



WATERKLOOF MARINA
AFTREELANDGOED • RETIREMENT ESTATE

GUIDE TO ESTATE LIVING

Updated: May 2021

Dear Owner / Resident

On behalf of the entire team at Waterkloof Marina Retirement Estate, we would like to extend a very warm welcome to you in your new home. We are excited to meet you personally and look forward to being of service to you.

To assist you in adjusting to your new surrounds and lifestyle, we have compiled this handy guide with contact numbers and information that you may need along the way.

We encourage all residents to acquaint themselves with the facilities and become involved in the activities that will gradually start taking place. Social events and activities are ideal for meeting your neighbours and forging new friendships, so please join in and make use of these opportunities.

The general manager and administration staff are based in the lifestyle centre. They will be happy to assist you with any queries you may have. The staff is committed to making your stay at Waterkloof Marina Retirement Estate, a very positive one.

Please note - It is important that you complete your registration documents and indemnity forms on arrival. We kindly ask that you return your completed forms to Reception on the same day. Please note that none of the facilities may be made available for your use until the signed forms are handed in.

We trust you will enjoy life in the estate and look forward to getting to know you better!

Regards.

THE ESTATE MANAGEMENT TEAM



First things first

◆ Resident introduction and registration

Once you receive the keys to your new home, please visit Reception in the lifestyle centre during office hours, to complete your registration documents. An administrative assistant will guide you through this process.

◆ Information documented during registration

Personal information

Pet application

Telephone and data activation

General indemnity

Bus indemnity

Maintenance indemnity

□ Health status details

NB You need a **registration clearance** to move into the estate, which will only be issued when you have completed your registration process.

◆ Medical registration for residents

Every resident is requested to visit the care centre for a basic health status and medical background interview. You can visit the care centre or give them a call on 012 883 1911/speed dial 2, to arrange your appointment.

The primary reason for this interview is to have a record of your medical history in the event of an emergency.

Medical registration is also in line with the requirements of the Older Persons Act.

◆ Duplicate keys

Owners are kindly requested to make duplicate keys for their unit doors and security gates and hand it in at the care centre.

Duplicate keys are kept in a secure key cabinet and will only be used to gain access to your unit in emergency situations.

◆ Furniture removal and heavy vehicles



To avoid damage to roads, curbs, gardens and paving, the maximum capacity of vehicles allowed to enter the estate for whatever reason, is five tons. Vehicles that exceed the maximum capacity will not be granted access to the estate.

While moving into an apartment, please do not make use of the lift to move your furniture. It damages the inside of the lift and the sensors break due to doors being kept open for too long.

◆ **Electricity**

Each unit has a prepaid electricity system. The prepaid meter is situated below the main electricity distribution board. Please check the credit on your meter as soon as possible after receiving your keys and buy an electricity token before you move in. Remember that Reception is closed on Sundays.

◆ **Telephones and internet/data connectivity**

To activate your VOIP telephone system and your fibre data connection, you need to register online on the ISP portal. The process is set out in detail in the enclosed ISP booklet. Our administrative assistants in the lifestyle centre can assist you with the process if necessary.

Every house and apartment are billed for the basic telephone and data package on the monthly levy invoices. The basic package includes:

- 200 national call minutes to cell phones and landlines from your home phone.
- 10Mbps uncapped data.
- The VOIP handset and Wi-Fi router which remains in your house or apartment.
- You can upgrade this basic package to suit your individual needs.
- No credit vetting, device cost, setup cost or upfront payment is required.
- You do not need to install a satellite dish for DStv.
- Calls to internal numbers are free of charge.

Each unit has a dedicated telephone number starting with 012 883, followed by four digits composed of zeros and the house or unit number. To make an **internal call** to another unit, you will dial **four digits** - the last digit(s) being the number of the unit or the house, the first being zeros where applicable. E.g., for house number 1 you



will dial 0001, for house number 116 you will dial 0116, for apartment 1210 you will dial 1210, etc.

❖ **Post boxes**

Each unit has a post box situated in the passage next to the coffee shop. Please ensure that you receive the key to your post box when you move in.

❖ **Kitchen levy**

Each unit pays a kitchen levy which entitles that unit to eight meals per month, provided by the dining operator. You can choose the meals you want and order these from the menus that will be made available every month. Kindly place meal orders with the dining operator 24 hours in advance.

You also have the option of utilising the monetary value of your kitchen levy – or a portion thereof – towards coffee shop and kiosk purchases.



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Estate Values – 5 Values We Ascribe To

BE POSITIVE

We are positive about ourselves and our circumstances.

- ❖ We have fun.
- ❖ We cultivate a positive mindset in others.
- ❖ We honestly believe that we can always be positive.

CARE AND RESPECT

We treat people with respect, dignity, and common courtesy regardless of their lifestyle or role in the estate.

- ❖ We respect ourselves.
- ❖ We are fair and compassionate towards others.
- ❖ We respect different points of view.

INTEGRITY

We are honest and ethical.

- ❖ We are willing to do the right thing whatever it takes.
- ❖ We “walk the talk” – our actions are consistent with our words.
- ❖ We do not have hidden agendas.

ACCOUNTABILITY

We take ownership of our decisions, actions, and results rather than blame others.

- ❖ We keep the rules and regulations of the estate.
- ❖ We openly acknowledge and learn from our mistakes.
- ❖ We give recognition where recognition is due but will draw attention to what is wrong where necessary.

COLLABORATION

- ❖ We participate in the estate lifestyle.



- ❖ We work together to get things done across the whole estate.
- ❖ We practice open, two-way communication to build trust and create harmony.
- ❖ We consider the best interest of all residents when we make decisions.

1. Telephone list

Herewith the contact numbers for key services available on the estate:

1.1 Pre-programmed speed dial numbers

#	
1	Reception
2	Care Centre
3	Security

1.2 Management

	Internal call	External call	E-mail
Reception	1900	012 883 1900	admin.waterkloof@csimanagement.co.za
	1903	012 883 1903	jeanny@csimanagement.co.za

1.3 Medical

	Internal call	External call	Cell numbers
Emergency number	1911 / Speed dial 2	012 883 1911	066 459 8104
Care Centre Manager	1914	012 883 1914	
Estate Sister	1918	012 883 1918	063 652 6602
Care Centre Reception	1913	012 883 1913	
Medical Practitioner (Dr)	1919	012 883 1919	081 394 4491

1.4 Security

	Internal call	External call
Entrance gate (South)	1932	012 883 1932
Emergency number	Speed dial 3	060 796 1482

1.5 Emergencies

Type of emergency	
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Reception	Speed dial 1
Care Centre	Speed dial 2
Security	Speed dial 3

1.6 Maintenance

		Internal call	External call
All maintenance during office hours	Reception	Speed dial 1	012 883 1900
Emergency maintenance after hours	Emergencies only		064 629 3208

1.7 Estate facilities

	Internal call	External call
Coffee shop	1924	012 883 1924
Restaurant	1921/1922	012 883 1921/1922
Beauty salon	1928	012 883 1928
Hair salon	1930	012 883 1930
Laundry	1926	012 883 1926

1.8 Internal calls

- ❖ To make an internal call to another house or apartment in the estate, you will dial four digits.
- ❖ The last of the four digits will be the actual number of the unit. The balance will be made up of zeros.

For example:

Unit number	Dial	Unit number	Dial
9	0009	192	0192
16	0016	234	0234
47	0047	1465	1465

- ❖ Internal calls are free of charge.
- ❖ Please ask Reception if you need assistance with the internal number system.

1.9 Preferred service providers

Please enquire at Reception for a list of preferred service providers.

