

*Student Residence  
Service Guide  
(SRSG)*



## RESIDENCE ADMINISTRATION

### STUDENT RESIDENCE SERVICE GUIDE: REVIEW / AMENDMENT

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	<b>Student Governance and Development</b>
	<b>Student Health and Wellness</b>
	<b>Marketing and Communication</b>
	<b>Safety and Security</b>
	<b>Reakgona Disability Centre</b>
	<b>Technical Services</b>
	<b>Centre for Student Counselling and Development</b>

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## **1. PREAMBLE**

The purpose of this Student Residence Service Guide (SRSB) is primarily to communicate, acquaint and familiarise resident students on critical regulatory and policy procedures with respect to the structure, management and delivery of services at the University of Limpopo Student Residences. This is meant to ensure that students' behaviour is consistent with the conduct and ethics of the University.

Such rules and regulations should apply in all the student residences at the University and shall govern the lives of everybody including students, staff, visitors and any other personnel.

Residence Administration strives to uphold the values and human rights that are enshrined within the Constitution of the Republic of South Africa, Act 106 of 1996.

## **2. VISION**

To provide a secure healthy living and learning environment to students.

## **3. MISSION**

To provide a safe and conducive environment that support student academic excellence, social and personal development.

## **4. RESIDENCE SERVICE DELIVERY**

Service delivery in Residence Administration is a work stream of services specifically designed to address issues of student life on campus. Residence Administration in collaboration with other University departments/sections strive for efficient and effective service delivery to students staying in the residences.

The following departments specifically address service delivery and student life in the University:

**4.1 Residence Administration:** - Primary role is to provide accommodation to students and ensuring the secure living and learning environment. The department is also responsible for the general administration of the residences, coordination of on-campus catering system, monitoring of residence

cleanliness and maintenance as well as overseeing the off campus accommodation.

- 4.2 **Facilities and Technical Services:** - Deals with the maintenance, cleaning and facility management of the University.
- 4.3 **Student Health and Wellness Centre:** - Provides medical assistance to students.
- 4.4 **Student Counselling and Development Centre:** - Responsible for social, academic and emotional support to students.
- 4.5 **Safety and Security:** - Oversees the safety, access control, ambulance services, firefighting and security of the University.

## **5. APPLICATION, ADMISSION AND REGISTRATION**

### **5.1 RESIDENCE APPLICATION PROCEDURE**

- 5.1.1 Application for residence shall be done On-Line through the University website ([www.ul.ac.za](http://www.ul.ac.za)) or manually using the Student Application Form (in line with the University application process).
- 5.1.2 An acknowledgement Short Message Service (SMS and/ or email) shall be sent out to applicants as proof of receipt of application.
- 5.1.3 Residence application does not guarantee admission.
- 5.1.4 Space is very limited in the student residences; therefore, room allocation shall always be done on First-Come-First-Serve basis.

### **5.2 RESIDENCE ADMISSION AND REGISTRATION**

- 5.2.1 Admission in the residences shall be limited to full-time registered students.
- 5.2.2 After the academic registration process, students who wish to be allocated rooms in the residences shall report to the prescribed Residence Allocation Centre.
- 5.2.3 For admission and re-admission into the residences, the Residence Administration shall refer to or be guided by the Residence Admission Policy.
- 5.2.4 Only students who applied for accommodation shall be considered for residence admission.
- 5.2.5 A student shall on arrival at the prescribed Residence Allocation Centre:
  - i. Fill in the Room Confirmation Form
  - ii. Sign for the room key
  - iii. Issued with the Student Residence Service Guide (SRSG).

- iv. Issued with the Room Inventory Form to do an inventory check in the room and return it to the Residence Allocation Centre.
- 5.2.6 Room allocation is the sole prerogative of the Residence Administration.
- 5.2.7 A resident shall be kept liable for accommodation fees as prescribed by the University from the date he/she occupies the residence.
- 5.2.8 All students shall be required to pay for any damage(s) caused during the occupancy period.
- 5.2.9 A student shall have been financially cleared for accommodation before the room can be allocated.
- 5.2.10 Admission to University programmes DOES NOT guarantee automatic accommodation in the residence.
- 5.2.11 Room allocation shall always be done on First-Come-First-Serve basis.

### **5.3 WAITING LISTS**

- 5.3.1 A student who could not be allocated a room due to limited space and /or not financially cleared for residence occupation, shall be placed on the waiting lists.
- 5.3.2 Should there be space available, an SMS will be sent to the student and/or to the parent/guardian for the student to report to the Residence Allocation Centre or to the Residence Administrator's Office.
- 5.3.3 The waiting list shall only be valid for first semester only.
- 5.3.4 A student who has paid residence upfront deposit and could not be accommodated on campus due to limited space, shall be credited back the residence upfront deposit into his/ her University student account.

