East On 82
SECURITY VILLAGE

Client Care

Do you need maintenance services or have any compliments or complaints?
Please scan the QR code to log your queries.

Or follow the link:
www.centraldevelopments.co.za/2letnow/maintenance

Always striving to give you the best service.

2 let now .co.za

central developments

DebiCheck

Have you approved your **DebiCheck** mandate yet?

Please note you will be required to approve your new **DebiCheck** mandate for your monthly debit order for rental.

DebiCheck is a new type of debit order that requires you to confirm the debit order with your bank and gives you more control over your account.

There are several ways you can approve the **DebiCheck** mandate:

1. By swiping your card with our site staff
2. On your Banking App
3. Cellphone Banking
4. Online Banking
5. In- Branch Banking
6. ATM's

For more information or to watch a short informational video, click on the link below: https://debicheck.co.za/

You can also contact your rental consultant for more information.

DebiCheck is the new way you control what debit orders are taken out of your bank account

DebiCheck is the way you agree that certain debit orders are correct before the money is taken out from your bank account

DebiCheck means giving your approval at the start of your debit order so that the bank can deduct the agreed amount from your account every month

DebiCheck means you will control what is taken out from your bank account

CONTROL IN YOUR HANDS

DebiCheck

Thabo says for more information contact your bank
www.debicheck.co.za
DebiCheck

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Proudly central developments

Welcome to East On 82

In your welcome pack

- Message from the East on 82 team
- Access control
- Conduct rules
- Fines and definitions
- Maintenance information
- Water and electricity
- Fibre

Dear Tenant

On behalf of our entire on-site team, we would like to welcome you to East On 82. 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 conduct rules, important maintenance-related information as well as important contact numbers.

Here at East On 82, 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 on-site client-care team will be pleased to assist you.

Regards,
East On 82 Management Team

East On 82 SECURITY VILLAGE

WELCOME! Residents. *We have implemented a new visitor management solution.*
You can now take control of granting access to visitors in advance. Let's get started.
Please follow these easy steps.

Step 1

Download the

i-GATE

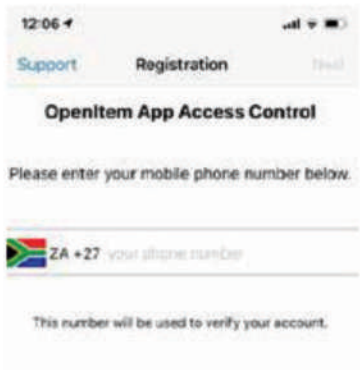
app from your app store

Download on the App Store | GET IT ON Google Play | Available on the AppGallery

This app is free

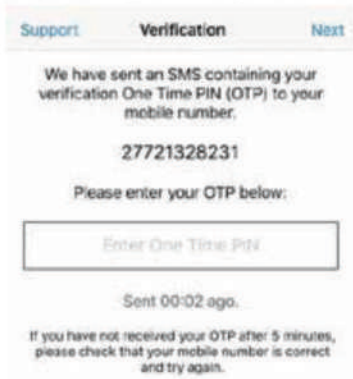
Step 2

Register yourself by using your mobile number



Step 3

Enter OTP sent to you to complete your registration



If you do not have a smart phone please refer to the SMS Option below to pre-clear your visitor on the i-Gate System installed at the Guard House (transactions outside of the app may however incur admin fees)

If you do not have a smart phone you can use the alternative SMS feature

- *Only residents that are registered on the i-Gate system will be able to generate access codes. Please ensure you are registered on the system. For registration queries contact the estate manager.*
- *When an access code has been requested, the Pin number is sent to your visitor and is active for the current day. Future/Group/Regular bookings are possible on the app and will then be activated accordingly.*
- *The Pin code is valid for single entry and exit only and logged together with the data captured on entry.*

SMS Option

Access Code

Send an SMS to 41927

East on Route 82 Security Village SMS

SMS **RT** followed by the visitor number to: 41927

SMS

- *A Pin code will be generated and will be sent to the number following the keyword.*
- *Please be mind-full of the format and ensure a space between the keyword and the number.*
- *Please do not use international dialling codes / formats, brackets, spaces in numbers and any other characters where possible.*

Please use this pre-clearance service when possible, to ensure minimal inconvenience at the gate.

Conduct rules

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INTRODUCTION

The Rules of Conduct have been prepared to assist residents in appreciating and enjoying the lifestyle that our complex offers and encouraging them to respect the interest and welfare of all who live in it.

The managing agent is Central Developments Group Asset Management (Pty) Ltd.

The managing agent carries out the landlord's instructions as per the agreement between the parties. They enforce all the rules and laws that residents must follow to ensure that the estate functions well and that we continue to have a happy and satisfied community.

The municipal by-laws and these Rules of Conduct, which govern this community, must be followed in terms of the law. It is the responsibility of the Central Developments Property Group (Pty) Ltd to ensure that these are carried out in the interest of all.

All tenants of units and other persons granted rights of occupancy by any resident of the relevant unit are obliged to comply with these rules and regulations, notwithstanding any provisions to the contrary contained in any lease or grant of right of occupancy.

RULES OF CONDUCT

The Rules of Conduct are binding on all residents and persons occupying any unit. They are also responsible for ensuring that members of their families, tenants, guests, domestic workers, and any other visitor or service provider comply with them. Residents who let their units from the landlord must incorporate the Rules of Conduct in their tenancy agreements (latest copies of which are available from the managing agents and online at https://www.centraldevelopments.co.za/2letnow/).

In the event of annoyance, aggravation or complaints occurring between residents, an attempt should be made by the parties to settle the matter between themselves. This should be done with consideration and tolerance. When problems cannot be resolved between the parties concerned, then only should they be brought to the landlord's attention in writing.

Should the matter be of such urgency that immediate action is required, a trustee may be contacted to resolve the problem.

With regards to the interpretation of these rules, the landlord's decision is final and binding.

These Rules of Conduct supersede all previously issued rules if in conflict with it.

1. MOTOR VEHICLES / USE OF DRIVEWAYS AND PARKING

1.1. Hooters shall not be sounded within the common property or at the main entrance.

1.2. Vehicle radios or stereo systems to be turned down upon entry of the estate. No loud music will be allowed to be played from a motor vehicle in the estate.

1.3. Cars may be parked on specifically indicated areas or areas approved by the managing agent or landlord only. Vehicles must not be in or on service roads (especially not in the main entrance driveway). Failure to comply with this will result in the vehicle being towed at the resident's cost. One car shall not occupy two parking bays, and parking is not permitted on lawns.

1.4 Residents are required to consider other residents and their rights when many visitors/guests with multiple vehicles visit residents and park in communal parking areas.

1.4.1 If all the visitors' parking is being used in the estate, extra visitors' vehicles must be parked outside the estate.

1.4.2 The parking of any vehicles may not restrict other residents' access, may not be parked in areas not designated for the parking of vehicles and may not block any residents' garage access.

1.4.3 Any obstruction during an emergency can place other residents' lives and property at risk.

1.5 A vehicle parked in another resident's allocated parking space will be clamped and fined without warning.

1.6 Unsightly, damaged, dirty, or generally unused vehicles, to the opinion of the estate management, as well as trailers, caravans, trucks or other heavy vehicles may not be parked anywhere on the property unless prior approval is obtained from the managing agent.

1.6.1 Any vehicles that drip oil, are not roadworthy or cause any damage to the common property may not be parked anywhere on the property. This will be considered unauthorized parking and a warning or fine/s will be issued in line with the Fines and Definitions of the Conduct Rules.

1.6.2 Should an unsightly, damaged, dirty, or unused vehicle be on the premises and the owner cannot be located or contacted, this vehicle will be dealt with as an abandoned vehicle and will be reported to SAPS or the Metro Police Department to arrange for the removal of the vehicle.

1.6.3 Failure to comply with this will result in warnings and the towing away of vehicles:

Steps:	Content:	Delivery:
1. Step 1: **1st Warning**	You are hereby warned that you are in violation of the abovementioned rule and the vehicle must be removed from the premises within 14	- The written warning will be attached to the windscreen of the vehicle, and - Also delivered by hand

	calendar days from delivery of this 1st warning notice, to avoid the vehicle being towed.	and/or sent via e-mail and via WhatsApp to the vehicle's owner. - If the vehicle's owner cannot be identified, then the written warning will only be attached to the vehicle's windscreen and will be considered delivered. - A clear photo of the attached letter and registration plate will be kept on file.
2. Step 2: **2nd Warning**	You did not comply with the 1st written warning that was sent and/or attached to the windscreen of the vehicle, which stated that you had to remove the vehicle from the premises within 14 calendar days. You are hereby warned that you are still in violation of the abovementioned rule and the vehicle must be removed from the premises within 7 calendar days from delivery of this 2nd warning notice, to avoid the vehicle being towed.	- The written warning will be attached to the windscreen of the vehicle, and - Also delivered by hand and/or sent via e-mail and WhatsApp to the vehicle's owner. - The owner will be contacted via telephone to explain the transgression. - If the vehicle's owner cannot be identified, then the written warning will only be attached to the vehicle's windscreen and will be considered delivered. - A clear photo of the attached letter and registration plate will be kept on file.
3. Step 3: **Final Warning and Letter of Demand**	You are therefore still in violation of Rule 1.6 of the Rules of Conduct. We hereby demand that you	- The Letter of Demand will be attached to the windscreen of the vehicle, and - Also delivered by hand

	remove the vehicle from the premises within 48-hours from receipt of this letter of demand. Should you not adhere to this letter of demand the vehicle will be towed after the 48-hours lapsed and put in storage that will be for your account. Cost for the removal/towing process will also be for your account.	and/or sent via e-mail and WhatsApp to the vehicle's owner. - The owner will be contacted via telephone to explain the transgression. - If the vehicle's owner cannot be identified, then the Letter of Demand will only be attached to the vehicle's windscreen and will be considered delivered. - A clear photo of the attached letter and registration plate will be kept on file.

