



## NEW RESIDENT WELCOME LETTER

Welcome to Villa E'trucia! We hope that you will enjoy your residency at this complex. To help you settle in we have put together a summary of some of the important information that new residents are often not aware of. Please note that you must still familiarise yourself with the complex rules which are available on the website.

### **Caretaker**

Our caretaker's name is Martin and his phone number is 079.035.6039. He lives on the property and his hours are weekdays 8am to 4pm. Please let him know if there are minor maintenance issues that need to be addressed such as blown light bulbs in public areas, minor plumbing problems and swimming pool problems. Please do not disturb him after hours.

### **Rubbish Collection**

Rubbish is collected from your unit Monday to Friday. Please place any rubbish in a sealed bag outside your door. Upstairs residents need to take it downstairs. On weekends you need to take rubbish bags to the bins at the entrance of the complex. A few bins are available at the back of the complex for those residents. If rubbish is found outside your unit on the weekends you will be fined.

### **Recycling**

At this time recycling in the complex is limited to glass and paper. You can ask the guards for a Ronnie bag for your paper recycling. Please keep the Ronnie bag - don't throw the bag away with the paper waste. Bins can be found at the bottom back corner of the complex - orange wheelie bins for paper and a green igloo-shaped bin for glass. A full list of items that can be recycled can be found on the website. Please note that the caretaker does not collect recyclables. Moving boxes should be broken down and placed next to the paper bins.

### **Security guards**

We have one guard on duty weekdays and two at nights and on weekends. No-one in the complex has remote control access to the security gates and only the guards can allow people in and out. They patrol the complex at regular intervals.

The guard house cell phone number is 078.141.1909. Please save it to your phone.

Domestic workers are required to sign in at the guard house when they arrive.

Visitors will not be permitted to enter if the guards cannot reach you on the intercom. Please make sure that your visitors understand that the guards operate under strict instructions and in the interests of the security of the whole complex and so they should not be impatient or rude to the guards.

No residents or domestic workers are permitted inside the guardhouse.

### **Garden service**

The garden service comes on Wednesdays. Their duties are limited to mowing the lawn, trimming the edges of flower beds and removing the garden waste that they create. They can remove other waste at your request and expense. Please make sure your gate is unlocked for them and that your dogs are locked up if they may bite or annoy the gardeners.

### **Parking**

Specific parking bays are assigned to your unit. Please do not park in other residents' reserved parking bays, on the side of the road or on the grass and verges. Please make sure your guests do not do so either. Any illegally parked vehicles will be wheel clamped and the appropriate unit fined. If you would like to park an additional vehicle or a trailer, boat or caravan at the back of the complex you need to get written permission from the trustees.

### **Pets**

Villa E'trucia is a pet friendly complex, however before you can keep any pets on the property you need to get approval in writing from the body corp. There are strict rules that apply on the number and size of the pets that you may keep. Please fill out the pet form and then email a photograph of your cat to [complaints@villaetrucia.co.za](mailto:complaints@villaetrucia.co.za) – this is because the cats do roam freely around the complex and we need to be able to establish if a cat has been abandoned or is a stray. Failure to send a photograph may result in your cat being removed. All pets need to be collared and tagged with contact information. Remember to update your information if you get a new pet.

### **Pool area**

The pool area is kept locked at all times and the security guards have the key. Children under 12 may not use the pool without adult supervision. Residents are welcome to braai in the pool area, but are asked not to bring glass into the area or play loud music. The pool area is open until 9pm Sunday to Thursday, and till 10pm Friday and Saturday. If you would like to book the pool area for a private function please email the trustees.

### **Laundry**

Please make sure that your domestic worker knows that they are not permitted to hang laundry over walls and balconies. There are additional wash-lines next to the bin area at the complex entrance.

### **Managing agent**

Our managing agent is Lisa van Vuuren at Angor Property Management.