### **5.4 RESIDENCE FEES**

- 5.4.1 The residence fees and method of payment are determined by the University Council from time to time.
- 5.4.2 A student who is allocated a room shall be liable for the full residence fees for the duration he/she stayed in the residence.

### **5.5 ROOM OCCUPANCY**

- 5.5.1 University of Limpopo Student Residences shall be open during the academic year at such times as shall be determined by the University.

- 5.5.2 Students who do not write examinations at all or without course work, shall vacate the residences 24 hours after lectures and practical would have ceased.
- 5.5.3 Students who are writing examinations shall vacate the residences 24 hours after their last examinations.
- 5.5.4 All students shall vacate the residences 48 hours before the official University closing date.
- 5.5.5 Residence main entrances shall be closed 24 hours before the official closing date as per the University General Calendar.

## **5.6 STUDENT PROPERTIES**

- 5.6.1 Resident students are advised to declare their personal properties with Safety and Security upon arrival at the University.
- 5.6.2 The document received from Safety and Security as proof of ownership, shall be kept safe.
- 5.6.3 The document shall be produced at the gate when leaving the campus.
- 5.6.4 Only the following portable appliances shall be allowed into residences:
- i. Iron
  - ii. Kettle
  - iii. Fan
  - iv. Heater
  - v. Small refrigerator (300L including freezer department)
  - vi. Portable radio or sound system (60-100 watts)
  - vii. TV
  - viii. Personal computer or laptop
  - ix. Microwave
  - x. Two-plate stove or mini-oven

N.B. The University reserves the right not to permit certain items to enter the Campus.



## **6. RESIDENCE STUDENT CODE OF CONDUCT**

### **6.1 RESPONSIBILITIES OF STUDENTS:**

- 6.1.1 Shall comply with the University of Limpopo Student Code of Conduct, Policies, Rules and Regulations.
- 6.1.2 Shall comply with the Residence Policies, Rules and Regulations.
- 6.1.3 Shall respect the individual rights of choice and opinion of their fellow residents.
- 6.1.4 Shall keep residential environment (rooms, corridors, kitchens, ablution facilities, balconies, roof tops, surrounding, etc.) in a clean living condition at all times.
- 6.1.5 Shall report irregular deeds by own, fellow students and/or any incident in and around the residences.
- 6.1.6 Shall make use of facilities with responsibility and accountability in accordance with the Rules and Regulations of the residences.
- 6.1.7 Shall abstain from all conducts which may discredit the University residences.
- 6.1.8 Shall avoid disposing of University property without permission from the Residence Administration.
- 6.1.9 Shall refrain from any conduct that may put the name of the University into disrepute.
- 6.1.10 Shall always be in the possession of the student card and produce it when the need arises.
- 6.1.11 Shall not harbour any unauthorised person(s) in the residence(s).
- 6.1.12 Shall clean his/her room before leaving the residence for recess.
- 6.1.13 Shall not smoke and drink alcohol in and around the residences.
- 6.1.14 Shall not play loud music in the residences and nearby surroundings.
- 6.1.15 Failure to comply with the above shall lead to disciplinary action.

### **6.2 RULES REGARDING VISITORS IN STUDENT RESIDENCES**

- 6.2.1 Visiting hours are from 08h00 to 22h00 daily.
- 6.2.2 All visitors shall register at the residence reception area before entering the residence.
- 6.2.3 All visitors shall produce any form of official identification document (student/ staff card, identity document, passport or driver's licence).
- 6.2.4 It is the responsibility of the host to sign in and out or his/her visitor.

- 6.2.5 The security personnel shall register the visitor when entering and leaving the residence.
- 6.2.6 All details (personal information, room, contact number, arrival and departure time, etc.) of the host and the visitor shall be registered in the Access Control Register.
- 6.2.7 The Access Control Register will be kept and updated by the security personnel at all times.
- 6.2.8 The University reserves the right to check and search any person entering or leaving its premises including the residences.
- 6.2.9 It will be the responsibility of the host to ensure that the behaviour of his/her visitor complies with the Rules and Regulations of the University.
- 6.2.10 The host shall be liable for the damage and/or vandalism incurred by their visitors in the residences.
- 6.2.11 Visitor(s) shall not be allowed to stay overnight in the host's room without the Residence Management's permission.
- 6.2.12 Visitor(s) shall not carry dangerous weapons in student halls or residences and surroundings.
- 6.2.13 Visitor(s) shall not be allowed to park cars at random but only at places designated for visitors' parking.
- 6.2.14 Failure to comply with the above shall lead to disciplinary action
- 6.2.15 The Residence Administration reserves the right to have access to any room in the residences as and when it is necessary.

