



# Frequently Asked Questions – 2025

## 1. HOW DO I APPLY?

Complete and return the following to [info@blockc.co.za](mailto:info@blockc.co.za):

- Application Form
- OTL for room type chosen e.g. Shared in 8/7-bed cluster, private (shared entrance) in 8/7-bed cluster and single room in 7 -bed cluster
- Permission for credit check
- Supporting documents including
- Latest mark/report
- Proof of payment for first payment (R22 000 shared and private rooms: R22 000 single room 7 - bed: basement parking if required (R4 950) paid upfront for the year.

## 2. WHAT IS INCLUDED AND EXCLUDED IN THE RENTAL?

### INCLUDED

- Shuttle on Weekdays 7am to 5.30 pm during university term and amended during exams plus night shuttle
- Central hot water usage
- Weekly cleaning of common areas in clusters
- Basement parking for bicycles and motorcycles
- DSTV in recreation room
- Uncapped Wi-Fi
- Fitness zone

### EXCLUDED

- Food
- Pre-paid electricity in clusters (plugs and lights), CAPPED amount provided, per month x10, then additional use for student account.
- Laundry – For own account, Snapscan and Zapper
- Basement parking
- Compulsory mattress protector (waterproof)



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## 3. ROOMS AND CLUSTERS ARE SEMI-FURNISHED, WHAT DOES THIS INCLUDE?

### ROOMS:

- Bed and Matrass with storage space underneath
- Curtains
- Built-in Study desk
- Chair
- 2 built-in bookshelves
- Double door ceiling high cupboard

### COMMON AREAS:

- Curtains
- 3-seater couch
- 4 chairs
- Coffee table
- Split door top fridge/bottom freezer
- 4-plate stove
- Microwave
- DSTV Point and Communal dish on building – but must supply own decoder and TV for cluster

Since Clusters/units in Nooitgedacht C are self-catering, students are reminded to bring the following items:

- 2 small locks – one for bedroom closet and one for grocery cupboard)
- Fan
- Steam iron
- Bed lamp
- Bedding, i.e. sheets, blanket/duvet cover, pillow
- Compulsory waterproof mattress protector – these are available for sale at Nooitgedacht C
- Crockery
- Cutlery
- Cooking utensils
- Kettle/toaster etc. – it is advisable to wait until arrival before purchasing these as you don't want 8 of each
- Students may bring additional furniture and fridges but are advised to first see what is needed on arrival as the clusters are semi-furnished



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#### **4. CAN I CHOOSE MY ROOM OR ROOMMATE/S?**

Nooitgedacht Block C is a Live and Learn facility structured to be conducive to the study environment and room placements are therefore done according to gender, study direction and year of study.

You can however, choose the type of room and if there is/are one or more person you want to share with who has/ve also applied to Block C, **you can indicate your request to share with them clearly at the top of the application form** and this request may be accommodated.

#### **5. IS THIS A MIXED GENDER RESIDENCE AND HOW DOES IT WORK?**

Yes it is, clusters are either entirely male/female, but male and female clusters are mixed per floor.

#### **6. HOW FAR IS BLOCK C FROM CAMPUS AND HOW DO STUDENTS GET TO AND FROM CAMPUS TO TOWN?**

Block C is only 1.1km from the Neelsie but there are numerous affordable and safe options for transport available

##### **Block C Shuttle** (included in the rental amount)

Weekdays from 7am to 5.30pm on fixed schedule and limited night-time shuttle during university term and amended during exam times. (On weekdays, there is normally about 10 back and forth trips per day, starting 7am, ending 5:30 pm, exact schedule available at on-site office)

##### **Matie Shuttle** (currently a free service offered by Stellenbosch University)

<http://www0.sun.ac.za/sustainability/pages/english/transport-mobility/campus-shuttle-service.php>

One-way service from campus to periphery – students are required to write their name in a book in Neelsie and book for the shuttle. Please note this is a one way service only.

#### **7. IF THE SHUTTLE IS ONLY TILL 5:30 PM WHAT HAPPENS DURING EXAM PERIODS IF STUDENTS WRITE EXAMS AT NIGHT?**

Refer to the question above regarding transport options and extended/amended shuttle times during exam time, the Matie Shuttle.



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## **8. IS THE BUILDING SAFE?**

Yes, the safety of our students is a high priority to Educata, and Block C has been secured by electric perimeter fencing, monitored CCTV cameras throughout, access via Biometrics, roaming security guard and armed response.

## **9. DOES BLOCK C INSURE MY VALUABLES?**

No. Same as for University residences and other private accommodation, students are responsible for insuring their personal possessions.

