



Somerset Place & Sereno

Estate Procedures

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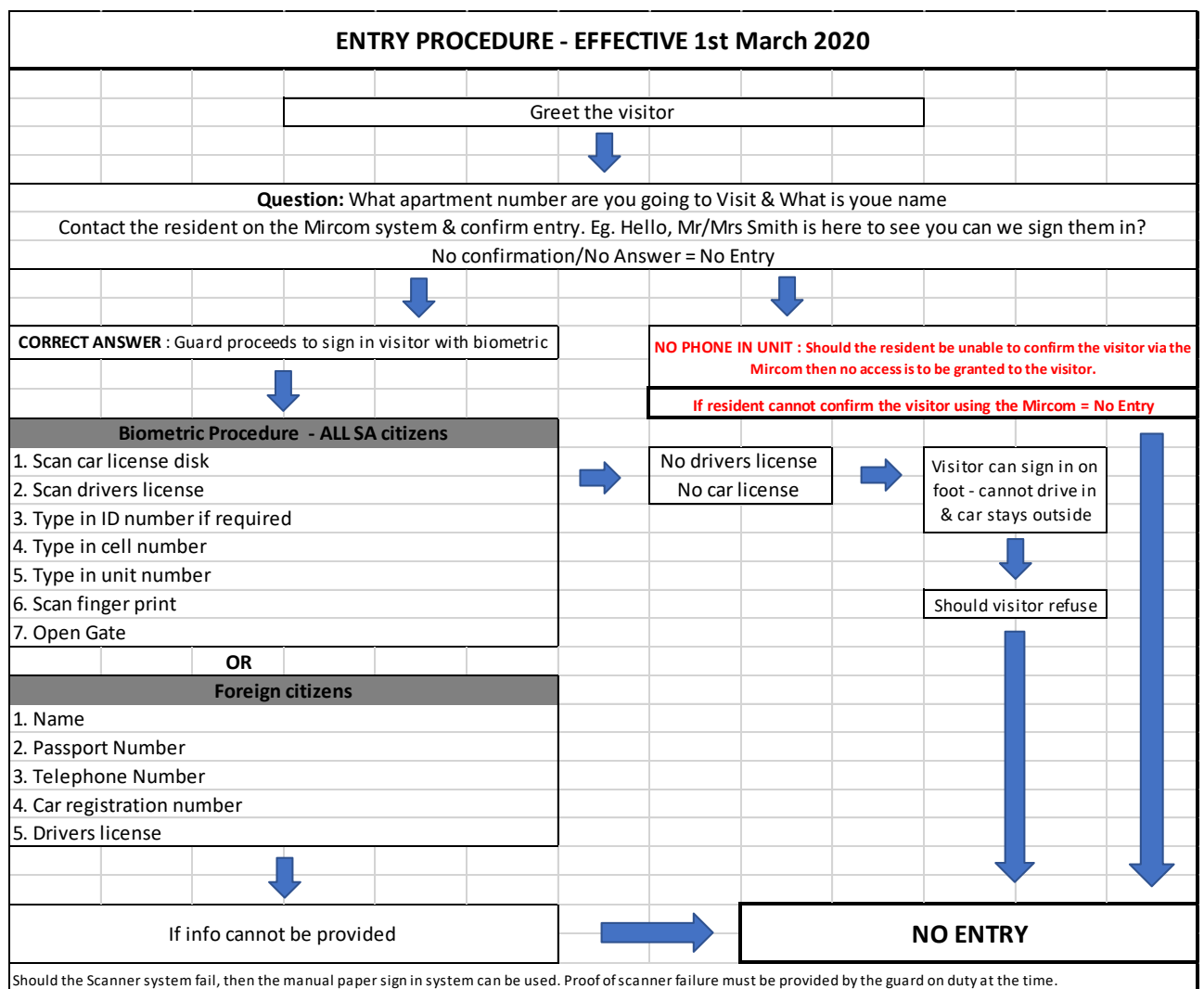
Security

1) Visitors

All visitors MUST be confirmed over the Mircom system. Please note that the estate manager cannot override this procedure unless for emergency services such as Ambulances, The Fire Department and Law Enforcement.

- All pedestrian visitors will be required to provide their barcoded ID document/Drivers license to be scanned before entry.
- All visitors wishing to drive into the estate must hold a valid drivers license and the car license must be up to date.
- Residents are not allowed to open the residents gate for their visitors, should this occur, the visitor's car will be clamped and a unclamping fee of R350.00 will apply.

