



# WELCOME PACKAGE

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## TAEMANE ESTATE HOMEOWNER'S ASSOCIATION NPC

### RULES AND REGULATIONS

The main objects of the Association are as follows:

To promote group interest of the members (being the owners of an erf in Moreleta Park Extension 85 township) by maintaining the open spaces, the common areas, installation and maintenance of various services such as refuse collection, roads, sewerage, electricity, telephone lines, security installations, the amenities and controlling the aesthetic appearance of dwellings, walls, gates and other improvements in the township.

Providing and paying for measures to ensure the security, access to and safety of the property and all persons therein.

Optimum enjoyment by the members can only be ensured by effective administration and control. It was, therefore, necessary that a set of rules and regulations be prescribed and adopted by the Association. The following are the rules and regulations which have been adopted and which, in terms of, and together with, MOI are binding on all members of the Association.

#### 1. INTERPRETATION

- 1.1. Clause headings are for convenience and shall not be used in the interpretation of the rules and regulations.
- 1.2. Unless the context clearly indicates a contrary intention – any expression denoting any gender includes the other genders; a natural person includes an artificial person; the singular includes the plural, and vice versa.
- 1.3. The following words shall, unless the context otherwise indicates, have the meanings hereinafter assigned to them:
  - 1.3.1. "The Act" means the Companies Act No.71 of 2008, as amended.
  - 1.3.2. "Association" means Taemane Estate Homeowner's Association NPC (Registration number: 2007/021596/08).
  - 1.3.3. "The Board" means the board of directors of the Homeowner's Association.
  - 1.3.4. "The Developer" means Taemane Properties (Pty) Ltd (Registration Number: 2007/006895/07).
  - 1.3.5. "Erf" means any erf on the property, any sectional title unit thereon or any approved subdivided portion thereof excluding the streets, guard house, security access erven and the park.
  - 1.3.6. "The Estate / the Development" means Taemane Golf View Estate consisting of the township of Moreleta Park Extension 85 and all improvements thereon.
  - 1.3.7. "HOA" means Association.
  - 1.3.8. "Levy" means the levies made upon members for the purposes of meeting all expenses which the Association has incurred, or which the Board reasonably anticipate the Association will incur, in the furtherance of its objects.
  - 1.3.9. "The Manager" means any natural or juristic person appointed by the Association or the Developer to undertake all or any of the functions of the Association.
  - 1.3.10. "Member" means a member of the Association as referred to in the MOI.
  - 1.3.11. "The MOI" means the Memorandum of Incorporation of the Taemane Estate Home Owner's Association NPC.

- 1.3.12. "The open spaces" means the common areas and surrounds, recreational areas and open spaces on the property.
- 1.3.13. "The owner" means a registered owner of an erf as registered in the relevant Deeds Office.
- 1.3.14. "Property" means the Township of Moreleta Park Extension 85 and any further extensions.
- 1.3.15. "The rules" means the rules made by the Board in terms of the MOI, as they apply from time to time.
- 1.3.16. "Vehicle" means a thing used for transporting people or goods, especially on land, such as a car, truck, or cart.

## 2. MAIN ARCHITECTURAL GUIDELINES

### 2.1. Introduction

- 2.1.1. These architectural guidelines form an integral part of the Rules and Regulations of the Association and all homeowners must comply with them by agreement.
- 2.1.2. The purpose of the architectural guidelines is to ensure a coherent, high quality architectural environment in line with the prescribed character of the development.
- 2.1.3. These guidelines map out procedures to be followed for submission and approval of building plans, establishes building restrictions and regulations and prescribes design guidelines for owners and their architects.
- 2.1.4. Only architects registered with the South African Council for the Architectural Profession (SACAP) will be permitted to design homes on the estate.

### 2.2. Philosophy

- 2.2.1. The guidelines have been developed to maintain, protect and to ensure the realization of a high quality, desirable and valuable residential estate.

### 2.3. Nature conservation and landscaping

- 2.3.1. Owners and their architects are required to design and implement the garden landscape around their houses.

### 2.4. Plant species not permitted

- 2.4.1. It is recommended that indigenous plant species be planted. The Board shall be entitled to order the removal of alien vegetation.

## 3. BUILDINGS

### 3.1. Building plans

- 3.1.1. The Board is responsible for ensuring that plans meet with the technical elements of the guidelines and contribute to the architectural ambience that the board and owners are seeking to achieve.
- 3.1.2. The Board has the power to approve or reject plans but will seek agreement and consensus as a rule.

### 3.2. Plan approval process and building plan submission:

- 3.2.1. All building designs illustrating the proposed concept must be presented for sketch plan approval as well as technical drawing approval.
- 3.2.2. A fee and certain deposits as set out in builders' guidelines will be payable to the Taemane HOA upon submission of sketch plans.
- 3.2.3. Two copies of plans are required; one will be retained by the Taemane HOA, the other returned and will either be:
  - approved, or
  - approved with comment, or
  - not approved and returned with comment.
- 3.2.4. Comment may include suggested revisions and the requirement for re-submission of sketch plan drawings.
- 3.2.5. The submission fee is payable once only, whether plans are approved on first pass or not.
- 3.2.6. Technical documentation may be submitted once sketch plan approval has been obtained. Two copies of the technical documentation must be submitted. If approved, the plans will be stamped. One set will be returned to the owner and will form part of the normal submission drawings to local authorities. The other approved and stamped set will be retained by the HOA for record purposes.

- 3.2.7. Approval by the committee denotes agreement that the design is acceptable in terms of the guidelines and not approval of technical and construction details and / or compliance with NHBRC or local authority regulations.
- 3.2.8. Approved building plans are required for the sale of a property.
- 3.2.9. Use pre-approved paint codes for external walls and fixtures. Unless otherwise authorized by HOA or authorized managing agent.
- 3.2.10. Use one of the following three colours for external plastered unit walls.
  - Plascon Wall and All or similar, colour Hourie code Y4-E2-2
  - Plascon Wall and All or similar, colour Ivory Ridge code Y3-ED2-2
  - Plascon Wall and All or similar, colour Dundas code E15-3
- 3.2.11. Garden gates to be:
  - Metal Primer then Plascon Velvaglo Non-Drip or similar, colour Frazer Valley E26-6
- 3.2.12. Facia and Barge boards to be:
  - Primer then Plascon Polvin or similar, colour Frazer Valley E26-6
- 3.2.13. Low communal boundary wall to be:
  - Dulux Weathergaurd or similar, colour Furry Flush 99YY55/056
- 3.2.14. Patio ceiling to be:
  - Plascon One Coat ceiling paint or similar, colour Dried Leaf DC 9-25
- 3.2.15. Aluminum garage doors, gutters and down pipes to be:
  - Powder coated Dolphin Gray. Restore oxidation of colour with liquid Alubrite or a similar cleaner.
- 3.3. The following information must be included at sketch plan stage:
  - 3.3.1. Site plan indicating the location of the building with contours.
  - 3.3.2. Indicate existing structures, if any, on adjacent properties.
  - 3.3.3. Orientation.
  - 3.3.4. All floor plans, dimensioned and to scale.
  - 3.3.5. All elevations and sections (with dimensioned heights) required to explain the design adequately.
  - 3.3.6. A proposed schedule of materials and finishes, including colour scheme. This may be indicated through rendering / annotation.
- 3.4. Enclosing of the veranda under the following conditions:
  - 3.4.1. The walls on the ends of the veranda are to be built to the underside of roof sheeting.
  - 3.4.2. The support of the roof is to be designed by an engineer and should be:
    - Supported timber laminated beam on steel columns.
    - No intermediate columns.
  - 3.4.3. The glass fenestration closing in the veranda to be:
    - Frameless glass or,
    - Aluminum folding / sliding frame to match colour of aluminum doors and windows.
    - Designed by an engineer for adequate stability.
  - 3.4.4. The owner to prepare and submit plans and drawings for approval prior to the commencement of work.
  - 3.4.5. The owner must obtain approval of the above alteration from the local authority prior to commencement of this alteration.
  - 3.4.6. The thermal envelope of the building is not to be broken. Any change / impact on the envelope shall require fenestration compliance.
- 3.5. Payment of levies for each dwelling
  - 3.5.1. The owner of an individual erf that builds two independent units on that erf must register an individual title for each of these units on completion of the units to ensure that a levy for each unit is paid to the Taemane HOA provided that should such owner fail to register a separate title in respect of such unit, the HOA shall in any event be entitled to raise a separate levy in respect of such unit from date of completion thereof.

### 3.6. Restriction of building of boundary walls

- 3.6.1. No boundary walls and / or boundary fences or the like shall be erected on properties where it would be 500mm and less away from an adjoining building.
- 3.6.2. No boundary wall and / or boundary fence or the like shall be erected on the properties without the prior written consent of the Taemane HOA and City of Tshwane Metropolitan Municipality.

### 3.7. Buildings built on boundary lines

- 3.7.1. Buildings may be built flush on a boundary line of an adjoining site provided that the adjoining owner approves and endorses plans of same.
- 3.7.2. Roof overhangs may project a maximum of 200mm over the said boundary line.
- 3.7.3. No windows shall be permitted on the said boundary unless they are recessed by at least one meter into the building volume and are for non-habitable rooms, all to be glazed with obscure Georgian wire glass. Windows in this façade are to comply with all fire requirements and if necessary, the homeowner of the building built on the boundary line shall pay all necessary costs to achieve fire compliance.
- 3.7.4. The adjoining neighbour will allow the owner of the property built on the boundary wall reasonable access, for servicing the building constructed on the boundary provided that the property owner of the adjoining erf and the City Council have approved the plans prior to construction.
- 3.7.5. Only NHBRC registered builders approved by the Taemane HOA will be permitted.
- 3.7.6. The construction period for buildings shall not exceed three months, except under special circumstances.
- 3.7.7. No encroachment over stand boundaries will be allowed during construction.
- 3.7.8. The owner is responsible for ensuring that the builder adheres to the planning controls as amended from time to time.

## 4. SPECIAL CONDITIONS

- 4.1. The Board reserves the right to interpret the building guidelines and approve plans at its sole discretion. Specific variations in respect of individual homes may be allowed; however, these will not set any precedents and will not be considered an amendment to these rules.

## 5. BUILDING PROCESS

- 5.1. The Owner must obtain a list of the requirements relating to the building process and conduct of contractors from the Board. No building / construction work shall commence until at the relevant requirements have been complied with.
- 5.2. A construction deposit as determined from time to time by the board of directors will be payable before construction will be allowed to commence.

## 6. SERVICES

### 6.1. Satellite dishes

- 6.1.1. Satellite dishes and TV aerials must be fitted below the eaves line of the main building form to the approval of the Taemane HOA. No satellite dish may be larger than the diameter of 900mm and is to be white in colour.

### 6.2. Service pipes

- 6.2.1. Sewer and vent pipes must be concealed in vertical ducting or niches within the wall plane of the building and must conform to SANS 10400-XA. They may be exposed below 1m above natural ground level.

### 6.3. Air-conditioning

- 6.3.1. Air-conditioning condenser units and heat pump units must be suitably placed to minimize visibility. Window-mounted units will not be permitted. Should air-conditioning condensers need to be visible Taemane HOA permission will be required. Before the installation of an air-conditioner, where the condenser is mounted on the outside wall, the owner must obtain permission from his neighbour.
- 6.3.2. All trunking to be painted the same colour as the house.

6.4. Clothes lines, refuse areas, service courts

- 6.4.1. Clothes lines and refuse bins must be screened or placed in a concealed service court.
- 6.4.2. No hanging of clothes on boundary fences. (Please notify your domestic worker)
- 6.4.3. Dustbin only to be brought out the day before waste collection and taken back into courtyard same day as collection.

6.5. Wendy houses

- 6.5.1. No Wendy houses or lean-tos will be permitted on the estate without prior permission from the Board. Wendy houses and lean-tos cannot be used for accommodation purposes.
- 6.5.2. No garages are allowed to be converted into accommodation for domestic workers, or any other persons unless under special circumstances and with the permission of the Board.

6.6. Solar panels and generators

- 6.6.1. Solar panels are permitted.
- 6.6.2. The minimum standards for the installation of solar panels are as follows:
  - 6.6.2.1. The metering and / or connection, as may be required, shall be upgraded at the cost of the customer to meet the requirements of the Board.
  - 6.6.2.2. The installation shall comply with NRS 097-2: Grid interconnected of embedded generation: Part 2: Small scale embedded generation.
  - 6.6.2.3. Equipment must conform to the South African Renewable Power Plant Grid code.
  - 6.6.2.4. Inverters / equipment shall be type tested in terms of NRS 097-2-1 (Certificate required).
  - 6.6.2.5. 'The principle of a "net consumer" shall apply, i.e., a consumer who over a rolling period of a year, imports (purchases) more energy than he / she exports (puts back into the network of Board).
  - 6.6.2.6. The kWp capacity of the plant shall not exceed 50% of the allowed connection capacity.
  - 6.6.2.7. A valid copy of the COC, declaring and depicting the solar plant, shall be submitted to the Taemane HOA.
  - 6.6.2.8. A professional engineer, registered with the ECSA and appointed by the owner, shall certify the installation in writing.
  - 6.6.2.9. A complete list of applicable standards, specifications and regulations are available on request.
- 6.6.3. Generators are not permitted in the estate. Should a member / owner fail to comply with this rule, and subsequent to receiving written notice warning the member / owner to desist from using a generator within the estate with immediate effect, the directors will be entitled to, without further notice and within their reasonable discretion, fine the offending owner/resident accordingly and/or take the necessary steps to remove the generator from the estate's premises, the costs of the removal thereof to be borne by the offending owner.
- 6.6.4. Water tanks:
  - 6.6.4.1. The installations are to be done as per the stipulations/parameters of the application.
  - 6.6.4.2. The owner will be responsible for all installation / removal and maintenance costs.
  - 6.6.4.3. The installations must be professionally installed by a qualified contractor.
  - 6.6.4.4. The tanks may not be placed on the roof slabs above the garages, as the slab is not designed to support the weight of these tanks.
  - 6.6.4.5. The tanks may only be placed within the boundaries/yard of your unit and out of sight from your neighbours.
  - 6.6.4.6. The completed installation is to look aesthetically pleasing.
  - 6.6.4.7. Any damages or consequential damages to the common or private property as a direct or indirect result of the installation, will be repaired and the costs thereof will be for the owner's account.
  - 6.6.4.8. The HOA reserve the right to inspect any improvements/alterations done to the common or private property.
  - 6.6.4.9. The Managing Agent / HOA accepts no responsibility whatsoever for any damages, losses, maintenance or for any other event to the installation / improvements, because of malicious damages or natural disasters or any other cause whatsoever.

## 7. PARKING: DRIVEWAYS AND GARAGING

- 7.1. Parking to be in accordance with zoning rights.
- 7.2. Any vehicle parked and / or abandoned in a visitor's parking area for more than 72 hours will be eligible for a fine at the discretion of the Board.
- 7.3. No vehicles belonging to residents are allowed to be parked on visitor's parking, this includes bakkies, construction vehicles, caravans etc.
- 7.4. The visitor's parking area provided on the estate is for the use of short-term visitors / vehicles only.
- 7.5. No parking on any communal areas not designated as parking.
- 7.6. No parking on the grass.
- 7.7. All caravans, trailers, golf carts and the like belonging to residents should be parked in enclosed garages.
- 7.8. No person shall, within the estate, park or store any caravan, boat, trailer, truck, or lorry in an unsightly manner except with the consent of the Board.
- 7.9. Vehicles of residents and their visitors may not be parked in in such a way that it obstructs the neighbour's way of exit and entry.
- 7.10. Residents or visitors abusing the visitor's parking and / or not adhering to allocated parking will be fined.
- 7.11. All visitors must park at the designated visitor parking or in front of the garage of the house being visited.
- 7.12. A fine will be issued to the resident whose visitor has transgressed.
- 7.13. Any reference to a fine made in the above paragraph will be determined in accordance with the Schedule of Fines attached hereto as Annexure "A".

## 8. MAINTENANCE AND GARDENS

- 8.1. All dwellings and structures shall be properly maintained and kept in a good and sound state of repair.
- 8.2. The owner shall maintain his stand / garden in a clean, tidy, and presentable condition to the satisfaction of the Taemane HOA.
- 8.3. Owners are responsible to keep the stand / garden free of any insects or pests.
  - 8.3.1. Proof of treatment and extermination of pest and insects needs to be provided to the Board biannually on specified dates.
  - 8.3.2. If proof can't be provided to the Board, the stand / garden will be treated with the biannual treatment of the common ground areas and cost will be levied to homeowner's account.

## 9. TRAFFIC

- 9.1. No person shall drive any vehicle on any road within the development at a speed in excess of 20km per hour.
- 9.2. The Board may, if it considers it necessary or desirable to do so, impose a speed limit lower than that referred to in clause 9.1 above on such roads or portions thereof as it may deem fit, either temporarily or permanently.
- 9.3. Pedestrians shall have the right of way of all places and at all times within the estate and vehicles shall be brought to a stop whenever necessary to enable such pedestrians to enjoy such right of way.
- 9.4. No person shall drive any vehicle at any place within the estate unless he / she is the holder of a valid, current driver's license, which would permit him to drive such vehicle upon a public road within the Republic of South Africa.
- 9.5. Only licensed road vehicles and golf carts will be permitted on the roads in the estate.
- 9.6. No vehicle shall enter the estate unless admitted thereto by the guard on duty at the entrance gate.
- 9.7. A maximum of five contractor vehicles per resident will be allowed into the estate at one time. A resident must apply for permission to temporarily allow more than five vehicles into the estate from the directors of the Board.

## 10. OPEN SPACES

- 10.1. No fires shall be lit anywhere in the open spaces except at such place as may be designated for the purpose by the Board, and in a properly constructed fireplace.
- 10.2. No camping shall be permitted.
- 10.3. No person shall discard any litter, including cigarette butts, at any place in the open spaces, except in such receptacles and in such places as may be set aside for the purposes and designated by the Board.



- 10.4. No person shall, anywhere in the estate, discharge any firearm, or any air gun or pistol, catapult, bow and arrow or any other weapon, except in self-defense.
- 10.5. No person shall use any open space within the estate in any manner, which may unreasonably interfere with the use and enjoyment thereof by other persons in the estate and the managing agents shall have the right to prohibit the use of specified sections of the open space by residents and guests, at the managing agent's discretion, should the environmental need arise.
- 10.6. No fireworks of any description shall be used on the estate.
- 10.7. All damage caused within the estate through the delivery or transportation of persons / equipment to or from an erf shall be the responsibility of the owner concerned.
- 10.8. No plants in the common area are allowed to be cut, damaged, or removed.
- 10.9. Members and owners must adhere to the EMP (Environmental Management Plan) which may be amended from time to time.