1.10 Nearby facilities

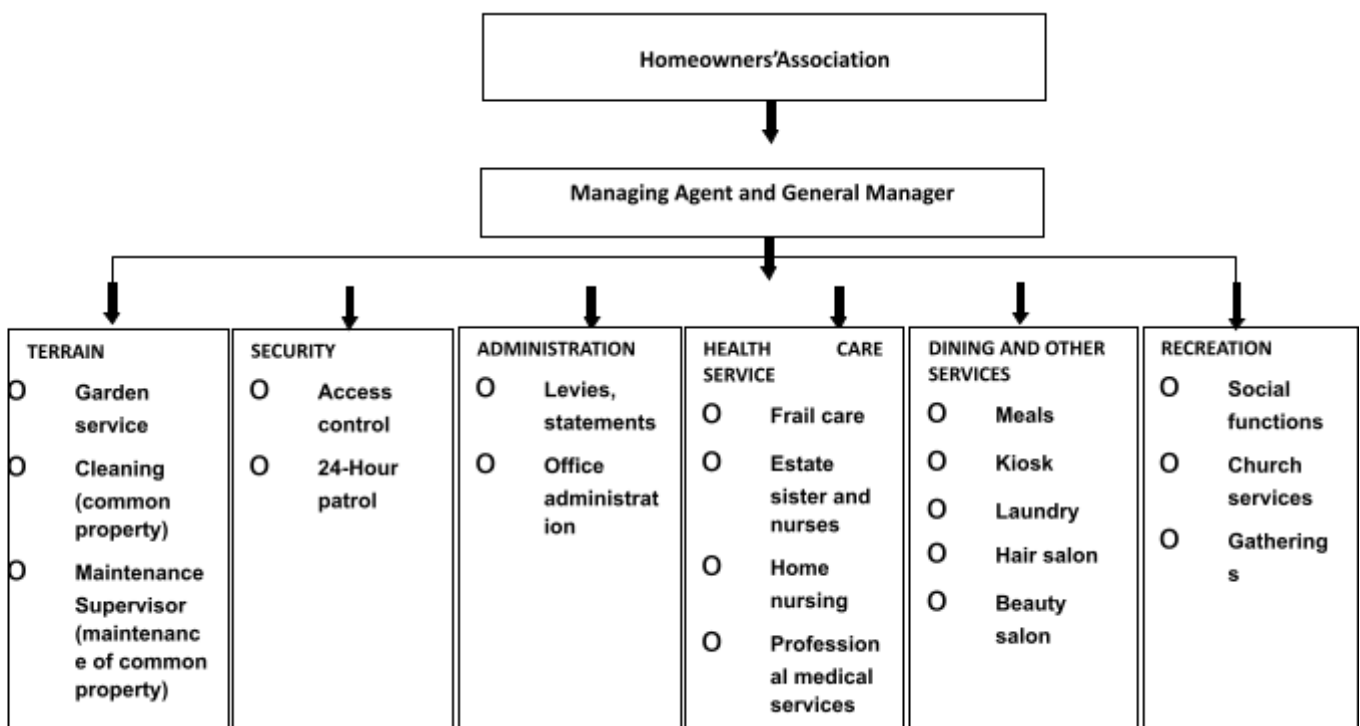
Pharmacies Dis-Chem Pharmacy, Castle Gate	012 574 0485



Clicks Pharmacy, Monument Park	012 346 8190
Mopani Pharmacy, Monument Park	012 460 8989
South African Police Service	
Police Station Garsfontein	012 470 4200
Police Station Brooklyn	012 366 1700
Fire Station	
PRESS YOUR PANIC BUTTON	10177
Hospitals	
Life Groenkloof Hospital	012 424 3600
Netcare Unitas	012 677 8000
Mediclinic Kloof	012 367 4000
Netcare Pretoria East	012 422 2300
Zuid-Afrikaans Hospital	012 343 0300

2. Estate details

2.1 Management structure and contact details



Street address

296 Orion Avenue
Waterkloof Ridge
0181

Postal address

Private Bag X 25822



WATERKLOOF MARINA
AFTREELANDGOED - RETIREMENT ESTATE

Monument Park
0105

Office hours (Reception)

Monday to Friday 8:00 to 12:30 and 13:00 to 16:00
Saturday 8:00 to 12:00

NB: Reception is closed on Sundays and public holidays



WATERKLOOF MARINA
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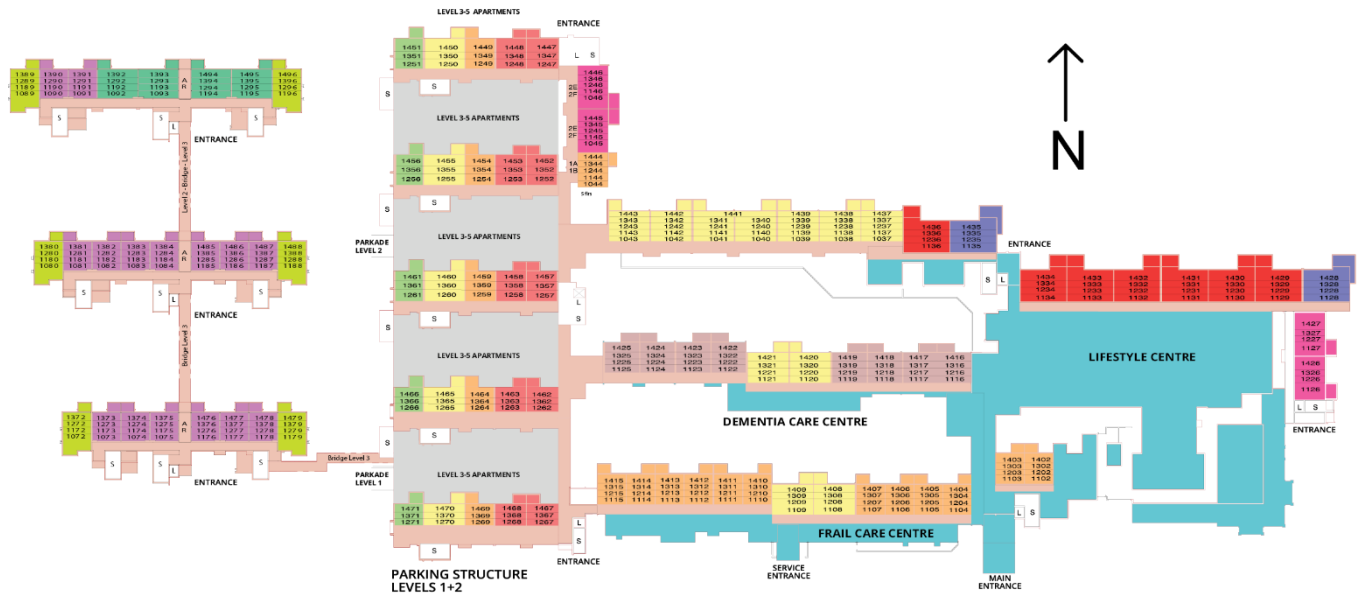
2.2 Estate layout

2.2.1 Site development plan





Note: An enlarged version of the SDP is displayed in the reception area



APARTMENTS	
ONE BEDROOM, ONE BATHROOM ONE COVERED PARKING SPACE + COVERED PATIOS / BALCONIES	
	1A1 + 1B1 - GROUND + FLOORS 1 - 3 = 44+6 = 50 sqm
	1A + 1B - GROUND + FLOORS 1 - 4 = 46+6 = 52 sqm
	1C + 1D - GROUND + FLOORS 1 - 4 = 50+6 = 56 sqm
	1E - FLOORS 1 - 4 = 56+8 = 64 sqm
TWO BEDROOMS, ONE BATHROOM ONE COVERED PARKING SPACE + COVERED PATIOS / BALCONIES	
	2A1 + 2B1 - GROUND + FLOORS 1 - 3 = 62+6 = 68 sqm
	2C1 + 2D1 - GROUND + FLOORS 1 - 3 = 62+6 = 68 sqm
	2A + 2B - GROUND + FLOORS 1 - 4 = 62+8 = 70 sqm
	2C + 2D - GROUND + FLOORS 1 - 4 = 67+8 = 75 sqm
	2E + 2F - GROUND + FLOORS 1 - 4 = 70+8 = 78 sqm
	2G + 2H - GROUND + FLOORS 1 - 4 = 80+10 = 90 sqm
	2I - FLOORS 1 - 4 = 80+18 = 98 sqm



2.2.2 Lifestyle centre and apartments

2.3 What the estate offers

2.3.1 Social and other activities

- ❖ The estate can accommodate a variety of activities and *ad hoc* events in the community hall, the amphitheatre and other lovely facilities, e.g. fitness instruction, bridge, dancing, market days, charity drives, jukskei at the dedicated facility, etc.
- ❖ Be on the lookout for information on estate activities in the newsletter, circulars and on the notice board in Reception.
- ❖ Residents are encouraged to organise activities and events for the estate and its residents. Please contact Reception with your suggestions.

2.3.2 Restaurant

- ❖ The estate restaurant is the heartbeat of the estate. We encourage residents to enjoy sit-down meals at this beautiful facility. Aside from the social benefit, reheated take-away food does not have the same texture and taste as a freshly dished up meal.
- ❖ Kindly arrange the number of meals and where you would like to have these (i.e., sit-down in the dining room, take-away, after-hour meals or delivery) directly with the dining operator.
- ❖ If you booked a meal for a specific date and cannot make use of the booking, please cancel with the dining operator at least 24 hours in advance. Special circumstances will be considered in the event of an emergency.
- ❖ You can order any number of meals for yourself or your visitors. Your orders are settled directly with the dining operator.
- ❖ You can either top up your restaurant token to pay for additional meals or pay with your bank card.
- ❖ Please discuss special dietary requirements with the dining operator.
- ❖ Lunch is served in the restaurant between 12:00 and 14:00.
- ❖ Residents can collect take-away meals from 11:15 to 11:45 (assisted by dining operator staff present) and again from 14:30 to 15:00 (assisted by dining operator staff present). Thereafter, self-service from the fridge.
- ❖ Home delivery of meals from 11:00.



