



# LION PRIDE

## LIFESTYLE ESTATE

**WELCOME TO LION PRIDE LIFESTYLE ESTATE**

THE FIRST OF ITS KIND IN FOURWAYS



### IN YOUR WELCOME PACK

- ✓ MESSAGE FROM THE LION PRIDE TEAM
- ✓ CONDUCT RULES
- ✓ MAINTENANCE INFO SHEET
- ✓ WATER/ELECTRICITY MANUALS



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1



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# WELCOME TO YOUR NEW HOME

Dear Tenant

On behalf of our entire staff, we would like to welcome you to Lion Pride Lifestyle Estate. We hope the move-in process went smoothly and that you will settle into your new home quite nicely. We are honoured that you have chosen to stay with us and look forward to providing you with a memorable experience.

For your convenience, we have attached our housekeeping rules, important maintenance related information as well as important contact numbers.

Here at Lion Pride Lifestyle Estate we pride ourselves with providing excellent service to our tenants which we believe has resulted in tenants paying their rent on time. If you need anything during your stay our staff will be pleased to assist you.

Regards,

Lion Pride Team



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## **CONDUCT RULES MANUAL**

This MANUAL is issued by the Lion Pride Lifestyle Estate (LPLE) to each registered owner. Electronic copies of this handbook may be obtained from the offices of CSI Property Management.

The purchaser undertakes to comply with the contents of this schedule in its entirety.

### **USEFUL CONTACT DETAILS:**

#### **LION PRIDE GUARDHOUSE:**

(Security will deal with emergencies, visitor's access, notification of pending visitors, etc.)

**Tel: 081 864 9786**

**SAPS: Douglasdale Police Station**

**FLYING SQUAD:**

**Tel: 011 699 1333**

**Tel: 10111**

#### **SERVICE FAULTS**

**COUNCIL: Water & Sanitation**

**ESKOM: Electricity**

**Tel: 086 056 2874**

**Tel: 086 005 7566**

## **1. INTRODUCTION**

Welcome to Lion Pride Lifestyle Estate (LPLE) where security, privacy and comfort are of paramount importance.

- 1.1.** The main objective for the development of Lion Pride Lifestyle Estate by the developer, was the provision of a high-quality lifestyle for Residents. The intention of the rules and regulations contained in this Conduct Rules Manual (CRM) is to ensure the continuance of this lifestyle.
- 1.2.** This residential estate is managed by the Lion Pride Lifestyle Estate (LPLE). Purchasers / owners are obligatory members of the Association.  
The functioning and operation of the LPLE is guided and must adhere to all relevant legal requirements.  
The LPLE includes freehold areas and is served by common property consisting of open areas, facilities, roads, and infrastructural services. The development is enclosed by electrified security fences and boundary walls, with one main access point controlled through guarded gates.
- 1.3.** These Rules are binding on all members, residents, and their visitors. Residents are responsible for the conduct of their visitors. Any breach of these rules by a visitor, or resident who is not a member, will be attributed to the relevant member who will be held responsible for such a breach.
- 1.4.** Estate living does however call for certain restraints and owners and occupiers must always consider the rights and privileges of other owners and occupiers.
- 1.5.** The CRM may be updated from time to time and the latest version will be circulated to all owners and loaded on CSI's accounting system, under documents. This shall be construed as binding.
- 1.6.** Particularly in a developing state, rules will need to be added to, amended, or repealed in accordance with the evolving needs of owners and the estate. Therefore, the rules are subject to change from time to time and the Lion Pride Lifestyle Estate shall endeavor to add to, amend or repeal the rules as deemed necessary in order to protect the interests of the HOA, owners and integrity of the estate as a whole.

## **2. CONDUCT RULES**

### **2.1. General**

Conduct rules, for a community development such as ours, provides an acceptable code by which members may live together reasonably and harmoniously and without interfering with other's enjoyment.

The conduct rules have been established in terms of the Memorandum of Incorporation (MOI) of Lion Pride Lifestyle Estate (LPLE) being a Non-Profit Company (NPC). The rules are legally binding upon all Residents of the Estate, as is any decision taken by the Directors in interpreting and applying these rules. Any infringement of these rules may result in the offender being penalised with a fine or such other sanction as may be deemed appropriate by the LPLE.

Penalties will be included in and form part of the monthly levy statement. Failing payment of such penalties, LPLE reserves the right to take further action.

Details of penalties prescribed for various contraventions are contained in an addendum to this Manual.

Should a difference between LPLE and an Owner not be resolved through normal avenues and litigation ensues, the Owner and Directors may agree to have the dispute be adjudicated upon through arbitration.

- 2.1.1.** The imposition of a penalty in terms of the schedule should not be seen as a limit of liability of the perpetrator/s. Costs for any repair or resultant damages could still be the responsibility of the individual/s.
- 2.1.2.** The members are responsible for ensuring that members of their families, visitors, friends, tenants, and their domestic staff, as well as any contractors or subcontractors are made aware of and abide strictly by these rules.
- 2.1.3.** In the event of annoyances, disputes or complaints arising in relation to issues contained in this manual, the involved parties must endeavour / attempt to settle the matter between themselves amicably, exercising understanding, tolerance, and consideration. In instances where problems cannot be resolved, the matter may be referred to the Directors of LPLE for arbitration and settlement.
- 2.1.4.** Incidents of abusive behaviour towards any employees of LPLE and/or its contractors or subcontractors, will not be tolerated and action in the form of prosecution and/or substantial penalties will be instituted after appropriate investigation.
- 2.1.5.** Incidents of vandalism or malicious damage to any property of LPLE's buildings and or facilities and equipment, will be dealt with in the strongest possible manner and criminal charges will be laid with the SAPS.
- 2.1.6.** No Business or Trading is allowed. Therefore, no form of vehicle for business purposes (Taxis, Furniture Removal Trucks, Dump Trucks, Loaders, etc.), or heavy-duty equipment (Bulldozers, Excavators, TLB's, Compactors, Trenchers, etc.), will be allowed to be parked or stored inside resident's freehold properties, in parks, servitudes,

private streets, pavements, curbs, sidewalks, traffic islands and road reserves, owned or used by LPLE, and other amenities and open spaces.

## **2.2. Use of the "Roads"**

The roads are an integral part of LPLE for the benefit of all Residents, visitors, contractors, and others, whether in vehicles, motorcycles, bicycles or on foot, and must be respected and regarded as a vital element of the community environment.

- 2.2.1. **The speed limit inside each village is restricted to 30 km per hour. All road signs must be obeyed.**
- 2.2.2. All traffic circles are to be used in a clockwise direction. No vehicles are permitted to cross-over the traffic circle, drop-off any passengers or cause traffic disruptions.
- 2.2.3. Save for the above, all the provisions of the National Road Traffic Act of 1996 read with the National Road Traffic Regulations of 1999 shall apply, as well as any other Municipal by-laws or Gauteng Province ordinances thereto. This includes where possible the LPLE deem appropriate, whereby the roads within the Estate are treated as public roads.
- 2.2.4. Parents are responsible for ensuring that their children do not play in the roads.
- 2.2.5. Engine-powered vehicles are not allowed to drive anywhere except on the roads. Parks and pavements are expressly off limits.
- 2.2.6. Parking on sidewalks and/or pavements is not allowed, except as a temporary measure for visitors but not on a permanent or regular basis. Should you have a private function at your home, please request the permission of your neighbour if they will allow for the parking on their pavement.
- 2.2.7. The use of motorcycles or any other vehicles with unacceptably noisy exhaust systems in the Estate is prohibited. Excessive revving of vehicles or motorbikes is not permitted. Should a resident or visitor be found of such contravention, they will be penalised accordingly.
- 2.2.8. LPLE reserves the right to prevent vehicles from entering the Estate if they are found, or appear to be, un-roadworthy.
- 2.2.9. The drivers of any engine-powered vehicles must be in possession of a valid driver's license for said vehicle and the said vehicle should be licensed for use on a public road.
- 2.2.10. All users of the roads within the Estate must practice restraint insofar as excessive engine noise, hooting and/or slamming of doors are concerned, particularly between the hours of 22h00 and 06h00.
- 2.2.11. All users of the roads within the Estate must ensure that their vehicles do not obstruct the general flow of traffic at any time.
- 2.2.12. Anyone using a motorized or non-motorized bicycle must always be wearing a helmet.
- 2.2.13. The Estate Management staff is permitted to make use of an electric powered golf cart for the purpose of monitoring and managing the Estate.

