



ESTATE AGENT ACCESS PROCEDURE

17 October 2024

Attention All Estate Agents operating in Kraai Bosch Country Estate & Manor

To enable the Home Owners Association (HOA) to manage secure and organized access to our Estate, the following compulsory steps are required.

Step 1 - Initial Introduction

The principal completes Form 4 (included with this document) as pre-registration and delivers it, together with a signed copy of our Estate Rules, to the office.

This can either be done by hand or by emailing it to: admin@kraaibosch.org

Step 2 - Payment

The principal pays the annual administration fee of R400/agent with a maximum of 3 agents per agency.

This can be done by EFT or by cash/card during working hours from Monday to Friday at the Security Manager's Office.

Should the agent/agency choose not to pay the administration fee, the KHOA will not grant any registered access, and the agent will have to get permission from the specific member/resident that he/she wants to visit. The agent will then be treated as a visitor.

Step 3 - Registration

- The agent visits our Security Office (Kraai Bosch Manor entrance) with the necessary identification and signs the designated forms as well as provide the proof of payment.
- The biometric registration is done.

PLACING A TENANT

It is important to take note of the following when placing a tenant.

A once off administration fee of R500 per contract is payable by any owner/member when renting out their house.

This fee is aimed at covering the increased workload required to manage tenant placements, which includes administrative responsibilities not typically involved in property sales transactions.

It also includes a site visit by the HOA team to verify registered pets, ensuring that all tenants comply with estate policies on pet ownership.



- Once the HOA receives instructions from property owners or their estate agents, the Financial Manager will generate an invoice for the R500 admin fee.
- This fee must be paid in full and designated forms completed before the tenant is allowed to occupy the property.
- Property owners will be notified in writing, and they are responsible for informing their tenants or rental agents.

ESTATE AGENT ACCESS RULES

- No access will be granted without **clear signage affixed** to the Estate Agent's vehicle.
- Only the Estate Agent's vehicle will be allowed in the Estate.
- Transporting clients in the Estate will be with the Estate Agent's vehicle.
- Should the number of clients be too many for the Estate Agent's vehicle, the client's vehicle can be used with prior permission from the Security Manager. In this case the client's vehicle must be treated as a Visitor, i.e., normal Visitor registration procedure will be followed.
- Estate Agents must always accompany their clients accessing the Estate to ensure compliance with access conditions and safety rules of the Estate.
- Access will only be granted from 07:00 to 19:00 for viewing.
- Sundays for show houses.

GENERAL RULES

- Authorization will be declined to all categories (except for Residents/Owners) **who do not have a valid Driver's License i.e., an expired Driver's or expired Vehicle license**. All motorized vehicles entering the Estate must be roadworthy and driven by a driver with a valid Driver's License or Learner's License if accompanied by an adult with a valid Driver's License.
- All forms of misconduct by any person observed by the Security Officers will be recorded immediately and reported as an incident with as much detail of the transgressor and vehicle as possible.

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- A vehicle that is overloaded will be refused entry and reported to the Estate Manager and be treated as an incident against the Service Provider or Driver and documented in the Occurrence Book.
- Security Guards are not allowed to accept any form of gratuity, food, gifts, or favors from Residents and/or Visitors.
- **No tailgating to circumvent the boom** operation is allowed and will be reported immediate to Security Manager as an incident. Security will identify who the owner is, and the driver, linked to the Resident, will be removed from the premises by the Armed Response contractor. Consideration will be given to report it to the police as an entry without permission.
- Quad bikes and unlicensed off-road motorcycles & vehicles are not permitted on the Estate.

Should you have any questions regarding these procedures, please contact our Estate Manager, Owen O'Reilly, at manager@kraaibosch.org or tel. no. 044 004 0105.

Thank you for your cooperation.

Kind regards.

Owen O'Reilly

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Estate Manager



FORM 4 - ESTATE AGENT REGISTRATION FORM

Hereby I, _____

Principal of _____

Request(s) that the following Agent(s) be registered on the Kraaibosch database:

1. Name and Surname: _____

Tel/cell: _____

Email: _____

2. Name and Surname: _____

Tel/cell: _____

Email: _____

3. Name and Surname: _____

Tel/cell: _____

Email: _____

I acknowledge that all the registered agents have read and understood the Architectural Guidelines and Estate Rules.

AGENT SIGNATURE

PRINCIPAL SIGNATURE

DATE

Admin fee: R400 per Agent

Payments may be made to:

Kraaibosch Country Estate & Manor HOA
FNB Garden Route Mall, Branch Nr. 250069
Account no: 62139678520
Reference: Name/Agency name

Note: Proof of payment to accompany application.

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