#### 11. DOMESTIC REFUSE

- 11.1. The removal of domestic and other refuse shall be under the control of the Managing Agent who may, in exercising their functions in this regard from time to time, by notice in writing to all persons concerned:
  - 11.1.1. Lay down the type and size of refuse containers to be utilized.
  - 11.1.2. Give directions regarding the placing of such refuse for collection.
  - 11.1.3. Require the payment of reasonable charge for the provision of such containers.
- 11.2. It shall be the duty of every owner or occupier of an erf to ensure that such directions given by the Manager or council are fully observed and implemented.
- 11.3. No person shall keep any refuse within or outside his erf except in the containers aforesaid. Bins can only be brought out the day before refuse day and not any earlier. Bins to be returned to courtyard on the same day as refuse day.
- 11.4. Containers shall not be kept in any place outside any erf except in such places as may be specifically set aside therefore or as may be approved by the managing agent from time to time.
- 11.5. Garden refuse is the responsibility of owner and not be in of sight of neighbours or from the road.

#### 12. DOMESTIC ANIMALS

- 12.1. The local authority by-laws relating to pets will be strictly enforced. Please visit the Tshwane website for the by-laws.
- 12.2. All pets should be registered with the managing agents.
- 12.3. Pets shall be permitted in the estate provided that they do not cause any nuisance whatsoever. The board of directors of the Board shall be allowed to pass separate rules relating to pets from time to time.
- 12.4. Pets should be confined to an owner's premises but may be taken for walks inside the estate provided they are at all times kept on a leash, and all pet litter is immediately removed.
- 12.5. Every pet must wear a collar with a tag indicating the name and telephone.
- 12.6. Proof must be provided that cats are spayed / neutered.
- 12.7. Residents who take their pets for a walk are required to carry a refuse bag to pick up the excrement. Pets are not allowed to litter on common property.

#### 13. INDEMNITY

- 13.1. Every member of the Association acknowledges and agrees that he hereby indemnifies the Association against all loss, liability, damage, or expense which he or any member of his family, his friends, visitors and / or servants, may suffer as the result of or which may be attributable to any negligence of whatsoever nature on the part of the Association in the administration and maintenance of the estate.

#### 14. SECURITY

- 14.1. Perimeter and resident's entrance
  - 14.1.1. The perimeter of the estate will be fenced.
  - 14.1.2. The main entrance to the estate will be manned 24 (twenty-four) hours a day.
  - 14.1.3. Security rules and regulations, as may be issued from time to time, by the board of directors of the Taemane HOA, must be strictly adhered to.

- 14.1.4. Residents must enter estate by scanning fingerprint.
- 14.2. Fingerprint profiles
  - 14.2.1. Each dwelling has an allocation of six fingerprint profiles for residents and immediate family members.
  - 14.2.2. Each dwelling has an allocation of one fingerprint profile for a domestic worker and one fingerprint profile for a gardener.
  - 14.2.3. To obtain a fingerprint profile the managing agent needs to provide confirmation letter that all required personal details have been submitted along with supporting documentation (Biometric Form).
  - 14.2.4. The Board may request that all fingerprints should be renewed on an ad hoc basis, as and when required.
  - 14.2.5. The Board may, within its absolute discretion, and without further notice, immediately suspend and/or remove the access granted to any particular resident and/or immediate family member as per clause 14.2.1 above, under circumstances where such a resident and/or immediate family member has, whether directly or indirectly, failed to comply with the express provisions of these Rules and Regulations, with specific reference (but not necessarily limited to) failure to comply with the security procedures relating to access to the Estate.”
- 14.3. Visitor’s entrance
  - 14.3.1. All visitor’s valid driver’s license card and valid car licenses should be scanned, or they will not be allowed into the estate with the vehicle.
  - 14.3.2. Security guards at the gate must obtain approval via the scanner / telephone at the guard house before a visitor is allowed entry or the resident must accompany the visitor.
  - 14.3.3. Residents are urged to make use of the Taemane app to provide entrance to visitors. Please find the VOX user manual at the end of the rules. Residents can also download the app by following the instructions in the following video: <https://youtu.be/WKGvIumYGWE>
  - 14.3.4. Please note that only cell phone numbers that have been registered to the access control system, will be able to use the app. Therefore, please plan to register the cell phone numbers of you / your tenant on the access system, before downloading the app.
- 14.4. General security
  - 14.4.1. Members must give their full co-operation and assistance to security guards. Entry will not be granted if standard procedure is not followed. If a resident comes aware of deviation of standard operating procedure occurred resident should report incident immediately to Board.
  - 14.4.2. Residents requesting deviation from standard operating procedure will be reported by security guards and will be fined at discretion of the Board.
  - 14.4.3. Owners will allow the Board reasonable access through their premises for purposes of maintenance of the Estate security system and allow the Board to control the growth of trees on their properties to ensure that it does not interfere with the security system/security fence.
- 14.5. Access control
  - 14.5.1. The security guards on duty will be authorized to intermittently inspect the vehicles of non-residents and / or passengers of vehicles who are non-residents, irrespective of whether access codes and / or access via the biometric scanning system has been generated for them or not.
  - 14.5.2. Should the occupants of the vehicle refuse to allow the security guards to perform an inspection of the vehicle, access will be temporarily denied and if need be, Brinant contacted for additional support. The security guards will be required to immediately notify the owner / resident who generated an access code for the occupants should access to the Estate be denied, to afford the owner / resident the opportunity to collect their visitors from the guard house accordingly.
  - 14.5.3. The Estate reserves its rights of admission to instruct the security guards to, within reason, deny access to any driver, passenger and / or occupant of a vehicle endeavouring to enter the estate, and who is not a member of the HOA and / or a tenant and / or resident within the Estate, who is in possession of a firearm, within the ambit of the provisions of the Firearms Control Act.
  - 14.5.4. The Board further reserve their rights to immediately temporarily suspend any owner and / or resident’s ability to generate access codes should his /her / their visitors continuously breach the

- 14.5.5. Rules, despite notification to the owner / resident to ensure adherence to the Rules upon entering the Estate.
- 14.5.6. The Board may, within its absolute discretion, and without further notice, immediately suspend and/or remove the access granted to any particular resident and/or immediate family member as per clause 14.2.1 above, under circumstances where such a resident and/or immediate family member has, whether directly or indirectly, failed to comply with the express provisions of these Rules and Regulations, with specific reference (but not necessarily limited to) failure to comply with the security procedures relating to access to the Estate.

## 15. BEHAVIOURAL GUIDELINES AND RESTRICTIONS

- 15.1. Whenever the Manager or someone with his delegated authority is of the opinion that the behaviour of any person constitutes a nuisance to any other person or may be detrimental to the amenities of the estate generally, he may call upon such person to cease such behaviour. In the event of such person failing to do so, he shall be deemed to be guilty of having contravened this clause and shall be liable to a penalty.
- 15.2. No signage of whatever nature shall be allowed anywhere in the estate.
- 15.3. Any hobby which could cause aggravation or nuisance to fellow residents may not be conducted from any property.
- 15.4. Properties may only be used for residential purposes unless a special resolution of the Board provides otherwise. Any use of the dwelling must comply with the local zoning scheme regulations.
- 15.5. Residents shall exercise reasonable care to avoid making loud, disturbing, or objectionable noises, playing musical instruments, radios, phonographs, televisions, amplifiers and any other instruments or devices in such a manner as may unreasonably disturb owners, tenants, or occupants especially after 22h00 during the week.
- 15.6. Residents shall exercise reasonable care to avoid making loud, disturbing, or objectionable noises, playing musical instruments, radios, phonographs, televisions, amplifiers and any other instruments or devices in such a manner as may unreasonably disturb owners, tenants, or occupants especially after 22h00 during the week.
- 15.7. Homeowners are urged to exercise restraint in using noise-making tools and appliances between 08h00 and 17h00 on weekdays and between 09h00 and 14h00 on weekends.

## 16. PLAYGROUND

- 16.1. Owners, residents, and visitors use the playground at their own risk.
- 16.2. The playground is reserved for Taemane residents and their visitors only.
- 16.3. No children are allowed on the playground before 07h00 and after 22h00.
- 16.4. Improper use of equipment prohibited.
- 16.5. Children under the age of six must be accompanied by an adult.
- 16.6. Do not use equipment when wet.
- 16.7. No running, pushing, or shoving.
- 16.8. The Taemane HOA will not be liable for any injury or death of any person or for the damage to, destruction of or loss of any property including vehicles whether caused by ordinary or gross negligence of the owner, its employees, agents or contractors or any other person or any cause whatsoever. Right of admission reserved.
- 16.9. Any resident or their guests who don't adhere to these rules will be fined R 1,000 which will be charged to the owner's levy account.

## 17. PARK AREA

- 17.1. The park is to be used at own risk and should be kept clean at all times.
- 17.2. The park may be booked by Taemane residents only and will not be open for public events.
- 17.3. Residents intending to use the park shall book it in accordance with the procedures set out by the Board. The resident shall make use of the booking system on the Taemane website [Taemane Golf View Estate](#).
- 17.4. Any damage caused to the park by a resident, or their guests will be rectified by the Board and the cost of repair will be added to the owner's levy account upon written notification to the owner.
- 17.5. Braais are allowed in the park but should be removed after use or when cooled down.
- 17.6. Music may be played at the park subject to the following restrictions:
  - 17.6.1. The playing of music shall be in the most considerate way possible and in such a way as to not cause a nuisance to other residents.

- 17.6.2. Should the stated music be deemed to be causing a nuisance the resident will be notified by a representative of the Board and if the resident fails to rectify the situation immediately, the Board may cut the electricity and impose a fine that will be debited to the owner's levy account.
- 17.6.3. The playing of music at the park or surrounding area shall cease at 19h00 and the park should be vacated by 21h00, unless under certain circumstances.
- 17.7. Dogs must be leashed at all times.
- 17.8. Except for a fine specifically referred to above, should any person fail to adhere to the park rules a fine will be levied, which will be decided by the Board from time to time and notice shall be given to any change to such fines, which are currently set at a minimum of R 1,000 for a first offence and R 2,000 for a second offence.

## 18. OFFENCES AND PENALTIES

- 18.1. Any person who contravenes or fails to comply with or is deemed to have contravened or failed to comply with any provisions of the house rules contained herein, or the rules made by the Board from time to time, or any order or direction given in terms hereof, shall be liable to a penalty not exceeding such amount as the directors may decide.
- 18.2. In these house rules, unless it appears to the contrary either expressly or by necessary implication, the words, and expressions as are defined in the MOI.
- 18.3. The Board may delegate any of the powers so delegated to it, or any power accorded to it in terms of these house rules to any person nominated by it for the purpose, and any reference to the Board shall be deemed to include a reference to such nominee.
- 18.4. Any penalty imposed by the Board in terms of these rules shall be deemed to be part of the owner's levy.
- 18.5. The Board shall be entitled to charge interest on all overdue accounts at a rate equal to the prime rate of interest plus 2% (two percent).

## 19. FINANCE

- 19.1. It is recorded that the cost of all necessary security, administration, maintenance, repairs and carrying out of improvements with reference to the Association, the open spaces, and natural surrounds of the property, shall be financed out of levies imposed by the directors from time to time in accordance with the provisions of the MOI.
- 19.2. The Board shall not less than thirty (30) days prior to the end of each financial year, or as soon thereafter as reasonably possible, prepare and serve upon every member at the address chosen by him, an estimate in reasonable detail of the amount which shall be required by the association to meet the expenses during the following financial year, and shall specify separately such estimated deficiency, if any, in respect of the preceding year. The Board may include in such estimate an amount to be held in reserve to meet anticipated future expenditure not of an annual nature.
- 19.3. The notice to each member shall specify the contribution payable by that member to such expenses and reserve fund, the intention being that all owners of an erf as defined shall be equally liable for payment of an equal levy, irrespective of the size of the erf or dwelling erected thereon.
- 19.4. All levies are payable on or before the first day of each month.

## 20. ACCESS ONTO WINGATE PARK COUNTRY CLUB

- 20.1. The Board has entered into an agreement with Wingate Park Country Club (WPCC) with regard to access and access has been granted to the HOA onto the grounds of WPCC. Every member of the Taemane HOA shall be bound by the terms and conditions of the agreement providing access.
- 20.2. The following country club rules apply and are conditional to the above-mentioned agreement:
  - 20.2.1. Club members which are residents of Taemane have access to the golf course area through access control at the main security gate of Taemane.
  - 20.2.2. Residents are urged to be aware that when they enter the golf course, it is a membered club which has rules and a code of conduct that residents of Taemane have to adhere to.

- 20.2.3. Access to the golf course area is at own risk as the Taemane HOA and the WPCC management cannot be held responsible for the safety of residents.
- 20.2.4. Do not walk / run on the golf course playing areas during the golf playing times of 07h00 to 17h30. Golfers have right of way. Club members may walk to the clubhouse via the golf cart paths during playing hours.
- 20.2.5. Residents may not practice, or play on the greens, bunkers, and fairways unless they have registered and paid for a round of golf at the Pro Shop of the club.
- 20.2.6. Residents should please be aware of the rules when visiting the clubhouse.
- 20.2.7. No urinating is permitted on the golf course.
- 20.2.8. Dogs are not permitted on the golf course.
- 20.2.9. Complaints received from the management of Wingate Country Club pertaining to residents of Taemane will be dealt with by the Board. Offences may lead to penalties or revoking of access to the country club for residents.
- 20.3. The access granted by the Wingate Country Club to Taemane residents is in good faith and with the understanding that residents will adhere to the club rules.
- 20.4. Residents are urged not to jeopardize this agreement.

## 21. PROPERTY TRANSACTIONS

- 21.1. Should an owner want to sell their property they shall ensure that any estate agent appointed by them in regard to such sale, shall preferably be accredited by the Board in terms of these rules:
  - 21.1.1. Accredited agencies / agents shall ensure that all purchasers of property are made aware of the rules, architectural guidelines and the memorandum and articles of association of Taemane HOA and that copies of such documents are provided to such purchasers. The purchaser is required to sign a receipt as proof of receipt thereof.
  - 21.1.2. Owners may lease units for a minimum lease period of three months. No shorter-term leasing will be permitted due to safety concerns relating to the vetting of tenants.
  - 21.1.3. All agents should follow the following procedure by property agent when applying to market a property at Taemane:
    - 21.1.3.1. Complete and submit a letter to the Board at [hoa@taemane.co.za](mailto:hoa@taemane.co.za)
    - 21.1.3.2. Submit the agency's, as well as its agent's Fidelity Fund certificates issued by the Property Agency Affairs Board.

## 22. HOMEOWNERS ASSOCIATION

- 22.1. It is recorded that the Board has been appointed to manage and promote the communal interest of the members of Taemane.  
The purchaser agrees that:
  - 22.1.1. Immediately on becoming the registered owner of a stand, he will automatically become a member of the Taemane HOA and will be bound by the Memorandum of Incorporation and the rules of the HOA.
  - 22.1.2. For as long as he is the registered owner of a stand, he will remain a member of the Taemane HOA and be bound by its Memorandum of Incorporation and the Rules.
  - 22.1.3. Should he sell the property he will ensure that his purchaser is made fully aware of the conditions of the Memorandum of Incorporation, and the rules.
  - 22.1.4. The following provisions are to be inserted in the title deed to the property in this form or in such form as may be determined by the Registrar of deeds, and are imposed as conditions in favour of the Taemane HOA.
- 22.2. Ensure that its sale agreements include the following clauses:
  - 22.2.1. The owner of the stand, or any subdivision thereof, shall not be entitled to transfer the stand, or any portion, or any unit, or any interest therein, without the prior written confirmation of the Taemane HOA that all amounts due to the Taemane HOA have been paid in full and that all building rules have been complied with.
  - 22.2.2. Every owner of a stand, or of any subdivision thereof, or of any interest therein, shall automatically become and shall remain a member of the Taemane HOA and be subject to its Memorandum of Incorporation and the rules until he ceases to be an owner of the stand, or any subdivision thereof, or any interest therein.

Neither the stand nor any subdivision thereof nor any interest therein shall be transferred to any person who has not bound himself to the satisfaction of the Taemane HOA to become a member thereof.

22.2.3. No improvement of any nature may be affected to a stand without the prior written approval of the Taemane HOA and any building plans in respect of any improvements to be erected on a stand shall be subject to the prior written approval by the Taemane HOA.

22.2.4. The owner of a stand shall not alter the access to such stand without the prior written consent of the HOA and the local authority.

22.2.5. The above provisions are for the benefit of the Taemane HOA and constitute a stipulation alteri, which shall be deemed to have been accepted by the Taemane HOA, unless advised to the contrary in writing, within 7 days from date of signing of the purchase agreement.

#### 22.3. Duration of agreement:

22.3.1. If an agent applied successfully to market a property at Taemane, the agreement will remain in place until the unit is sold, or until the owner of the unit informs the Taemane HOA in writing that the agent no longer has a mandate from the owner to market the property.

22.3.2. Obligations of the agent, to ensure that its sale agreements include the following clauses:

22.3.2.1. Adhere to the provisions of the Memorandum of Incorporation and the rules of the Taemane HOA.

22.3.2.2. Apply for access to the property in terms of the Taemane HOA access control policy and obtain one fingerprint profile.

22.3.2.3. Accept responsibility for the actions of each of its agents and / or employees.

22.3.2.4. Accept responsibility for the actions of each of its agents and / or employees.

22.3.2.5. Never, in any way, claim to represent the Taemane HOA.

22.3.2.6. Not canvass, advertise, hand out flyers or similar material for property transactions on a door-to-door basis on the property.

22.3.2.7. Operate only on a "by appointment" basis.

22.3.2.8. Ensure that the activities at such show houses do not interfere with or cause a nuisance to the neighbours.

22.3.3. Adhere to the following rules regarding signboards and show houses / vacant stands:

22.3.3.1. "For Sale" boards will be allowed. Only one board per agency, per house, will be allowed. No other boards will be allowed anywhere on the Property.

22.3.3.2. The maximum size for signboards is 600mm x 450mm.

22.3.3.3. Only agents that apply successfully may show houses.

#### 22.4. The following procedures apply in respect of show houses:

22.4.1.1. Two agents must be on duty for the duration of the show.

22.4.1.2. The guard is to call the agent when a prospective buyer arrives at the guard house, and he may not let the prospective buyer into the estate.

