



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

**Estate Agent Administration Document**

**Valid from: 01 MARCH 2021 to 28 FEBRUARY 2022**

**Notice to all Estate Agents.**

**1. Introduction**

- 1.1 It is not compulsory to pay an administration fee, but all agents working in the area of jurisdiction of The Wilds Estate Home Owners' Association ("the HOA") must sign this administration document to acknowledge its contents and submit the required documentation (see sections 8 and 9 below).
- 1.2 An agent working in the area of jurisdiction of the HOA must bring the information this document contains to the attention of their clients.
- 1.3 An estate agent who pays the administration fee determined by the HOA does so of his/her own free will but doing so does not give that estate agent exclusive renting or selling rights. All estate agents are free to do business on the Estate, provided they comply with the Estate Rules and follow the security protocol (see section 7).

**2. Estate agent's responsibilities**

- 2.1 The estate agent must escort his/her clients from the entrance gate to the property concerned and ensure that the clients leave the Estate afterwards.
- 2.2 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/trust/company or tenant and must provide copies of same. If a sectional-title unit is purchased or leased, a copy of the Body Corporate Rules of Conduct must be added.
- 2.3 The estate agent must ensure that a new owner/trust/company has a copy of the latest approved Tshwane building plans (available from Tshwane Metro and not from the HOA office), an occupation certificate related to the latest approved Tshwane plan, electrical compliance certificate, gas certificate and that the gas bottles are kept safe within a safety cage, and any other certificate that may be required. The estate agent must inform the owner/trust/company of the role of the Estate's Aesthetics Committee, for example

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when an owner/trust/company wishes to alter his/her property, the alterations must be approved by that Committee. See the Architectural Guidelines on the Estate website: [www.thewilds.co.za](http://www.thewilds.co.za).

- 2.4 The estate agent must ensure that the new owner/trust/company is aware of any current penalty levies that they will be liable for.
- 2.5 The estate agent must inform the new owner/trust/company, or tenant that the refuse bins belong to the service provider and the cost of emptying the bins is billed to the property owners. Only owners/trust/company may cancel or order additional bins. A new resident must be informed of the day of the week on which the bin will be emptied. A schedule is available on the website: [www.thewilds.co.za](http://www.thewilds.co.za).
- 2.6 The estate agent must inform the new owner/trust/company, or tenant that the IPEC's telephone and the equipment thereof must remain on the premises.

### 3 Registration as owner or tenant takes place at Gate 1 Access control office

- 3.1 The Estate's biometric access control system requires that new residents register at least **seven workdays** – that is, weekends excluded – before they move to the Estate. The estate agent concerned must inform the purchasers or tenant of this requirement and of the other information contained in this section.
- 3.2 For such registration the following is required:
- 3.2.1 A copy of the lease or purchase agreement, which should state the details of the estate agency and the estate agent concerned as well;
- 3.2.2 a copy of the ID of the owner/trust/company or principal tenant who will reside on the Estate; and
- 3.2.3 a copy of the driver's license and vehicle registration number of the owner/trust/company or principal tenant.
- 3.3 The current cost of registration is R60,00 per person per enrolment and will be charged to the owner's/trust/company's levy account.
- 3.4 The Access Control Officer will require the name, surname, stand number, telephone number and email address of a senior adult member of the household ("the main member"). The Access Control Officer will enter this information in the Estate's database (the GloVent Portal). The main member must ensure that his/her email address is entered correctly. The Access Control Officer will explain to the new resident how the details of the other members of his/her household should be entered in the GloVent Portal. This guide, and the guide to pre-clearing visitors is available on our website.
- 3.5 The main member must register the remaining members of his/her household who will reside permanently on the Estate, as well as regular household staff. The main member must ensure that, prior to his/her taking up residence on the Estate, these persons have their fingerprints entered into the biometric access control system so that they can gain access to the Estate. **Non-residents may not be added on the GloVent Portal.** Up to 10 members of a household, including household staff, may be added on the GloVent Portal for full-title homes and up to 6 members for sectional title schemes.

