



TENANT GUIDE

AFFORDABLE AND QUALITY LIVING

ABOUT US

Since 2014, TEE Properties has been acquiring, renovating, and preserving affordable rental housing for low-income families, individuals, and people with special needs. Currently we own and manage a number of properties with approximately 650 rental units. Income from rent goes to maintain the housing, provide staff oversight, and help fund future affordable housing projects.

There are moments in life that bring the right people to the most opportune settings and allow them to work miracles. The origin of TEE Properties was such a moment. In late 2007, a confluence of talented people with a deep sense of dedication created Flower Vesa, a Gauteng corporation with a mission to provide affordable clothing and jewellery.

It was founded on a net worth of good ideas alone and has since matured to the present-day portfolio by acquiring TEE Properties, a mixed retail and residential property company accommodating about 500 residential tenants and about 150 retail companies.



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LEASE AGREEMENT

It is very important that you sign your lease agreement because it initially gives you rightful occupation to your new home.

The agreement covers TEE Properties Management responsibilities and your responsibilities as a tenant. Please read and understand before signing the lease, should you have any queries ask your leasing consultant right away. You will receive a copy of your signed lease agreement for reference any time.

This agreement is legal, complies with Rental Housing Act and it binds you and TEE Properties to comply with the terms of the lease.

THE DEPOSIT

The tenant is required to pay the deposit on approval and before signing the lease agreement. Although the deposit is kept by the landlord or agent for the duration of the lease agreement, the deposit still belongs to the tenant and is held as a Landlord security.

The landlord may use the deposit to cover costs for damages to the premises and/or any unpaid amounts when the lease comes to an end. If there are no damages, the deposit and interest will be repaid to the tenant within 21 days after termination of the lease agreement.

LATE PAYMENT

The rental is due on the **1st (first)** day of every month. **Interest may be charged on any late payment not made after the due date.**

RENTAL INCREASE

The rental will increase annually on the anniversary of your lease, at the discretion of the landlord as per the signed lease agreement.

This increase is based on the price you currently pay compared to the market price of your unit. TEE Properties will give you adequate notice (2 months) of any annual increase

THE LEASE TERM

The length of the lease agreement varies from 6 months or 12-month basis.

EARLY CANCELLATION BY TENANT

Cancelling the lease before end of its initial period:

The landlord may charge a reasonable penalty (*Minimum of 1 month and maximum of 3 months rental*) for early cancellation. You may cancel the lease agreement by giving **full calendar month** notice in writing.

END OF THE LEASE PERIOD

When the lease period comes to an end, the lease agreement will continue on a month-to-month basis (*section 14 of the Consumer Protection Act will no longer apply*) and will be subject to a 30-day termination notice, failure which termination cost will apply.

NOTICE OF END OF THE LEASE PERIOD

The landlord will notify you in writing between 40 (forty) and 60 (eighty) business days before the end of the first lease period, of

- i. the date the lease period is due to end,
- ii. the fact that the agreement will continue a month-to-month basis unless you end the lease at least 20 (twenty) business days before the end of the lease period, or you sign on for a further fixed-term lease period; and
- iii. any important changes that will apply if the lease agreement changes to a month-to-month lease agreement

Cancellation by the Landlord: the landlord may cancel the lease agreement

- i. by giving you 2 (two) months' written notice if the landlord wants to move into or sell the premises; and
- ii. by giving you 20 (twenty) business days' notice if you do not fulfill your responsibilities in terms of the lease agreement on 3 (three) separate occasions, for 3 (three) months in a row. This will apply even if you correct the responsibility, you have not fulfilled it later; and
- iii. immediately if you do anything that is criminal or illegal on the premises.



MAKING THE CITY BRIGHT!



SERVICE CHARGES

You are responsible for amounts owed to third parties who provide services such as electricity or water. Additional charges such as the credit check when you first sign the agreement, inspection fees, debt collections, fees parking fees and or any other charges reflected on the lease agreement.

TENANT'S RESPONSIBILITIES

It is important that you follow all laws and rules of the building, take care of the premises and return the premises in the same condition as you received it. This excludes the normal wear and tear that takes place in a property over time.

You must not rent out part of the premises without the permission of the landlord or make alterations to the premises in any way.

BREACH BY TENANT

If the rent or any other amount due in terms of the lease agreement goes unpaid, or you fail to meet your responsibilities in any other way, where

- i. **the CPA applies:** the landlord may cancel the lease agreement by giving you 20 (twenty) business days' notice; and where
- ii. **the CPA does not apply:** the landlord may cancel by giving you 7 (seven) calendar days' notice if you continue to not meet your responsibilities. In both cases, you must vacate the premises immediately upon expiration by vacating the premises immediately



NOTICES

All notices given in terms of the lease agreement must be in writing and delivered to the addresses of the parties.

