



How to apply for a JOSHCO rental unit?

- To apply, you need to download the JOSHCO APP
- Go to your phone's App store, type JOSHCO App or Go to <https://joshcoapp.co.za/> for web access. You will access available units and can apply instantly.

How can i enquire about JOSHCO?

- Applicants who wish to enquire, may send HEITA JOSHCO to our official WhatsApp number: 066 511 7139.
- You will receive an automated response detailing available units (if any) and their rental requirements.

What is required for one to apply for a JOSHCO unit?

- Applicants must have an income.
- Earn between R1850-R22000.
- Be a South African citizen with a valid ID document.
- Be 18 years and older or open to suretyship if under 18.
- Be permanently employed.
- If self - employed, you must have proof of income in a way of a bank statement.
- *To qualify for a SHRA funded or Greenfield project you/ To qualify for Brownfield projects JOSHCO charges per square meter.*

If I am not a South African, can I apply?

- No, only South African citizens are eligible to apply for JOSHCO rental units.

How much are the rentals??

- Dependant on the type of projects, location, and the square meters.

Does the rental vary because of area?

- Rental is dependent on the area and square meterage.

Can I use proof of residence of someone I stay with?

- NO, Proof of residence must be in the applicant's name.

Can I view the units before I apply??

- NO, viewing of units prior to approval is not allowed to avoid vandalism of property and to ensure safety and security of property Supervisors and other tenants. Leasing administrators normally explain descriptions to applicants, however, approved applicants with certified ID copy, proof of deposit can be allowed to view the unit.

Do you look at my income before deductions or after?

- We process your application based on your Gross earning (income before deductions).

Why does my lease expire after 2 years, can't I give notice if I want to leave?

- The lease agreement is valid for 2 years, you are required to give 30 days notice to vacate or forfeit your deposit money.

I can't log into the JOSHCO app (web) or due to wrong password prompt.?

- Please check your signal and check if you are still logged in on another web tab. Also ensure that you have entered your password correctly or go to "forget password" and create a new one.

I am not receiving the OTP, or it is taking long to come through.?

- Please check if your signal is weak. Please don't click more than once when you enter in your password. It takes a few seconds to receive the OTP.

Do I only get the OTP sent to my Email??

- You can select Email or SMS for the OTP to be sent to.

Can't register in, it says | have already registered?

- It means that you have already registered, please click on Login.

When registering, it says email already exist/it doesn't take the email at all?

- This means you have already registered with that email address. Please go to Login and say "forgot password" if you have forgotten the password.

I tried to Apply for a Project but there is no Unit Type to select?

- Commercial and Parking Property does not have unit selections. Please only apply to a Project that says Residential.

Can I apply more than once?

- No, you can only apply once. If your application gets declined (due to no availability) ,you can apply again to another.

I would like to upload documents I didn't upload at registration?

- When you register you only need a copy of your ID. When you apply you will need all required documentation.

What documentation will I need to register and apply?

- When you apply you will need all other required documents, which may include:
 - Letter of employment signed and dated.
 - Letter to confirm employment date and must have a reachable employer contact detail.
 - Latest payslips if you earn a monthly salary.
 - Consecutive payslips if your salary is commission based.
 - 4 payslips for weekly earners.
 - 2 consecutive payslips for fortnight earners.
 - 3 months bank statement, stamped inside the bank/ ink-based stamp.
 - Proof of residence/letter from loans-Cellphone, Edgars or municipal account etc.
 - 6 months bank statement if self-employed.
- When you register you only need a copy of your ID.

Do I have to request a new OTP, when I leave the screen to check my mail/texts during the logging process?

- Make sure you don't close the app to retrieve the OTP, because you will need to start over. Rather minimize your screen to find the OTP then go back to the app.

I have my 3 months bank statement, but it is in 3 documents, can I still upload?

- You would need to combine and convert into 1 PDF file.

Where it says "Apply" I can't click on it like the "No Vacancy"?