## **2.3. Recreation**

All amenities and facilities within the Estate must be used subject to the Conduct Rules and the rules specific to such amenities and facilities that will be applicable from time to time.

Parties must be conducted with minimal noise generation. No music or merrymaking may be heard beyond the boundaries of the applicable property between 22h00 and 08h00. Contravention leading to complaints will be punishable by a fine. Repeat offenders may face legal action and application to remove undesirable residents from the estate premises. Unruly and noisy guests and visitors may be escorted off the Estate and may be refused future access to the Estate.

## **2.4. Good Neighborliness**

Harmonious community living is only achieved when Residents are able to use and enjoy their private property, as well as the public areas of the Estate. General consideration by all Residents for each other will greatly assist in achieving a happy community.

- 2.4.1. The volume of music or electronic instruments, partying and the activities of domestic staff should be tuned to a level which will not cause a disturbance to neighbors.

- 2.4.2. Mechanical equipment, maintenance, the use of power saws, lawn mowers and the like, should only take place during the following hours:  
Monday to Friday                07h00 to 18h00  
Saturday                            07h00 to 15h00  
No work will be permitted on Sundays and Public Holidays.
- 2.4.2.1. Alternative power supplies/ generators may only be installed after prior consultation with your neighbours and must be discreetly sited and generators must be enclosed in a sound dampening enclosure.
- 2.4.2.2. Generator sound levels must be between 70 and 75 decibels at 7 meters. Use of generators should only take place between 05h30 and 22h00.
- 2.4.3. Laundry may only be hung on washing lines that are well screened from the roads. No laundry, carpets, bedding, etc. may be hung over any boundary walls.
- 2.4.4. No advertisements or publicity material of any nature may be exhibited or distributed without the prior written consent of LPLE under special circumstances.
- 2.4.5. Door-to-door canvassing is not permitted. No advertisements by way of leaflets, pamphlets, etc. may be distributed at the gatehouses or within the Estate unless on official LPLE letterheads for Estate functions, notices, etc.
- 2.4.6. Owners may not, under any circumstances, enter the property of another Owner without the permission of the other Owner nor can they allow their contractors and/or staff members to enter another Owner's property without prior permission being obtained.
- 2.4.7. The setting off of fireworks of any kind is strictly prohibited at any time. A penalty will be imposed upon anyone transgressing this rule.
- 2.4.8. The use of firearms is strictly prohibited within the Estate except in emergencies. Any illegal, unauthorized, or unnecessary use of firearms within the Estate will be met with fines and criminal charges.
- 2.4.9. No private boreholes will be allowed.
- 2.5. Garden landscaping**  
Private gardening is encouraged and all efforts to beautify our Estate for the benefit of everyone are fostered. A preferred Trees and Plants List (Section 10 – Annexure B) is provided.
- 2.6. Tenants, Visitors and Employees**  
In the final analysis, the responsibility to enforce the rules contained in this Community Participation Manual rests with the Owner(s).
- 2.6.1. Should any Owner let their property they shall, in writing, inform LPLE of the name/s, contact number/s, e-mail address/es and vehicle registration number/s of the lessee. The Owner is obliged to inform the lessee of the Estate rules and regulations and bind the lessee to conform therewith. The owner will be held personally responsible for the conduct of their tenants.
- 2.6.2. Occupiers of any property within the Estate are responsible for the conduct of their staff, visitors, contractors, and employees, and must ensure that all such persons obey the Estate rules. If these persons fail to adhere thereto, LPLE reserves the right to deny the transgressors future entry, and levy penalties on the Owners of the said property.
- 2.7. Animals and Pets**  
Let your pet not be a bone of contention between you, your neighbours and other Owners, Residents, or visitors.
- 2.7.1. The local by-laws relating to pets/animals apply, so please ensure that you are aware of the regulations.
- 2.7.2. No household may keep more than two animals or pets on the property, unless written approval from the LPLE is obtained, which approval shall not be unreasonably withheld.
- 2.7.3. Every pet must have and wear a collar with a tag indicating contact details of the Owner. Stray pets found on the Estate with or without identification tags may be impounded and handed over to the local SPCA. The Owner will be responsible for the collection and payment of any costs incurred.
- 2.7.4. No live poultry, pigeons, livestock, or similar animals may be kept on the Estate, at any time. Wild animals and reptiles may not be brought into the Estate, nor may Owners or tenants establish or maintain aviaries, catteries, or kennel facilities for business purposes.



- 2.7.5. No pet is allowed in common areas without a leash in all. Owners of pets must ensure that cyclists, walkers, joggers, pedestrians as well as other pets are not attacked, traumatized, or harassed and that no nuisance or disturbance is caused to neighbours or fellow Residents at any time of the day or night.
- 2.7.6. **Should any excrement be deposited in a public area or on the pavement of other Owners, the immediate removal thereof shall be the responsibility of the Owner/walker of the pet.**
- 2.7.7. Contravention of Municipal Dog By-laws: Subject to provisions to the contrary in any by-laws, no person shall bring or allow in any public place any dog that:
- is wild, dangerous, or ferocious, or
  - is in the habit of charging at or chasing people, vehicles, animals, fowls, or birds outside the premises where the dogs are kept.
- 2.7.8. **No person shall, without reasonable cause:**
- Set a dog on any person, animal, or bird, or
  - Permit any dog under his supervision or in his custody to attack or terrify any person, animal, or bird.
  - In the event that a dog has attacked another person or dog, LPLE reserves the right to insist that the dog be removed from the Estate.
- 2.7.9. **No person shall keep a dog that:**
- Creates a disturbance or nuisance, or
  - Suffers from a contagious disease.
- 2.7.10. Where necessary suitable fencing or other restraining measures approved by the Directors and LPLE must be installed to contain pets.
- 2.7.11. In the event that a dog causes an unreasonable disturbance to another Resident/s the course of action is to bring the complaint to the attention of the Owner of the dog/s. If the problem is not resolved, Residents reserve the right to report the disturbance to the municipal authorities and/or the SAPS.  
LPLE and/or its contracted security personnel will not under any circumstances intervene in a dog barking issue, where the issue has not first been dealt with directly between the complainant and the dog Owner.
- 2.7.12. At all times, and particularly at night, pets must not create a disturbance or a nuisance, and should not be left unattended.
- 2.8. Security**
- Security is of paramount importance in our lives whether it be for us personally or for our possessions, hence LPLE goes to great lengths to ensure maximum possible protection on the Estate. Every time security protocol is not followed, and regulations are broken, it makes it easier for criminals and others to do the same. The LPLE Security Committee, on behalf of all the members, enters into a contract with a single security company. Electronically encoded GSM access control CLIP (caller line identification program from a cellular telephone number) will allow controlled movement of resident members through the gates / booms.
- 2.8.1. Security personnel have a difficult and unenviable task. Everyone's support and co-operation are expected. Rather than being obstructed in their prescribed duties or abused, Residents should display a positive and supportive attitude towards the security staff whose loyalty and attitude toward the people they are employed to protect will in turn be enhanced.
- 2.8.2. The Gatehouses are manned 24 hours per day and the Estate is constantly patrolled by security guards.
- Access rights for Owners/Residents and their employees must be obtained from the Directors. An application form must be completed, and access rights will be granted on payment of the relevant fee. Strict control over access rights must be maintained to prevent misuse and under no circumstances should access rights be granted to casual visitors, or contractors or sub-contractors.
- 2.8.3. Every Owner/Resident must request visitors to adhere to the security protocols and treat security personnel in a co-operative and courteous manner.
- 2.8.4. Residents will be held responsible for all contractors / sub-contractors working on their site as well as for gardeners, domestics, and visitors. Contractors / sub-contractors working outside stipulated working hours will be removed from the Estate by security and a penalty will be imposed on the Resident unless the Contractors / sub-contractor is responding to an emergency at your property and LPLE or security has been notified. Gardeners, domestics, or visitors failing to comply with security regulations will either be denied access or, if already within the Estate, will be removed by security.
- 2.8.5. All or any attempted burglaries, any boundary wall or fence climbing, or any suspicious incidences, must be reported immediately to the LPLE and Security.

