

## **INTRODUCTION**

These rules have been designed to ensure and promote a secure lifestyle. These rules are not intended to limit the lifestyle of residents, but rather to protect the resident and they are equally binding to all residents. These rules are administered and enforced by the Housing Company Tshwane, but however it is the resident's responsibility to ensure that all visitors abide by these rules.

- Compliance with the House Rules and general consideration by residents for each other will greatly assist in achieving a happy community.
- Happy and satisfactory community living is only achieved when residents use and enjoy the units and common property in such a manner that they display respect for the rights of other persons on the property.
- In the event of any annoyance, aggravation or complaints occurring, attempts should be by the parties concerned to settle or resolve the matter amongst them. This should be done verbally with consideration and tolerance being exercised.
- Should the dispute not be resolved amicably, then a formal complaint should be lodged in writing to the HCT by the aggrieved party.

### **1. SPECIAL CONDITION**

#### **Noise**

No person shall cause undue noise or disturbance, Residents and their guests are requested to minimise excessive noise. Residents are requested to use all practical means to minimise noise i.e. closing the doors and windows of the unit.

#### **Visitors/Guests and domestic workers**

- Each Resident will be held responsible for the behaviour of their guest and all guests will be bound by the same House Rules and special conditions that apply to tenants.
- Each visitor or guest will have to have obtained a permission letter from the office which states the duration of their visit which will have been presented to the security on duty.
- Residents have the responsibility to ensure that their visitors and/or domestic workers do not loiter the common property.
- Domestic workers that stay or frequent the building must have their finger prints registered at the office to allow them access through the security gate using the biometric system, this will help to ensure that

traffic in and out of the building is managed efficiently and the risk of unwelcome visitors is minimised.

Residents are responsible to ensure that their domestic workers are aware of the house rules and that they abide by them. The resident will be held liable for any misconduct and contravention of the rules by their domestic workers and/or visitors.

### **Dispute**

- Residents are responsible for co-operating with each other and reaching agreements if a dispute should ensue if no peace full resolution can be found a complaint form can be filled in and HCT will investigate the matter and come up with the best possible solution for the residents.
- When necessary management (HCT) is available to mediate in disputes.

### **Smoking and unlawful substances**

- Smoking is not permitted inside the building, Residents found in breach of this rule will be warned and subsequent breaches will result in a review of lease agreement or the immediate termination of a resident's lease agreement.

### **Pets**

- Under no circumstance will pets be allowed on the premises.

### **Vandalism and Wilful Damage**

HCT strives to ensure that your living standards are kept and will always make improvements to the building. If you are aware of any vandalism or wilful damage it should be reported to the office.

### **Trespassing**

Any unauthorised person will be deemed to be trespassing and will be asked to leave the premises.

### **Health Emergency and/or Accident**

In the case of serious accidents or medical emergency telephone emergency services on 107 and follow their instruction. The office or security on duty should be advised.

### **Health and safety**

#### Fire extinguishers/hydrants

- On every floor there are fire extinguishers that are located on the left hand side which are to be used for the sole purpose of extinguishing fires and not for anything else.
- Emergency exits are to be used when evacuating the premises residents should use the stairs rather than the lifts in the case of a fire to evacuate the building.
- Residents should contact the fire department on 012 310 6300/012 310 6400
- Residents should not bring or permit their guests /visitors to bring any substance into the building or permit storage of substances on the premises, which may constitute a fire hazard or a threat to the health of any of the residents and guests or may result in the contamination of the building.

### **Repairs and Maintenance**

- Residents must advise management(HCT) of any damage or required repairs to the unit by filling in a form and either handing it to the security or bringing it to the office to submit it to a HCT official . Residents are also required to maintain their units in a way that does not give rise to a fire or health hazard.

### **Children**

- Residents shall take full responsibility for their children and those of their guests ensuring that they do not damage the common area they do not litter in the building and cause unreasonable noise
- Children are not allowed to play in passages, lifts lobbies and the stair cases and should not play with any type of ball in the corridors as in the past we have found that the balls are thrown up and result in damaged lights; it is the parent's responsibility to reprimand their children.
- Parents must ensure that children do not play with any of the fire extinguishers or fire hydrants.

## Laundry

- Laundry must be hung in the designated area; no laundry may be hung to dry over any wall, balcony, security gate, down pipes, verandas. Columns or against any window, nor may any washing line be erected
- The washing line is located on the roof the key to gain entry can be found by the security and is to be signed for and returned to the security to ensure the safety of your clothes make sure that the gate is locked at all times.

## 2. SECURITY

### Biometric system

- Residents are required to register their finger prints with management at the HCT offices which they will use to gain entry into the building and are required at all time.
- Should you be locked out or denied entry into the building do consult the office as your account may be in arrears and you would be required to settle it or make payment arrangements before you are allowed entry into the building.