1.7 No trucks, caravans, small or large trailers, boats, or any other heavy vehicles shall be parked on the common property without the managing agent or landlords written approval.

1.8 Car washing is permitted only in designated areas (where applicable) if no other vehicle or common property is affected in the process.

1.9 Major vehicle repairs and reconditioning of vehicles shall not be carried out on the property.

1.10 Vehicles may not travel at speeds exceeding 20 kilometres per hour on any portion of the common property.

1.11 Quad bikes, motorcycles, bicycles, tricycles, roller skates, skateboards, etc., May not be left on any portion of the common property or where such items may hinder other residents. This also applies to caravans, trailers, boats, commercial vehicles.

1.12 No vehicle may be parked in a visitors' parking for a long period, to the discretion of the estate management, without prior approval from the managing agent.

1.12.1 Written permission to park a small trailer must be obtained from the managing agent or landlord after consent from the neighbouring residents was obtained. Should permission not be obtained, the rules and procedures under 1.6 will apply.

1.12.2 The position in which the trailer is parked shall not take up parking space for regular motor vehicles or visitor's parking.

1.13 Carports are considered common property and no furniture, or other personal belongings may be stored under the carport of a unit.

1.14 Only persons permitted by law to operate a vehicle may do so on the property.

1.15 The failure to comply with any of the above rules regarding motor vehicles / use of driveways and parking by any tenants, residents or visitors will be classified as unauthorized parking and a fine in accordance with the Fines and Definitions of these Conduct Rules, will be issued for this contravention.

1.16 Any visitors to the premises are the responsibility of the Tenant/Lease holder. It remains the responsibility of the tenant to ensure that their visitors are aware of the complex rules and comply. Should there be any contraventions of the rules by a visitor of a tenant, the Tenant/Lease holder will be held responsible for any fines or infringements caused by their visitors.

2. ANIMALS AND PETS

2.1 A tenant or occupier of a unit shall not keep any animal, reptile, or bird in a unit, in private gardens, or the common property without the landlord's written consent, which may be reasonably withheld.

2.2 Slaughtering of animals, whether for religious, sacrificial, or other purposes, is not permitted in any unit or on the estate.

3. LAUNDRY

3.1 Washing may not be hung out to dry in any part of a unit where it is visible to the general public or other residents other than the fixed washing lines provided.

3.2 Washing is not permitted to be hung over fencing, fence poles or balconies.

3.3 Washing lines in the courtyards shall not be visible above the courtyard walls.

3.4 Carpets and rugs shall not be shaken out, dusted, or brushed over balconies or from windows.

3.5 Use of dry yards is at your own risk.

4. REFUSE REMOVAL AND SANITARY SERVICE

4.1 The occupier of a unit shall deposit all domestic refuse in the refuse bins provided.

4.2 The refuse collectors will empty the refuse bins twice per week on the arranged collection day.

4.1 Refuse bags may not be left on the sidewalk or outside the bins overnight. Do not deposit any refuse on the common property.

4.2 Residents or visitors caught throwing rubbish on the common property or vicinity, are subject to prosecution in terms of Municipal Health Regulations. Such transgressors should be reported to the landlord.

4.3 Kitchen refuse, food scraps, fat and oil shall not be washed down washbasins or thrown in drains. Each occupant is personally responsible for clearing blocked drains within their unit. If a maintenance request is logged and the maintenance team finds that this has not been done, a call-out fee of R300 will be charged to the tenant. Tenants must use refuse bags when disposing of food scraps.

4.4 No garden refuse will be collected. It should be taken to the local municipal dumping ground.

4.5 Cigarette butts and other objects of whatever nature shall not be thrown out of windows, from balconies or on common property.

4.6 Waste must be securely wrapped before placing it in the receptacle. Waste containers (e.g., tins and bottles) must be completely drained before being placed in the dustbin.

5. NOISE

5.1 Radios, hi-fi equipment, CD players, record players, television sets, musical instruments, etc., shall not be played in such a manner as to cause a nuisance to residents in adjoining units or anywhere else on the property.

5.2 Residents are responsible for the behaviour of their visitors and their noise levels at all times.

5.3 It is important to consider other residents before shouting or raising your voice on the property.

5.4 A function or gathering is to be controlled by the host, ensuring that noise levels are appropriate to the time of day or night. The appropriateness of the noise is measured by the inconvenience or discomfort caused to surrounding occupants.

5.5 No noise is permitted between the following times:

5.1.1 Sunday to Thursday – between 20:00 and 07:30

5.1.2 Friday and Saturday – between 22:00 and 08:30

5.6 Please note that clause 5.5 does not give license for the tenants to make noise outside of the stipulated times. Noise deemed excessive outside of these times will attract a fine. Refer to clause 5.4 for description of appropriateness of noise.

6. PRIVATE GARDENS AND PATIO AREAS

6.1 Residents shall maintain their private gardens in a neat and tidy condition.

6.2 Lawns adjacent to a unit will be mowed by the landlord's employees, however, it must be kept in a satisfactory condition by the unit resident or tenant.

6.3 Garden services will maintain the common areas and private garden areas of each unit. This will be at the discretion of the managing agent or landlord.

6.4 Garden gates may not be locked at any time to allow unrestricted access for the garden services. Garden tools and other equipment (including sporting equipment) may not be kept in any portion of the common property or in any place where they will be in view of other units.

6.5 Any tree or shrub of which the growth or growth potential may encroach on the view or block out a portion of sunlight of an adjoining unit is not permitted.

6.6 Residents shall maintain their private patios in a neat and tidy condition. The private patio area is the sole responsibility of the tenant and will not be cleaned by the managing agent or the landlord. The managing agent or landlord may from time-to-time request that a patio area is cleaned by the tenant.

7. SECURITY

7.1 Security is a shared responsibility. To maintain the highest level of security possible, it is essential that every tenant co-operates through strict individual compliance with requirements and sensible awareness. Tenants must report any suspicious or unlawful activity to security on 082 616 7642 or our client-care team on 086 199 1230 immediately as it is seen or suspected.

7.2 To prevent unauthorised entry to the estate, residents must always wait until the security gate has completely closed before leaving or after entering the estate. Guests should be notified in advance of these requirements. No entry will be granted to visitors without presenting proof of identification.

7.3 All occupants in your unit need to be added to the lease agreement as an occupant and need to be loaded onto the complex access control system.

7.4 The main lease holder must sign the access control form and must be present when loading occupants onto the access control system. The occupant and lease holder will also be required to provide proof of identification to load a new occupant onto the access control system.

7.5 Tailgating is not permitted, and the tenant will be held liable for the damage to the boom gate and any other security equipment.

7.6 Residents should be aware of strangers loitering at the gate. Be vigilant to prevent criminal activity.

7.7 All persons residing in a unit must be declared on the lease agreement.

7.8 Suspicious vehicles may, from time to time, be searched by authorities at the gate.

7.9 Gate pass:

7.9.1 For the tenants' safety and security, all major items such as furniture, appliances, luggage, boxes and/or plastic bags will require a gate pass to be presented to security prior to exiting the complex.

7.9.2 All gate passes should be signed by the relevant lease holder who must produce proof of identification together with the gate pass.

7.9.3 Gate passes are obtainable from the on-site client-care Office during normal office hours from 08:00 to 16:00. On-site offices are closed on Sundays and public holidays.

8. CHILDREN

8.1 Residents shall supervise their children and those of visitors to ensure that they do not damage the common property or the property of others and that they are not unreasonably noisy.

8.2 Children shall not interfere with plants, decorations, nameplates, exterior lights, doorbells, knockers, the electronic keypad at the gate, etc.

8.3 Parents, residents, or lessees will be held responsible for any costs of damaged property caused by playing of games on the common property. Repairs or replacements will be made by the managing agents, or the landlord and the expenses will be charged to the parents, residents, or lessees.

8.4 Children may not play on driveways, behind parked cars and in the proximity of the main gate. Children must be prevented from climbing on or sitting on top of garden walls surrounding properties for the sake of residents' privacy.

