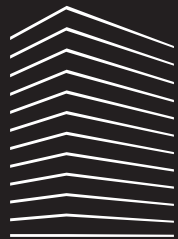




Tenant Rental Guide

Johannesburg



ITHEMBA
MAKE YOURSELF AT HOME

Contents

Introduction	3
About Ithemba Property	4
Customer Support	4
Tenant Communication	4
My Estate Life App	4
Moving In	9
How to use the Wi-Fi/Fibre?	9
Wi-Fi Frequently Asked Questions	9
Fibre Frequently Asked Questions	10
Access Control	13
How to give visitors access	13
How to add an occupant	13
How does the parking work?	14
Security & Emergency Contacts	14
Repairs & Maintenance	15
Living In Your Home	15
Ithemba Cashback Rewards	17
Paying Rent	19
Costs That Have To Be Paid By You	21
Billing Frequently Asked Questions	21
What Happens To Me If I Don't Pay The Rent?	25
Rental Settings	25
Residential Lease Agreement	26
What are your rights as a tenant?	28
Maximum number of occupants	29
Transfers	30
Transfers Frequently Asked Questions	30
House Rules	32
House Rules & Code Of Conduct	32
Transgressions	32
Insurance	34
Pest Control	35
Who is responsible for pest control and fumigating my unit?	35
Important Tips	35
Electricity Saving Tips	35
Safeguarding against abuse	36
Moving Out	37
Lease Termination Frequently Asked Questions	37



Introduction

Welcome to Ithemba Property and our Tenant's Rental Guide.

This guide is intended to help you "Make Yourself at Home" and to ensure that your stay with us is a happy and enjoyable one. This rental guide will also answer any questions that you may have regarding your new home and tenancy.

We encourage you to read this guide with care to familiarise yourself with your rights and responsibilities as a tenant, as well as those of Ithemba Property (henceforth referred to as 'Ithemba').

Should you require assistance with regard to the tenant's rental guide, you are welcome to speak to your building manager or contact us on any of the following platforms:

Tenant Portal: www.ithembaproperty.co.za

Customer Service:

Call Centre: 087 33 00 00 5

WhatsApp: 063 804 9498

Email: hello@ithembaproperty.co.za

We wish you a pleasant stay in your new home.
We look forward to assisting you in the years to come.

About Ithemba

Ithemba provides good quality, well-managed, affordable apartments in a secure environment to enable you and your family to enjoy a good standard of living.

Ithemba is set on regenerating South African cities and transforming its impact on people's lives. Ithemba strives to maintain a good relationship with you, our tenants, as well as with our service providers, including local municipalities, local and national police services, water services, electricity services, refuse and waste services, roads agencies, and various private industry players.

Customer Support

Need Assistance?

Contact us for all your billing, maintenance, service issues, payment arrangements and all other queries. Always make sure to include your name, building name, unit number and account number in your message.

Your Feedback Matters

Your constructive feedback is always welcome as you are important to us. Please contact our Client Relationship Management (CRM) Help Desk to share your views, comments, or suggestions.

Email: hello@ithembaproperty.co.za

WhatsApp: 063 804 9498

Telephone: 087 330 0005

Tenant Communication

You will receive periodic communication from Ithemba regarding issues in the area, scheduled maintenance etc.

These communications will be sent via the My Estate Life App (rolling out in your building soon), SMS, Email and/or WhatsApp Groups created by your Building Manager, it is therefore important to make sure your (and your occupants) contact details are correct and updated as and when it changes.

My Estate Life App

Streamlining services and giving you access to the most convenient and simplest processes is always at the top of our list. We're happy to introduce MY ESTATE LIFE, your new best friend.

This one-stop app will give you the ease and convenience of managing your stay with Ithemba Property from anywhere and at any time. Some of the amazing features that you'll have access to on the app include:

- Contacting **emergency services** directly from the app. In the event of an emergency that requires assistance from police, firefighters or even paramedics; you are always one click away.
- Generate an Access Code for your visitors at the click of a button* *only where available
- Easy access to **Ithemba services** from logging queries with your Building Manager, logging maintenance jobs to accessing your Ithemba account to view statements and more.
- The news section provides a platform with all updates from Ithemba that will be of interest or relevance to tenants.

Now you can put MY ESTATE LIFE to the test, follow the instructions in the Download Guide below to add the app to your mobile device. From **October 2022** all communications from Ithemba will be sent exclusively using this channel.

INSERT DOWNLOAD GUIDE (In the section where it has the unique identifier please put the following in the box **available from your building manager**)

MY ESTATE LIFE

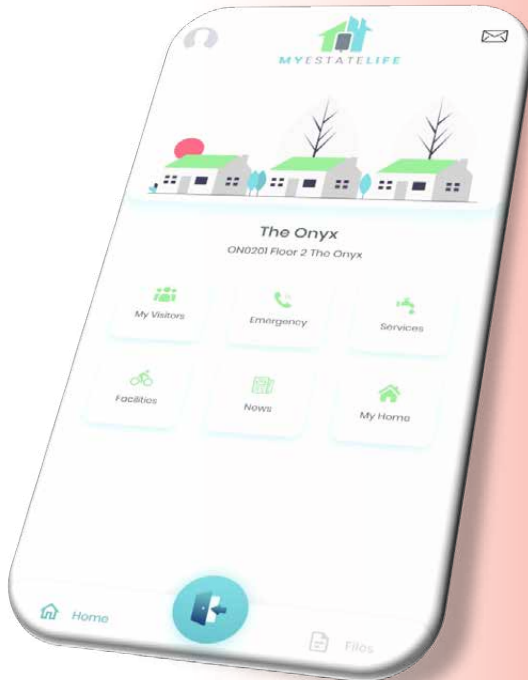


ITHEMBA
MAKE YOURSELF AT HOME



MYESTATELIFE

DOWNLOAD GUIDE



STEP 1

Download the app

Select Your Phone Model



Apple iPhones

Search For "My Estate Life"



In the App Store



Android

Search For "My Estate Life"



In the App Store



Google Play



Huawei

Search For "My Estate Life"



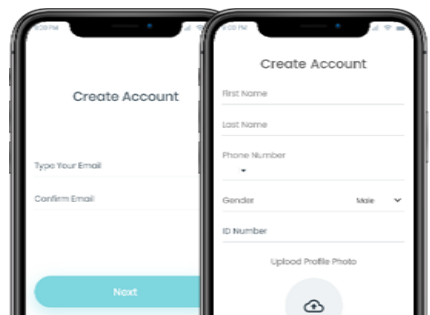
In the App Store



STEP 2

Register a profile

Click on your profile to update your info or add info about your car/s



STEP 3

Add a property

Once registered, proceed to your email inbox to verify your account, and complete the registration process. Go back on the app and click on "Add Property"



Add Property

Select "Manual Input" to type in the property Identifier



Manual Input

Type in the Following Estate Identifier



Click on "Add Property Details" and type your Unit number and then select from the drop-down list.

Add Property Details

STEP 4

Await Approval



Your profile will need to be approved by the estate management team to gain access to the app.

Need Help?

Chat to our support Team



myestatelife.com/support



Support@myestatelife.com



0876 570 003
8am-4pm



065 523 7669



**FOR MORE INFORMATION ENQUIRE WITH YOUR BUILDING
MANAGER OR CONTACT US**

087 330 2005 | WhatsApp – 063 804 9498
hello@ithembaproperty.co.za | www.ithembaproperty.co.za

Moving In

Snag List Procedure:

- Inspect your apartment in the presence of the Building Manager.
- Complete the inspection report in the presence of the Building Manager.
- Sign off the inspection report and hand it back to the Building Manager who will return it to Ithemba.
- You have 3 (three) days from the date of occupation to report any faults or complaints, in writing to the Building Manager, who will forward the complaint to Ithemba for further attention.

How to use the Wi-Fi/Fibre?

Wi-Fi Frequently Asked Questions

1. Is my device supported?

- Windows 7 and earlier are no longer supported.
- Phones and tablets should be on the latest firmware/software.
- Laptops and tablets that have the minimum amount of memory available may be slower than expected.
- Mobile phones and tablets that have little or no space available will not be able to make connections to the WIFI – please delete unwanted pictures/texts in order to make space.
- Devices with less than 40 percent power will (depending on the power management selected) slow the WIFI component down to save power.
- For the best speed all power management should be disabled and run at maximum performance.

