

RENAISSANCE POSTGRADUATE STUDENT VILLAGE (PGSV)

House Rules, Regulations & Procedures (updated August 2017)

DEPARTMENT OF Student Housing: Living & Learning Programmes

STUDENT AFFAIRS

PO Box 77 000

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Port Elizabeth

6031

South Africa.

Dear Resident

WELCOME TO THE NELSON MANDELA UNIVERSITY POST GRADUATE STUDENT VILLAGE!!!

To all returning students, welcome back and best wishes for the new year. To the new students, we are keen to get to know you and trust that your stay with us will be a happy one. Frequently you will hear us emphasize the following values: Ubuntu, maintaining highest quality of excellence, taking responsibility, integrity, respect for our natural environment and celebrating diversity.

We pride ourselves in our responsiveness to diversity. It is what makes us unique. Our students are from all over the world. At PGSV, networking platforms will be created and promoted. You would be wise to make lifelong friendships and to learn new perspectives. You are encouraged to vigorously participate in all activities. These include the glamorous and vibrant opening function, campus life festival, social gatherings, sports activities, village socials, house meetings, intellectual debates and the stylish closing function.

Our driving ethos is deeply rooted in mutual respect. You will have an opportunity to build bridges, learn about foreign cultures and gain solid international world views which will enhance your understanding of people, places and philosophies. This will place you in good stead to make a difference and build bridges wherever you end up. Please take some time to page through this information booklet, especially if you are unfamiliar with the University and its residence systems. You will most definitely find reading this booklet well worth it, as it is packed with helpful hints and tips on how to make your stay at the PGSV more enjoyable and rewarding.

If there are any issues or concerns that may arise during your academic year, please do not hesitate to contact the approachable PGSV management team or your village representative. We will attend to your requests promptly. Some requests may be a little complicated and therefore require a longer period to resolve than others, but we assure you the best service always.

Welcome to PGSV, a fantastic learning environment. Make the most of it!

PGSV Management Team

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PREFACE:

Student Housing has compiled a comprehensive booklet of all policies applicable to students staying in its residences. These rules and policies are created to enable communities to live in spaces where common values underpin tolerance and respect. They are not designed to make student life difficult. The student housing policy can be found on the student housing website.

PGSV SPECIFIC RULES AND REGULATIONS

PGSV residents undertake to be bound by the current residence rules and regulations. Always ensure that the rules and regulations are well known to you. While all the rules and regulations contained in the Student Housing policies booklet and the General Prospectus must be adhered to, the following rules and regulations are of importance to you as a PGSV resident.

1. Students' Rights Within the Nelson Mandela University Residences

The Nelson Mandela University Department of Student Housing affirms the following student rights and privileges:

- 1.1 To engage in discussion, to make inquiries, exchange thought and opinion, publish and exchange findings and recommendations, and sponsor speakers of their choice, in accordance with the guarantees of the Constitution of the Republic of South Africa, subject only to the right of the University to make reasonable rules and regulations related thereto.
- 1.2 To engage in the educational process.
- 1.3 To engage in peaceful, orderly, and non-destructive picketing, demonstrations and protests, to the extent they do not violate public law and do not interfere with the educational process or the rights of other members of the University.
- 1.4 To be free from discrimination based on race, colour, religion, ethnicity, national origin, gender, sexual orientation, marital status or disability.
- 1.5 To be secure in their persons, living quarters, and free from unreasonable, illegal, or unauthorized searches and seizures; and in the event of a legally authorized search, to have present an official of the Protection Services and the student against whom the legally authorized search is directed.
- 1.6 To be free from **all forms** of violence, force, the threat of force entrapment, harassment and coercion.
- 1.7 To organize one's own personal behaviour if such behaviour does not violate public law or the rights of others and does not interfere with the educational process.
- 1.8 To be informed of the standards and the norms of conduct established by the Department of Student Housing and the right to have notice of any sanctions for violations thereof.
- 1.9 To have the benefit of fair and equitable procedures for determining the validity of charges of alleged violations of the Residence rules and code of conduct. All procedures shall be structured to facilitate a reliable determination of the truth or falsity of charges while providing due process and fundamental fairness to all persons.

