

Virtual Tour FAQ

1. What is your application process?

We have an application process that includes a number of steps to help you assess whether the Hub is the right place for you and also if you meet our selection criteria. Our application process is detailed here:

<https://www.riversandsihub.co.za/entrepreneur/>

2. What are your application criteria?

We don't believe in a 'one-size-fits-all' approach and we're not the right place for every type of business. We receive a large volume of applications and our units are quickly filled. This means that we are always evaluating businesses against our published selection criteria. We are not a commercial landlord—we do our best to invest our subsidised square metres in businesses likely to give the best return on investment. You can find our selection criteria here:

<https://www.riversandsihub.co.za/entrepreneur/selection-criteria/>

3. How long does it take to process applications?

We aim for a quick turnaround – you should hear from us within 10 working days if your application is successful.

4. How much is it per square metre?

Total monthly cost per square meter for 2020, is R62 per square meter (excluding VAT). This includes both rent and operating cost recovery.

5. What sizes are available?

The types of units available vary from month to month.

We have various sizes available – ranging from starter office units at 14 square metres to larger factory spaces of 200 square metres. It is possible to rent more than one unit. Our most common sizes are 50 square metres, 100 square metres and 200 square metres.

6. Do you offer any co-working space?

While co-working space is not something that we currently have, we are planning to offer this shortly.

7. What services do you offer?

The Hub operates like practical university of entrepreneurship, offering training, mentorship and support on various aspects of developing a sustainable business. We are building up our resources

and capabilities to facilitate services.

8. Do you offer funding?

No, the Hub does not provide any funding whatsoever.

Access to finance remains a major frustration and growth inhibitor for small business. This is why we started FundEX, our annual conference and expo that aims to provide guidance to entrepreneurs on what finance is available, what funders are looking for and how to better prepare for funding. While Riversands does not provide funding, we believe that we can play a role in bringing together many players in the funding space.

9. What type of foot traffic do you receive?

We have limited foot traffic – we operate more like a light industrial business park rather than a shopping centre.

10. Can I sell from my unit?

Yes, you are welcome to serve customers from your unit.

11. What types of businesses are not allowed at the Hub?

We are not suited to some types of heavy, industrial manufacturing – speak to us about what you're planning to do and we'll quickly give you an answer regarding whether we can accommodate you.

12. What is included in the rental?

- The space in your unit.
- A share of the operating costs for the campus including security, maintenance of the grounds and gardens, cleaning of communal areas including bathrooms, parking lots, rates and taxes, sewerage and other municipal costs for the communal areas.
- (Unreserved) Parking for entrepreneurs, their staff and visitors
- Waste removal is not included in the standard charges as the amount of waste depends on what type of business you. The 2020 charge for a standard 140l municipal trolley bin is R Heavier producers can arrange for more bins and will pay more accordingly.

13. Do you have three-phase power?

Some of our units have three-phase power.

14. What hours is the Hub open?

The Hub is available to entrepreneurs 24 hours 7 days per week.

15. What facilities are available on campus?

We have a business centre with free wifi and a number of meeting rooms. We also offer our entrepreneurs discounts on booking meeting rooms and hiring our event spaces for bigger events. There are a number of small businesses on the campus offering other services on site.

16. I have a white-owned business – can I still apply?

Yes, you may still apply.

17. I am not a South African citizen. How can I apply?

Yes, you may still apply.

18. I am not ready for premises. What else do you offer?

We offer a number of free workshops, training and special events – you can find out what is available by following our newsletter found at www.riversandshub.co.za/contact-us/ and by looking at our social media channels.