2. Where do I get my log in details?

You can get log in details my sending an email to: hello@ithembaproperty.co.za

3. How do I connect my devices?

Mobile Devices

- Open the settings app.
- Tap the Wireless & Network option.
- Tap on WIFI
- Switch ON the WIFI option.
- Select Rise WIFI.
- The phones web browser will open automatically shortly.

After connecting

- Type in your username and password.
- You Should now be connected to Rise WIFI.

Should the above steps not work, open your browser using mobile data and follow the below steps:

- Go to the following address: <https://hotspot.maboneng.co/hotspot/login>.
- Type in your username and password.
- You should now be connected to Rise WIFI.

Laptops & Tablets

- Open the Wireless network menu.
- Open your web browser and go to the following address: <https://hotspot.maboneng.co/hotspot/login>.
- Type in your username and password.
- You should now be connected to the Rise WIFI.

4. How many devices can I connect to the WIFI?

Please note that you can connect to a maximum of 4 devices.

5. I'm unable to connect to the WIFI, what steps do I need to take?

Invalid Username and password

Please make sure there are no spaces being added automatically by your device at the end of your username and password (mobile phones commonly do this).

Already authorizing please try again later

- Forget the Rise WIFI network, restart your device and try connecting again.
- If the problem persists- contact the Ithemba CRM Helpdesk.

Number of sessions has exceeded

- Log out from other devices.
- Please contact the Ithemba CRM Helpdesk.

Connected (no internet)

- Forget the Rise WIFI network, close all open and unused apps, restart your device and try connecting again.
- If the problem persists – contact the Ithemba CRM Helpdesk.

How to contact the Ithemba CRM Helpdesk.

- Email: hello@ithembaproperty.co.za
- Tel: 087 330 0005
- WhatsApp: 063 804 9498

When contacting Ithemba CRM please provide the following information

- Name
- Username & Password
- Cell number
- Building name and unit number

Operating Hours:

Monday – Friday, from 08:00 to 17:00

Fibre Frequently Asked Questions

IMPORTANT

The fibre equipment in your unit is the property of Ithemba and must never be removed. Take care when using this as damage to the equipment will be charged to the tenant. The yellow fibre patch lead is very fragile and must never be unplugged or bent. This will break the cable and your internet will not work.



1. How do I connect to the fibre?

Step 1: Locate the ONT Fibre Router in your flat



Step 2: Make sure the ONT Fibre Router is powered ON.

- Wait 1-5 mins for the devices to boot. You can only connect to the internet once the PWR, Service, Broadband, WIFI 2.4GHz and WIFI 5GHz lights are green on the ONT.
- If these lights do not come on after 5 mins contact Ithemba using the contact details at the end of this guide.



Step 3: Have your WIFI connection details ready and available. In other units this will be available on the sticker on the Router

Step 4: Open the WIFI connection function on your laptop or mobile device

- Look for the WIFI network matching the name of the SSID on your Router. In the example this will be EM730_EXAMPLE.
- Enter the password as shown on the Router.

***You can also connect by plugging in a LAN cable into a LAN port on the Router**

1. My internet says connected without internet access, what should I do?

Contact us through any of the below channels:

- WhatsApp: 063 804 9498 or
- Email: hello@ithembaproperty.co.za

Please make sure to provide the following information:

- Name & Surname
- Contact number
- Building name and unit number
- Attach a picture of your ONT powered on

2. What is an ONT Box?

ONT box is a black fibre router covered by SADV grey bracket mounted on your wall.

3. Where do I get my login details?

Contact us through any of the below channels:

- WhatsApp: 063 804 9498 or
- Email: hello@ithembaproperty.co.za

Please make sure to provide the following information:

- Name & Surname
- Contact number
- Building name and unit number
- Attach a picture of your ONT powered on

4. My service light is off, what do I do?

Contact us through any of the below channels:

- WhatsApp: 063 804 9498 or
- Email: hello@ithembaproperty.co.za

Please make sure to provide the following information:

- Name & Surname
- Contact number
- Building name and unit number
- Attach a picture of your ONT powered on

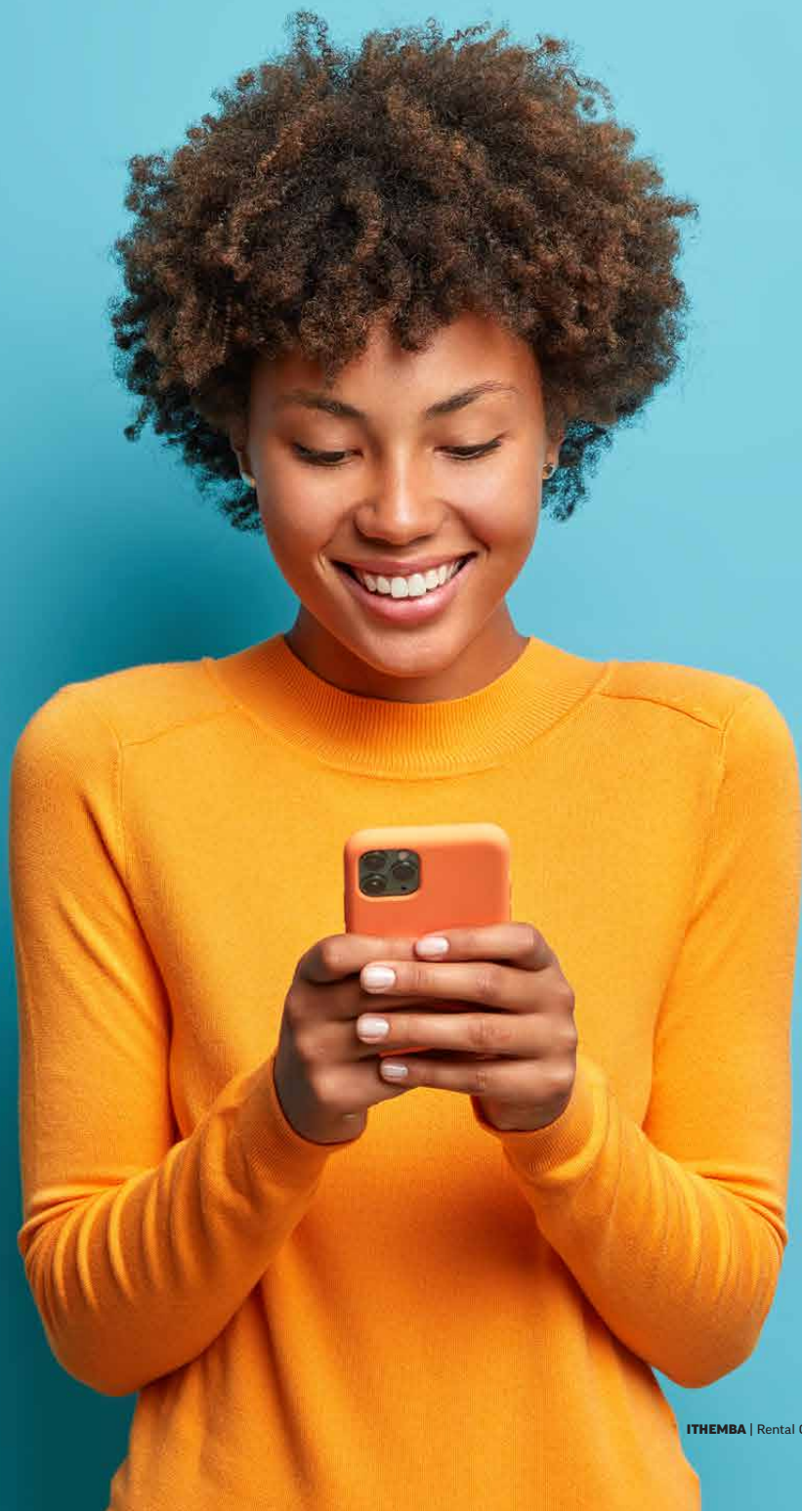
5. Broadband light is off, what should I do?

Contact us through any of the below channels:

- WhatsApp: 063 804 9498 or
- Email: hello@ithembaproperty.co.za

Please make sure to provide the following information:

- Name & Surname
- Contact number



Access Control

How to give visitors access

Residents can use the **My Estate Life App** to book and generate an access pass to give visitors entry to their building.