TENANT INFORMATION

By signing the lease agreement, you give permission that

- i. the landlord or agent may obtain any information to check your credit worthiness and payment patterns; and
- ii. that your personal information will be processed for certain purposes

SIGNATURE

The lease agreement must be in writing and signed by the parties. Signed includes a handwritten signature and advanced electronic signature (*in terms of the Electronic Communications and Transactions Act*).

No changes to or cancellations of the lease agreement are valid unless they are in writing and signed. This means that the lease agreement cannot be changed or cancelled by email, SMS or WhatsApp.

TEE PROPERTIES WARRANT THAT IT WILL

- Provide tenants with good and professional service
- Make sure the tenants receive their units in good quality and habitable
- Make sure the exterior of the property is clean and well maintained
- Making sure all Municipal charges are paid up to date
- Pay building insurance (*not your personal and immovable goods*)

YOUR RIGHTS & RESPONSIBILITIES AS A TENANT

Occupy your unit on an ongoing basis, provided you meet all the obligations as stated in the lease. Live in a well maintained building and peaceful environment.

AS A TENANT YOU WARRANT TO

Pay your rent on or before the 1st of each and every month as per your lease agreement.

Occupy your unit and not exceeding the maximum number of persons allowed as per your lease agreement;

- **Single room:** 2 (Two) Adults
 - **Studio:** 2 (Two) adults
 - **Bachelor:** 2 (Two) adults
 - **One Bedroom:** 3 (Three) adults
 - **Two Bedrooms:** 4 (Four) adults
-
- Not to sublet the unit or part of it
 - Keep the interior of the unit clean at all times
 - To follow all the building rules as stated in the lease
 - Not to make any alterations in the unit, this includes knocking nails in the walls
 - Allow access to TEE Properties for inspection at reasonable times
 - Return the unit to TEE Properties in the same condition you received it





MOVING IN

You can only move in your new unit once the below is completed;

- Your application has been approved
- Paid your deposit and first month rent.
- You correctly signed your lease agreement
- Enrolled on biometric for access
- You have received a key slip, which you hand over to the building manager when moving in

SNAG LIST

When you move in, you will be asked to complete a snag list (*check list / Inspection*).

This process lists any fault you identify in your apartment (*e.g. a cracked tile, a broken light fitting, a missing doorknob, dirty walls etc.*), and this should be taken seriously for your own protection.

The snag list ensures that faults are corrected and that you will not be held responsible for causing these problems.

At the end of the lease agreement, you will be required to return the unit to landlord in the same condition it was prior to taking occupation.

If you do not complete a snag list, you may be held responsible for all problems when you move out, even those that may have been evident when you arrived!

VERY IMPORTANT

- Inspect your unit with the building manager
- Complete the snag list (check list) in the presence of the building manager
- Sign off the snag list with the building manager, a copy of the inspection will be emailed to you
- You have 7 (seven) days from date of occupation to report any additional faults or complaints, in writing, to the building manager



HOW TO USE THE WI-FI?

Is my device supported?

- Windows 7 and earlier are no longer supported
- Phones and tablets should be on the latest firmware/software
- Laptops and tablets that have the minimum amount of memory available may be slower than expected
- Mobile phones and tablets that have little or no space available will not be able to make connections to the WIFI – please delete unwanted pictures/texts in order to make space
- Devices with less than 40 percent power will *(depending on the power management selected)* slow the WIFI component down to save power
- For the best speed all power management should be disabled and run at maximum performance

Where do I get my log in details?

You can get log in details by sending an email to:
enquiries@teeproperties.co.za

How do I connect my devices?

Mobile Devices

- Open the settings app
- Tap the Wireless & Network option
- Tap on WIFI
- Switch ON the WIFI option
- Select Rise WIFI
- The phones web browser will open automatically shortly

After connecting

- Type in your username and password
- You Should now be connected to Rise WIFI
- Should the above steps not work, open your browser using mobile data and follow the below steps:
- **Go to the following address:** gateway.maboneng.co
- Type in your username and password
- You should now be connected to Rise WIFI

Laptops & Tablets

- Open the Wireless network menu.
- Open your web browser and **go to the following address:** gateway.maboneng.co
- Type in your username and password
- You should now be connected to the Rise WIFI

How many devices can I connect to the WIFI?

Please note that you can connect to a maximum of 4 devices

I'm unable to connect to the WIFI, what steps do I need to take?

Invalid Username and password

Please make sure there are no spaces being added automatically by your device at the end of your username and password (*mobile phones commonly do this*)

Already authorizing please try again later

- Forget the Rise WIFI network, restart your device and try connecting again
- If the problem persists- contact the TEE Properties CRM Helpdesk

Number of sessions has exceeded

- Log out from other devices
- Please contact the TEE Properties CRM Helpdesk

Connected (no internet)

- Forget the Rise WIFI network, close all open and unused apps, restart your device and try connecting again
- If the problem persists – contact the TEE Properties CRM Helpdesk

