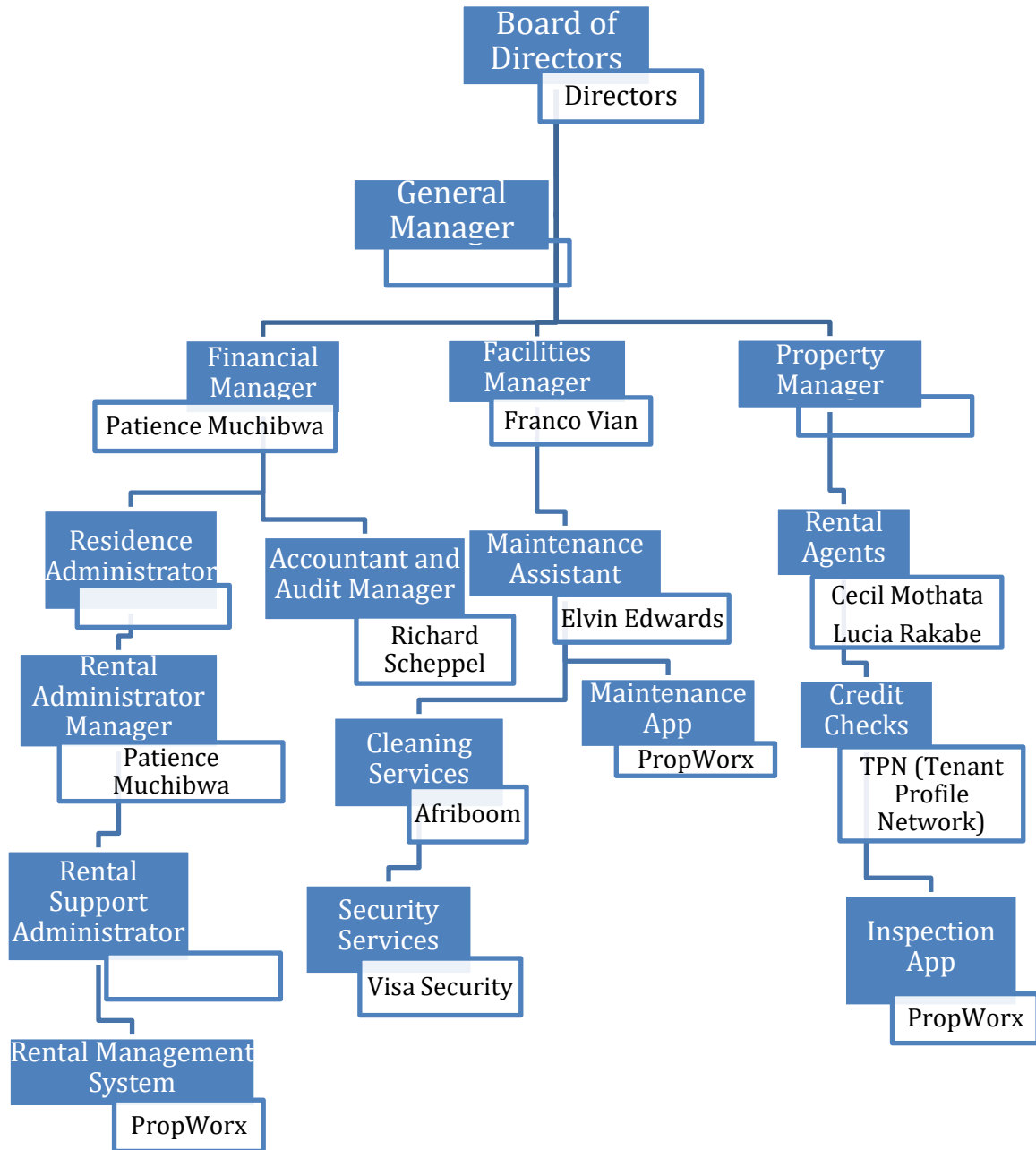
You will be connected and redirected to the respective URL.



© eXmile Technologies

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17. AOW Management Organigram



18. AOW - Support Division Contact List

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E) Afriboom (Cleaning)

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19. COVID 19 – General

The COVID-19 pandemic has a devastating impact on the immediate environment due to its fast spread via droplets from an infected person and from person to person. The virus can land on surfaces after an infected person sneezes, coughs or talks and can survive on surfaces for about nine days. As such, precautions must be taken into consideration in our interaction with others and our environments at home, work, and others.

The National Department of Health has developed environmental health guidelines to address environmental health-related questions and gaps when responding to COVID-19. This concerns recommendations on the management of the deceased due to COVID-19 and the disposal of infected corpses; tracing of family, household hygiene, workplace, and community contacts; cleaning, decontamination/disinfection in the workplace, household of patients and contacts; and other environmental factors.

The guidelines aim to guide Environmental Health Services (EHS) and the public on key roles related to the management of COVID-19. Some of the key recommendations on the Environmental Health Guidelines include:

- The handling of dead bodies.
- Conveyance of infectious human remains.
- The disposal of human remains.
- Investigating suspected cases and contact tracing.
- Decontaminating and disinfecting affected homes.
- Monitoring of the management of health care waste.

Importantly, since COVID-19 rests on surfaces, cleaning and decontamination of COVID-19 patient's household and workplace remain essential. Regular household soap or detergent should be used first for cleaning, and then, after rinsing, regular household disinfectant containing 0.5% sodium hypochlorite should be applied on surfaces. Cleaning of patient's clothes, bed linen, and bath towels should be done with the use of regular laundry soap and water or machine wash at 60-90 °c with common household detergent and must dry thoroughly.

Since much is unknown about COVID-19, current knowledge is largely based on what is known about similar coronaviruses. It is important to mention that this interim guideline will be updated as needed and as additional information becomes available. Read more on the Environmental Health Guidelines on

<https://j9z5g3w2.stackpathcdn.com/wp-content/uploads/2020/04/COVID-19-ENVIRONMENTAL-HEALTH-GUIDELINE-1-3.pdf>

20. Conclusion

At AOW we strive to make the student's living experience as pleasurable and convenient as possible. The students are one of AOW's, management and staff biggest responsibilities, which is always taken very seriously by AOW.

Thank you and enjoy your stay at AOW, the student residence of choice!