Booking Visitors

- Open the app and select the MY VISITORS tab.
- For numbers already in your contact list, select 'Add Visitor from Contacts' or add a visitor manually by filling in the details for a new number.
- Choose the date and time your visitor will be arriving.
- Specify the duration of their stay by choosing from the drop down.
- Tap 'Submit Guest'.

Notifying your visitor

- You will be redirected to a 'Visitor Confirmation' page.
- You can share the access pass by either:
 - Saving the image to your gallery
 - Sharing the image via other platforms
 - Sharing via SMS
 - Sharing the image via WhatsApp

Future bookings

- Your visitor can access the building by either:
 - Scanning the QR code in the image or
 - Keying in the access code at the turnstile

Access to the building

A log of recent visitors can be found under the 'My Visitors' tab next to the 'Add Visitors' tab.

- Select 'INVITE' to add the listed contact.

Arriving visitors

- You can view arriving visitors, edit their details and/or cancel their visit.

Checked In Visitors

- Visitors who have checked in will be listed here along with their check in details
- If a visitor leaves before their access pass expires, you can check them out by selecting the contact and the 'Check Out' button.

How to add an occupant

An occupant change form is available at our office. Must only be completed by a lease holder.

These are the documents accepted:

ID or Driver Licence. Certified copies accepted

- Passport/Asylum Seeker Document
- Birth Certificates of all children
- Work permit / Asylum seeker document that is valid at lease start date.

How does the parking work?

In order to ensure everyone has a safe place to park without inconvenience, a monthly parking fee is payable for each bay used to ensure fair allocation.

Parking leases work on a month-to-month basis. You need to sign a legal document specifying the amount payable.

The following measures are put in place for you and your fellow tenants' safety.

- Parking must be applied for at the relevant building/letting office by completing an official parking application form.
- Upon approval of a parking bay, you will be issued with an official Ithemba parking disc and in the parking area closest to your building.
- Your parking disc must always be visible when a registered vehicle is in the parking area and no vehicles will be granted access to the parking without a valid parking disc.
- If a vehicle is found in the parking area without a valid disc you may be subject to a fine and/or cancellation of parking.
- 30-day notice must be given when cancelling a parking bay (Addendum I).
- Upon cancellation the disc must be returned to your building manager or the Ithemba letting office. Failure to do this will result in continued parking charges.
- All pedestrian tenants are to enter the building via the turnstiles. No pedestrian access will be granted through the parking gates.

Security & Emergency Contacts

Safety is an essential requirement to ensuring that you enjoy your stay in our buildings.

All building common spaces have cameras monitored 24/7 by a reputable off-site monitoring company. They are in constant contact with the estate management and the on-site security.

Improving the security of any area requires community involvement. Therefore, it is every resident's responsibility to contribute to the safety and security of the building by being vigilant. Simple measures like ensuring gates are close behind you and reporting any suspicious behaviour by contacting the relevant emergency services.

Emergency contact details:

SAPS

10111

Johannesburg Metro Police Department

011 758 9100

Ambulance

011 37 55 911

Fire Department

011 331 3141

Repairs & Maintenance

Living In Your Home

There are 3 ways to log a Maintenance Query

1. Contact your Building Manager or Security Officer at the reception area in your building.
2. Contact the Client Relationship Management (CRM) Help Desk on:
Email: hello@ithembaproperty.co.za
WhatsApp: 063 804 9498
Telephone: 087 330 0005
3. If you have a QR code at the back of your door. Follow these easy steps below:

WHAT DO I NEED?

1. Email address & smartphone
2. QR scanner app (download app from your devices app store) Recommended app: QR Reader
3. Your flat's QR code

HOW DO I LOG A MAINTENANCE REQUEST?

1. Scan QR code using the App
2. Use the link to access the web form
3. Provide your email address (mandatory) & select "log service request"
4. Provide a detailed description of work required (mandatory)
5. Select 'new service request'
6. Complete the fields showing
7. Submit service request

If you do not have an email address or smartphone, please log your request with the building manager.

The following table gives the average maximum response time by Ithemba depending on the repair problem:

Kinds of Repairs	Example	Response Time
Emergency	<ul style="list-style-type: none"> • Unsafe and dangerous situation Electricity failure • Blocked drain or main sewerage line • Broken main pipe 	ASAP
Urgent	<ul style="list-style-type: none"> • Inconvenience and damage to building • Hot water supply • Faulty light fitting • Roof leak • Water leaks 	Any evidence of water leaks or damage
Not Urgent	<ul style="list-style-type: none"> • Minor problems • Doors • Window frames • Minor plumbing 	Within 48 hours from date of notice

How do we report maintenance issues and why does it sometimes take so long to resolve?

Please report any maintenance issues you may have to our CRM desk so we can have track of it. Your maintenance issue should be resolved within 48 hours. If this is not the case, please let us know. We acknowledge once again that, in many cases, we have not lived up to this promise, but we aim to improve this in the foreseeable future.

NOTE: we will always try to make repairs until it is no longer feasible. In addition, Fair wear and tear in your unit is for the landlord's account. Any other repairs are for the tenant's account.

Ithemba Cashback Rewards

To reward you as our loyal tenants, we introduced the new Itthemba Cashback Rewards Program effective as of 1 August 2021.

Simply pay your **monthly statement** in full and on time every month and you will receive 50%* of your rent back by continuing to pay your rent in full and on time for 12 consecu-



tive months. Itthemba will also contribute an additional R250 on your behalf to a local charity to assist the surrounding communities.

*The following Ts & Cs will apply in order for you to qualify for the discount:

- Total statement balance must be paid in full and on time every month for 12 consecutive months from 1 August 2021.
- Discount on rental amount only (excludes utilities and other charges i.e., parking).
- The discount will be processed as a credit on your statement
- The discount is non-exchangeable, non-transferable, and is not redeemable for cash
- The reward program works on a 12-month cycle, therefore for 12 consecutive months your total statement balance should be paid in full and on time every month in order to qualify for the discount in month 13.

For more information, please follow the link below:

<https://bit.ly/IthembaCashBack>

FAQs

1. What happens when I have only paid late once?

It is important to settle your account on time and in full according to your lease agreement or you might be in breach of your lease, and this could lead to your lease being cancelled. There is also a late payment penalty if your account is not paid on time.

If you are unsure when your rent is due or what the outstanding balance of your account is, please send an email to hello@ithembaproperty.co.za or a WhatsApp message to 063 804 9794.

Ithemba Cashback Rewards works on a 12-month cycle; therefore, it is important to make sure your account is settled in full before you receive your next monthly statement to ensure you still qualify for your Cashback Reward.

2. What happens if I did not manage to pay my outstanding balance on time?

If you have any balance outstanding carrying over from a previous month you will not qualify for your Cashback Reward and your 12-month cycle will only restart from the first month your account is paid in full before you receive your next month's statement on the 25th of the month.

3. By when should I pay my total statement balance to ensure I do not make a late payment?

To ensure that you do not make a late payment, your payment should always be made before the 1st of each month according to your lease, this ensures that the payment is cleared in our bank account before the 3rd in order for us to record the payment before standard collection procedures commence.

4. What happens if I used the wrong reference on my payment?

It is important that you use the correct reference when making a payment as this can lead to an incorrect reference penalty charge. If you are unsure of what your reference is, please send an email to hello@ithembaproperty.co.za or a WhatsApp message to 063 804 9794

Ithemba Cashback Rewards works on a 12-month cycle, therefore it's important to make sure your account is settled in full before you receive your next monthly statement to ensure you still qualify for your Cashback Reward.

5. What if I have a billing query?

Valid Utility, Billing & VAS Queries will not be regarded as a default for the Ithemba Cashback Rewards Program provided it is logged through the Customer Support Desk via:

- an email to hello@ithembaproperty.co.za or
- a WhatsApp to 063 804 9794 or
- a call to 087 330 0005

and Ithemba is at fault or where Ithemba needs to rectify the error on your statement. This will be managed on a case-by-case basis.

6. Do I qualify for the reward if I have a payment arrangement?

Tenants with current or new arrangements in their 12-month loyalty cycle will be disqualified from the Ithemba Cashback Rewards program and they will only requalify in the first month subsequent to the month where the last arrangement payment was made.

