

## FAQs

### Applications

*Q: How do I view a room or book a tour?*

A: We would be pleased to show around Elsma Rez. Viewing are by appointment. Please contact our office on 0216899069 or email [enquiry@elsma.co.za](mailto:enquiry@elsma.co.za) to schedule a viewing. You could also browse our website [www.elsma.co.za](http://www.elsma.co.za) for a detailed description of our facilities.

*Q: What types of student accommodation do you offer?*

A: The Elsma Student Apartments (Elsma Rez) is a cluster of five buildings (Atlantika, Mahogany, Casa Del Rey, Kapsiki and MT-International) , each with a character of its own, that together offer over four dozens non-sharing, fully-furnished rooms of various types in a vibrant setting along Main Road in Central Mowbray, the heart of the Groote Schuur Learning District.

We have rooms in apartments of various types, sizes and specifications

- Platinum Bachelors
- Exclusive Compaq (studios)
- Yuppie (1-bedr flat)
- Upper Side-A (dual-room flats)
- Trendie (two-bedr townhouse)
- Explorer-3 (three-bedr flat)
- Explorer-4 and Associate-4 (four-bedr townhouses)
- Classic Explorer (5-bedr flat)

We have the flexibility to accommodate to the extent possible prospective student's preferences.

*Q: What is included in the room price?*

A: Our accommodation facilities are move-in ready; generally our package includes:

- Fully furnished private non-sharing bedroom
- Private or shared fully equipped kitchen and furnished lounge
- En-suite or shared toilet (max 2-3 person per toilet)
- Free WIFI (per month)
- Prepaid water meter
- Prepaid electricity meter
- Use of on-site laundry facility operated with prepaid washer and dryer tokens
- Onsite vehicle parking option (subject to availability)
- Secure accommodation, on the Jammie Shuttle route, close to all UCT campuses, Damelin, Varsity College and the CPUT campus and the Groote Schuur Hospital
- A vibrant and collaborative student community.

- Please visit our website for a detailed description of what is included in your specific house and room.

*Q: How do I apply?*

A: please apply online through our website [www.elsma.co.za](http://www.elsma.co.za)

Should you experience any difficulty please contact us on +27 (0) 21 6899069 .

Alternatively, email us at [equiry@elsma.co.za](mailto:equiry@elsma.co.za)

Once you have been assigned a room, signed the lease agreement and house rules, paid the required admin fee, deposit and first month rental, you'd have secured your room.

**"Click here"** to view our lease terms and conditions.

## **Payments**

*Q: what fees are payable with my application?*

A: Our online application is free; however should your application be successful, you'll be charged a once-off non-refundable admin fee (processing fee + cost of lease agreement). This admin fee will be included in your first invoice.

*Q: How do I know I have been allocated a room?*

You'll be notified via email of your house and room, together with the corresponding student lease agreement and house rules which you must sign. Once you have signed and paid your first invoice, your room will be secured for you.

*Q: what fees are payable before I occupy my room?*

A: You are required to pay the deposit plus a once-off admin fee and one-month rental before you can take occupation of your room.

## **Check-In**

*Q: when can I check in?*

A: Once you have been allocated a room and plan to check-in, it is important to book a check-in appointment with us, so that we can assist you on the day of your arrival and make sure you have a welcoming experience.

*Q: How do I access my building and room?*

A: you'll be given keys, access tags and shown how to use.

*Q: Is a move-in inspection required and must I be present during that inspection?*

A: A move-in inspection is required. The student must inspect and satisfy him/herself that the room and its content are in good order and co-sign the relevant form.

## Facilities

Q: *Is wifi available?*

A: Yes there is WIFI throughout all our buildings and rooms. As we know how important being connected and timely submission of your online tests are, we courteously ensure that each student receives FREE WIFI per month.

Q: *Do you offer onsite laundry facilities?*

A: Yes, there is an onsite self-help laundry facility operated with prepaid washer and dryer tokens.

Q: *Is there enough storage space for my bag and suitcases in my room?*

A: All our rooms are large and have plenty of built in cupboards to normally accommodate your necessary bags and suitcases.

Q: *Will my room be cleaned?*

A: each student is responsible for cleaning her/his individual private room.

Q: *Do you provide students with meals?*

A: No we do not provide meals to students; however our students have the facilities to cook in their own kitchen or together with fellow students in their apartment's shared kitchen.

Q: *How do I report maintenance issues?*

A: please report to the Elsma team any maintenance issue about your room or any communal area as soon as noticed by you. In your information pack is a list of technical specialists that we have vetted and that you can contact concerning specific maintenance issues.

## Rules

Q: *Are there house rules?*

A: Yes there are. As we take seriously the harmony of our student community, we strive to maintain a peaceful, supportive and collaborative student environment. House rules are foundational to this effort. You may download the Elsma Rez Rules by clicking "**here**".

Q: *Are there rules regarding noise?*

A: YES. Please refer to our "**Elsma Rez Rules**" for more details.

Q: *May I invite friends/family over?*

A: Yes for as long as you are accountable for your guest's behavior; they must abide by the Elsma Rez Rules. Your friend or family MAY NOT sleep over and no one can stay

or sleep over in your room in your absence; however and in rare cases you may approach management to plead for a special arrangement to waive the restriction and allow your guest or family to sleep over; Management will consider the specific case but is in no obligation to grant any waiver.

### **Check-Out**

*Q: When do I need to check out?*

A: You must check out at the end of your lease; notwithstanding you may extend or early-cancel your tenure should you prefer or specific and personal conditions necessitate require you to do so. In any case, the provisions of your lease agreement will apply.

*Q: Is a check-out inspection required and must I be present at this inspection?*

A: Yes a check-out inspection is required at the end of your tenure. It is important that you be present or mandate somebody to be present at your check-out inspection because it directly bears on your deposit refund. The room must be left by you in the same state as when you moved-in. You also and proportionately assume the good state of the shared areas of your apartment. For these, repairs might be incurred, the cost of which will be deducted from your deposit.

*Q: When will my deposit be refunded*

A: Your deposit will be refunded within ten working days from the end of your stay subject to meeting the conditions for deposit refund as set out in your lease agreement.