

# STONE MANOR

## WELCOME LETTER

Dear Owners and Tenants,

We would like to start off by welcoming you to Stone Manor (the "Estate"). We wish you and your family a warm welcome to your new home and hope that your experience as a tenant or homeowner during your time here is a happy one.

We have put together a brief but informative pack that we feel you should familiarise yourself with and will hopefully answer any queries you have about the Estate. If you wish to familiarise yourself with our scope of service, this is available on our website.

### WELCOME PACK:

These documents are available on request directly from Micaro:

1. **Welcome Letter:** This letter that you are reading with informative information pertaining to Stone Manor.
2. **Movement Form:** This form is for new residents moving into the complex and existing residents moving out. This form needs to be submitted to the Estate Manager at least 5 working days prior to your movement date.
3. **Access Form:** This will include details of residents, owners and all people living in the unit. This form will be utilized to update the Access System accordingly.
4. **Pets: As of 2013 no further pets are allowed at Stone Manor.**
5. **Contractors Form:** This form is required if / when you are expecting a Contractor that may be carrying out any alterations / remedial work taking place at your unit. A friendly reminder that Stone Manor is a Sectional Title complex therefore any work on the external sections of the building requires written approval from the Body Corporate.
6. **Domestic Registration Form:** All workers will be required to register with Micaro.
7. **Remotes Form:** This form needs to be submitted if you require any new / additional remotes. The cost per remote is R350.00 and is paid directly to Micaro.
8. **Clubhouse Hire Form:** This form is required in order to hire the inside section of the clubhouse for any private functions. The outside section of the clubhouse pool, braai areas and bathrooms are still available for all other residents to make use of.
9. **Conduct Rules:** Please ensure that you read the rules and familiarise yourself with them, should you not have a copy please request this from Micaro.
10. **Property Practitioners Registration Form:** All Property Practitioners that wish to operate within the Estate will be required to register with Micaro.

### ESTATE LIVING:

#### Communication

All communication from the Estate Manager for operational matters and via Angor (the "Managing Agent") for financial matters. All forms of written communication are circulated electronically, and it is the responsibility of the owner / resident to ensure we have the current email address and contact number/s on file. **There is an Owner / Residents Information WhatsApp Group, please liaise with the Estate Manager to get added on to the group as this is the communication platform that the Estate Manager will make use of to communicate with Residents and Owners with regards to matter pertaining to Stone Manor.**

#### Conduct Rules

The Estate comprises of 128 units and is governed by the Conduct Rules and the Sectional Title Act. The Conduct Rules pertaining to the Estate are registered accordingly, making them enforceable by law. It is the responsibility of all owners / residents to obtain a copy of the Conduct Rules from their Seller / Landlord / the Estate Management Company.

#### Estate Management

Micaro Estate Management is the Estate Management Company and all communication pertaining to the operations of the Estate must be addressed to the Estate Manager directly.

All queries from owners and residents relevant to the day-to-day operations of the Estate are to be directed to the Estate Manager and not to the Managing Agent or the Trustees.

Residents are reminded that contractors who work 24/7 do so to attend to emergencies only, not to deal with matters that are merely an inconvenience. For all general matters kindly contact the Estate Manager directly to assist your further.

Please note that the Estate Manager is usually available during the week for after-hours emergencies but on Weekends and Public Holidays we ask that you make use of the Standby Emergency Number.

# STONE MANOR

Weekly site walks and visits are carried out between Monday and Friday, this does not include Public Holidays. In the event that owners or residents would like to meet with the Estate Manager, we request that you kindly schedule an appointment to do so.

## **Michaela Odendaal**

### **Estate Manager**

072 521 5396

[michaela@micaromanagement.co.za](mailto:michaela@micaromanagement.co.za)

[www.micaromanagement.co.za](http://www.micaromanagement.co.za)

**Standby Emergency Number for Emergencies over Weekends / Public Holidays 064 477 4451**

General queries are accepted during office hours telephonically, via SMS / WhatsApp however our preferred method of communication is via email for record purposes. The Estate Manager is usually available afterhours but this is for legitimate emergency situations only, notification of which is accepted via Telephone Call / SMS / WhatsApp, please do not send an email.

The Estate documents are available to download and can also be completed online. Important contact information applicable to the Estate is also available on the website.

## **Managing Agents**

Angor distribute the monthly owner levy statements, they prepare the annual budget and deal with all financial queries relating to the Estate. If you have any queries in this regard, please send these directly to Angor.

## **Sholeen Kasipersadh**

### **Portfolio Manager**

[sholeenk@angor.co.za](mailto:sholeenk@angor.co.za)

## **Property Practitioners**

Please be advised that all Property Practitioners wishing to operate in the Estate are required to be registered by completing a registration form, submitting their supporting documentation, and paying fee of R50.00 to cover the cost of making the registration card. This registration card allows you as a Property Practitioner to operate within all Estate's that are managed by Micaro Estate Management. In turn we will hand out registered Property Practitioners details to any resident who required this information to either let the unit out or sell it. All Owners are to please check if their Property Practitioners are registered and ask them to contact the Estate manager for forms if not.

