

Applications

How do I apply?

- Fill out the application form, sign it along with your parent / guarantor, where applicable, and scan and email back to info@thedigs.co.za
- Supply additional requested docs outlined below and in the application form
- Select preferred room type on application form (layout plan and pricing is provided)
- We will respond as soon as possible with an email and confirmation letter (if your application is successful).

What documents do I need to have ready with my application?

- Proof of ID
- Proof of residence
- Proof of income
- Proof of studies / enrolment / registration for Intake 2021
- Proof of Bursary
- Credit references

How do I view a room or book a tour?

- Our address is 40 Dunbar Street, Klipkop, Parow. **NB** Please note that the entrance to The Digs is in Dunbar Street – sometimes Google Maps leads you to Francie van Zijl Drive which is not correct. Please go to this link for details - <https://goo.gl/maps/tnuGZPGKRN5idCT7A>
- Show days can be arranged by giving us a call or via e-mail – info@thedigs.co.za

What is included in the *all-inclusive* room price?

- Brand new upgraded and modern private residence situated right near campus
- Accredited by Stellenbosch University (Health and Medical Science Faculty)
- Quiet & studious environment – only for Medical related students
- Secure premises (Electric fence, Access control, 24-hour security guard, HD CCTV cameras throughout)
- All utility bills included (water, lights and electricity subject to reasonable use);
- Free 1000 meg free uncapped Wi-Fi
- Live in friendly and organized House Manager 24-7 !
- Cleaning of room and onsite maintenance (frequency to be advised)
- Located +-300 m from Stellenbosch Tygerberg Medical Campus
- Rooms fully furnished with bed/mattress, desk, chair (on request), BIC, bookshelves, block out blinds
- 3 shared kitchens with fridge, hob and storage included
- Storage areas
- Shared relaxation lounges and dining areas
- En-suite or shared communal bathroom with 8 showers per floor – male and female (ratio of 2 students per shower)
- Group/Private study area
- Secure bicycle storage;
- Braai & social area on site
- Laundry Facilities;
- Secure parking available on site
- Near to public transport

What room types are available, and can I book a specific room?

You can choose a room type on the schedule and on the layout plans provided. We have various room types to suit your budget and needs.

All our rooms are private or twins (sharing with a roommate)

How do I know my application has been received?

We will notify you via email.

How do I know a room has definitely been allocated to me?

We will notify you via email

Who can stay?

Students only - Both for male and female students.

How are the rooms allocated?

We will inform you via email /confirmation that your room type selected has been successful, together with a accommodation / service level agreement, which you will need to sign. Once we have accepted your agreement and you have paid your deposit, your room will be secured for you.

Is there parking available?

Yes, there are 27 bays at R350 per month per bay.

What happens if I decide to cancel my application?

You will have the right to cancel subject to our terms and conditions. We reserve the right to levy a charge in the event of a cancellation, usually 2 month's rental equivalent.

Payments

What fees are payable with my application?

An initial R500 administration fee is payable - Please refer to the application form for details

What fees are payable before I occupy my room?

We will require the following payments:

1. R5,000 breakages deposit
2. 15% and your first month's instalment on signature of accommodation agreement if you have not opted for a discounted full upfront payment
3. The balance over 7 monthly payments – please refer to details on the application form

Check-in

When can I check-in?

Check in will be from 2 Jan 2022

How do I book my check-in appointment?

Via e-mail or give us a call

Accommodation Agreement

What is the length of the accommodation agreement?

12 months

What are the terms and conditions?

Please feel free to ask for a sample of our lease agreement

Facilities

What security does The Digs have?

We take security very seriously and have the following measures in place:

- 24 Hour security personnel monitoring the premises
- 24 Hour on-site property manager
- HD CCTV Cameras and electric fencing throughout the property perimeter

In addition, we have engaged with the local authorities to install a pedestrian crossing over Francie Van Zijl Drive – between The Digs and the campus.

What should I bring?

- Linen, pillow and blankets / duvet's – all beds are single size
- Kitchen utensils, cups, glasses, plates, pots and pans
- Towels and toiletries
- Study lamp
- Desk chair

What am I not allowed to bring?

- No Weapons
- No Illegal Drugs
- No Alcohol
- No Pets
- No Flammable Items

Is there wi-fi?

Yes – the wi-fi is included in your fees

How do I get post or deliveries – courier?

You may have your deliveries sent to the front desk at The Digs – please notify and make arrangements with the on-site manager

Where do I store my bicycle?

The Digs has a dedicated area for bicycle storage

Does The Digs have on-site laundry facilities?

Yes, the laundry facilities are provided on a pay by use, self-service basis

Does The Digs provide me with meals?

No, The Digs does not provide meals – a communal kitchen is located on each floor. The kitchens include a stove, fridge and storage space for pots and utensils.

The TSR (Student Centre on Campus) has a cafeteria where you can either book meals or buy take-aways.

Day-to-day

How do I report maintenance issues?

Please send an e-mail to the on-site manager – info@thedigs.co.za

Are there house rules?

Yes, please familiarise yourself with the house rules which will be proved during the application process.

Who do I contact in an emergency?

We have an on-site manager who is contactable at any time.

Are there rules regarding noise?

Yes, this is covered in the house-rules – no noise is allowed between 22:00 and 08:00

Can I invite friends over?

Yes, this is covered in the house-rules – you are responsible for your friends while they are on the premises and to make sure that they also adhere to the house-rules.

Smoking? - Smoking is strictly prohibited inside any of The Digs buildings.

Check-out

When do I need to check-out? – Third week of December, arrangements can be made if you are going to be staying into the following year.

How does the check-out inspection work?

The on-site manager will conduct an inspection with you prior to your checking out. If you are not present for the inspection, we will advise you of the outcome of the inspection.

Must I attend the check-out inspection?

Yes, it is important that you attend the check-out inspection in order to sign the necessary documents that will ultimately lead to your deposit being refunded or not.

When will my deposit be refunded?

Your deposit will be refunded within 21 days of you signing the check-out inspection form provided that your room is returned in satisfactory condition.

Legal Disclaimer: We, The Digs Pty Limited, reserve the right at any time (if circumstances require) to amend any of the published details pertaining to The Digs Tygerberg student accommodation.