9. DOMESTIC STAFF

9.1 Residents shall ensure that their domestic staff does not cause undue noise within their units or elsewhere on the premises.

9.2 Any resident, whose domestic staff does not abide by the Rules of Conduct, may be required to remove such a person from the property if instructed to do so by the managing agent or landlord.

9.3 All domestic staff shall be subject to such access control regulations as may be imposed by the landlord from time to time.

10. ACTIVITIES ON COMMON PROPERTY

10.1 No hobbies or other activities causing undue noise or nuisance to other residents may be conducted on the common property.

10.2 No drinking is allowed in public, on common property or in public facilities whatsoever.

11. BUSINESS ACTIVITIES

11.1 No business, profession or trade may be conducted on the property except those which have been specifically allowed by the managing agent or landlord. Hawkers will not be allowed into the estate at any time. The landlord may, at their discretion, impose a fine or may cancel the lease of the offenders if they wish to do so.

11.2 No auction or jumble sale may be held on the common property or in a unit. No advertisements or publicity materials may be exhibited or displayed.

11.3 No resident or occupier of a unit used for residential purposes, shall place any sign, notice, billboard, or advertisement of any kind whatsoever on any part of the property visible from outside the unit, without first obtaining the written consent of the managing agent or landlord.

12. INTERIOR OF UNITS

12.1 No structural alterations may be made to the interior of units.

12.2 A tenant may not tamper with any alterations or additions to the electrical installation or conduits, the water connections, or the plumbing installation.

12.3 Damage occurring to fixtures and fittings within the unit, i.e., windows, carpets, tiles, built-in cupboards, stoves, and the like, will be repaired at the tenant's cost.

12.4 A tenant or occupier of a unit shall not mark, paint, drive nails, screws, or the like into, or otherwise damage, or alter a unit or any part of the common property without first obtaining the written consent of the landlord.

12.5 No extensions, alterations, or improvements to the exterior of any unit, including awnings and security gates shall be affixed or made. Should any improvement be fitted by the tenant, the tenant will be fully liable for the installation,

maintenance, and upkeep thereof as well as any damage or loss whatsoever to the common property or the unit. No costs will be carried by the landlord, HOA, or the scheme.

12.6 A tenant or occupier shall not add to the unit, extend the patio, construct any carport or covering or build any braai on any part of the common property or exclusive use area.

12.7 Residents must obtain written permission from the landlord or managing agent before any satellite dish is erected on common property. Dishes may only be installed at positions indicated by the landlord or managing agent. In the case where units are equipped with communal aerials and dishes, tampering with the TV aerials, wireless network installation or satellite dish is strictly prohibited.

12.8 All satellite dishes are regarded as fittings and may not be removed, should the resident or tenant no longer occupy the premises. Should a dish be removed without permission from the managing agent or landlord, the resident of a unit will be held liable for the replacement of such a dish. The resident/s of the units will always be responsible for the maintenance of the dish installed for the use by their specific unit.

12.9 No satellite dish will be covered by the insurance of the estate. Insurance will remain the responsibility of the resident of such unit.

12.10 No tenant or occupier can install air conditioning units.

12.11 Should a tenant, his or her guests or employees cause any damage of whatsoever nature to the common property, the tenant shall be liable to reimburse the landlord for the cost of repairing such damage.

13. DSTV SERVICES (IF APPLICABLE)

13.1 Tenants will be responsible for the call-out fee of the DSTV installer if there are no faults found on the landlord's end. I.e., if there is a faulty decoder, cable connection problem, setting of decoders, etc., the tenant will be responsible for this cost.

14. LETTING OF UNITS

14.1 No unit may be used as a commune by subletting part of or the whole unit for that purpose. Should this rule be violated, the landlord may, at their discretion, impose a fine or may cancel the lease of the offenders if they wish to do so.

15. ALARMS

15.1 Alarms may be installed in the interest of safety or because it is required by some insurance companies. Since it sometimes happens that there are false alarms when no one is home, and because not all alarms reset themselves, the managing agent requires that each resident who either has an alarm or are planning to install one, must:

15.1.1 leave a contact number with the landlord or,

15.1.2 leave a duplicate set of keys with either the landlord or a neighbour (informing the landlord thereof).

15.2 No advertising boards of the security company may be displayed at the unit or the estate.

16. UTILITY CHARGES

16.1 The tenant shall promptly and regularly pay to either the management agent or to the supplier authority at the option of the owner, the deposits and charges arising from the supply of:

16.1.1 Prepaid electricity

16.1.2 Prepaid water

16.1.3 Access control

16.1.4 Maintenance fees

16.1.5 Fines

16.2 The tenant shall also promptly and regularly pay all utility charges imposed by the relevant authority (except for the levy, rates, and taxes) and all charges relating to the tenant's use and occupation of the leased premises.

16.3 Tenants need to ensure that their prepaid electricity and water credit does not run out. Should the tenant request a job card to be generated for an electrical or plumbing fault, and it is found to be a case of the tenant not recharging their prepaid meter, the tenant will be charged a call-out fee.

17. STORAGE OF FLAMMABLE MATERIAL AND OTHER DANGEROUS ACTS

17.1 A tenant or occupier shall not store any material, or do, permit, or allow to be done, any other dangerous activities in the building or on the common property which will or may increase the rate of the premium payable by the landlord on any insurance policy.

17.2 The setting off fireworks is strictly prohibited in the estate.

17.3 The use of firearms for recreational purposes other than self-defence or emergencies will be met with criminal charges.

17.4 No weapons, firearms, pellet guns, catapults, or bows and arrows may be discharged on or over the estate.

17.5 No stones or other solid objects may be thrown on the estate.

18. FIRE CONTROL

18.1 Under no circumstances may tenants or occupiers tamper with or have work done on the electrical apparatus that serves the common property. Any electrical faults detected on the common property must be reported to the landlord.

18.2 Fans, heaters, stoves, kettles, lights, and other household appliances must be SABS approved, checked regularly, and maintained by the tenant and when necessary, be repaired by a registered technician. Appliances should be used under supervision and not left on unnecessarily. After switching off at the sockets, plugs should be pulled out where possible when not in use. All plumbing and electrical work shall only be conducted by qualified workmen and with the prior written consent of the landlord.

18.3 Braais are strictly prohibited on the common property, except where braai facilities have been provided. Braais must always be held with due consideration to neighbours. Matches and lighters should be handled with care and kept out of the reach of children.

18.4 The use of fire hydrants or fire hose reels to wash cars is not permitted under any circumstances. These have been installed to deal with fire emergencies. Abuse of this equipment is not only inconsiderate but against council by-laws and therefore illegal. Any contravention will lead to a fine being imposed.

18.5 It is strictly prohibited to use the fire hose reel for gardening or domestic purposes or for any other purpose whatsoever, other than to extinguish fires.

18.6 Tenants, occupiers, or visitors may not park in front of or near a fire hydrant or fire hose at any time.

19. GENERAL

19.1 Tenants shall not:

19.1.1 Use their unit or permit their unit to be used for any purpose which is harmful to the reputation of the estate.

19.1.2 Permit anything to be done which will or may increase the rate of the premium of the insurance policy paid by the landlord.

19.1.3 Use the unit for any illegal activity or to conceal illegal activities.

19.1.4 Permit their unit to be used for any other purpose than that for which it is intended.

19.2 Any requests and/or complaints by residents pertaining to common property, violations of these Rules of Conduct, or any other cause of concern, must be referred in the first instance in writing to the landlord or mailed to the managing agents who will forward it to the landlord.

19.3 The landlord or managing agent shall not be responsible for any fines incurred by the resident, tenant, or occupier of a unit in contravention of any local authority by-laws.

19.4 Neither the managing agents or its employees, nor the landlord or its employees shall be responsible for any loss which may be sustained by any resident or user of a motor vehicle, or any other vehicle parked or left on the premises, nor for any personal injury suffered by any other tenant, family member, domestic staff or friends, whether or not such loss or injury occurs on common property or in any unit and is caused by fire, theft, burglary, negligence, accident, or by any other cause.

19.5 Should any damage of any nature be caused to the common property by a resident or tenant, family member, guest, visitor, domestic staff or pets, the resident or tenant shall be liable to reimburse the managing agent and the landlord for the cost of repairing or making good such damages.

19.6 The landlord or managing agent shall not be responsible for any interruption in the water or electricity supply, nor for any loss or inconvenience any person may consequently suffer.

19.7 Each resident shall keep their unit and private garden free of rodents, white ants, borer, and other pests. All associated costs to be borne by individual residents. Communal areas will be controlled by the landlord or managing agent.

FINES AND DEFINITIONS

The below outline will be applied to tenants (including their staff, visitor, guest and/or family members) that do not abide by the Rules of Conduct. The landlord will apply the fine against the tenant's rental account. The landlord or managing agents may, at their sole and absolute discretion, increase the value of any fines should the infringement be reoccurring.