### **6.3 PROHIBITIONS**

#### **6.3.1 Student Residences**

- i. The student residences and related amenities are the property of the University and shall not be damaged in any way.
- ii. Drilling of University walls in the residences for whatever purpose shall not be allowed.
- iii. No students in the residences shall without prior permission from the Residence Administrator, exchange rooms allocated to them.
- iv. All University furniture and equipment shall not be removed from any part of the residence without approval from the Residence Administration.
- v. No student shall temper with electrical wiring or fittings.

- vi. Residence students shall not do any alterations to the room, electrical equipment, network cables or telephones in the residences.
- vii. Noise shall not be allowed in the residences.
- viii. No student shall interfere with any member of the Residence Administration, any employee of the University or any person designated by the Residence Administration when performing duties.
- ix. Entertainment and other noise-producing events shall not be approved during examination period at the areas designated for such events.
- x. Failure to comply with the above shall lead to disciplinary action.

### **6.3.2 Residence Keys**

- i. Residence keys (room, entrance, etc.) shall remain the University's property.
- ii. All residence keys signed for shall be submitted to the Residence Administrator at the end of the academic year.
- iii. The residence key shall be submitted when room cancellation is done during the year and/or when required by the Residence Administration.
- iv. Students who do not submit allocated keys shall be liable to a fine.
- v. Exchanging or giving a residence key to any other person by residents shall not be allowed.
- vi. Duplication of any residence keys shall not be allowed.
- vii. Lost keys and other related matters shall be reported immediately to the Residence Administrator/Student Development Officer.
- viii. Failure to comply with the above shall lead to disciplinary action.

### **6.3.3 Vandalism**

- i. Vandalism (tempering with fire extinguishers, alarms, etc.) is a serious offence punishable by the University.
- ii. Tempering with internet, CCTV gadgets and fittings is a serious offence punishable by the University.
- iii. Advertising on residence walls shall not be allowed.
- iv. The Occupational Health and Safety regulations shall be observed at all times.
- v. Residents shall report all breakages to the Residence Administration.
- vi. In the event where vandalism act is not reported, a proper investigation shall be conducted and the perpetrator shall face disciplinary actions.

- vii. Failure to comply with the above shall lead to disciplinary action.

#### **6.3.4 Squatting**

- i. Squatting shall not be allowed in the University residences.
- ii. Any unauthorised person found in the residence shall be regarded as a trespasser.
- iii. Failure to comply with the above shall lead to disciplinary action.

#### **6.3.5 Room rental**

- i. Renting of the room shall not be allowed.
- ii. Only a student who has been officially allocated a room by the Residence Administration shall be regarded as the authorised occupant.
- iii. Unauthorised occupation is not allowed in the University residences.
- iv. Students who are caught/found to have permitted unauthorised occupant(/s) in residences shall face disciplinary action.
- v. Failure to comply with the above shall lead to disciplinary action.

#### **6.3.6 Trade and Selling**

- i. Any form of trading and selling shall not be allowed in and around the residences except in areas designated by the University.
- ii. Students shall not sell/distribute any intoxicating beverages or any drug dependence producing substance into the residences and nearby surroundings.
- iii. Students shall not use residences for commercial or business purpose.
- iv. Failure to comply with the above shall lead to disciplinary action.

#### **6.3.7 Substance Abuse**

- i. No student or a visitor may be in possession of, or consume, or sell alcohol in the residences.
- ii. Smoking in the residences is prohibited.
- iii. Substance abuse shall be regarded as a serious offence.
- iv. Failure to comply with the above shall lead to disciplinary action and shall lead to criminal charges.

### **6.3.8 Dangerous Weapons**

- i. No person shall bring dangerous weapon(s) in the residences and nearby surroundings.
- ii. In the event a person is found to be in possession of dangerous weapon(s), the matter shall be referred to the Safety and Security Directorate's Office.
- iii. Failure to comply with (i) above, shall lead to disciplinary action.