- 3.6 The required documents, mentioned in the guide as referred to in section 3.4, must also be submitted before a person referred to in section 3.5 can be enrolled biometrically. Biometric enrolment cannot take place if the main member has not added the remaining members/employees/workers to the GloVent Portal.
- 3.7 The estate agent concerned should inform the new owner/trust/company or tenant that their staff/employees/workers must be registered and enrolled biometrically before they move to the Estate. This process can take up to *seven* workdays (that is, weekends excluded).
- 3.8 The estate agent concerned should inform the new owner/trust/company or tenant that **visitors may not be listed on the GloVent Portal**. The GloVent Visitors' Management Guide, details of which will be given in the guide referred to in section 3.4, should be followed. Estate agents should please inform their clients of this Guide to avoid their visitors being denied access.

#### 4 Related information and duties of an estate agent

- 4.1 The estate agent must inform the new resident that he/she should notify the Access Control Officer that the enrolment of the persons whose access to the Estate had previously been linked to that particular unit should be deactivated.
- 4.2 The estate agent must inform prospective buyers or tenants that only persons who are permanent residents of the Estate may be biometrically enrolled. **Non-residents may not be added on the GloVent Portal**. Up to 10 members of a household, including household staff, may be added on the GloVent Portal for full-title homes and up to 6 members for sectional title schemes (see section 3.5).
- 4.3 Estate agents must inform buyers of property on the Estate boundary that they are responsible for the maintenance of their portion of the Estate boundary walls.
- 4.4 The estate agent must explain to a buyer or tenant the Clubhouse rules – see the Clubhouse contract on the Estate website at [www.the-wilds.co.za](http://www.the-wilds.co.za). An owner must sign the Clubhouse contract if his/her tenant wants to use the facility and must submit proof that the Mid-City account is fully paid.
- 4.5 Estate agents must advise buyers or tenants that no furniture removal trucks of more than 10 metres in length would be allowed on the Estate. Furniture removal trucks may enter the Estate at Gate 1 only and not later than 16:00.
- 4.6 Estate agents must advise buyers or tenants that casual workers may not be picked up from outside the Estate. All casual workers or any company providing a service must enter as a visitor (i.e., entrance per person).
- 4.7 An estate agent must advise a buyer or tenant that the Estate's security protocol will apply to each person who wants to enter the Estate. Once the person has been approved, the resident will be contacted to grant access. Entrance fees as applicable from time to time will be charged to the owner's account. The security protocol requires for each person who wants to enter, to provide positive identification, such as an RSA ID book or ID smart card. In addition, the driver of a vehicle entering the Estate must produce a valid driver's licence and the vehicle's registration number must correspond with the vehicle licence disc.

- 4.8 An estate agent must advise buyers or tenant that all workers who are not South African citizens must, without exception, have valid work permit sticker that are stamped and signed by the authority within their (valid) passports before access will be allowed.
- 4.9 An estate agent must advise buyers or tenant that full-title stand residents may keep no more than two pets and that there are strict guidelines that must be followed. See the Estate Rules & Regulations on the Estate website at [www.the-wilds.co.za](http://www.the-wilds.co.za). Sectional-title residents must follow the rules regarding pets of the complex concerned.
- 4.10 An estate agent must advise the new resident to take note of the contents of the following documents on the Estate website at [www.the-wilds.co.za](http://www.the-wilds.co.za): Rules & Regulations of the Estate; Applicable fines; Use of the Clubhouse; Operating a business from within the Estate; Making use of Cleaning Services, Garden Services/Landscapers, School Shuttle Services; Application for additional enrolment; Alarm Reaction Services, etc.
- 4.11 If a buyer or tenant claims that he/she was unaware of any matter referred to above, the matter will be referred to the agent who sold/leased the property.