22.4.1.3. The agent must meet the prospective buyer at the entrance to the estate and satisfy himself / herself that the prospective buyers are financially capable of buying the show house / vacant stand and that they do not intend entering the Estate for criminal purposes.

22.4.1.4. The agent must ensure that all the details of the prospective buyer are recorded by the guard in the visitors register. In addition, the ID number or driver's license of the prospective buyer must be recorded in the visitors' book. No prospective buyer may enter the estate without positive identification.

22.4.1.5. The agent must escort the prospective buyer (and his family) out of the Estate immediately after they have finished viewing the show house.

#### 22.5. Obligations of the agent:

22.5.1. Issue clearance certificates within a reasonable period on condition that all requirements issued by the Taemane HOA from time to time are duly met. Requirements for issuing of clearance certificate:

22.5.1.1. No outstanding money due by the member to the Taemane HOA.

22.5.1.2. The managing agent must be in possession of all the relevant contact details of the buyer.

22.5.1.3. The buyer must have signed for receipt of the Taemane HOA MOI and Rules.

22.5.1.4. Upon date of accreditation furnish the agency with an electronic copy of the MOI, architectural guidelines, and rules, and thereafter furnish the agencies with all amendments thereto, from time to time.

22.6. Non-accredited property agencies:

- 22.6.1. Access to a non-accredited agent will not be granted by the Taemane HOA for the showing of houses. Access to the estate for the non-accredited agent and potential buyers, must be obtained via the resident).
- 22.6.2. The property agent may under no circumstances market anywhere else on the Property.
- 22.6.3. 1 will be allowed to use their own "For Sale" boards at the applicable stands and houses. Only one "For Sale" board per agency will be allowed on a stand.

22.7. Private property transactions:

- 22.7.1. The rules applicable to property transactions, shall equally apply to members electing to execute their own property transactions (i.e., Without utilizing the services of an agency / agent) except those rules, which are within the context, not applicable. The Taemane HOA shall have the right to take whatever steps it deems necessary, including but not limited to, without notice, the immediate cancellation of the accreditation, in the event of breach of any of these rules.

22.8. Breach:

- 22.8.1. The HOA shall have the right to take whatever steps it deems necessary, including but not limited to, without notice, the immediate cancellation of the accreditation, in the event of breach of any of these rules.

22.9. Disclosure of information:

- 22.9.1. Whereas the HOA is in a confidential relationship with its members, the HOA shall not disclose any information relating to any member's details (i.e., ownership, status, address, telephone numbers etc.) to any Agency / Agent.

23. MEMORANDUM OF ARTICLES OF ASSOCIATION

- 23.1. The MOI of the Taemane Homeowners Association in conjunction with house rules and regulations shall govern the running of the Taemane Homeowners Association.
- 23.2. Subject to the provisions of the MOI, of the company and such rules as may be made by the HOA in general meeting, these rules may be amended by the Board of the HOA from time to time.

TAEMANE DIRECTORS



**TAEMANE ESTATE HOMEOWNER'S ASSOCIATION NPC**

**SCHEDULE OF FINES**

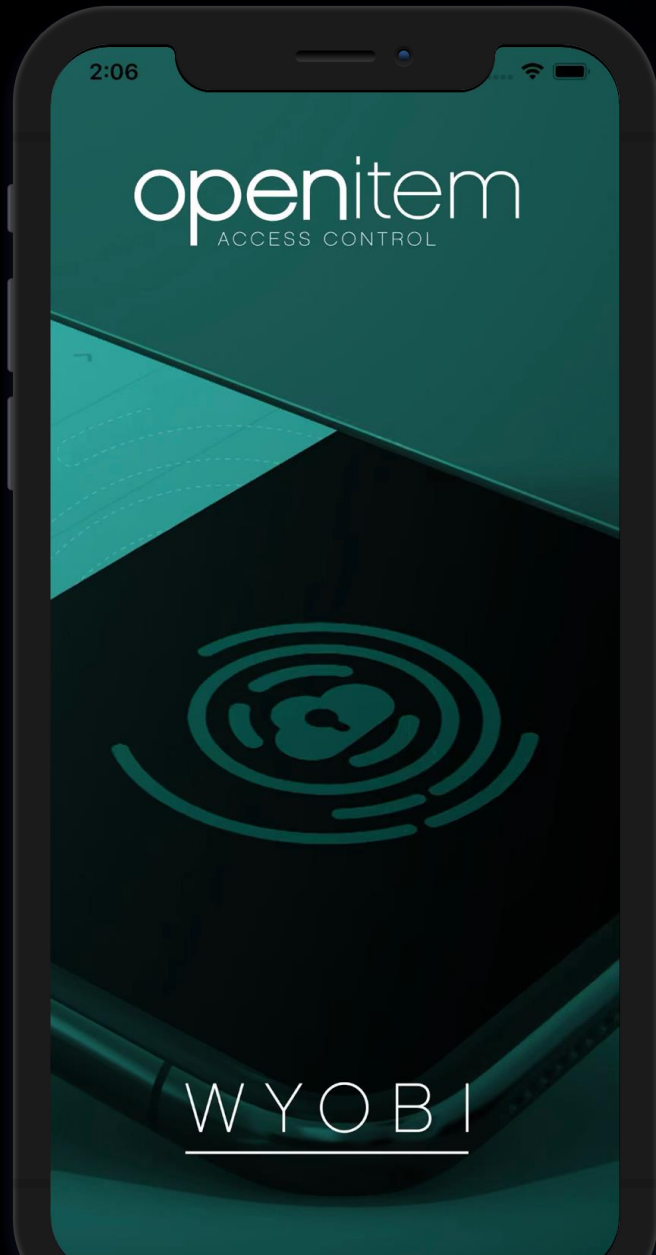
**ANNEXURE "A"**

<b>Description of Violation</b>	<b>Fine: 1<sup>st</sup> offence</b>
Abuse or obstruction of security personnel, directors and / or any HOA personnel in the performance of their duties and / or functions	R 1,000
Access violation	R 1,000
Estate rule violation	R 250 – R 1,000
Fireworks	R 2,000
Malicious damage to property	R 2,000
Reckless endangerment to any person or property (SAPS case opened)	R 5,000
Unlawful use of firearms	R 5,000

\* Should an owner / resident commit the same offence within a period of three (3) months, the directors reserve the right to double the most recent fine levied against the resident / owner for want of compliance

\* An owner / resident may be liable to multiple fines for only one (1) transgression

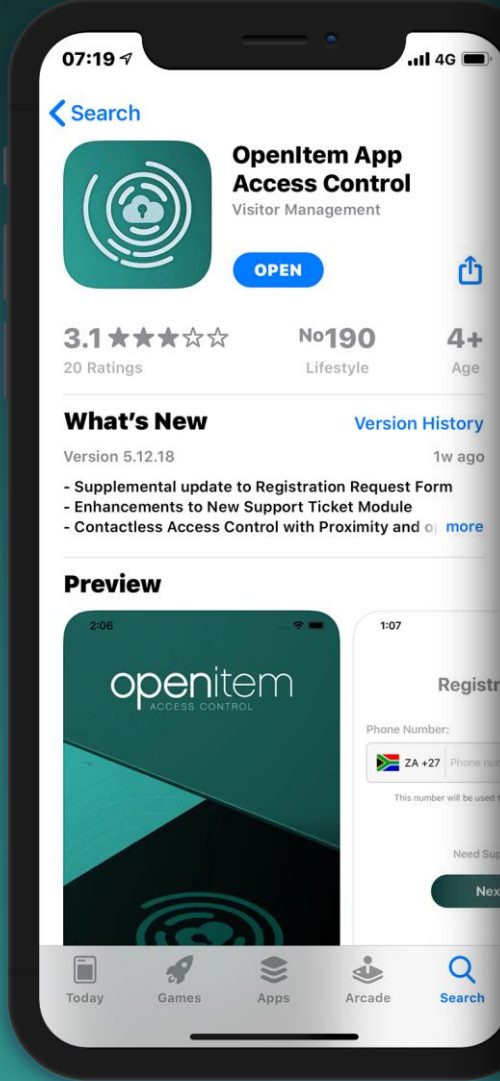




OPEN ITEM APP

# USER MANUAL

Open Item Visitor Management System (VMS) is scalable to suit your need. This user manual will show step-by-step how to download, install and use the Open Item app.



# Index

## WHAT IS COVERED IN THIS MANUAL

- Download & install the Open Item app
- Bookings
- Inbox
- SOS Panic
- Support
- Settings



# Download the app

1

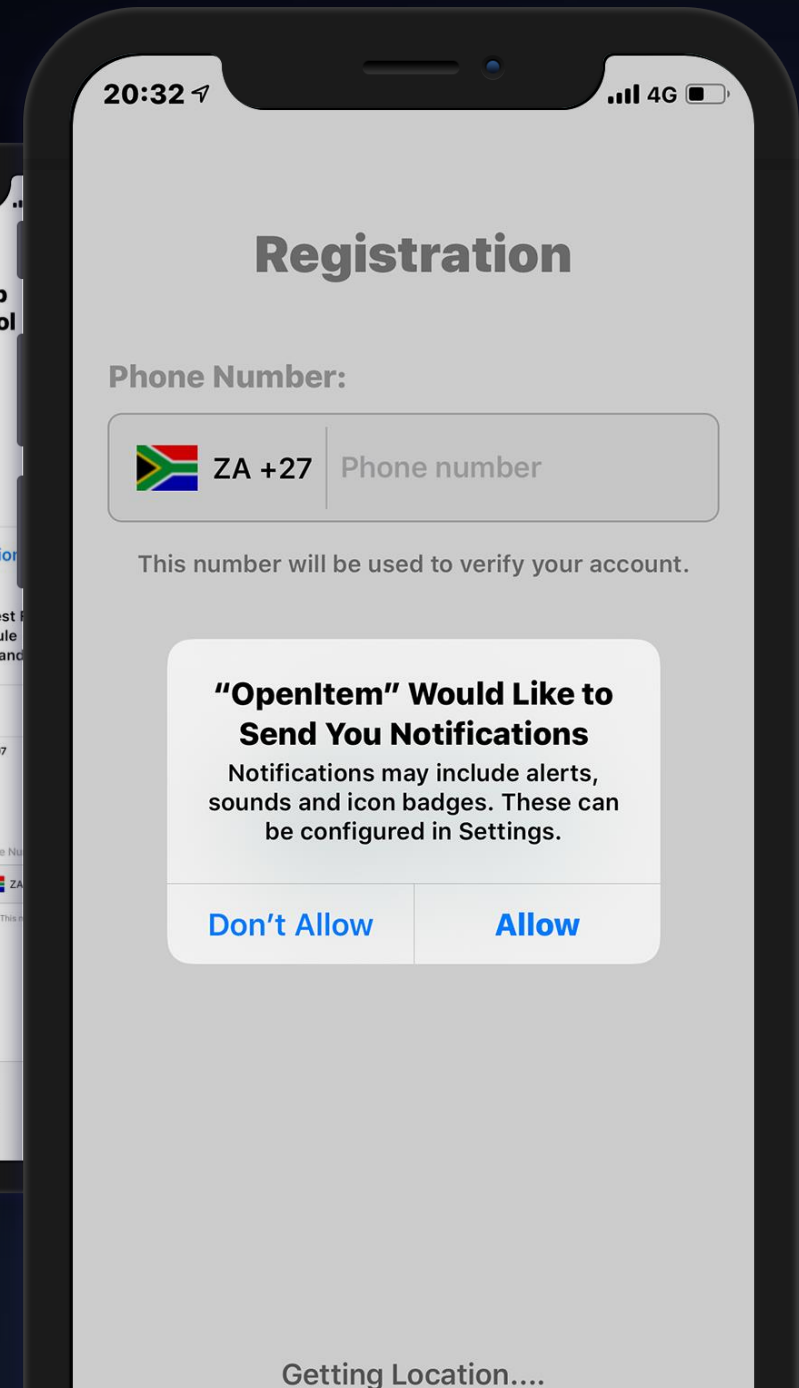
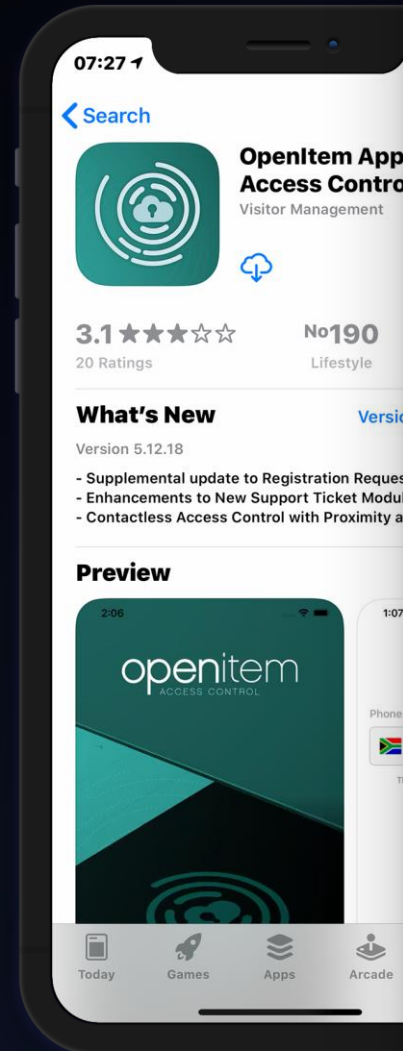
Go to the App Store (for iPhones) / Play Store (for Android phones) and search for the “Open Item” app (Alternatively download the relevant estate app supplied by your HOA)

2

Click to download the app

3

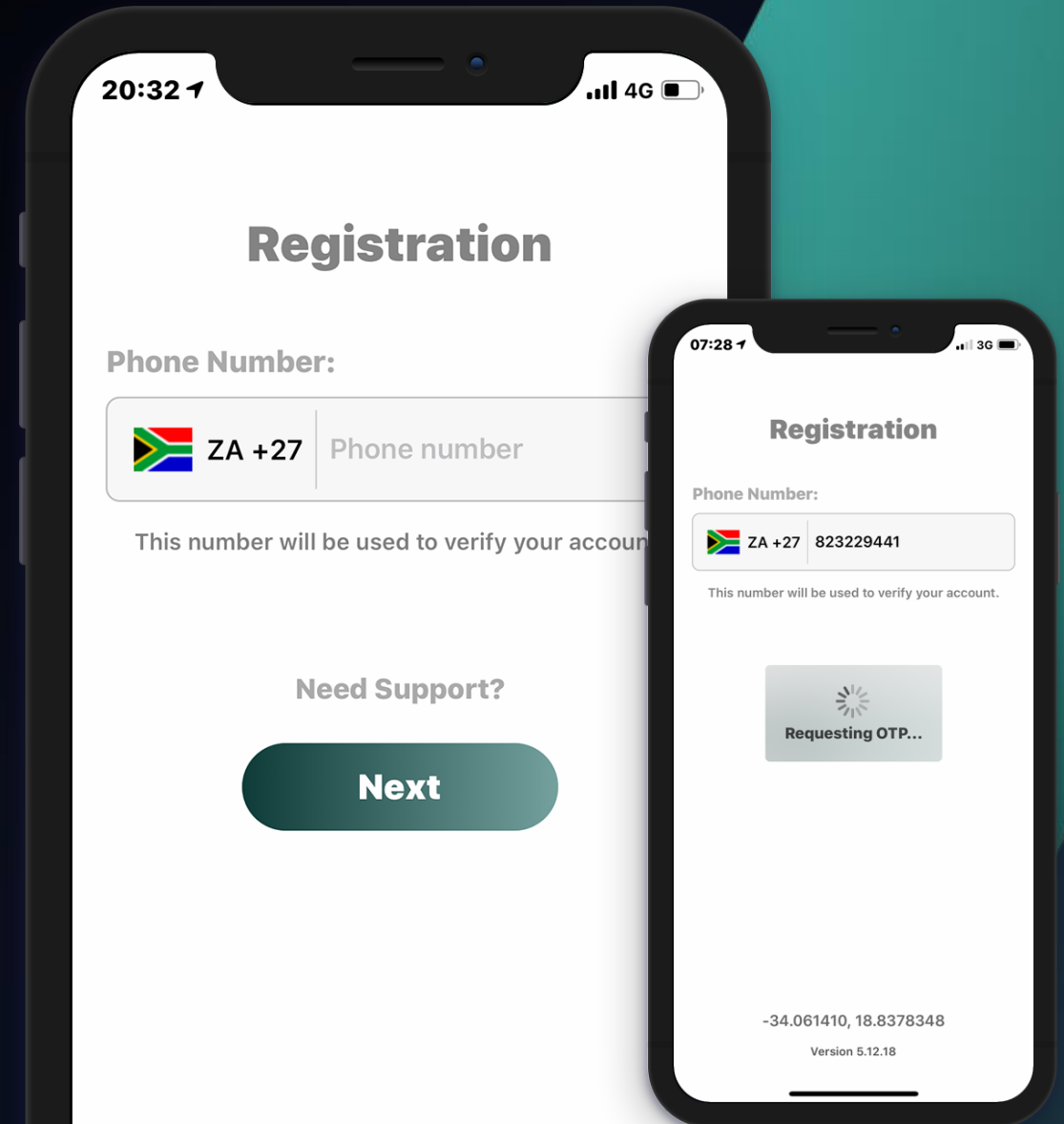
You will notice a few permissions will be requested, it all serves a function in the app, but are optional to allow



# Registration

- 1** You will notice this screen after you have installed the app
- 2** Fill in your cellphone number in the space provided
- 3** Click on the 'Next' link at the top right corner of the screen

If your cellphone number is not recognized on the system, click on the Support link at the top left corner of your screen. Fill in your details and send the email to the Support email address provided.