### **6.3.9 Pregnancy**

- i. It is the responsibility of the student to report her pregnancy to the Residence Administrator immediately after the confirmation of her pregnancy.
- ii. Residence Administration may assist with basic arrangements for pregnant student(s) where it is possible. However, students shall make their own special arrangement where it is necessary.
- iii. The University does not have facilities for pregnant students in the residences; pregnant students may consult with Campus Health and Wellness for antenatal advice.
- iv. A pregnant student may continue residing in the University residence until the end of the 32<sup>nd</sup> week of her pregnancy unless advised by a registered medical practitioner/midwife to leave earlier.
- v. Prior to her departure from the residence, the student shall make appropriate arrangements for her partum (childbirth) and for postnatal care (care of her baby) outside the University residences.
- vi. University residences are not conducive and suitable accommodation for babies and children. Whilst the student may return to residence after the delivery of the baby and in good health, the students will not be permitted to bring along the baby in the residences.
- vii. Upon her return to campus, the student shall be expected to submit to the Residence Administrator the medical certificate from a registered medical practitioner/midwife indicating that the student may continue with the studies without any post-birth medical concerns.
- viii. The student shall not be allowed to rent out her room or hand over her room key to an unauthorised occupant during her absence.
- ix. Should the student decide not to return to the residence, she shall cancel her room in order to avoid incurring further costs.

- x. All information disclosed by the student to the Resident Administrator will be held in strict confidence in terms of the University policies on the protection of personal information and treated confidentially. The information may be passed on where necessary only with the student's consent or in accordance with the *Protection of Personal Information Act No 4 of 2013*.
- xi. Pregnant students shall be expected to comply with the regulations above, therefore failure to do so shall lead to disciplinary action.

## **7. RESIDENCE DISCIPLINARY PROCEDURES**

7.1 In case of a student's misconduct or reported offence, the Residence Administration and/or Safety and Security shall investigate the matter. After the investigation, should it be established that an offence has been committed, disciplinary hearing shall be conducted.

7.2 Disciplinary procedure in the residences shall be conducted in line with the processes and procedures as outlined in the Residence Disciplinary Policy.

7.3 Based on the evidence provided during the disciplinary hearing, the committee shall give a penalty depending on the merit of a case.

7.4 Should the affected student not be satisfied with the penalty/decision taken by the Disciplinary Committee, the student can appeal to the higher Committee within seven working days by giving written reasons of his or her appeal.

7.5 In case of the following crimes, the matter shall be referred to the SAPS through the Safety and Security Directorate's Office:

- a. Rape;
- b. Assault;
- c. Possession of:
  - Drugs;
  - Unlicensed firearm;
  - Dangerous weapons; and
  - Any other act that conforms to the definitional element of offence.

7.6 Any criminal or civil proceedings pending in a court of law or tribunal does not preclude the University from instituting its own Disciplinary Procedure.

## **8. CANCELLATION AND TERMINATION OF RESIDENCE REGISTRATION**

### **8.1 ROOM CANCELLATION**

- 8.1.1 Room cancellation shall be done in writing, and a letter of cancellation shall be submitted to the Residence Administrator's Office.
- 8.1.2 A student shall keep a copy of the cancellation form/letter as proof.
- 8.1.3 Cleanliness and furniture audit shall be done by the Residence Administrator before room cancellation.
- 8.1.4 A student shall be liable for any damaged property during his/her stay in the residence.
- 8.1.5 Failure to adhere to cancellation procedure shall result in liability for residence fees and other costs.

### **8.2 ROOM TERMINATION**

- 8.2.1 The Residence Administration reserves the right to terminate admission in residences should a student be found guilty of any residence related misconduct by the University Disciplinary Committee.
- 8.2.2 Should a student be suspended or expelled from the University, residence admission shall be terminated with immediate effect.
- 8.2.3 Residence occupation for all students shall be terminated at the end of the University academic year.
- 8.2.4 A student shall be liable for the residence fees as applied by the University Finance Policy.

## **9. ADMINISTRATION OF ROOM INVENTORY**

- 9.1 All keys, dustbins, study lamps and any other property given or found in the student's room shall remain the University property.
- 9.2 All items received as per the inventory register shall be submitted to the Residence Administration upon room cancellation, termination and at the end of the academic year.
- 9.3 Failure to submit the items as per the inventory register and/or account for any other property, the student shall be liable to a fee as determined by the University to be debited into the student's account or paid in cash.

9.4 A fee may be charged in certain instances of lost or damaged property.

## **10. VACATION ARRANGEMENTS**

- 10.1 All residences and dining halls shall be closed during the University vacations (recess) as per the University General Calendar.
- 10.2 Students shall be notified in advance about the closure of residences.
- 10.3 Students who remain in the residences during vacations must submit a letter of request from the Executive Dean of the Faculty or Director of Section.
- 10.4 For approval, the letter referred to above should be submitted to the Office of the Manager: Residence Administration. The letter must reach the office at least **seven days** before the closing of the residences.
- 10.5 Vacation accommodation payment rates shall be applied to any organisation or structures as determined by the University Finance department.
- 10.6 Major projects (e.g. renovation, refurbishment and fumigation) in all the student residences shall be done during winter and summer vacations.
- 10.7 Minor and odourless fumigation, as approved by the Occupational Health and Safety (OHS) or the relevant office, may also be done during the course of the year in the presence of students in their rooms.
- 10.8 For safety and security reasons, all residents must take along all their personal belongings in the event of item (10.6) above.
- 10.9 The University will not be held responsible for any loss or damage of students' property left in the rooms during the vacation periods and major projects.
- 10.10 In the event where major projects will be done and students have to relocate, communication shall be done in advance. Temporary or alternative accommodation shall be provided.
- 10.11 It is the responsibility of the occupant to clean the room, close the windows, switch off the lights and lock the room before vacating.
- 10.12 Should Residence Administration deems fit to relocate a student, alternative accommodation shall be arranged.



