



A t H a z e l d e a n

F U N L I V I N G

Dear Owner/Resident

On behalf of the Board of Trustees, we would like to take this opportunity to warmly welcome you to your new Oukraal apartment! In this letter we wish to communicate some important information regarding Oukraal apartments.

**OUKRAAL APARTMENTS
BODY CORPORATE & TRUSTEES**

The Body Corporate was established as soon as the first transfer took place at the office of the Registrar of Deeds in Pretoria. Once a unit is transferred into an owner's name, the owner automatically becomes a member of the Body Corporate. As the Body Corporate is a legal person who cannot act for itself, it requires "arms and legs" to fulfil its duties and functions and therefore at the first owners meeting the first Trustees were established and the managing agents appointed to act as those arms and legs.

The Trustees' actions are governed by the Rules of the Sectional Title Act 95 of 1986. Each trustee fulfils a specific function within the Body Corporate. The following portfolios for the Trustees have been established:

- Chairman
- Finance
- Maintenance & Gardens
- Security
- Compliance
- Communications

The Board of Trustees wish to assure you that as owners and/or residents/investors ourselves, we will act with the best interests of the complex at heart. As Oukraal Apartments is still a new complex, there are many issues which need to be addressed, and we are committed to resolving issues as speedily as possible. If you wish to bring anything to attention of the Trustees, please contact Varsha Jugwanth at Sabreal (011 958 9915 or Varsha.jugwanth@sabreal.co.za) and she will share the information with the Board of Trustees.

OUKRAAL APARTMENTS

USE OF RECREATIONAL FACILITIES

As stated under **OUKRAAL HOUSE RULES (NR. 7)**, Recreational facilities are for the enjoyment of the tenants and owners within the complex. These facilities may not be used by external people unless accompanied by owners or residents. Procedures and Rules, as formulated by the Board of Trustees must be followed at all times when intending to make use/making use of any recreational facilities/common property areas.

TAKE NOTE:

- **The use of recreational facilities are at own risk!**
- **The tenant/owner, using recreational facilities will be held 100% responsible for any damages to common property – this includes damages caused by visitors**

LAPA'S (BRAAI AREAS)/ SWIMMING POOL / JUNGLE GYM

- Residents or owners of the complex have free access to use common areas as listed above at any time of day.
- It is the responsibility of the person using the above mentioned facilities to clean up after using the common property.
- No glass of any kind is allowed at any time in the swimming pool area.
- The use of common areas are at own risk.
- **Social gatherings are limited to 10 persons per lapa/braai area.**
- **No more than 15 persons allowed inside the pool at once.**

SWIMMING POOL

- No glass of any kind is allowed at any time in the swimming pool area.
- The swimming pool will be closed between 8pm at night and 6am the in the morning

SQUASH COURTS - The Squash Court may only be used for its intended purpose, namely to play squash!

Operational hours:

Weekdays (Mon-Fri)	5h00 – 22h00
Weekends/Public Holidays	7h00 – 20h00

Booking:

- Bookings can be made with Raphael or the Estate Manager.
- Bookings must be made at least 24 hours before intended use.

CLUBHOUSE

Operational hours:

- Clubhouse will be open over weekends as booked by residents or owners of Oukraal Apartments.
- If a resident/owner wishes to make use of the clubhouse facility during the week, a motivation letter must be submitted to the Board of Trustees at least 10 days prior to the occasion, for approval.
- The Clubhouse will be locked at 11h00 in the evenings.

Booking:

- **Bookings can only be made electronically by sending an email to varsha.jugwanth@sabreal.co.za stating the date of intended use, time, resident/owner name, contact details and unit number.**
- You will receive a reply, stating whether the clubhouse is available or not. If your booking is approved, the booking deposit fee must be paid in full as soon as possible to secure the booking.

Booking Deposit Fee:

- A booking deposit fee of R500 is payable to secure the use of the clubhouse. Booking deposit fees will be deposited directly into the Oukraal bank account and allocated against the owners of the units bank account as a refundable deposit .
- R400 will be paid back to the resident/owner upon inspection of the clubhouse facility after use.
- The deposit will not be refunded if it is found that the clubhouse is left untidy or if any damages to the property occurred. The owner/resident who made the booking will be held responsible for damages, even if the damages are more than the deposit fee withheld.