- First informal warning: Immediate infringement, written warning letter (no cost implication).
- First formal warning: **R500.00**
- Second formal warning: **R1 000.00**
- Final formal warning: Lease cancellation

NO.	FINES AND DEFINITIONS	MINIMUM	MAXIMUM
1	Illegal parking and/or unauthorized parking (including parking in front of or near a fire hydrant or fire hose reel, parking on lawns, parking in the incorrect parking space, etc.)	R500.00	R1 000.00
2	Speeding, reckless driving and ignorance of traffic signs.	R500.00	R1 000.00
3	Excessive noise emanating from vehicles or drivers between the hours of 22:00 and 06:00	R500.00	R1 000.00
4	Use of unlicensed vehicles or use of vehicles by unlicensed drivers on the property.	R500.00	R1 000.00
5	Trailers, caravans, or recreational vehicles parked on common property of the estate.	R500.00	R1 000.00
6	Vehicle repairs carried out in estate.	R500.00	R1 000.00
7	Vehicles being washed on common property inside the estate	R500.00	R1 000.00
8	Items stored on common property (e.g., car tires, brooms, mops, bicycles etc.).	R500.00	R1 000.00
9	Excessive noise resulting in unreasonable disturbance of neighbours.	R500.00	R1 000.00
10	Washing being hung out on the border wall, balcony, garden wall or anywhere else than the washing lines provided.	R500.00	R1 000.00
11	Refuse placed outside unit door or anywhere else other than the refuse bins provided.	R500.00	R1 000.00

12	Abuse of access system.	R500.00	R1 000.00
13	Abusive or unacceptable behaviour by tenants or their families and visitors.	R500.00	R1 000.00
14	Any pets found on common property (per pet).	R500.00	R1 000.00
15	Exceeding permitted number of pets per unit (if applicable).	R500.00	R1 000.00
16	Distribution of advertising material of any kind.	R500.00	R1 000.00
17	Damaging of any flora in the estate.	R500.00	R1 000.00
18	Usage of the red fire hydrants at any given time other than for a fire emergency.	R500.00	R1 000.00
19	Failure to keep front and back garden neat and clean (estate bound).	R500.00	R1 000.00
20	Wilful transgression of any of the rules of conduct.	R500.00	R1 000.00
21	Oil spills in carport or common property area (fine + cost of cleaning).	R500.00	R1 000.00
22	Parking of a vehicle in contravention of the Motor Vehicles / Use of Driveways and Parking Rules, which causes damage in whatsoever manner or form to the common property.	R500.00	R1000.00

Maintenance and contact information

On occupation

A list of defects/problems must be sent through to your agent or to the client care department within 7 days of occupying the unit. If we do not get a list of defects/problems, it will be presumed that there are no defects/problems.

Maintenance

DSTV Explora problems - YOU MUST CONTACT MULTICHOICE if there is 'no signal' Your decoder setting will have to change to the correct LNB and frequency settings and they can help you with that over the phone (your LNB settings must be set on "unicable/satCR").
All non-emergency maintenance issues will be scheduled on our daily maintenance work schedule and will be attended to within 24-hours.

For example, non-emergency issues would include:

- Small leak (dripping joints or inlets).
- Slow draining of sink, basins and baths and slow toilet running.
- Toilet keeps "running" after flushing.
- Replacing, repairing doors, locks etc.

For example, emergency issues would include:

- No hot water.
- Faulty electricity or water meter.
- Burst geyser.
- Burst pipe.
- Exposed cable.
- Please note that you must be present during your maintenance service appointment.
- All emergency maintenance issues will be attended within 24-hours.

Lost or misplaced keys

You can call a locksmith at your own cost, please ensure that copies of the new keys are given to the client-care office. A fee will be applicable if we need to cut lost keys.

Call-out fee

A general call out fee of **R300** may be applicable depending on the type of call out.

Contact numbers

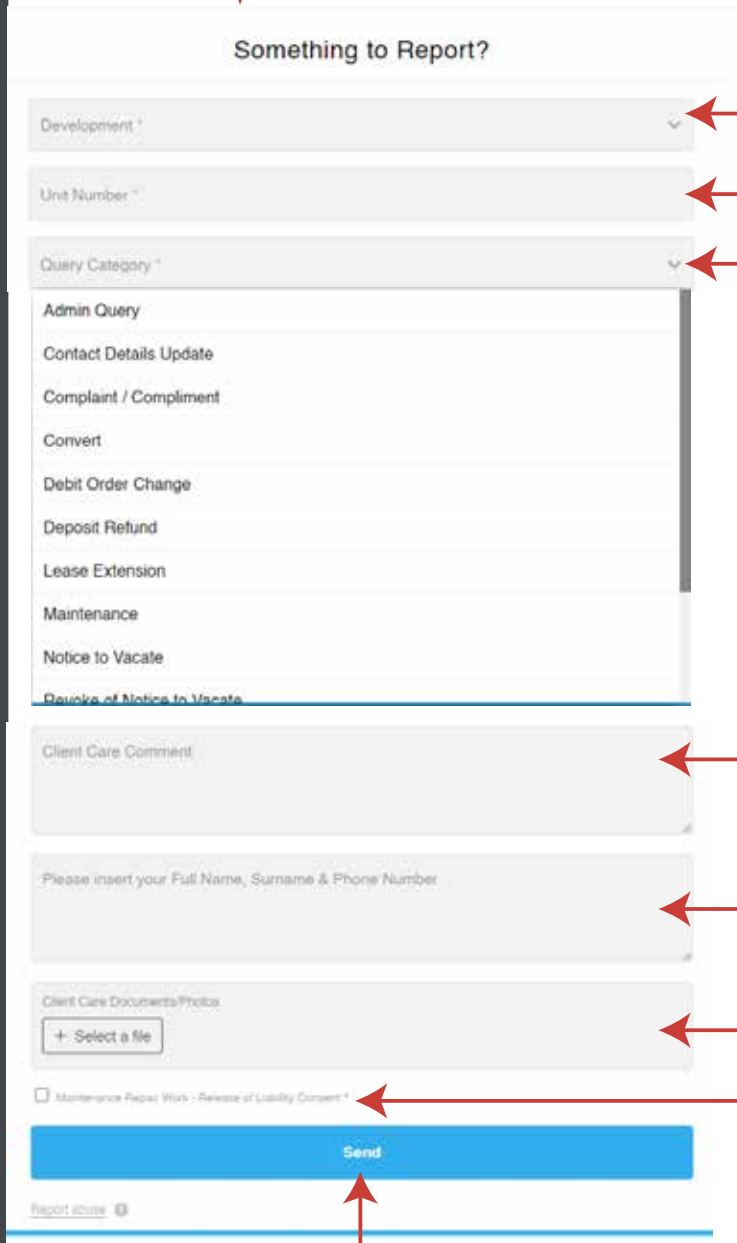
Refer to page one to scan the QR code or follow the following link:
https: www.centraldevelopments.co.za/2letnow/maintenance/
or contact client care: 0861 99 1230/ clientcare@centraldev.co.za
(For all plumbing, electrical, general maintenance, sewage, and security problems).

how to log a maintenance or client care query

step one

scan the QR code or go to:
https://www.centraldevelopments.co.za/2letnow/maintenance

The link will look like this below.



step two

Select your development from the list.

Type in your unit number.

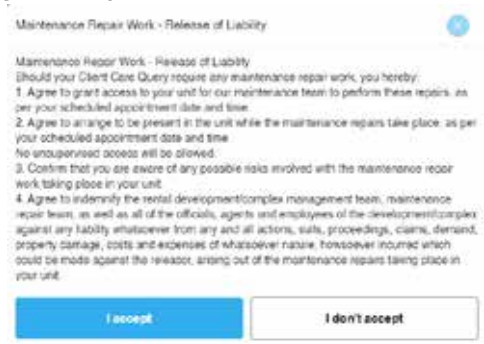
Select your query type.

Add a comment regarding your query.

Add your name, surname and contact number.

Upload required documents or photos here.

You need to accept the maintenance terms before you can proceed.



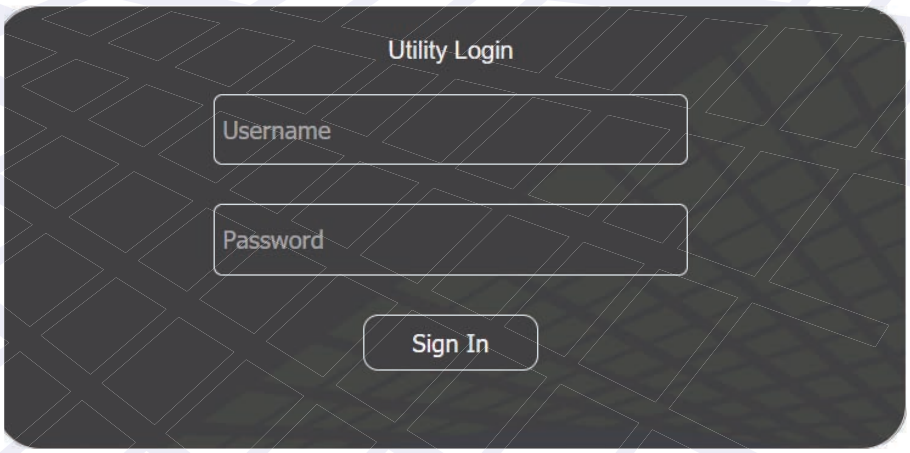
Click send to complete your query.

