



GENERAL RULES AND PROCEDURES

PLEASE KEEP THIS DOCUMENT HANDY FOR REFERENCE PURPOSES

Dear Owners and Tenants

Yvonne Nathan Real Estate Management will be introducing with immediate effect, the estate's new operating procedures.

ACCESS CONTROL **MK11 Intercom system**

Please ensure that you have completed the resident information form so that we can load you onto the MK11 intercom system.

From the intercom system we are able to send you an emergency sms message as well as short e-mail notifications.

Forms are available from our website www.yvonnenathan.co.za or you can receive a copy from the guard house.

Residents are reminded that their visitors will be required to advise the guards upon arrival of the unit number they wish to visit. The guard will enter the number into the MK11 system which will dial through to the resident. The guard will announce the visitor and the resident will be the person who will open the gate by pressing 9 on his cellphone or land line to open the gate. The guards are unable to open the visitor's gate for visitors.

MOVEMENT CONTROL FORM AND RESIDENT'S INFORMATION FORM

New Residents when moving in will on receipt of their movement control form receive a welcome letter, copy of the Estate's Conduct Rules and the latest newsletter. The new resident's phone number and e-mail address will be programmed into the MK11 intercom system.

Residents who will be moving out of or new residents moving into the Estate must ensure that the Estate Manager has received from the owner of the unit, their movement control form **5 business days prior to the move**. Once the form is approved we will notify the security guards of the date and name of the tenant who will be moving in or out of the estate. This is to verify the move with the owner of the unit and to update the contact numbers into the access control system and onto the website.

We will not accept movement control forms handed in by a resident to the guard house on the day of the move in or out as we are not in a position to verify late movement with the owner. No approved form - no move in or out.

No removal vehicle will be granted access into the Estate unless the form has been signed off by the Estate Manager's office. No furniture transport vehicle in excess of 3 tons fully loaded is permitted into the estate as this causes damage to the underground cables, pipes, bricks and the vehicle will have limited turning circle within the Estate. There is a height restriction of 2.5 meters. For security reasons, no furniture transport vehicles will be permitted into the estate before 8am and after 5pm. Owners or their rental agents must please communicate this to any prospective new resident in order for the new resident to settle into their new home quickly and comfortably.

Residents who wish to update their current contact with the Estate Manager can do so by logging onto the website on www.yvonnenathan.co.za and once you are registered, you can update your details or complete a form which is available at the guard house.

MAINTENANCE

Common Property Maintenance. Residents must please contact the Estate Manager in respect of any maintenance queries to the exterior of the unit. The Body Corporate will attend to all common property maintenance when it is brought to the Estate Manager's attention.

Alterations – owners are reminded that no external alterations may be undertaken without the prior consent of the board of trustees. Please submit your request, in writing, to the Estate Manager. Alterations to common property will not be granted.

DSTV dishes and repairs. Residents may install **one** satellite dish per unit to the common property walls, or place them on patios with written approval from the trustees. Residents are reminded that the maintenance of

the dish remains that of the owner and if the dish rusts, it must be replaced by the owner. The estate is not responsible for any maintenance of the dish. Once a dish is on the common property walls, it may not be removed when the resident vacates the property. Our technician servicing dishes in the estate is William of DSTV Time. William who can be contacted on 011 9585311 or 0834451263 or e-mail complex@dstvtime.co.za.

Air conditioning units – residents must apply to trustees for written permission but residents are reminded that once the air conditioning unit is affixed to the common property wall it may not be removed under any circumstances. Owners of the air conditioning units are responsible for the maintenance of the system at all times. Trunking must go through the wall into the unit and may not run along the common property walls.

GENERAL APPEARANCE, GARDENS AND REFUSE

Laundry – Residents are advised that laundry may not be hung in such a manner that it is visible from the common property. This means not over balcony rails, on the grass, on roof tops, over walls. See below illustrations of do's and don'ts. String and retractable washing lines are not permitted. Only a portable folding collapsible clothes horse is permitted or a folding clothes horse attached to the side wall of a unit (which is totally out of sight from common property). If the latter is installed, strings must be maintained to ensure that the harmonious appearance of the estate is not compromised.

Laundry on patios may only be placed on a collapsible clothes horse which must be taken inside your unit after use. The patio may not be used as storage for the clothes horse. Laundry may be placed on the collapsible clothes horse Monday to Friday 8am to 6pm and Saturday and Sunday 8am to 1pm. Washing may not be left for days on the patio.