2.3.3 Coffee shop and kiosk

- ❖ The estate offers a waterfront coffee shop with kiosk in the lifestyle centre. The coffee shop and kiosk are operated by the dining operator.
- ❖ Business hours are 08:00 to 16:00, Monday to Sunday.
- ❖ Your restaurant token or bank card can be used to pay at the coffee shop and kiosk. Owners have the option to utilise their monthly kitchen levy value towards either the eight meals (or part thereof), the coffee shop, or kiosk purchases.
- ❖ Basic items such as cold drinks, mineral water, sweets, chocolates, chips, bread, milk, some toiletries and other household items will be sold in the kiosk.

2.3.4 Health care

2.3.4.1 Consulting medical doctor

- ❖ A medical doctor visits the estate on a regular basis.
- ❖ Appointments with the doctor are made directly with the care centre.
- ❖ The consultation room is in the care centre, which forms part of the lifestyle centre.

2.3.4.2 Clinic service

- ❖ The estate offers a free clinic service run by the health care operator.
- ❖ The service is free, but you will be required to pay for medical sundries like swabs and plasters, if used.
- ❖ No appointment is necessary.
- ❖ The clinic is in the care centre.
- ❖ The clinic covers basic health services like taking blood pressure, glucose testing, administering injections, taking blood samples, etc.
- ❖ Clinic hours are Monday, Wednesday and Friday from 10:00 to 11:00. Hours will be extended if necessary.

2.3.4.3 Home care

- ❖ The health care operator provides a range of home-care services. Please contact the care centre for more information.



- ❖ Residents may elect to use a different service provider for home care. Kindly discuss this with Reception, as certain conditions apply.

2.3.4.4 Estate sister

- ❖ The role of the estate sister is to provide emergency medical assistance and give ongoing feedback to management on the status or well-being of the estate residents.
- ❖ The estate sister also provides post-hospital assistance and maintenance care like blood pressure, blood sugar, minor wound care, arranging blood pathology, care programs, patient and family support, etc.
- ❖ Visits and procedures carried out by the estate sister are not billed, but residents will be liable for medical sundries such as needles, dressings, serums, etc. if used.

2.3.5 Hair and beauty salons

- ❖ The hair and beauty salons are in the lifestyle centre.
- ❖ Hair salon business hours are Mondays to Fridays from 08:00 to 15:00 and by appointment on Saturdays. Initially, the hair salon will only operate two days per week and will increase hours in line with demand.
- ❖ Beauty salon business hours are Mondays to Fridays from 09:00 to 15:00 and by appointment on Saturdays.
- ❖ Initially, the beauty salon will only operate two days per week and will increase hours in line with demand.
- ❖ Appointments are made directly with the service providers:
Hair Salon 1930
Beauty Salon 1928

2.3.6 Swimming pool and mini gym

- ❖ An indoor heated swimming pool and mini gym are situated in the building opposite the lifestyle centre. These facilities are available to residents at their own risk, Monday to Sunday 06:00 to 20:00.

2.3.7 Library

- ❖ The library in the lifestyle centre is open for use by all residents and owners.



- ❖ It is a self-service facility and operates on a trust basis. Please return the books that you borrow as soon as you finish reading them.
- ❖ If you have any books you would like to donate, kindly discuss this with Reception.

2.3.8 Laundry services

- ❖ A laundry service is available to estate residents.
- ❖ The service includes washing, drying and ironing on a per kilogram basis. Tariffs are available from the laundry operator.
- ❖ Business hours are Monday to Friday, 08:00 to 16:00.
- ❖ Contact the laundry operator on 1926 / 012 883 1926.

2.3.9 Minibus service

- ❖ The estate offers a minibus service to transport residents to malls or centres in the area, on a pre-determined schedule, at a small fee.
- ❖ Passengers must be mobile and able to get in and out of the bus independently.
- ❖ Tariffs will be displayed on the notice board at Reception.
- ❖ The departure and return times, as well as the shopping centres, will be displayed on the notice board at Reception.
- ❖ Bookings are taken on a first-come, first-served basis, on the morning of the bus trip.
- ❖ Please be at Reception at least 15 minutes before departure.

2.3.10 DStv over fibre

2.3.10.1 Welcome

Your new unit at Waterkloof Marina Retirement Estate has been pre-installed with the latest DStv Over Fibre system.

2.3.10.2 How do I get started?

Please ensure that you have

- 1) a TV set or monitor already fixed to the wall or standing where you want it, and
- 2) a DStv decoder (see below to ensure that your decoder is compatible).



A dedicated technician will be available to connect one DStv point free of charge.

2.3.10.3 Booking your installation

Reception will assist you with your installation booking.

2.3.10.4 Value added services

Should you require a new decoder, please notify Reception when booking your installation, so that a new decoder can be supplied and installed. This will be for your own account. Additional DStv points can be installed at a fee.

2.3.10.5 Compatible decoders



2.3.10.6 Frequently asked questions

- ❖ Do I need a dish?
No, you do not need a dish. Your unit is pre-installed with DStv Over Fibre.
- ❖ Can I use my old SD decoder?
Unfortunately, no. Please have a look at the compatible decoders above.
- ❖ Can I access ShowMax, Catch-up Plus and interactive services?
Yes, you can, provided that the decoder is connected to your router and you have data available.
- ❖ Does DStv use any of my internet bandwidth when I am using my decoder?
The decoder will only use bandwidth when ShowMax and Catch-up Plus services are used. The decoder will not use bandwidth for normal viewing.
- ❖ Who do I call if my DStv is not working?
 - If it is an account related query, you can contact DStv directly.
 - If it is a signal related fault, please report it to Reception.



2.3.11 Solar hot water system

- ❖ Houses and apartments are equipped with solar water heating systems.
- ❖ The solar system will use a combination of solar energy (sun) and normal grid electricity to ensure enough hot water is delivered.
- ❖ The system is not dependent on the normal grid electricity and should there be a power failure and the sun is shining the water will still be heated up – depending on the time in day of the power outage and the volume of hot water used before the power outage the solar system should warm at least the first volume of 150L/200L.
- ❖ The system controller has an automatic switch between solar and standard grid energy depending on the temperature of the water in the tank at a specific time.
- ❖ Please do not switch your geyser off at the DB breaker. This will interfere with the automatic switching between the different types of input energy and hot water cannot be guaranteed.



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2.3.12 EDGE Certification

A NEW GREEN HOME IS EMERGING

A HOME THAT CONSERVES WATER EFFICIENTLY

A HOME THAT SAVES ON ENERGY

A HOME THAT MAXIMIZES EFFICIENCY

A HOME THAT REPLENISHES THE RESOURCES OF ITS OWN CONSTRUCTION

A HOME THAT WILL ENSURE US THRIVING IN THE FUTURE

^ A home inspired by



GREEN BUILDING COUNCIL SOUTH AFRICA

^ A home made possible by



Excellence In Design
For Greater Efficiencies

IN PARTNERSHIP WITH



IFC International Finance Corporation
WORLD BANK GROUP

Look out for our Smarthome videos to learn more, launch 2018.
www.gbcsa.org.za/smathome

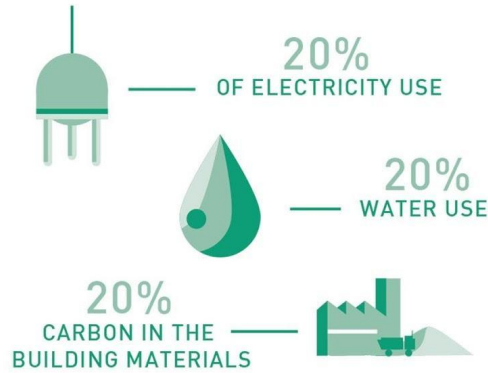


Your EDGE certified smart home

- Can save you money on water and electricity bills.
- Can ensure your home reduces shocks of future rising costs.
- Has a unique certificate indicating its smart features.
- Tells you what percentage you could be saving.

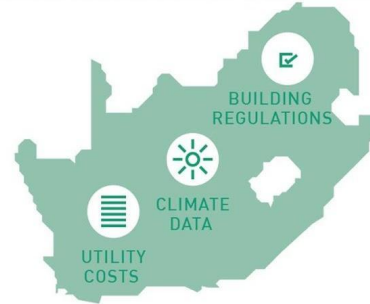
- * ENERGY SAVING
 - PV THERMAL SOLAR WATER HEATING SYSTEM
 - LED LIGHTS
 - ROOF INSULATION
 - FAVOURABLE WINDO TO WALL RATIOS
- * WATER SAVING
 - AERATED SHOWER HEADS
 - AERATED SINK AND BASIN TAPS
 - DUAL FLUSH WATER CLOSETS
- * EMBODIED ENERGY
 - LOW EMBODIED ENERGY BRICKS
 - LOW EMBODIED ENERGY ROOF TILES
 - LOW EMBODIED ENEGRY FLOOR SLABS

Achieving EDGE certification helping you save at least:

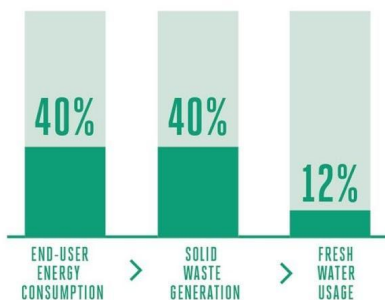


Globally conscious locally sensitive

In order for EDGE to accurately calculate your building's energy, water, and materials performance. South African standards are included and exceeded.