2 let now .co.za

Proudly central developments

GRIDCONTROL
TECHNOLOGIES

Prepay Website Manual



Enter your Username and Passoword via SMS.

You can view the following:

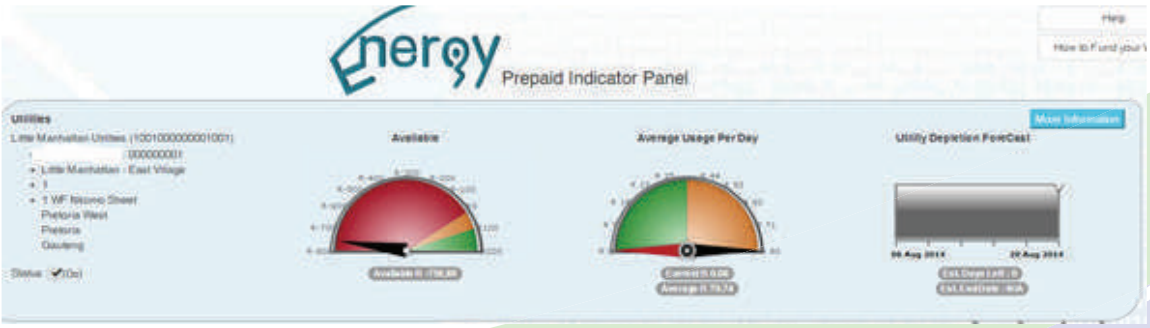
- Your available balance
- Your avarage consumption
- Your current usage
- Depletion forecast
- Year to date consumptions
- Readings
- Invoices

A login screen will appear.

- Your email or Name will be used as your user name.
- A password will be given to you to log in to your account.
- Once you have entered your username and password, press 'Sign In'.

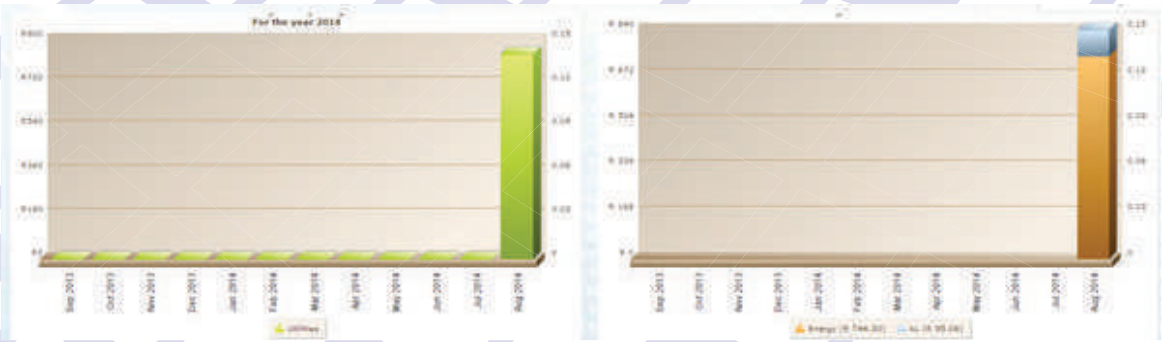
You will be greeted by this Home Screen.

To view your consumption and availability on your water and electricity, click on 'Prepaid'



- The 'Status' button indicates whether your electricity and water are connected or disconnected.
- On the indicator you will notice that it is split into various colours:
  - > Green is safe. This means you have enough money in your wallet for your water and electricity needs.
  - > If the arrow moves into the Orange, it means your credits are getting low.
  - > If the arrow moves into the Red, it means you urgently need to top up your electricity and water credits. Automatic disconnection will take place once your utilities are depleted.
  - > Average consumption is based on your consumption used over a period.

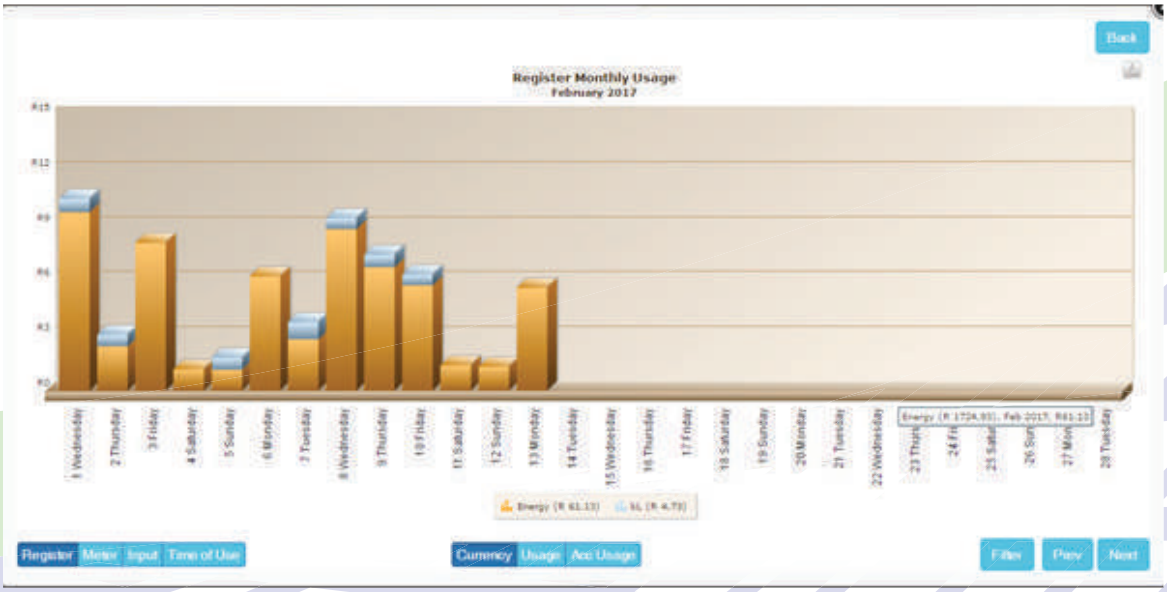
If you want to see more information on your account, press the 'More Information' button on the top right corner.



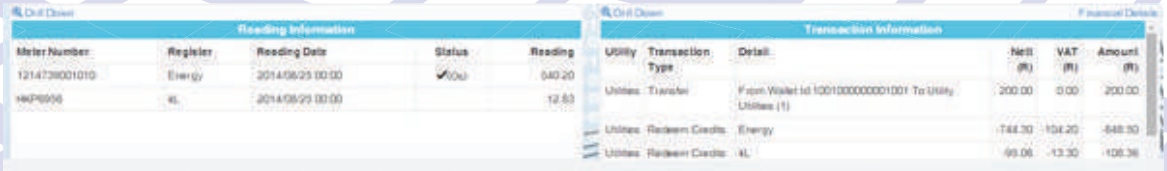
- When you move your mouse over the cylinder it will show you your amount used for the current month.

  - > The first graph with the green cylinder indicates the Total Consumption (water & electricity).
  - > The second graph with the brown and blue cylinder indicates the split between water and electricity.

To access more information on consumption, click on the right sided graph. Click on the month more information is required from.

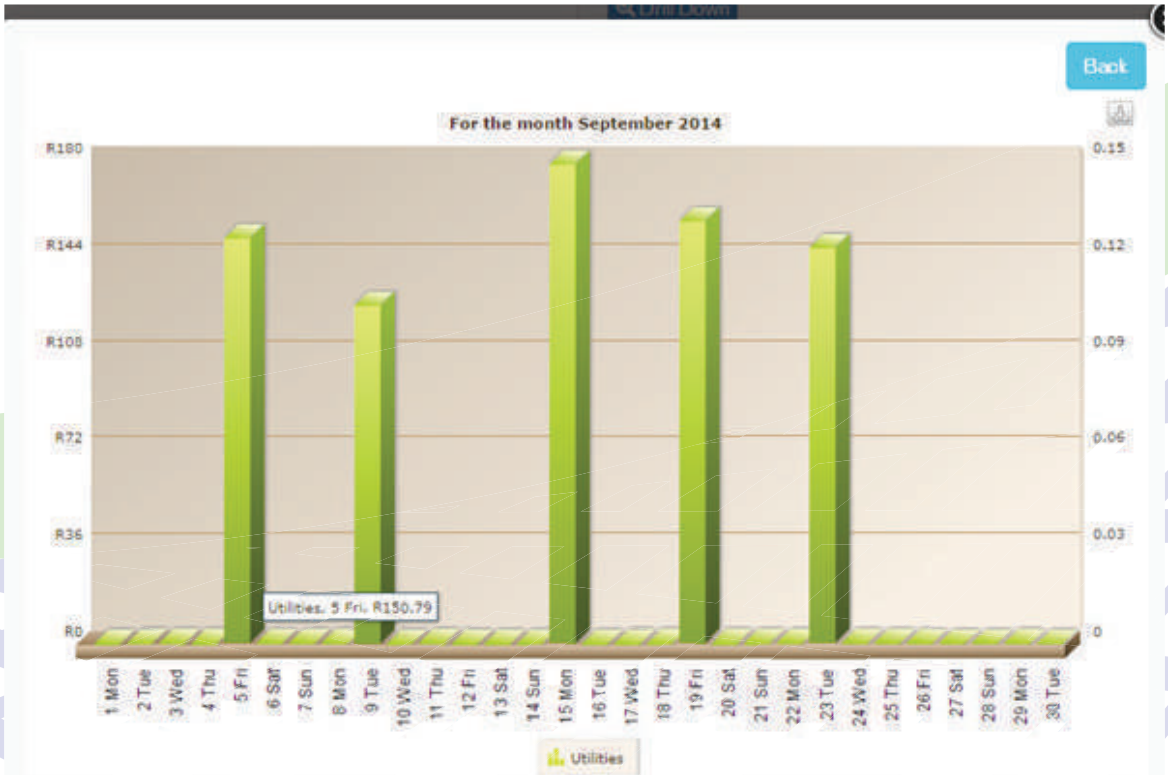


This is the daily consumption. Up to an hourly consumption can be obtained by clicking on the date.