VISITOR ENTRY PROCEDURE TO BE FOLLOWED



2) Parking

Owners and residents are allowed to park or stand a vehicle on the parking bay allocated to the unit he owns or occupies.

Parking in the incorrect bay shall result in the vehicle being clamped and a R350.00 clamp release fee will need to be paid, in cash, to the guard on duty before the clamp will be removed. Please insist on a receipt.

Should you wish to dispute or request a refund please email all the details to placeonsite@outlook.com or martham@faircape.co.za. This will be passed onto the trustees to deliberate and make a decision.

3) Contractors

All residents and owners are also reminded that the conduct rules only allow for work/ maintenance to be executed between 08:00 and 17:00 on weekdays (Monday – Friday), or at other reasonable times with the prior written consent of the trustees. All contractors and owners also need to submit the completed general maintenance form before any contractor will be granted access.

The general maintenance form can be downloaded using the below link, the completed form with supporting documents must then be emailed to placeonsite@outlook.com.

<https://placeonsite.wixsite.com/somersetplacesereno/facilities-documents>

NOTE: Completed forms and supporting documents must be submitted to management a minimum of 48 hours before the date that access is required and 48 hours before a Weekend or Public Holiday

4) Moving in/out

All agents or owners are required to register all new tenants 7 calendar days before occupation (refer to conduct rule 10. Letting and Occupancy).

Registration link: <https://faircapeleasing.co.za/authorisations-form/>

All new residents must ensure that they make time during estate office hours to arrange for the scanning of their fingerprints within 48 hours of taking occupation.

All residents are reminded that moving/ furniture transportation companies and their staff will only be allowed entry to Somerset Place and Somerset Sereno between the hours of 8:00 am and 18:00.

5) Truck Size

Residents are reminded that the maximum truck size allowed to enter the estate is two and a half (2.5) tons.

NO truck or vehicle is to drive over or stop on any manhole cover inside the estate, the cost of damages repaired will be for the applicable unit.

6) Estate Agents

All estate agents wishing to operate within the estate must be registered and produce Somerset Place/ Somerset Sereno estate agent card on request.

Agents can follow the below link and download the agents' registration document, complete and submit with the necessary supporting documents to placeonsite@outlook.com

<https://placeonsite.wixsite.com/somersetplacesereno/facilities-documents>

Estate agent access cards can be applied for at any time during the year, all estate agent cards are issued in-line with annual EAAB registration expiry dates.

NO agent will be allowed into the estate without being registered with the Estate.

7) Temporary Access

This option is only available for persons needing access to care for the property while the resident is away or on vacation.

A resident wishing to arrange for temporary access can download the temporary access form using the link below, complete and submit with the necessary supporting documents to placeonsite@outlook.com

<https://placeonsite.wixsite.com/somersetplacesereno/facilities-documents>

NOTE: Completed forms and supporting documents must be submitted to management a minimum of 48 hours before the date that access is required and 48 hours before a Weekend or Public Holiday

8) Pools

The pool gates are to be kept locked at all times for the safety of residents and to assist with proper management of the pool area.

Residents wishing to use the pool area will be required to sign the key out at security. The correct process to be followed is indicated below:

1. Sign out key at security
2. To enter - unlock gate to enter and lock gate behind you
3. To exit - unlock gate to exit and lock gate behind you
4. Return to security and sign the key in

When accessing the pool area, the resident that signs the key out is responsible for the key and all persons that they allow access to the pool area and any fines issued for not adhering to the rules shall be issued to the person that signed out the key and allowed access. In addition, future access to the pool area may be restricted for a specified period.

Should the key not be returned/lost the full cost for replacing the lock and all keys will be for the account of the unit that signed for the key.

Only a legal adult will be allowed to sign out the key to the pool area, this under South African law is 18 years age.

Owners and occupiers must comply with the notices or signs erected at the swimming pool.

The trustees may from time to time issue enforceable Directives as to the usage of the swimming pool, including the times during which it may be used.

Pool open hours

- Summer months 9.30am – 9.00pm (September – May)
- Winter months 10.00am – 8.00pm (June – August)

9) Wetland

The wetland gates are to be kept locked at all times and residents wishing to use the wetland will be required to sign the key out at security. The correct process to be followed is indicated below:

1. Sign out key at security
2. To enter - unlock gate to enter and lock gate behind you
3. To exit - unlock gate to exit and lock gate behind you
4. Return to security and sign the key in

When accessing the wetland area, the resident that signs the key out is responsible for the key and all persons that they allow access to the wetland area and any fines issued for not adhering to the rules, shall be issued to the person that signed out the key and allowed access. In addition, future access to the wetland area may be restricted for a specified period.