7. Does my 12-month cycle restart if I transfer to a different Ithemba Property building?

Where a tenant transfers in the 12-month cycle, their current start date will be used when calculating their Ithemba Cashback Rewards as long as they have not defaulted on any payments.

8. How does the contribution to the Local Charity work?

Ithemba Property will contribute an additional R250 on your behalf to a local charity to assist the surrounding communities.

Ithemba is already assisting local communities through the Ithemba Upliftment Foundation, and you as tenants are now assisting in this great cause as well.

For more information on the Ithemba Upliftment Foundation please follow the link below: <https://ithembaproperty.co.za/ithemba-foundation>

9. Will I lose my reward if I receive a warning/ infringement?

No, should you break any of the house rules you might be issued with a warning or penalty depending on the offense, however as long as you have settled your total statement balance due in full and on time, you will still qualify for the Cashback Reward.

10. When will I receive my Cashback Reward?

You will receive your Cashback Reward after paying your rental statement on time and in full for 12 consecutive months. If you were already a tenant before 1 August 2021, the 13th month when you will receive your reward will be in August 2022. The 12-month cycle for new tenants signing a lease after 1 August 2021 will start in the first month that they pay their rental statement on time and in full. The Cashback Reward will be received in the 13th month after they've paid their rent for 12 consecutive months on time and in full.


11. I have been a tenant for more than 12 months before 1 August 2021. When would I qualify for my Ithemba Cashback Reward?

We appreciate all our loyal tenants! This is one of the many reasons we decided to launch the reward program.

Ithemba Cashback Rewards was launched on 1 August 2021, therefore, should you qualify, your Cashback reward will be processed on your August 2022 statement.

12. Do I have to register for the Cashback Reward Program?

You do not have to register for the Cashback Reward Program. You will automatically qualify for the rewards when you pay your rental on time and in full, using the correct reference number, for 12 consecutive months.



Paying Rent

A Brief Overview for Your Reference

Your rent enables Ithemba to pay for services mentioned in the previous section so that you live in a clean, safe, secure and well-maintained environment. Rent must be paid on or before the first day of every month.

The rent must be paid directly into Ithemba's bank account, the details of which are reflected on your rental statement. Please ensure that you pay your rent on time as Ithemba would have to take action (including legal) against you if you are unable to meet this requirement. This could be costly and inconvenient. If we cannot trace your payment due to using a wrong reference, Ithemba may require you provide proof of your payment. If you are unable to produce proof of payment, your rental will be regarded as unpaid! Please ensure you always use the correct reference number, as the incorrect reference number could result in a charge.

The following methods of payment are accepted at Ithemba:

EFT | Electronic Funds Transfer

When paying by Electronic Funds Transfer (EFT) please ensure that you insert your account/reference number in the required fields, which are shown as "Beneficiary Reference" or "Recipient Reference"

(We have used the examples from FNB and Standard Bank online banking). This is the reference Ithemba looks at when the payment is made into our bank account and where we can see that a specific invoice number has been paid. If you insert it into "customer reference", it will not reflect on our bank statement.

Credit (cash) transfer Standard Bank Branch

As you will see, the two highlighted fields correspond with your reference number at the top of the statement, so you will have to fill in all the required details, i.e., Ithemba's bank details, the amount, your contact number, etc. If you insert it into "customer reference", it will not reflect on our bank statement.

Credit/Debit Cards as a payment option at all of our buildings and letting office

If using credit /debit cards, payments can be made at the following locations:

1. In the building you reside at (via your Building Manager).
2. Any of our letting offices.

PLEASE NOTE: Ithemba HAS A NO CASH POLICY. UNDER NO CIRCUMSTANCES WILL ANY CASH BE ACCEPTED.

Tenant Reference Number - this is to be used for all EFT and Bank Deposit payments. Use of wrong reference number will result in penalty charges.



ITHEMBA
MAKE YOURSELF AT HOME

Tax Invoice & Statement

DUNDONALD MANSION
272 BREE STREET
JOHANNESBURG
2001

Entity
Tortello Investments 142 (RF)
(Pty) Ltd

Entity VAT No.

Entity Registration No.

Property Dundonald Mansions	Unit No. .
Recipient VAT No. --	Recipient Registration No. --
Deposit	Bank Guarantee 0.00

Statement Date: 2022/03/01 Tax Invoice No: /202203/1 For the Month: March 2022

Date	Allocation	Remarks	Exclusive	Tax	Inclusive
		Balance B/f			0.00
01/03/2022	Water Recovered	Start readig date: 03/01/2022 End reading date:01/02/2022 Start meter reading:2232 End meter reading2237	82.46	0.00	82.46
01/03/2022	Utility Admin Recovered	Utility Admin	50.00	0.00	50.00
01/03/2022	Rental Flats	Rent	4,447.80	0.00	4,447.80
01/03/2022	Refuse Recovered		41.00	0.00	41.00
01/03/2022	Sewer Recovered		287.50	0.00	287.50

Please pay to account below and you reference code, Circlevest Securitisation | Standard Bank | Account No:

Your account is due on the 1st of every month. ** Bank charge are payable on cash payments.

Arrears/Prepaid			0.00
Current Month Charges	4,908.76	0.00	4,908.76
Amount Due			4,908.76

Queries	120 Days +	90 Days	60 Days	30 Days	Current
hello@ithembaproperty.co.za 087 330 0005	0.00	0.00	0.00	0.00	4,908.76

Account Name	Bank	Branch No.	Branch Name	Account No.	Payment Reference
Circlevest Securitisation (Pty) Ltd	Standard Bank		Rosebank		

Printed: 10/03/2022 11:12 AM

Page 1 of 1

Software Supplied by: MRI Real Estate Software www.mrisoftware.com/za

Costs That Have To Be Paid By You

Electricity – Refer to breakdown of charges in 'How are Utilities Calculated'.

Water – Refer to breakdown of charges in 'How are Utilities Calculated'

Sewerage And Refuse – Refer to breakdown of charges in 'How are Utilities Calculated'

CID Levies – Refer to breakdown of charges in 'How are CID Levies Calculated'

Insurance of your own personal goods – you are responsible for ensuring your own moveable goods.

Billing Frequently Asked Questions

1. Do you charge late payment penalties and interest on arrears?

In the past we charged a R199 late payment penalty. This is no longer charged. However, interest may be charged on arrear rental amounts at the rate as set out in the Prescribed Rate of Interest Act, No 55 of 1975 as amended from time to time. The leasing of immovable property is excluded from the provisions of the NCA.

The landlord may charge interest from the first day when payment was not received. We, however, only start charging interest after 7 (seven) days from the date when payment should have been received in terms of the lease agreement.

All late payment penalties will therefore be reversed after interest on any arrears will be calculated and charged to your account. This should reflect on your April rental invoice as it will take some time to do all the calculations.

2. Can I withhold rental payments?

Withholding of rent and any other amounts due to the landlord is prohibited by law and in accordance with your lease agreement and we urge you to study your lease agreement in this regard. Should any payments be withheld we reserve our right to initiate legal action. Should a tenant not pay rent and not have an expectable payment arrangement in place he or she will face the legal consequences of such.

3. Why am I charged Bank charges even though the amount was paid on time?

Bank charges are charged by the bank when cash is paid to the bank. These charges cover all fees made by the bank to customers. To avoid incurring these charges, it is recommended that you use other methods of payments such as EFT or swiping at our offices or directly with your building manager.

4. What is utility admin?

Utility admin fees refer to the charge for water and electricity used outside of their unit such as the electricity (common lighting and lifts and water booster pumps) as well as common water usage such as in the laundry basin area.

5. How is the charge for "Refuse recovered" determined?

Ithemba Property charges exactly what COJ charges as per the bylaws.

6. What are CID levies?

CID levies are city improvement levies for street cleaners and additional security in the streets around our buildings and the surrounding areas.

7. How is the R287,50 "Sewer recovery charge" determined/calculated?

Ithemba Property charges exactly what COJ charges as per the bylaws.