Buildings are responsible for





3. Emergencies and Security

3.1 Emergency numbers

You do not have to make a phone call in the event of an emergency. You can simply **press your panic button**. However, if you must use the phone, there are three pre-set speed dial numbers that you can dial:

Press 1 for Reception

Press 2 for Care Centre

Press 3 for Security

3.2 Alarms and sirens

- ❖ Activate the nearest fire alarm should you notice a fire.
- ❖ Follow the fire procedures in the evacuation plan.
- ❖ A fire alarm is a high-pitched siren.
- ❖ A fire alarm means that the alarm system detected smoke in the building.
- ❖ When you hear a fire alarm, remain calm. Follow the green emergency exit signs and proceed to the nearest available fire door.



- ❖ Do not use the lifts in case of a fire alarm.
- ❖ Once outside, go to the nearest assembly point.



- ❖ The floor marshal, security personnel or medical staff will tell you what to do next.



- ❖ Every block has an assembly point in case of an emergency. Please ensure you know where it is.
- ❖ Please ensure you know where all emergency assembly points are.
- ❖ The floor marshal will assist residents to show them where to go.
- ❖ The estate management will do as much as possible to protect residents, but every resident should also take responsibility for their own safety.

3.3 **Panic monitor and duplicate keys**



- ❖ A panic monitor is issued for each unit. ALWAYS keep this device with you when you are on the estate.
- ❖ Panic monitors take priority over ringing phones, so in an emergency, press the panic button instead of phoning.
- ❖ In an emergency, press the button for a second or two. Within ten seconds you will receive audio confirmation that your distress signal was received.
- ❖ Staff from the care centre will respond within minutes by calling your land line or mobile phone. If for any reason you can't get to the phone to respond, do not be concerned, as a caregiver will be dispatched to you immediately.
- ❖ Should you be standing or walking and then have a sudden fall, the monitor will automatically send out a distress signal. If you can, press the button again. Wait for help to arrive.
- ❖ The enclosed BeSecure leaflet provides further detail on what to do when you go on holiday, go to sleep, take a shower etc. Please avail yourself of the content.
- ❖ The panic monitor is only to be used in case of medical or security emergencies. Please try not to activate the system by accident or for non-emergencies.

DUPLICATE KEYS:

- ❖ In case of an emergency, it may be necessary to unlock your home or apartment with your duplicate key. If you do not supply the care centre with



duplicate keys, you automatically indemnify the estate and HOA from liability for damages resulting from having to gain forced access to your home or apartment.

- ❖ To ensure access in an emergency, please never lock your bathroom door from the inside, or leave keys in the lock inside the doors of your home or apartment.

3.4 Security

3.4.1 Access control for residents

- ❖ A 24-hour guarding service is in place at the entrance gate and on specific patrol routes within the estate.
- ❖ Primary access control for residents will be through a biometric system (fingerprint identification).
- ❖ Residents must register at Reception for access to be arranged.

3.4.2 Access control for staff and visitors

- ❖ All residents, owners, service providers and contractors who employ staff within the estate must arrange security clearances for their staff.
- ❖ Please contact Reception for the relevant forms and information on the procedure.
- ❖ Regular/frequent staff will be registered on the biometric system and this will be their only means of access to the estate.
- ❖ Visitors and all other infrequent contractors must follow the access protocol at the main gate.
- ❖ No access will be granted to any unidentified person. An ID document, ID card or driver's license is mandatory.
- ❖ Kindly inform your visitors and staff of these procedures.

3.4.3 Security precautions

- ❖ The security fence is linked to the main gate and alarm panel in the guardhouse.
- ❖ The guard on duty will be alerted if the fence alarm is activated.
- ❖ Guards are on duty 24 hours per day.

- ❖ Security checks are done routinely.
- ❖ Be alert and inform Security or Reception of suspicious activities.

3.4.4 Security incidents

- ❖ A security incident is any incident where
 - there is an intruder in your unit or trying to gain access to your unit;
 - you feel unsafe, for whatever reason;
 - you suspect that your unit has been broken into; or
 - something has been taken from your unit without your permission.
- ❖ Activate the panic button immediately.
- ❖ If need be, shout for help.
- ❖ The security personnel and the management will attend to the situation immediately.
- ❖ All security incidents must be reported to the general manager of the estate.
- ❖ Management will always handle the media. Please refrain from talking to journalists.
- ❖ **IMPORTANT: Although you live in a security estate and many precautions are taken to enhance your safety, the responsibility for your personal safety and your belongings, ultimately lies with you.**

4. Administration

4.1 The managing agent

- ❖ The managing agent is appointed by the board of directors of the Homeowners Association.
- ❖ The managing agent runs the operational affairs of the estate in accordance with an array of acts, service level agreements and other requirements.
- ❖ The managing agent provides staff on site, comprising of a general manager, administrative assistants and a facilities team.

The general manager of the estate is responsible for the day-to-day operational running of the estate and all the services offered.

Reception is responsible for administrative duties including electricity sales, payments, fault reporting and general information.



The facilities team is responsible for the general upkeep of the common property.

- ❖ These people are appointed for the sole benefit of the estate and the managing agent is responsible for their recruitment, appointment, training, supervision and statutory compliance.
- ❖ The managing agent also sources, and in consultation with the directors of the HOA, appoints service providers for the estate. These service providers include catering, healthcare, gardening, security, cleaning, hair salon, beauty salon and laundry services.
- ❖ Service providers undergo a strict vetting process to ensure the best candidates are appointed at the most affordable cost to the estate. All the service providers must comply with statutory and industry requirements and standards.
- ❖ After appointment, the managing agent monitors service providers to maintain the service standards expected of them.

4.2 Sectional title scheme

Waterkloof Marina Retirement Estate is a sectional title scheme, the powers and functions of which have been assigned to the “umbrella” non-profit company known as Waterkloof Marina Retirement Estate Homeowners Association. It operates as a Homeowners Association, but without full-title ownership. Its governing document or “constitution” is the Memorandum of Incorporation (MOI) which is founded in and regulated by the Companies Act.

The estate is not just a regular sectional title scheme; it is also a retirement estate and therefore the Housing Development Schemes for Retired Persons Act and the Older Persons Act, also come into play. There are more acts on the periphery that apply to your estate, but the ones mentioned are the most pertinent.

4.2.1 What does sectional title mean?

Sectional title is a form of property ownership. It allows individual ownership of a part of a property and a shared ownership of all other areas (common property). When you buy into a sectional title retirement estate, you purchase a unit which consists of:

- ❖ A particular section (the inside of your unit); and
- ❖ an undivided share in the common property.



4.2.2 What does an owner own?

An owner owns his section exclusively and co-owns all the common property. Together these make up a “unit”, which is the property that is registered in the name of an owner. Everything outside your section forms part of the common property – including your carport and your enclosed garden.

4.2.3 The Homeowners Association

A Homeowners Association is a legal entity and the members are the property owners in the estate. Owners automatically become members of the Homeowners Association when a unit is transferred into their name. The Homeowners Association meets at least once a year at the Annual General Meeting where directors are elected to represent owners, manage the common property and carry out the Homeowners Association’s functions and duties.

The Homeowners Association has a legal responsibility to:

- ❖ Maintain common property;
- ❖ insure the building(s) to their full replacement value;
- ❖ administrate the estate’s finances and collect funds (levies) from owners;
- ❖ carry out the secretarial functions of the Homeowners Association including calling and conducting meetings, taking minutes and dealing with all correspondence;
- ❖ enforce the Homeowners Association’s rules; and
- ❖ maintain proper records, like financial statements, minutes of meetings, etc.

The Memorandum of Incorporation (MOI) is available at Reception.

4.2.4 Board of directors

The function and duties of the board of directors is explained in the Memorandum of Incorporation (MOI).

4.2.5 Resident committees

- ❖ The estate will in due course appoint committees with set portfolios. Residents can volunteer for these committees and exercise their expertise in nominated portfolios.
- ❖ These portfolios can include social, financial, security, aesthetics and infrastructure, communication, health and well-being. These committees or portfolios may change from time to time, depending on the needs of the estate.



- ❖ Committee members need to have knowledge of their chosen portfolios as well as time to commit to committee responsibilities.
- ❖ Committee members may not be reliant upon or related to service providers if they are responsible for the appointment or evaluation of the respective service providers. Committee members need to be completely objective.
- ❖ Get involved! It is a great opportunity to make a constructive contribution to the successful functioning of the estate. Resident committees play a vital role in all aspects concerning estate living.