## **11. RESIDENCE STUDENT COMMITTEES**

Each students' residence shall elect a committee which will be a representative body of that residence or students and shall coordinate joint student activities and help in maintaining discipline. The following are the student committees:

### **11.1 RESIDENCE COMMITTEE**

#### **11.1.1 Membership**

- i. Membership for the Residence Committee shall be open to the students in residences for one academic year.
- ii. For the Residence Committee, a 50% +1 majority will continue with the nomination process.
- iii. In consultation with the SRC - Safety & Student Residences Chairperson, the Residence Administrator shall facilitate the nomination of the Residence Committee.
- iv. Membership shall cease in the following instances:
  - (a) If a member hands in a written resignation to the Residence Administrator;
  - (b) If a two thirds majority of a duly constituted residence meeting accepts a motion to call for the resignation of a member or passes a vote of no confidence in the entire Residence Committee; and
  - (c) If a member is charged and found guilty of misconduct by the Residence Disciplinary Committee.

#### **11.1.2 Elections**

- i. The Residence Committee shall be elected during a General Residence Meeting attended by the majority (50%+1) of students in a particular residence.
- ii. The Residence Committee Election shall be held annually during the first quarter after registration of the academic year. This will be on a date to be announced by the Residence Administrator.
- iii. All residents shall be entitled to participate in the election process.
- iv. Elections of the Residence Committee shall be conducted by the Residence Administrator and the SRC - Safety & Student Residences Chairperson.

#### **11.1.3 Composition of the Committee**

- i. The Residence Committee shall consist of 6 members and 2 additional members.

- ii. The Committee shall comprise the following portfolios: -
  - a. Chairperson
  - b. Secretary
  - c. Cleaning Officer
  - d. Sports Officer
  - e. Safety and security
  - f. Project officer
  - g. Maintenance Officer
  - h. Additional member
- iii. The Residence Administrator may after consultation and with the approval of the Assistant Manager, add or omit any portfolio(s) mentioned above.

#### **11.1.4 Duties of the Residence Committee**

- i. Meets on a monthly basis and whenever required.
- ii. Examines, discusses and formulates matters referred to it by the Residence Administrator.
- iii. Handles and upholds discipline at the residence in compliance with the Residence Rules and Regulations.
- iv. Coordinates student activities in the residence.
- v. Checks and reports to the Residence Administrator about the state of cleanliness in the residence.
- vi. Represents the residents in all matters affecting their interest.
- vii. Convenes and conducts general meetings in the residence after consultation with the Residence Administrator.
- viii. Evaluates existing residence rules in consultation with the Residence Administrator and makes recommendations to the office of the Assistant Manager who will carry it further as to the amendment thereof.
- ix. Interacts with the relevant authorities through the Residence Administrator in order to contribute to the effective management of the residence.
- x. Takes co-responsibilities for the general development of the residence with the Residence Administrator.
- xi. Acquaints itself with all the residence relevant policies including Rules and Regulations.

## **11.2 OFF-CAMPUS ACCOMMODATION COMMITTEE**

Membership and duties of the committee shall be determined by guidelines as stipulated in the Off-Campus Accommodation Policy.

## **11.3 CENTRAL HOUSING COMMITTEE**

### **11.3.1 Membership**

- i. Membership for Central Housing Committee shall compose of the SRC - Safety & Student Residences Chairperson, On-Campus Cluster Chairpersons and Off-Campus Accommodation Representatives.
- ii. The term for the SRC member shall be in line with the SRC constitution.
- iii. The term for the Central Housing Committee shall be for a period of one academic year.
- iv. Membership shall cease in the following instances:
  - a) If a member hands in a written resignation to the Manager: Residence Administration.
  - b) If a two-thirds majority of a duly constituted committee meeting accepts a motion to call for the resignation of a member or passes a vote of no confidence in the entire Committee; and
  - c) If a member is charged and found guilty of misconduct by the University Disciplinary Committee.