- 2.8.6. Residents should not employ any staff, contractors or sub-contractors who have uncertified ID's, passports, or invalid work permits. This could lead to risk of untraceable individuals should an incident occur at an owners' residence.
- 2.8.7. A form of identification for all visitors is always required.
- 2.8.8. Every property must have the correct house number displayed to be visible from the road by day and night. This is a strict requirement by the Metropolitan Local Council who can and will enforce the same. Also, it facilitates the speed with which security reaction staff and emergency services respond to alarm calls and emergencies. Stand numbers can be displayed simultaneously.
- 2.8.9. The biometrics of all contractors, sub-contractors, workers, domestic workers, gardeners, and the like must be registered at the Estate Managers' office before they may enter the estate for work. When a worker, domestic worker or gardener is discharged, the owner must immediately inform the Estate Manager's office to allow cancellation of their access.
- 2.8.10. All contractors' laborers must climb out of, or off a vehicle and enter through the pedestrian gate in accordance with the designated security provisions in force at the times of entry. The same rule will apply to residents' workers, domestic workers, and gardeners.
- 2.8.11. Casual workers may not be collected from outside the Estate and transported in by Residents without having gone through the applicable security protocol. In the event this happens, security personnel have the right to deny entry to such workers or have them removed from the Estate and a penalty may be imposed on the Resident.
- 2.8.12. LPLE and its appointed security reserves the right to conduct searches on any vehicle entering or exiting the Estate.
- 2.8.13. The guardhouse has a panic alarm receiver for houses provided with a panic button. Residents are reminded to ensure these are always operational by conducting tests, in consultation with security.
- 2.8.14. Any resident that is going to host a function in their house, should inform the Estate Manager at least 72 hours before the event.
- 2.8.15. Municipal bylaws should be followed for any event that will require road closure.
- 2.8.16. Access and egress:
  - a. The resident will gain access and egress via a biometric or QR scanning system (the biometrics and cell number of the resident must be programmed by the Estate Manager).
  - b. Once the resident passes through the automated gate, the gate will automatically close.
  - c. The gate will be automated by means of a Centurion D10 industrial operator, and safety beams will be fitted to the gates.
  - d. Visitors entry and exit:
    - The visitor will receive an access code from the resident with his/her cell phone which will grant access to the visitor and activate the entrance gate automation.
    - When the visitor exits the estate, the same access code will be used as with entry. The code can only be used once and will stay active for a period of 24 hours only after which the code will expire, and a new code needs to be generated.
    - The procedure for deliveries, emergency vehicles, council officials and emergency maintenance work, will be identical to the procedure for visitors. Official documentation will be required by the security personnel.

It must be remembered that there are many persons, other than residents who, of necessity, must be on the Estate premises - gardening workers, building contractors' staff, delivery people, repair service men and others. It is therefore obvious that security consciousness should always still be maintained. Security is a shared responsibility. Security starts at home.

This is **YOUR** Estate. If you wish security to be maintained at the highest level possible, the co- operation of every resident is absolutely essential, via strict individual compliance with requirements and sensible awareness at all times. Members must immediately report any seen or perceived suspicious or unlawful activity in the estate to Security.

- 2.8.17. Casual workers are not encouraged to be employed in the Estate, but should they occasionally be required, they must be recorded in and out at Security, given an ID card, and escorted by the owner to and from the entrance gate.

- 2.8.18. Workers, domestic worker, and casual worker are not permitted to loiter around in the Estate. When owners are away from their homes for longer than 48 hours, as an added precaution, they should notify security of the departure and return dates so that their property may be put under surveillance.
- 2.8.19. No resident will be allowed to have a "night watchman" on the premises before, during or after building has been completed. A resident may make use of an accredited security company, as approved by the LPLE to post a security officer on the premises at the owner's expense.
- 2.8.20. If a Resident has given or sold an item to anyone, the person transporting this item out of the Estate must be in possession of a letter or appropriate form signed by the Resident permitting such.
- 2.8.21. A tenant who is moving out must be in possession of a letter or appropriate form signed by the owner and LPLE.

## **2.9. Garden Maintenance**

The Estate is laid out to a thoughtfully planned and horticultural designed theme. All gardens on common areas, open spaces, around gatehouses, islands in the roadways and at community facilities, are maintained by the gardening contractor at a cost, which is included in the levy.

A contractor appointed by the LPLE may carry out maintenance of residential gardens throughout the Estate. The costs, however, will be for the resident or owner's account.

Estate Management meets every day with the contractor's representative and any issues or complaints regarding the garden maintenance service should be put in writing and e-mailed to the Estate Manager. This way problems are noted and communicated for action and resolution.

It should be noted that trees and shrubs etc., on common property may not be cut down or removed without permission from the LPLE.

## **2.10. Selling / Leasing of Property**

The LPLE requires certain procedures to be followed by Estate Agents who operate within the Estate. In order to ensure that the rules that are applicable to LPLE, and which regulate ownership and occupation of the Estate are made known to residents, the following procedures relating to the selling or leasing of property shall apply:

- 2.10.1. Should an Owner want to sell or lease his property, only a Registered Estate Agent may be selected to manage the sale or lease unless the Owner wishes to conduct a private sale/lease.
- 2.10.2. The Registered Agent/Owner must ensure that the buyer/tenant is informed about and receives a copy of the Conduct Rules Manual and other administrative regulations applicable at the time.
- 2.10.3. A clearance certificate must be obtained from LPLE at a cost which will be advised by LPLE on application and will be determined from time to time.
- 2.10.4. Any approval in terms of the rules granted to the seller (in the case of a re-sale) or lessor, prior to the time of sale or lease must be communicated to the buyer or lessee at the time of purchase or lease. Failing this, the buyer or lessee will have recourse against the seller or lessor and not against LPLE.
- 2.10.5. The seller or lessor of a property in the Estate shall ensure that the sale/lease agreements contain the following clauses:

### **2.10.5.1. Homeowners' Association Membership**

The purchaser acknowledges that he/she will automatically, upon registration of the property into his/her name, to become a Member of the Lion Pride Lifestyle Estate and will be bound by the Memorandum of Incorporation and Conduct Rules of the Lion Pride Lifestyle Estate.