## **10. WHAT IS THE HOUSE FEE OF R300 FOR?**

It is a "House fund" which is used to fund the social and personal development events that the house has for the students, such as house socials, end of year function, the bringing in of speakers to communicate opportunities, etc. The fund is managed by the Head Student of Treasury, for the students, and the fund is also at the disposal of the students should they need funds to float their own event/idea for the benefit of the house. The Treasurer also presents an annual report showing the house where the funds have been allocated and spent.

## **11. HOW MUCH IS THE DEPOSIT?**

R2 000 deposit of which R2 000 is a refundable breakage deposit – PLEASE NOTE THE FIRST PAYMENT REQUIRED TO SECURE YOUR BOOKING IS NOT A DEPOSIT, BUT PART OF YOUR RENT FOR THE YEAR

## **12. HOW DO I GET MY DEPOSIT BACK?**

Students are required to leave your cluster/room in the same condition as you found it. At the end of your lease, you need to book an exit inspection with Jowain at the Facility Office. This booking must be made for your day of departure and must be made at least 1 week prior to your departure date. A date and time for exit inspection will then be booked. Please note your room needs to be packed up and clean for this inspection. Your deposit/or part thereof will be refunded within 2 weeks of departure, **ONLY** if proper exit procedures were followed.

## **13. WHAT HAPPENS IF I WANT TO CANCEL?**

Written 20 working days' notice must be submitted to the rental office. Full rental is payable up to the end of this notice period plus 75% of the outstanding balance contract value on the full contract.



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## 14. HOW MUCH IS THE PRE-PAID ELECTRICITY PER MONTH?

CAPPED Pre-paid Electricity Provided monthly x 10, (Additional to be paid by Student)

## 15. HOW DOES THE LAUNDRY SERVICE WORK?

Snapscan and Zapper is used to pay for washing on the machines in the on-site laundry.

## 16. HOW DOES THE WI-FI WORK?

Each cluster is provided with its own router

## 17. WHO DO I TALK TO REGARDING MY ACCOUNT?

Jowain Geldenhuys

Facility Manager Block C

Facility Office, Basement, Block C

Phone: 021 883 2142

Cell: 071 561 4739

[accounts@blockc.co.za](mailto:accounts@blockc.co.za)

OFFICE HOURS

Monday to Friday

08:00 to 10:00 and 12:00 to 17:00

## 18. WHO DO I NEED TO TALK TO IF SOMETHING NEEDS ATTENTION IN MY ROOM OR CLUSTER?

EMERGENCY DURING OFFICE HOURS

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Facility Manager Block C

Facility Office, Basement, Block C

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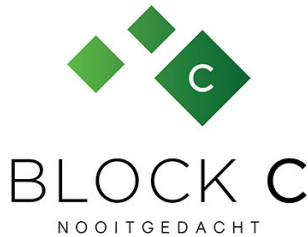
EMERGENCY AFTER HOURS

Your head student on your floor or the head student on duty. Always make sure you have these contact details on your phone.

GENERAL MAINTENANCE

Please send an email to [maintenance@blockc.co.za](mailto:maintenance@blockc.co.za) for all maintenance related issues and clearly mark the subject with your Surname, Name, Cluster and Room number

[maintenance@blockc.co.za](mailto:maintenance@blockc.co.za)



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## **19. WHO DO I TALK TO IF I HAVE A PERSONAL OR ACADEMIC PROBLEM?**

To your head student, the Prim or your tutor in your PSO. If you do not want to approach any of the above you can speak to

The Resident Head

Tebogo Mphahlele

Cluster G05 Block C

[tmmphahlele@sun.ac.za](mailto:tmmphahlele@sun.ac.za)

073 076 9159

## **20. WHEN DO THEY CLEAN THE CLUSTERS?**

Once a week on a specific day for a specific floor – the schedule will be up on the notice boards per floor and at the facility office.

## **21. HOW CAN I GET INVOLVED IN CAMPUS ACTIVITIES?**

Ask your head student and the tutor at your PSO who will assist and give you all information regarding campus activities.

## **22. HOW DO I KNOW WHO MY HEAD STUDENT IS?**

Every floor has a head student and the details are on the notice board of that floor, at the facility office and will also be on the website [www.blockc.co.za](http://www.blockc.co.za) under the tab THE TEAM by January of the particular year.

## **23. IT IS SELF-CATERING UNITS, BUT ARE THERE ANY OTHER OPTIONS?**

YES, please refer to options available on the links

- Meals On Wheels: <http://www.mealsonwheels.capetown>
- The Doorstep Chef: <http://www.doorstepchef.co.za/menu>
- DayToDay: <https://www.daytoday.co.za/how-it-works>