

SPRINGERBAAI ECO ESTATE



RENTAL AND VISITOR PROCEDURE DOCUMENT

RENTAL - COMS002

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1 Aim and Purpose of the Rental Procedure document

To describe and regulate the conditions under which Agents, Rental Guests, Visitors, Home Owners and Cleaning Companies can enter the estate to rent out property, visit as a guest, and service the property.

2 Scope

This procedure is applicable to all Home Owners, Agents, Visitors, rental guests and Cleaning Companies renting property on Springerbaai Eco-Estate.

3 Definitions & Abbreviations

Term	Definition/Explanation
HOA	Springerbaai Eco Estate Home Owners Association
HO	Home Owners
CC	Cleaning Companies
Visitor	Any person which a home owner agrees to let visit their property without the owner being present
Rental Guest	A person who visits Springerbaai on a rental agreement with owner or agent

4 Responsibilities

Trustee of Portfolio – Communications Trustee: to ensure that there is a procedure in place whereby the estate manager informs Home Owners/agents/Guests/ Cleaning Companies about the procedure. To provide guidance on behalf of Trustees regarding content of the procedures

Security Trustee - To provide a security procedure and ensure that management and staff apply the security procedures that are in place to regulate the access of agents, guests and Cleaning Companies.

The Estate Manager- To ensure that agents, cleaning companies and guests abide by the procedures in place. To ensure that all information sent to Agents, Cleaning Companies & Home Owners is the latest version and to ensure that all guests have received the relevant information.

Superintendent – If the estate manager is off duty the superintendent must ensure that the duties of the estate manager in terms of this procedure are performed by him.

Gate Guard – To ensure that agents, guests & Cleaning companies that wish to access the estate abide by the rules & regulations set out by the trustees and to report any breach to the estate manager.

Board of Trustees - To consider and approve the procedure or changes to it.

5 General

5.1 Contravention

Breach of this Procedure by any party may cause conflict between the agent, , Home Owner, guests, Estate Manager and the HOA.

Consistent non-compliance with Estate procedures can lead to access to the estate being denied to the Agent or Visitors.

6 The process and additional information

The following must be noted and adhered to:

6.1 All agents / visitors/ rental guests/ cleaning companies

The above parties must be made aware of and be in possession of the following annexures and information regarding the estate before renting property on the estate:

- Rules & regulations
- Conditions of entry
- House Rules
- Waiver form
- Fire Risk poster
- Recycling list
- Emergency numbers
- Refuse collection days
- Walking routes
- Map of estate
- Instructions for the Property Solar, gas, Geysers, etc

6.2 Agents / home owner / guests:

- All Agents, guests/visitors and Home Owner must abide by the security and other regulations and procedures.
- Owners must ensure tenants receive the rules in writing BEFORE the tenants occupy the house.
- The estate should support rental activities. Home Owners renting have freedom of choice when choosing an agent to rent their property. Home Owners should ENSURE that their chosen Agents / Cleaning Companies receive the latest version of the documents listed in clause 1.
- HO and Agents need to understand that Rental is a form of public image for Springerbaai and therefore a good standard of service needs to be provided for Guests, since this could affect the overall image of Springerbaai.
- The Home Owner / Agent, when advertising the property, must display the correct information about the estate.

- Visitors and Guests need to provide personal contact info. This relevant info is required for contact in emergency situations such as a fire.
- Agents are not to be given access to confidential contact details of Owners at Springerbaai.
- Home Owners / Agents will be permitted to leave marketing material at the gatehouse.
- Home Owners / Agents will not be permitted to advertise on the Springerbaai Facebook Group
- Home Owners should make agents / guests aware of normal working access times for the estate, otherwise Home Owner are to use remote gate phone to allow agents / guests entry to the estate. Home Owner / Agent must ensure that guests know their way around the Estate.
- HO and Agents should ensure that they provide their houses in workable condition and not advise them to phone the Estate management except in emergency. The Estate reserves the right to charge a fee for abnormal requests from guests.
- Agents / Guests are prohibited from entering other properties when renting but may visit the Uitkyk parking area, viewing point, bird hides, paths/trails, and board walks.
- Owners may advertise their own properties for rent on the Springerbaai Website.
- Should the owner not be present in person there may not be more than ten persons (be they guests, friends or tenants) residing in a house.
- No guest house, "Bed & Breakfast" or Inn may be operated in any house on the Estate.
- A house may not be rented out on a full-time basis (i.e. for commercial purposes).
- A house may be rented out on the following basis:
 - the whole house must be rented out;
 - to a group of not more than ten persons, if they can all be properly accommodated in the house.
 - the owner remains responsible for the conduct of tenants and shall ensure that they comply with the Constitution of the Home Owners' Association, Regulations and Rules of Conduct;
 - the owner remains responsible for the maintenance of his house and the payment of levies;

6.3 Process: information for home owners, family, friends, agents and guests:

- The waiver form must be signed by the Guests / Family / Friends / Agent / and the Home Owner must ensure that the Estate Manager receives the waiver form before date of arrival or on date of arrival.