The seller must personally ensure that the buyer is informed about and receives a copy of the Conduct Rule Manual and any other administrative regulations applicable at the time.

### **2.10.5.2. Lease**

The Lessee acknowledges that, upon occupation of a premises within the Estate, he/she and his/her family, his/her visitors and domestic staff shall be bound by and adhere to the Memorandum of Incorporation and Conduct Rules of the Lion Pride Lifestyle Estate.

The Lessor must personally ensure that the Lessee receives a copy of the Conduct Rule Manual, and any other administrative regulations applicable at the time and binds his/her Lessee to the rules and regulations in the lease.

- 2.10.6. All Title Deeds of properties situated in all LPLE extensions, must include a clause to the effect that every person owning a property is a member of the Lion Pride Lifestyle Estate, a Company registered as a Non-Profit Company (NPC). In addition, the Title Deeds must state that no property shall be transferred unless the letters of transfer include a clearance certificate from the LPLE.

2.10.7. The clearance certificate is issued by the LPLE at a cost, which may change from time to time. This clearance certificate refers to three items, namely:

2.10.7.1. That the provisions of the Memorandum of Association have been complied with; and

2.10.7.2. That the purchaser has bound him/herself to become a member; and

2.10.7.3. The seller has no outstanding matters with the LPLE.

2.10.8. Accordingly, the Board has laid down certain rules and procedures to ensure that the relevant clearance certificate can be issued. These procedures are:

2.10.8.1. The proposed purchaser of a unit is required to sign a document confirming that:

2.10.8.1.1. He/she is aware that he/she, in purchasing in Lion Pride Lifestyle Estate, becomes a member of the LPLE and is bound by the Memorandum of Incorporation and Conduct Rules of the LPLE and will be liable for the payment of any monies levied by the LPLE as agreed at periodic general meetings;

2.10.8.1.2. He/she is in receipt of the LPLE's Conduct Rules Manual and agrees to abide by them.  
This document is to be handed to the transferring attorney for onward transmission to LPLE.

2.10.8.2. The transferring attorneys must be advised to contact the LPLE's Directors during normal office hours in order to obtain the clearance certificate required.

2.10.8.3. Upon receipt of the financial consideration (cash or bank guaranteed cheque) and the Purchaser's certificate, a Clearance Certificate is to be sent to the transferring attorneys.

2.10.8.4. Please note that all monies due to the LPLE for clearance certificate purposes are payable by the Seller. The transferring attorney must advise the LPLE at the time that transfer takes place. LPLE is not able to do the final accounting to the Seller on a property until that notification is received.

2.10.8.5. **We must emphasize the importance of the timely adherence to the above clearance certificate procedure, as nonadherence could lead to delays in the transfer process.**

2.10.9. In cases where a property is registered in a Close Corporation being sold, the Agent must advise the Purchaser to confirm with the LPLE Directors that the levy account is up to date with no outstanding debt. The Estate Agent must ensure that the members of the Close Corporation are in possession of the Conduct Rules Manual incorporating the Memorandum of Incorporation of the Association. In accordance with the MOI and the Conduct Rules, an owner must obtain consent to sell or lease a unit or a portion of a unit. This is to ensure that all dues and requirements to the Association have been met and are in order. In addition, lessees are required to be bound by the provisions of the MOI and Conduct Rules. Sections of the MOI covering this subject should be consulted for details.

2.10.10. Estate agents may only advertise in and around the Estate if approved by LPLE (Applicable to resale only).

2.10.11. Under no circumstances may tenants sublease a property.

## **2.11. Estate Agents Registration Procedure**

A document is obtainable from the Estate Manager's office. It is available to all Estate Agents wishing to operate within the Lion Pride Lifestyle Estate.

2.11.1. It is imperative that the Agencies that are registered and operate in the Lion Pride Lifestyle Estate are informed and aware of all the procedures, rules and regulations pertaining to LPLE in order to inform prospective buyers what LPLE has to offer and to ensure that they are aware of the implications of purchasing in LPLE.

2.11.2. Agents must complete and sign an Estate Agent Registration Agreement after discussion with the Estate Manager and return it to Estate Management Office. All enquiries can be made to the Estate Manager.

2.11.3. All Estate Agents wishing to place a house on show must inform the LPLE and all the information pertaining to the show house must reach the LPLE seven days before the show date.

## **2.12. Queries /Suggestions / Complaints**

Members should always feel free, through the Estate Manager's office, to make suggestions or raise any queries regarding anything to do with the Estate. The office is always willing to assist with reasonable inquiries. Requests will be dealt with as expeditiously as possible or, where necessary, referred to higher authority. In the first instance, all complaints should be directed **IN WRITING** to the Estate Manager (Refer to "**USEFUL CONTACT DETAILS**"), where after appropriate action will be taken, or the issue suitably explained. In circumstances regarding perceived fears or insecurities, an interview may be requested with the Estate Manager. Your Board

encourages the bringing out into the open of any problems rather than members seeking private opinion or advice from possibly uninformed residents.

**2.13. Disclaimer of Responsibility**

In accordance with the MOI, the Association shall not be held liable for any injury to any person or damage to or loss of any property of whatever nature or cause, occurring in the Estate. Members shall not have any claim or right of action against the LPLE for damages, loss or otherwise, nor be entitled to withhold or defer payment of any amount due to the LPLE. Members indemnify the Association against all claims in line with the above.

**2.14. Use of Parks and Recreational Areas**

2.14.1. All Owners and their visitors should leave parks as clean as, or cleaner than they found them.

2.14.2. No plants, shrubs or trees may be removed, and the killing or trapping of birds and other animals is not permitted.

2.14.3. Playground equipment where provided is to be treated respectfully and confined to children under the age of 12 years. Notices regarding this as well as park rules and regulations are prominently displayed.

**2.14.4. Under no circumstances may engine-driven vehicles of any kind be used in the parks and recreational areas, nor may they be parked there at all.**

2.14.5. Behaviour in common areas (such as parks, recreational areas, etc.) that is deemed to be unacceptable to others (unruly behaviour, offensive language, excessively loud music or the illegal and/or excessive consumption of alcohol) is strongly prohibited and will be dealt with accordingly, penalties and fines may apply.

**2.15. Environmental and Aesthetic Appearances**

The collective pride we have in our Estate depends to a considerable extent on the contribution made by every Owner in creating and maintaining a pleasing appearance of their own property and thereby to the Estate as a whole.

2.15.1. Every Owner has a responsibility to the community to maintain their property, including the provision and maintenance of landscaping in a state that is acceptable to the LPLE. Ponding of water must be always avoided.

2.15.2. Garden landscaping must be completed within 30 days of issue of the Local Council's Occupational Certificate as per an approved landscape drawing.

2.15.3. The planting of indigenous trees and shrubs is encouraged where possible. No owner shall be permitted to grow noxious vegetation or weeds on his property or on the sidewalk.

2.15.4. In addition to the requirements in 2.15.1 above, every Owner/occupant has a responsibility to maintain in good state the pavement area (sidewalk) between the road curb and the boundary of their property which includes watering of any lawn, trees, plants, and shrubs.

2.15.5. Planting by Owners on the pavement area (sidewalk) should not interfere with pedestrian passers-by or obscure the vision of motorists.

2.15.6. Building material, rubble, or any other refuse, must under no circumstances be dumped on pavement areas (sidewalks), vacant stands, or public areas.