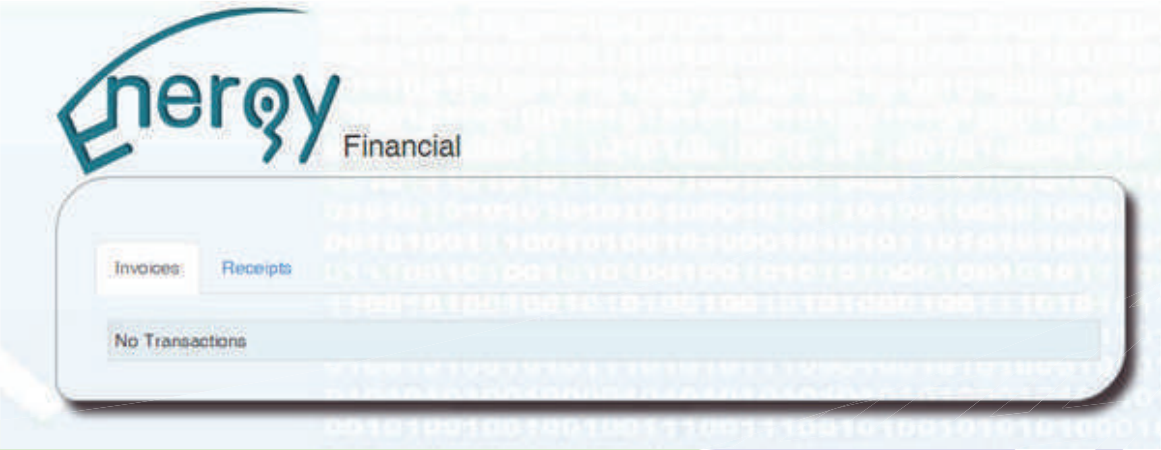
Underneath the graphs detail of your readings, payments and consumption is displayed.

Click the cylinder again to show the readings and reading dates and consumption.



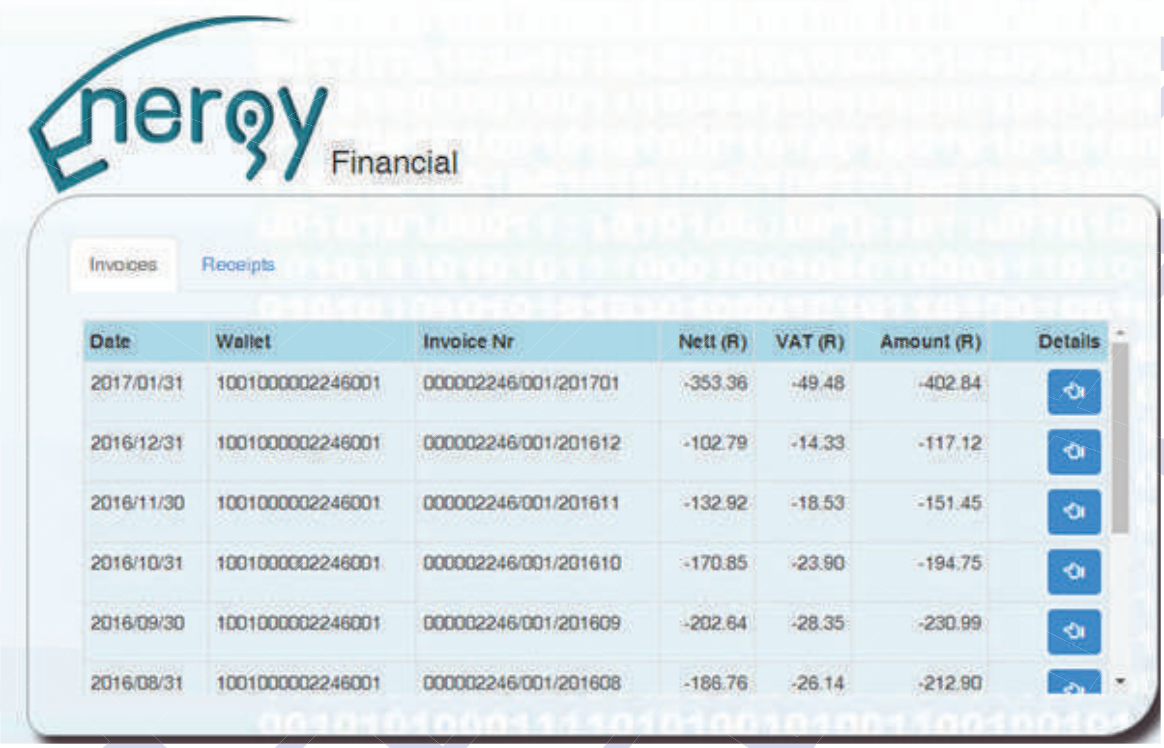
- This page will show all the reading dates and amounts for the consumption.
- If you click on the day it will display up to an hourly consumption.

If you want a statement or receipt of your payments, press 'Financial Details' in the top right corner.



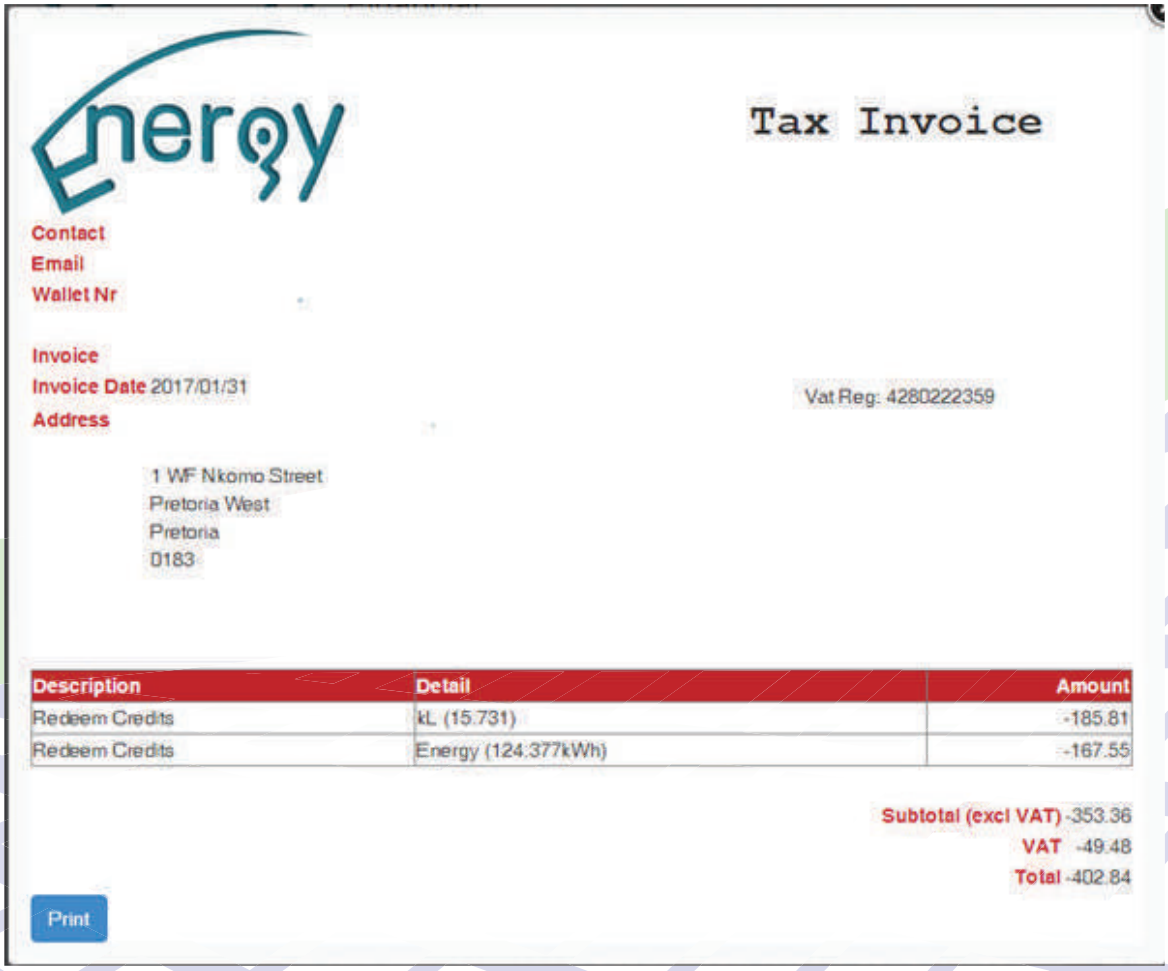
- Select 'Invoices'.