### **11.3.2 Composition**

- i. The Central Housing Committee is a joint student residence body represented by nominated On-Campus Cluster Chairpersons and Off-Campus Accommodation Representatives.
- ii. The Chairperson of SRC: Safety & Student Residences shall be the chairperson of the Central Housing Committee.
- iii. Chairpersons of the Residence Committee (On-Campus) in each cluster shall nominate a representative from among themselves to serve on the Central Housing Committee.
- iv. Off-Campus Student Accommodation Representatives, (To be outlined in the Off-Campus Accommodation Policy) shall serve on the Central Housing Committee.

- v. To assist the Chairperson (SRC - Safety & Student Residences), the committee shall, from among themselves, nominate a Deputy Chairperson, Secretary, Deputy Secretary and a Project Officer.

### **11.3.3 Duties**

- i. Meets on a monthly basis and whenever required.
- ii. Examines, discusses and formulates matters referred to it by the Residence Administration and/or SRC.
- iii. Handles and upholds discipline at the residence in compliance with the Residence Rules and Regulations.
- iv. Discusses and assists with Off-Campus Accommodation matters
- v. Coordinates residence/off-campus accommodation sport/recreational activities for on/off-campus students.
- vi. Evaluates existing residence rules and makes recommendations to the office of the Residence Administration.
- vii. Acquaints itself with all the residence policies including rules and regulations of both on and off-campus.

## **12. RESIDENCE ACTIVITIES**

### **12.1 FUNCTIONS**

- 12.1.1 Students are only allowed to hold parties in designated areas.
- 12.1.2 Students shall apply to host events by using the Event Form obtainable from the Residence Administrator's Office.
- 12.1.3 Terms and Conditions for the usage of the venue are stated in the Event Form.
- 12.1.4 The Residence Administrator shall sign and stamp the form, give it to the student to submit to the Assistant Manager's Office for approval and venue allocation.
- 12.1.5 Application shall be done seven working days prior to the day of the event.
- 12.1.6 Only students who get approval from the Residence Administration shall be permitted to host events.
- 12.1.7 Students shall not be allowed to host events in their residences, (rooms, kitchens, corridors, roof tops, etc.).
- 12.1.8 Hosting unauthorised event/(s) shall be regarded as misconduct.

12.1.9 The host shall be liable for the damage and vandalism incurred during the events.

### **13. SAFETY AND SECURITY**

#### **13.1 EMERGENCY PROCEDURES IN THE RESIDENCES**

13.1.1 Campus Control shall be notified by students and/or Security Officers in case of the following emergencies-:

- i. Life threatening situation in the residences.
- ii. Incidents that need urgent attention (e.g., fire, leakage, floods).
- iii. The property of the University is vandalised or removed from residences without permission.
- iv. An alarm is raised by residents that one of the students is in trouble of any nature.
- v. There is a suspicious item in or around the residences.
- vi. There is a suspicion of an unauthorised person entering or moving in / or around the residences.

### **14. HEALTH AND WELLNESS**

#### **14.1 ILLNESS AND MEDICAL CONDITION**

14.1.1 Residents shall timeously report any illness or medical condition to the Residence Administrator/Student Development Officer.

14.1.2 A student who is aware of any other student in the residence who is confined to bed due to illness or any unusual condition, shall report such to the Residence Administrator /Student Development Officer/ Safety and Security.

14.1.3 Students are advised and encouraged to consult at the Health and Wellness Centre on medical condition during working hours.

14.1.4 In cases of emergency and after hours, the Residence Administrator / Student Development Officer or Safety and Security shall assist by calling the campus ambulance for medical help.

### **15. OFF CAMPUS ACCOMMODATION**

Given that the University cannot accommodate all the students who desire on campus accommodation, the Residence Administration will provide a list of Off-Campus Accredited Accommodation Service Providers, which are mainly privately owned. The

latter office will be contacted for further information. However, it shall remain the responsibility of the Off-Campus Accredited Accommodation Service Providers to ensure that the welfare and well-being of the students are well attended to.

#### **16. CATERING SERVICE FOR THE UNIVERSITY OF LIMPOPO**

Meals are served by different catering outlets on campus and other approved outlets outside the campus.

- 16.1 Students who stay in residences provided with kitchen facilities are not allowed to cook in the rooms.
- 16.2 Residence Administration shall be responsible for coordination of catering system in the University.
- 16.3 Catering service is privatised at the University, however, the Residence Administration remains responsible for the well-being of the students.

#### **17. INDEMNITY**

- 17.1 The University is not liable for any loss and/or damage of student property in the residences.
- 17.2 The University is not liable for any injury, loss and/or damage of property of the visitors in the residences.
- 17.3 The University will not be liable or responsible for any injuries or complications while a pregnant student resides in the residence. It is therefore the responsibility of the student to take best care of the pregnancy during residency.
- 17.4 The University reserves the right to inspect residences at any time.