2.15.7. When trees are to be planted on a sidewalk, the owner is to liaise with the Estate Manager regarding the possible position of sewer and water main lines.

2.15.8. Only approved types of trees and large shrubs may be planted on sidewalks, to prevent future damage caused by aggressive root systems (See Section 10 – Annexure B). LPLE urges Owners to plant only indigenous flora in their gardens and pavement areas, and that declared noxious flora are not planted. Same applies to seasonal trees.

2.15.9. No shrubs, trees, flowers, or plants may be planted on or removed from sidewalks without prior written approval by the LPLE.

2.15.10. The use of hedgerows along walls or fences is recommended. The sidewalk or road- reserve bordering the stand must be grassed.

2.15.11. Children's play areas, "Jungle gyms" etc. must be adequately screened from streets, preferably with planting.

- 2.15.12. Outdoor entertainment areas and patios must complement and form part of the aesthetic design of the main building. No lapas (thatched or otherwise) will be allowed.
- 2.15.13. The Owner shall apply for approval from the Aesthetics Committee when any external element of the registered property be repainted, replaced, or changed in any way.
- 2.15.14. Owners and their visitors are required to leave any public area they may visit, clean and tidy. Litter must be picked up and disposed of in the waste bins provided.
- 2.15.15. Flora may not be damaged or removed from any public area.
- 2.15.16. It must be clearly noted that the use of open space areas, parks, playground equipment and other Estate facilities is made entirely at the Owners', Residents', visitors', or others' own risk, with LPLE disclaiming any responsibility.
- 2.15.17. Residents are urged to report any incident of builders or others littering or dumping rubbish/rubble where not permitted or on vacant stands to the Estate Manager.
- 2.15.18. Tool sheds, equipment, engines, and vehicle parts should be sited out of view and screened from neighbouring properties. No galvanized iron structures (shacks) are permitted.
- 2.15.19. Any Owner who wishes to erect a Wendy House should follow Municipal bylaws in consultation with the LPLE. No Wendy House may be used for any form of sleeping quarters.
- 2.15.20. All building activity is governed by the Builders Code of Conduct.
- 2.15.21. No building or other structure may be erected on a stand unless plans for such building or other structure have been approved in writing by the Municipality.
- 2.15.22. No burning of tires or any form of refuse are permitted within the Estate.
- 2.15.23. Common Property – means but not limited to the entrance, landscape areas, private streets, streetlights, pavements, curbs, driveways leading from erven boundaries to the edge of the street, sidewalks, traffic islands and road reserve, any security houses owned or used by the LPLE, and other amenities and open spaces situated on the Property, excluding privately owned erven are maintained by the LPLE and the cost is part of everyone's levy.
- 2.15.24. Full Title Houses - The maintenance of a full title house internally and externally including all railings, fencing and roof is the responsibility of the owner and is therefore not considered in the levy. Owners are required to maintain the exteriors of their houses to the high standard expected in the Estate. In the case of default, the LPLE at its discretion may order a contractor to carry out suitable maintenance and charge the owner accordingly.
- 2.15.25. Windows, balconies & patios - Privacy is a major concern and a common point of conflict. Balconies, windows, and patios facing streets, North, or between 12.5° East or West from North is allowed. Any other orientation may not infringe or overlook the private space of neighbours:
- Windows overlooking the private space of a neighbouring property must be obscured and restricted in their opening.
  - Balconies and patios overlooking the private space of a neighbouring property must be sufficiently and permanently screened off.
- 2.16. Household / Appliance Repairs**  
General repair of appliances, as well as plumbing and electrical installations in and around the full title property, is the responsibility of the owner. In an effort to assist members, the office keeps a list of repair firms and contractors, without obligation or guarantee from the Association.
- 2.17. Mail**  
No street mail deliveries are done. It is essential that a Postal box address is obtained.
- 2.18. Subdivision and consolidation of stands**  
The LPLE will not allow subdivision of erven. Consolidated erven shall pay levies on the original number of erven but can never sub-divide again.
- 2.18.1. LPLE has the right to impose penalties on transgressors where any of the rules and regulations contained in the Conduct Rules Manual are broken in relation to:
- Such penalties will be included in and form part of the monthly levy statement. Failing payment of such penalties, LPLE reserves the right to take further action.

- Details of penalties prescribed for various contraventions are contained in Section 11 (Annexure C) to this Manual.
- Should a difference between LPLE and an Owner not be resolved through normal avenues and litigation ensues, the Owner and Directors consent to the matter being arbitrated or to the jurisdiction of the Magistrate's Court.
- The imposition of a penalty in terms of the schedule should not be seen as a limit of liability of the perpetrator/s. Costs for any repair or resultant damages could still be the responsibility of the individual/s.

### 2.19. **Your Association / Legal Entity / Management of the LPLE**

It is **YOUR** Association - the Association is managed by its members.

**YOU**, as an owner, together with other owners and the developer, comprise the only membership of the Management Association. At the end of the day, therefore, the Management Association will do what **YOU** require, provided the majority of owners agree in principle and all agree to pay if monies are due.

The members of staff of your Association are dedicated to their jobs in serving **YOU**. They are **YOUR** employees, and they require your friendly cooperation in order to succeed. Your respect for them at all times will always be in the best interests of the Estate as a whole.

Please bear in mind that:

The **DEVELOPER** determines designs, develops, sets, and controls the theme and sells the Estate.

The Management Agent (CSI Property Management): controls, manages, and administers the day-to-day running of the Residential Estate and maintains it for the future. Manages, administratively and financially the landscaped areas and amenities.

The LPLE is an association comprised of all the purchasers / homeowners and the developer and is responsible for the management of the Estate to the benefit of all. It is a legally registered Association without share capital, a Section 21 COMPANY not for gain. It therefore does not pay dividends and does not distribute assets to its members.

Its registered Memorandum of Incorporation (MOI), its "constitution", legally binds the Association and its operation, which lays down all definitions, procedures and regulations and is governed by the Companies Act 71 of 2008; The full Memorandum of Association is available from the Estate Manager's Office.

Being a registered company, the Directors of the Board are elected by the members at the Annual General Meeting (AGM).

The mandate of the Association, through the Board, is to control, manage and administer the Estate and to maintain the common property. In fulfilling of this duty, the Board may:

- Hire, contract or assign officials or firms to carry out services;
- Raise funds, to accomplish their duties, by way of levies;
- Appoint individuals or committees as required for advice and assistance;
- Make rules to regulate the conduct of members to the benefit of all and impose financial penalties for noncompliance.

The Board's aim is to establish, nurture and maintain a culture of a cooperative, happy and unique lifestyle on the Estate, all the while properly and efficiently running the day-to-day functions and maintaining and improving the value of the property as a whole.

To support these objectives, the Board appoints committees, normally with residents as members, to decide on matters regarding the running of the Estate and to receive and recommend on suggestions, requests or any potential or perceived problems.

The Board, as such, sets the policy, and it appoints staff to carry out that policy and to physically perform the day-to-day running of the Estate.

The Board receives no reward, money, or remuneration for their efforts.

### 2.20. **Membership**

With the purchase of an erf (a stand or a house), the owner automatically gains membership of the Association, which confers to one vote per erf.

Multiple ownership (joint ownership, trust, close corporations, companies, etc.) are required to nominate only one party as 'the member'. Owners may not resign their membership.

An owner of multiple properties is entitled to one vote per erf.