8. How does Ithemba charge water?

Berea water charge is calculated as per the table below:

Consumption		12 kl						
No of Households		1						
Billing Period		30						
Average daily consumption per unit		0.4						
Average Consumption per Unit Per day		0.4						
Tariff Restriction level		Total Charge						
Tariff Water Domestic		Level 1	Level 2	Level 3				
0	6	kl per 30 days billing period per flat	0	0	0 kl	0	0	0
7	10	kl per 30 days billing period per flat	20.28	0	0 kl	2.7	4	81.12
11	15	kl per 30 days billing period per flat	21.17	0	0 kl	1.41	2	42.34
16	20	kl per 30 days billing period per flat	29.68	0	0 kl	0	0	0
21	30	kl per 30 days billing period per flat	41.01	0	0 kl	0	0	0
31	40	kl per 30 days billing period per flat	44.86	0	0 kl	0	0	0
41	74	kl per 30 days billing period per flat	56.59	0	0 kl	0	0	0
		More than 74 kl per 30-day billing period per flat	60.65	0	0 kl	0	0	0
		Residential Water Fixed Charge	32.57	0	0	0	0	32.57
		Toilet Flush Charge	43.48	0	0	0	0	43.48
		Ithemba Meter Reading Fee	45	0	0 unit	0	0	45
Total Water Charge								R263.03
Sanitation Residential Flats Tariff								
		Sewer Availability Charge per 30 days	250		unit	8.33		287.5
Total Sanitation Charge								250
								R287.50

Johannesburg CBD water charge is calculated as per the table below:

Consumption		12 kl						
No of Households		1						
Billing Period		30						
Average daily consumption per unit		0.4						
Average Consumption per Unit Per day		0.4						
Tariff Restriction level		Total Charge						
Tariff Water Domestic		Level 1	Level 2	Level 3				
0	6	kl per 30 days billing period per flat	0	0	0 kl	0	0	0
7	10	kl per 30 days billing period per flat	20.28	0	0 kl	2.7	4	81.12
11	15	kl per 30 days billing period per flat	21.17	0	0 kl	1.41	2	42.34
16	20	kl per 30 days billing period per flat	29.68	0	0 kl	0	0	0
21	30	kl per 30 days billing period per flat	41.01	0	0 kl	0	0	0
31	40	kl per 30 days billing period per flat	44.86	0	0 kl	0	0	0
41	74	kl per 30 days billing period per flat	56.59	0	0 kl	0	0	0
		More than 74 kl per 30-day billing period per flat	60.65	0	0 kl	0	0	0
		Residential Water Fixed Charge	32.57	0	0	0	0	32.57
		Ithemba Meter Reading Fee	37.29	0	0 unit	0	0	37.29
Total Water Charge as per Tenant Statement								R211.84
Sanitation Residential Flats Tariff								
		Sewer Availability Charge per 30 days	250		unit	8.33		287.5
Total Sanitation Charge as per Tenant Statement								250
								R287.50

9. Hot Water Calculation

Heat pump water heaters use electricity to move heat from the pumps directly to the hot water taps in your unit. You are then only charged for the heating of the water in the pumps according to your monthly consumption.

Water heating is calculated by multiplying the total hot water consumption by the water heating rate as per the example below:

Total Consumption = 15kl
Water Heating Rate = 0.035

Calculation:
15KL * 1000L * 0.035 (Rate)
= R525,00

10. Who do I contact if I have queries regarding my water bill?

You can log your water billing queries by contacting the Ithemba CRM Helpdesk through any of the following channels:

Email: hello@ithembaproperty.co.za
 WhatsApp: 063 804 9498

11. Why am I charged late payment interest? And when do you start charging?

Interest may be charged on arrear rental amounts at the rate as set out in the Prescribed Rate of Interest Act, No. 55 of 1975 as amended from time to time. Furthermore, in terms of section 8(2) of the National Credit Act, No. 34 of 2005 (NCA) all lease agreements in respect of immovable property are not a credit agreement in terms of the NCA and thus exempt from the NCA. Therefore, we are within our rights to charge interest on arrears. The landlord may charge interest from the first day when payment was not received. We, however, only start charging interest after 7 (seven) days from the date when payment should have been received in terms of the lease agreement.

12. When does Ithemba review of utility charges?

Ithemba increases utility charges annually 1 July when City of Johannesburg increases its charges.

13. Why am I billed for utilities after I've already vacated? How does this affect my deposit?

Utilities such as water, sewer, refuse, and CID are all billed in arrears. When you first move into your unit, you are not billed for any fixed charges or utilities; the amount is charged to your last statement which you receive the month after you have vacated. A utility admin fee is also charged to your account in arrears. Your final utilities are deducted from your deposit.

14. Does my deposit earn interest?

Yes. All tenant deposits are, as provided for in the Rental Housing Act, No. 50 of 1999, invested in an interest-bearing account, the interest accrued to the benefit of the tenant and will be accrued and paid out with your deposit after you have vacated your unit.



What Happens To Me If I Don't Pay The Rent?

Paying your rent is very important. As with other companies, Ithemba cannot survive without an income. Your rent is used to cover certain expenses that need to be paid in order to provide you with an efficient service and a comfortable stay in our buildings.

If you do not pay your rent on time, you will be charged interest on arrear rental amounts at the rate set out in the Prescribed Rate of Interest Act, No. 55 of 1975 (24% per annum = 2% per month).

No payment = lease cancellation

Failure to move out after lease cancellation = eviction

Eviction = large costs for tenant

What changes can you expect with regards to any outstanding debt owing to Ithemba?

Debt enforcement procedures will be implemented, i.e.

- Interest at the maximum prescribed rate will be charged on all outstanding amounts not paid in accordance with your lease agreement.
- If you default on any payments, Ithemba will send you a letter of demand to rectify your breach.
- If you do not rectify your breach within the time period as set out in the letter of demand, Ithemba may terminate your lease agreement.
- Should Ithemba terminate your lease agreement, they will send you a letter to confirm the termination.
- You will have to vacate your apartment within 48 hours. If you do not vacate the apartment, Ithemba will bring an application for eviction. If Ithemba incurs legal costs for you to abide by the terms and conditions of the lease or for eviction, you are liable to pay legal costs on attorney and client scale on demand. Ithemba has a lien over your moveable goods and may obtain an order to attach, remove and sell same. You may also be blacklisted on the Tenant Profile Network (TPN) and will forfeit your deposit in lieu of arrear amounts, cost of damages and maintenance costs.

Rental Settings

When your rent was calculated the following was taken into account:

- Number of bedrooms in your flat.
- Purchase price, construction costs and quality of your flat.
- Location of your flat and the building.
- Rates, water, electricity, sewerage and refuse removal by the municipality
- Ithemba is responsible for rates, sewerage and refuse removal for the flat you live in. The municipality will cover its costs by means of this income.
- Maintenance of the building infrastructure – includes a painting of the building, passage lights, lifts, emergencies such as burst pipes, etc.



Residential Lease Agreement

This document is not a lease agreement. It is an understandable tenant guide to some of the important terms in the Residential Lease Agreement. It is not a summary of the Lease Agreement, and it does not replace the Lease Agreement in any way.

1. Schedule A: the first part of the lease agreement is called the schedule where you will find specific information that you have agreed to with your landlord. For example, the lease start date or the rental amount.

2. The deposit: you must pay the deposit on the same date that you sign the lease agreement. Although the deposit is kept by the landlord or agent for the duration of the lease agreement, the deposit still belongs to you as the tenant. The landlord may use the deposit to cover costs for damages to the premises and/or any unpaid amounts when the lease comes to an end. If there are no damages, the deposit and interest will be repaid to you. The deposit is invested into an interest-bearing trust account, the interest which increases to the benefit of the tenant.

3. Late Payment: Your rent is due on the 1st (first) day of every month. Interest may be charged on any late payment.

4. Rental Increase: Your rent will increase annually on the anniversary of your lease, at the discretion of the landlord as per your lease agreement. This increase is based on the price you currently pay compared to the market price of your unit. Ithemba will give you adequate notice (1 month) of any increases.

5. The Lease Term: The length of the lease agreement varies from 3, 6 months or 12-month basis.

6. Early Cancellation by the Tenant: You may cancel the lease agreement at any time by giving 20 (twenty) business days' notice in writing. The landlord may charge a reasonable penalty for early cancellation.