Rules:

- Social gatherings at the clubhouse are limited to 30 people.
- All the general house rules applies when making use of the clubhouse facility, this includes house rules relating to noise.
- No sound systems such as disco equipment may be used at gatherings. Music should always be used only for background music.
- **Raphael will only open the Clubhouse for use, upon instruction from the Board of Trustees.**

OUKRAAL APARTMENTS
IMPORTANT TELEPHONE NUMBERS

PLEASE NOTE: *All problems inside your unit (other than structural), are for your own account. So before contacting an electrician/plumber, be sure that you can not solve the problem yourself and/or contact your landlord.*

If you wish to make your apartment accessible to tradesmen, you are welcome to leave your keys at security to be collected. If you have tradesmen servicing your apartment, it is your responsibility to ensure that have arranged to have someone present at your apartment. You may NOT request any member of security to oversee tradesmen servicing your apartment in your absence.

OUKRAAL APARTMENTS
EXTERNAL AESTHETICS OF OUKRAAL APARTMENTS

In order to preserve the external aesthetics of the Oukraal Apartments, no permanent alterations/fixtures on the balconies will be permitted. The Board of Trustees will not approve any requests to permanently enclose a balcony. The Board of Trustees reserves the right to demand that any unapproved alterations/fixtures be removed at the owner's expense.

Security gates for front doors and sliding doors may be installed at the owner's expense provided that the security gates are either black or dark brown in colour. The security gates for the sliding door are to be installed on the side of glass closest to the living room, and security gates installed on the outside of the balcony will need to be removed at the owner's expense.

As stated in the *Oukraal House Rules (Nr.12)*, no washing may be hung over a wall, burglar bar, window and/or balcony. This is both aesthetically displeasing and in contravention of the House Rules. Please make use of a drying rack or use the designated drying yards in the complex. Residents of Oukraal Apartments are legally bound to adhere to House Rules under the Sectional Title Act, and failure to comply with house rules is a serious infringement.

OUKRAAL APARTMENTS**PETS: ANIMALS, REPTILES AND BIRDS**

As stated in the *Oukraal House Rules (Nr.20)*, no pets other than those correctly registered at the time these rules were approved are allowed within the confines of the Body Corporate provided that they abide by the applicable rules. Permission to house a pet may only have been given by the Trustees on approval from the Trustees in writing. Any permission given by the Trustees to house pets may be revoked at any stage by the Trustees at their discretion. The Trustees kindly request that all pets currently housed at Oukraal Apartments without permission from Trustees are to be removed as soon as possible.

OUKRAAL APARTMENTS**COMPLIMENTS / COMPLAINTS BOX (CC Box)**

We have implemented a “compliments/complaints box” (CC Box) at the Main Security Gate. If you are struggling to resolve an issue, we would like to offer you our assistance, please report the following:

1. Structural Defects

We are willing to try and assist owners in resolving any issues with the developers pertaining to structural defects, but ultimately the responsibility remains with the owner. If you require assistance please report structural defects like, water leaks, cracks and other building defects by leaving a complaint form (or a *blue form* issued by Sable Homes) in the “CC Box” detailing the defect/problem. Please ensure that you included your name, contact number and unit number on the form, and we will try to assist you to resolve the matter.

2. Unruly Behavior

Please report behavioral disturbances and pollution (noise/poor waste management) in writing. Please submit all complaints/compliments, in writing, describing the time, date and place of the incident/defiance and leave it at the Main Security Gate.

Current Concerns:

- Noise: Please do not speak loudly and keep your TV/music volume reasonably low so that you do not disturb your neighbours
- Cleanliness: Please do not leave your rubbish in the stairwells
- Pool-/Braai Areas: Please clean after using recreational facilities
- Hygiene Pool Area: Anyone caught or reported to be urinating in the common areas will be prosecuted!
- Parking: Please respect other residents and make use of ONLY your allocated parking space. Failure to do so may result in your wheel being clamped and a fine being issued to the owner.

