



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

Estate Agent Administration Document

(MARCH 2018 – FEBRUARY 2019)

Notice to all Estate Agents

Preamble

It is not compulsory to pay an administration fee but, all agents working within the Wilds Estate HOA must sign this administration document and submit the required documentation to acknowledge the content thereof and bring it to the attention of their clients. 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 on the Estate, provided the Estate Rules are also adhered to and the Security Protocol is followed.

Estate Agent's responsibilities:

1. The estate agent must escort their clients from the entrance gates to the property and ensure that the client exits the Estate.
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 added.
3. The estate agent must ensure that the new owner keep 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.

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4. The estate agent must ensure that the new owner is aware of the penalty levies.
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 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 hard copy of the purchase or lease agreement for record keeping, together with his/her RSA ID and valid driver's licence to obtain an access card. The cost per access card will be levied to the owner as well as any other access card made.
8. Owners who purchase property on the Estate boundaries are to be made aware of their responsibility to maintain their portion of the Estate boundary walls.
9. The estate agent must explain to a buyer or tenant the Clubhouse facilities and their use. See the Clubhouse contract on the Estate website.
10. 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.
11. Casual workers may not be picked up from outside the Estate. All casual workers or employees must be registered as well as any company delivering a service. Such entrance fees will be levied to the owner.
12. Full-title stand residents may keep only two pets. There are strict guidelines that have to be followed. See the Estate Rules & Regulations on the web-site. (www.the-wilds.co.za)
Sectional-title residents must follow the rules of the complex regarding pets.

Information Estate Agents need to be aware of:

- No electronic, written or printed advertisement, signboard 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 is not permitted and estate agents may only operate by appointment.
- No registered estate agency may conduct sales through an auctioneer.
- Estate agents working on 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.

- Advertising material may not be distributed on the Estate or anywhere in Trumpeters Loop.
- Complaints by clients will be referred to the agent who sold/leased the property.
- Clearance certificates are sent from the Managing Agent of the HOA to the Estate Management to sign.

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

Options

Option A:

(Estate Agents who prefer not to pay an administration fee)

An Agent in this category is not entitled to any privileges and or benefits. The resident to allow access and the Security Protocol to be adhere.

Security Protocol for all Visitors:

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. It will be checked before the resident is contacted.
4. The guard will request the visitor to give the correct stand number. This method is for Option A Agents clients. Option B – Agents clients will enter with a code. If different areas within the estate are visited each stand to receive their own access slip to enter the different sub-estates. This method is for Option A Agents clients.

5. 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.
6. Residents can only grant access through the click-on system.
7. Each Access slip is restricted to one specific area to visit the specific resident who granted access.
8. Residents may not use their access cards to open for visitors. Camera footage is recorded.
9. Residents may not give their access cards to any person to enter or exit the Estate.
10. If a prospective buyer or tenant enters with his/her vehicle, the same Security Protocol for Visitors will apply. This method is for both option A & B Agent clients.

Option B

An estate agent who prefers to pay the administration fee determined by the Wilds Estate HOA will enter the Estate with an access card sponsored by the Estate. The access card will be valid from 1 March 2018 to 28 February 2019. The access card may only be used by the person whose picture is printed on the card.

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 inner areas of the Wilds Estate HOA, 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 for the security guard to inform the agent of prospective buyers or tenants. The access slip will only be given to the prospective buyer/tenant after the Security Protocol was followed and when the Estate Agent is physically present at the main gate to escort the clients to the property and to ensure that the client exits the main gate.
3. The designated area at Gate 1 can be used for show days to meet clients.
4. 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 are welcome to do so at their own cost. The magazine is distributed electronically to the residents of the Wilds Estate every second month.
5. Market days: Estate agents are welcome to liaise with the event organiser to hire a table to distribute advertising material.
6. Estate agents are welcome to sponsor umbrellas /gazebos for residents to use at the pool or within the Clubhouse grounds. The Wilds Estate HOA does not take any responsibility for any loss or damage.

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ADMINISTRATION FEES: OPTION B – AGENTS ONLY

1. The administration contract and paid fees is valid for a maximum period of 12 months, starting from 01 March 2018 to 28 February 2019. **No pro rata rates apply.**
2. A once-off non-refundable administration fee of R8 400,00 is payable to register the name of the agency who will Sell and Let properties within the Estate. Each estate agent in this category pay an annual administration fee of R5 250,00 per agent per year.
3. A once-off non-refundable administration fee of R4 200,00 is payable to register the name of the agency who will only Lett properties within the Estate. Each estate agent in this category pay an annual administration fee of R2650,00 per agent per year. NO selling allowed.
4. No refund will be paid to an agency should any of their agents resign but, if the agency paid the agents yearly fee, it will be transferred to another agent that would firstly need to register. If the agent paid the yearly fee themselves it can be transferred to another agency, if the agency name is registered with the once-off non-refundable administration fee received.

STEP BY STEP PROCEDURES FOR:
OPTION A & B - ESTATE AGENTS

1. The administration process is only valid for 12 months, starting from 01 March 2018 – 28 February 2019.
2. A hard copy is required of the following that must be submitted to the Estate Management at the Clubhouse:
 - A signed and fully completed Estate Agents Administration Documents of March 2018 – February 2019,
 - Proof of payment, (ONLY OPTION B – ESTATE AGENTS)
 - 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
 - The Estate Agents documents will be examined for approval
 - Option B Agent will be notified to have an access card made

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QUESTIONNAIRE FOR: **OPTION A** ESTATE AGENTS

Name of Estate Agency:	
Location of Branch:	
Estate Agency VAT No.:	
Estate Agency Reg. No.:	
Office telephone no.:	
Name of Estate Agent:	
Identity number of Estate Agent:	
Estate Agent's mobile number:	
Estate Agent's email address:	

QUESTIONNAIRE FOR **OPTION B** ESTATE AGENTS

Name of Estate Agency:	
Location of Branch:	
Estate Agency VAT No.:	
Estate Agency Reg. No.:	
Agency Physical address	
Office telephone no.:	
Did the Agency register for the period: 01 March 2017 – 28 Feb 2018?	
Name & 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?	

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3. Complaints by clients will be referred to the agent who sold/leased the property.

Should you have any questions contact the Estate Manager:

Ronel Mulvaney: 012 996-0123 or 012 940 8285.

The estate agent herewith acknowledges that he/she understands the contract he/she signed and will acquaint himself/herself with the Estate Rules and Regulations found on: www.the-wilds.co.za. 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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