

SPRINGERBAAI ECO ESTATE



RENTAL AND VISITOR PROCEDURE DOCUMENT

RENTAL - COMS002

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1 Aim and Purpose of the Rental and Visitors Procedure document

To outline and regulate the conditions under which Agents, Rental Guests, Visitors, Homeowners, and Cleaning Companies are permitted to enter the estate for property rentals, guest visits, and property maintenance.

2 Scope

This procedure applies to all Homeowners, Agents, Visitors, Rental Guests, and Cleaning Companies involved in 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 individual who has been granted permission by the homeowner to enter and remain on the property in the homeowner's absence. This permission may be explicit or implied, but the homeowner assumes responsibility for the visitor's presence, and the visitor is expected to comply with any terms or conditions set by the homeowner regarding their access to the property. The visitor's access is limited to a temporary stay and does not confer any legal rights to the property.
Rental Guest	An individual who visits Springerbaai under a rental agreement, either directly with the property owner or through an authorised agent. This agreement grants the guest temporary occupancy and use of the property for the duration specified in the contract, subject to the terms and conditions outlined therein. The rental guest's rights are limited to those specified in the agreement, and they are expected to comply with all Estate rules, regulations, and responsibilities during their stay.

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 Controller – Responsible for enforcing the access control processes and procedures at the Estate entrance. This includes verifying the identity and authorization of individuals entering the premises, ensuring that all entry and exit records are accurately maintained, and managing visitor and contractor access as per established protocols. The Gate Controller is also tasked with monitoring for any security breaches, suspicious activity, or non-compliance with access policies, and must promptly report such incidents to the Estate Manager for further action.

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

5 General

5.1 Contravention

If any Home Owner, Tenant, Guest, Visitor, Contractor, Employee or other invitee of the Home owner or Tenant fails to comply with any of the provisions of these rules, the HOA shall be entitled to deny that Tenant, Visitor, Contractor, Employee, or other invitee access to the Estate.

6 The process and additional information

The following must be noted and adhered to:

6.1 Commercial activities

- The HOA is entitled to regulate all commercial activity in or about the Estate. No application for any trading or similar license may be made for the conduct of any commercial activity of any nature, without the prior written consent of the HOA, which consent shall not be unreasonably withheld.
- No door-to-door canvassing and/or selling is permitted.
- Commercial activities may be allowed under certain conditions, but even though people work from their homes, no goods may be sold from private spaces such as garages. For example, selling items like shoes, wood or ice from garages to the general public.
- No advertising or signage boards or signs of any nature may be displayed on or about the Estate. Signs are also not allowed on the sidewalk/outside boundaries of the Estate.

6.2 Agents / Visitors/ Rental Guests/ Cleaning Companies

The above parties must be made aware of and be in possession of the following 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, Fire and Braai Safety, etc.

6.3 Agents / Home Owner / Visitors / Rental Guests:

- Agents, Guests, Visitors and Home Owners will comply with the rules and regulations of the Estate.
- Owners must provide tenants or visitors with the Estate rules in writing BEFORE they occupy the house.
- Should any owner let his property he shall in advance of occupation by the Lessee in writing, advise the Estate Manager of the name of the lessee and the period of such lease. The Home Owner will inform and give a copy to the lessee of all the Estate rules and other rules and bind the lessee to adhere to such rules in the lease agreement. A lessee shall sign an acceptance form of these rules and all lease agreements shall contain the following clause:

The lessee acknowledges upon occupation of the premises that is family, visitors or workers shall attend to the rules and regulations as contained in the Springerbaai Estate rules and all other rules applicable to owners in the Estate.

- Home Owners must include a clause in their contract stating that the tenant is not allowed to sublet.
- It is the Agent's/Landlord's responsibility, in addition to explaining the fire risks, to show the tenant where the extinguishers, fire blankets, etc. are, and to ensure the tenant knows how to use them.
- 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 as Annexures hereto.

- Home Owners 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 must provide personal contact info, which is needed for emergency situations, such as evacuations.
- Agents, Visitors and Guests 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 / visitors aware of normal working access times for the Estate, otherwise the Home Owner must create and provide them with an Accentronix Access pin. The Home Owner / Agent must ensure that guests / visitors know their way around the Estate.
- Home Owners and agents should ensure that their properties are in a usable condition. Visitors and guests should reach out to the Home Owner or Agent for day to day information and assistance. The Estate Manager should only be contacted in emergencies. The Estate reserves the right to charge a fee for unusual requests made by guests.
- Agents and guests/visitors are prohibited from entering other properties during their stay but are welcome to use Estate facilities such as the main parking area, viewing point/s, bird hide, paths, trails, and boardwalks.
- Owners may advertise their own properties for rent on the Springerbaai Website.
- A maximum of eight people, including guests, friends, or tenants, are allowed to stay in the house if the owner is not present.
- A house may be rented on a long-term basis.
- A house may be rented out on the following basis:
 - the whole house must be rented out;
 - to a group of not more than eight persons.
 - 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;
 - The owner remains responsible for Rent Collection Issues
 - The owner remains responsible for all Legal and Contractual Obligations

- The owner remains responsible for all Property Management Challenges

6.4 Process: information for home owners, family, visitors, 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, snakes and the **fire risks and safety**.
- **NO** Webbers or loose standing braais allowed.
- 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.
- Guests/visitors must know how to operate the Gate Control System.
- House keys may be left in the safe deposit boxes at the office at the owners’ risk.
- House keys must not be left anywhere other than the key safe, and absolutely never outside the main entrance gate.

- If guests arrive after office hours (Monday – Friday 07h30-17h00) 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. (long term tenants?)

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.