How to contact the TEE Properties CRM Helpdesk

Email: enquiries@teeproperties.co.za

Tel: +27 (0) 10 110 9671

WhatsApp: +27 (0) 785 133 005

When contacting TEE Properties CRM please provide the following information

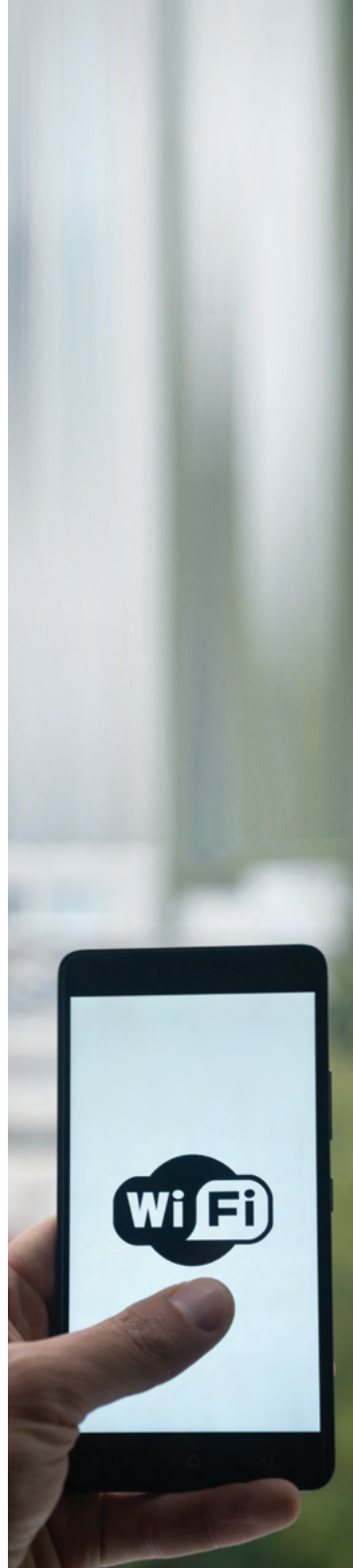
- Name
 - Username and Password
 - Cell number
 - Building name and unit number
- Operating Hours:** Monday – Friday, from 08:00 to 17:00

How to add an occupant

An occupant change form is available at our office. Must only be completed by a lease holder

These are the documents accepted:

- ID or Driver Licence. Certified copies accepted
- Passport/Asylum Seeker Document
- Birth Certificates of all children
- Work permit / Asylum seeker document that is valid at lease start date





PAYING YOUR RENT

Your rent enables us to pay for the services that ensure that you can live safely in your home, in a clean and well-maintained environment. You must pay your rent on or before the 1st of each month. **There are no exceptions to this rule.**

The best way to pay your rent is by debit order, as your rent will automatically come out of your bank account and into our account on the agreed day. It also makes life easier by removing the hassle of going to your bank, standing in queues or carrying cash around and avoid deposit fees.

Bank Fees

TEE Properties will charge you for any bank fees that are acquired when paying with any of the methods below and this will be charged onto your account:

- Cash Deposit
- Electronic Transfer of Funds (EFT)
- Easy Pay etc.

Your monthly statement will provide our bank account details. Whichever method you use to pay your rent, it is important to quote your unique tenant reference number (you will find it at the bottom of your invoice)

Please see the sample of our monthly statement below;



COPY Tax Invoice & Statement

Bongani Denzel Mthembu
 Unit 507
 Armadale Place
 263 Lillian Ngoyi Street
 Johannesburg
 2001

Owner Design City Properties (Pty) Ltd	
Owner VAT No 4510283528	Owner Reg No 2018/041586/07
Property Armadale Place (8)	
Unit No 507	
Tax Invoice No 516/202308/1	Recipient VAT No
For the Month August 2023	Recipient Reg No 9708015552085
Deposit 3,050.00	
Monthly Charges Generated on 25 July 2023	
Queries	Enquiries Email: info@tee.co.za Tel: 010 003 9275 Fax:

Printed: 29/08/2023 11:12:49 Page: 1

Date	Allocation	Remarks	Exclusive	VAT	Inclusive
03/07/2023	Receipt	Balance B/F			3,622.02
01/08/2023	Water	ACB CREDIT 516 3 units, Date: 07/07/2023, (Last Reading on 07/06/2023) Ref: BD Mthembu	0.00	0.00	-3,622.02
01/08/2023	Effluent	0 units, Date: 07/07/2023, (Last Reading on 07/06/2023) Ref: BD Mthembu	45.00	6.75	51.75
01/08/2023	Rent: Residential	Unit 507	3,050.00	0.00	3,050.00
01/08/2023	Cleaning	Cleaning Recovery	45.00	6.75	51.75
01/08/2023	Refuse	Municipal Refuse Removal	60.10	9.02	69.12
01/08/2023	CID Levy: Recovery	Levy Recovered	53.90	8.09	61.99
			3 580.15	79.53	3 659.68

All payments must be made with the reference quoted in the deposit slip sample below.
Payments with incorrect reference will bear a penalty fee of R150

AMOUNT DEPOSITED R



DEPOSIT SLIP

Credit Design City Properties (Pty) Ltd

Instruments delivered for collection by the Customer or on his behalf shall be made available as cash only after payment thereof. Any payment against undrawn effects allowed by the Bank shall be at the Bank's discretion and no claim arising from this practice shall be brought against the Bank, and furthermore the Bank shall, at its discretion, be entitled to debit the Customer's account with the amount of dishonoured instruments. The Bank shall not be held responsible for errors resulting from incorrect information furnished by the Customer or on his behalf. Furthermore, the Bank does not accept responsibility for ensuring that the Customer has lawful title to instruments handed in for collection.

