

Student residence management, *structure and operations.*

NSFAS-accredited student accommodation in Durban, serving the University of KwaZulu-Natal (Howard College and Westville campuses) and the Durban University of Technology.

4

Residences

3

Campuses served

Durban

Head office

01 Company overview

North East Residences offers safe and secure student accommodation. We align ourselves with the core values of the institutions we serve to build effective partnerships. Residence life plays an integral role in the university experience, which is why our residences are designed to foster a culture of learning.

Our residences offer comfortable, well-managed living spaces in Durban, combining inner-city convenience with a supportive environment. They were conceived to cultivate a community where students can connect, innovate and develop into the leaders, dealmakers and creators of tomorrow. Our facilities are aligned with the Department of Higher Education and Training (DHET) Minimum Norms and Standards for student housing, while incorporating a hospitality approach that supports students' holistic development throughout their university journey.

RESIDENCE	ADDRESS	CAMPUS
Salbany	48 Albany Grove, Durban Central, 4001	UKZN Howard College
APS	21 Carlisle Street, Durban Central, 4001	UKZN Howard College
Devshi Court	34 Charlotte Maxeke Street, Durban Central, 4001	UKZN Westville · DUT
Farah Gardens	460 Randles Road, Sydenham, Berea, 4051	UKZN Westville

02 Leadership and experience

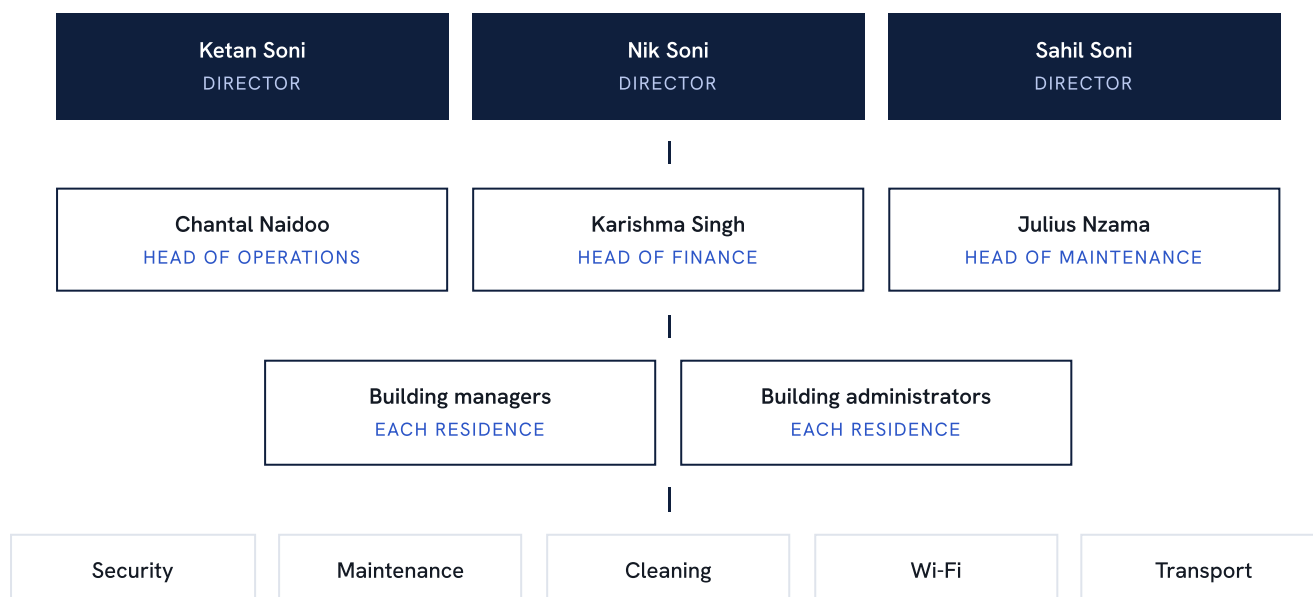
Our Directors, Ketan Soni, Nik Soni and Sahil Soni, have extensive industry experience, having owned and managed multiple student accommodation residences throughout Durban. We take a hands-on approach to delivering effective services to all our stakeholders, and our residences are operated in full alignment with the DHET Minimum Norms and Standards and the student accommodation guidelines of the universities we serve.

Years of managing residences have refined our operating approach. We foster open dialogue with all parties so that any issue is addressed comprehensively and resolved collaboratively. Experience has shown that the higher the quality delivered, the less often intervention is required. Construction is handled in-house, and our floor plans are designed around the student housing framework.

Because we house students who are finding their footing, we prioritise a secure environment that supports their journey, so that they can focus fully on their aspirations, with guidance available every step of the way.