Issuing of Warnings & Fines

We appeal to all owners/residents to kindly respect that Oukraal Apartments is a residential complex and to please consider your fellow residents at all times. The House Rules are in place to ensure that all owners & residents are able to enjoy making use of all the facilities that the complex has to offer. Failure to abide by the House Rules will result in warnings and/or fines being issued to owners.

Complaints must have the name and unit number of the person lodging the complaint – this information will be kept private when dealing with the persons/units who are not adhering to the House Rules. It will also allow the Board of Trustees to give feedback to the person who lodged a complaint.

OUKRAAL APARTMENTS
CLICK ON SYSTEM

In the interest of improving security of Oukraal Apartments the Click On system is going to be fully implemented on the 1 April 2009 and the security guards will no longer have tags available to let people in. The Click On system is a very good system for controlling access in and out of the complex but it is critical that owners/residents familiarize themselves with how the system operates so as to avoid frustration.



OUKRAAL ACCESS SYSTEM QUICK GUIDE

Oukraal Visitor Panel Number

084 980 0046 Main Gate

Communication with the system is only possible if your phone number is listed on the Estate database

When your visitor arrives at the gate

- Step 1:** Your visitor must furnish the guard with your **Unit number** for effective access to the Estate should your visitor provide alternate information the access process will take longer and cause delays at the gate
- Step 2:** A call will be placed by the guard to your phone announcing your visitor
- Step 3:** Press **9** on your phone to grant access for your visitor, an "access granted" voice will be heard and the gate to your complex will open

If you do not want to grant access to the visitor press **###** on your phone, an "access denied" voice will be heard

Access Granted



Access Denied



When your visitor exits the Estate

Once you have granted access to your visitor by pressing 9 on your phone your personal exit pin number (obtained from the Estate office) will automatically be activated to let your visitor exit for a 48Hr period

Please give your visitor your personal exit pin number which must be typed in on the exit keypad to open the boom.

Should your visitor stay for longer than 48Hrs simply phone the gate number listed above to activate your exit pin for one count, if you have more than 1 visitor that has exceeded the 48Hr period a second call will have to be made to the gate number listed above

When phoning the gate number, ensure that your telephone caller ID is on, the gate number will ring twice and the call will be terminated by the gate unit once the system has identified your telephone number and activated your exit pin

The exit pin number count equals the number of visitors you have granted access for to the Estate

Only telephone numbers listed on the Estate database can activate exit pin codes



Pre-clearance of visitors via sms

This Feature is only available via cell phone

- Step 1:** Ensure that your cellular number is loaded on the Estate database, if it is not listed the sms features of the system will not work for you
- Step 2:** Decide on how many of your visitors you would like to pre-clear for the day
- Step 3:** If you want 3 visitors to have pre-clearance access codes, send the following sms **c 3** to the visitor panel at the number listed above

A maximum of 10 codes can be requested
- Step 4:** You will receive a reply from the visitor panel reading as follows: ACCESS CODE 42587 IS VALID 3 TIMES . CODE EXPIRES 23 JUNE 23:58



Forward this sms to your visitor/s who in turn must furnish the code to the guard at the gate who will grant your visitor/s access to the Estate

Access codes will only work for the number of times they were requested and will automatically expire 24 hours from time of issue

Future Dated Pre Clearance Codes

Should a future dated pre-clearance code be required for your visitors the procedure will be as in step 3 of pre-clearance codes, simply add the date to the code sms

The format is as follows:

c xx yymmdd (note the space before and after xx)

- c**=Code command
- xx**=Number times the code must work
- yy**= Year i.e. 08 (2008)
- mm**=Month i.e. 01 to 12
- dd**=Day

Example:

If you are having a function at your home on the 25th December 2008 and you require 10 codes for the day, send the following sms:

c 10 081225

Future dated codes can be requested up to six months in advance

Future Dated Codes

Future Dated code SMS SMS Reply



We thank you in advance for your assistance and co-operation in these matters, and look forward to building a constructive and positive relationship with all owners/residents of Oukraal Apartments.

Many thanks
The Board of Trustees