



The Wilds Home Owners' Association
Reg No: 2003/008761/08

Estate Agent Administration Document for 01 March 2017 up to and including 28 February 2018

Notice to all Estate Agents

Preamble

It is not required to pay an administration fee. An estate agent who pays the administration fee determined by The Wilds Home Owners' Association (HOA) does so of his/her own free will. The HOA does not give estate agents exclusive renting or selling rights. All estate agents are welcome to do business in the Estate, provided the Estate Rules are adhered to, information in this document is followed and the Security Protocol adhered to.

Estate agent's responsibilities:

1. The estate agent must escort prospective buyers or tenants from the main entrance gates to the property or properties and back to the main exit gates.
2. The estate agent must explain the Estate Rules, Regulations, Architectural Guidelines, Contractors' Code of Conduct, Security Protocol and related procedures of the HOA to each buyer or tenant, and must supply the buyer or tenant with copies of same. If a sectional title unit is purchased or leased, a copy of the Body Corporate Conduct Rules must be given.
3. The estate agent must ensure that the new owner has a copy of the approved Tshwane Building Plans (available from Tshwane and not from the HOA office), occupation certificate, electrical compliance certificate, gas certificate and any other certificate that may be required. The estate agent must inform the owner of the role of the Estate's Aesthetics Committee. For example, when an owner wishes to alter his/her property, the alterations must be approved by the said Committee. See the Architectural Guidelines on the Estate website: www.thewilds.co.za.
4. The estate agent must ensure that the new owner is aware of the penalty levies.

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5. The estate agent must explain to buyers or tenants the arrangements with regard to refuse and garden refuse bins.
6. The estate agent must explain to buyers or tenants that access cards will only be issued to residents residing in the Estate. One card per resident per stand. The maximum number of entrance cards allowed per stand/unit, and what is required to obtain these cards.
7. Once a property is sold or rented, the estate agent needs to ensure that the new resident goes to Gate 1, with a copy of his/her purchase or lease agreement together with a copy of his/her RSA ID and valid driver's licence.
8. New Owners who purchase property on the Estate boundary are to be made aware of their responsibility to maintain their portion of the Estate boundary walls.
9. The estate agent must make new owners or tenants aware of the Clubhouse facilities and the rules. See the Clubhouse contract on the Estate website.
Furniture removal trucks longer than 10 metres will not be allowed on the Estate. Furniture removal trucks may enter the Estate BEFORE 16:00 at Gate 1 only. Furniture removal trucks may not enter sectional title complexes because of the lack of space. A shuttle truck must be used.
10. Estate access fees for residents, visitors, contractors such as gardeners, domestic workers, builders, peace job workers and sub-contractors will be added to the owner's monthly levy account.
11. Full-title stand owners/residents may keep only two pets. There are strict guidelines that must be followed.
12. Sectional-title stand owners/residents must follow the rules of the complex concerned, and its rules regarding pets.

Information estate agents need to be aware of:

- No electronic, written or printed advertisements, signboards and/or website may claim to represent The Wilds HOA, and/or no estate agent may ignore The Wilds HOA Rules and/or attach his/her own interpretation to them.
- The Tshwane Metro Council by-laws regarding advertisement boards outside the Estate must be adhered to. Copies of such by-laws/rules can be obtained from the Tshwane Metro Council.
- No show-house boards and/or 'For Sale' and/or 'To Let' boards may be erected on the Estate.
- No advertisements, flyers or similar material may be delivered to properties on the Estate.
- Door-to-door canvassing for properties are not permitted and estate agents may only operate by appointment.
- Estate agents working in the Estate should remember that if they fail to comply with these rules, and notwithstanding any mandate they may have from the owner of a property to sell the property, The Wilds HOA reserves the right to revoke estate agent's permission to enter the Estate immediately. Such an estate agent will have no right of recourse against The Wilds HOA or any of its members or employees.