- The Home Owner / Agent must ensure that guests receive all the relevant information.
- Arrival and departure time, car registration and telephone numbers of all guests / visitors in and outside office hours must be logged in the register.
- It is the Home Owners responsibility to ensure that the guests are well informed regarding solar power, gas, Wi-Fi, (in case of emergency), snakes and the fire risk regarding ash from any fire place or braai.
- Guests must be informed that refuse is collected on Tuesdays and Fridays and that they must ensure that their refuse bags are placed at the entrance of the driveway only.
- When the cleaning company does an “out” clean it is their responsibility to remove the refuse from the house if it does not fall on refuse removal days. This info must be made known by HO’s to their dedicated Cleaners/Agents.
- The Cleaning company / guests may drop refuse at the Construction Camp in the refuse chamber. They must **not** leave any refuse at the entrance of the driveway over weekends.
- The Home Owner must inform guests regarding recycling & refuse removal.
- The Home Owner / agent must inform the Estate Manager of all guest visit arrival and departure dates.
- It is the responsibility of the Home Owner / Agent to ensure that the house has sufficient gas/wood.
- Every house key bunch must have a green tag for the guests to enter and exit the property. If more guests with vehicles are renting, they must purchase a guest card at the office and pay the deposit of R 350.00 of which R 300.00 will be refunded to the Home Owner / Agent / guest on the day of departure or by prior arrangement. Access cards are only available during office hours.
- House keys may be left in the safe deposit boxes at the office at the owners’ risk.
- Owners can request that tenants be added to the Springerbaai Security WhatsApp group for the duration of the stay.
- If guests arrive after office hours (Monday – Friday 07h00-18h00) it is the responsibility of the Home Owner / Agent to ensure that the gate is opened for the guests and that they have the necessary information to find the property.
- No Cleaning Companies will be allowed after hours on the Estate, except in emergency situations and only if security requirements are met.

- Only emergency contractors such as gas, plumbers, electricians are allowed, and the Home Owner is responsible for arranging the entry and exit of these emergency contractors.
- The Home Owner / Agent must ensure that guests have the correct boardwalk code and key safe code.
- The Home Owner / Agent must ensure that guests are aware of the key safe when collecting on arrival or dropping off keys on the day of departure.
- The HOA will not be liable for any rent forfeited due to tenants' early departure.
- Guests not adhering to any of the regulations will have to vacate the rented house immediately. The Estate Manager will allow these guests / visitors 3 hours to vacate the Estate.

Annexures

- Rules & regulations
- Conditions of entry
- House Rules
- Waiver form
- Fire Risk poster
- Recycling list
- Emergency numbers
- Refuse collection days
- Map of the Estate
- Walking Routes

THE HOA AND THEIR REPRESENTATIVES, IN TAKING THESE PRECAUTIONS AND IMPLEMENTING THESE CRITICAL STRATEGIES, REACTION PLANS AND PROPOSALS IN GOOD FAITH AND DILIGENCE DO NOT ACCEPT ANY LIABILITY WHATSOEVER FOR ANY INJURY OR DEATH OF ANY PERSON OR THE LOSS OR DESTRUCTION OF OR DAMAGE TO ANY PROPERTY, WHETHER ARISING FROM FIRE, THEFT OR ANY OTHER CAUSE WHATSOEVER AND BY WHOMSOEVER CAUSED OR ARISING FROM NEGLIGENCE OR GROSS NEGLIGENCE BY THE HOA AND OR THEIR REPRESENTATIVES OR ANY EMPLOYEES. BY ENTERING THESE PREMISES, YOU OR YOUR HEIRS, EXECUTORS AND ADMINISTRATORS ALSO AGREE THAT YOU WILL INDEMNIFY THE HOA AND THEIR REPRESENTATIVES AND HOLD THEM HARMLESS AGAINST ANY CLAIM WHICH MAY BE MADE AS A RESULT OF SUCH LOSS, DAMAGE, DESTRUCTION, DEATH OR BODILY INJURY.