Teller's date stamp
and signature

Drawer's Name	Bank	Date	Amount

Deposited by:	Total R																														
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Deposit Reference	6	1	6	B	O	N	G	A	N	I	D	E	N	Z	E	I	M	T													
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ABSA Bank Limited (Pty) Ltd (Reg No 1985/004794/06) Authorized Financial Services Provider

7 0

COSTS THAT HAVE TO BE PAID BY YOU

Electricity, Water, Sewerage, Refuse, CID Levies, Security Charges

Do you charge late payment penalties and interest on arrears?

Interest may be charged on arrear rental amounts at the rate as set out in the Prescribed Rate of Interest Act, No. 55 of 1975 as amended from time to time.

Furthermore, in terms of section 8(2) of the National Credit Act, No. 34 of 2005 (NCA) all lease agreements in respect of immovable property are not a credit agreement in terms of the NCA and thus exempt from the NCA. Therefore, we are within our rights to charge interest on arrears.

The landlord may charge interest from the first day when payment was not received. We, however, only start charging interest after 7 (seven) days from the date when payment should have been received in terms of the lease agreement.

Can I withhold rental payments?

Withholding of rent and any other amounts due to the landlord is prohibited by law and in accordance with your lease agreement and we urge you to study your lease agreement in this regard.

Should any payments be withheld we reserve our right to initiate legal action. Should a tenant not pay rent and not have an expectable payment arrangement in place he or she will face the legal consequences of such.

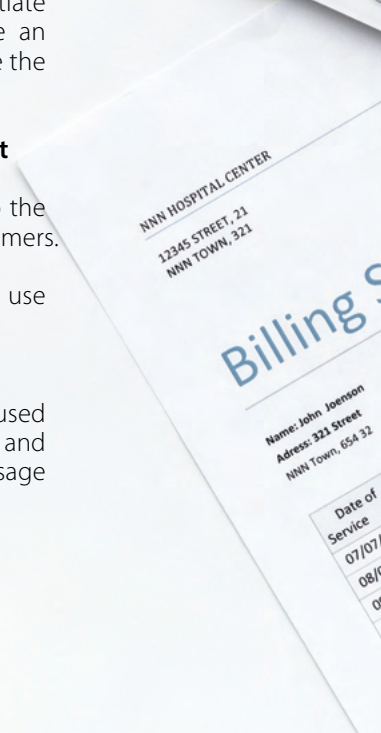
Why am I charged Bank charges even though the amount was paid on time?

Bank charges are charged by the bank when cash is paid to the bank. These charges cover all fees made by the bank to customers.

To avoid incurring these charges, it is recommended that you use other methods of payments such as EFT

What is utility admin?

Utility admin fees refer to the charge for water and electricity used outside of their unit such as the electricity (common lighting and lifts and water booster pumps) as well as common water usage such as in the laundry basin area.





How is the charge for “Refuse recovered” determined?

TEE Properties charges exactly what COJ charges as per the bylaws.

What are CID levies?

CID levies are city improvement levies for street cleaners and additional security in the streets around our buildings and the surrounding areas.

How is “Sewer recovery charge” determined / calculated?

TEE Properties charges exactly what COJ charges as per the bylaws at a prorata share and if metered its as per your usage.

Who do I contact if I have queries regarding my water bill?

You can log your water billing queries by contacting the TEE Properties CRM Helpdesk through any of the following channels:

Email: enquiries@teeproperties.co.za

Tel: 010 110 9671

When does TEE Properties review of utility charges?

TEE Properties increases utility charges annually 1 July when City of Johannesburg increases its charges.

Why am I billed for utilities after I’ve already vacated? How does this affect my deposit?

Utilities such as water, sewer, refuse, and CID are all billed in arrears.

When you first move into your unit, you are not billed for any fixed charges or utilities; the amount is charged to your last statement which you receive the month after you have vacated.

A utility admin fee is also charged to your account in arrears. Your final utilities are deducted from your deposit.

A person wearing a red hoodie is holding a fan of Euro banknotes, including 100, 200, and 500 Euro notes. The background is blurred, showing an indoor setting.

WHAT HAPPENS TO ME IF I DON'T PAY THE RENT?

Paying your rent is very important. As with other companies, TEE Properties cannot survive without an income.

Your rent is used to cover certain expenses that need to be paid in order to provide you with an efficient service and a comfortable stay in our buildings.