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- Selling a property: Mid-City Property Services – the Managing Agent of The Wilds Estate will provide the Clearance certificates. Estate Agents are welcome to follow-up this process with – Mid-City Property Services.

Delays occur when the Estate is not in possession of the following:

- ❖ An approved Tshwane plan
- ❖ Occupation certificates
- ❖ Alterations not shown on the approved Tshwane plan

Clearance certificates will only be issued if:

- levies have been paid three months in advance;
- The Wilds HOA has been provided with full details of the new owner;
- no illegal alterations have been made to the property being transferred.

Security Protocol for Visitors & Contractors:

1. The Estate has the right to reserve admission. If the requirements are not met, access will be denied.
2. Only the visitors' entrance and visitors' exit gates may be used.
3. All persons entering the Estate must produce their RSA ID and valid driver's licence. The vehicle registration number must correspond with the vehicle licence disc, which will be checked before the resident to be visited is contacted.
4. The guard will request the visitor to give the applicable stand number. The visitor should ensure that he/she has the correct stand number.
5. If multiple stands will be visited - then each stand number must be given to the guard for them to contact the residents who will allow or deny access. Each stand number will have a separate access code to be used at the inner estates.
6. The access slip will only allow the visitor access to enter the main gate once, enter the inner gate once, exit the inner gate once, and exit the main gate once, after which the slip will deactivate automatically.
7. Residents may not use their access cards to open for visitors.
8. Residents may not give their access cards to any person to enter or exit the Estate. If they do so, the access card will be confiscated and a fine will be levied for breach of security.
9. If a prospective buyer or tenant enters with his/her vehicle, the same Security Protocol for Visitors will apply.
10. Advertising material may not be distributed on the Estate or anywhere in Trumpeters Loop.
11. Only Estate Agents who have paid their yearly fee will be allowed to make use the *Trumpeter Magazine* to place advertisements. Publishing cost will apply.
14. Complaints by clients will be referred to the agent who sold/leased the property.

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Options:**Option A**

An estate agent who prefers **not** to pay the administration fee determined by the HOA will enter the Estate as a visitor.

These agents must still adhere and sign the information set in this document, follow the Security Protocol and adhere to the Rules of the Wilds Estate.

The access cards of all estate agents who have previously registered under Option B and now choose Option A - their access cards will be cancelled on: 01 March 2017.

Estate Agencies who paid the one-off non-refundable fee will forfeit this payment if option A is chosen for the duration of the financial year starting at: 01 March 2017 to 28 February 2018 and should the same Estate Agency apply the following financial year the one-off non-refundable fee will be charged again.

Option B

An estate agent who prefers to pay the administration fee determined by the HOA will enter the Estate with an access card sponsored by the Estate. The access card will be valid from 1 March 2017 until the end of February 2018, but only if the same agent works in the Estate during this period; if not, the card will be cancelled. The access card may only be used by the person whose picture is printed on the card. The access card will be confiscated if used by someone else, and a fine will be imposed. Access will be blocked until the fine is paid.

Estate agents who prefer to pay the administration fee will enjoy the following:

1. The access card will be programmed to allow the estate agent to enter and exit the Estate and to gain access to all the other main areas on the Estate, except the sectional title units. Access to a sectional title unit must be arranged with the owner.
2. The estate agent's telephone number will be listed on the Estate's access control system so that the security guard can contact the estate agent directly to inform them of the prospective buyers or tenants waiting to be escorted. The registered Estate Agent must be physically present at the main entrance gate before the guard will allow access for the prospective buyer or tenant to enter. The Security Protocol will apply for these prospective buyers or tenants.
3. The designated area at Gate 1 may be used for meeting the prospective buyers or tenants.