> The tenant will be able to print an invoice after a complete month cycle.



Date	Wallet	Invoice Nr	Nett (R)	VAT (R)	Amount (R)	Details
2017/01/31	100100000246001	00000246/001/201701	-353.36	-49.48	-402.84	
2016/12/31	100100000246001	00000246/001/201612	-102.79	-14.33	-117.12	
2016/11/30	100100000246001	00000246/001/201611	-132.92	-18.53	-151.45	
2016/10/31	100100000246001	00000246/001/201610	-170.85	-23.90	-194.75	
2016/09/30	100100000246001	00000246/001/201609	-202.64	-28.35	-230.99	
2016/08/31	100100000246001	00000246/001/201608	-186.76	-26.14	-212.90	

> Click on the blue hand on the month the statement is required.



Energy

Tax Invoice

Contact
Email
Wallet Nr

Invoice
Invoice Date 2017/01/31
Address

Vat Reg: 4280222359

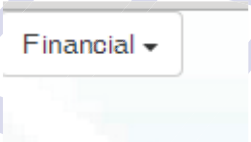
1 WF Nkomo Street
Pretoria West
Pretoria
0183

Description	Detail	Amount
Redeem Credits	kL (15.731)	-185.81
Redeem Credits	Energy (124.377kWh)	-167.55

Subtotal (excl VAT) -353.36
VAT -49.48
Total -402.84

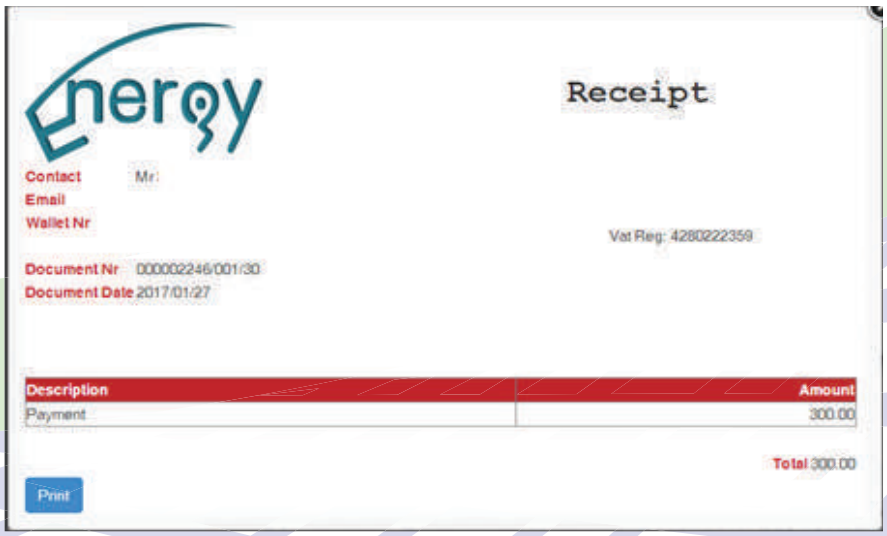
Print

- To go out of this option, click 'Financial' in the top left corner.



- Select 'Receipts'

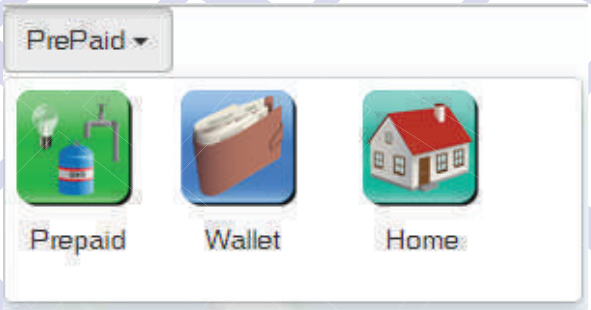
> A receipt can be printed after payment.
> Click on the blue hand if a receipt is required.



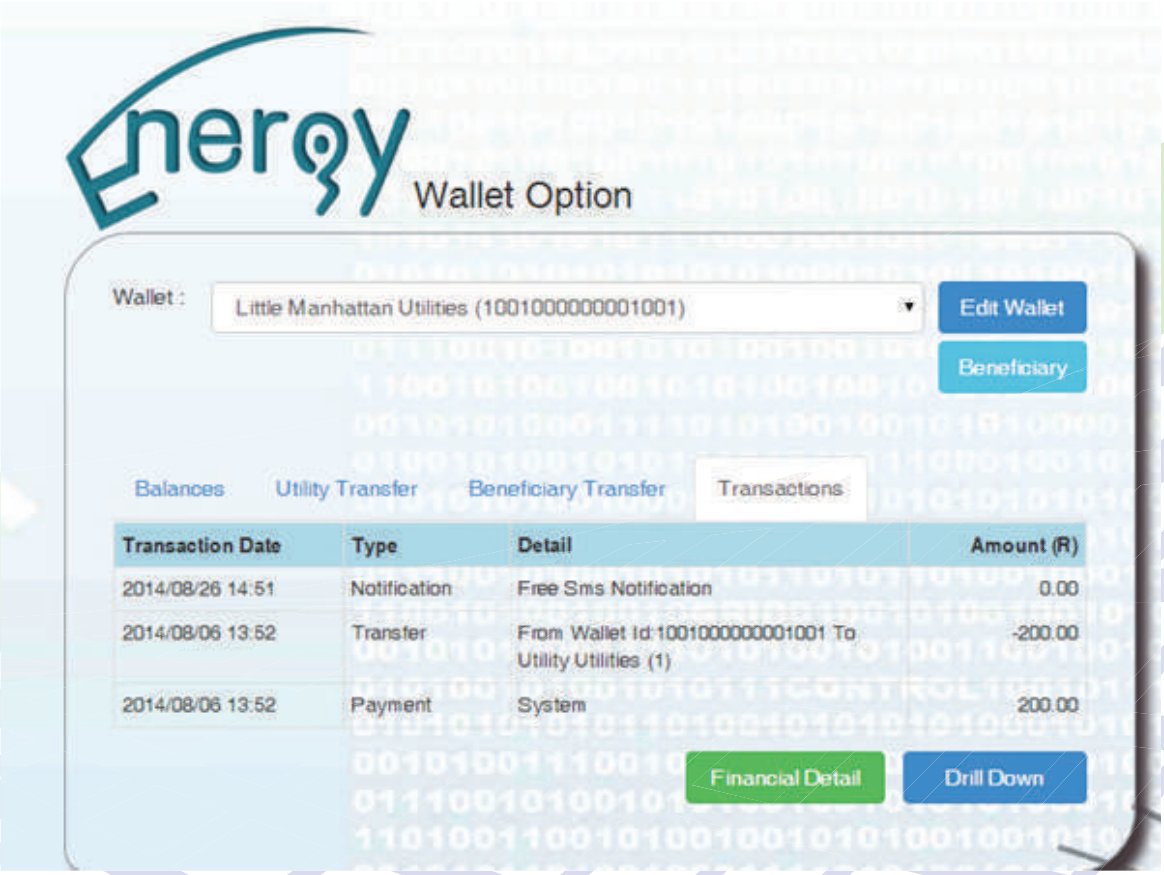
> A print option is available.

- To go out of this option, click 'Financial' in the top left corner.

To go back to the Home Screen, click on the 'Prepaid' button top left, and select 'Home'

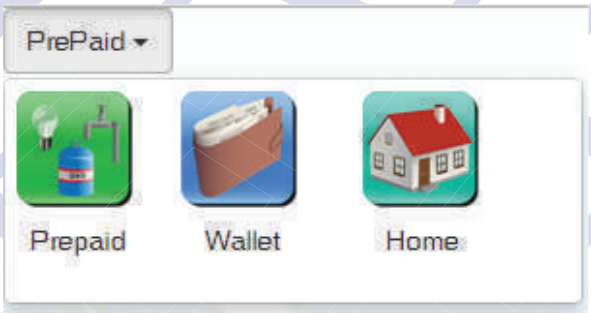


To view your Wallet and Wallet details, select 'Wallet'.

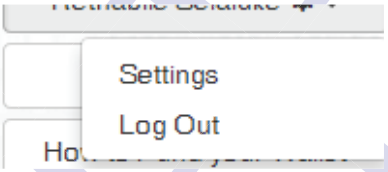


This will show your the payments that you have made towards water and electricity.