7. The End of the Lease Period: When the lease period comes to an end, the lease agreement will continue on a month-to-month basis (section 14 of the Consumer Protection Act will no longer apply) unless you or the landlord decide to end the agreement before the lease period is over or unless it is extended for a further fixed-term period.

8. Notice of the End of the Lease Period: The landlord must notify you in writing between 40 (forty) and 80 (eighty) business days before the end of the first lease period, of

- i) the date the lease period is due to end,
- ii) the fact that the agreement will continue a month-to-month basis unless you end the lease at least 20 (twenty) business days before the end of the lease period, or you sign on for a further fixed-term lease period; and
- iii) any important changes that will apply if the lease agreement changes to a month-to-month lease agreement.

Cancellation by the Landlord: the landlord may cancel the lease agreement

- i) by giving you 2 (two) months' written notice if the landlord wants to move into or sell the premises; and
- ii) by giving you 20 (twenty) business days' notice if you do not fulfill your responsibilities in terms of the lease agreement on 3 (three) separate occasions, for 3 (three) months in a row. This will apply even if you correct the responsibility, you have not fulfilled it later; and
- (i) immediately if you do anything that is criminal or illegal on the premises (clause 22).

9. Service Charges: You are responsible for amounts owed to third parties who provide services such as electricity or water. These charges include the credit check when you first sign the agreement, inspection fees, debt collections, fees parking and or any other charges reflected on the lease agreement.

10. Access to the Premises: You need to allow the landlord or agent access to the premises to perform a joint out-going inspection within 3 (three) days before the end of the lease. You must also give the landlord or agent access to the premises to make repairs or alterations, but the landlord or agent must in turn give you reasonable notice. If emergency work needs to be done, you must give the landlord or agent access to the premises immediately.

11. Maintenance: We strive to fix all maintenance items as soon as possible. Please log them via CRM. Any maintenance repairs that arise due to negligence are to be repaired by you the tenant. If not, the landlord may have the repairs done by a third party and claim the costs from you. If there is repair work that needs to be done which you are not responsible for, you must notify the landlord in writing as soon as possible.

12. The Tenant's responsibilities: it is important that you take care of the, follow all laws and rules and return the premises in the same condition as you received it. This excludes the normal wear and tear that takes place in a property over time. You must not rent out part of the premises without the permission of the landlord or make alterations to the premises in any way.

13. Cancellation by the Tenant: you may cancel the lease agreement without a penalty charge if the landlord does not fulfill an important obligation in terms of the lease agreement and continues to do so for 20 (twenty) business days after having received a written notice from you. You may also apply to court to enforce your rights if the landlord does not fulfill an important obligation in terms of the lease agreement.

14. Breach by the Tenant: if the rent or any other amount due in terms of the lease agreement goes unpaid, or you fail to meet your responsibilities in any other way, where

i) the CPA applies: the landlord may cancel the lease agreement by giving you 20 (twenty) business days' notice; and where

ii) the CPA does not apply: the landlord may cancel by giving you 7 (seven) calendar days' notice if you continue to not meet your responsibilities. In both cases, you must vacate the premises immediately.

15. Notices: all notices given in terms of the lease agreement must be in writing (Schedule I) and delivered to the addresses of the parties in Schedule A.

16. Tenant Information: by signing this lease agreement, you give permission that

i) the landlord or agent may obtain any information to check your credit worthiness and payment patterns; and

ii) that your personal information will be processed for certain purposes.

17. Signature: the lease agreement must be in writing and signed by the parties. Signed includes a handwritten signature and advanced electronic signature (in terms of the Electronic Communications and Transactions Act). No changes to or cancellations of the lease agreement are valid unless they are in writing and signed. This means that the lease agreement cannot be changed or cancelled by email, SMS or WhatsApp.

18. The Estate Agent holds a Fidelity Fund certificate issued by the Property Practitioners Regulatory Authority.



What are your rights as a tenant?

You have the right to:

- Occupy your apartment on an ongoing basis, provided you meet your responsibilities as defined in the lease agreement,
- Live in a well-maintained building in a secure and peaceful environment,
- Be advised on matters that concern you as the tenant.

What you have agreed to:

- To pay your rent in full, on or before the first day of the month, as per your lease agreement.
- To occupy the apartment yourself together with those people who reside permanently with you. This is limited to a maximum number of people for your apartment type (see page 29 – Maximum Number of occupants).
- Not to sublet the apartment or part of the apartment without obtaining prior written consent from Ithemba management.
- To always keep the interior of the apartment clean and neat.
- Not to effect any changes and/or additions to the apartment. Any nails knocked into walls must be refilled before moving out.
- To always abide by the building rules (see page 33 - House Rules).
- To allow Ithemba management access to your apartment for inspection purposes at reasonable times.
- To return the apartment to Ithemba in the same condition as you received it.

What does Ithemba agree to:

- To provide a well-managed and efficient service to all our tenants.
- To ensure that you are supplied with a good-quality apartment that is habitable and clean.
- To ensure that the exterior of the building is properly maintained.
- To be transparent about costs so that you understand how your rent and other charges are calculated and spent.
- To pay all council charges on behalf of all tenants.
- To pay the insurance on the building. (Note – this does NOT include insurance on your personal moveable goods).
- To pay for the following essential services in order to manage the property effectively:
 - building managers
 - cleaning services
 - security services
 - Customer Support Team
 - maintenance services
 - lift maintenance
 - fire equipment servicing
 - waterproofing
 - occupational health & safety compliance
 - gardening services (if applicable)

Maximum number of occupants

In the event that overcrowding occurs in the estates, it could result in-

- noise,
- vandalism,
- an unsafe environment for tenants.
- broken lifts,
- tripping of electricity,
- a blocked and overused sewerage system,
- unwelcome sub-tenants.

Therefore, Ithemba Management needs to strictly manage the risk of overcrowding and will need to give you notice if you overcrowd or sublet your apartment. There are also city bylaws in place restricting overcrowding which must be adhered to by tenants and landlords.

The maximum number of adults allowed to stay in one apartment is:

Bachelor apartment	3*
1 bedroom apartment	3*
1.5 bedroom apartment	5*
2 bedroom apartment	6*
3 bedroom apartment	6*

*Subject to change and each building may differ in occupants' capacity. It is vital that you inquire from your building manager or letting office your respective apartments max occupancy.

NOTE: Children over the age of 14 (fourteen) are regarded as adults.

Adhering to the maximum number of residents will also mean that the building will be monitored properly, you will be safe inside the building and will be able to enjoy your stay in your home.



Transfer Frequently Asked Questions

1. What is a transfer and what is the process?

Instead of cancelling a lease to move into a smaller or bigger unit that meets one's budget, tenants can request to transfer between unit types in the same building or even move into one of our other Ithemba buildings.

The process is quick and simple:

- Step 1: Formally request to be transferred from your current flat in writing by sending an email to hello@ithembaproperty.co.za
- Step 2: Complete the required details in the link provided by the email reply
- Step 3: Arrange a viewing of available flats
- Step 4: Sign an Addendum to your existing lease
- Step 5: Move into your new flat

2. What is the cost of a transfer?

A transfer consists of the following charges:

- Transfer Fee of R499
- New Rental amount
- Utilities
- Top up of the deposit (if applicable) and
- Parking fee (if applicable)
- Value-Added Service (if applicable)

3. Can I still use my Fibre/Wi-Fi logins in the new unit once I've transferred?

No, new login details for your new unit will be provided once you move in. If Fibre/WIFI is included in your rent, you will not be required to complete the Fibre/WIFI application form unless you are upgrading. However, if your Fibre/WIFI is not included in the rent then the Fibre/WIFI application form must be completed.

4. When do I have to move out of my current unit and move into my new one?

You can move out from the 25th after a full payment of the quotation has been made and provided the new unit is ready and available.

5. What is the process for an upgrade?

When upgrading to a bigger unit, you will be required to provide the below:

- ID copy of Lease holder and occupants - only required if we cannot locate on file.
- 3-month bank statement - if the initial lease is older than 3 months. If less than 3 months, bank statements from the initial deal will be used to determine affordability.
- Pro rata Rental Holiday promotion to be settled or refinanced subject to affordability.
- We don't allow tenants to transfer if they have arrears on their current statements unless there is an approved arrangement in place.
- Provide consent to run a credit check.