**5 Essential information for all Estate Agents: When an Estate Agent lists a property, the Agent must first make sure that the owner/trust/company adhered to point 6 below.**

- 5.1 No Estate agent/agency's electronic, written or printed advertisement, signboard, billboard and/or website may claim to represent the HOA, and no estate agent may ignore The Wilds HOA Rules and/or attach his/her own interpretation to them.
- 5.2 An estate agent/agency must comply with the Tshwane Metro Council bylaws regarding advertisement boards outside the Estate. Copies of those bylaws/rules are obtainable from the Tshwane Metro Council.
- 5.3 No show-house boards and/or 'For Sale' and/or 'To Let' boards may be erected on the Estate.
- 5.4 No advertisements, flyers or similar material may be delivered to properties on the Estate, and no advertising material may be distributed on the Estate or anywhere in Trumpeters' Loop.
- 5.5 Door-to-door canvassing for properties is not permitted and estate agents may only operate by appointment.
- 5.6 No estate agency registered to work on the Estate may conduct sales of property on the Estate through an auctioneer.
- 5.7 An estate agent working on the Estate should remember that if he/she fails to comply with these rules, and notwithstanding any mandate he/she may have from the owner of a property to sell the property, the HOA reserves the right to revoke that estate agent's permission to enter the Estate immediately. Such an estate agent will have no right of recourse against the HOA or any of its members or employees.

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## 6 Before a home is listed:

- 6.1 It remains the owner's responsibility to ensure that the HOA office has a copy of the latest Approved Tshwane Plan and the Occupancy Certificate relevant to the latest approved Tshwane that matches the building before the home is listed.  
Delays occur when the Estate Management is not in possession of the above mentioned and when an inspection is unsuccessful.
- 6.2 Clearance from the HOA office will only be issued if –
- 6.2.1 The HOA office is in possession of the latest approved Tshwane building plans A1 size and received Electronically.
- 6.2.2 The HOA office is in possession of the latest approved Occupancy Certificate relevant to the latest approved Tshwane plan:
- 6.2.3 Aesthetics Committee find all in order after the inspection.

## 7 Security protocol

- 7.1 The Estate has the right to reserve admission. If the requirements are not met, access will be denied.
- 7.2 Visitor to report to the Visitors entrance.
- 7.3 The guard will require the driver's licence of the visitor and the correct stand number that will be visited.
- 7.4 *Option A agents:* the resident will be contacted to allow access for the agent and their clients to enter. The Agent must ensure that the client **exits** the Estate.
- 7.5 *Option B agents:* the agent will be contacted to allow access for their clients to enter and the agent must be present at the Gate before access will be allowed. The Agent must ensure that the client **exits** the Estate.

## 8 Step-by-step procedures for Option A and Option B estate agencies

- 8.1 The administration is valid for 12 months only, starting from: 01 March 2021 to 28 February 2022.
- 8.2 The following documents must be attached to the Estate Agent Administration Document and all documentation must form part of one package and **e-mailed to: ronel@the-wilds.co.za**
- 8.2.1 A signed Estate Agents Administration Document for 01 March 2021 to 28 February 2022, fully completed;
- 8.2.2 a copy of the agency's valid Fidelity Fund Certificate;
- 8.2.3 a copy of the agent's valid Fidelity Fund Certificate;
- 8.2.4 a copy of the agent's ID or RSA smart card ID **and** valid driver's licence.
- 8.2.5 Option B each Agent's: proof of payment mentioned in point 9.3.

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8.3 Option A and Option B agents' documents will be examined before approval is granted.

8.4 Only Option B agents will be notified when they can be enrolled biometrically.

## 9. Options

### 9.1 Option A: Estate Agencies who prefer not to pay an administration fee for all their agents:

9.1.1 An agent in this category is not entitled to any privileges and/or benefits. The resident involved should allow the prospective client access and the security protocol must be adhered to.

9.1.2 The following information is required for Option A Agencies:

Name of estate agency:	
Location of branch:	
Estate Agency VAT no.:	
Estate Agency Registration No.:	
Agent's office telephone no.:	
Name of estate agent:	
Identity number of estate agent:	
Estate agent's mobile number:	
Estate agent's email address:	

### 9.2 Option B: Estate Agencies who prefer to pay an administration fee for all their agents

9.2.1 An estate agent who prefers to pay the administration fee determined by the HOA will enter the Estate with their biometric fingerprint, the enrolment cost of which is sponsored by the HOA.