- 1.10 To retain unaltered status as a resident student and to be present in a residence and attend classes during the consideration of any disciplinary matter, except for reasons relating to the safety and well-being of members of the residence community or University property or a student's own physical or emotional safety and well-being.
- 1.11 To have protection from disclosure of personal records to unauthorised persons. Information will not be released outside of the University community without the expressed consent of or waiver by the student involved, except under valid legal compulsion or where there is a clear and present danger to a member of the University community, in which case the student will be informed of any such release.
- 1.12 To elect a representative, democratic House Committee that is accountable to the Department of Student Housing and the University as well as to the resident student community.
- 1.13 To be heard and have one's views considered at appropriate levels of the decision-making processes within the residence community.
- 1.14 To use designated residence facilities as individuals and members of student organisations for extracurricular activities sponsored by registered student organisations and student groups, subject to the priority of academic needs and to reasonable residence rules and regulations regarding use of facilities.

2. FACILITIES AND ATTRACTIONS

2.1 A Nature Reserve

The Summerstrand (South) Campus is situated in a nature reserve. The campus declared its grounds a private nature reserve in 1983 to conserve dune fynbos, indigenous plants and beautiful gardens ensuring that one senses a harmony between buildings, nature and people. It is not unusual for students on their way to early lectures to come across a small buck in the undergrowth and other small animals. Beware, keep your windows closed if you are not in your flat. Please be aware of snakes in the reserve. Due caution should thus be exercised. The roar of the Indian Ocean can often be heard at night, indeed a beautiful sound.

2.2 Recreational Facilities

A fantastic perk of living in the residence is that there are two recreational areas nestled amongst the trees and shrubs close to the residences. This is in the form of a clubhouse, a swimming pool and braai areas, providing an extremely popular venue where students can meet and chill.

Social sporting activities and competitions are held in various disciplines and are arranged between the students themselves. This creates a competitive spirit within the residences. The official sport facilities are within a five-minute walking distance from the residence e.g. tennis courts, gym, cricket, soccer, rugby, netball, swimming, hockey, trim park etc.

3. STUDENT GOVERNANCE

A village representative (VR) is a student who lives in a University residential facility and acts as a resource for the residents of that village. Further, the representatives play a key role in creating an environment for the residents that is conducive to academic, personal and social growth. The village representatives develop social, academic and cultural activities for the residents, but most importantly, a representative is a friend, resource, role model and a community leader to whom you can seek more information from.

Should you encounter a problem, it is advised to first contact your relevant village representative where they will try their best to assist in resolving the problem or refer it to the Residence Student Assistant (RSA) if there are no fair results achieved. In cases such as emergencies, breakages, cleaning problems, maintenance problems, disputes, access control and security related issues, kindly contact the security personnel or the RSA directly. Other responsibilities and duties of the VRs are included in the information sheet including contact details.

4. Personal valuables and insurance cover:

- 4.1 The student is responsible for the care and safety of his or her own personal property.
- 4.2 While every effort will be made to assist to recover lost or damaged personal property of individuals, the University will not be held liable, either directly or indirectly for loss or damage to student's personal property.
- 4.3 It is recommended that insurance be carried by each student against loss and/or damage of personal property.
- 4.4 Students using the storage facility do so at their own risk. The University or any of its staff members cannot assume responsibility or be held liable for the damage, loss or theft of any stored items.
- 4.5 Items left in the storage facility during vacation must be collected within three months after the reopening of the residence. Items not collected may be removed by the management and donated to a charitable organization. It must be noted that unclaimed luggage is at great risk of theft.

5. Room Keys and student cards:

- 5.1 Loss of a room key by a student at PGSV must be reported to the Residence Student Assistant (RSA) immediately.
- 5.2 Loss of a room key will result in a replacement charge for a new lock, core, and key. Fee to be paid to cashier and receipt to be presented to RSA before receiving new key
- 5.3 In the event room keys not being returned at the end of the period of residency, the student will be liable for the cost of the replacement key.
- 5.4 Loss of a student card by a resident student must be reported to the RSA/Protection Services immediately. This is to avoid and prevent fraud and impersonation.
- 5.5 Loss of a student card will result in a replacement charge.
- 5.6 A student may not loan and/or give his or her room key and/or student card to another student for any purpose. The owner will be subjected to a fine, should it be verified that the owner intentionally or recklessly allowed a friend or a stranger to use his/her room key/student card as it potentially poses a safety risk for all other residents.

