



**Yvonne Nathan**  
Real Estate Management

**SANDTON VILLAGE ESTATE – DECEMBER 2014**

Dear Owners and Tenants

With the holiday season approaching at a rapid rate we would like to take this opportunity first of all, to thank all residents for ensuring that Sandton Village Estate is a sought after Estate in the Paulshof area. Thank you for addressing enquiries and complaints through the appropriate channels as well as taking the time to assist in resolving any matters.



There will be many residents who will be taking their much needed break from their working environment over December, and to them we wish them travel mercies. We trust that the break will assist in ensuring that the stress of the year is a thing of the past and return refreshed for the New Year. To those that will be remaining at home, we also wish you a very blessed December.

Prior to closing off for the year there are a number of matters which we would like to alert you to in order to ensure the security of your unit as well as the safety of your children.



**Swimming pool**

Accidents happen in a split second and we advise all residents that no children are to utilise the swimming pool area unsupervised. Please make sure that the gates are latched properly after entering the area and report any possible problems to the Security guard on duty alternatively to our offices who will address the matter. Children under the age of 10 are to be accompanied by an adult who is competent to handle situations in an emergency. The body corporate will take action against residents who leave children unattended in the pool areas. This

is due to the possible consequences that can occur.

**Entertainment Area**

**Main Club house** – the club house is available for residents' to use. There are benches on the patio with a braai, swimming pool and tennis court. The tennis court can be used on a first come first serve basis. Please remember to switch the lights off after use.

**Exclusive Club House hire** – the clubhouse is closed for exclusive use hire from the 12 December 2014 to the 12 January 2015.

Refuse bins are available in the areas so please make use of them for food waste.

**Small Swimming Pool** – this is available for use but please make sure that children are supervised at all times.



**Conduct Rules.** Please read them. They are available on the website or you can e-mail [admin@yvonnenathan.co.za](mailto:admin@yvonnenathan.co.za) for a copy. The rules set the tone of the estate and are necessary for harmonious living.



**Children**

As parents we all know that the school holidays can be very long and a lot of parents will be working for at least a portion thereof. Please address with your children that bicycles as well as toys are not to be left lying around in common property areas but must be stored in a secure place. Please ensure that your children are aware of noise made when playing on the common property.



### Security

Should you be going away over the festive season, we urge you to ensure that all your windows and doors are locked. We do recommend that units have burglar proofing and security gates fitted. Contractors who are aware of the requirements of the Estate include Versatile Gates (telephone number 0114189960) as well as Fritz Hartmann (telephone number 0832545296). Residents are encouraged to report all security matters and incidents to the security guards or control room.



### Movement

**All movement control forms for the month of December 2014 as well as for the first week of January are to be at our offices by no later than the 12<sup>th</sup> of December 2014.** The forms are required for moving into the estate as well as moving out. We also require a form to move an item of furniture out of the estate even if the resident is not vacating. This is to verify that the furniture belongs to the tenant and not the owner of a furnished apartment. No movements can be authorised after this date. We urge owners and tenants to assist us in this regard to avoid any inconvenience on your side as we verify every move out of the estate with the owner.



### Pets

A big problem that we have experienced in the past is owners do not make appropriate arrangements for their pets whilst away. Should you have a third party attending to this over the holiday period kindly notify our offices so that entrance into the Estate can be arranged. No pet sleepovers / stay overs. A reminder that only **2 pets per unit is permitted in the estate.** No dogs in upper floor units are allowed. All cats and dogs to be collared and tagged and pet application forms to be sent to the estate manager for authorisation prior to moving into the

estate. For cat applications, certificates of sterilisation and inoculation must accompany the forms. We urgently require photographs of your pets which must be completed by 25<sup>th</sup> December 2014. Pictures of dogs must show the dog standing on its legs.



### Load Shedding

It has been reported that South Africans can expect load shedding to continue until March 2015. Residents need to expect this and also be aware that if a power outage occurs due to load shedding, and we have confirmed this with the utility company, we may not circulate a bulk SMS or e-mail to our residents each time this occurs. For further information on load shedding times please refer to the Eskom website. We would like to recommend that you do not stock your fridge/freezer to prevent unnecessary spoilage.



