



## FREQUENTLY ASKED QUESTIONS

### STUDENT RELATED GENERAL POSA ENQUIRIES

#### 1. What is the role of POSA?

*UJ POSA office aims to provide students who enter into contracts with Off-campus Accommodation Service Providers with adequate, fit-for-purpose accommodation of reasonable quality, and enables them to enjoy learning and living environments that promote academic success.*

#### 2. Where can one obtain information and the list of accredited accommodations?

- *Information and the list of accredited accommodations may be obtained on the UJ website: [UJ POSA Accredited Accommodation List 2025](#)*

*Students can also visit the UJ POSA offices currently situated on the location below or alternatively contact us on the details below:*

**Tel:** +27 11 559 3800

**Email queries:** [posaenquiries@uj.ac.za](mailto:posaenquiries@uj.ac.za)

**Location:** APK Campus Student Accommodation and Residences office (opposite Oppierief)

#### 3. Where can students lodge complaints if they are not happy with accredited accommodation?

*Students may lodge a complaint against an accredited POSA by sending an email to [posaenquiries@uj.ac.za](mailto:posaenquiries@uj.ac.za) or by visiting UJ APK Campus Student Accommodation and Residences office (opposite Oppierief)*

#### 4. Can students be assisted with their queries if they are staying in non-accredited accommodation?

*No, unfortunately the POSA office can only assist with enquiries related to an accredited POSA. This due to the fact that the University has no jurisdiction over any accommodation that is non accredited, it is for this reason students are advised to stay in accredited POSA's*

#### 5. Where can students send enquiries regarding accredited accommodations?

- *Students can download the list from [UJ POSA Accredited Accommodation List 2025](#)*

*alternatively*

*Students can email: [posaenquiries@uj.ac.za](mailto:posaenquiries@uj.ac.za)*

#### 6. Do all off campus accommodation provide transportation?

*All accredited privately owned student accommodation further than 2km from the nearest campus must provide transportation for students.*



**7. Can a student terminate their lease agreement with accredited accommodation service provider in the middle of the year?**

*Student may terminate their lease agreement subject that at least one-month notice is given and there are no outstanding fees due to the service provider.*

**8. How do I move from one residence to another?**

- *It is very important that you inform your current res manager a months notice about your intentions to move out of the property.*
- *Upon submitting your notice period, you are required to complete the Movement Checklist Form immediately (see sample shown below) as provided by your res manager, this must be signed by all parties.*
- *Follow the instructions as guided by the movement checklist document and email it to the address provided on the form to ensure the smooth processing of your movement request*
- *Failure to adhere and comply to these rules may result in non-payment*



Movement Checklist Form

Student Number:	
Student Name and Surname:	
I am unhappy about... ☹️	
1. Did you report in <b>writing</b> to the building manager (Not House Committee)?	
2. Did you allow <b>time</b> for the matter to be resolved?	
3. Did you <b>follow-up</b> with the building manager?	
Still, nothing helps ☹️	
1. Did you escalate the matter with the POA offices?	
2. Did you give 1 calendar month's written notice? <b>Please specify notice month.</b>	
3. Are you up to date with your rental. (This includes the notice month's rental)	
4. If your answer is yes on all the above. Have <b>your landlord sign this checklist</b> and <b>then you sign this checklist</b> . Then <b>email this signed document to <a href="mailto:posa@uj.ac.za">posa@uj.ac.za</a></b> , please copy in your old landlord and the new landlord otherwise <b>it's not valid</b>	
5. Find a new <b>accredited</b> accommodation and ensure that you upload their lease and invoice on your ULink. Please note that this function will be unlocked through following the POA process.	
Student Signature:	Date:
Current Accommodation Name:	
Landlord / Designated Manager: (Please print name & surname)	
Landlord / Designated Manager Signature:	Date:
Accommodation I'm moving to:	

NB: POA will process valid unlocking's in specific periods in each month.





## POSA STUDENT FINANCE RELATED ENQUIRIES

### 1. Does NSFAS pay for accommodation that is not accredited by the university?

*No, NSFAS does not pay for non-accredited student accommodation. If a student has a bursary other than NSFAS they may contact the finance department on payment for non-accredited accommodations.*

### 2. Where/How do I upload my Lease agreement and Invoice?

- On ULink – go to your portal
- Click on registration
- Click on iTS Enabler
- From the menu bar – click on NSFAS and Bursary
- Upload/View button will take you to the option to upload the lease agreement as well as the Invoice (PS, the signed invoice is issued by the Landlord<sup>ⓧ</sup>)

### 3. How do I access my NSFAS Portal

*Please enquire with NSFAS directly*

### 4. Do bursaries pay the deposit for private accommodation?

*Please check this information with your bursary fund office/holder*

### 5. What is the difference between NSFAS accredited properties and UJ POSA accredited properties?

NSFAS	UJ POSA
<ul style="list-style-type: none"> <li>▪ Accommodates both NSFAS bursary students and cash students</li> </ul>	<ul style="list-style-type: none"> <li>▪ Accommodates both NSFAS bursary students and cash students</li> </ul>
<ul style="list-style-type: none"> <li>▪ The accredited accommodations do not have jurisdiction over the other</li> </ul>	<ul style="list-style-type: none"> <li>▪ The accredited accommodations do not have jurisdiction over the other</li> </ul>
<ul style="list-style-type: none"> <li>▪ Makes payments directly into the landlord's account</li> </ul>	<ul style="list-style-type: none"> <li>▪ Money allocated from NSFAS to UJ, from UJ to Fundi and then the student transacts into the landlord's merchant code</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Landlords create their own rules which are guided by the Policy</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Movement processes: 30 days' paid notice and movement checklist</li> </ul>