6. Removal of University property/furniture:

- 6.1 The University furniture may not be removed from any room without the permission of management.
- 6.2 Furnishings in common areas are provided for the use of all students in the building and may not be removed to private rooms
- 6.3 Any student found in violation of this policy will be subject to disciplinary action and possible loss of one's on-campus housing privileges.

7. Prohibited Items and General Fire, Health, and Safety

7.1 The following items are among those not permitted in PGSV residential facilities as they pose a risk, if negligent behaviour is undertaken, to all residents:

- candles, incense, (if for religious purposes or practices, kindly inform the RSA)
- exterior radio and television aerials,
- heavy electrical appliances (washers, dryers, freezers and large fridges),
- firearms, paintball guns,
- pellet guns, CO₂ cartridges, propane tanks,
- lethal weapons, ammunition and explosives,
- and appliances with open heating elements.

7.2 Any student who tampers with any fire safety equipment will face residence disciplinary hearing and a civil case may be opened against him/her.

7.3 All persons must evacuate the facility when the fire alarm is sounded. This includes drills and false alarms. Disciplinary action will be imposed against a student if he or she fails to evacuate the facility when the fire alarm is activated.

7.4 All University-owned housing facilities are clean air designated areas. Smoking inside the buildings is strictly prohibited and will result in fines and possible loss of one's housing privileges.

7.5 A resident student is not allowed to keep or use any item that threatens the health and/or safety of occupants of the residence. The University reserves the right to determine if a specific object or activity poses a threat to the health and/or safety of occupants of the residence or residents.

7.6 For health and maintenance reasons, pets are not permitted in PGSV. Any student found in violation of this policy will be subject to disciplinary action without warning. Repeated violations may lead to the loss of one's PGSV housing privileges.

8. MAINTENANCE

Routine/Daily maintenance issues will be tackled as they arise. It is the duty of each flat occupant to report all maintenance/breakages to the RSA so that it can be attended to as soon as possible. The representative must report the communal facilities maintenance problem(s) to the RSA when they are noticed. The occupant of the room will be held accountable for any unreported breakages found in the flat or bedroom.

The RSA will be responsible for assuring that maintenance issues are dealt with by the handyman or reported to Technical Services. Giving feedback to the village representative or flat occupants is the responsibility of the RSA and where there may be a delay in ordering specific replacement parts, to complete the job. However, should the issue not be attended to within three working days, the occupant should follow up with the RSA. Maintenance requests which are not attended to by Technical Services within a reasonable period must be brought to the attention of the Senior Manager: Residence Operations, who will then investigate further.

Management desperately needs your assistance to look after the cutlery and crockery, as it cannot afford to replace stock unnecessarily. Should any inventory go missing from your flat/unit you will be responsible for paying in the relevant amount of money. It is thus imperative to check your inventory list on the **day you move into the flat** and make sure the inventory list is verified by the RSA **before you leave the residence** at the end of the year or at the termination of residency.

9. CLEANING AND ELECTRICAL EQUIPMENT

In as much as the University and Student Housing Management respects and is committed to the protection of your right to privacy, the University and Student Housing also has the responsibility to ensure that your welfare and safety receive adequate attention and protection. For these reasons, the RSA and the village representative might randomly visit each flat and bedroom to check on the condition of your flat/bedroom with regard to: cleaning, tidiness, maintenance and breakages, unauthorized visitors that are contributing to the uncleanliness of your flat/bedroom and breakages and also to curtail disruptive noise.

There are five staff members responsible to clean each village from Monday to Friday.