If you do not pay your rent on time, you will be charged interest on arrear rental amounts at the rate set out in the Prescribed Rate of Interest Act, No. 55 of 1975 (24% per annum = 2% per month)

What changes can you expect with regards to any outstanding debt owing to TEE Properties?

Debt enforcement procedures will be implemented, i.e.

- Interest at the maximum prescribed rate will be charged on all outstanding amounts not paid in accordance with your lease agreement
- If you default on any payments, TEE Properties will send you a letter of demand to rectify your breach
- If you do not rectify your breach within the time period as set out in the letter of demand, TEE Properties may terminate your lease agreement
- Should TEE Properties terminate your lease agreement, they will send you a letter to confirm the termination
- You will have to vacate your apartment within 48 hours. If you do not vacate the apartment, TEE Properties will bring an application for eviction. If TEE Properties incurs legal costs for you to abide by the terms and conditions of the lease or for eviction, you are liable to pay legal costs on attorney and client scale on demand. TEE Properties has a lien over your moveable goods and may obtain an order to attach, remove and sell same. You may also be blacklisted on the Tenant Profile Network (TPN) and will forfeit your deposit in lieu of arrear amounts, cost of damages and maintenance costs

Rental Settings

When your rent was calculated the following was taken into account:

- Number of bedrooms in your flat.
- Purchase price, construction costs and quality of your flat.
- Location of your flat and the building.
- Rates, water, electricity, sewerage and refuse removal by the municipality
- TEE Properties is responsible for rates, sewerage and refuse removal for the flat you live in. The municipality will cover its costs by means of this income.
- Maintenance of the building infrastructure – includes a painting of the building, passage lights, lifts, emergencies such as burst pipes, etc.

BUILDING RULES

To have a better possible stay, please read, familiarise and abide all the rules below. Please note TEE Properties Management may amend these rules from time to time.

- I will regularly read all notices on the notice board to familiarise myself with important communications
- I will not make excessive noise (e.g. loud music) especially after 8 pm
- I will keep my unit clean and pleasant smelling
- I will not smoke in the unit as they are smoke free zones in the building
- I will not run a business, or trade, or conduct any illegal activities from my unit or the surrounding area
- I will not litter or create a mess in the common areas
- I will leave the wash area in the condition in which I would like to find it
- I will remove my washing when it is dry in order to make space for others
- I understand that the playground (if available) is for children and I will supervise them whilst playing and not hold any parties or other social events here
- I will not urinate/defecate from my balcony or in any common area
- I will not leave my rubbish in the common area e.g. passage, staircases, garden or parking area



rules

- I will not throw litter over the balcony or out of my window
- If I do make a mess by mistake I will clean it up immediately
- I will put my rubbish in the communal dustbins located on each floor
- I will keep my unit in its original condition, i.e. as it was when I moved in
- I will not make alterations to my unit
- I will not damage my neighbours property e.g. cars, bicycles etc.
- I will not damage the walls of the property e.g. drilling holes, drawing graffiti etc.
- I will not put a satellite dish on the outside of the building
- I will not remove the electricity meter seal
- I will not tamper with the geyser
- I will not interfere with locks on electrical boxes
- I will not interfere with the operation of the lift
- I will show respect to my neighbours, even if they do things differently to me
- If I plan to be away for more than 2 weeks, I will inform TEE Properties of my intended absence
- I will not sublet my unit either fully or partially
- I will not overcrowd my unit
- I will not bring any visitor after 10pm
- I will not try to gain access for my visitor without proof of identification
- I will not make my visitor to sleep over without signing a sleep over form
- I will not make my visitor to sleep over more than 3 days without applying to the office prior arrival of my visitor
- I will not allow my children to leave bicycles or toys in the common areas
- I will not store any goods in the common areas
- I will not keep a pet on the premises e.g. a cat or a dog etc.
- I will not hang anything over the balconies or windows, especially laundry
- I will only use the fire hose for emergencies and not for washing my clothes or car
- I will not have a party or event without notifying TEE Properties Management
- I will not flush nappies, sanitary towels, newspapers etc. down the toilet, as it will cause a blockage. I will be required to pay for any necessary repairs as a result
- I will not use any faulty appliances in my unit that could damage the electrical supply
- I will not use my stove as a heater
- I will report any problem(s) to the building manager or TEE Properties Offices
- I will not do any car repairs on the property
- I will only park my car in the parking area
- I will only park my car in the parking area if it has a an authorised sticker
- I will not store scrap cars or broken down vehicles on the property
- If I discover anyone breaking the building rules, I will report then to the building manager or TEE Properties



TRANSFER FREQUENTLY ASKED QUESTIONS

What is a transfer and what is the process?

Instead of cancelling a lease to move into a smaller or bigger unit that meets one's budget, tenants can request to transfer between unit types in the same building or even move into one of our other TEE Properties buildings.