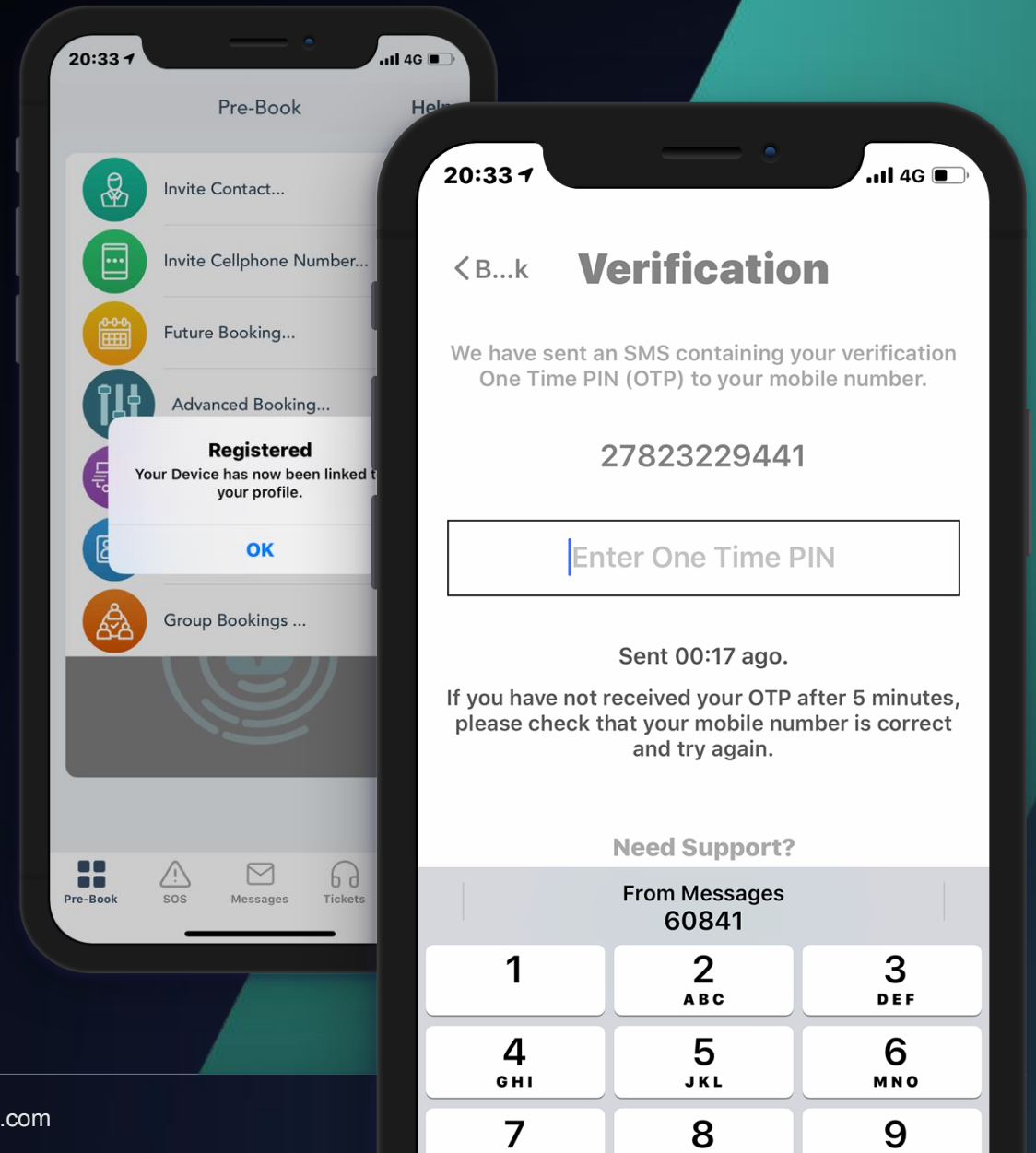


# Registration

**4** An OTP will be sent to your phone by means of an SMS

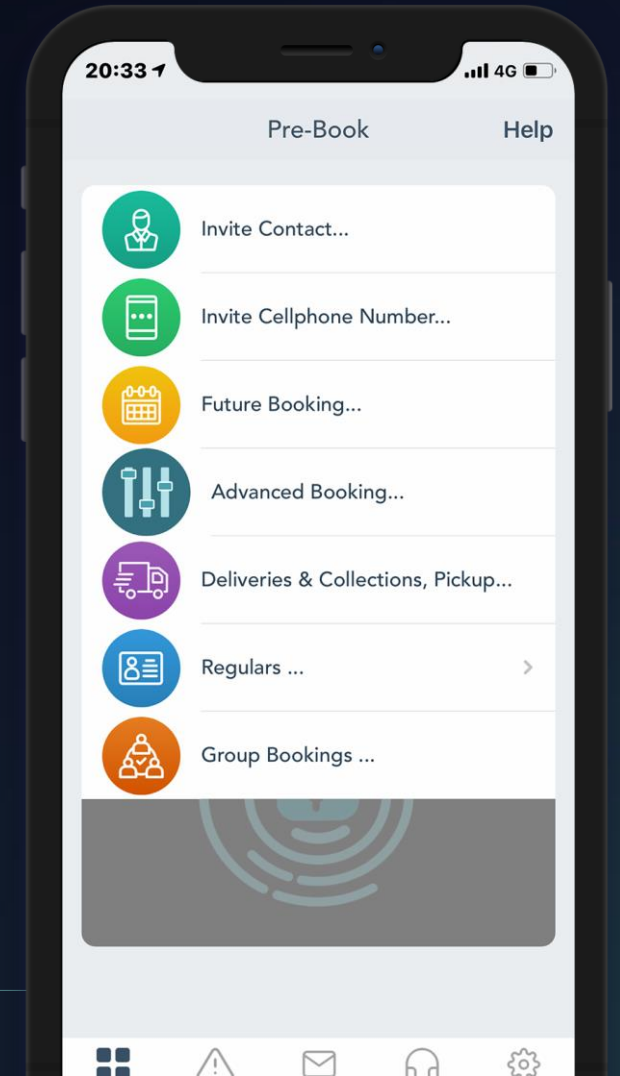
**5** Once you have entered the OTP, you will be registered to use the app and your phone has been linked to your profile

If you have not received your OTP after 5 minutes, please check that your mobile number is correct and try again,



# Pre-book (Pre-clearance code)

- **Invite Contact:** Choose a contact from your address book and send them a visitor booking
- **Invite Cellphone Number:** Type in the cellphone number of the visitor you would like to send the booking to
- **Future Booking:** Display a calendar where you can choose the date in the future you want for the visitor booking
- **Deliveries & Collections, Pickups:** As you don't know the name or number of a delivery or collection, this allows you to book the information you do have, for instance Courier Name. When you expect a delivery, collection or pickup, fill in the form to ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamlined
- **Regulars:** When you receive regular visitors, you can assign them a regular visitor schedule for a certain time period. A regular visitor doesn't need a PIN to access the estate, they just need to present their ID or Driver's License
- **Group Bookings:** Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process



# How to use Pre-clearance codes



Create a “Pre-clearance code” via the Open Item VMS app by selecting “Invite Cellphone Number” from the Booking tab.



A unique PIN is generated which gets sent to visitors per WhatsApp, Email or SMS.



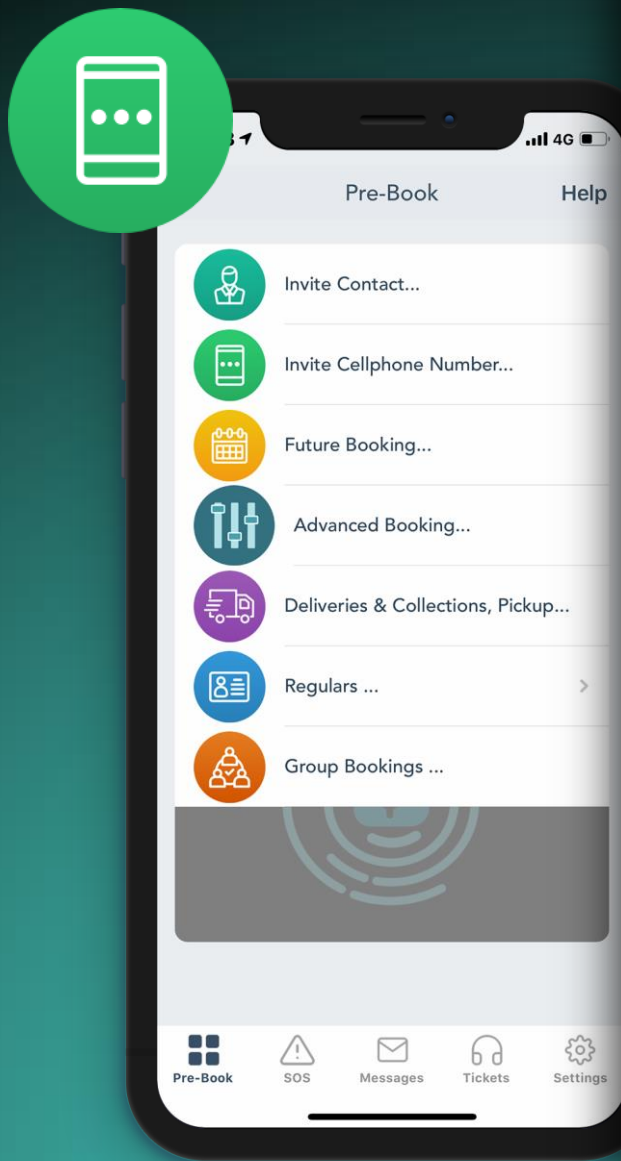
Receive arrival & departure notifications of your visitors via the Open Item App or SMS.



Pre-clearance codes are issued for visitors who need a single entry and exit to the premises.







# Invite Contact/number

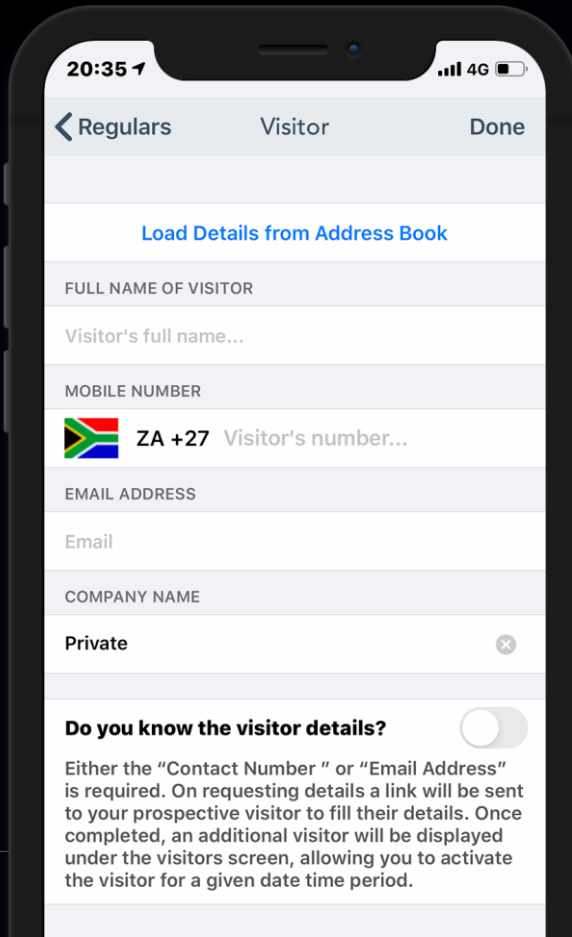
Choose a contact from your address book and send them a visitor booking.

Track who is entering and exiting the estate. While many estates and corporates verify residents, residents are not your main security concern.

Invite a visitor via your address book or by entering their respective contact detail/telephone nr

1

Select to invite a visitor from  
your address book



20:35 1 4G


< Regulars Visitor Done

[Load Details from Address Book](#)

FULL NAME OF VISITOR

Visitor's full name...

MOBILE NUMBER

 ZA +27 Visitor's number...

EMAIL ADDRESS

Email

COMPANY NAME

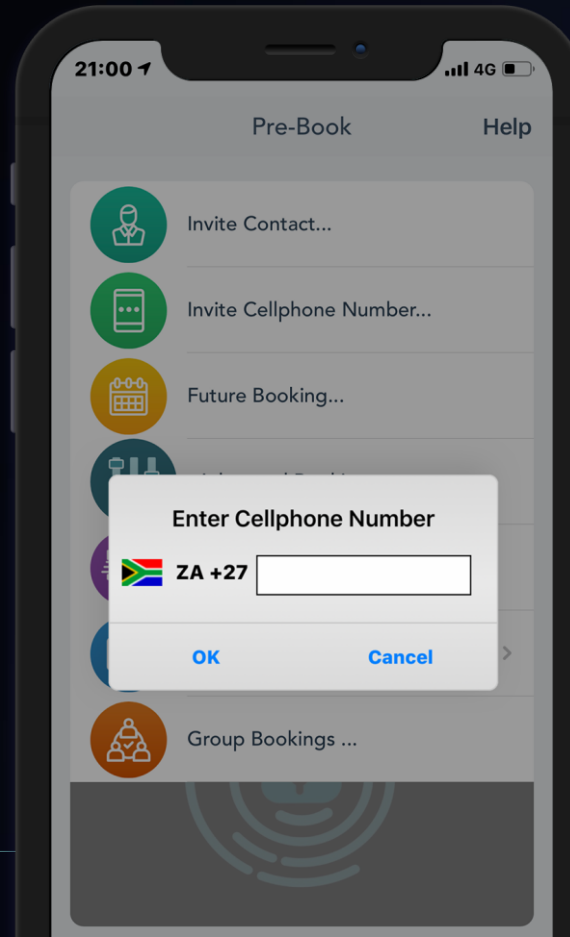
Private

**Do you know the visitor details?** ☐

Either the "Contact Number" or "Email Address" is required. On requesting details a link will be sent to your prospective visitor to fill their details. Once completed, an additional visitor will be displayed under the visitors screen, allowing you to activate the visitor for a given date time period.





2

or manually type in the  
cellphone number




21:00 1 4G

Pre-Book Help

-  Invite Contact...
-  Invite Cellphone Number...
-  Future Booking...
-  Group Bookings ...

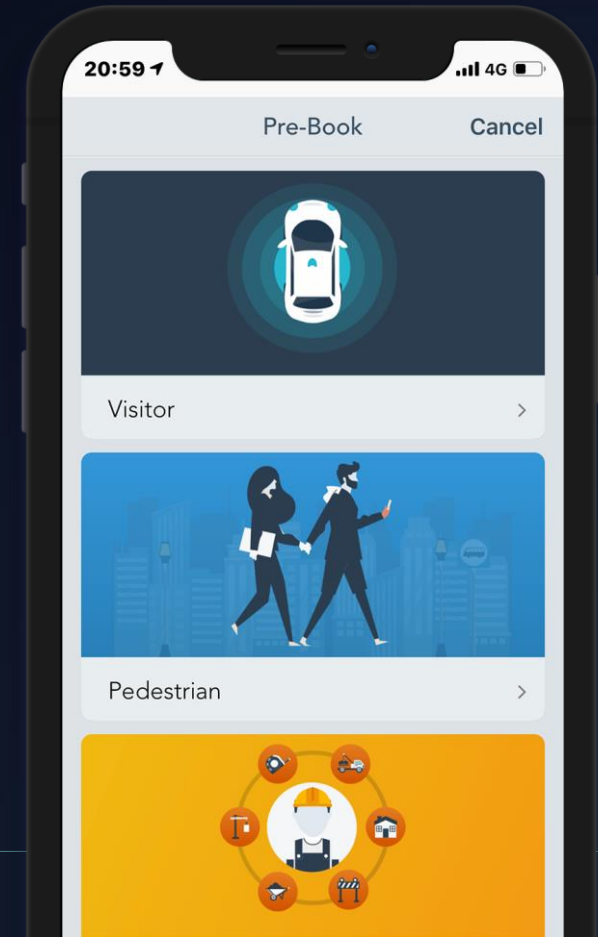
**Enter Cellphone Number**

 ZA +27

OK Cancel


3


Select the type:  
visitor, contractor or pedestrian




20:59 1 4G

Pre-Book Cancel

  
Visitor >

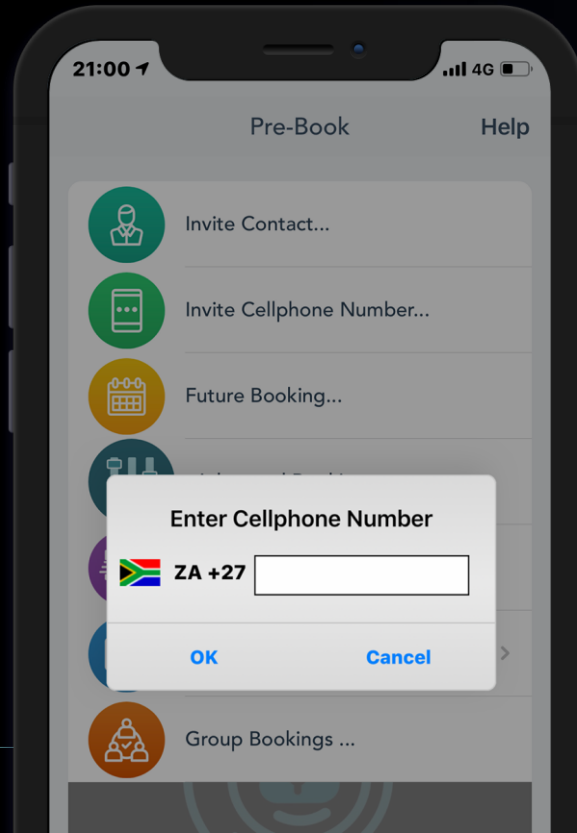
  
Pedestrian >





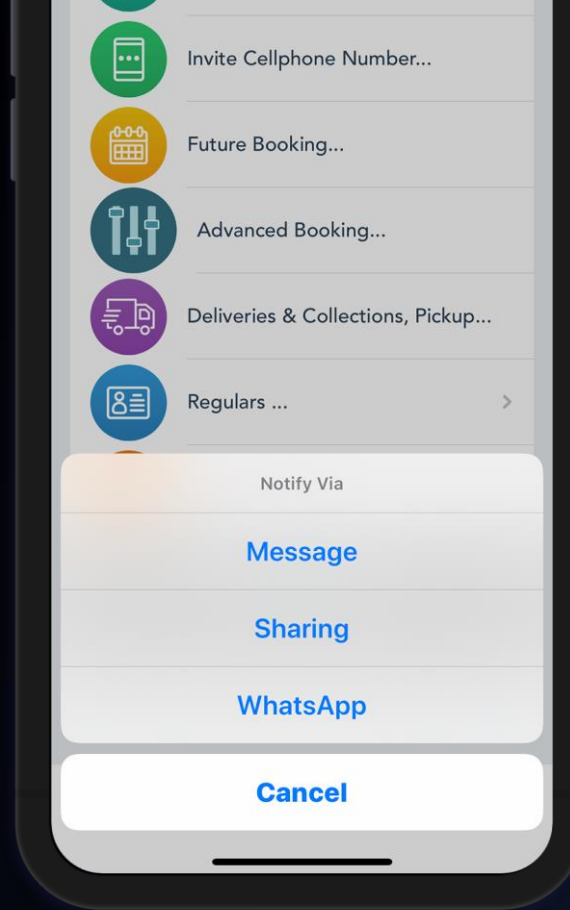
4

Type in the cellphone number for international visitors, tap the down arrow next to the flag to change the country code