## **Fibre**

The Estate is fibre ready, residents that wish to make use of the fibre need to contact Vumatel or Openserve to install the fibre into the unit. Vumatel and Openserve do have an "Open Access Network" with other Internet Service Providers that make use of Vumatel's and Openserve's fibre, this list is available from Vumatel and Openserve. Residents can contact Vumatel or Openserve for a list of ISPs or ask your ISP directly as the ISPs are also aware of complexes they are in coverage of.

## **Garden Service**

Please ensure that your garden is unlocked on a Wednesday and Thursday so that the grass can be mowed and gardens beds turned..

## **Security and Access Control**

24/7 are the 24-hour security company. 24/7 follow strict security protocols to ensure the safety and security of all residents and maintain peace and order within the Estate.

The Estate has one day shift and two night shift security guards. The additional guard in the evening carries out patrols and the guards are mandated to monitor the electric fencing along the entire boundary of the Estate. The guardhouse is located at the entrance / exit of the Estate. No unauthorised personnel may enter the guardhouse unless authorized to do so by the Trustees / Estate Manager.

It is important to remember that although the Body Corporate and its service providers take every precaution to maintain a high standard of security within the Estate - residents' security ultimately remains their responsibility. Residents are reminded not become complacent about their own safety and security inside the Estate. Please do not leave valuables in plain sight, near open doors / windows. Please be vigilant when leaving your windows and doors open and ensure that doors are locked at night or when no one is home. Please ensure that vehicles are locked at all times. The Body Corporate and its service providers take no responsibility for the calibre of people living, visiting, or working in the Estate nor can they be held responsible for negligence on the part of residents.

# STONE MANOR

## Intercom System

The Estate has an intercom system in place that can store up to three (3) telephone numbers for each unit and the Security Guard is to contact residents to give access to visitors, deliveries or similar. All residents must be registered on the intercom system with at least one contact number, to ensure that the Security Guard is able to contact them whenever necessary.

Should a resident wish to grant access to a verified visitor, the resident is required to press nine (9) on their phone (cellular or landline) whilst still on the call received from the Intercom. This action will open the entrance gate immediately. The Security Guard will only open the gate for a visitor in the event of a power outage when the gate is placed on manual mode.

Security is required to give access to all legitimate Emergencies vehicles/personnel, with or without the permission from a resident.

## Access Control Procedure for Visitors

1. The resident will be contacted via the intercom system and advised of the arrival.
2. The resident will then press nine (9) on their cell phone or landline and the entrance gate will open immediately.
3. When the visitors wish to leave the Estate, the resident is required to provide their visitor / contractors with an exit code that the resident would have received when granting their visitor access.

If a resident does not answer their phone via the contact number/s loaded and saved in the intercom system, the visitor will be turned away by the Security Guard. It is the resident's responsibility to ensure that their contact details on file with Micaro Estate Management are correct and up to date at all times.

This system places the responsibility of visitor-access solely on the residents and removes it from the Security Guard. Residents are asked not to fight with the Security Guard or encourage the Security Guard to deviate from the current security protocols and/or access procedures.

In the event that the intercom system goes down, visitors will be asked by the Security Guard to contact the resident directly, using the residents cell phone; the resident must then contact the guardhouse so that the guard may obtain permission from the resident to grant access to the visitor.

Security procedures are not implemented to cause residents any inconvenience and/or irritation. They are implemented to endeavour to protect all residents and their property, to the best of the Body Corporate's ability.

## Incident Reporting for Residents

1. Contact the Security Guard on duty at the **Guardhouse on 066 087 7197**
2. All complainants remain anonymous to the transgressor but must be disclosed to the Security Guard and Estate Management.
3. The Security Guard will contact the resident via the intercom in question to ask them to cease their disturbance / unruly activity.
4. If the disturbance persists the complainant/s must please contact the guardhouse again.
5. The Security Guard will then activate the panic button and the armed response will be called to the estate to address the situation.
6. All reasonable people should cease their disturbance-activity once contacted, and therefore, if the disturbance continues, the situation/resident will be considered unreasonable, which would deem the intervention by the reaction team necessary.
7. The resident who reported the incident is requested to send the Estate Management Team an email to ensure that the incident is documented and that the appropriate action can be taken in line with the Conduct Rules.

In the unlikely event that a resident is not satisfied with the assistance received by the guard on duty, residents can contact the Estate Manager on 072 521 5396 or [michaela@micaromanagement.co.za](mailto:michaela@micaromanagement.co.za).

Under NO circumstances whatsoever may the Security Guard be abused whilst carrying out their duties.

The **intercom number is 082 809 1267**

Visitors may not be provided with remotes, as ALL visitors must go through the visitor's access control procedure.

Should a resident misplace a remote, they are required to report this to the Estate Manager immediately so that it can be deactivated from the access control system. Failure to do so will compromise the security of the Estate. A new remote can be ordered by submitting the Remote Form to the Estate Management Team.

Kind regards,  
Management of Stone Manor Body Corporate