The process is quick and easy:

- Step 1:** Formally request to be transferred from your current flat in writing by sending an email to enquiries@teeproperties.co.za
- Step 2:** Complete the required details provided to you by the email or at our offices
- Step 3:** Arrange a viewing of available flats
- Step 4:** Sign an Addendum to your existing lease or a new lease agreement
- Step 5:** Move into your new flat

What is the cost of a transfer?

A transfer consists of the following charges:

- Transfer Fee of R750
- New Rental amount
- Utilities
- Top up of the deposit (if applicable) and
- Parking fee (if applicable)
- Value-Added Service (if applicable)

Can I still use my Wi-Fi logins in the new unit once I've transferred?

No, new login details for your new unit will be provided once you move in

When do I have to move out of my current unit and move into my new one?

You can move out from the 25th after a full payment of the quotation has been made and provided the new unit is ready and available.

What is the process for an upgrade?

When upgrading to a bigger unit, you will be required to provide the below:

- ID copy of Lease holder and occupants
- 3-month bank statement - if the initial lease is older than 3 months. If less than 3 months, bank statements from the initial deal will be used to determine affordability
- Make sure they are no arrears on the current statements unless there is an approved arrangement in place by TEE Properties Management
- Provide consent to run a credit check

What documents do I need to provide for a downgrade?

- ID copy of Lease holder and occupants
- Make sure they are no arrears on the current statements unless there is an approved arrangement in place by TEE Properties Management

Is there a cut-off date for transfers?

Yes, the cut off period for transfers is the 15th of every month. Should the cut-off date fall on a weekend, the cut-off date will be the Friday before.

What if I miss the transfer cut-off date?

In exceptional cases where a tenant may experience an emergency, late transfers can be approved by Management. Approval of late transfers is managed on a case-by-case basis.

What happens to my deposit?

Your deposit will be transferred over to the new unit you are transferring to. Should there be damages found at the outgoing inspection of your current unit, the applicable amount will be deducted before your deposit is transferred to the new unit. It is important to note that the deposit only gets transferred within 14 days of the next month.

Example: if you move in on 1st September but the deposit will only reflect after the 14th of September. As water and other utilities are billed in arrears (mid-month to mid-month) the last two weeks consumption from the previous lease will be deducted from the deposit along with maintenance charges to reinstate your previous flat to its original condition.



If my current deposit is less than the deposit of the unit I'm transferring to, will I need to top up?

Yes, the top up deposit amount will be included in the quotation ahead of the transfer being approved.

If my current deposit is higher than the deposit of the unit that I'm transferring to, will the difference be added to my rent or refunded to me?

No, the deposit amount will be transferred to your new unit as is and will not be refunded to you in cash.

Do you still charge me when I transfer due to maintenance?

Should we transfer you due to maintenance issues that we need to resolve, we will waive the transfer fee.

REPAIR & MAINTENANCE

Recording A Complaint

While you are a tenant in one of TEE Properties' units, all details and complaints regarding repairs and maintenance should be reported and recorded at the Security and the Building manager will attend from there. Complaints are recorded in a register situated at security, along with the date and time of the complaint. A tear out slip with a reference number is allocated to each complaint, so please retain your copy for future reference.

Fixing The Problem

TEE Properties Management is responsible for all reasonable repairs and maintenance that are not caused by negligence or vandalism. Note that repairs due to vandalism affects you and impacts on your rental Increases, so help us control this bad behaviour. If a problem arises that you could not have avoided, you will generally not be held responsible. If you break a window, washbasin, tile, etc you will have to pay for the repair, as this is considered carelessness and could have been avoided.

Wear and Tear Vs Damages

If the flushing mechanism on your toilet stops working, TEE Properties Management will consider this wear and tear, and will fix it at their cost. But if the toilet blocks because unsuitable material has been flushed down it, you will be held responsible (negligence). Damages caused by you, or by people staying with you or visiting you will be charged to your account. So please keep your guests under control.



Response Times

The following table indicates TEE Properties Managements’ maximum response time, depending on the nature of the problem and the extent of the potential repairs required. If the problem is not attended to, or is not resolved to your satisfaction, please advise the building manager and ask for further action, quoting your reference number. Our customer services department will escalate your complaint if necessary.

KIND OF REPAIRS	EXAMPLE	Response Time
Emergency	Unsafe and dangerous situations: • Unsafe electrical wiring • Serious water leak • Faulty lift	Within 12 hours
Urgent	Incontinence to utilities in the building: • Electrical supply outage • Water supply outage • Blocked main sewer line	Within 24 hours, unless the problem exists with the council supply
Important	Incontinence and damage to building: • Blocked drains • Faulty light fittings • Faulty geyser • Faulty stove	Within 48 hours
Unimportant	Minor problems: • Doors & Window frames • Minor electrical • Minor plumbing	Within 7 working days



INSURANCE

Building Insurance VS Personal Insurance

TEE Properties insures the building you live in. It does not however insure your possessions.

For example, if there is a fire in the building, TEE Properties insurance will pay for repair to the building. It will not cover the replacement of any possessions you may lose in the fire.

