



TENANT GUIDE

WEINPROP
— RESIDENTIAL

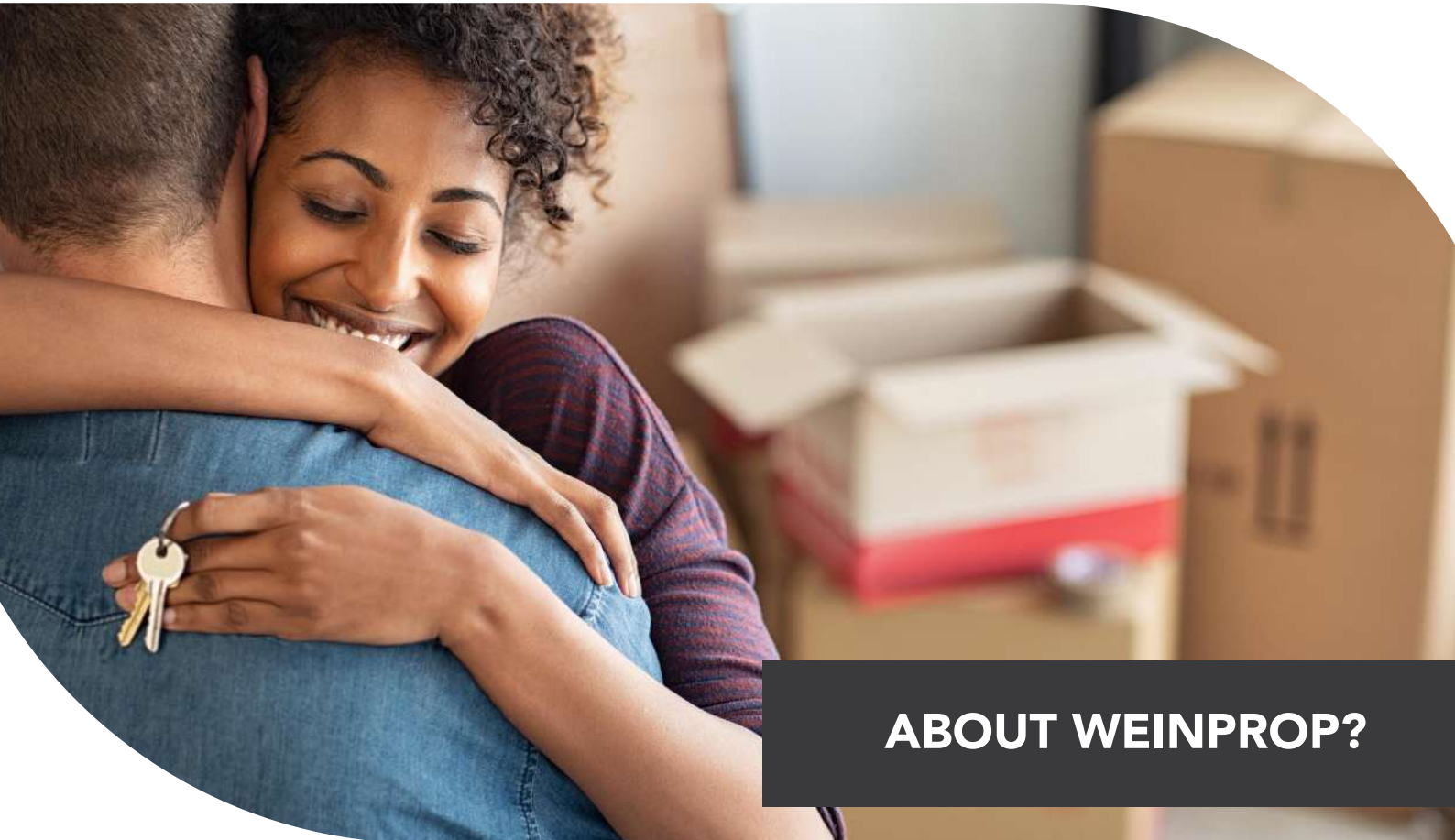


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HELLO & WELCOME TO THE WEINPROP FAMILY!

We trust you will have a wonderful stay with us and create new memories with your friends and family. We have put this document together for you with all the information you need about your new home.



ABOUT WEINPROP?

Weinprop is a well-established property development and management services company that has been in business for over 70 years. When the business started in the 1950s, we embarked on developing a series of residential townships, flats, convenience retail centres and high street localities.

Weinprop is a company driven by a strong entrepreneurial spirit. It has a knack for reading real estate needs and opportunities, coupled with our ability to make quick decisions, which has led to a company with a portfolio of diversified properties in both the commercial and residential markets. The principles of service, quality, agility and integrity remain key drivers behind all we do.

Weinprop has a footprint in Gauteng, Mpumalanga, North West, Limpopo, Free State, Eastern Cape and Western Cape.

We are very proud to say that we are a family-owned and run company!

SO WELCOME TO OUR FAMILY!

YOUR LEASE AGREEMENT

Signing your lease agreement is an important moment because it marks the first step to the legal occupation of your new home.