### **3. ADMINISTRATION AND LEVIES**

#### **3.1. The Budget**

The Funds required to run and operate the complete Estate are estimated in advance for each year. The budget consists of all items of expenditure likely to be incurred in the control, management, administration, use and enjoyment of the Estate (in general) and in particular of its common property, estimated income for the year is deducted from the overall expenditure, resulting in a net budget. The monthly levy is charged from date of transfer of ownership, payable to:

Lion Pride Lifestyle Estate

#### **3.2. Payment of Levies**

3.2.1. Levies become due and payable upon registration and are invoiced in twelve monthly instalments and **PAYMENT IS DUE IN ADVANCE** by the 1st of the month as stipulated in the MOI. With prior arrangement, the Board does however allow a period of grace for the receipt of full payment until the 7th of the month. All levy monies are required timeous in order to meet obligations, the late receipt of payments is detrimental to the financial interests of the Association's members / the purchasers / you.

3.2.2. Levies that are not paid promptly as per the required date, will bear interest, the resident will not be entitled to be presented or to vote on any question, either personal or by proxy, at any general meeting and access control to the resident will be limited, until such levies have been paid up and a written confirmation is provided by the LPLE.

3.2.3. When owners are going away, they should arrange for the advance payment of levies to meet the due dates. Full details of requirements for payments of levies are covered under the CONDUCT RULES.

3.2.4. A further penalty, as determined from time to time, will be imposed on any accounts unpaid after 60 days.

3.2.5. No construction may take place or continue unless levies are up to date.

3.2.6. Levy statements are e-mailed by the managing agent to Residents on a monthly basis.

3.2.7. LPLE reserves the right to take legal action on any overdue accounts. Legal action may be taken on all accounts in arrears over 30 days and thereafter further action as determined from time to time.

3.2.8. Should LPLE hand over any arrear levies for collection, the Owner shall pay fees on the attorney-and-own-client fees scale, including collection commission and all expenses incurred.

3.2.9. Refund of building deposits will only be offset against outstanding levies where the site / property has been inspected by the Estate Manager. LPLE will hand over outstanding levies to their attorneys for collection regardless of whether or not a building deposit is held.

3.2.10. Clearance certificates, issued by LPLE, will not be issued in order to affect a transfer until such time as the seller's levies are fully paid up. Purchasers of homes/properties in Close Corporations should exercise caution in taking transfer of member's interests as any arrear levies will become the responsibility of the new member(s) and the mentioned rules and regulations will then apply to the new Owner(s).

3.2.11. LPLE reserves the right to publish the name and stand numbers of Owners who have defaulted on their levies.

3.2.12. While all steps are taken by LPLE to ensure contact and personal details are correct in order to ensure that bills of account reach their correct destination, the onus is on Owners to ensure that their details and/or any changes are correct and updated with the Director's.

3.2.13. Should a Resident encounter a problem or fault with water/electrical supply/building defects, these issues are to be reported directly to the correct Municipal offices/developer/building regulator and not to LPLE.

3.2.14. Non-payment of the invoiced levy amount and any deductions thereof, may not, under any circumstance, be made by members to offset so-called or perceived partial or non-provision of services.

3.2.15. It is **COMPULSORY THAT LEVIES ARE PAID BY DEBIT ORDER**. This can readily be arranged via the Association's office and members are assured that the amount of the order is fully under the control of the Association and not the Banks. The electronic debit order system makes everything straightforward and so much simpler for you (the payer) and for the Association's bookkeeping service.

#### **3.3. Reserves**

In all residential community developments, there is the on-going requirement for maintenance and renewal, as it becomes necessary, of common property (security fence, access control, etc.) and of general utilities (roads, storm water drainage, etc.).



In freehold areas, this is the responsibility of the individual owner and to his direct cost.

The Reserve Fund is included in the levy to cover these future planned maintenance items and renewals, whereby a reasonable (small) amount is collected each year towards meeting expected (large) expenditure in the future. This is all based on a planned schedule covering up to ten years or more.

#### **4. LOCAL AUTHORITIES, SERVICES / FACILITIES**

##### **4.1. The City of Johannesburg Metropolitan Municipality**

The City of Johannesburg Metropolitan Municipality is responsible for the provision of infrastructure such as water, streetlights and the reticulation and disposal of sewerage and refuse. As an owner in the Estate, you contract and pay the local municipality directly for your rates and taxes, consumption of water and refuse removal.

##### **4.2. General**

Utility services are provided in good faith and in the belief that they will be adequate. Every effort is made by the different authorities and departments to provide their services on a continuous non-stop basis.

However, as with any house in any suburb of any town in the country, no guarantee can be given that all services operate fully throughout every 24 hours' year in and year out. Outages do occur and such temporary inconveniences do not empower members to reduce required payments to the local authority, nor to reduce levies to the Association.

##### **4.3. Water and Sewer**

Water and sewer leaks should be reported directly to the City of Johannesburg Metropolitan Municipality.

##### **4.4. Refuse**

Each household will be provided a standard rubbish bin and must be placed in a suitable position not visible from the street or by neighbours. Rubbish bins are required to be placed at the edge of the road by each household early on collection days. Information on the specified days for refuse collection in different areas is available from the Association's Office.

No refuse or bags may be placed on the sidewalk unless on days scheduled for removal by the Local Authority. Should it not be removed by Council for whatever reason, the refuse must be removed by the Owner and retained in his property until the next date of intended removal or remove it by themselves.

It is not permitted to burn household or garden refuse on the Estate premises.

##### **4.5. Electricity**

ESKOM provides pre-paid electrical power to the individual houses and as owners in the Estate you contract and pay ESKOM directly for electricity.

Any electrical outages to individual houses should be reported directly to Eskom.

#### **5. LEGAL ASPECTS**

The legal aspects regarding the Estate are meant to enhance the safe and attractive living conditions. It will therefore concentrate on good neighbourly practices and behaviour.

Legal aspects with regard to the maintenance, use and behaviour on public and private areas will also be addressed.

##### **5.1. Open Spaces**

All open spaces as indicated on the layout shall be owned and maintained by the LPLE for the use, benefit, and enjoyment of all the owners within the estate. This however does not override any of the conditions and/or regulations contained in this document.

##### **5.2. Use of Roads, Services and Open Spaces**

Each owner is hereby granted and irrevocable, non-exclusive right to use the roads and open spaces, subject to the provisions of this document and all rules promulgated by the LPLE. It is solely for owners, their family members, and guests. It is not for the benefit of members of the public-at-large and terminates automatically upon an owner no longer owning an erf and being a member of the LPLE. In the event of a corporation, partnership, trust, or other such entity being an owner, then such entity shall file with the LPLE a certificate duly executed by such entity designating one family which shall have the benefit of such to use the roads and / or open spaces.

##### **5.3. Ownership and Management of Roads and Common Areas**

Roads will be transferred to the LPLE. Upon conveyance of the open spaces, the lands so conveyed may not be thereafter sold, conveyed, transferred, subdivided, or otherwise alienated by the LPLE. Subject to the aforementioned, the LPLE shall exercise all rights of ownership of the open spaces including, without limitation, the right to reserve or grant further servitudes upon (or under) any part of the open spaces. The LPLE shall administer, manage, operate, maintain, repair, and replace, as necessary, all of the open spaces as well as any improvements thereupon.

The LPLE may promulgate rules and regulations and can hereafter modify, alter, or amend any rules and regulations with regard to the enjoyment of the open spaces, subject to a perpetual servitude for government services to the village.

**5.4. Insurance of Open Spaces and Parks**

The LPLE shall obtain and maintain policies of insurance providing coverage for the open spaces consisting of casualty and hazard insurance for the then full replacement cost of the improvements located thereon. This will also include such coverage against loss or damage by fire, sprinkler damage, vandalism, windstorm, water, or storm water. Additional insurance will be obtained and maintained against:

- Comprehensive liability;
- Floods; and
- Fidelity insurance against dishonest officials, directors, and employees of the LPLE, particulars with regards to the aforementioned to be determined by the LPLE.