Not allowed

Not allowed

Not allowed

Correct Method



Correct Method provided strings are maintained



Common Property – Carports and the surrounds of the estate are common property and may under no circumstances be used as storage facilities nor may items be stored in the trusses of the carports.

Balconies\Patios – Balconies\patios may not be used for storage of any item, gym equipment, cleaning materials, brooms, mops, buckets, couches, mattresses, boxes etc. Only patio furniture, braai's (ground floor only) may be placed on the patio. Residents are requested to remove all items which are not outdoor related i.e. patio furniture and braai by **Friday 21st November**. If items remain on the balconies\patios, residents will be fined R1000 for contravention of the rules until such time as the balconies\patios are cleared.

Garden cuttings – Please take note that no garden cuttings may be left in the refuse bins. Residents must please remove their garden cuttings from the Estate on the same day it has been removed from their garden.

Garden gates – Residents are kindly requested to please **NOT LOCK** their garden gates on the day the gardeners need access to the gardens for maintenance. The garden days are as following:

Monday

Units 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 127, 131, 132, 135, 139, 140, 143, 144, 147, 148

Tuesday

Units 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 128, 136.

Wednesday

Units 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46.

Thursday

Units 47, 48, 49, 50, 51, 52, 53, 54, 57, 58, 61, 62, 65, 66, 69, 70, 73, 74, 77, 81, 82, 83, 84, 85, 86, 89, 78, 91, 92

Friday

Units 89, 90, 92, 93, 94, 95, 96, 97, 98.

Common Property, Club House, 2nd pool, Outside Area, swopping of bins

On your garden day, please make sure that your garden gates are open, dog poo is removed off the grass and that your pets are kept indoors.

You may lock the garden gate on all other days and over the weekend and at night.

Refuse – Refuse must be placed in sealed refuse bags and placed in the refuse bins provided. Under no circumstances are refuse bags\any refuse items such as beer bottles be left next to the refuse bins, in the common property, in flower beds, passages or parking area. Refuse bags attract flies and maggots creating a bad stench and unhygienic conditions. They also attract rats and mice. Pikitup only collect refuse from the estate once a week. On all other days, the garden service will rotate full bins with empty bins. Guilty parties will receive a fine.

Recycling – Sandton Village Estate participates in a paper recycling programme. Please place your paper in the orange bins provided. Recycling helps to reduce the wet waste which is only collected once a week by Pikitup. Every bit of recycling helps – please try this.

Glass Recycling – outside the main entrance in the cul-de-sac there is a Green Bin for glass recycling. We encourage every resident to deposit their glass into this bin instead of the refuse area bins or paper recycling bin. We appeal to everyone to please try and make the effort of disposing of glass which when recycled can make a huge difference to the power grid.

Cigarette Butts – please dispose of these in your refuse bag as they may not be thrown into flower beds.

PARKING, SPEEDING AND TAILGATING

Parking – ILLEGAL PARKING offenders will be fined for each reported offence. Residents should take note that vehicles and motor cycles may only be parked in the parking bay designated to their unit and may not park in such a way that the flow of traffic is disrupted.

Visitor parking bays may not be used for storage of additional resident vehicles. Parking areas may not be utilized for anything other than parking of a motor vehicle, which is in use. No dumping of building rubble or storage of any goods is permitted.

Sleeping in a motor vehicle is strictly prohibited.

Speeding – The maximum speed limit in the Estate is 20 km/h. We urge all residents to please keep to the speed limit and always take note of your surroundings especially young children and pets. Only residents with valid driver's licenses are permitted to drive within the Estate.

Tailgating – Residents are reminded that tailgating is prohibited and that only one vehicle per gate cycle is allowed. Please wait for the entrance gate to close after a vehicle has entered the Estate before entering. Once in the Estate please wait until the gate has closed behind you before driving off. Tailgating poses a security risk to the complex as the occupants entering the complex whilst tailgating, cannot be verified. Any repair cost for damages to the gate resulting from tailgating will be recovered from the owner of the unit responsible.

Revvng of vehicles, hooting and wheel spinning – Residents are requested to be considerate of neighbouring residents by not revving their vehicles whilst still inside the estate, by keeping music played from their car radios to a minimum, not hoot at the gate, and no wheel spinning.