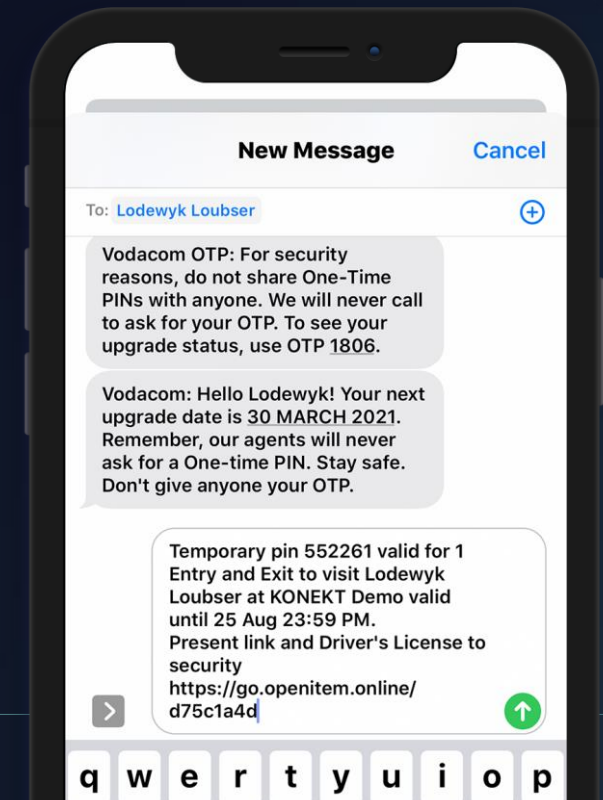
5

Select the method to notify the visitor of the unique PIN

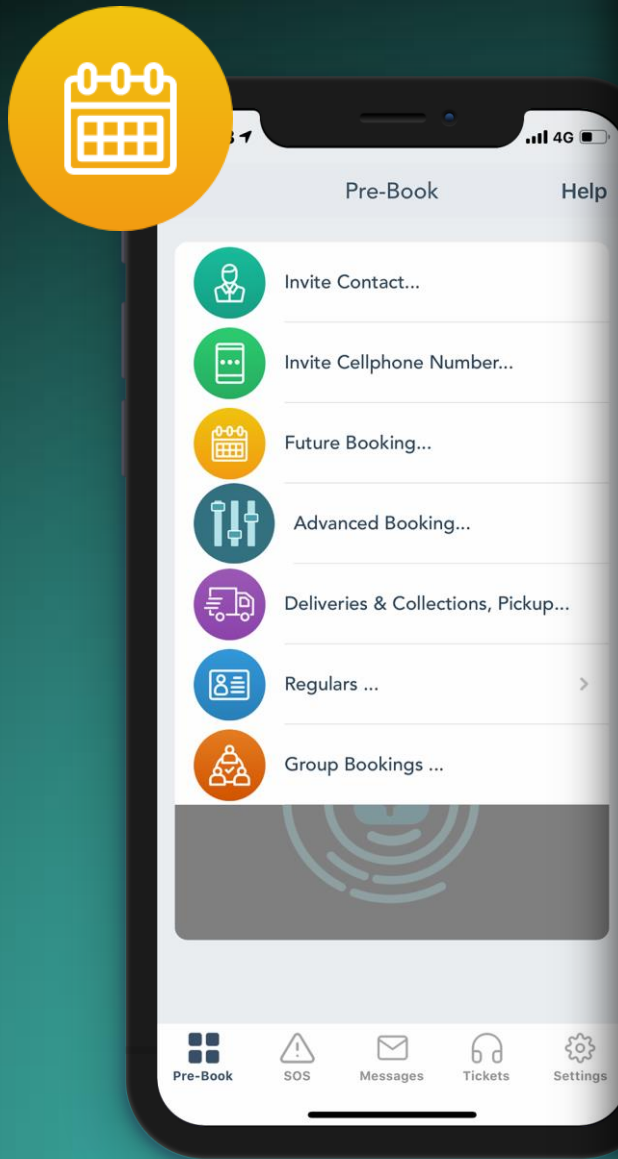


6

Example of message received



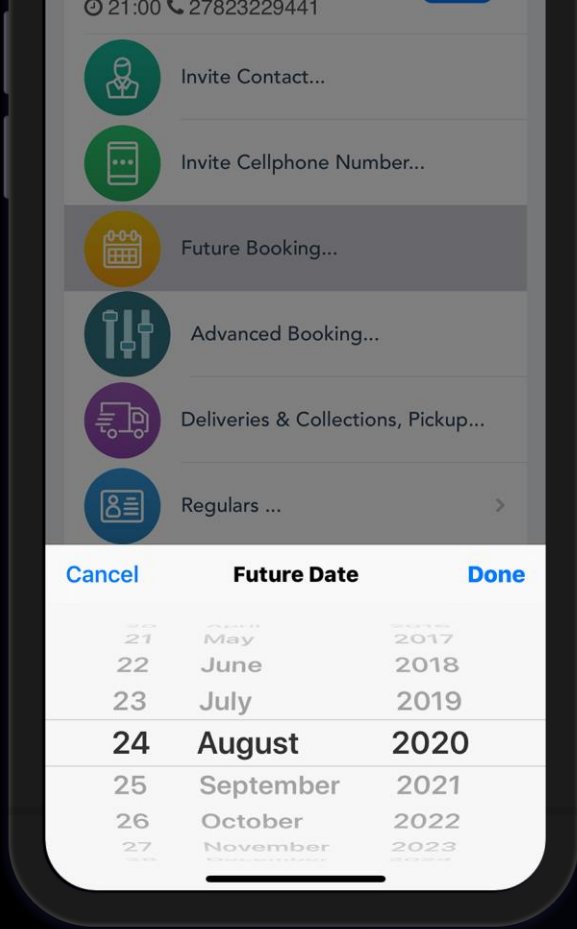




# Future Booking

Plan your day or week with the future book function. Generate a pre-cleared code for prospective visitors. Display a calendar where you can choose the date in the future you want for the visitor booking

Select a date, contact detail and grant access.

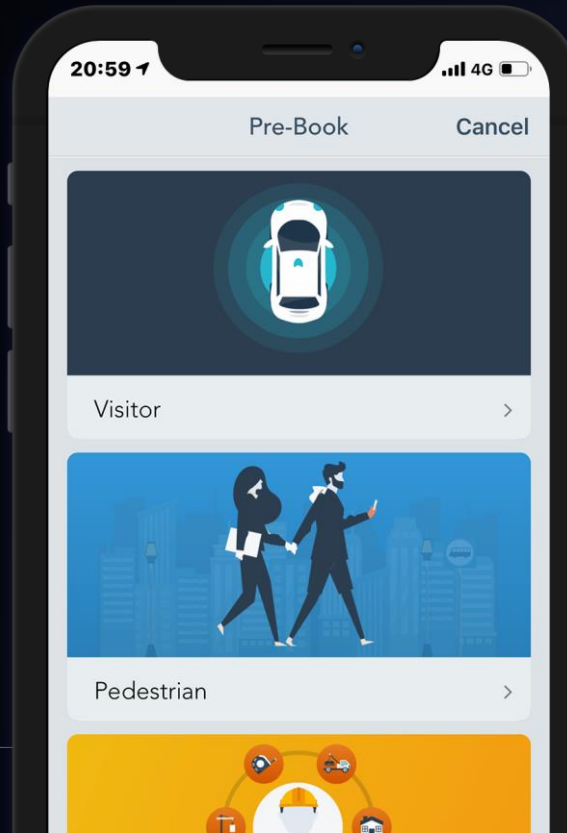


1

Select the date that the visitor will require access

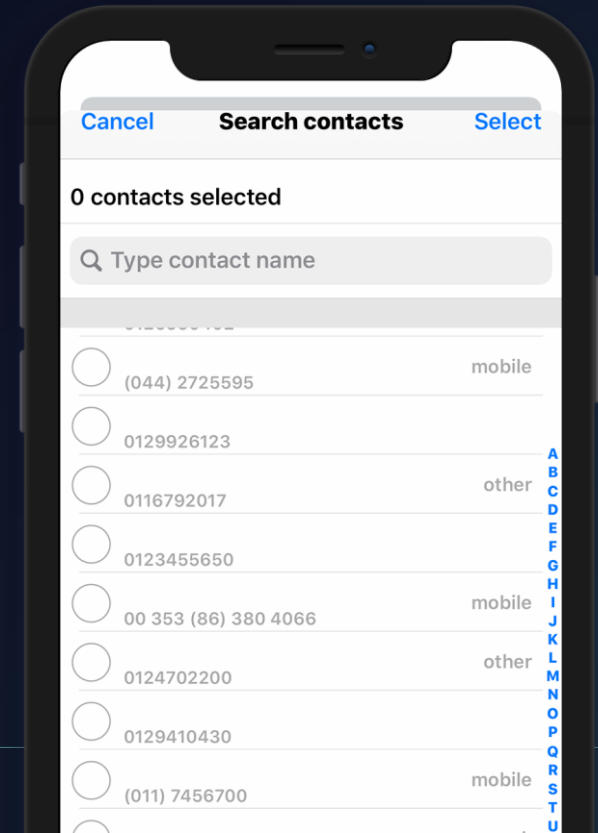
5

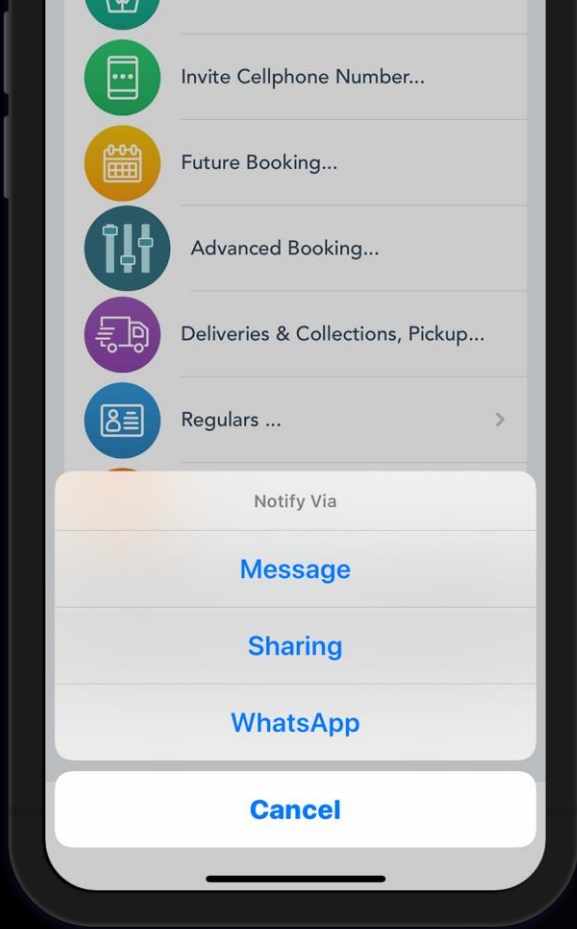
Select the type:  
visitor, contractor or pedestrian



6

Access your contact list and  
select visitor and specific  
contact no



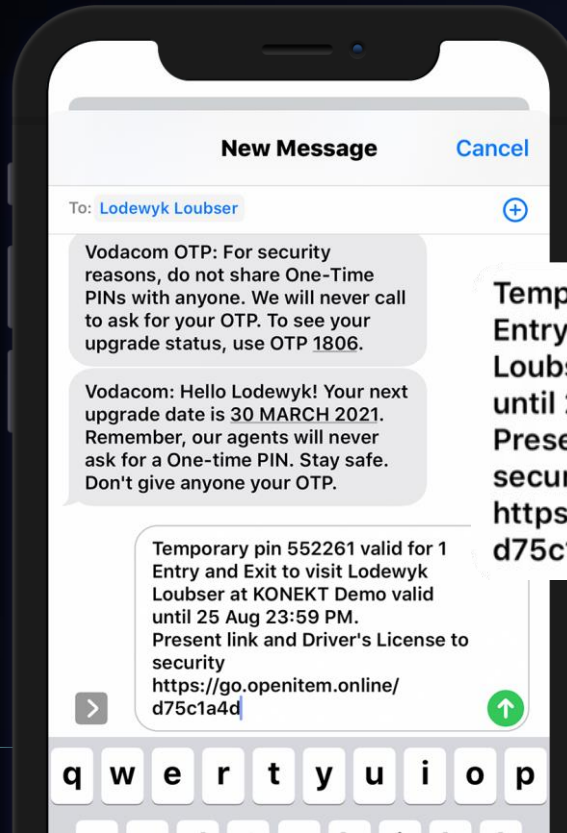


1

Select the method to notify the visitor of the unique PIN

5

Example of message received

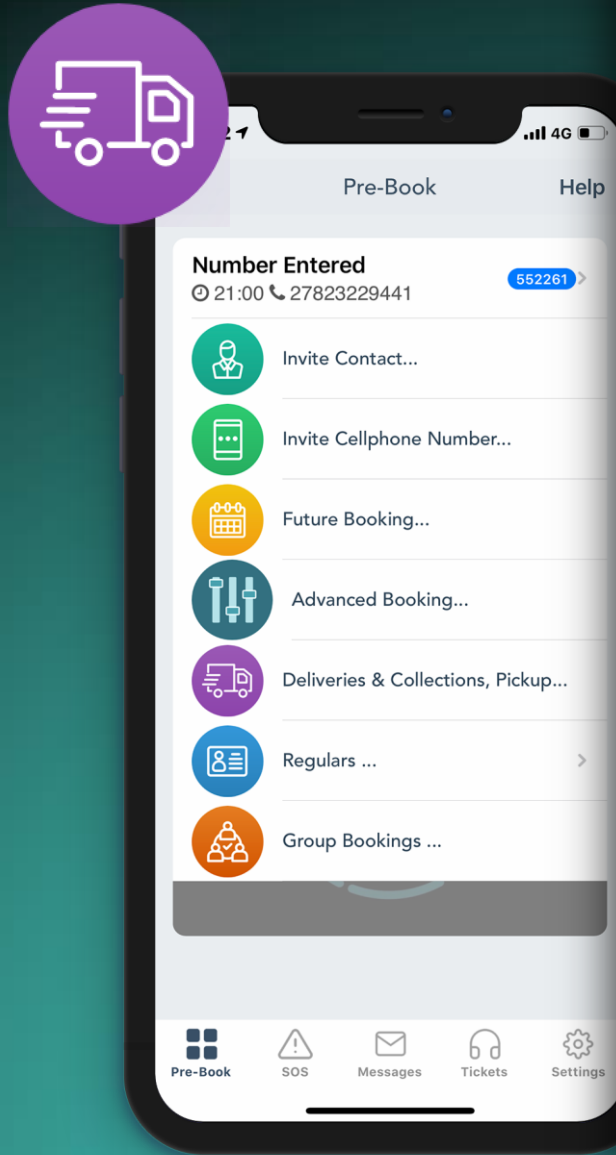


6

Forward message to prospective visitor

Temporary pin 552261 valid for 1 Entry and Exit to visit Lodewyk Loubser at KONEKT Demo valid until 25 Aug 23:59 PM. Present link and Driver's License to security <https://go.openitem.online/d75c1a4d>





# Booking a delivery/collection

You need to fill in the 'Deliveries & Collections' form on the App if you expect a delivery or collection.

This will ensure that the guards at the main gate can look up the delivery and/or collection, and the process is streamline.

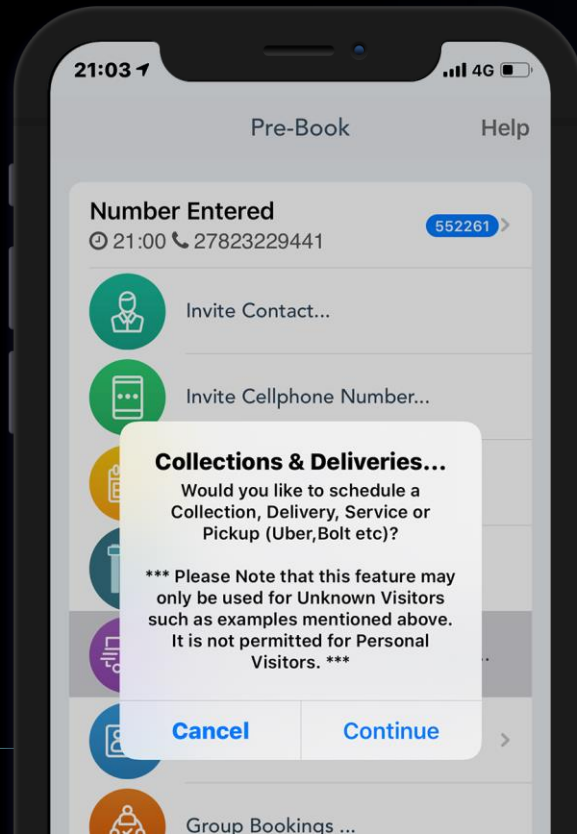
## Examples:

- Pick-up: Uber / Taxify
- Collection/Delivery: DHL / RAM / Courier Guy / Mr Delivery / UberEATS
- Service: Windscreen Repair / Plumber / Electrician

**IMPORTANT:** This feature may only be used for Unknown Visitors such as examples mentioned above. It is not permitted for Personal Visitors.