#### **18. EFFECT ON NON-COMPLIANCE**

Any non-compliance to this guideline shall be dealt with in terms of the normal Institutional Governance and Management processes, including possible disciplinary action where appropriate.

RN/rb/04/2010

## 19. DEFINITION OF CONCEPTS

Assistant Manager	:	A senior member of staff who supervises Residence Administrators and reports to the Manager.
Dangerous weapons	:	Harmful objects, including a firearm, which is likely to cause serious bodily harm.
Dean of Students	:	Overall Head of Student Affairs divisions which include Residence Administration, Sport Administration, Student Health and Wellness Centre and Student Governance and Development.
Designated area	:	Any area named or selected by the Residence Administration as such.
First entering student	:	Any student who is accepted to study at the University for the first time.
Host	:	Any person or resident who receives or entertains guests in a social or official capacity
Manager	:	Head of Residence Administration Department who supervises Residence Management.
Mentor	:	Student appointed by Centre for Academic Excellence to assist/mentor students with a selected academic programme.
Minor	:	Any person who is legally under age, who has not yet attained the age of majority.
Non-resident student room in a particular	:	Any student who is not a registered occupant of a Residence.
Peer Councillor	:	Student appointed by Student Counselling and Development Centre to assist students who are struggling emotionally and psychologically.
Residence	:	University residential buildings or flats that are used to house or accommodate students.

Residence Administration	:	A department which administers and manages all student residences of the University.
Residence Administrator	:	A full-time staff member assigned by the University to manage a residence(s) and operates from 07h30-16h00 excluding weekends and holidays.
Residence Committee	:	The body of students elected in each residence to serve the students of that residence.
Residence Key	:	A key that belonging to a University Resident
Resident	:	Any student who is a registered occupant of a room in a particular residence.
Returning student	:	Any student who returns to register to continue studying at the University.
Room Rental	:	Illegal leasing of a room or part of a room by the legal occupant in exchange of money or any favour.
Selling	:	Any act or potential supply of any goods or services in exchange for cash.
Squatter	:	Any person, including a registered student of the University who is found to have unlawfully lodged overnight in the residence room with or without the assistance of a student who is a registered occupant of such a room.
Squatting	:	Any act of occupying a room without a legal right or approval by the Residence Administration.
Student	:	Any person who has current registration status with the University for the academic year.
Student Assistant	:	Refers to an appointed student for one academic year by Residence Administration to assist in the day to day operations of the allocated residence(s).



- Student Development Officer (SDO) : Part-time staff member responsible for the development of residence students who works in collaboration with Residence Administration mostly outside of the University working hours (Office hours 18h30-20h30 and stand-by services 21h00-06h00).
- Student Representative : A student body elected by students to serve the interests of students.
- Council (SRC) : Shall refer to the University of Limpopo (UL).  
The University
- Trading : Any act or business of exchanging commodities, or the business of buying and selling using money.
- Trespasser : Unauthorised person who enters the residences or part of without the permission of Residence Administration.
- Vandalism : Any act and conduct incidental thereto or relating to the destruction of the University or any other person's property whilst on the University premises.
- Visiting hours : The period within which, in terms of Residence Administration, residents are allowed to have visitors in their rooms (namely, 08h00–22h00).
- Visitor : Any person, including registered student, who is visiting in any residence that he/she is not officially residing in.

## **20. CONTACT DETAILS**

Office of the Manager  
Residence Administration  
Private Bag X1106  
Sovenga  
0727

Tel: (015) 268 2570 / 2520

Fax: (015) 268 3977

Email : [accomodation@ul.ac.za](mailto:accomodation@ul.ac.za)

## **21. OPERATIONAL CONSULTATION OFFICES/AREAS**

### **21.1 CATEGORY ONE: WEEKDAYS OFFICE HOURS (07H30- 16H00)**

1. Moses Kotane (MI) Office

Tel: (015) 268 3180

TAssigned Residences: Madiba Heights (MBA)  
South Plattelands (MA-MP)

2. Steve Biko (MBC) Office

Tel: (015) 268 4183

Assigned Residences: Kwame Nkurumah (MBB)  
Steve Biko (MBC)  
Oliver Tambo Residences

3. Kofifi (MBE) Office

Tel: (015) 268 4600

Assigned Residences: Tsietsi Mashinini (MBD)  
Kofifi (MBE)  
Lilian Ngoyi (MBF)

4. Agostinho Neto (MBJ) Office

Tel: (015) 268 4604

Assigned Residences: Cuito Cuanavale (MBG)  
Agostinho Neto (MBJ)  
Khotso House (MBK)  
Sobukwe Residences