03 Management structure

The company is headquartered in Durban and led by its Directors, Ketan Soni, Nik Soni and Sahil Soni. Chantal Naidoo is Head of Operations, Karishma Singh is Head of Finance and Julius Nzama is Head of Maintenance. Together they form the upper and middle management tiers. Each residence has its own dedicated support staff, including building manager(s) and a building administrator, supported by security, maintenance, cleaning and Wi-Fi teams.



Organisational structure — North East Residences

04 Operational management

Operations are managed through regular site inspections within a solution-oriented structure. A streamlined management process ensures that significant issues at any residence are addressed, tasks are completed efficiently and general maintenance is carried out. Head office maintains direct communication with each on-site office, and the on-site building manager promptly contacts the necessary parties to address emerging issues.

During site inspections, head office works with the Resident Advisor (RA), the building manager and the House Committee. Where maintenance personnel or the building manager cannot resolve an issue, the Head of Maintenance and the Head of Operations are consulted. Residence WhatsApp groups facilitate direct communication among all stakeholders.

05 Service commitments

North East Residences operates against defined service standards, which form the basis of our accountability to students and to the institutions we serve:

- **Maintenance response:** urgent issues affecting safety, security, water or electricity are attended to within 24 hours; routine maintenance requests within 48 hours of being logged.
- **Wi-Fi availability:** connectivity faults reported via the residence WhatsApp group are escalated to our technicians the same day, with a technician dispatched where remote resolution is not possible.
- **Cleaning:** common areas cleaned six days a week by a dedicated cleaner per floor, a free dish-washing service and a comprehensive deep clean of each building twice a year.
- **Site inspections:** scheduled inspections by head office, conducted jointly with the building manager, RA and House Committee, with findings documented and actioned.
- **Reporting:** incident reports are submitted to the institution after any significant event, and management reporting is maintained throughout the academic year.
- **Escalation:** any issue not resolved at building-manager level is escalated to the Head of Maintenance or Head of Operations and, where necessary, the Directors, so that no matter remains unresolved without senior oversight.

06 Student life and residence culture

We view each residence as a living and learning environment, not merely accommodation. NSFAS students are welcome to come for a 2-day viewing stay before committing. On arrival, every student receives a guided tour and a formal orientation session with the building manager, covering residence rules, safety procedures and responsible use of the facilities and Wi-Fi.

Day-to-day student life is supported by a Resident Advisor (RA) and an elected House Committee in every building, giving students a structured voice in the running of the residence and a first point of contact for concerns. Each residence has its own study room and TV room with DStv, with common areas designed for natural light and ventilation.

Every room includes

- Single bed and mattress
- Study desk and chair
- Bookshelf
- Bedside table
- Wardrobe

- Lamp
- Own room key and front-door key
- Unlimited, unrestricted Wi-Fi
- Fridge and freezer access for every student: in the room at Salbany and APS; in the kitchens, and in some rooms, at Devshi Court and Farah Gardens

Every building includes

- Kitchens with granite counter tops, Defy stoves, microwaves and kettles
- Bathrooms with showers and unlimited hot water
- Study room and TV room with DStv
- Multiple washing machines and dryers
- Concrete washing trough and drying lines
- Free dish-washing service and a team of cleaners
- Inverter for backup power
- JoJo tanks for backup water
- Security guards (Point Blank Security), biometric access and CCTV
- Resident Advisor and elected House Committee

07 Transport

North East Residences runs buses between all four buildings and campus, with multiple trips every day to UKZN Howard College, UKZN Westville and DUT. Transport is included for all residents. The bus schedule is shared with students on arrival at their residence.

08 Wi-Fi and connectivity

Every residence has unlimited, unrestricted Wi-Fi: no data caps, no blocked sites and no limit on the number of devices. Our Wi-Fi is monitored by Multiactive Computers, who provide full-time support. Poor connectivity, coverage gaps or outages are reported to the building manager through the residence WhatsApp group, and the building manager contacts our technician at Multiactive. Where the issue relates to the service provider, Liquid Telecom, their dedicated team carries out repairs.

09 Finance and administration

Karishma Singh heads the finance department, overseeing supplier accounts, payroll and invoicing. General residence bookkeeping is handled by each building administrator. NSFAS-funded students pay no rent and no deposit, as NSFAS pays the residence directly. Self-funded students sign a lease with us (a parent or guardian may co-sign) and pay rent monthly; the monthly rent is quoted on request. Bursary-funded students are also welcome and must provide proof of bursary, their ID, proof of registration and their student card.

10 Residence administration and escalation

The reporting and escalation structure for the day-to-day administration of each residence is set out below.



Residence administration and escalation structure

GENERAL ENQUIRIES

Nik Soni

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OFFICE HOURS

Mon-Fri 09:00–15:00
Sat 09:00–12:00