6. What documents do I need to provide for a downgrade?

- ID copy of Lease holder and occupants - only required if we cannot locate on file.
- Pro rata Rental Holiday promotion to be settled or refinanced subject to affordability.
- We don't allow tenants to transfer if they have arrears on their current statements unless there is an approved arrangement in place.

7. Is there a cut-off date for transfers?

Yes, the cut off period for transfers is the 15th of every month. Should the cut-off date fall on a weekend, the cut-off date will be the Friday before.

8. What if I miss the transfer cut-off date?

In exceptional cases where a tenant may experience an emergency, late transfers can be approved by Management. Approval of late transfers is managed on a case-by-case basis.

9. What happens to my deposit?

Your deposit will be transferred over to the new unit you are transferring to. Should there be damages found at the outgoing inspection of your current unit, the applicable amount will be deducted before your deposit is transferred to the new unit.

It is important to note that the deposit only gets transferred on the 15th of the next month. Example: if you move in on 1st March but the deposit will only reflect after the 15th of March. As water is billed in arrears (mid-month to mid-month) the last two weeks consumption from the previous lease will be deducted from the deposit along with maintenance charges to reinstate your previous flat to its original condition.

10. If my current deposit is less than the deposit of the unit I'm transferring to, will I need to top up?

Yes, the top up deposit amount will be included in the quotation ahead of the transfer being approved.

11. If my current deposit is higher than the deposit of the unit that I'm transferring to, will the difference be added to my rent or refunded to me?

No, the deposit amount will be transferred to your new unit as is and will not be refunded to you in cash.

12. Do you still charge me when I transfer due to maintenance?

Should we transfer you due to maintenance issues that we need to resolve, we will waive the transfer fee.

13. How does my transfer affect my Ithemba Cashback Reward?

Where a tenant transfers in the 12-month cycle, their current start date will be used when calculating their Ithemba Cashback Rewards as long as you have not defaulted on any payments.

House Rules

HOUSE RULES & CODE OF CONDUCT

To ensure that you have the best stay possible, please read through and familiarise yourself with our house rules and code of conduct. **Ithemba** offers estate and community living; we encourage our residents to foster and maintain a positive, inclusive, and enjoyable living and working environment.

Ithemba House Rules, as may be amended from time to time, shall be deemed to be incorporated into every signed Lease Agreement and are therefore applicable to and binding upon the Parties.

All tenants are required to read and accept these Rules and the terms and conditions of the Lease Agreement. Lack of awareness is not an acceptable excuse for non-compliance.

Upon signature of Itemba's Lease Agreement, the Tenant & his occupants accept these Rules. The full house rules may be viewed and downloaded from the Itemba website: available on the website: https://bit.ly/IthembaHouseRules_JHB

Transgressions

TRANSGRESSION OF RULES

- 1.1 Failure to adhere to the Rules will constitute a Material Breach as set out in the Lease Agreement.
- 1.2 The Landlord may, in its sole discretion, impose fines for any violation of the Rules which said penalties and fines are set out in Annexure A to the Rules or exercise its remedies as set out in the Lease Agreement.
- 1.3 The Landlord reserves its rights to amend the penalties and fines as set out below to the Rules, at any given time and at its sole discretion, without notification to the Tenant.
- 1.4 All complaints must be made to the Itemba CRM department in any of the following ways:
 - 1.4.1 Email: hello@ithembaproperty.co.za
 - 1.4.2 WhatsApp: 063 804 9498
 - 1.4.3 Telephone: 087 330 0005
 - 1.4.4 QR Code (maintenance only): inside the unit behind the door
- 1.5 Tenants can receive a **REWARD** for reporting any Rule offense that leads to another tenant being found guilty. (i.e., whistle blowing). Tenant anonymity is guaranteed.

TRANSGRESSION & PENALTIES

Warning Level

Low

Medium

High

Description / Complaint	1st Offence	2nd Offence	3rd Offence
Noise disturbance	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Breach of common area rules & regulations	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Smoking in undesignated areas	Written Warning	R500 Fine	R1000 Fine
Tampering of fire equipment	R1000 Fine	R2000 Fine	Termination of Lease
Tampering of water / electricity meters	R1000 Fine	R2000 Fine	Termination of Lease
Illegal connection of utilities	Termination of Lease		
Parking bays are not to be used as storage areas <small>any unused or unauthorised Vehicle(s) will be removed at the Tenant's costs</small>	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Brewing of alcoholic beverages	R500 Fine	R1000 Fine	Termination of Lease
Criminal and illegal activities including drug possession, cultivation and distribution.	Termination of Lease & report illegal activities to SAPS		
Offensive & unacceptable behaviour	R500 Fine	R1000 Fine	Termination of Lease
Violation of COVID-19 protocols	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Unauthorized visitors	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Damage to property or inventory of Ithemba	R1000 fine & liable for damage and loss	R2000 fine & liable for damage and loss	Termination of Lease & liable for damage and loss
Hanging laundry out of your room window or in an unauthorized area	Written Warning	R500 Fine	R1000 Fine / Termination of Lease
Illegal parking release fee	R250		

Insurance

*Damage that results from your occupation, or your guests will be charged to your account.

- **Insurance** – in case of accidents or natural disasters, the flat is covered by insurance. The insurance does not cover irresponsible behaviour by tenants or their guests and does not cover your moveable property.
- **Insurance | EXAMPLE 1** – the geyser valve is out of order and the flat is flooded. The insurance will cover the floor and ceilings and the repainting of the walls damaged by the water. It does not cover the geyser valve and Ithemba will have to repair it. Your personable moveable property is also not covered.
- **Insurance | EXAMPLE 2** – your child breaks a window while playing with a ball on the property. The insurance will not cover this. It is your responsibility to pay for replacing the window. The charges will be billed to your account.
- **Insurance | EXAMPLE 3** – The insurance unfortunately does not cover any possessions lost or damaged in the case of robbery.



Pest Control

Who is responsible for pest control and fumigating my unit?

Ithemba is responsible for the regular pest control of all common areas (ducts, parking areas, refuse areas, lobbies, etc.).

It is your responsibility as the tenant to control pests inside your own unit. Should you require pest control inside your unit, Ithemba offers a subsidised service at R75 that will be allocated on your next statement.

Important Tips

Here are some pointers for keeping your home safe:

- Make sure all electrical appliances are switched off when leaving your apartment or when going to bed at night.
- Always lock your doors and windows when you leave the apartment.
- Never leave valuables and cash lying around where people can see them through the windows.
- Always take your keys with you; do not hide them under the mat or in a pot plant.
- If you go on holiday or away for the weekend, switch off all the lights and ask a neighbour you can trust to keep an eye on things for you. Also advise your building manager.
- If a fire breaks out, call the emergency number for the fire brigade and alert your neighbours. Evacuate the building immediately using the stairs, not the lifts.
- Do not leave your apartment keys with security and/or strangers.
- Report any persons tampering with fire equipment, lifts, glass or parked vehicles in the parking garages, or abusing any part of the public area space.
- Ensure taps are closed to avoid water damage during water disruptions.

Electricity Saving Tips

Geyser

- Do not overfill the bathtub.
- Share bath water with your family.
- Use less hot water.
- Switch off your geyser at the main board (where applicable) when going on holiday.

Lighting

- Use compact fluorescent lights (energy saving bulbs) instead of normal bulbs.
- Switch off lights.
- Do not use multiple lights on a single switch.

Electrical Stoves

- Keep oven doors closed until food is cooked.
- Bring food to the boil on a high setting but then turn down to simmer until cooked.
- Clean stove plate reflectors.
- Make sure pots and pans cover the stove plates completely.
- Do not use the stove to heat the apartment.

Refrigerator

- Do not open the door unnecessarily.
- Make sure the door seal is intact.
- When going on holiday, empty and turn off the refrigerator and leave door open.
- Let hot food cool down before placing it in the refrigerator.
- Defrost your refrigerator regularly.
- Store foods separately on refrigerator shelves.

Kettle

- Do not fill the kettle completely (but make sure you cover the element).
- Boil just enough water for your needs.