Damage VS Negligence

If your geyser bursts, TEE Properties insurance will cover the damage to the building (i.e. floor, ceilings and walls) caused by the water. However, building insurance does not cover damage caused by you through negligence.

If your child breaks a window while playing with a ball in the property, TEE Properties building insurance will not cover this. It is your responsibility and TEE Properties Management will charge you to replace the window.

Insuring Your Valuables

If you have a robbery and your possessions are stolen, the building insurance does not cover this.

You are responsible for insuring your own movable goods and your vehicle/s. So if you have valuable possessions, please be certain to insure them.



Pest Control

To ensure the safety of you, your family members and that of the other tenants, the technicians that fumigate your building are registered with the Department of Agriculture, and all insecticides applied are SABS approved.

All our buildings are treated only with chemicals registered for safe use under Act 36/1947.

Your unit and building is currently treated with a low odour pyrethrum based pesticide, which is registered for indoor application purposes only. However, a few simple precautions should be observed during fumigation:

- As a safety measure always ensure that persons with respiratory ailments, senior citizens and very young children vacate the premises during the application process
- They can then re-enter the premises about half an hour later once the pesticide has dried out

Should you require additional information, please contact your building manager or our customer services department on:

enquiries@teeproperties.co.za or +27 (0) 10 110 9671

SAFETY TIPS

Here are a few tips to keep you and your Family safe:

- Use electrical cords safely and report faults
- Know your safe exit paths, passages and assembly points
- Be aware of smoke and fire safety
- Report illegal activities
- Guard and operate heating equipment carefully
- Don't leave children unattended
- Don't leave anything on the stove unattended

FREQUENTLY ASKED QUESTIONS

Q: Do I have to maintain my unit?

A: Yes, you should aim to hand back your unit at the end of your tenancy in the same state as you found it when you moved in

Q: Can I sublet a part of my unit?

A: On no account can any part of a unit be sublet. Any tenant attempting to sublet his/her unit will be given notice and will be required to move out

Q: Can I make alterations or additions to my rental unit?

A: No alterations of any kind can be made

Q: Can I terminate (end) my lease and leave the premises without a 30-day notice period?

A: You can terminate your lease by giving full calendar month notice. You will however pay a penalty if you do not stay the full term of your lease and you will lose your deposit

Q: Does my rent include my water and electricity?

A: No, water and electricity are billed separately (except where pre-paid meters exist). They are billed according to the meter reading taken from your unit. This means that you are in control of your own electricity and water cost, and can reduce these through careful usage

Q: Should I report vandalism, littering, loitering, etc. to the building manager and TEE Properties Management?

A: Yes please! On no account should you allow irresponsible people to affect the safety or cleanliness of the building you live in. Damaging property is a criminal offence and an individual may be prosecuted; and if convicted, will have a criminal record.

Q: Can I change the door locks without informing TEE Properties management?

A: No, if you need to change your locks for any reason, you must inform your building manager, and the work will be carried out by TEE Properties contractors at your expense. TEE Properties Management needs to be able to access any unit in an emergency situation.

Q: Can I repair my car in the parking bay?

A: No, as other tenants have the right to park their cars in a clean, uncluttered parking area.



Q: What happens when I have only paid late once?

A: It is important to settle your account on time and in full according to your lease agreement or you might be in breach of your lease, and this could lead to your lease being cancelled. There is also a late payment penalty and interest if your account is not paid on time.

If you are unsure when your rent is due or what the outstanding balance of your account is, please send an email to:

enquiries@teeproperties.co.za or call: 010 110 9671

Q: By when should I pay my total statement balance to ensure I do not make a late payment?

A: To ensure that you do not make a late payment, your payment should always be made on or before the 1st of each month according to your lease, this ensures that the payment is cleared in our bank account before the 3rd in order for us to record the payment before standard collection procedures commence.

Q. What happens if I used the wrong reference on my payment?

A. It is important that you use the correct reference when making a payment as this can lead to an incorrect reference penalty charge.

If you are unsure of what your reference is, please send an email to: enquiries@teeproperties.co.za or call: 010 110 9671

EMERGENCY CONTACTS

South African Police Services	10111	Aids Helpline	0800 012 322
Ambulance	10177	Child Line	0800 055 555
JHB Fire Department	011 375 5911	Crime Stop	0860 010 111
Life Line	011 715 2000	Woman Abuse (POWA)	011 642 4345
Netcare Emergency	082 911	Sanca Drug Abuse	011 836 2460
Addiction Helpline	0800 12 13 14	Brothers For Life	012 366 9300
Foundation Clinic	0861 233 428		



MOVING OUT

Fill In The Forms

If you want to move out of your unit at the end of your lease term, you must give TEE Properties Management full calendar month notice in writing using the applicable notice form, which can be obtained from our office or on our website. You will also need to complete a goods removal form before you remove any of your personal belongings

Ensure Everything Is Paid Up

You should leave your unit in a good, clean condition and your water and electricity account should be paid up to date. If there are any outstanding amounts owing for rent, water or electricity, or any amounts owing for repairs, TEE Properties Management has the right to deduct these costs from your deposit.