The lease covers Weinprop Residential Management responsibilities as a managing agent and your responsibilities as a tenant. Be sure to read your lease document carefully, and discuss any queries you may have with your letting agent or building manager. You will receive a copy of the signed lease agreement so that you may refer to it at any time. Your lease agreement has been drawn up in compliance with the Rental Housing Act and the Consumer Protection Act and is a legal document; both you, as the tenant, and Weinprop as the landlord, are legally bound to comply with the terms of the lease.

What Are Your Rights As A Tenant?

To occupy your unit on an ongoing basis, provided you meet your obligations as stated in the lease

To live in a well-maintained building in a peaceful environment

What Does The Landlord Agree To?

- Provide a well managed and efficient service to tenants
- Make sure that tenants receive a unit that is habitable, clean and of good quality
- Pay all council charges including water, electricity, rates, sewage and refuse collection to the municipality
- Pay the insurance for the building (please note that this does not include insurance for your personal movable goods)
- Pay for the following services that are necessary to manage the property effectively:
 - Building Management
 - Cleaning Services for Common Areas
 - Fire Equipment Servicing
 - Lift Services
 - Maintenance Services
 - Fumigation
 - Municipal charges

As a tenant of a Weinprop owned building, you agree to the following:

- Pay your rent on or before the 1st of every month as stated in your lease agreement
- Not sub-let the unit or part of the unit
- Keep the interior of the unit clean and neat at all times
- Abide by building rules at all times as stated in your lease agreement and not make any changes or additions to the unit, including knocking nails into walls
- Allow access to Weinprop Property Management to inspect your unit at reasonable times
- Return the unit to Weinprop Property Management in the condition that you received it



LIVING IN YOUR HOME

Deposits:

When you sign your lease agreement, you will be required to pay a deposit in addition to the first month's rent were applicable. The deposit is held as security to cover any damages that may arise during the course of this lease, any outstanding amounts at the conclusion of the lease or any penalties as a result of early termination of your lease.

Should you or your family cause any damage to the apartment during your lease period, WEINPROP is entitled to claim the cost of the repairs from your deposit when you vacate the apartment. Similarly, WEINPROP 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 apartment in good condition and stay the entire term of your lease, you will be able to reclaim the full deposit for your unit when you vacate it.

Refund Period:

Go to www.weinprop.co.za to submit your notice and follow the instructions.

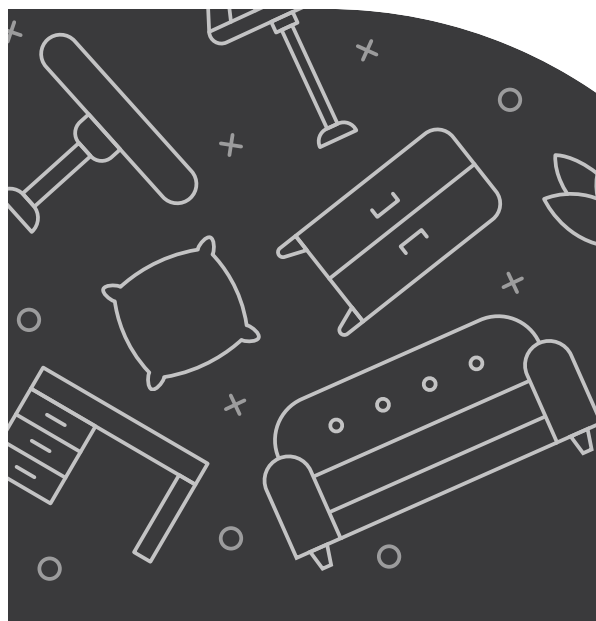
The WEINPROP refund period per the lease is:

- Within 30 (thirty) working days, provided you are present at the outgoing inspection, and there are no damages

Moving In:

When you move in, you will be asked to complete an incoming report. 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. If you do not complete a snag list, you may be held accountable for all problems when you move out, even those that may have been evident when you arrived.

Go to www.weinprop.co.za to list these items.



Important things to remember about the Incoming Report:

- Inspect your unit and
- Complete the incoming report in the presence of the building manager
- Sign off the snag list and give it back to the building manager
- You have 7 (seven) days from the date of occupation to report any additional faults or complaints. All faults and complaints can be reported www.weinprop.co.za



Moving Out

Ready to move out and move onto the next chapter of your life? We are sorry to see you go! Make sure that you follow the steps below to ensure the process is hassle-free.

If you want to move out of your unit at the end of your lease term, you must give WEINPROP Property Management 1 months' notice in writing using the applicable notice form on the Weinprop website. Go to www.weinprop.co.za/notice

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. Your deposit will be refunded within 30 days. Please note that T&C's apply. Should you have any outstanding amounts owing for rent, water or electricity, or any amounts owing for repairs. In that case, WEINPROP Property Management has the right to deduct these costs from your deposit and then return the balance to you.

Complete The Inspection

After you have removed your furniture, WEINPROP Property Management will, in your presence, inspect the unit to make sure there are no damages. A move out report 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.