Should the key not be returned/lost the full cost for replacing the lock and all keys will be for the account of the unit that signed for the key.

Only a legal adult will be allowed to sign out the key to the wetland area, this under South African law is 18 years age.

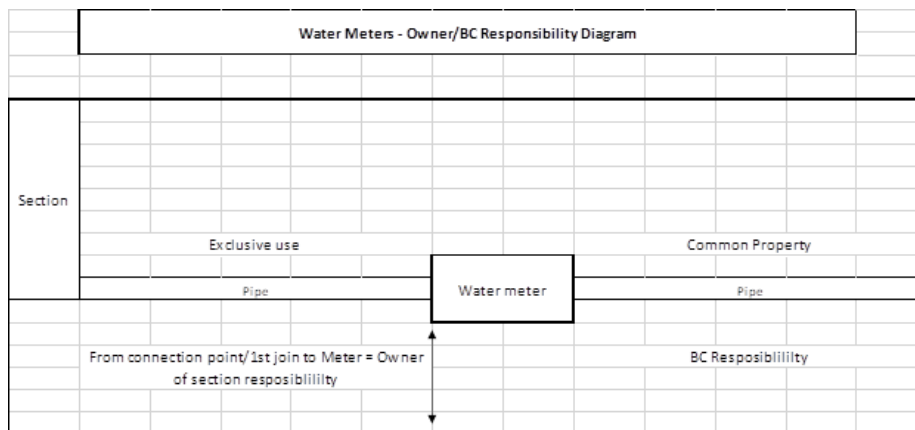
Owners and occupiers must comply with the notices or signs erected at the wetland.

10) Water Meters

Water meters are read by Faircape Utility Management and billed monthly to the owner of the unit/section

All residents and owners are reminded that it is their responsibility to monitor the meter and report any possible leaks on the water meter.

Should there be a leak in the apartment, the key for the water meter can be signed out at security and returned. (Replacement of lost or broken keys will be for the Homeowner of the section's cost)



- Any pipe that carries water from the first connection point on the water meter to the unit is for the exclusive use of the section and is therefore the responsibility of the homeowner to maintain.
- Any pipe that carries water from the main supply up to the water meter is part of the common property and is the responsibility of the BC to repair.

11) Fines

Please note below the types of fines that may be imposed with the cost per incident or per month (as indicated) as determined by the trustees from time to time.

1. Animals, Insects & Reptiles (un-authorized or on the common property - R 800.00 (per 7 days)
2. Refuse Disposal - R 250.00 (per incident)
3. Parking and driving of vehicles - R 350.00 (per incident)
4. Damage, alterations and additions to the common property and structural alterations to sections (per month) - R 2 000.00
5. Appearance from the outside and obstructions to the common property - R 800.00 (per 7 days)
6. Signs and notices - R 800.00 (per 7 days)
7. Littering - R 1000.00 (per incident)
8. Laundry - R 1000.00 (per incident)
9. Storage of flammable material and other dangerous acts - R 2 000.00 (per 7 days)
10. Illegal letting, occupancy and Overcrowding - R 1000.00 (per 7 days)
11. Maintenance, condition of sections and eradication of pests - R 1000.00 (per 7 days)
12. Usage of sections, exclusive use areas, common property and related matters - R 5 000.00 (per month)
13. Noise, disturbance and nuisance – R 1000.00 (per incident)
14. Hooting at the gates – R250.00 (per incident)
15. Security and access control - R 4000.00 (per incident)
16. Gardens - R 800.00 (per 7 days)
17. Interfering with Employees – R 1000.00 (per incident)
18. Damage or interfering with Firefighting equipment - R 5 000.00 (per incident)
19. Failure to have fingerprints scanned withing the allocated time of taking occupation – R1000.00 (per 7 days)

20. Monthly levy arrears admin fee:
 - 20.1. – 60 days in arrears - R 200.00 (per month)
 - 20.2. – 90 days in arrears - R 300.00 (per month)
 - 20.3. – 120 days or longer - R 400.00 (per month)
 - 20.4. Additional Administration cost resending statements - R 250.00

21. Second offence -1.5 x penalty
22. Third and subsequent offence(s) - 2 x penalty
23. Additional Administration cost contravention notice - R 250.00