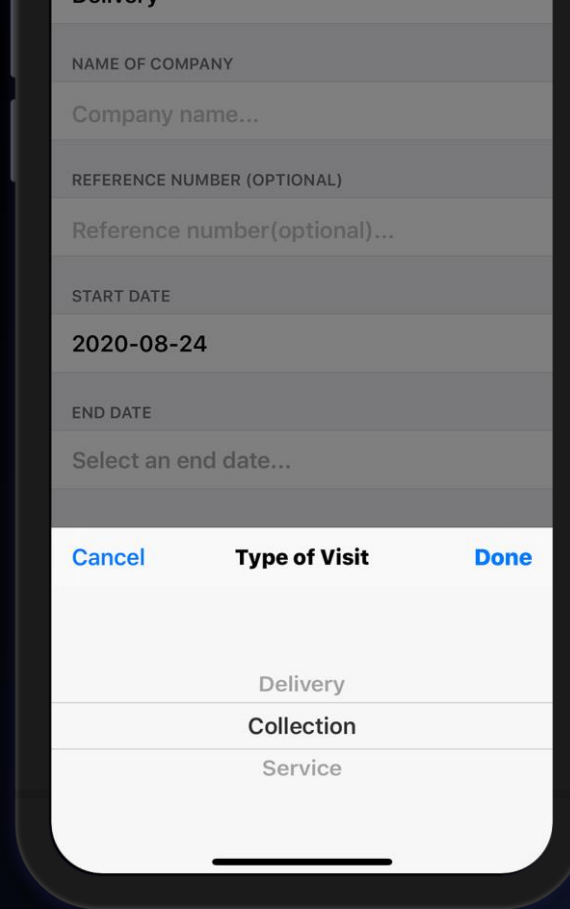
1

Click on the 'Deliveries & Collections' option



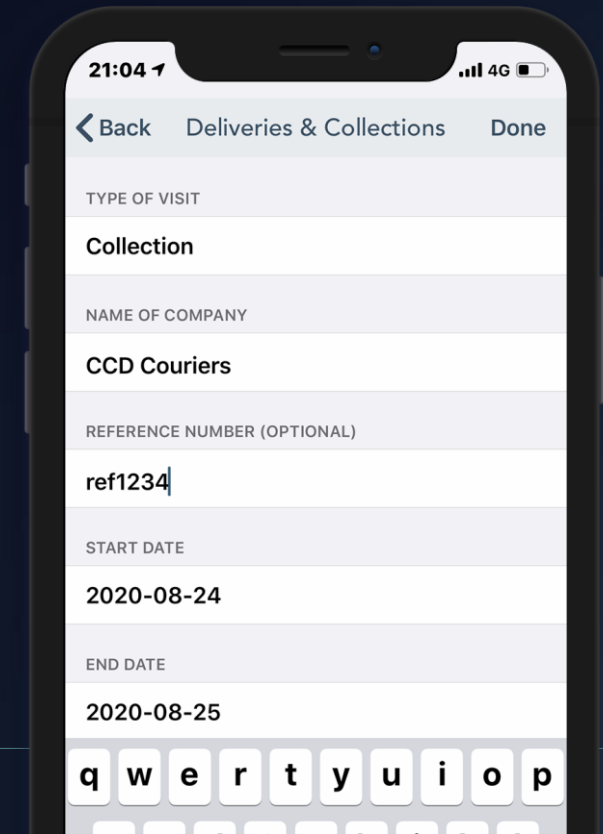
2

Select the type of visit:  
Delivery, Collection, Service



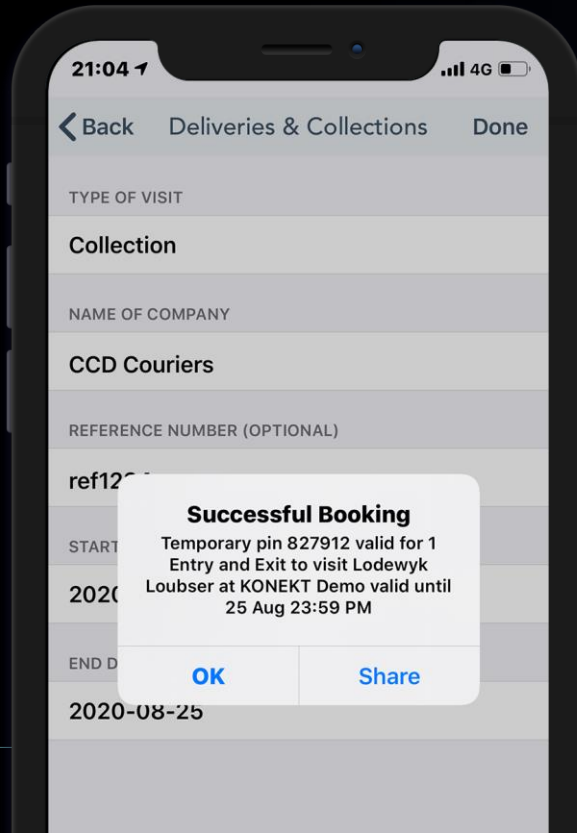
3

Fill in the fields as requested: Name of Company, Reference number (if available – this is optional), Start Date, End Date,



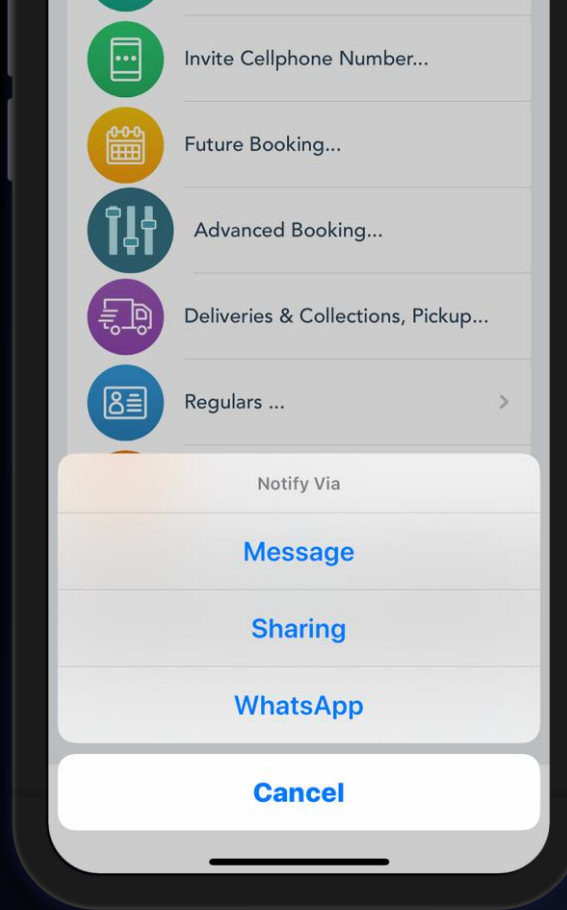
4

The Delivery & Collections PIN has  
been issued



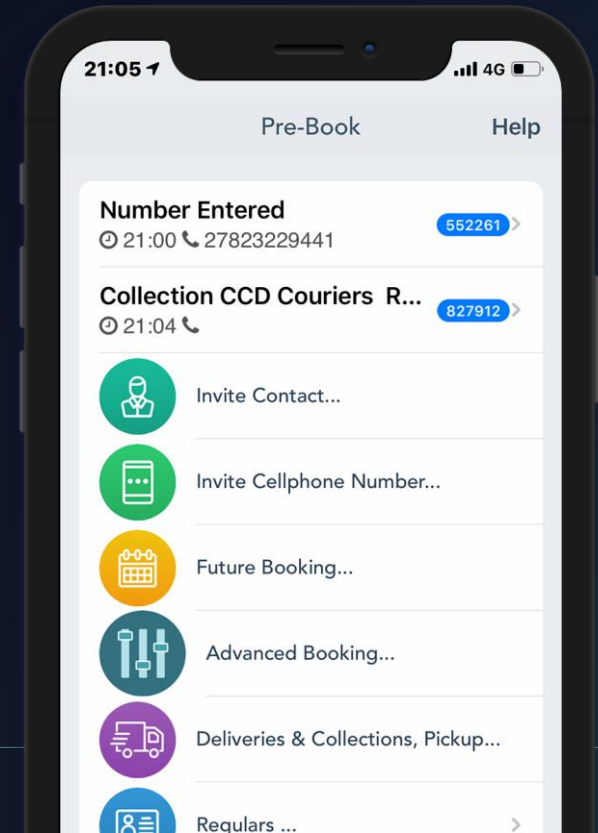
5

Select the method to notify the  
visitor of the unique PIN

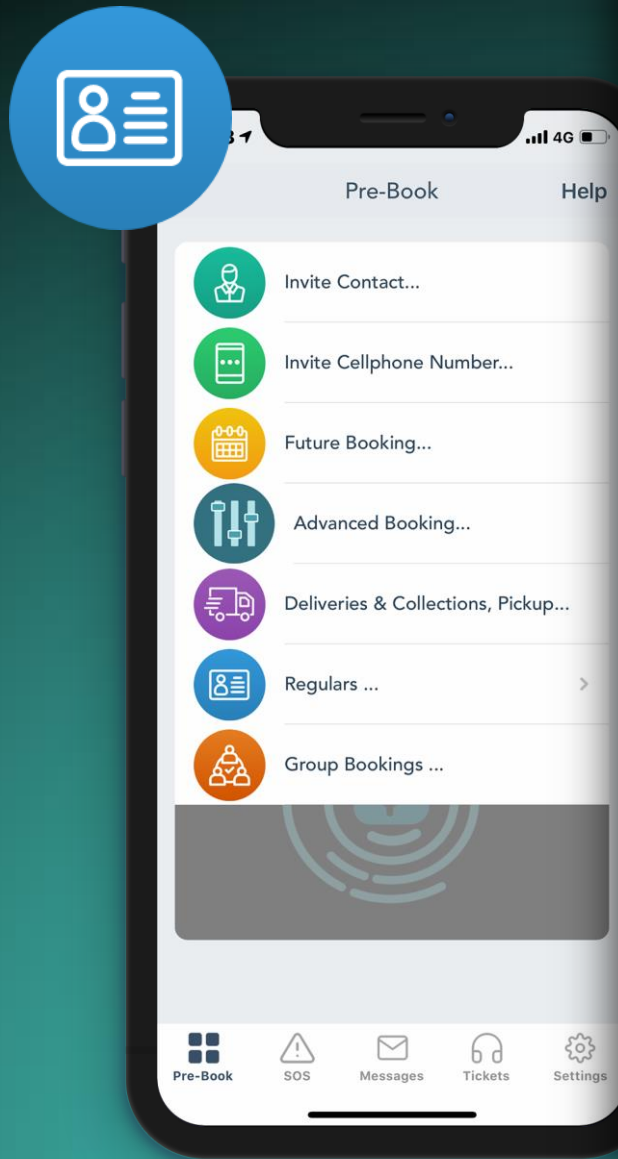


6

The task and action will be  
viewable on your dashboard







# Regulars

This allows residents to pre-approve and grant access to visitors. The visitor can then be a regular visitor. Once the system recognizes that the visitor qualifies as a previous visitor, are you allowed to give that visitor, regular visitor access.

- **Prospective visitors**

Create a new visitor and supply required detail such as ID nr, ID/Passport and photo. Alternatively, the prospective user will add their own detail in order to qualify.

- **Existing Prior Visitors**

a Guest that has gained prior access or have access your estate in the past. In order to book a regular, the specific visitor must have visited you before and accessed the estate via the security guard entrance.

+ Add Regular...

Once a visitor that you've invited has been processed at the gate, they'll be eligible to add to your 'Regulars', making it quick and easy to invite in this section. 'Regulars' don't require a PIN, but gain access by having their SAID or Drivers License verified. In addition, Visitors' schedules and future bookings may be created for 'Regulars'.

Regular Type

Prospective Visitors

Existing Prior Visitor

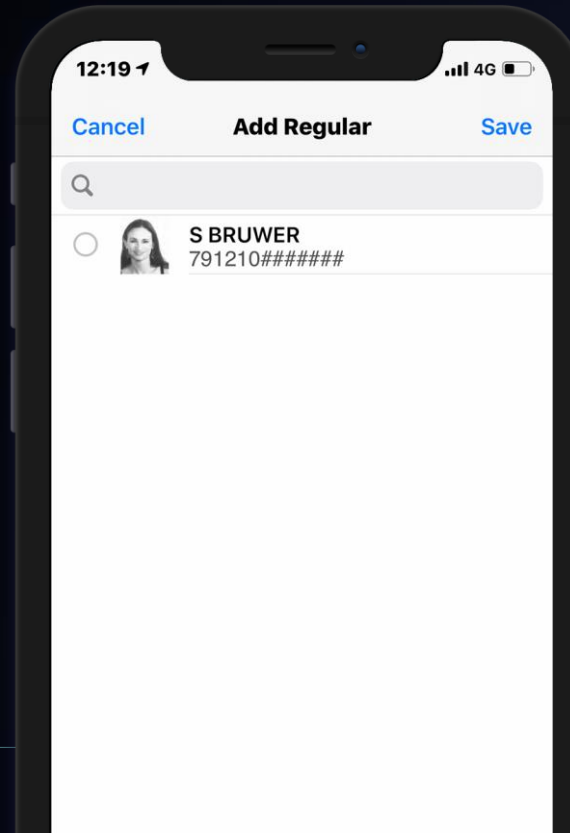
Cancel



Click on the '+' sign next to Regulars Select  
'existing prior visitor'

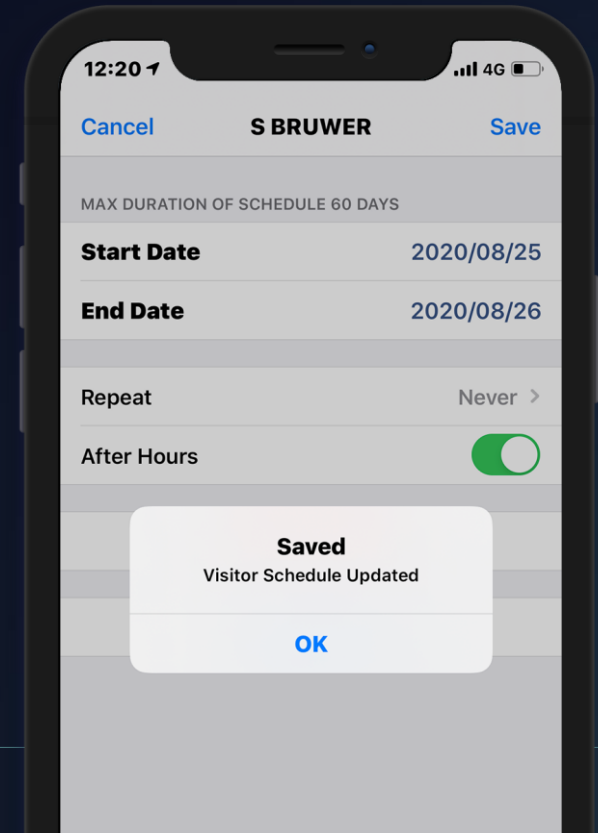
5

In the case of an existing prior visitor,  
the user will be listed. Grant access  
by creating new schedule

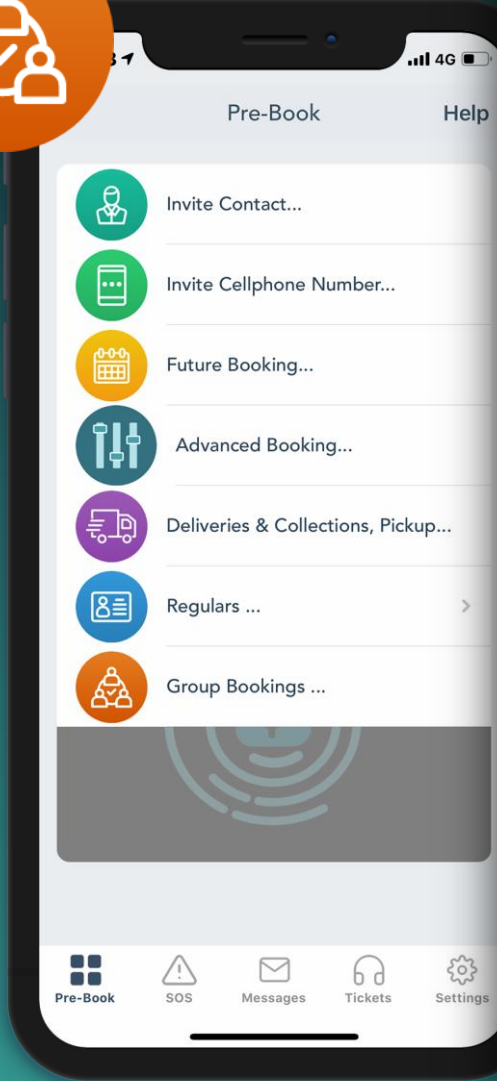


6

You will receive an update on  
the proposed visitor schedule  
and status







# Group Bookings

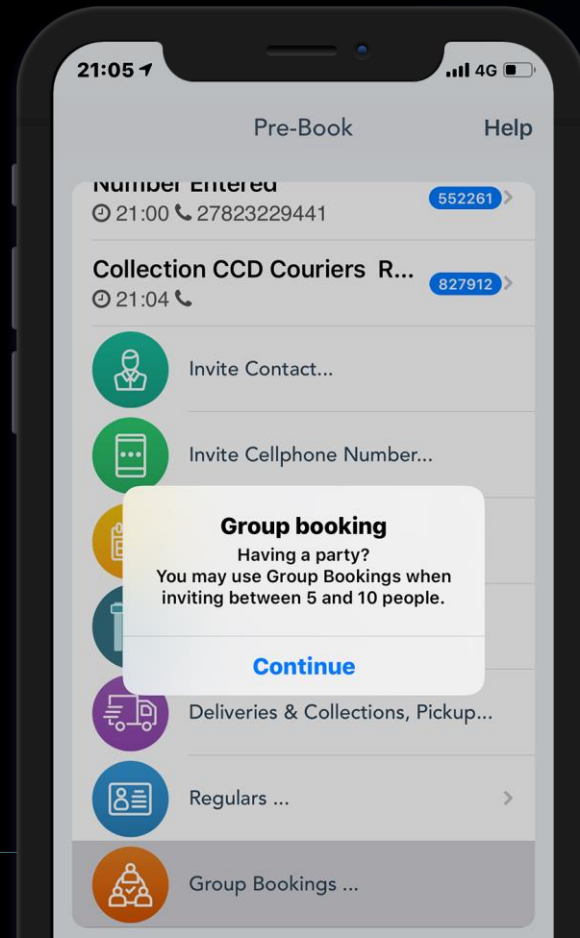
Having a party or need to grant access to more than one person. The group booking offers a hassle-free function for users to grant this.

Simultaneously book between 5 – 10 people from your address book and send them each individual booking request in 1 process.