The best numbers for Angor are:

Angor (24/7 number): 0873838111

Maintenance emergencies: 0860 STCARE (0860 782273)

Portfolio Specialist: Lisa van Vuuren ([lisav@angor.co.za](mailto:lisav@angor.co.za))

PS Assistant: Madeleine de Jager ([Madeleined@angor.co.za](mailto:Madeleined@angor.co.za))

Financial/statement queries: Sophia Phaahla ([Sophiap@angor.co.za](mailto:Sophiap@angor.co.za))

Insurance coordinator: Melani van Niekerk ([melaniv@stss.co.za](mailto:melaniv@stss.co.za))

### **Levies**

Your levy statement will be delivered to your unit each month. If you prefer to receive it by email please let Madeleine at Angor know.

You will notice a R12 charge on your levy statement each month. This goes towards a Christmas bonus for the security guards.

### **Rates and taxes**

It is the responsibility of the owner to set up an account with the City of Jo'burg.

### **Body Corporate trustees**

Your trustees can be emailed at [complaints@villaetrucia.co.za](mailto:complaints@villaetrucia.co.za) - this will email all the trustees and the agent and the relevant trustee will take action. Please use this address if there is a problem that you need the caretaker, garden service or trustees to look into. Please also remember that the Body Corporate trustees serve on a volunteer basis – we are bound by the rules of the complex and the laws of the country and we act accordingly. Please refrain from sending abusive emails – they are unnecessary and inappropriate. The trustees meet once a month and owners are permitted to attend these meetings. To find out when the next meeting will be held please email the trustees.

### **Plumbing or electrical problems**

Before calling a plumber or electrician it is crucial that you contact Angor on weekdays. If your problem occurs after hours you need to log a report on the complaints address and call Mark Stonley for plumbing problems – 082.855.2570 and Fox Electricians for electrical problems – 011.760.4409. Failure to do so may result in any guarantees being void, and any costs not approved will be for the owner's account,

even if the cause of the problem is covered by the Body Corporate insurance. Failure to use a certified plumber or electrician will result in guarantees and insurance being void. If your geyser bursts, immediately switch off the water mains (the caretaker or guards can help you with this) and turn off the geyser power on your electrical mains board.

### **Insurance**

Please note that the Body Corporate insurance that is part of your levy only covers the exterior structure of your unit.

Any claims are to go through Angor. Each and every claim is settled/repaid/paid out on its own merits, and it is difficult to say exactly what the insurance will see as "general maintenance" or as an insured peril. It is therefore important that a claim be instituted as soon as possible after the incident as there are dead-lines and latent claims are not recognised by insurers. The sooner a claim can be instituted the better for all involved. Depending on the claim the owner may be responsible for an excess – in the case of burst geysers this is R1,500.

Please make sure you have your own insurance to cover the contents of your home.

The complex insurance policy is available on request.

### **Noise**

It is important to remember that complex living means showing consideration and respect for our neighbours, particularly with regards to unreasonable noise. This includes parties that go on beyond the times set in the rules, loud car radios, hooting, revving engines, and loud arguments or conversations, and barking dogs. If you have a problem with a neighbour there are a few steps you can take. First we encourage you to speak to them in person and politely ask them to change their behaviour. If this does not work you can send a written complaint to the trustees. Please detail the date, time and nature of the incident. The trustees are unable to act without this.

In terms of the complex rules complete silence is required after 10pm on weekdays and midnight on Saturdays. On Sundays, complete silence must be maintained throughout. You are also required to notify your surrounding neighbours 7 days in advance of any social gathering that could inconvenience them. Fireworks and crackers are not permitted at any time. If there is a domestic dispute or a late night noise disturbance please call the guards. If the problem continues please call the police. Residents will be required to remove pets that become a problem.

### **Speeding & Hooting**

Please remember that there are blind corners as well as children and pets in the complex so it is extremely important that you keep your speed below 20km per hour. Residents and their guests are asked not to use their hooters to communicate with the guards. If they don't seem to have seen you then flash your headlights – they have camera monitors in the guard house and will notice this.

### **Painting**

If you need to buy paint in the complex colours they are available from Prominent Paints at 011.794.2597

Once again, please read the complex rules. This welcome letter merely highlights some of the rules.