

HAPPY
Valentine's
day



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news



#askJoe



development



community



special events

love makes the

world go round

FROM THE MANAGER'S DESK

It's THAT time of year again – when you look back at the new year resolutions you made in January, and realise that you've fallen short on quite a few of them already. We berate ourselves and then promise that we'll do better tomorrow. One of the reasons we so often fail in achieving our new year resolutions is that we make those commitments looking back at what we did not achieve, instead of looking forward to what we can achieve.



Socrates framed it best when he said: "The secret of change is to focus all of your energy, not on fighting the old, but on building the new."

Instead of focusing on changing old habits, create and focus on new, more positive ones. The secret is to set realistic resolutions that you'll actually enjoy working on and won't require that you donate a kidney to achieve them. Making your resolutions work for you requires a fresh, new focus on building your ambitions, rather than being caught up in the old ways of doing things.

To that end, our team at 2LetNow is singularly focused on being innovative and customer-centric in how we deliver services and solutions to our customers in the year ahead. We're focused on making 2020 the year of 20Plenty – a year to deliver better outcomes and positive changes that make a real difference in the lives of all our tenants. And you can hold us to that!

COMMUNITY NEWS

When it comes to maintaining a rental property, there are many questions around who is responsible for what.

Before entering a lease agreement, it's important to get a clear understanding of your roles and responsibilities as a tenant, as well as those of the landlord when it comes to property maintenance.

Here's a quick rundown of who covers what when it comes to maintenance:

Landlord/owner responsibilities:

- Structural maintenance – such as the roof, exterior walls, plumbing pipes, electrical wiring, the geyser and general structural maintenance problems.
- BUT – there is one important proviso – if maintenance is required - structurally or otherwise - as a result of negligence by the tenant, for example, blocked drains or a broken window - then the tenant is liable for the associated costs to fix the problem.
- Conduct a joint entry and exit inspection of the facility before you move in, and afterwards. Spend the time to go through this inspection with the landlord and make careful note of the state of the house, and make a special note of any issues that require repair before you move in.
- The landlord has the right to apply the deposit to any amounts the tenant owes in terms of the lease such as lost keys, damages and so on.
- The state of the property at the time of viewing it is often a good indicator of whether the landlord/owner takes care on their maintenance responsibilities.

Tenant Responsibilities:

- General maintenance of the property, such as replacing light bulbs and keeping the interior and exterior clean and in good repair, garden maintenance, clearing the gutters and general care of the property.
- You may not use the property for any other use other than for the purpose for which it was let – as a residential property. As a simple example, you would be in breach of your lease agreement if you decided to run a daycare centre from the property.
- Remember that when the lease is up and you hand the property back to the landlord, it should be in the same condition as it was when you moved in. When it comes to the exit inspection, you will be referred back to the initial entry inspection done, and any breakages or damages to the property that were not there when you moved in will be for your account.



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#ASKJOE

What can tenants do to ensure they receive their deposits back?

A landlord will typically require the tenant to pay a deposit upfront in case there are damages to the property or a breach of the lease agreement. Here's what you can do to ensure that you receive your deposit back when you exit the property:

- Do not terminate your contract early. Although the tenant has the right to cancel a lease early by giving the landlord 20 business days' notice, the tenant will still be liable for a reasonable cancellation penalty as stipulated on the lease agreement.
- It is very important that you look after the property as if it were your own and hand it back in the same condition as you received it, with the exclusion of fair wear and tear.
- You and your marketer will determine the initial condition of the property with a thorough joint inspection of the premises before the lease commences.
- It is advisable that both the tenant and the owner take pictures and even videos of the property and to have a condition list with notes stipulating the condition of the property.
- Both parties should sign and initial the final inspection report. This report can then be referred to if any issues arise later on.

ESTATE NEWS

One of the most important aspects of tenant life is being part of creating a happy, harmonious environment for all residents to enjoy. As we head into 2020, we encourage all our residents to work together to make Stanford Manor a safe, clean and pleasant estate for everyone. Be considerate of your neighbours and other tenants when using the social facilities and remember that this is a family community where children play outside.

It is our shared responsibility to ensure that this is a safe and peaceful community for all who live there. Remember to keep the general noise levels down and note that the 'no noise' policy has been updated to start at 20:00 on all evenings. The cooperation of all tenants in this regard is essential.

Please call our Client Care number on 0861 99 12 30 or visit our site office with any maintenance issues, suggestions, complaints or compliments.

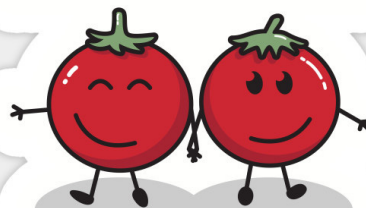
JOKE OF THE MONTH

*If you were a
transformer*



you'd be
OPTIMUS FINE

**- I LOVE YOU -
FROM MY HEAD TOMATOES**



**I hope you don't find this
card too cheesy, but I
couldn't pasta up a chance
to make you smile!**