PAYMENT OF RENTAL

Ensure Everything Is Paid Up

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 every month. There are no exceptions to this rule.

Bank Fees

WEINPROP 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

Rental Increases

Your rent will increase after 12 months of your occupancy. The increase is based on the increased costs of service charges such as municipal charges and security, as well as inflation and interest rates on the loan we have taken to buy, build or refurbish your unit. As per your lease agreement.

Fixing The Problem

WEINPROP 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 behavior. If a problem arises that you could not have avoided, you will generally not be held responsible. If you break a window or a washbasin, 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, WEINPROP Property Management will consider this wear and tear and will fix it at their cost. But if the toilet blocks 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. Please ensure your guests follow the conduct rules or you will be responsible for their actions.

The following table indicates WEINPROP Property Management's 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 Maintenance department and ask for further action, quoting your reference number.

KIND OF REPAIRS	EXAMPLE	RESPONSE TIME BY WEINPROP
EMERGENCY	Unsafe and dangerous situations: <ul style="list-style-type: none">• Unsafe electrical wiring• Serious water leak• Faulty lift	Within 24 hours
URGENT	Utilities to the building: <ul style="list-style-type: none">• Electrical supply outage• Water supply outage• Blocked main sewer line	Within 48 hours, unless the problem exists with the council supply
IMPORTANT	Damage to building: <ul style="list-style-type: none">• Blocked drains• Faulty light fittings• Faulty geyser• Faulty stove	Within 72 hours
NON-IMPORTANT	Minor problems <ul style="list-style-type: none">• Doors• Window frames• Minor electrical• Minor plumbing• Tiling Issues	Within 7 working days



INSURANCE

Building Insurance Vs Personal Insurance:

WEINPROP insures the building you live in. It does not, however, insure your possessions. For example, if there is a fire in the building, WEINPROP 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, WEINPROP 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, WEINPROP building insurance will not cover this. It is your responsibility, and WEINPROP Property 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 sure to insure them.

PEST CONTROL

To ensure the safety of you, your family members and that of the other tenants.

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 chemical that is registered for indoor application purposes only.

Should the time come that we need to fumigate, please follow the following safety precaution:

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 an hour later once the pesticide has dried out.

NOTE: The tenant needs to ensure that all contents in the unit is put away and the pest control and their employees will not be responsible for any damages or losses that may occur.



SAFETY TIPS

The safety of our residents is of utmost importance to us. We have put together a few safety tips to keep you and your family safe.

- Use electrical cords safely and report faults
- Operate your gas-fired appliances safely
- 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

EMERGENCY CONTACTS



Save these important emergency numbers on your phone. You never know when you might need them.

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

FREQUENTLY ASKED QUESTIONS

Got a question? We have the answer!

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. You would then get your full deposit.

Q: Can I be evicted if I don't pay my rent?

A: Yes, you will be required to vacate your unit within 20 business days. Your deposit will be forfeited for any outstanding amounts owing.

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 calendar months' notice period?

A: You can terminate your lease by giving 20 business days notice. You will however pay a penalty if you do not stay the full term of your lease, which will be deducted from 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 WEINPROP Property 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 WEINPROP Property 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 WEINPROP contractors at your expense. WEINPROP Property 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: If I have a burglary and my goods are stolen, am I covered by insurance?

A No. The property insurance does not cover your personal belongings.

Q: Can the landlord or his agent enter my home whenever he pleases?

A No. Neither the landlord nor his agent may enter your home without your consent. You are, however, expected to provide reasonable access to your home for the purpose of inspection or repairs.

Q: If I get permission to install a security gate, burglar guards or fitted carpets and do so, can I remove them when I vacate?

A No. Fixtures and fittings are permanent and become the property of the landlord unless the landlord requires you to remove them and to reinstate the unit to its original condition at your own cost.

Q: Is there any law that exists to protect my rights?

A Yes. The Rental Housing Act protects both yourself and the landlord from exploiting each other and against other forms of unfair practice.

Q: What would happen to me if the unit is sold?

If your home is sold, the new owner is bound to honour any rental agreement existing at the time of the sale.

Q: Can I withhold rent if the landlord fails to carry out maintenance?

A No. The landlord is only obliged to carry out such repairs and maintenance that are not merely an inconvenience but that make it impossible for the use and enjoyment of your home.

Q :What factors may cause the landlord to end my lease?

A • Termination of a fixed period lease • Late payment of rent • Disorderly conduct • Damage to the property • Any breach of the lease agreement.

Q: Does the landlord have to give a reason for terminating my lease?

A No. The lease agreement allows a landlord to issue a notice to vacate without giving a reason, provided the correct notice is applied. In short, the landlord is saying, "this is my property, and I want it back, please". Though this sounds harsh and may be in certain instances, it is entirely legal.

Q: If I go on holiday, may I allow my family or friends to occupy my home?

A No. You may not assign your agreement nor sub-let without the consent of the landlord.

We wish you a wonderful and happy stay in your new home!

The Weinprop Team

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