4.2.6 Block or floor marshals

- ❖ Free-standing units (houses) within the estate are divided into blocks and apartments into floors.
- ❖ Each block or floor appoints a marshal on a voluntary basis.
- ❖ Regular meetings are held with marshals and residents to update them on procedures and relevant topics.
- ❖ The primary role of the marshal is to provide support in the handling of an emergency, should one occur.

4.2.7 Service providers

- ❖ Service providers are appointed by the Homeowners Association via the board of directors and the managing agent, to provide various support service roles at the estate.
- ❖ These services include dining, healthcare, gardening, security, cleaning, hair and beauty, laundry, etc.
- ❖ Service providers have specified responsibilities and operational service level agreements in terms of which services must be rendered.

4.3 Financials

4.3.1 Levies

- ❖ All owners pay a monthly levy as a contribution towards the general operating expenses of the estate. Levies are determined prior to the commencement of each financial year based on budgeted expenditure and are applied to every house and apartment.

4.3.1.1 General levy

The general levy, based on the size of a unit, includes the following:



- ❖ Management cost i.e. the direct cost of managing the estate
 - Managing agent fee
 - Salaries and wages
 - Stationery and printing
 - TV license for lifestyle centre
 - Vehicle fuel and services
- ❖ Communal municipal expenses
 - Rates and taxes
 - Sewerage
 - Refuse removal
 - Electricity for the common property
 - Water consumption
- ❖ Maintenance and repairs to the common property
 - Garden services
 - Cleaning services and materials
 - External building maintenance
 - Lifestyle centre and equipment maintenance
 - Electrical maintenance
 - Plumbing
 - Lift maintenance
 - Pest control
 - Generator maintenance
 - Maintenance of the entire common area, including everything inside and outside the lifestyle centre and other common property buildings.
- ❖ Security
 - Security services
 - Security equipment, including the fence, cameras and booms

❖ Insurance

Lifestyle centre, all building insurance, apartments, etc.

Public liability

Vehicles

4.3.1.2 Kitchen levy

- ❖ The Older Persons Act requires that a retirement estate ensures all residents have access to meals.
- ❖ The kitchen levy ensures that nutritious meals are provided to residents and is essential for the sustained running of dining facilities.
- ❖ A kitchen levy is payable by every owner, every month.
- ❖ This levy is billed on each owner's monthly levy statement.
- ❖ The kitchen levy entitles you to a minimum number of meals per unit per month as determined from time to time by the directors of the Homeowners Association.
- ❖ It also ensures that the kitchen and dining facilities can remain in operation to provide these services to residents and owners.
- ❖ Owners may elect to make private arrangements with their tenants to recoup this amount from their tenants in exchange for the meals, but owners remain liable for levies.
- ❖ The amount is payable by every owner whether or not the meals are taken. Specific dietary requirements must be discussed with the kitchen and dining operator directly.

4.3.1.3 Telephone and data levy

Every owner pays a standard levy for the estate telephone system and fibre data/internet connectivity, which entitles residents to the following:

200 free national call minutes to cell phones and landlines.

10Mbps uncapped data.

The VOIP handset and Wi-Fi router in your house or apartment.

Device and setup cost are included. No credit vetting or upfront payment is required.

You do not need to install a satellite dish for DStv.

Internal calls within the estate are free of charge.

Phone and data levies are billed together with other monthly levies.

4.3.1.4 Levy and rental statements

- ❖ Levy statements are generated at the managing agent's head office and owners will receive statements around the 26th of every month via e-mail or ordinary mail, depending on the owner's preference.
- ❖ It is the responsibility of each owner to ensure that they receive their monthly levy statement and therefore the managing agent must have the correct information on record. Changes to your details need to be made in writing at Reception, please.
- ❖ Levies can be paid at Reception with a bank card, by electronic transfer or by means of a stop order.
- ❖ Account payment details are reflected on your statement and are also available at Reception.
- ❖ Ensure that you use the correct reference as per your levy statement when making payments, for the managing agent to correctly allocate your payment.
- ❖ Levies are payable monthly in advance by the 1st of the month. Penalties and/or interest may apply to late payments.
- ❖ Tenants' monthly rental statements will be sent to them by their respective letting agencies. **NOTE: Rent is NOT payable at Reception.**

4.4 Electricity

- ❖ Every unit has its own prepaid electricity meter.
- ❖ Each meter is linked to a vendor card, which is used to purchase electricity.
- ❖ This card reflects your unit's specific meter number and can only be used to purchase electricity for your meter.
- ❖ Electricity can be purchased from Reception, at certain supermarkets and fuel stations, as well as through internet banking applications.
- ❖ The minimum voucher amount available from Reception, is R100.00. You can only buy electricity at Reception with a debit, credit or SASSA card.
- ❖ You need to produce your vendor card or meter number every time you buy electricity. Keep this card in a safe place.



- ❖ Should the electricity card be lost you can make use of the meter number on the meter box.
- ❖ When you purchase electricity, you are issued with a receipt containing a recharge code, also called a token number.
- ❖ You need to enter this number into your prepaid meter at home. If you need assistance, please call Reception.
- ❖ Ensure that you enter the number accurately and the meter balance will increase by the value of the electricity units you purchased.
- ❖ This reading on your meter reflects the kilowatts (kW) available.

4.5 Property rates and taxes

The owner of a unit is responsible for the registration of their own individual rates account at the city council office.

Property rates and taxes are payable to the city council.

- ❖ It includes municipal taxes on the ownership of property.
- ❖ It is used to fund various services provided by the municipality.
- ❖ Each owner is also billed for refuse collection charges on their municipal account.

4.6 Selling or letting

If you want to sell or let your house or apartment, please discuss it with the general manager or Reception. A number of conditions apply to selling or letting, e.g. estate and rental agents must be vetted by the estate, contracts must contain certain conditions, etc. Please ensure you obtain all the information from the general manager or Reception before letting or selling your property.

5. Important information

5.1 Activities on the common property

- ❖ No hobbies or other activities, other than those that the estate specifically caters for, may be conducted on the common property and if conducted in-house, may not cause a nuisance to other residents. The same applies to the volume of your radio or television set.



- ❖ Hobbies or other activities that generate noise are only permitted within the confines of a unit, from 09:00 – 12:00 and 15:00 – 19:00 Monday to Saturday. Please be considerate towards your neighbours at all times.
- ❖ The use of fireworks in the estate is strictly prohibited.
- ❖ Unauthorised or private use of firearms on the estate is strictly forbidden.
- ❖ In exceptional circumstances, the director and/or general manager will consider applications for noisy activities to be conducted outside the stipulated times, if accompanied by written consent from all immediate neighbours.

5.2 Structural alterations

- ❖ Applications for any structural alteration, addition or enhancement on the outside of your unit, must be submitted to the Homeowners' Association for approval **PRIOR** to starting the project.
- ❖ This includes, but is not limited to:
 - Gutters
 - Carports
 - Solar systems
 - Air-conditioning units
 - Security gates
 - Decorations to the exterior of the unit or garden
 - Exterior lights
 - Landscaping
 - Paving
 - Alarm systems
 - Satellite dishes or antennae
- ❖ Approval by the Homeowners' Association will not absolve the owner from ensuring all municipal regulations or other legal requirements are adhered to.
- ❖ Any approved alterations are for the owner's own risk and account.



- ❖ Exterior finishes, enhancements, etc. must be in line with aesthetic guidelines laid down from time to time by the board of directors. The directors must approve the colour of the exterior walls.
- ❖ Application forms are available at Reception. Reception will ensure that applications are submitted to the directors for consideration. A response on an application will be available within approximately seven working days.
- ❖ Where necessary, city council approval for structural changes must be obtained by the unit owner. A copy of such approval must be handed in at Reception in order to be placed on the unit file.
- ❖ Upon selling the unit, the owner must convey all regulations, rules and responsibilities regarding any addition, alteration or enhancement to the purchaser of the unit.
- ❖ Failure to adhere to procedures may result in unnecessary expenses, as you may be required to remove items or structures that had not been authorised in advance or that contravene municipal regulations or legal requirements.
- ❖ Air-conditioning units may not be installed without prior written application and permission by the directors. No components may be visible from common property.
- ❖ Owners and residents will be held liable for any kind of damage to common property, whether caused by themselves, their family, guests, employees or pets. This includes damage caused by structures (permanent or temporary) erected on common property.

5.3 Business activities

- ❖ No business, professions, trades or auctions may be conducted on the common property or in a residential unit without the written consent of the directors and/or general manager.
- ❖ No advertisements or publicity material may be exhibited or distributed in the main building or common property, without the written consent of the directors and/or general manager.
- ❖ No goods or other merchandise may be sold, or collection lists circulated directly to residential units, without the written consent of the directors and/or general manager.



5.4 Cash on the estate

- ❖ Cash is not accepted as means of payment for the services and facilities offered on the estate, with the following minor exceptions:
 - Emails; and
 - photocopies.
- ❖ Card facilities are available at Reception for levy payments and electricity purchases.