5. Anton Lembede (MBI) Office

Tel: (015) 268 2858

Assigned Residences: Somafco North and South (MBL)  
Anton Lembede (MBI)

6. MBH Offices

Tel: (015) 268 3945

Assigned Residences: MBH Residences (Masters and PHDs)

7. Ellen Khuzwayo (VE) Office

Tel: (015) 268 2549

Assigned Residences: North Residences (VA-VE)  
Josephine Moshobane Residences  
Onkgopotse Tiro Residences

8. Barnard Ncube (VG) Office

Tel: (015) 268 2526

Assigned Residences: Getrude Shope (VF)  
Barnard Ncube (VG)  
Martin Luther King (VH)  
Amilcar Cabral (VJ)

9. Samora Machel (VL) Office

Tel: (015) 268 2801

Assigned Residences: Frederick Engels (VI)  
Samora Machel (VL)

10. Chris Hani (VN) Office

Tel: (015) 268 3556

Assigned Residences: Che Guevara (VK)  
Chris Hani (VN)

11. Stellenbsch Residences

Tel: (015) 268 2816

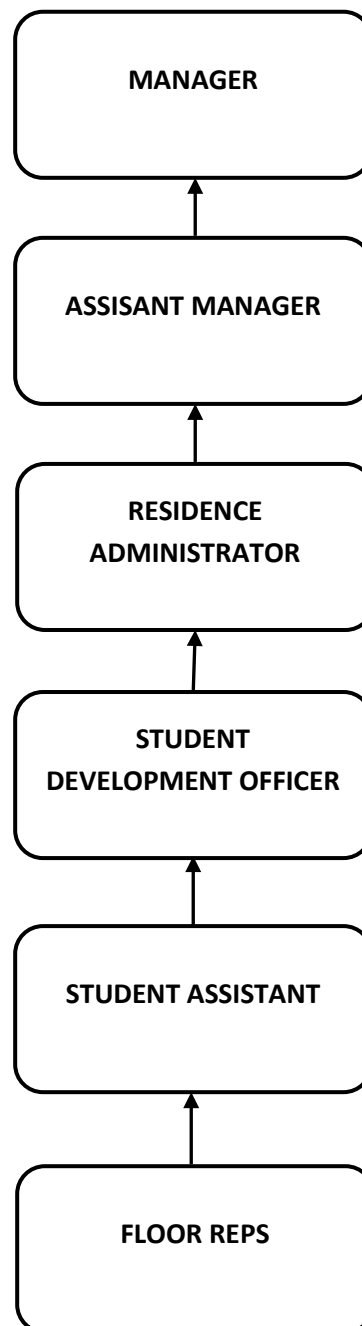
12. Flat A, B and C

Tel: (015) 268 2520

## 21.2 CATEGORY TWO: AFTER HOURS (FROM 18H00 DAILY) AND WEEKENDS

<b>Residence</b>	<b>Reporting Area</b>
South Platelands	: Lusaka House Zeph Mothopeng(MD House)
Madiba Heights	: Madiba (MBA House)
Kwame Nkurumah	: Kwame Nkurumah (MBB)House
Steve Biko	: Kwame Nkurumah (MBB)House
Tsietsi Mashinini	: Tsietsi Mashinini(MBD) House
Kofifi	: Kofifi (MBE) House
Lilian Ngoyi	: Lilian Ngoyi(MBF) House
Cuito Cuanavale	: Cuito Cuanavale(MBG) House
MBH Residence	: MBH House
Anton Lembede	: Anton Lembede (MBI) House
Agostinho Neto	: Agostinho Neto(MBJ) House
Khotso House	: Khotso(MBK) House
Sobukwe Residence	: Agostinho (MBJ) House
Tambo Residence	: Tambo House
Moshobane &Tiro	: Moshobane House
VA- VE Residences	: VB House
Getrude Shope	: Getrude Shope(VF) House
Barnard Ncube	: Barnard Ncube (VG) House
Martin Luther King	: Martin Luther (VH) House
Frededick Engels	: Frederick Engels(VI) House
Amilcar	: Amilcar Cabral (VJ) House
Che Guevara	: Che Guevara(VK) House
Samora Machel	: Samora Machel (VL) House
Chris Hani	: Chris Hani(VN) House
Stellenbosch	:Stellenbosch House No 38 & 41
Flat A, B and C	: Flat A

## 22. THE REPORTING PROTOCOL IN RESIDENCE ADMINISTRATION



## 23. CENTRAL ON-LINE REPORTING

Residents are advised to report maintenance problems and feedback (whether the problem reported is attended or not at the following email address:

**[residence.maintenance@ul.ac.za](mailto:residence.maintenance@ul.ac.za)**