9.2.2 Estate agents who prefer to pay the administration fee will enjoy the following privileges and benefits:

- (a) The biometric fingerprint will be programmed to allow an Option B estate agent to enter and exit the Estate and to gain entry to all the inner areas of the Estate. However, access to all residences and sectional title units still occupied by the current resident(s) must be arranged with the owner/tenant occupying the unit.
- (b) The estate agent's telephone number will be listed on the Estate's access control system so that the security guard can inform the agent of prospective buyers or tenants. The agent is not allowed to send pre-clearance codes to prospective buyers or tenants. The

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estate agent must be physically present at the main entrance gate before the client will be granted entry. The estate agent must ensure that the client exits the Estate.

- (c) The designated area at Gate 1 can be used to meet clients on show days, which may only take place on Saturdays and Sundays. Authorisation by the Estate Management is required for any other day in the week and then only if the Tshwane Metro bylaws allow it.
- (d) An advertisement sponsored by the Estate will be placed in the Estate Magazine (a one-liner only that gives the agent's details). If a registered estate agent requires further advertising space, they may do so at their own cost. The magazine is distributed electronically to the residents of the Estate.
- (e) Market days: Estate agents are welcome to liaise with the event organiser to distribute advertising material of properties for sale or to let at no additional cost, but may not sell any goods. The agents must bring their own tables and chairs and must be present at their tables for the duration of the event. If an estate agent wants to sell goods, a table fee will be charged by the events co-ordinator.
- (f) From time to time the HOA organises other events of which option B Agents will be invited to participate.

9.2.3 Estate agents are welcome to sponsor umbrellas or gazebos for residents to use at the Clubhouse grounds. However, the HOA does not take any responsibility for any loss or damage.

### 9.3 Administration fees: Option B agents only

- 9.3.1 The administration contract and fees paid are valid for the 12-month period of 1 March 2021 to 28 February 2022. **No pro rata rates apply.**
- 9.3.2 A one-off non-refundable administration fee of R9 620.00 is payable to register the name of an agency that wants to *sell and let* properties on the Estate. Each estate agent in this category pays an additional administration fee of R6 010.00 per agent per year.
- 9.3.3 A one-off non-refundable administration fee of R4 810.00 is payable to register the name of an agency only wants to *let* properties on the Estate – *no selling allowed*. Each estate agent in this category pays an additional administration fee of R3 030.00 per agent per year.
- 9.3.4 No refund will be paid to an agency if any of their agents resign, but if the agency paid such an agent's annual fee, the fee will be transferred to another agent, who would have to register first before he/she would be allowed to work on the Estate. If the agent paid the annual fee himself/herself, the fee may be transferred to another agency, if that agency has been registered and has paid the applicable one-off non-refundable fee.
- 9.3.5 Estate agencies that paid the one-off non-refundable fee must register their agents by paying an annual administration fee for at least one agent for each financial year. If the applicable fee for

at least one agent is not received in the financial year concerned, the one-off non-refundable fee will be forfeited. Such agency would have to register afresh and pay the one-off non-refundable administration fee again.

9.3.6 The following information is required of an Option B agent:

Name of estate agency:	
Location of branch:	
Estate Agency VAT No.:	
Estate Agency Registration No.:	
Agency's physical address	
Office telephone number:	
Did the agency register for the period 1 March 2020 – 28 Feb. 2021?	
Name and surname of estate agent:	
Identity number of estate agent:	
Estate agent's mobile number:	
Estate agent's email address:	
Will the agent only lease properties, or will the agent lease and sell properties?	
An invoice will be issued for Option B agents by Estate Management and the payment must be made <b><u>after March 2021 (not before) and not later than 30 April 2021.</u></b> Should the Estate not receive the payment on or before 30 April 2021, all access privileges will be deactivated.	

## 10 General

10.1 Should you have any questions related to this document contact the Estate Manager, Ms Ronel Mulvaney: 012 940 8285.

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I, the undersigned estate agent, herewith acknowledge that I understand this Administration Document and will acquaint myself with the Estate Rules and Regulations available at [www.the-wilds.co.za](http://www.the-wilds.co.za). By my signature below, I confirm that I accept the terms and conditions set out in this document and I do so on behalf of my agency as well.

Signed at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 20\_\_ in the presence of the undersigned witnesses.

Witnesses:

1. \_\_\_\_\_

2. \_\_\_\_\_ Estate Agent

Signed at \_\_\_\_\_ 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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