

Dear Resident,

We would like to welcome you to your new home and congratulate you on choosing to live in one of our very well managed Retirement Villages.

It is always difficult to adjust to changes that one has to make in life. A change in lifestyle and downscaling is a huge step. Our sincere wish for every person moving into our lovely Village is that you embrace your new lifestyle and get to know your neighbours and other residents in the community. A number of our new residents have moved from out of town. We urge you to get involved in activities that will in due course be introduced by the social committee, as these events will help you to get to know other people and make new friends.

The administrative staff are based at the Service Centre and are knowledgeable in the day to day matters concerning the Village. The staff team is very happy to assist you with any queries that you may have.

We have compiled some basic information that may help you to familiarize yourself with your new environment. This is a general guide to residents on the operation of the Village and since the Village is still developing and growing, this document serves as a guideline only. It will not override the official Conduct Rules, Memorandum of Incorporation or agreements of sale. This document is subject to change and remains the intellectual property of CSI Property Management.

We look forward to meeting each of you in person and assure you of our commitment to the efficient running of your Village.

Warm regards
CSI Property Management

CSI Head Office

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A) BACKGROUND INFORMATION – CSI PROPERTY MANAGEMENT

In recent years the popularity of security estates and gated communities has grown considerably. With this, developed a demand for managing agents to run the affairs of such communities in accordance with *inter alia* an array of prescriptions in various acts.

These services typically include operational, financial and administrative functions. CSI is a medium size company with just over 7000 units under its management. We operate in Gauteng, Mpumalanga, Free State and Limpopo Provinces. Our range of services differs from that of the typical managing agent. In addition to the standard offsite administration, CSI provides staff on site, comprising of a general manager, administrative staff, maintenance supervisor and a general assistants. These people are appointed for the sole benefit of the Village and CSI is responsible for their recruitment, appointment, training, supervision and statutory requirements.

CSI also sources and appoints service providers for the Village. These services include frail care & health, catering & restaurant, hairdresser, beautician, security, gardens, cleaning, laundry and tuck shop. Prospective service providers undergo a strict vetting process, to ensure the best candidates are appointed at the most affordable cost to the Village and that successful applicants comply with statutory and industry requirements and standards.

After appointment, CSI monitors service providers to maintain their contractual obligations and continuously provide a commendable service to residents. The accounting, secretarial and administrative management of the Village includes the issuing of monthly statements, collection of levies, preparing and managing the annual budget, bookkeeping, annual audits, assistance with or facilitation of general operational matters such as electricity sales, security, common property insurance cover and claims, maintenance, payment of bills, arranging and attending Village meetings, minutes and agendas, record keeping, adhering to SARS, UIF, Workman's Compensation and other regulations.

Please note that CSI Property Management is the appointed managing agent for the Village and Central Development Projects is the developer. These are two separate business entities and each have their own responsibilities. Any construction related matters fall under the remit of the Developer and not the Managing Agent.

In due course, CSI will arrange information sessions for residents and owners to discuss queries and suggestions. In the meantime, please contact your general manager for general queries. For specific queries on statements, levies, payments or insurance, please contact our Head Office on 011 805 6316.

We assure you of our best service at all times.

CSI PROPERTY MANAGEMENT



A) GENERAL INFORMATION

Registration

Once you receive the keys to your new home, please ensure that you call at Reception in the Service Centre to complete your registration documents. Please take note of the office opening hours.

Office Hours

Office hours are:

Monday to Friday **08h00 to 16h00**

Saturday **08h00 to 12h00**

The Office is closed on Sundays and public holidays.

The reception contact number is: **010 596 5500**

Conduct Rules

If you have misplaced your copy of the Conduct Rules, please speak to one of the administrative assistants at Reception for a replacement copy.

Purchase of Electricity

Every dwelling in the Village is fitted with a prepaid electricity meter. Each meter is linked to a Netvondor card, which is used to purchase electricity. This card contains your unit's specific meter number and can only be used to purchase electricity for your meter. Electricity can be purchased from Reception in the Service Centre or at any Pick 'n Pay outlet. You need to produce your Netvondor card every time you purchase electricity. Keep this card in a safe place. It is also possible to purchase electricity via the internet and Netvondor application forms for this purpose are available at Reception. When you purchase electricity you are issued with a receipt containing a recharge code. You need to enter this number into your prepaid meter at home. Make sure that you enter the number accurately and the meter balance will increase by the value of the electricity you purchased. This reading is not a rand value but an electricity usage value.

Alterations and Additions

Requests for any structural or external additions, alterations or enhancements must be submitted to the HOA for approval **PRIOR** to effecting same. Applications are available from Reception and can also be handed back in at the desk. The General Manager does not have the authority to approve these requests and each application can take up to three weeks to be considered by the relevant committee and directors. Failure to

adhere to procedures may result in unnecessary expenses, as you may be required to remove an expensive structure that was not authorized in advance.