5.5 Compliance with laws, by-laws and conduct rules

- ❖ No owner or resident, his tenant or guest may contravene or permit the contravention of any estate rule, law or by-law (whether of national, provincial or local origin) or the conditions of any license relating to, or affecting the occupation of the buildings or the common property, or the carrying on of business in the buildings, or the conditions of any agreement of occupancy applicable to the buildings or the estate in general. Neither the company nor the directors will accept any responsibility for such breach, should it occur.
- ❖ The directors have the authority to implement a penalty system for non-compliance with any conduct rule or law.

5.6 Communication with residents and owners

Communication with residents and owners will take place in various ways, including:

- ❖ E-mails to owners and residents with e-mail addresses.
- ❖ Printed notices in your mailbox in the lifestyle centre.
- ❖ Urgent notices will be delivered to all the units.
- ❖ SMS messages.
- ❖ The estate circular or newsletter.
- ❖ Notice boards.

5.7 Complaints and grievances

Please lodge any complaint or grievance **formally, in writing**, to the general manager.



5.8 Staff of residents

- ❖ Identification cards for staff are issued by Reception.
- ❖ All staff must undergo a criminal check. Residents can either arrange the criminal check at a police station, or Reception can conduct these at a fee.
- ❖ Illicit or suspicious activities, arrests or convictions revealed by the criminal check, may result in the relevant employee or contractor being denied access to the estate. This decision will be at the sole discretion of the general manager.
- ❖ Staff may not be accommodated in residential units or on the property. In special circumstances, temporary permission may be granted in writing by the directors and/or general manager.
- ❖ Owners and residents will be held liable for their staff.

5.9 General hygiene, tidiness and appearance

- ❖ We have a high standard for hygiene and tidiness within the estate. Residents also have a duty to promote and maintain the standard of hygiene and tidiness of the estate.
- ❖ Please do not scatter cigarette butts, papers, sweet wrappers, etc. on the common property.
- ❖ Refuse and refuse bins must be kept in appropriate areas and may not be visible from the common property.
Carports may not be used as storage areas for domestic goods, compost, fertiliser, furniture or equipment. It must be stored out of the view of other residents.
- ❖ No unsightly articles or items may protrude above or beyond courtyard walls or be visible to other owners or residents. The directors or general manager will determine what constitutes “unsightly”.
- ❖ Garage windows must be covered with curtains or blinds. No cleaning material etc. may be placed on garage, bathroom or kitchen windowsills or be visible to other residents.
- ❖ Please keep your garage doors closed when not in use.
- ❖ Slaughter of animals on the estate is strictly prohibited.
- ❖ No shed or similar type of storage unit may be placed in the yard of any unit without the prior written consent of the directors and/or general manager.



5.10 General indemnity

- ❖ Use of the common property and the communal facilities will be at the risk of the owners, residents or their visitors, family, employees or pets. The estate, company, directors, developer and managing agent are indemnified from any claims arising from such use.
- ❖ It is the responsibility of the owner to ensure their tenants, visitors, staff and contracted service providers understand all the management and conduct rules of the estate.

5.11 Gifts for staff

Please provide staff with a dated, signed letter with a description of gifted goods and full details of the employer, owner of the unit and unit number.

5.12 Goods sold

- ❖ Please issue receipts to any party that buys goods from you and leave the estate with same goods.
- ❖ The goods must be described, the date of the purchase must be stipulated, your unit number and name must be specified, and the receipt must be signed.

5.13 Insurance

- ❖ Residents and owners are responsible to insure the contents of their units, their motor vehicles and other private assets.
- ❖ Owners or residents may not store any dangerous or flammable materials or practise any dangerous acts in units or on the common property. Nor may they do, or permit anything to be done, that could in any way void any policy of insurance in respect of estate infrastructure and buildings, or that may lead to a premium increase.

5.14 Gardening and landscaping

- ❖ Owners and residents are free to do their own gardening around their houses and ground floor apartments, which are viewed as private gardens.
- ❖ Before starting with your gardening or landscaping project, please get the necessary approvals in place. Enquire at Reception.



- ❖ Residents are encouraged to make use of indigenous plants in their private gardens as far as is practical and to select plants from the recommended plant list.
- ❖ Each 'village' or group of houses has a unique landscape style. To maintain continuity in the overall landscape character, owners are required to design and to implement the garden landscapes around buildings and homes in accordance with certain conditions, specifications and restrictions.
- ❖ Please do not plant trees or large shrubs near the structures of the units, near underground services where leaves tend to block the gutters or roots could lift the foundations, near perimeter fence where they may interfere with the electricity fence, near lamp posts where they may impede on lighting, or on common property.
- ❖ The estate gardeners are responsible for mowing lawns and trimming edges on the common property as well as private gardens of free-standing homes. Access must be granted to these gardeners by owners and residents.
- ❖ Estate gardeners may not be utilised for private gardens.
- ❖ Private garden tools, hoses and other equipment must be stored where they will not interfere with or spoil the view of other owners or residents.
- ❖ Kindly use private lawn mowers and other tools between 09:00 and 12:00 and 15:00 and 17:00 from Mondays to Saturdays.
- ❖ Owners or residents are requested to use water sparingly and most effectively for the time of the day and season.
- ❖ Please consult Reception for gardening, landscape architectural and external lighting rules and guidelines, as well as a list of recommended and prohibited plants.

5.15 Mail

- ❖ Each unit has a numbered mailbox in the passage near the coffee shop.
- ❖ The postal address for your unit is:
Number XYZ (*Your house or apartment number*)
Waterkloof Marina Retirement Estate
Private Bag X 25822
Monument Park
0105



5.16 Repairs and maintenance

Owners and/or residents are responsible for repairing and maintaining the interior of their residential units, including all electrical, plumbing and other fittings, at their own expenses. Residents must please keep the interior of the residential units in a clean and hygienic condition.

5.17 Pest control

Owners and residents must keep the interior of their units free of white ants, wood borers, any other wood destroying insects and other pests. To this end, directors, their duly authorised agents or employees may inspect the units from time to time.

5.18 Pets

- ❖ There is a formal pet application process for all pets on the estate.
- ❖ Maximum size of dogs: maximum weight of 5kg and maximum height of 30cm. All dogs must wear an identification tag with a house number and contact number.
- ❖ Approval for any pet may be withdrawn if the pet becomes a nuisance to neighbours, if owners do not clean up after or take proper care of a pet, or if pet owners do not adhere to rules relating to pets. Fair warning will be given in these instances.
- ❖ With the exception of guide dogs, visiting pets are not allowed on the estate.
- ❖ No pets are allowed in the main building, except for registered guide dogs.
- ❖ All pets must be on a leash and suitably controlled, when out on common property. If necessary, please clean up after your pet immediately. Be prepared when taking your dogs for a walk.
- ❖ Cats are unfortunately not permitted on the estate.
- ❖ No pets are allowed in apartment buildings. Exceptions may be made for pets that don't require space or exercise and are not noisy.
- ❖ Owners are responsible for damage caused by pets to property or persons within the estate.
- ❖ As a general rule, one pet per owner.

5.19 Proof of address

- ❖ Reception can assist residents with proof of address.



- ❖ You will need to personally bring your green ID book or ID card along to Reception.
- ❖ Proof of address is usually valid for three months.

5.20 Refuse removal

- ❖ Kindly dispose of refuse in suitable bags. No garden refuse or other rubble will be collected, only regular household refuse. Do not put refuse directly in bins, please. It must be in a purpose-made, non-leaking refuse bag before it goes in the bin.
- ❖ Black bins must be placed in front of houses before 08:00 on the day of collection.
- ❖ Estate garden services will collect bins and bring them back to the houses the day after refuse collection.
- ❖ Apartment residents must discard of their purpose-made, non-leaking refuse bags down the chutes in the building.

5.21 Parking and speeding

- ❖ Vehicles may not exceed the speed limit of 25km/h. Regular transgressors of the speed limit will be denied access to the estate by vehicle.
- ❖ There are designated parking areas for residents and visitors.
- ❖ Areas demarcated as loading zones or disabled parking may under no circumstances be used as general parking. Disabled parking bays may only be used for drivers or passengers confined to wheelchairs.
- ❖ Parking of vehicles on the lawns of the common property is strictly prohibited.
- ❖ No vehicle (including buses, mini-buses, goods vehicles, caravans, boats or trailers) may be parked in the general parking areas of the estate on a permanent basis. Where temporary parking is required written application should be made to the directors and/or general manager.
- ❖ Vehicles are parked at the owners' risk.

5.22 Vehicles

- ❖ Vehicles may not be repaired or dismantled on any part of the common property.



- ❖ Residents must ensure that their vehicles, and the vehicles of their visitors, do not leak oil, brake fluid or other substances on the common property or in any other way deface the common property.
- ❖ Estate golf carts are not available for private use by residents.
- ❖ No vehicles exceeding a maximum capacity of 5 tons (single shaft) will be allowed on the estate.