**5.5. Reconstruction of Improvements**

The LPLE will promptly repair and reconstruct damaged improvements on open spaces in accordance with the manner in which such improvements were originally constructed prior to such damage.


**5.6. Construction and Maintenance of Roads**

To be administered by the LPLE.

**Injury**

The LPLE cannot be held liable for any injury of any kind suffered by a resident of the estate, his family or friends while using the roads, open spaces, and amenities of the estate.

# TENANT INFORMATION

<b>OWNER / TENANT INFORMATION FORM</b>	(CONFIDENTIAL) HOUSE # _____	
----------------------------------------	---------------------------------	-------------------------------------------------------------------------------------

DESCRIPTION	OWNER / TENANT	CO-OWNER / CO-TENANT
Full Names & Surname:		
ID Number:		
Cellphone Number:		
Vehicle Registration Number:		
E-mail Address:		
Fingerprint Registered & Code:	YES / NO	YES / NO
Move-in Date:		
Garden Tap / Refuse Bin Serial No:	YES / NO	
I-Gate APP PIN Code:		
Cancellation of I-Gate APP Reason?		
Rules & MOI Received?	YES / NO	YES / NO
HOA Information Session?	YES / NO	YES / NO
Relative 1 / Relationship:	Name:	ID No/Age:
Contact Number(s):	E-mail:	Fingerprint Code:
Move-in Date:	I-Gate APP PIN Code:	Vehicle Registration Number:
Relative 2 / Relationship:	Name:	ID No/Age:
Contact Number(s):	E-mail:	Fingerprint Code:
Move-in Date:	I-Gate APP PIN Code:	Vehicle Registration Number:
Relative 3 / Relationship:	Name:	ID No/Age:
Contact Number(s):	E-mail:	Fingerprint Code:
Move-in Date:	I-Gate APP PIN Code:	Vehicle Registration Number:
Relative 4 / Relationship:	Name:	ID No/Age:
Contact Number(s):	E-mail:	Fingerprint Code:
Move-in Date:	I-Gate APP PIN Code:	Vehicle Registration Number:

OWNER / TENANT:

\_\_\_\_\_

SIGNATURE

\_\_\_\_\_

DATE

CO-OWNER / CO-TENANT:

\_\_\_\_\_

SIGNATURE

\_\_\_\_\_

DATE

# ELECTRICAL PRE-PAID METER: QUICK REFERENCE

<p><b><u>Pre-paid Electrical Meters:</u></b></p>	<p>Please note the electrical pre-paid meter supplied within the handover box has already been paired and connected to the Eskom meter.</p> <p>If your units are depleted your power will turn off. It is strongly advised to load power before your power is depleted.</p>
<p><b><u>Loading procedure:</u></b></p>	<ol style="list-style-type: none"><li>1. Use the meter number as indicated on the Eskom card.</li><li>2. Power can be purchased on any banking app or at any local store.</li><li>3. The purchased power will provide you with a token number.</li><li>4. Kindly note that to input the token number on your pre-paid meter's keypad, your unit's distribution box (DB) plug breakers need to be switched on and the meter's plug need to be plugged into a wall socket.</li><li>5. If the meter does not switch on automatically after plugged into the wall socket, press, and hold the enter button on the keypad. The keypad will indicate "Search Pan" after which it will specify the electricity units available. Input the new token number into your keypad.</li><li>6. Units will automatically be loaded to your meter and the new units displayed.</li><li>7. Enjoy your power!</li></ol> <p>❖ The battery supplied and inserted into the pre-paid meter, will need to be replaced from time to time as this is a normal 9V Alkaline battery (Please refer to the brochure received with the handover box for the "Battery Release Button" function).</p>

## WATER PRE-PAID METER: QUICK REFERENCE

<p><b><u>Pre-paid Water Meters:</u></b></p>	<p>The water meters that are installed are known as STS Smart Meters.</p> <p>These meters track your water usage in accordance with the number of units you purchase. Once your purchased credits are depleted, the water to your unit will stop until more units are purchased.</p> <ul style="list-style-type: none"><li>❖ Water units can be purchased at any Pick 'n Pay Stores.</li></ul>
<p><b><u>Loading procedure:</u></b></p>	<ol style="list-style-type: none"><li>1. Take the water meter card received with the handover box to the store and ask them to purchase water units.</li><li>2. Supply them with the number as indicated on the card.</li><li>3. Take the water meter keypad to your water meter on the outside of your yard and press and hold down 1.</li><li>4. Press 2 and then 3, this will give a screen asking for the token number.</li><li>5. Input the token number and press enter, the purchased units will now transfer to the keypad.</li><li>6. Once this has been done, press 2, and press 2 once again, this will transfer all units to the water meter itself.</li><li>7. Enjoy your water!</li></ol>



**YOUR 1<sup>ST</sup> MONTH IS ON US!**

**Post, Tweet, Snap and binge your favorite series on free uncapped fiber internet for a whole month! Why?**

**Because at Surf 4 Life we are all about nice life problems.**

The team at Surf4Life wants to thank you for choosing to stay with us. For the first month of your subscription you will enjoy free uncapped fiber, thereafter you can decide to continue with the service on a **month-to-month, pay as you go basis**.

### Why Choose Surf 4 Life?

- No binding contracts
- Diverse payment methods
- Easy to use customer portal
- No device/installation/connection fees
- No vetting

This QuickStart guide will help you to get your new fiber subscription up and running so that you can surf the web at lightning speed before paying a cent. Everything is done via the convenient Surf4Life customer portal available at [www.surf4life.co.za](http://www.surf4life.co.za). If you have any questions regarding the service please do not hesitate to call us on **0861 99 12 30** or send a mail to [clientcare@centraldev.co.za](mailto:clientcare@centraldev.co.za). Or [info@surf4life.co.za](mailto:info@surf4life.co.za)

# INITIAL SETUP

1

Turn on Wi-Fi on your device

2

Look for a Wi-Fi source with your unit number

3

Connect to the Wi-Fi source and enter the password. The password is on the Wi-Fi router on the wall and looks something like: D5:8U:90:6F:FG. The password is case sensitive and must be typed exactly as it is on the router.

4

Once the password was entered correctly your device will be connected to your router.

5

This is all it takes to get access to a whole month (30 days) of free, uninterrupted internet.

6

After the first month you will be redirected to the Surf4Life portal where you can purchase your subscription package of choice on a month to month basis.

The Surf4Life portal is located on [www.surf4life.co.za](http://www.surf4life.co.za)

## Surf4Life Portal

### *Signing In*

If you are not automatically redirected to the portal's login page you can navigate to [www.surf4life.co.za](http://www.surf4life.co.za).

- 1- Click on the Login button on the top right-hand corner
- 2- Log in with your **username** and default **password**:

**Username** – mail address (mail used to sign up with Central Development Projects)

**Password** – password (all lowercase, no capital letters)



# Landing Page

Once logged in you will see a personal dashboard with all the packages available to you to purchase. The tab on the left will be used to navigate the rest of the portal, this is how you can check things like your order history, data usage and package expiry date.