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4. An advertisement, sponsored by the Estate, will be placed in the Estate magazine (a one-liner only giving the agent's details). If an estate agent requires additional advertising space, they may make the necessary arrangements with the publisher, but the advertising costs will be for their own cost.
5. Market days: An estate agent is welcome to make arrangements with the event's organiser to hire a table to distribute advertising material.
6. Estate agents are welcome to sponsor umbrellas and/or gazebos for residents to use at the pool or within the Clubhouse grounds. The HOA does not take any responsibility for any loss of or damage to such items.

ADMINISTRATION FEES:

1. The administration contract and fees is valid for a maximum period of 12 months, expiring at the end of February every year.
2. A one-off non-refundable administration fee of R8 000 for estate agencies selling and letting in the Estate is payable and their individual estate agents pay an annual administration fee of R5 000.
3. A one-off non-refundable administration fee of R4 000 for letting agencies is payable, and their individual agents pay an annual administration fee of R2 500.
4. No refund will be paid to an agency should any of their individual agents resign and/or leave the employment of the agency for any reason during the course of that year, but the fee paid for an agent who left may be transferred to another agent in the same year only if the Estate Agency paid the fee on behalf of the agent. If the agent paid the fee themselves – the transfer to another agent will not be granted.
5. Estate Agents who paid the one-off non-refundable administration fee must register agents by paying an annual administration fee each financial year of The Wilds Estate HOA (12 months, expiring at the end of February every year) not to forfeit the one-off non-refundable fee. Should the Estate Agency apply after the financial year and no agent for the Agency has paid an administration fee for that year the one-off non-refundable fee will be charged again.

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Estate agents who select to pay the administration fee:

1. The administration contract is valid for 12 months only, starting on 1 March 2017. *No pro rata rates apply.*
2. The administration documents, personal documents and proof of payment must reach the HOA office at the Clubhouse **on or before** 28 February 2017 to prevent access cards from being cancelled. If no such documents or proof of payments are received at 28 February 2017, the Estate will assume that option A was selected and access cards will be cancelled on 01 March 2017.
3. Please use the reference number on the invoice as your payment reference number.
4. After the invoice has been paid, please forward your proof of payment to konrad.beukes@midcity.co.za, angelique.stenecamp@midcity.co.za and ronelm@the-wilds.co.za

DOCUMENTATION REQUIRED: FOR OPTION A AND OPTION B AGENTS:

The documentation can be hand-delivered to the HOA office at the Clubhouse.

- A signed administration contract (all pages)
- A copy of the agent's RSA identity document
- A copy of the agent's valid RSA driver's licence
- A copy of the agent's valid Fidelity Fund Certificate
- A copy of the agency's valid Fidelity Fund Certificate
- Proof of payment

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DETAILS REQUIRED FOR OPTION A AND OPTION B AGENTS:

Name of Estate Agency:	
Location of Branch:	
Estate Agency VAT No.:	
Estate Agency Reg. No.:	
Office telephone no.:	
Postal address:	
Name of Estate Agent:	
Identity number of Estate Agent:	
Estate Agent's mobile number:	
Estate Agent's email address:	
Please tick the block below to indicate the type of business that will be provided: (Only applicable for Option B agents)	
LETTING ONLY	
LETTING AND SELLING	

1. New estate agent will be notified by Estate Management when the access cards may be collected. (for Option B Agents, only)
2. Complaints by clients will be referred to the agent who sold/leased the property.

Any questions/requests or complaints to be in writing and forwarded to the responsible Estate Manager, Ronel Mulvaney, ronelm@the-wilds.co.za.

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The estate agent herewith acknowledges that he/she understands the contract he/she signed and will acquaint himself/herself with the Estate Rules. By signing below, you confirm acceptance of the terms and conditions stipulated in this document by yourself and on behalf of your agency.

Signed at _____ on this ____ day of _____ by the estate agent in the presence of the undersigned witnesses.

Witnesses:

1. _____

2. _____ Estate Agent

Signed at _____ on this ____ day of _____ by the duly authorised representative of the estate agency in the presence of the undersigned witnesses.

Witnesses

1. _____

2. _____ Estate Agency Representative / Principal

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