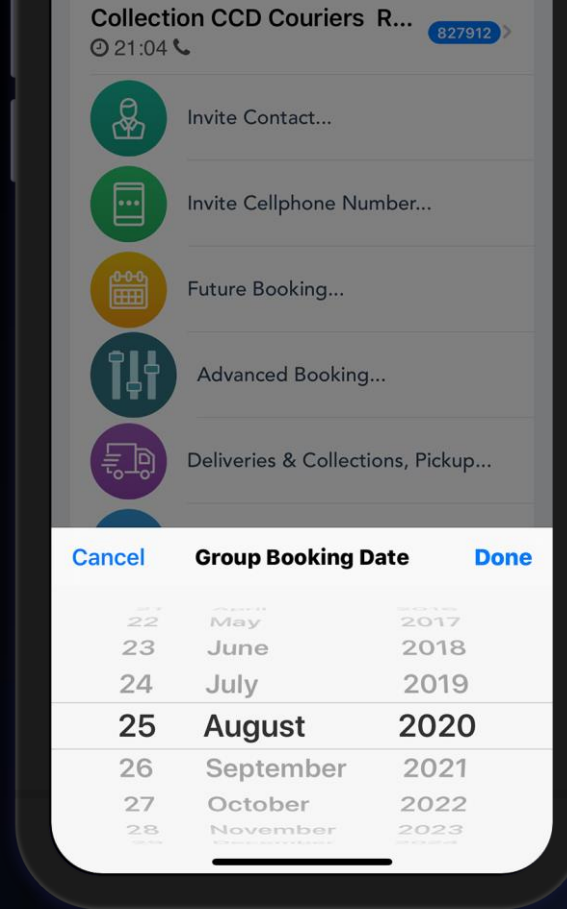
1

Click on the 'Group Booking from Address Book' option



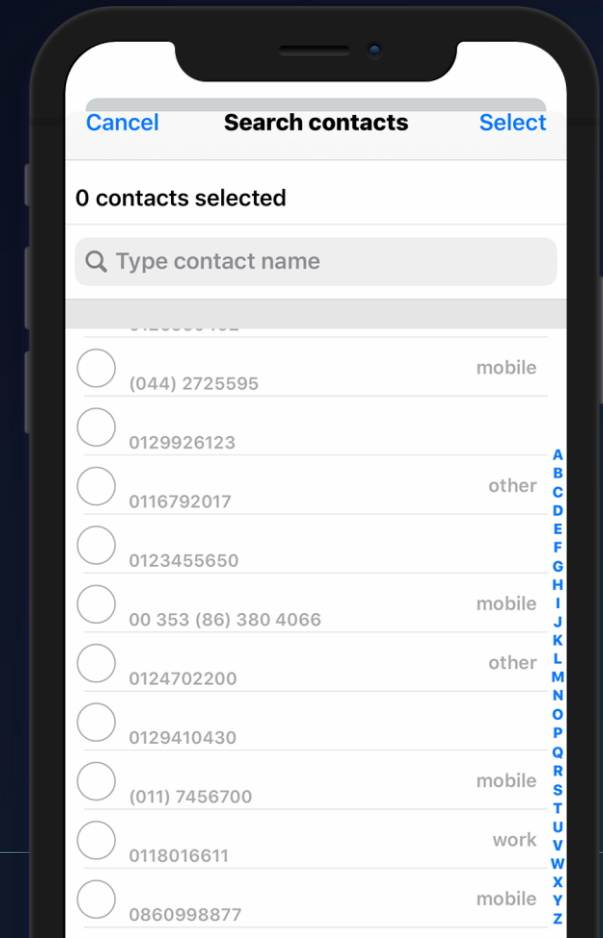
2

Select the date of the group booking



3

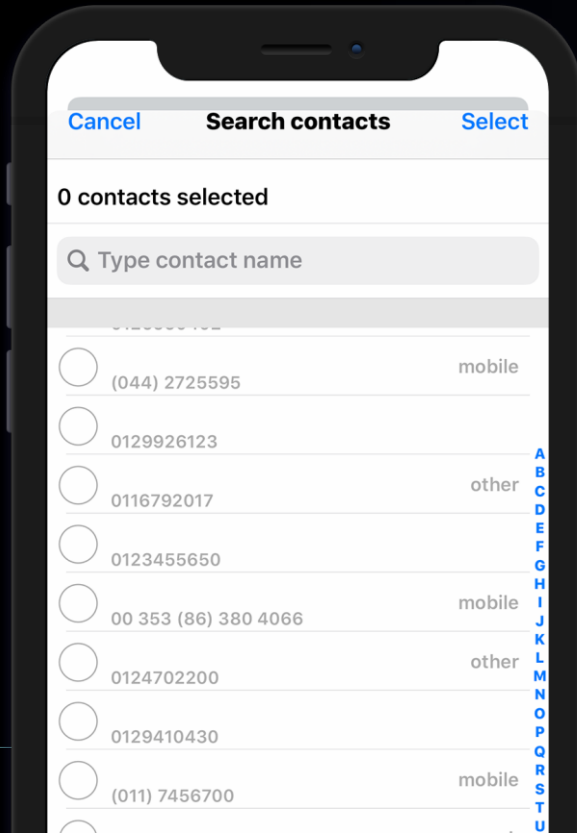
Note that group bookings are used for between 5 and 10 people





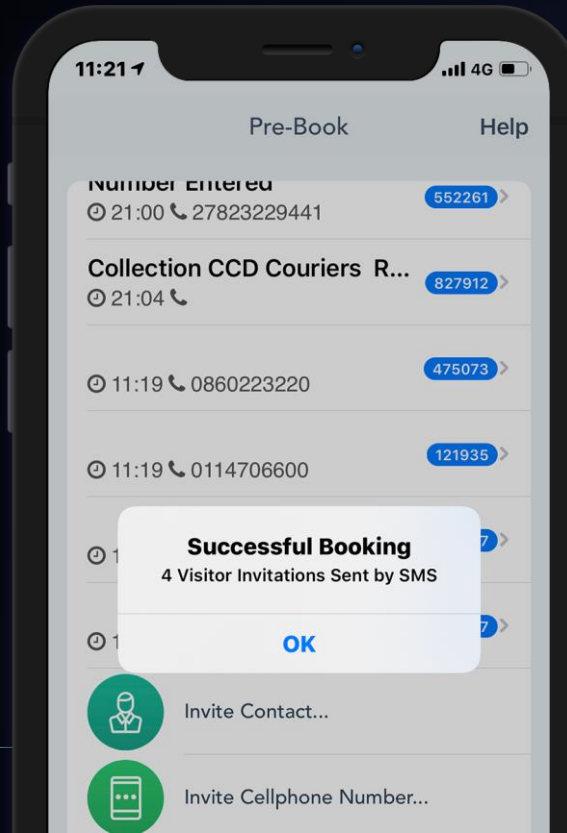
4

Select the individuals you want to include in the Group Booking



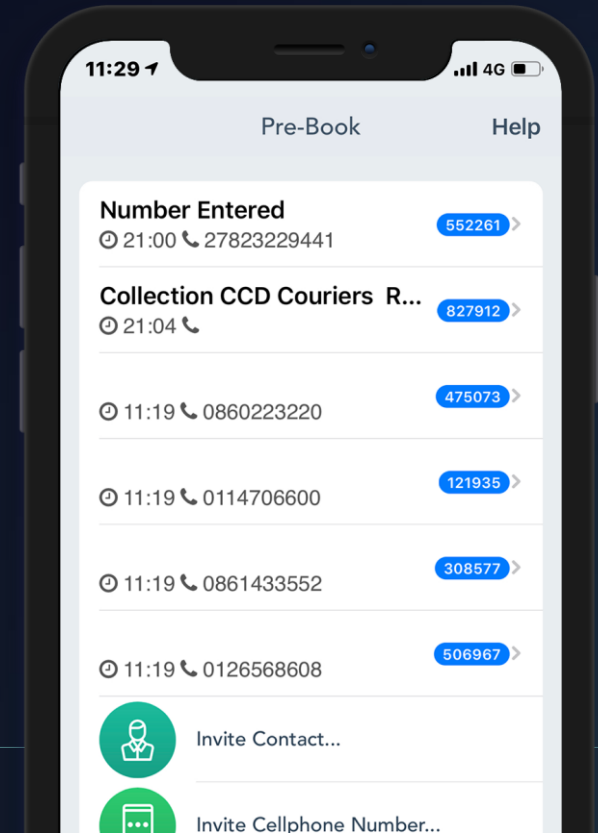
5

Booking's success will be confirmed



6

Activity will be accessible via the app dashboard

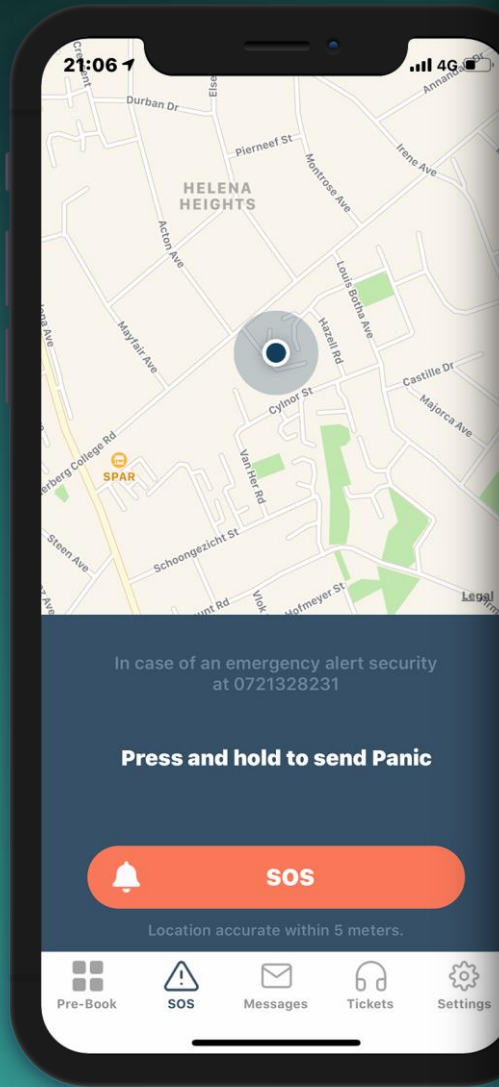


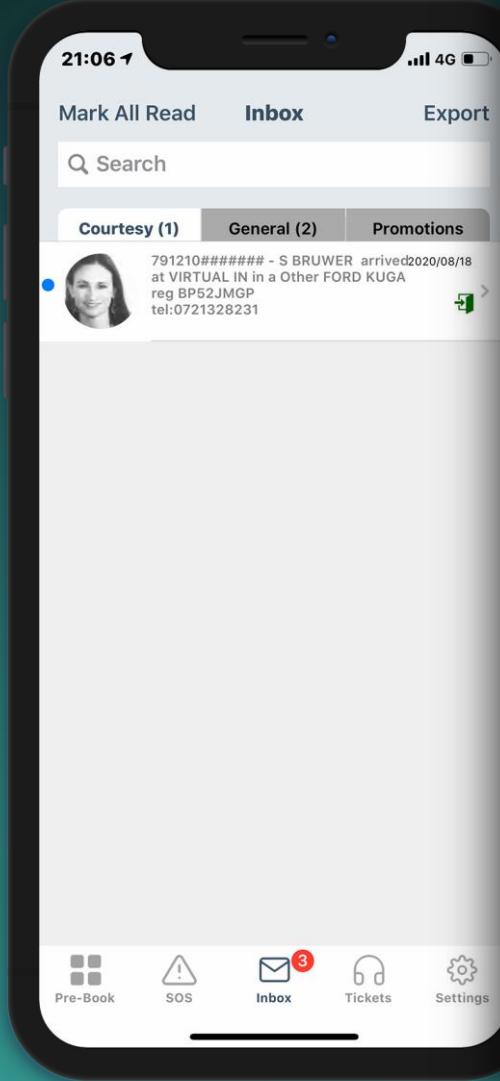


# SOS Panic

The Red SOS Panic Button can make a real difference when you need it the most. In critical situations, in which every second counts, one simple button pushes means information, ultimately ensuring that you receive the help you need.

The function offers users safety guidance in unknown environments (using a GPS option) and helps people feel confident and safe when moving or working.





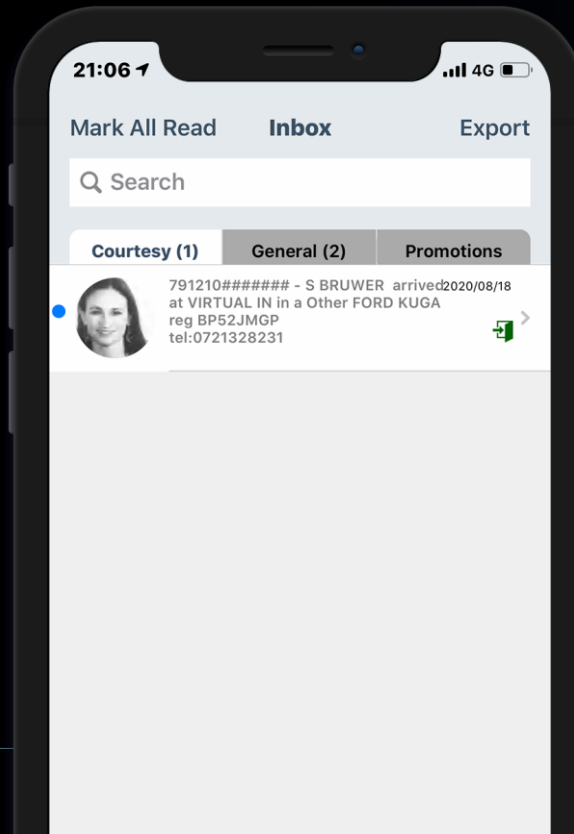
# Inbox

Communication related to the app / HOA can be located in the Inbox.

- There are various categories within the inbox: All / Courtesy / General / Promotions
- Unread messages are indicated with a blue dot.
- Click on the relevant message to read it and for more information
- Examples of messages you can receive in the inbox:
  - Notifications of visitors entering and exiting the estate
  - Panic messages
  - Support tickets logged and feedback there
  - Any HOA related messages

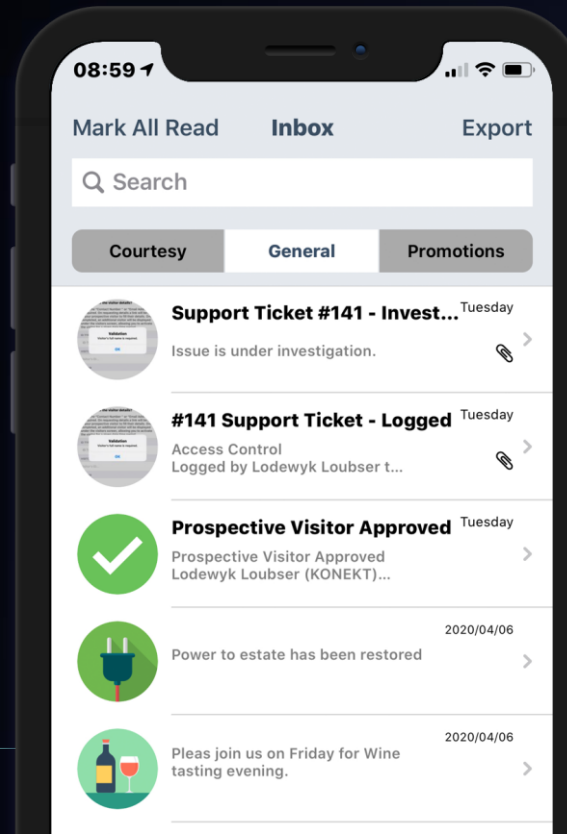
## Courtesy

Once completed, click on 'Done'



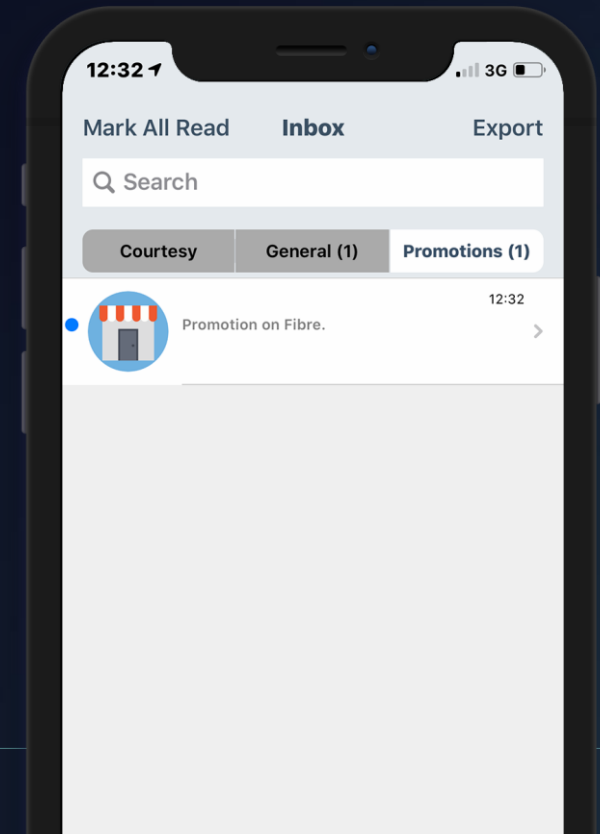
## General

Complete the dates for the visitor schedule and select to notify the visitor



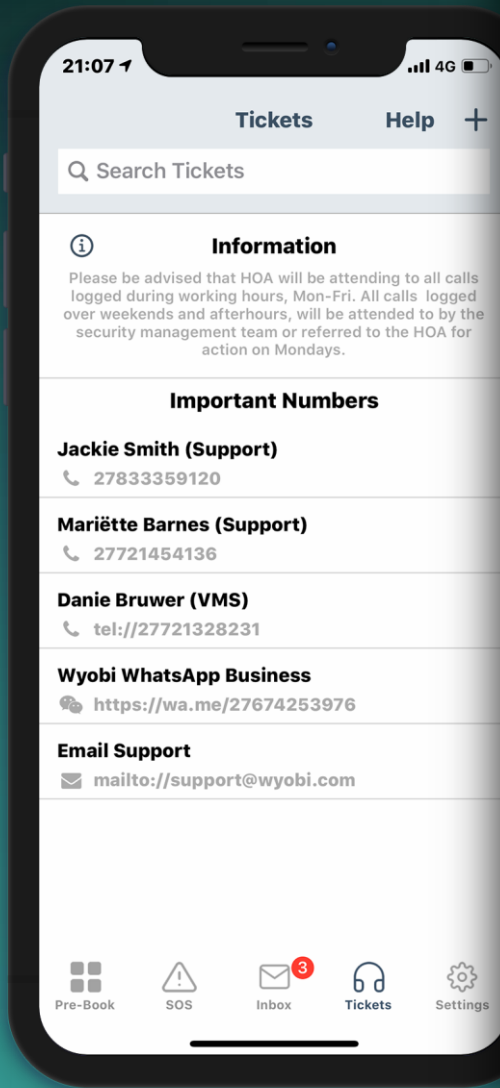
## Promotions

You will receive a Visitor notification









# Tickets (Support)

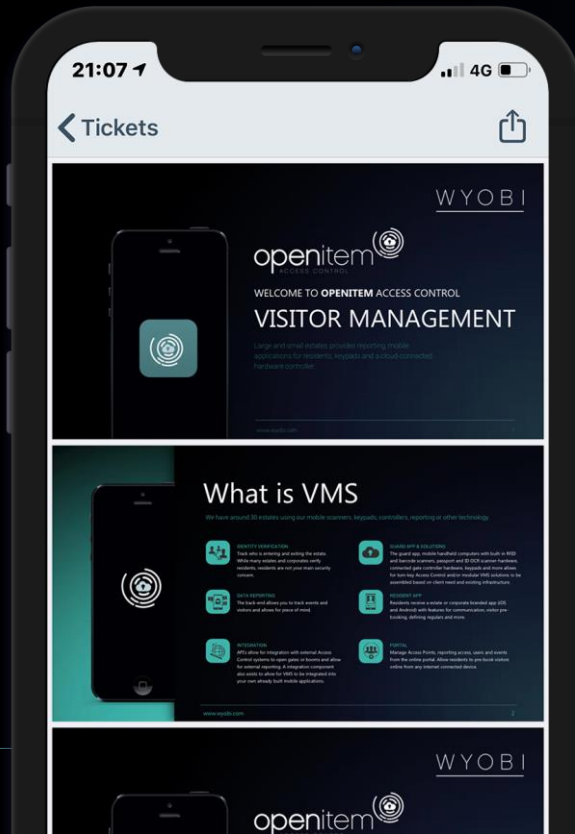
Residents can submit In-app support tickets for the residential estate, corporate office park or industrial site.