The screenshot displays the S4L dashboard interface. On the left is a navigation sidebar with sections: NAVIGATION (Accounts, Billing, Dashboard, Services, Surf4Life), CONTEXT (Select Domain), CREDENTIALS (dave@nec.xon.co.za), Assigned Roles (Administrator, Customer), and Environment. The main content area shows 'Identity Service' with a welcome message for 'dave@nec.xon.co.za' and a 'Connectivity Products' section. This section contains five product cards, each with an 'Order' button:

Product Name	Price per month
Surf4Life 10 Mbps / Uncapped	R 489.00
Surf4Life 100Mbps / Uncapped	R 998.00
Surf4Life 10Mbps / 20Gig Data Package	R 375.00
Surf4Life 4 Mbps / Uncapped	R 325.00
Surf4Life 20 Mbps / Uncapped	R 659.00

# Buying a bundle

From your dashboard you can select the package you wish to buy and hit Order.

Note: If you would like to pay via automatic debit order very month, select a package labeled as a debit order option.



Surf4Life 10Mbps / Uncapped / Route 82 P3

10 Mbps Uncapped Fibre Internet (Month to Month NO  
Contract)

R 499.00 per month

## Subscriber

test@fixedmobile.com

## Payment Gateway

Credit Card, EFT, Voucher

[Back](#)[Order](#)

The “Subscriber” field should be automatically filled by your unit number and development. Choose your “Credit Card, EFT, Voucher” for the Payment Gateway, unless you’re setting up a debit order in which case choose “Debit Order Payment Method”. Then confirm the order by hitting the Order button.



Surf4Life 10Mbps / Uncapped / Route 82 P3

10 Mbps Uncapped Fibre Internet (Month to Month NO  
Contract)

R 499.00 per month

## Email address

## Mobile number

Fill in your email address and mobile number for billing purposes then click on Buy. You will be redirected to our payment gateway Netcash. Select your payment method and fill in the relevant details to complete your purchase.

**Description** Surf4Life 10 Mbps Uncapped (rony)

**Total** R 489,00

Email address:

Mobile number:

### Select payment method

**Credit & Debit Card**



**Instant EFT with Ozow**



**Bank EFT**



**QR Code payments**



**VISA Checkout**

**VISA Checkout**



**Cash Payments**



Cancel payment

sage Pay has changed to netcash®



*Note: If you choose to pay via EFT, ensure that the Deposit reference you use is correct to avoid delayed activation. Keep in mind that EFT payments take longer to process than card payments.*

# Debit Order Payment

It might be more convenient to set up an automatic monthly debit order rather than purchase packages month by month. Once you have selected a Debit Order package to purchase you will need to fill in your bank details. Note that the debit order takes a while longer to process and you might only see your service active up to 7 days after the date given on the debit order.

10 MBPS UNCAPPED / 12 MONTH DEBIT-ORDER / WOODLANDS PLACE

10 Mbps Uncapped / 12 Month Debit-Order / Woodlands Place

10 Mbps Uncapped / 12 Month Debit-Order / Woodlands Place

R 499.00 per month

Given by (Name of account holder)

Address

Bank

## *Checking your user information*

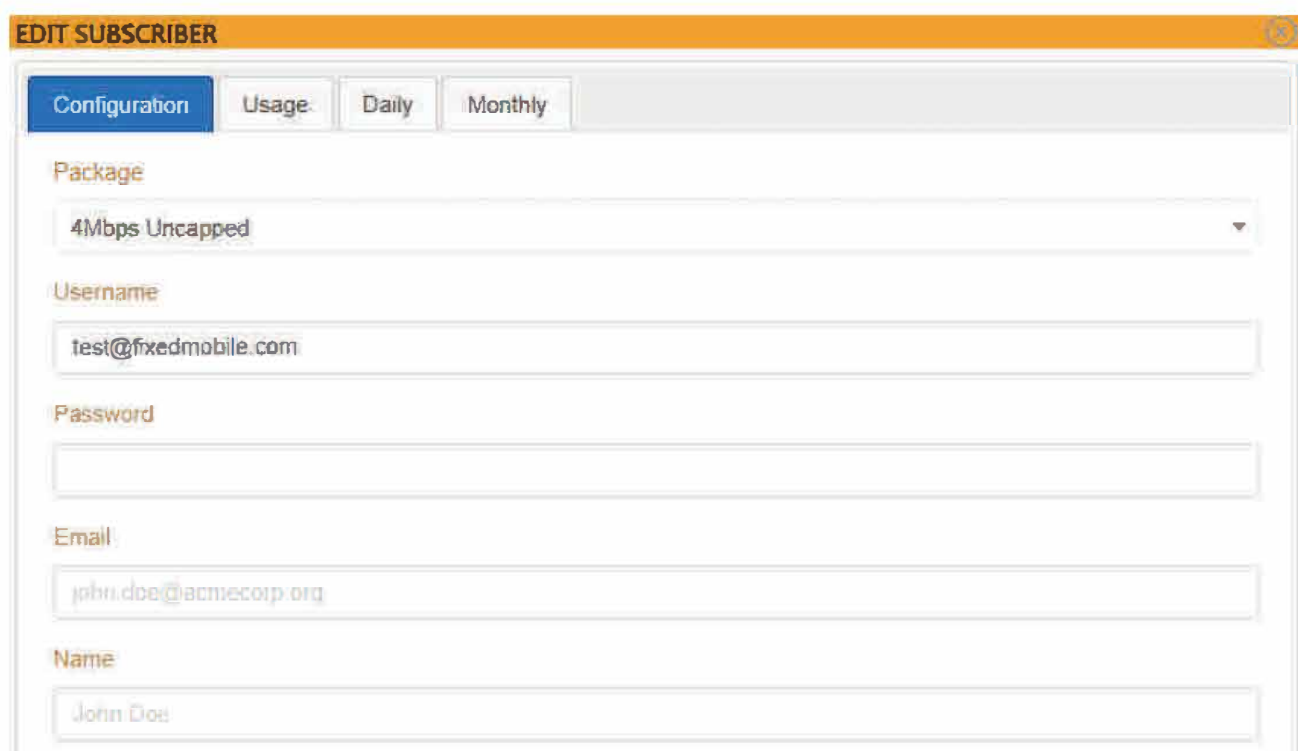
To see the details of the package you are currently using navigate to:

Services -> Subscribers

You will see a tab with your Unit number and development, click on the button next to it for more information.



This will bring up a window where you can see the package you currently have as well as your subscriber information, if you scroll down you will be able to see the date on which your current package expires. If you click over to the other tabs on the top of the window you will be able to see more information on your data usage.



## Checking your order history

If you would like to see the record of purchases, you have made navigate to

## Billing -> Orders

NAVIGATION		MY ORDERS		
Search Navigation	Show 10 entries	Search:		
Accounts	Product	Date	Status	
Billing	Surf4Life 10 Mbps / Uncapped	2020-01-02T07:13:51+02:00	Completed	
My Orders	Surf4Life 10 Mbps / Uncapped	2020-01-02T07:12:12+02:00	'created'	
Dashboard	Surf4Life 10 Mbps / Uncapped	2019-11-28T15:58:32+02:00	Completed	
Infrastructure	Showing 1 to 3 of 3 entries			Previous 1 Next
Services				
Surf4Life				
System				

# Remember

- 1 The default password at the sign in page is: password (all small letters)
- 2- From date of occupation users will have one month's free internet access. After the free month users will need to purchase their Package by following the steps mentioned above. -
- 3 To purchase packages, navigate to [www.surf4life.co.za](http://www.surf4life.co.za)
- 4- Contact details should you experience any difficulty -

Mail - [clientcare@centraldev.co.za](mailto:clientcare@centraldev.co.za) or [info@surf4life.co.za](mailto:info@surf4life.co.za)

Tel - 0861 99 12 30