Maintenance, Repairs and Retention

As recorded in your Deed of Sale with the Developer, there is a retention period of 90 days on each unit. Please hand in your snag list at Reception as close to the expiration time as possible to allow for all irregularities to be recorded. CSI will bring the list to the attention of the Developer.

A Maintenance Supervisor is employed for all maintenance work within the common property. The HOA is not responsible for maintenance work inside your unit. The Maintenance Supervisor can however assist with routine maintenance advice and minor tasks within units, such as changing light bulbs (provided he is provided with bulbs etc.). His assistance within units is also subject to time, cost and availability.

Keys

As stipulated in the Conduct Rules of the Village each owner must provide a duplicate key for their unit to the Matron in Frail Care. The keys will be locked safe in a key cabinet and will only be used if nursing or emergency staff need to enter a unit in an emergency.

Internal Telephones

Your telephone can be used to call any extension within the Village at no cost. Internal telephone numbers are available at Reception. You can also use your phone to make external calls. You will receive a bill at the end of the month that is payable by Debit order or EFT.

Panic Button

A remote panic button is issued for each unit. If you find yourself in a situation where you need to use the panic button, press the button and hold it down firmly for 3 to 4 seconds.

An alarm is activated in the Frail Care Centre. The Frail Care Centre will try to call your home and then respond according to set down procedures. The panic button is only to be used in cases of medical or health emergencies or in the rare possibility of a crime related incident. We ask that residents do not abuse the system.

Residents are encouraged to take ownership of their own wellbeing. It is recommended that you keep your panic button on you whilst at home. Replacing the battery is the responsibility of the resident and it is recommended that you do this every 6 months.

Furniture Removal or other Trucks

To a maximum of 5 tons and only single shaft will be permitted to enter the Village. Kindly ensure that your furniture removal truck does not exceed this capacity as it will not be allowed into the Village.

Levies and Statements

Levy statements are generated at CSI Head Office and owners will receive statements around the 26th of every month via e-mail or ordinary mail, depending on the owner's preference. It is the responsibility of each owner to ensure that they receive their monthly levy statement and therefore CSI must have the correct information on record. Levies can be paid over the counter in the Service Centre, or by EFT. Account details are reflected on your statement and are also available at Reception. It is very important that you use the correct reference as per your levy statement when making payments, in order for Head Office to correctly allocate your payment. Levies are payable monthly in advance on the 1st of the month and penalties and/or interest are applicable to late payments.

Tenants' monthly rental statements will be sent to them by their respective letting agencies.

Kitchen Levy and Meals

A monthly kitchen levy is common practice in many privately owned retirement estates. These contributions ensure the efficient functioning of the Kitchen service in the Service Centre, which is a vital service at any retirement village. This levy is billed for on owners' monthly levy statements. These contributions are payable by each owner in exchange for a predetermined number of meals available to the owner - in the case of Olivedale Retirement Village as at 1 August 2014 - 12 meals per unit per month. Owners may elect to make private arrangements with their tenants to recoup this amount from their tenants in exchange for the 12 meals. The amount remains payable by every owner, whether or not the owner makes use of the meal credit. Practical arrangements with regards to meal bookings can be discussed with the Kitchen Operator.

Pets

Pets are permitted in certain houses and units. Prior to bringing any pet into the village, you must complete an application form at Reception. A photograph of the pet and proof of inoculations, where applicable, must be attached to your application form. Pet owners may walk their dogs on common property provided the dog is on a leash and the pet owner immediately cleans up after the dog should the dog relieve itself. Gardens and exclusive use areas must similarly be kept tidy and free of animal litter. Should pets become a nuisance, the HOA may request that the pet be removed from the premises. No pets are allowed in the Service Centre. Cats are not allowed.

Landscaping and Gardening

Residents are responsible for maintaining their gardens to acceptable standards. The Village employs garden services for mowing and watering of lawns and maintaining gardens in the common property areas. The mowing of lawns and trimming edges of private gardens are also included. Gardening staff are not permitted to take instructions from residents and have a strict program to follow. Please do not give them additional tasks to do and make sure your pets are kept safe when they attend to your unit area. Any landscaping work in your garden will need prior HOA consent which may be applied for via Reception.

Security

In addition to trained guards 24 hours per day, access to the village is controlled via an access control system. Access remotes can be purchased from Reception and a maximum of two remotes per unit will be allowed. Any additional remotes need to be applied for and will only be issued in very special circumstances.

All residents, service providers and contractors who employ staff within the Village must arrange for security clearance of their staff. Please contact Reception for the relevant forms and for information on the procedure.

You are reminded that even though you live in a secure estate and many precautions are taken to enhance your safety, the responsibility of your personal safety and that of your belongings, ultimately lies with you. Be alert and inform Security or Reception of suspicious activities.