Safeguarding against abuse

Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse and harassment, from occurring; to protect people, especially vulnerable adults and children, from that harm; and to respond appropriately when harm does occur. Safeguarding measures may include:

1. Ensuring that the victim/survivor is in a safe, secure and non-threatening place before proceeding with any of the next steps. Where the safeguarding violation involves harm to the body, ensure that proper medical attention is provided urgently.
2. Reporting the incident to the nearest South African Police Service (SAPS emergency telephone number: 10111).
3. Informing building security and/or the building manager, providing as much detail about the incident as possible.
4. Contacting the relevant support organisations for professional guidance and support:

Child labour, exploitation and/or abuse incidents:

Joburg Child Welfare (www.jhbchildwelfare.co.za)

- o Call: 011 298 8500
- o Email: cfu@jhbchildwelfare.co.za
- o Physical address: 41 Fox Street, Marshalltown, Johannesburg

Johannesburg Parent and Child Counselling Centre (www.jpccc.org.za)

- o Call: 011 484 1734
- o WhatsApp: 071 608 9361
- o Email: gaby@jpccc.org.za
- o Physical address: 2nd Floor (Entrance 13), CMI Building, Cnr. Empire & Hillside, Parktown, 2001

Childline Gauteng (www.childlinegauteng.co.za)

- o Call 1: 0800055555
- o Call 2: 011 645 2000
- o Email: helplineadmin@childline.org.za
- o Physical address: 305 Children's Memorial Institute for Child Health and Development, Joubert Street Extension, Johannesburg

Gender Based Violence and Harassment (GBVH) incidents:

Gender Based Violence Command Centre (www.gbv.org.za)

- o Please call me back: *120*7867#
- o SMS: "help" to 31531
- o Call: 0800 428 428
- o Email:
- o Physical address: 134 Pretorius Street, Pretoria Central, HSRC Building, 0001

Tears Foundation (www.tears.co.za)

- o Please call me back: *134*7355#
- o Call: 010 590 5920
- o Email: info@tears.co.za
- o Physical address: 85 Protea Road, Kingsley Office Park Block C, Chislehurst, Sandton

People Opposed to Woman Abuse (www.powa.co.za)

- o Call: 0116424345/6
- o WhatsApp: 076 694 5911
- o Email: counselling@powa.co.za and itumeleng@powa.co.za
- o Physical address: Mitchell St, Berea, Johannesburg, 2196

Human trafficking / Modern slavery incidents:

National Human Trafficking Hotline (www.0800222777.org.za)

- o Call: 0800 222 777
- o Email: info@0800222777.org.za
- o Physical address: 85 Protea Road, Kingsley Office Park Block C, Chislehurst, Sandton

Stop Trafficking (www.stoptrafficking.org.za)

- o Call: 0817207181
- o Email: info@stoptrafficking.org.za

Salvation Army Anti-Human Trafficking SA

(<https://www.salvationarmy.org.za/anti-human-trafficking/>)

- o Call: 08000 RESCU(73728)
- o Email: info@stoptrafficking.org.za

Moving Out

Lease Termination FAQ

1. Who can submit a notice?

- a. The leaseholder that signed the residential lease agreement is the person responsible to complete the notice of termination of lease agreement, and not the occupants occupying the flat.
- b. Should the occupant not be in the position to locate the original leaseholder they can get an affidavit from the police stating the above.

2. When am I liable for penalties?

- a. Early Termination of lease

If the Tenant chooses to cancel this Lease Agreement prior to the expiry of the Initial Period for a reason other than a Material Breach of this Lease Agreement by the Landlord, or the Tenant is transferred out of South Africa for occupational or diplomatic reasons, thereby causing this Lease Agreement to terminate prior to the expiry of the Initial Period, then the following will apply:

- the Landlord shall be entitled to recover any loss suffered by the Landlord as a result of such early cancellation of the Lease Agreement by charging the Tenant the higher of the promotion received on inception or one month's rental.

- b. Short Notice

The Tenant shall give the Landlord at least 20 (Twenty) Business Days' Written notice of such cancellation.

3. How do I give a notice to terminate my lease?

- Contact our CRM Helpdesk through the below channels:
- Email: hello@ithembaproperty.co.za
- Tel: 087 330 0005
- WhatsApp: 063 804 9498

Please provide us with the following information on your request:

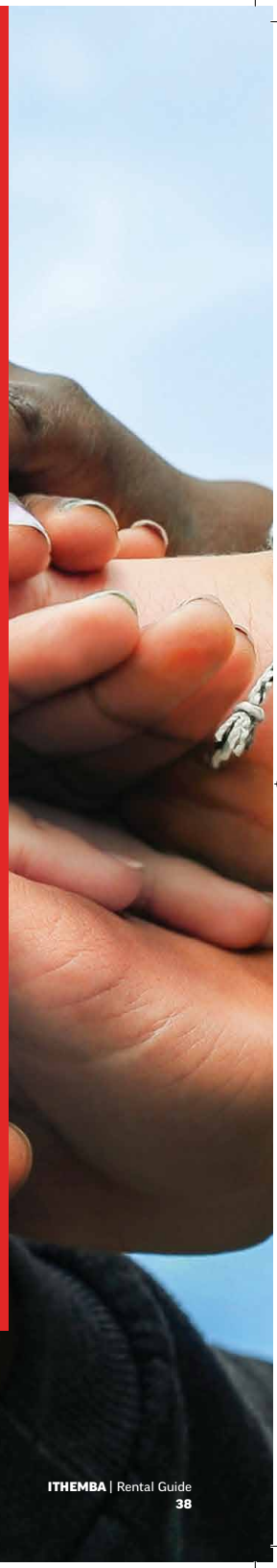
- i. Leaseholder Name
- ii. Leaseholder contact number
- iii. Leaseholder email address
- iv. Building Name
- v. Flat number
- vi. Date that you want to terminate the Lease Agreement
- vii. Complete the notice form upon receipt from our Helpdesk

4. When is the vacate date?

The actual date that tenant moves out of the premises

5. When is the termination date?

Lease termination date means the date of termination of the Lease Agreement.



6. What happens if I move out late?

- i. You will be permitted to vacate the premises by no later than 12 noon on last day of the month.
- ii. Should tenant vacate the flat later than 12 noon, you shall be liable for a late moving fee of R599 per day.

7. What happens if I leave my flat dirty when moving out?

If the flat is not cleaned properly, you will be charged a cleaning fee of R299 on your final statement.

8. What is the mandatory fumigation fee?

There is a mandatory fee payable by tenant amounting to R75 to re-instate fumigation of the flat.

9. What if I want to withdraw my notice?

Tenant can withdraw notice to terminate the Lease Agreement by contacting the CRM Helpdesk through the below channels:

Email: hello@ithembaproperty.co.za

Tel: 087 330 0005

WhatsApp: 063 804 9498

A Lease Termination Notice Withdrawal form will be sent to you to be completed

10. What happens if I withdraw my notice, but my flat is already leased to a new tenant?

Should you wish to withdraw this Lease Agreement Termination Notice and we have already obtained a new tenant to occupy the unit, we will notify you in writing of same and assist you by searching for a similar unit in size and price. Should the proposed unit be acceptable to you, you will be requested to apply for such unit by means of our transfer application process. In this regard, you have participated in the loyalty cash back programme and you give notice, you will forfeit the Cash Back Rewards.

11. What happens if I withdraw my notice but cannot find any other flat to move into?

If we are unable to find a similar unit, we reserve our rights to decline your withdrawal of the Notice of Termination in which event we accept same, and the lease agreement is terminated from the date set out herein.

12. Must I be present at my out inspection conducted by the Building Manager?

We will carry out an inspection of your flat so please make yourself available to sign off the inspection list and kindly hand back our keys to the Building Manager.

13. When do I receive my deposit refund?

- Ensure that you complete and sign a payment instruction with your correct banking details to enable us to refund your deposit electronically.

Neither Ithemba Property, nor its Management, nor its Staff will be held responsible for any loss and damage caused due to incorrect bank information supplied. Be aware, that the process of refunds can take up to 30 days (excluding weekend and public holidays) from date of termination.

JHB Berea

The Metropolitan
39 Alexandra Street, Berea

JHB CBD/Maboneng

Purchase Place
187 Albertina Sisulu Road, New Doornfontein

JHB Jewel City

Block 3 (Opposite The Onyx)
253 Fox Street, City & Suburban

Call: 087 330 0005

Email: hello@ithembaproperty.co.za

WhatsApp: 0632 804 9498

www.ithembaproperty.co.za