To go back to the Home Screen, click on the 'Prepaid' button top left, and select 'Home'



To log out of your account, click on your name on the top right corner, and select 'Log Out'.



Domestic Tariffs

Tariffs effective from 1 July 2023 - 30 June 2024

JHB Electricity Tariffs	c/kWh
Block 1 (0 - 350kWh)	209.67 c/kWh
Block 2 (350 - 500kWh)	240.51 c/kWh
Block 3 (> 500kWh)	274.05 c/kWh

Tariffs effective from 1 July 2023 - 30 June 2024

JHB Water Tariff	Per KL
Water demand levy p/month per unit	R 33.97
0 - 6 kL per 30 day period	R 0.00
> 6 - 10 kL per 30 day period	R 24.33
> 10 - 15 kL per 30 day period	R 25.39
> 15 - 20 kL per 30 day period	R 35.60
> 20 - 30 kL per 30 day period	R 49.20
> 30 - 40 kL per 30 day period	R 53.81
> 40 - 50 kL per 30 day period	R 67.89
> 50 kL per 30 day period	R 72.75

GRIDCONTROL TECHNOLOGIES

East On 82 SECURITY VILLAGE

Pre-Pay Electricity and Water

Unit Number: _____

Wallet Number: _____

Username: _____

Password: _____

GRIDCONTROL TECHNOLOGIES

East On 82

Pre-Pay Electricity and Water

Your e-Wallet

Your e-Wallet is an account that is created with a 16 digit number. On registration you will receive an SMS message on your Cell Phone which indicate your 16 digit reference number.

How to fund your e-Wallet

You transfer money to your e-Wallet via the following:

- Direct deposit at any Absa Bank ATM

ALL ATM CASH DEPOSITS

How to use your reference.
eg. 1001 000000 111 001

CRITICAL

The number can be used,
eg. 1001 111 001
The system will pull through automatically

NB

1001 = Is the Service Provider Code
001 = At the back, is the Wallet Sequence Number
Middle = Is the Wallet Identifier

Only the leading zeros of the Wallet Identifier may be omitted. The Service Provider Code and Wallet Sequence number may never change.

- Direct deposit at the bank
- Cell Phone Banking
- EFT via Internet Banking
- GCT Pay: Download from PlayStore or AppStore

Please Note:

- When transferring funds from another bank other than Absa Bank, a 24 to 48 hour period is required for funds to be cleared by the individuals banking institutions.
- Extra bank fees are charged on Cash Deposits.

Banking Details for Deposits:

ABSA

Account Name:	EAST ON 82 SECURITY VILLAGE
Account Type:	Current
Branch Code:	632005
Account Number:	**4096823775**
Reference:	16 Digit e-Wallet Number

VERY IMPORTANT

- Remember, do NOT enter ANY spaces in your reference number.
- Make sure you ALWAYS use the correct reference number to deposit and recharge your wallet (16 Digit e-Wallet Number).

Your Credits in your e-Wallet account:

- The credits in your e-Wallet will reduce as you use electricity and water.
- You will receive SMS notifications when your credit balance is low.
- You must use your Username and Password to monitor your credits and consumption on the website. This remains your responsibility.
- After Hour Emergency = When to call:

  When your power is off and a payment has been made towards your utilities.

Contact Details

Customer Care

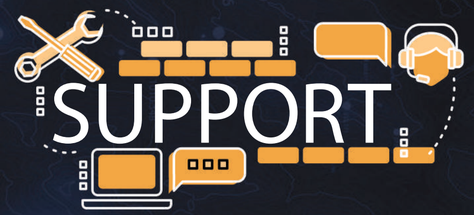
Tel no: 0861 428 428

support@gridcontrol.co.za

WhatsApp No.

082 883 8661

Office Hours	**After Hours**	**Weekends & Public Holidays**
Monday – Friday 08:00 - 16:30	Monday – Friday 16:30 - 20:00	09:00 - 13:00



Introducing our Support Bot

Our website and WhatsApp bot are designed to streamline the process of logging tickets for faults and connecting with Surf4Life. With its user-friendly interface, you can easily communicate with the bot through WhatsApp or our website to report any issues or request assistance. With its fast-ticketing logging ability, the Surf4Life Support bot offers a convenient and efficient way to address and resolve connectivity issues.

1. Scan the QR code below.
2. Send the message to start chatting to the bot.
3. Select from a variety of options like get connected, log a fault, FAQs and even outage updates.

Skip the phone queues and start chatting today!

Other Products

- Mini UPS
- Telephones
- Internet Security
- Wireless where Fibre is not Available
- Cloud Services
- Premises Security Services

S4L

Surf4Life

Serving South Africans

The Surf4Life Team

The Surf4Life team is a group of dedicated people with the experience and skills necessary to operate, maintain and grow a quality ISP in an ever changing technological environment. From friendly and helpful support staff and technicians that are capable, well trained individuals to an experienced, innovative management team - we are all committed to providing you with the superior ISP service you deserve.

S4L

Surf4Life

USER GUIDE

Consumer Guide to Surf4Life Service

Get Connected

Surf4life Fibre connection – This connection will run from the same router under the Wi-Fi name Unit@DevelopmentName. This is for multiple connections to the router but is only applicable in the tenant's unit.

Multiple devices are allowed to connect to the router and this is a month to month service, with debit order options available. Services are valid for 30 days from day of purchase.

Different bandwidth packages are available and all packages are uncapped packages. No data limitations , unlimited downloading.

HOW TO CONNECT?

1. Go to www.surf4life.co.za and click on login.
2. Log in to the Surf4Life portal with your username and password.
3. Purchase the desired package visible on the dashboard.
4. Once payment is cleared services will be active for 30 days.

Office Business Hours

Mon to Fri: 08:00 – 17:00
Call Centre agents are available 24 hours a day, 7 days a week

Onsite assistance will be provided within a SLA of 2 to 3 business days, from the first workday after weekends or public holidays.

After Hours Support

Mon to Fri: 17:00 – 20:00
Sat to Sun; 08:00 – 15:00
Remote support is provided on all calls logged after hours. Should a call out be necessary an available engineer will be dispatched in normal business hours.

Rentals Packages

12 Month Debit Order Packages

25Mbps download 15Mbps upload R499pm incl. VAT	50Mbps download 25Mbps upload R599pm incl. VAT	50Mbps download 50Mbps upload R785pm incl. VAT
100Mbps download 100Mbps upload R899pm incl. VAT	200Mbps download 200Mbps upload R1089pm incl. VAT	300Mbps download 300Mbps upload R1249pm incl. VAT

Monthly Packages

25Mbps download 15Mbps upload R539pm incl. VAT	50Mbps download 25Mbps upload R639pm incl. VAT	50Mbps download 50Mbps upload R839pm incl. VAT
100Mbps download 100Mbps upload R949pm incl. VAT	200Mbps download 200Mbps upload R1089pm incl. VAT	300Mbps download 300Mbps upload R1249pm incl. VAT

Helpdesk Procedure

To ensure Affective assistance, we urge all residents to get in touch with the Service Desk directly, and from their personal/registered email addresses. Requests will not be attended to if a ticket is not formally logged with the Service Desk.

Office Hours

Surf4Life have the following admin Office hours.

Mon – Fri: 08:00 – 17:00
Sat – Sun: Closed day

Customer Support Operating Hours

After hours services include Public Holidays ad Weekends

Call Centre Agents are available 24 hours a day, 7 days a week.

How does it Work?

1. Send a mail to homesupport@surf4life.co.za or log via phone on 012 883 1800.
2. Make sure to include your unit number, contact details and a clear description of the problem
3. Customers will receive an email with a Ticket Reference to be used when feedback and status updates are requested.
4. When requesting feedback on a ticket please provide a valid reference number in order for the helpdesk to assist. If there is no formal ticket on our system a ticket will be logged and assigned in order to provide accurate feedback.
5. Engineers will only attend to tickets if a call is logged and they receive the ticket from the Service Desk.

Customer SLA

For all tickets logged the Customer SLA time lines are the following:

a. Technical Ticket – 48 Hour (Business days only)
b. Fibre related Ticket – 72 Hour (Business days only)
c. Finance Department – 24 Hour (Business days only)

Remote assistance will be provided for any ticket logged via Phone or Mail.
Onsite assistance will be provided from the first workday after Weekends or Public Holidays.

Important Contact Numbers

Maintenance Office **087 830 5743** **087 830 5744**	Mon – Fri: 08:00 – 18:00 Sat: 09:00 – 16:00
Emergency Maintenance **068 106 5558**	Mon – Sat: 08:00 – 20:00 Sun: 08:00 – 15:00
Security **082 616 7642**	24/7
Gridcontrol Prepaid Metering	Phone: 0861 428 428 WhatsApp line: 082 883 8661 Email: support@gridcontrol.co.za Website: www.gridcontrol.co.za
SAPS	011 433 5400