ENTERTAINMENT AREA

Club House – the club house is for use by residents who are welcome to take 4 visitors with them to the club house. The club house is also available for exclusive use bookings which must be booked via our offices by e-mailing Phillip on reception@yvonnenathan.co.za and copying Renee the estate manager on estatemanager2@yvonnenathan.co.za, 5 days prior to the function. Phillip will send you a booking and indemnity form for completion and once signed, it must be returned to him. One he receives your proof of payment of your deposit and your guest list, the booking will be confirmed and you will be advised in writing. After your function, the club house and surrounds will be inspected by one of the trustees and should all be in order, your deposit will be refunded to your bank account.No alcohol may be taken to the club house or the surrounds and in terms of the legal requirements, there is no smoking in and around the club house area.

The club house facility times are 6am to 10pm.

Swimming pool – residents who make use of the swimming pool area, do so with common courtesy for their neighbours who are residing in close proximity of this area and those residents also making use of the pool area.

Please take note that:-

- NO pets are permitted inside the pool area
- NO loud music/noise is permitted in the pool area
- Children under the age of 12 (twelve) must be supervised by an adult at all times and if at the pool, must be able to swim in the event of an emergency. The body corporate is not responsible for any loss or injury sustained from any cause whatsoever.

Gym

The gym is available for use by residents who are registered to utilize the facilities. The gym membership form is available on the website or you must make contact with the Estate Manager. Only residents who are medically fit may use the gym facilities and will need to sign an indemnity in this regard.

Gym membership of R55 per month will be debited to the owner's levy account. Tenants wishing to become members of the gym must make arrangements with the owners in this regard.

CONDUCT OF RESIDENTS AND VISITORS

Noise in the estate – We trust that everyone residing at Sandton Village Estate will continue to keep noise at reasonable levels at all times. Silence must be maintained between 08H00 and 22H00 Sunday to Thursday and 08H00 and 23H00 on Friday and Saturday.

Reasonable noise levels at all other hours are permitted. Noise complaints that are deemed excessive and in contravention of the conduct rules, will however be dealt with by the security company and fines imposed at R1000 where applicable.

Residents must realize that it is very disturbing to surrounding units when one speaks on their cell phone on their patios at midnight or after the curfew times. Please conduct your phone calls from within your units.

Noise disturbance and other complaints – Complaint letters written to residents are issued on receipt of a formal complaint or enquiry raised by other parties. All complaints should be sent to the Estate Manager by e-mail in order to keep a proper paper trail for future reference. Complaints received are treated anonymously. When complaints are received owners and tenants of the units will be addressed.

DOMESTIC WORKERS AND PRIVATE GARDENERS

Domestic worker registration \ Garden worker registration \ ID application forms. Please note that all domestic and garden workers in the estate must be registered with the Body Corporate. Registration and ID card application forms are available on the website or at the guard house. Please complete the forms and attach 2 coloured id photographs of your domestic worker or gardener, attach a valid South African identity document or Valid Home Affairs Documents and leave the documents at the guard house with R40 for the manufacture and registration of the domestic and garden worker. The estate manager will collect the application and attachments from the guard house and then return it to the estate. The domestic worker or gardener will collect the card from the guard house upon arrival at the estate on the day of work as confirmed on the registration form and will be required to wear the identity card whilst they are on common property. When the worker leaves the estate, the identity card is to be handed back to the security guard on duty. A domestic\garden worker must be registered for each unit that they work for.

Residents must ensure that their domestic workers are familiar with the laundry rules and do not throw any washing on the grass, hang washing over the balustrade\balconies or railings or boundary walls and in windows. As per the rules above, only a collapsible folding clothes horse is permitted for the drying of washing. The clothes horse must be taken inside the unit after use or if attached to your wall, must be lowered after use and strings maintained.

PETS – In terms of the Sectional Title Act, a resident wishing to bring a pet into an estate must apply for permission PRIOR to bringing the pet's into the estate. If the pets are not approved or authorized, the resident will not be allowed to keep such pet's in the estate. Please refer to the pet rules in the registered conduct rules. Pet application forms are available from the website www.yvonnenathan.co.za or from the guardhouse.

FIREWORKS!!!!!! It is with great urgency that we remind all residents that as per the fireworks regulations. Fireworks may NOT be set off anywhere in the estate. Not only will the resident be fined R1000 but the SAPS will be called in as it is an illegal offence.

PROJECTS

New Security System with Remote Controls

Each owner will be provided with 2 x new 4 button Nova Code Hopping Remote Control. The cost of the remote controls in the sum of R 338 will be debited to the owner's levy account. With the new remote controls, we will be able to monitor movement in and out of the estate via the MK11 intercom system. Currently the old "tag" system is not operational and we are not able to create any new tags. Owners must advise us via e-mail to estatemanager2@yvonnenathan.co.za how many remote controls we are to hand over to your tenants as we do not know what was provided for in your lease agreements.

