

Dear Tenant

Sabreal, as the agent for the owner, welcomes you to **Oukraal**.

Sabreal, is a Property Management Company and is part of the Sable Homes Group of companies.

In order to build a good working relationship between yourself and Sabreal and to ensure that you have a pleasant stay at Oukraal, we would like to bring the following salient details to your attention:

1. In terms of the lease agreement entered into, **rentals are due in full on or before the 1st day of each and every month.**

This payment can be made directly into our Bank account:

Bank:	Standard Bank
Branch:	Braamfontein
Branch Code:	0048 05
Account Number:	202 607 445

1.1.2 Sabreal value your safety and the safety of their employees therefore we do not accept any payment in cash. Payment can be made either by bank deposit, internet or electronic transfers. Please inform us by fax or electronically once payment has been effected so that our accounts department can update their records.

1.1.3 Please ensure that your payment bears the correct reference.

2. Fortune will be available weekdays from 07h30 to 16h00 should you have any rental statement enquiries. Her direct line 011 510-9935 or e-mail
3. All **MAINTENANCE** related queries or day to day running and upkeep of the complex queries are to be reported in writing to Annette Pullen. Her e-mail is annette@sabreal.co.za. Please confirm in writing all telephone.
4. All **EMERGENCY** problems occurring at your unit which includes *inter alia* the following; - no water, no hot water, no electricity, burst pipe, burst geyser and roof leak must be reported to the building manager first.
5. Please note that a dripping tap, barking dogs etc., is not an emergency. If emergency contractors are called out unnecessarily, the charge will be for your account.
6. The complex has an appointed resident Caretaker. Please feel free to talk to them should you be experiencing any problems. It is not responsibility of the caretaker to **report** any of your maintenance problems to the office as this responsibility lies with you as the tenant.
7. Globes inside the unit, batteries for the remote controls and broken front door keys are to be replaced at your own cost.

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8. **All refuse bags must be placed inside the bins provided in the refuse yard and not on the floor.** Refuse is only collected from the designated refuse area, which is situated at the entrance of the complex. It is each tenant's responsibility to take their own refuse to the refuse yard. A fine will be payable should we find that tenants leave their refuse bags outside their units or in the gardens.
9. We have full time gardeners who attend to the individual gardens as well as the common property gardens. Please ensure that it is possible for these gardeners to have access to all garden areas. If gates are locked they will assume that you prefer looking after your own gardens.
10. **NO PETS ALLOWED**
11. There are designated drying areas. Washing hung over railings, gates and walls will be collected by our Care Taker and a penalty fee will be payable for the collection of your washing.
12. The complex does not facilitate postal boxes.
13. A copy of the Conduct Rules will be handed to you on handover of the unit and posted on our website www.sabreal.co.za should you wish to peruse them. Please read the rules carefully as ignorance is no excuse.
14. In case of noise disturbance please contact the **Security Guards** at the entrance of the complex.
15. The complex is fitted with the "ClickOn tag system" which is a secure resident's access control system. Should you have any queries re the system or wish to change and/or update information, please contact Annette Pullen on Annette@sabreal.co.za for more information.

We trust that you stay at Oukraal will be pleasant!

Yours sincerely,

Management
Sabreal (Pty) Ltd

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Sabreal (Pty) Ltd
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