5.23 Visitors

- ❖ Owners are liable for the conduct of their tenants, visitors, family, staff and contracted staff and must ensure that estate rules, laws and by-laws are adhered to by all.
- ❖ The general manager has the authority to have anyone removed from the estate, in the event of misconduct or endangering other residents or property.
- ❖ The use of bicycles, tricycles, skateboards, roller skates, rugby and soccer balls, cricket balls and bats, etc. by residents or visitors in any area of the common property **that does not specifically provide for such activities**, is prohibited.
- ❖ Certain conditions apply to visitors staying with residents. Please consult Reception if your visitors plan to stay for longer than one calendar month.
- ❖ Everyone enters the estate at their own risk and neither the directors, managing agent nor the developer will be held liable for any loss, injuries or deaths suffered whilst in the estate.

5.24 Laundry

- ❖ Every house has a washing line and there are dedicated washing lines for apartments.
- ❖ Please do not hang laundry in front of windows, on balconies, patio rails, fencing, courtyard walls or on patios.
- ❖ Consider other residents on the floor by not occupying the lines completely and remove washing as soon as it is dry.

5.25 Storage of dangerous goods and acts constituting a danger

Do not store flammable or dangerous material, nor perform, or permit to be performed, any dangerous acts in the residential units, any other buildings or on the common property.



5.26 Residents age limit

- ❖ The minimum resident age is 50.
- ❖ If the resident is married or deemed to be in a permanent relationship and any one of the spouses/life-partners are 50 or older, both parties qualify.
- ❖ Any potential resident younger than 50 must make written application to the directors who will give due consideration to the application, considering the merits of the application and the overall scheme limitation.
- ❖ The directors and/or general manager may at any time withdraw the permission if the circumstances warrant such withdrawal.

Important:

Information set out under section five above, was primarily extracted from the estate's conduct rules, but it does not represent all these rules to their full extent. Owners are advised to avail themselves of the estate conduct rules. The conduct rules are incorporated in the Memorandum of Incorporation. Failure to adhere to these rules may result in warnings or penalties.

6. Defect reporting system

6.1 Phased occupation

This period starts on the day the estate opens and is concluded in phases and in accordance with the ninety-day retention period. This excludes the handling of snag and retention lists for which there are separate procedures.

6.1.1 During office hours (turnaround times exclude weekends):

- ❖ Residents will report any construction related matters, in writing, to Reception.
- ❖ CSi admin staff will screen queries and advise residents if the matter should be addressed by themselves and if not, the query will be recorded into the query book. The written complaint from the resident will be placed in the resident's file.
- ❖ CSi's facilities supervisor will inspect the problem within 24 hours and provide feedback to Reception on the outcome. If he cannot attend to the problem, he will contact the construction representative.



- ❖ The construction representative on site will inspect the problem within 24 hours. If found to be construction related, he will inform the project manager (PM).
- ❖ The construction representative will schedule an appointment with the client and will take a copy of the written query with him to the unit (turn-around time since the resident reported the matter is now 48 hours).
- ❖ Depending on the extent of the repair work, it should be done within 24 hours of the appointment.
- ❖ The construction representative will ensure that the written query is signed off by the resident and himself once the matter has been attended to and resolved.
- ❖ The project manager will approve the standard of work once completed.
- ❖ The construction representative will hand the signed-off written query to Reception and provide feedback on the job completed. This signed written query will be placed in the residents' file.
- ❖ Reception will tick off the initial entry in the query book and enter a date of attendance and the name of person who attended.
- ❖ Any emergency (including water, electrical or security issues) will be dealt with immediately. Reception must phone the appointed site project manager, who will in turn contact the necessary contractor, as soon as possible.

6.1.2 After-hours emergencies (e.g. burst pipes, electrical, etc.) requiring immediate reaction:

- ❖ Residents must contact the CSi emergency number provided for each estate.
- ❖ The facilities supervisor will run through a list of questions to determine whether it is an emergency or whether it can wait until the next working day.
- ❖ If it is an emergency, the facilities supervisor will visit the unit and do an inspection. If he cannot attend to the problem, he will contact the contractor or standby contractor.
- ❖ If the contractor cannot be reached, CSi will contact the PM who will then deal with the issue.
- ❖ The PM will give feedback to CSi as soon as the problem has been resolved (within 24 hours).

6.2 After retention period



- ❖ If you need any minor tasks done, please contact Reception on speed dial 2. They will add your name to the list, please specify what your issue is and one of our facilities staff will assist you on the day allocated to doing work inside the units.
- ❖ The staff will assist with changing light bulbs, tap washers, putting a plug onto a lamp, unblocking drains and such. If the work is going to take longer than 10 minutes, they will suggest that you contact a handyman. A list of maintenance people that you can call is available at Reception if you would like to make use of this.
- ❖ If there are items in your unit of a structural nature that require attention, please advise Reception of this. The defect will be checked and if necessary, photos will be taken, a report completed, and the fault will be reported through to the developers. Owners are responsible for the maintenance of the inside of their units.

6.3 After-hours maintenance emergencies

6.3.1 Which defects could be reported as an after-hours emergency?

A maintenance emergency is an incident that cannot wait to be attended to until the next working day. This includes:

- A burst pipe.
- A burst geyser.
- Severe water leakage resulting in flooding inside the unit.
- No water.
- Blocked drain with overflowing sewerage.
- Total power outage, excluding load shedding or general outages.
- Electricity continually tripping.
- Suspected gas leakage.

6.3.2 The process

- ❖ Call the emergency after-hours number: 064 629 3208.
- ❖ The managing agent's staff on call will assist to determine the extent of the problem and whether it is an emergency or if it can be dealt with on the next working day.



- ❖ If found to be an emergency it will be attended to immediately, if not, it will be handled during normal working hours.
- ❖ Any costs incurred for after-hours emergency maintenance on the inside of the unit is for the resident/owner's account.

6.4 Defect report forms

Defect report forms are available from Reception.



7. Maintenance

When you buy your retirement house or apartment, you have a lot going on with moving in, perhaps buying some furniture, inviting friends and so on. With all that excitement, it's easy to overlook routine home maintenance.

To keep things from becoming overwhelming, we created this maintenance guide. And don't worry – most of these tasks take just a few minutes or a quick call to a trusted professional.

For now, here is the checklist to get you started. It covers the items in and around your unit and it shows you who is responsible for maintaining the item. HOA is the abbreviation for the Homeowners' Association.

7.1 Maintenance schedule

Item	Check the item			Responsibility to fix	
	Monthl y	Quarterly	Annually	You	HOA
Garage door <ul style="list-style-type: none"> Check the general condition. The door must be serviced annually by the supplier. Contact Reception for more information. 		✓		✓	
Paving around your unit <ul style="list-style-type: none"> Check your paving for water damage. Do not allow surface water to pond on the paving. Grass and landscaping around paving should be lower than paving. This will enable water to run off. Inspect paving for insects like ants. Check for any movement of the paving bricks. If the paving bricks become uneven report it to Reception who will report it to the HOA. 		✓			✓
Carport <ul style="list-style-type: none"> Check the structure for rust and its general condition. If any irregularities are found, report to Reception who will report it to the HOA. 		✓			✓
Bathroom <ul style="list-style-type: none"> Check the silicon around showers, bathtubs and wash basins and replace it if it's cracked or peeling. 	✓			✓	



<ul style="list-style-type: none"> Remove showerheads and clean them to remove any sediment build-up. 					
Doors <ul style="list-style-type: none"> Poorly operating mechanisms or weather-stripping should be repaired or replaced. Ensure the weather strip is intact and seals properly and that the door is not warped. Wooden doors should be varnished every 2-3 years. 	✓			✓	
Roofing A cursory monthly check is intended to spot physical damage or drainage problems. This check is purely a visual inspection for damaged or missing tiles. <ul style="list-style-type: none"> Clean out the gutters, especially if you live in an area where leaves could clog them. If any irregularities are found, report it to Reception who will report it to the HOA. 	✓				✓
Ceilings and Cornices <ul style="list-style-type: none"> Check ceilings and cornices for category one and two cracks described in this document. 		✓		✓	
Drains <ul style="list-style-type: none"> Check for drain blockage or physical damage. Drains should be checked frequently during the rainy season and when debris is most prevalent in autumn. If any irregularities are found, report it to Reception who will report it to the HOA. 	✓				✓
Interior Walls <ul style="list-style-type: none"> Investigate for any staining or moisture on interior walls. Note the weather conditions when the moisture appears. If there are signs of mildew or water stains on the inside walls of your unit, it is critical that you obtain professional assistance. Check the cornices for cracks and obtain professional assistance if you cannot do it yourself. 	✓			✓	



<p>Windows</p> <ul style="list-style-type: none"> Inspect windows to see if they are in good working condition. 	✓			✓	
<p>PV Panels</p> <ul style="list-style-type: none"> Ensure the panels are dust free to ensure optimal functioning. 		✓		✓	
<p>Landscaping</p> <ul style="list-style-type: none"> Check trees around the house to ensure they're not close to any wires, power lines or foundations. If they are, report it to Reception who will report it to the HOA. Put your garden and yard "to bed" for the winter. This means cleaning up overgrown vegetation and everything else. Refrain from altering storm water flows through landscaping. 		✓		✓	✓

7.2 The protection the NHBRC offers homeowners

The developer of your retirement estate is registered with the National Home Builders Registration Council (NHBRC).

