

FAQs: Department of Student Residence Affairs (DSRA)

1. How to register for residence (Online)?

- Student Central/Portal
- Self Help
- Student iEnabler Menu
- Click on Continue
- Residence Registration
- View Residence House Rules
- Accept Residence Registration
- Submit Residence Registration
- There should be a powder blue numbers that indicate your current year e.g. 2021.
- Click on it than it should take you to the last step and save
- Your current year of registration proof of residence should appear on your final screen.
- **NB:** Your proof of residence should indicate the current registered year next to OCCUPATIONAL DATE:

2. How to pay for Residence?

- All residence fees are deposited to the University Bank Account.
- Refer to the university payment information and schedules.
- DSRA staff does not accept any residence fees from students.

3. What do I need to bring to residence?

In all residences at UKZN you will need to provide your own –

- bed linen (for single bed)
- blankets/duvet
- towels
- iron
- kettle and coffee mug
- study lamp (provide own two-pin-plug)
- Alarm clock (if you don't want to be late for lectures!)
- cooking utensils
- crockery and cutlery

- Buy your own FOOD because all residences are Self Catering.
- Padlock
- Washing basket
- You may also bring the following, subject to certain restrictions:
 - portable radio (beware of noise regulations)
 - personal computer

4. What not to bring in residence?

- pets
- inflammable liquids
- electric hotplates or paraffin stoves
- heaters
- weapons
- Substances (Alcohol, Drugs etc)
- A friend/relative to stay with you.

5. What will I find in my room?

All rooms are equipped with the following:

- bed and mattress
- desk
- chair
- wardrobe
- noticeboard
- bookcase / shelving
- curtains or blinds

6. When can I apply for residence?

- Application process will be online and a communique will be on the University website for all returning students.
- You are eligible to apply once towards the end of the second semester for the following year.
- Entrants/first year students can apply for residence through Central Application Office (CAO).

7. Can you indicate which residence you wish to apply for?

- Unfortunately, you may not. You apply for University residence in general and the administrators would be doing placement.

8. Students with the following application status, Not Accepted- Maximum of year, Not accepted- Academic, Not accepted- Discipline (Refer to the University regulations)

- They need to start looking for Private Accommodation or consult your administrator.

9. Would I be charged if I don't withdraw my residence application?

- No, you won't be charged. However, you need to send an email to the Department of Student Residence Affairs (DSRA) so the space could be allocated to someone else.

10. I would like to be allocated in a residence of my choice. How do I go about that?

- Students do not get to choose residences or rooms. Residence Affairs staff are responsible for residence allocations and will therefore allocate students as per the spaces available.

11. I have a sponsor who will only sponsor me if I am allocated in one of the on-campus residences.

- Unfortunately, sponsors cannot decide where their sponsored students should be allocated. You will be allocated in residence where there are spaces available

12. I applied for res online and only realized that I had chosen the wrong campus. How do I get that error rectified or how can I be assisted?

- You will be required to email your current Residence Administrator with your request including the campus you wish to be allocated to.

13. I am a NSFAS funded student and wish to withdraw from residence as I would like to move into a private accommodation. Will NSFAS still pay for my accommodation?

- You are advised to consult your Funding Advisor in your College who will be able to check if your package will cover Private Accommodation costs. However, Funding might not allow you to move from residence to Private accommodation if there are still spaces available in residence.

14. I applied for res online and up to now, I have not heard any response?

- If you were in res, please feel free to contact the Res Administrator responsible for the residence you were staying in.
- If you were not in residence, kindly note that you will be notified if there are still spaces available.

15. I was staying in a commune last year, and I request to be moved to On Campus since I applied early?

15.1. I was excluded last year but I have been re-admitted to come back this year. Will I get my residence back?

- We cannot assist you right now since we have to prioritise students who were already in our residences who applied, thereafter if we still have more spaces, we then prioritise our students from our own Leased residences. If there are still spaces, we will then assist students who need and qualify for res.

16. When can I register the room allocated to me?

- You may register allocated room as soon as registration has open and you have obtained Financial Clearance via payment of all necessary registration fees.

17. What happens when I do not like the room I'm allocated in?

- Room to room transfers and/or swaps will be done after the closing date of registration.
- The process will be opened for one week in order for students to submit their request to Residence Administrators.

18. Where do I get the keys to access my room?

- Kindly refer to our online residence guideline.
- Once you have completed registration, please print your proof of residence registration and submit it to your residence assistant (RA) and they will guide you accordingly.

19. What do I do with Private Accommodation (PA) Forms?

- Private Accommodation (PA) forms are filled by a student and landlord before submitted to Private Accommodation Office for approval and verification.
- Private Accommodation will then stamp and sign the forms that are filled correctly.

20. What do I do with PA forms that have been approved by Private Accommodation Office?

- Once the forms are signed and stamped (approved), student must submit the forms to Student Funding Office to the NFSAS College Advisor.

21. Does the Private Accommodation Landlord require students to pay deposit?

- PA Landlord's require students to pay deposits as a form of security for breakages. The deposit is fully refunded to a student at the end of the lease if there were no breakages in the property.

22. What is the process of Private Accommodation Cancellation of the Leased Contract?

- To cancel a Leased Contract, a student must collect the cancellation forms from Private Accommodation Office.
- The cancellation forms must be signed by both parties (student and Landlord).
- Student must serve the landlord in writing with a month's notification of cancellation of the leased contract.
- Failure to inform/notify the landlord on time will result in the forfeiture of the deposit.
- Once the cancellation forms are signed by both parties (student & landlord), student must submit the forms to Private Accommodation Office.
- The original copy will be submitted to Student Funding Office.

23. How long is the Private Accommodation Leased Contract?

- The contract is ten (10) months.

24. My Landlord lives far, how do I get him/her to sign my Private Accommodation Forms?

- Student must scan forms to the landlord for signature.