### Entry/Intercom

- Residents gain entry in to the building using their registered finger print using the entrance at the front on Paul Kruger
- The security will use the intercom to alert residents of any visitor before they are allowed to go into the building
- No parking is permissible at the entrance of the building even at night.

### Personal security

- The onus for the security for each apartment lies with the residents. You are strongly advised to lock all doors when sleeping or leaving the premises and to close all windows especially the units that are in the lower levels HCT will not be liable for any property that is stolen in any of the units

### Dangerous goods firearm and firework

- No person shall discharge any firearm, air rifle, crossbow or similar weapon or device on or about the building other than in self defence.
- Fireworks are strictly prohibited.

### **3. GENERAL**

#### **OFFICE HOURS**

- HCT Monday-Friday **07h30-16h00**

#### **Requesting Permission letter**

- All residents are required by management (HCT) to attain permission letters to allow them to move in or out their property, furniture clothing as well as for their guest/visitors that are going to be staying for a period longer then a night.

#### **Mailbox**

Residents are encouraged to check their mailboxes daily as management mails their monthly statements and important information to residents  
Outgoing residents are required to place redirecting orders upon termination of their lease

#### **Notices**

Residents should please take the time to read the notices that management puts up, they are a way in which management is communicating with you regarding issues that affect you.

#### **Alteration/additions and improvements**

- Television or satellite antennas may not be installed anywhere on the common property without prior written consent of HCT
- The tenant shall not make any alteration or additions to the residential unit, during the rental period without having obtained prior written permission from the housing Company.
- Any permanent improvements to the unit will become a permanent fixture to the building and may not be removed or dismantled on termination of the lease agreement.
- The tenant shall not be entitled to any compensation for any improvements made to the residential unit upon termination of the agreement or at any stage, irrespective of whether such improvement were done with the consent of HCT.

#### **Fines and Penalties**

- HCT shall investigate (in such manner as it deems fit) written complaints received from tenants relating to behaviour and conduct of

other residents and persons on or about the building and shall take such steps with regard thereto as it may deem fit.

- HCT shall be entitled on its own initiative to investigate the conduct of any person and to take such action to remedy the breach of the rules as it may deem fit, whether or not complaints are received.
- If any person contravenes or fails to comply with any of the provisions of these rules or any conditions imposed by or directives given by HCT in terms of these rules, HCT shall be entitled (without limiting any other rights afforded to them in terms of these rules) to impose suitable fines on the person concerned.
- If the person concerned is a guest or other invitee of a tenant, the tenant will be liable for payment of such fine.
- Any fine imposed on a tenant, guest or other invitee shall be deemed to be a debt due and payable by the tenant concerned to HCT forthwith on demand
- The provision of these rules is without prejudice to any other rights that HCT may have in terms of the constitution or legislation.

#### **Commercial activities**

- No resident shall be entitled to conduct any commercial activity on or about the building.
- No door to door canvassing and selling is permitted in the building.
- No advertisement or publicity material may be displayed on common property on the units
- No auction or 'jumble sale' may be on the premises

#### **4. ENFORCEMENT OF THE RULES**

For the purpose of enforcing the house rules, the Housing Company Tshwane may

- Take cause or steps that are necessary to remedy the breach of the rules of which the tenant is guilty, HCT will debit the cost of such contravention into the rental account of the tenant concerned, which the amount shall then be deemed to be a debt owing by the tenant to the HCT.
- HCT shall take other actions including the cancellation of the lease, as it may deem fit

In conclusion, please be advised that ignorance of these rules is not an acceptable excuse for any contravention. It is therefore each and every residents responsibility in the building to familiarise themselves with the house rules.

## **5. EMERGENCY AND USEFUL NUMBERS**

HCT OFFICE	012 358 4469
HCT FINANCE ENQUIRY	012 358 2504
AMBULANCE	10177
<b>SAPS</b>	11011
EMERGENCY SERVICE	107
THSWANE HOUSING DEPARTMENT	012 358 9999
TRIPLE M METERING SERVICE	012 665 0581

I the undersigned, declare that I have received and read the rules and regulations and have had a chance to read then and understand the content of the document, I accept the conditions and have been handed a copy of the house rules.

Name & Surname \_\_\_\_\_

Identity Number \_\_\_\_\_

Unit Number \_\_\_\_\_

Signed at \_\_\_\_\_ on this, \_\_\_\_\_ day of \_\_\_\_\_

Signature \_\_\_\_\_

As witness hereto

Name & Surname \_\_\_\_\_

Signature \_\_\_\_\_

**HCT HEREBY DECLARES THAT IT WILL NOT BE HELD RESPONSIBLE FOR ANY DAMAGE INJURY OR FATALITY TO ANY PERSON ENTERING THESE PREMISES OR USING THE FACILITIES AS PRESCRIBED.**