The NHBRC was established in 1998 in terms of the Housing Consumers Protection Measures Act, 1998 (Act No 95 of 1998) and is mandated to protect the interests of housing consumers. The NHBRC also regulates the home building industry.

The Act compels a builder to register with the NHBRC. It requires that new homes are enrolled prior to the commencement of building.

Included in the NHBRC enrolment is protection for the first unit owner (who bought directly from the developer) in the form of a warranty against structural defects. The period covered by the warranty is five years maximum, from occupation date against major structural defects. The warranty covers the roof for one year.

It is important to note that the NHBRC warranty does not cover defects occasioned by abnormal events which cannot be foreseen, failure to effect timeous maintenance and repairs, the effects of vegetation or the permitting of surface water to pond in the housing unit.

The NHBRC defines a "defect" as: "A defect which adversely affects the strength, stability, durability and serviceability of the housing unit."

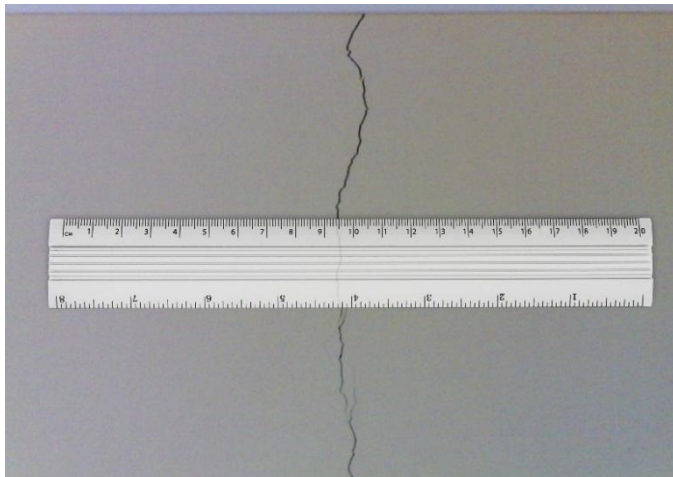


7.2.1 Cracks

Because of the widespread distribution of “problem” soils in South Africa; both “expansive” and “collapsible” (causing movement), the NHBRC allows fairly generous classification of damage (cracks) in walls and slabs. The NHBRC measures damage to walls in terms of the width of cracks. The NHBRC uses the following classification to determine whether the damage is cosmetic, alternatively whether it affects serviceability or stability:

VERY SLIGHT AND SLIGHT DAMAGE, CATEGORIES 1 AND 2

For walls a crack width of less than 1 mm is reckoned to be “very slight” and a crack width of less than 5 mm is termed “slight”. Such cracks, says the NHBRC, can be easily filled and redecorated and if these cracks re occur, they can be masked by suitable linings.



Settlement cracking is best repaired with a flexible crack filler. Because these cracks are “movement” cracks they are likely to reoccur. On the other hand, fine crazed cracking is a once-off defect and here the cracks can be filled and covered with paint or a suitable skimming material and are unlikely to reoccur.

Easy-to-repair cracks in Categories 1 and 2 are classed as cosmetic (“aesthetic”) damage – easy to repair and redecorate by the owner of the unit.

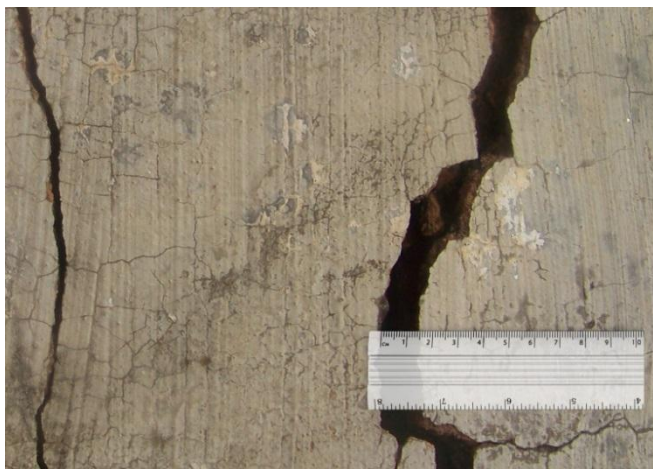


MODERATE DAMAGE, CATEGORY 3

Wall cracks of between 5 and 15 mm wide are termed “moderate” damage. Such cracks can be repaired by replacing damaged masonry and, if needed, cutting in articulation joints. **Report such cracks to Reception for inspection.**

SEVERE DAMAGE, CATEGORY 4

Wall cracks of between 15 and 25 mm wide which require extensive repair work – including breaking out and replacing sections of walls (especially over doors and windows) and cutting in of movement joints.



With “severe” wall cracks (15 to 25 mm wide) window and door frames may be distorted, floors slope noticeably, walls lean or bulge, some loss of bearing in beams, service pipes are probably disrupted and a gap of up to 20 mm between ceiling cornices and walls may appear.

Categories 3 and 4 are classed as “serviceability” damage and may be covered by the NHBRC warranty. **Report to Reception.**

VERY SEVERE DAMAGE, CATEGORY 5

Wall cracks wider than 25 mm and require major rebuilding.

In determining the severity of wall cracks, the NHBRC also considers the grouping of the cracks. The descriptions and categorisation of wall cracks above relate to single story construction.

In multi-story construction the descriptions require modification. **Report to Reception.**

Category 5 is termed “stability” damage and may be covered by the NHBRC warranty.



7.3 Garage doors

The door opener springs are under extreme tension. A homeowner should never tamper with or attempt to adjust this mechanism. Call a suitably qualified person to service your garage door.

7.3.1 Gaps or visible light

Garage doors cannot be airtight like exterior household swing doors. Some light will be visible around the edges and across the top of the door. Some wind, dust, or precipitation may enter around the door.

7.3.2 Garage door lubrication

Every six months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys and springs. Avoid over lubricating to prevent drips on vehicles or the floor. Check to see that all hardware is tight and operating as intended.

7.4 Roofs

7.4.1 Leaks

If a roof leak occurs, try to detect the exact location while it is leaking. If the source of the leak can be spotted and marked, it will make the repair job easier when conditions are dry, and the repair can be carried out. **Report to Reception.**

7.4.2 Gutters

Maintain the gutters and downspouts in clean condition free of debris to ensure that they are able to quickly drain water from the roof and the building. Notify Reception if the gutters need to be cleared.

7.4.3 Storm damage

After severe storms, do a visual inspection of the roof for damages. Notify Reception if you see any loose roofing tiles.

7.4.4 Splash blocks

Ensure the splash blocks or downspout extensions are in place. Keep them sloped in order for the water to drain away from your unit.

7.5 Sliding doors

Keep the sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Lubricate the tracks with silicone spray lubricant. Ensure the proper operation of sliding door hardware for maximum security in your home.



7.6 Ventilation of your unit

Inhabitants of a home generate moisture when they cook, shower, and do laundry. Just by breathing and perspiring, a typical family adds about fifteen litres of water per day to their indoor air. If a clothes dryer is not vented outside, all that moisture will enter the living space, too. Keep your unit ventilated by opening windows during the day. Ask your neighbour to open and close windows when you are away for long periods of time.

7.7 Water around your unit

A 100 square meter roof can produce more than 2,500 litres of water for every 25mm of rain that falls on it. This is a lot of water coming down, especially on the paving around your unit. Inspect the area and paving around your unit, making sure water can run off freely. Water should not be allowed to pond either. Failure in doing so will cause damage to the area around your unit.

7.8 Windows

If sticking occurs or excessive pressure is required to open or close a window, apply a silicone spray lubricant to the tracks. If lubrication does not help, investigate further.

7.9 Retaining walls

The primary objective is to prevent excessive ingress of water behind the retaining wall. This causes hydrostatic pressure build-up, which is the main cause of failure. Design guidelines allow for hydrostatic forces up to a third of the wall height.

All the retaining walls have a natural drainage layer behind the walls (sand) that leads to the weep holes at the bottom of the wall or a sub-soil drain. Should the constant ingress of water over a period be more than the natural gravity percolation of water in the sand layer and to the lesser extent the compacted soil, hydrostatic pressure build-up will occur.

It is for the above reasons that one should abstain from doing flower bed directly behind the retaining walls. In the case of grass or paving, one must ensure that the landscaping is done in such a way that no ponding happens behind the walls. Flowerbeds should not be in close proximity to walls.