We will not provide remote controls to tenants as this is the owner's responsibility. One further advantage of the Nova Code Hopping Remote is that we can add and delete remotes via our computer at no cost to the owner. If a new remote is required by the owner, a 4 button Nova Code Hopping Remote is to be handed to us for programming.

This system will be introduced shortly and then we will switch over the connection from the motor receivers to the triggers on the MK11 system.

Wooden Fence Project

Phase 2 of the wooden fence project has been awarded to Aldo Smith of A J Projects. Aldo will commence with phase 2 on Monday 17 November. The estate manager has put a notice on each front door advising residents of the date when work will commence on their garden fence.

As the garden fences are common property, all foliage has to be removed from the fence to allow for the repairs and creosoting. Army Ants the garden service will be attending to this commencing Monday 10 November. No foliage will be allowed to grow back onto the creosoted fences. The creosoted fences will have to be maintained annually. If a resident would like to install their own free standing trellis (not attached to the wooden fence) in front of the wooden fence they may do so but they must ensure that the creeper is maintained and not left to grow into the wooden boundary wall fence otherwise you run the risk of having the creeper removed again on the next maintenance project.

The programme for wooden fence repairs is as follows:

Monday 17 November

Units 12, 17, 18, 19, 20, 21, 22

Tuesday 18 November

Units 23, 24, 25, 26, 27, 28, 29

Wednesday 19 November

Units 30, 31, 32, 33, 34, 35, 36

Thursday 20 November

Units 37, 38, 39, 40, 41, 42, 43

Friday 21 November

Units 44, 45, 46, 47, 48, 49, 50

Monday 24 November

Units 51, 52, 65, 66, 73, 77, 81, 82, 83

Tuesday 25 November

Units 84, 85, 86, 87, 89, 90, 91, 92

Wednesday 26 November

Units 93, 94, 95, 96, 97, 98, 101, 102

Thursday 27 November

Units 103, 104, 105, 106, 107, 108, 109, 110

Friday 28 November

Units 111, 112, 113, 114, 115, 116, 140, 144

Phase 1 repairs will also be co-ordinated with the previous contractor so that he can complete the work in phase 1. His problem was that gates were not open, dogs were in the way and there was foliage on fencing.

All of the above units must PLEASE KEEP THEIR GATES UNLOCKED and KEEP YOUR PETS INDOORS ON THAT DAY. Foliage will be removed this week and we need all gates to be kept unlocked.

AGM – the AGM for owners is scheduled for Thursday 20th November but your statutory notice will be distributed by Teesh of Angor 14 days prior to the AGM.

ESTATE MANAGEMENT

Renee Mc Dermott is the estate manager for Sandton Village estate nominated by Yvonne Nathan Real Estate Management. The estate manager's offices are situated in the main club house at Villefranche, Sunset Boulevard, Lonehill (behind Builders Warehouse Fourways).

Renee can be contacted on estatemanager2@yvonnenathan.co.za or 079 872 9785.

The office numbers for 3 office administrators are 011465-8386, 0114655-37 and 0794431508.

Please register on the website on www.yvonnenathan.co.za for your forms, newsletters, conduct rules and emergency updates.

We wish you all the best in your stay at Sandton Village Estate.

Regards

Yvonne Nathan

Yvonne Nathan Real Estate Management

Important Numbers – Please keep handy.

GUARD HOUSE	0110500819	
TISA CONTROL ROOM	0860111156 0763506328	
TISA SITE MANAGER JOHN MABUNDA	0112346033	Tiselane@tisasolutions.co.za
RENEE MC DERMOTT Estate Manager	0798729785	Estatemanager2@yvonnenathan.co.za
<u>ESTATE MANAGER OFFICE:</u>		
PHILLIP NYATHELA	0114658386	reception@yvonnenathan.co.za
LAMU NCUBE	01114655937	admin@yvonnenathan.co.za
SONENI NCUBE	0794431508	info@yvonnenathan.co.za
WEEKEND AFTER HOUR EMERGENCY	0794431508	
WEBSITE		www.yvonnenathan.co.za
Army Ants Garden Service - Shaun	0827767007	armyants@polka.co.za
Army Ants Dianne (admin)	08221111754	
WATER ACCOUNT NUMBER	0113755555	440666200
ESKOM ACCOUNT NUMBER	0860037566	9119735719