### Fencing Project

As residents are aware, phase two of the fencing project is underway. Should you have a specific query with regards to your fence please address these queries in writing to Renee at [estatemanager2@yvonnenathan.co.za](mailto:estatemanager2@yvonnenathan.co.za) and copy in Aldo Smit of AJ Projects on [aldo.smit@yahoo.com](mailto:aldo.smit@yahoo.com) / 0827965329. Aldo will attend to all snags reported. The project will only be signed off by the maintenance trustee, Renee, Yvonne and Aldo after a full site inspection has been carried out so your concerns are important to us.



### Office Closure

Our offices (administration staff) will be closing on the 15<sup>th</sup> of December 2014 for one day. We will then be closed from 22<sup>nd</sup> December 2014 and will reopen on the 5<sup>th</sup> of January 2015.

Our emergency after hour's telephone will be manned during this period by Renee Mc Dermott **for emergencies only** on telephone number 0794431508

Renee's e-mail address is [estatemanager2@yvonnenathan.co.za](mailto:estatemanager2@yvonnenathan.co.za)

During the holiday period it is advised that emergencies be reported to the number above.

All other issues that can stand over to the New Year may be emailed to [admin@yvonnenathan.co.za](mailto:admin@yvonnenathan.co.za) but will only be responded to in 2015.



Communicating with Yvonne Nathan Real Estate Management.

- From January 2015 all residents are to be registered on the website [www.yvonnenathan.co.za](http://www.yvonnenathan.co.za).
- All complaints and queries must be logged onto the tracking system for paper trail purposes.
- Communication to owners and residents will be via the website so please ensure that you update your information if it changes.
- Routine queries are accepted telephonically, via SMS or via e-mail. The website is preferred as it generates a paper trail.
- The estate name and section number must be listed in the subject line when communicating via e-mail and inserting as text in the SMS.
- Availability of Estate Managers after hours is for emergency situations only and emergencies are only accepted via SMS.
- Estate Managers don't take calls after hours from anyone other than the official estate service providers or the trustees\directors.
- If the emergency occurs late at night or in the early hours of the morning, or if it is of a grave nature, the resident may ask the on-site security personnel to call the Estate Manager.



Due to the imminent addition of new estates to our portfolio in 2015, we are proud to announce that we are looking to appoint additional estate managers. Experience in the industry is not essential, as we prefer to train our managers the Yvonne Nathan Estate Management way. Experience in administration is essential, conflict resolution and problem solving. This is not a career for the overly sensitive by nature. Please forward your CV to [yvonne@yvonnenathan.co.za](mailto:yvonne@yvonnenathan.co.za).

*Yvonne Nathan and Renee Mc Dermott Estate Managers*



**Yvonne Nathan**  
Real Estate Management  
IMPORTANT NUMBERS

Guard House		011 050 0819
TISA Control Room		086 011 1156
TISA Area Manager	John Mabunda <a href="mailto:tiselane@tisasolution.co.za">tiselane@tisasolution.co.za</a>	076 350 6328
Estate Manager Renee Mc Dermott	<a href="mailto:Estatemanager2@yvonnenathan.co.za">Estatemanager2@yvonnenathan.co.za</a>	079 872 9785
Estate Management Lamu Ncube Soneni Ncube Phillip Nyathela	<a href="mailto:admin@yvonnenathan.co.za">admin@yvonnenathan.co.za</a> <a href="mailto:info@yvonnenathan.co.za">info@yvonnenathan.co.za</a> reception@yvonnenathan.co.za	079 443 1508 011 465-5937 011 465-8386
Electricians:		
Steve Love	(not available 19 <sup>th</sup> Dec to 5 Jan 2015)	082 556 9578
Eric – Zavier	Available during holidays	084 720 1075
Mark Hartley	Available during holidays	083 357 3406
Plumber Ray – Birheim Plumbing	<a href="mailto:Renato@birheimplumbing.co.za">Renato@birheimplumbing.co.za</a> Available during holidays	082 650 3417
Water Account	Account number 440666200	011 375 5555
Eskom Account	Account number 9119735719	086 003 7566
Lonehill Fire Department		011 465-5792
Fourways Life Hospital		011 875-1000