Complete The Inspection

After you have removed your furniture, TEE Properties Management will, in your presence, inspect the unit to make sure there are no damages. A move out snag list will be completed and signed by you and the building manager.

Some of the items listed may have been on the snag list when you moved in, and both you and the building manager will know that you are not responsible for these. If there is any damage to your unit, for which you are responsible, you will be required to pay for the repairs.



DEPOSITS AND REFUNDS

Deposits

Before signing the lease agreement, in addition to your first month rent you are required to pay a deposit amount equal to your first month rent.

The deposit is held as security to cover any damages that may occur during your tenancy, any outstanding amounts at the end of your tenancy and any penalties as a result of early termination of your lease.

TEE Properties may deduct any outstanding amounts owing at the end of the lease period. You will be refunded any cash remaining after these amounts have been deducted.

If you pay your rent as required, maintain your unit in good condition and stay your full lease term you will be able to claim your full deposit amount when you vacate.

Refund Period

TEE Properties refunds in a period of 21 days.

LEASE TERMINATION FAQ

Q: Who can submit a notice?

- a. The leaseholder that signed the residential lease agreement is the person responsible to complete the notice of termination of lease agreement, and not the occupants occupying the flat.
- b. Should the occupant not be in the position to locate the original leaseholder they can get an affidavit from the police stating the above.

Q: When am I liable for penalties?

- a. Early Termination of lease - If the Tenant chooses to cancel this Lease Agreement prior to the expiry of the Initial Period for a reason other than a Material Breach of this Lease Agreement by the Landlord, or the Tenant is transferred out of South Africa for occupational or diplomatic reasons, thereby causing this Lease Agreement to terminate prior to the expiry of the Initial Period, then the following will apply:
 - the Landlord shall be entitled to recover any loss suffered by the Landlord as a result of such early cancellation of the Lease Agreement by charging the Tenant the higher of the promotion received on inception or one month's rental.
- b. Short Notice - The Tenant shall give the Landlord at least full calendar Month written notice of such cancellation.

Q: How do I give a notice to terminate my lease?

Contact our CRM Helpdesk through the below channels:

Email: enquiries@teeproperties.co.za

Tel: 010 110 9671

Please provide us with the following information on your request:

- i. Leaseholder Name
- ii. Leaseholder contact number
- iii. Leaseholder email address
- iv. Building Name
- v. Flat number
- vi. Date that you want to terminate the Lease Agreement
- vii. Complete the notice form upon receipt from us or obtain from our website

Q: When is the vacate date?

The actual date that tenant moves out of the premises

Q: When is the termination date?

Lease termination date means the date of termination of the Lease Agreement.

Q: What happens if I move out late?

- i. You will be permitted to vacate the premises by no later than 12 noon on last day of the month.
- ii. Should tenant vacate the flat later than 12 noon, you shall be liable for a late moving fee that will be charged daily after the move out date.

Q: What happens if I leave my flat dirty when moving out?

If the flat is not cleaned properly, you will be charged a cleaning fee of R250 on your final statement.

Q: What if I want to withdraw my notice?

Tenant can withdraw notice to terminate the Lease Agreement by obtaining the withdrawal form from our website or contacting the CRM through the below channels:

Email: enquiries@teeproperties.co.za

Tel: 010 110 9671

A Lease Termination Notice Withdrawal form will be sent to you to be completed

Q: What happens if I withdraw my notice, but my flat is already leased to a new tenant?

Should you wish to withdraw this Lease Agreement Termination Notice and we have already obtained a new tenant to occupy the unit, we will notify you in writing of same and assist you by searching for a similar unit in size and price. Should the proposed unit be acceptable to you, you will be requested to apply for such unit by means of our transfer application process.

Q: What happens if I withdraw my notice but cannot find any other flat to move into?

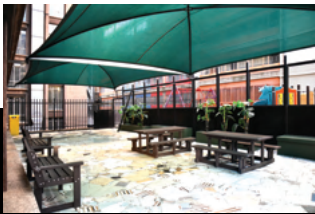
If we are unable to find a similar unit, we reserve our rights to decline your withdrawal of the Notice of Termination in which event we accept same, and the lease agreement is terminated from the date set out herein.

Q: Must I be present at my out inspection conducted by the Building Manager?

We will carry out an inspection of your flat so please make yourself available to sign off the inspection list and kindly hand back our keys to the Building Manager.

Q: When do I receive my deposit refund?

Ensure that you complete and sign a payment instruction with your correct banking details to enable us to refund your deposit electronically. Neither TEE Properties, nor its Management, nor its Staff will be held responsible for any loss and damage caused due to incorrect bank information supplied. Be aware, that the process of refunds can take up to 14 days (excluding weekend and public holidays) from date of termination.



FOR MORE INFORMATION CONTACT US ON:
010 110 9671
enquiries@teeproperties.co.za