Any person, other than a resident, requiring access to the Village will be asked to present their drivers' license or ID book to gain access to the Village. Please inform your guests or persons who may need to gain access to your unit for any other reason of the same.

Service Centre and Social Functions

We would like to see residents organising events for the benefit of all interested residents. Please contact the General Manager with your ideas and suggestions. Examples are church services, exercise classes, bingo, bridge, singing, dancing, market days, charity drives etc. The main hall in the Service Centre is also available for private functions, subject to availability and conditions. Please contact Reception to make a booking. Catering for such functions can be arranged directly with the Kitchen Manager.

The Village Minibus

We have a minibus that will make regular trips to nearby shopping centers. The facility is available to residents at a small fee and subject to certain conditions. Seats on the bus can be booked in advance at Reception. Users must be mobile and able to get in and out of the bus independently. Days and times of travel will be confirmed in due course.

Post

Each unit has a numbered post box in the Service Centre. The postal address for the Village is Olivedale Retirement Village, Unit ____ Private Bag X30, North Riding, 2162. Mail will be collected from the Post Office regularly and distributed to the individual post boxes, should residents elect to have their mail sent to the Village postal address.

Proof of Address

Residents can obtain proof of address from Reception. Please take along your green ID book.

Refuse Removal

Black domestic refuse bins at houses will be collected and returned on a weekly basis. Bins should be placed outside before 9h00 when staff will collect it for the weekly

municipal collection. Apartments will have daily refuse collection. For apartments refuse bags can be placed outside the unit door before 08h00 daily and staff will collect it. The specific day for refuse collections will be confirmed in due course and further enquiries can be directed to Reception.

Cleaning Services

Contract cleaning services are available at the Village. If you would like to utilise this service please contact Reception who will advise of the correct contact person.

Property Tax

Please note that each owner is responsible for registration of their own individual rates account at the council offices.

Home Care

The Frail care operator does provide a range of home care services. Please contact the Frail care centre for more information.

Should you prefer to make use of your own home care nursing provider, the General Manager must be informed in writing. You will also be required to sign an indemnity form and provide the General Manager with the care provider's security clearance.

Village Nurse

The role of the Village Nurse is to provide not only emergency medical assistance, but to provide ongoing feedback to the senior medical staff on the status or well-being of the Village residents. The Village Nurse is also there to provide post-hospital and post-operative assistance and maintenance care involving blood pressure, blood sugar, wound care, arranging blood pathology, care programs, patient and family support etc. Visitations and procedures carried out by the Village Nurse are not billed for, only the materials used, such as needles, dressings, serums etc.

Medical Registration - All Village Residents:

Every resident is required to register with the Village Nurse for a basic health status and medical background interview. The purpose of this is to provide insight into vital medical history in the event of an emergency.

Hair Salon

The hair salon is located on the ground floor of the Service Centre. It will initially be operational one day a week and will function on an appointment basis. To make an appointment please contact Reception.

Laundry

A laundry service will be available to Village residents. The service includes washing, drying and ironing on a per kilogram basis. Tariffs and opening hours can be obtained from the laundry operator at the Service Centre.

Convenience Store

The Convenience Store can be found on the Ground floor in the Service Centre and sells items such as cold drinks, mineral water, sweets, chocolates, chips, bread, milk and basic toiletries and other household items. Please contact Reception to enquire about their operating hours.

Gas Cylinders

Residents are responsible for the safe handling and storage of gas cylinders at their units. Please contact Reception if you make use of gas cylinders or if you require assistance with changing of gas cylinders.

Solar Geysers

Simplex units are fitted with solar geysers. After the initial warranty period these solar geysers need to be serviced on a six monthly basis. This is the responsibility of each owner. Administrative staff at Reception will, as far as possible, remind owners when this service is due and give corresponding information regarding the nominated contractor and days he will attend to the site, but owners should diarise these service dates and not rely only on reminders from Reception.

Representatives and Resident Committees

The Village will have Committees with set portfolios. Suggested portfolios include Wellbeing, Social, Financial, Security, Aesthetics and Infrastructure. Residents/owners are invited to take part in the Residents' Committee and exercise their expertise in nominated portfolios. Members need to have knowledge pertaining to their chosen portfolios as well as time to commit to Committee responsibilities.

Members serving on the Committee may not be reliant upon or related to service providers which need to be evaluated by respective portfolios. Committee members must be completely objective. It is a great opportunity to make a constructive contribution to the successful functioning of the Village as the Residents' Committee will play a vital role in all aspects concerning residents and owners.

Complaints and Grievances

We aim to deliver services in such a way that this will not be necessary but in the event that you would like to lodge a formal complaint, please do so in writing to the General Manager of the Village. Complaints not resolved on this level must be escalated to CSI Head Office per email to olivedale@csimanagement.co.za.