- Whilst housekeeping services all units in the villages, staff can unfortunately not provide a service for washing dishes, pots, etc.
- Do not leave your dishes, pots and pans unclean overnight or over weekends as it creates unpleasant odours and is unhygienic for the environment.
- If you are in a hurry, please pack dirty utensils in the sink and cover with a cloth, otherwise the housekeeper will not clean your kitchen or flat if everything is left lying around the unit.
- Never leave the pots on the stove unattended. Fire is a deadly enemy with overheated pots, especially those with cooking oil in them.
- Please note that it is your responsibility to clean the inside of the microwave and the stove after use as it will enable your fellow flat mate to utilize a clean space.
- Please note that it is your responsibility to keep your bedroom neat, tidy and clean always. This is for your own health and those sharing with you.
- No stickers are allowed on the walls and doors as they damage the walls and remove the door vanish.
- Vacuum cleaners can be booked at the security booth
- The last resident to use the vacuum cleaner will be held responsible for any loss or damage to such equipment.
- Residents using the item(s) are responsible for cleaning them and reporting any defects to the village representative, who in turn will notify the RSA.
- Toilet paper will be issued quarterly immediately after the registration period and each village representative will be responsible for his/her village.
- All flats are fumigated before arrival of students and after their departure.
- All flats windows are cleaned once every term.
- The threat of monkeys entering your room when unattended remains real, therefore close windows when absent.

DISCIPLINE

It is expected that residents:

- Will behave in a mature and adult manner.
- Resolve minor disagreements in an adult manner.
- Disciplinary issues will be resolved via the standard university protocols and procedures.

SUBLETTING

Under no circumstances may a resident sublet accommodation or part of it that has been allocated to him/her.

GUESTS

Residents entertaining visitors should ensure that:

- Their visitors are familiar and comply with the University and house rules;
- The guests obey the house rules. Failure to do so will result in the guest being asked to vacate the premises or banned from visiting the residences.
- Visiting hours are from 7:00 – 24:00
- Parking within the village is meant for residents only. Visitors may park at the parking lot outside the village.
- Squatting is regarded by the University as a serious offence. No squatting is permitted at any NMMU residence. Violators will face disciplinary action.
- The resident wishing to have a visitor to sleep over must obtain permission or authorization from the RSA at least 24 hours before a visitor arrives.
- The resident in a 2-bedroom or a 3-bedroom flat must also obtain approval from their flatmate(s) before seeking permission/authorization from the RSA.
- A student card must be produced on demand by Housing Management or security personnel when conducting random inspections.
- Regrettably children (between 0 and 16 years) cannot be accommodated in this environment.

Sleepover or overnight guests

- A sleepover/overnight permission can be revoked or denied pending experiences with your guests.
- A resident can host a guest, with permission from residence management, for the duration of three nights over the weekend.
- Special provision will be made for any two consecutive weekdays in a fortnight.
- The special provision is non-accumulating.
- For any deviation from the above, a student shall be expected to pay a fee as determined annually
- Extended stays (more than three days) will only be granted with permission from the Senior Manager in cases which are well motivated. A fee will be levied, as determined by vacation accommodation rates.
- The village representatives will assist the RSA in ensuring that no student abuses this privilege.
- All visitor requests shall be considered against the following merits:
 - Previous record
 - Consideration of flatmates situation
 - Frequency of requests
 - Disciplinary record
 - Duration of stay
 - Strain on PGSV resources e.g. overpopulated flat at any one time
- In special cases where notification was not provided, the resident shall be expected to pay a fee (PGSV vacation accommodation rate). The same shall apply for visitors who will sleepover without permission. Any resident who violates the sleepover/overnight rule twice, will be taken for disciplinary action and his/her visitor regarded as a squatter.

DISRUPTIVE NOISE

Residents shall:

- Be considerate when playing music so as not to infringe the rights of fellow residents and neighbours;
- Be considerate of the need for silence, especially between 22H00 and 7H00;
- Under no circumstances hold or permit any gatherings in their rooms which may reasonably be regarded as a party.

Villages Telephone Numbers

Flat number	Village 1	Village 2	Village 3	Village 4	Village 5	Village 6
1	4129	4141	4153	4165	4177	4189
2	4130	4142	4154	4166	4178	4190
3	4131	4143	4155	4167	4179	4191
4	4132	4144	4156	4168	4180	4192
5	4133	4145	4157	4169	4181	4193
6	4134	4146	4159	4170	4182	4194
7	4135	4147	4158	4171	4183	4195
8	4136	4148	4160	4172	4184	4196
9	4137	4149	4161	4173	4185	4197
10	4138	4150	4162	4174	4186	4198
11	4139	4151	4163	4175	4187	4199

Mail Address

Students in the various villages must ensure that their mail is addressed to them as follows:

Name.....

Post Graduate Student Village

Village X Flat YZ

Nelson Mandela University

PO BOX 77 000

South Campus

PORT ELIZABETH

6031