- If you can't click Apply, you have either sent an application to the JOSHCO team or you have a saved application already.

How will I know how far my Application is?

- You will be updated on the status of your application through each step.

How do I know if my Application is Approved?

- You will receive notification via the App not SMS or WhatsApp.

How do I terminate my Lease??

- Under your Lease, view lease you and select the bottom line written "Request Termination".

What if I don't have all my documents when applying?

- You can save your application and return to it when you have all documents ready.

How do I Save my application?

- When applying from Step 1 there is a save button at the bottom of each screen. Click on Save and the next time you Login the option to Continue with Application or Start again will appear.

Do I have to register a new profile each time I want to apply for a JOSHCO unit on the App?

- If you have registered a profile on the app, simply login with the same username and password. Step 1 there is a save button at the bottom of every screen. Click on Save and the next time you Login the option to Continue with Application or Start Again will appear.

If I get disconnected whilst registering, do I need to register again?

- No, just login using the same username and password.

How do we differentiate a JOSCHO app from a scam one?

- You can send a query to any of our social media platforms to verify.

Can I apply with someone if my salary is too low?

- You can do a joint lease agreement only if you are married in community of property.

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- 6 - 8 weeks to get approved or declined (under normal circumstances). This may take longer if a project is new.

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Are weekends considered on a waiting period?

- NO, JOSHCO leasing department is closed on weekends.

Does an individual get to own the residence after a certain period?

- NO, JOSHCO units are strictly rental.

What delays the processing of an application?

- Confirmation of employment,
- Blurry documents or documents not sent in the correct format.
- When the employer is unreachable or takes longer to respond.
- Incomplete documents.
- Unavailability of units

Can a Real Estate agent collaborate with JOSHCO?

NO, Real estate agent focus on sale agreements and JOSHCO does not offer sale options.

Can you use my deposit towards my rent if I can't pay current months rental?

- NO, Deposit stays in an interest-bearing account for when the tenant want to vacate the unit, JOSHCO will then monitor the condition and use it to pay for damages caused (if at all) and when there is none the applicant receives the deposit back.

Can I receive my deposit after cancelling a new application?

- Yes, the process takes approximately 30 days after all paperwork is completed.

Why must I apply before we see the flat, what if I don't like it?

- Picture of the flats /units can be seen on the website or via WhatsApp.

How do I get parking?

- Indicate when applying on the App that you require parking. Please consult the leasing Department, leasing@joshco.co.za , alternatively, talk to the housing supervisor in your project.

Documents required for one to qualify for parking?

- Confirmation from the bank to show who is paying for the car.
- Proof of ownership/car papers from the bank that are in your name.
- Certified ID copy.
- Letter from the employer if it's a company car.

Is the rent including water and electricity?

- NO, Water and Electricity is prepaid; however, some project water is charged according to consumption.

Why can't I leave my family in the unit if I work out of Joburg?

- The lease holder is the only person obliged to paying rental and to stay in the unit, that is why one can't leave family. The lease holder is also required to submit a signed and stamped affidavit stating that when they leave, they will do so with their dependant. If a lease holder is deployed to a different province by their employer, a letter from the employer is required and the Property Supervisor will monitor if the Lease Holder does come to the flat often. If not the lease will be terminated to avoid sub-letting.

My spouses/mother passed away, what can I do now?

- If married in community of property, you are required to submit:
- Letter of authority.
- ID copy.
- Death certificate.
- Affidavit stating your relationship and that the deceased was staying with you.
- You can also apply in your name, if you do not qualify, you will have to vacate the unit, alternatively the landlord will provide alternative accommodation in your range of earnings (terms and conditions apply).

How do I report a maintenance query?

- Your query can be logged with the property Supervisor or directly via the maintenance escalation QR code, you may escalate the issue to the Portfolio Manager or our customer services department as well.

How can I report a problem about my neighbour anonymously??

- Report to the property supervisor.