## IN-APP SUPPORT TICKET SUBMISSION

- This feature allows all residents to log their queries and complaints (support) on their Open Item App. This is an instant process and the estate manager (supervisor function) will receive an immediate notification with the support ticket details.
- All responses by the estate manager will be received as a push notification on the resident's App as well as be visible as a message in the App's inbox. The resident can add photos and screenshots to every ticket.

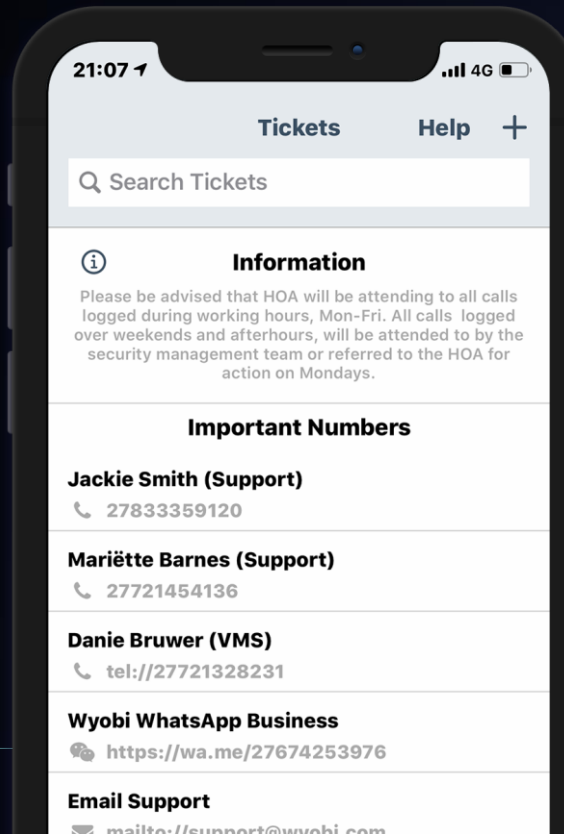
1

Open the Visitor Access Management App and click on the Support tab



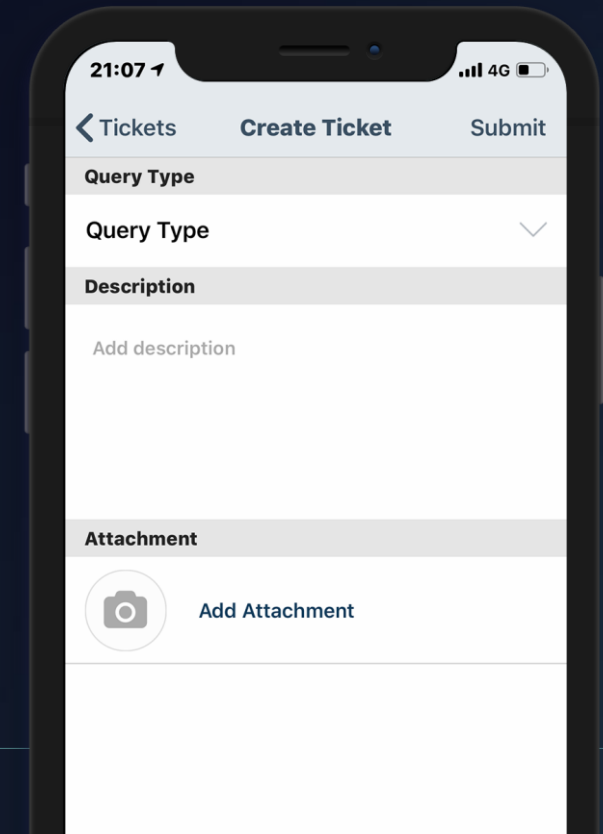
2

Click on the 'Create New button' "+"



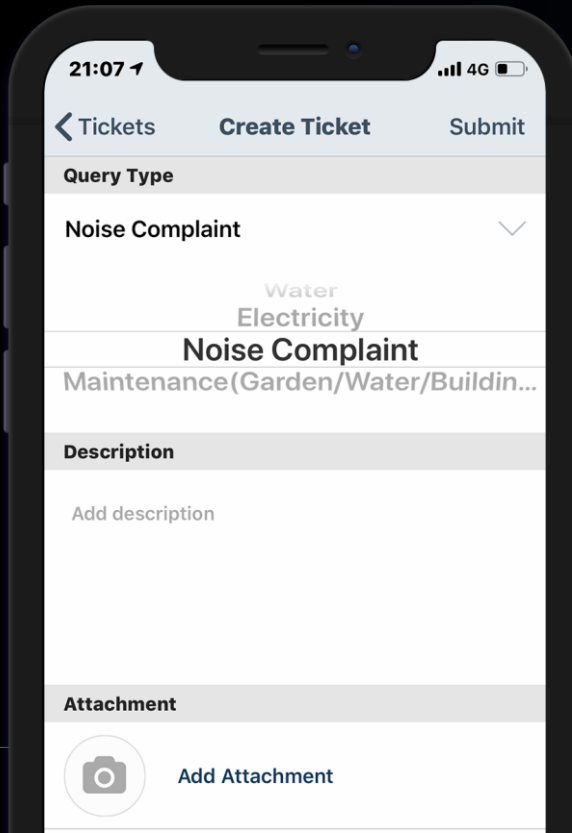
3

Next, you can select the dropdown list to choose a specific query (Access control / Electricity / Meetings / Visitor management / Water etc.) for your support issue



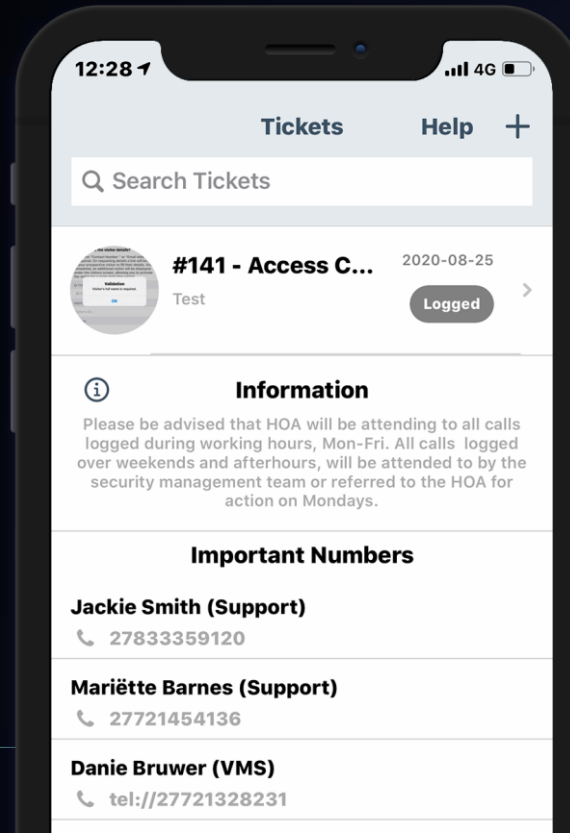
4

Fill in the 'Notes' field to describe the support issue in more detail. If you want, you can attach a document as well. Then click the Save button



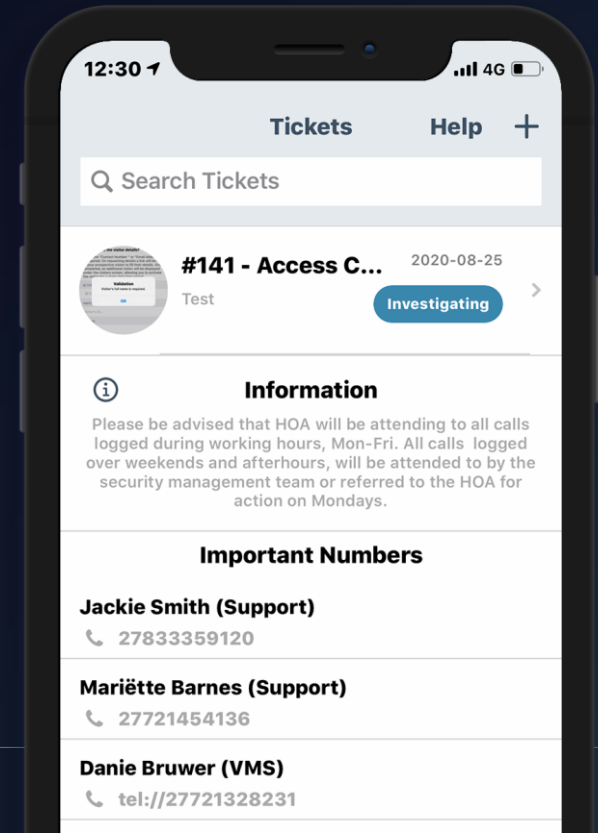
5

Your ticket has now been logged and the administrator will be informed

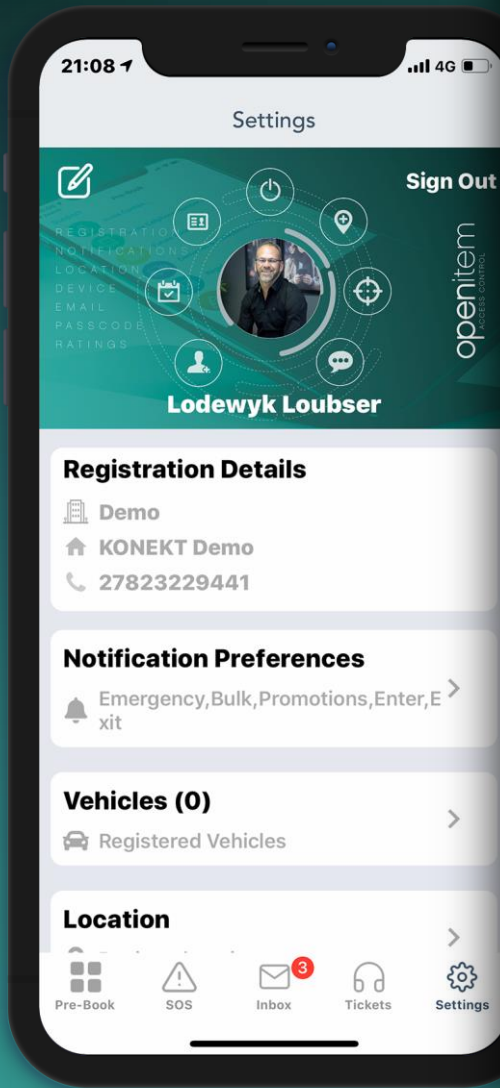


6

The status on your Support Tickets will change depending on actions taken by the administrator (Logged / Investigating / Resolved / Closed). To track the status, view the Support Tickets main screen



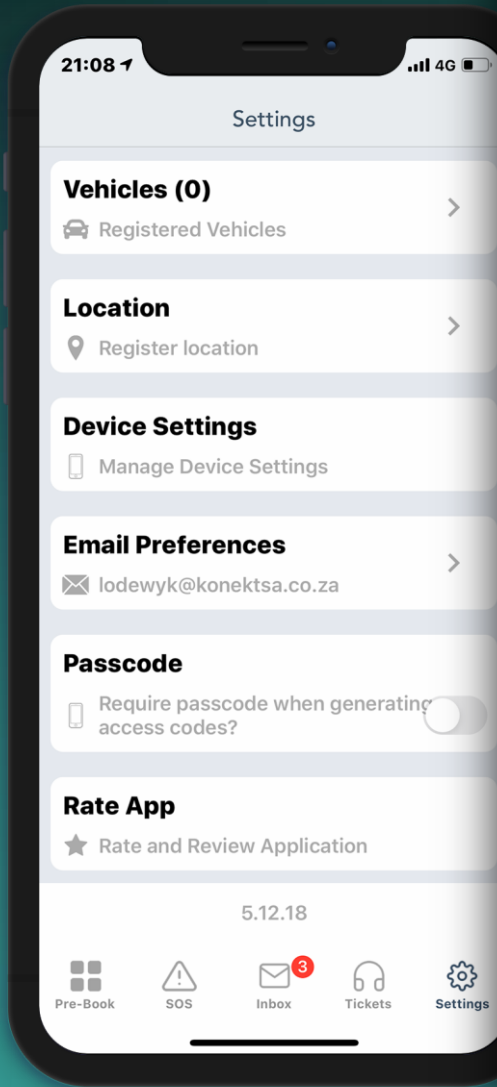




# Settings

The settings on your app, indicates the following:

- **Registration details:**
  - Name of the estate where you reside
  - Stand number
  - ID number (if included in HOA set up)
  - Cell phone number
- **Notification preferences: (in-app notifications)**
  - Emergency, Bulk, Promotions, Enter, Exit
- Toggle to switch off the notifications you don't want to receive



# Settings continued...

- **Email preferences:**  
If enabled, shows the preferred email address to which email notifications will be sent to
- **Vehicles:**  
Shows the vehicles registered and linked to your stand number
- **Location:**  
Shows your registered location which will be used if you should use the panic button
- **Residences:**  
Should you be linked to multiple residences, it will be indicated under this heading
- **Device settings:**  
Shows the app information

# Get in Touch

## SOUTH AFRICAN OFFICE

Wyobi actively solves traffic congestion in South Africa by not having permanent offices. This allows us to leave our Geniuses in their most productive environment. Contact us online, or via Skype.



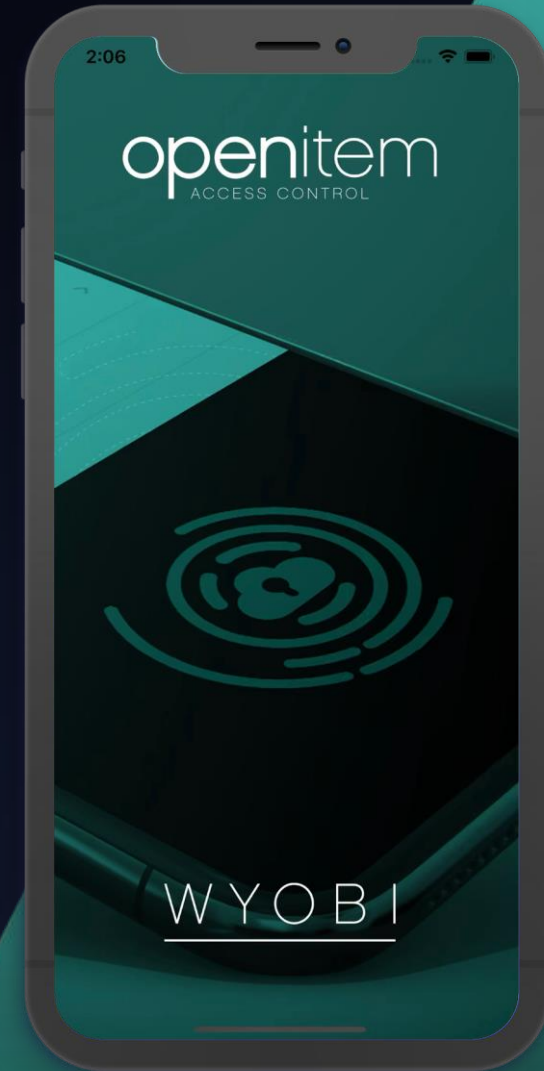
[info@wyobi.com](mailto:info@wyobi.com)



[@wyobi](https://twitter.com/wyobi)



[facebook.com/wyobi](https://facebook.com/wyobi)



WYOB I



**HOME OWNERS' ASSOCIATION NPC**  
**BIO-METRIC PROFILES**

Dear Taemane Owner / Resident

**Biometric Access System for Unit nr: \_\_\_\_\_**

**Please complete this document and mail it together with an ID copy of each profile to:**

[padmin11@pretor.co.za](mailto:padmin11@pretor.co.za) and [HOA@taemane.info](mailto:HOA@taemane.info). You are allowed 6 household profiles and 1 each for the domestic and the gardener.

**PLEASE NOTE:** The Board reserves the right to remove any access granted to any individual listed herein below, without further notice, should that person or persons fail to, whether directly or indirectly, comply with the express conditions of the Estate Rules and Regulations, with specific reference, but not necessarily limited to, compliance with the security access control procedures. This right includes suspending the ability to generate access codes to guests should those guests also fail to comply with the express provisions of the Estate Rules and Regulations.

**Total of 8.**

	1	2
<b>SURNAME</b>		
<b>GIVEN NAMES</b>		
<b>EMAIL ADDRESS</b>		
<b>HOME TEL NR</b>		
<b>MOBILE NR</b>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<b>SA ID NR</b>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<b>FOREIGN ID/PASSPORT NR</b>		



VEHICLE MAKE		
VEHICLE REG.		
RELATIONSHIP: OWNER/TENANT/FRIEND/FAMILY		

	3	4
SURNAME		
GIVEN NAMES		
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VEHICLE REG.		
RELATIONSHIP: OWNER/TENANT/FRIEND/FAMILY		

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MOBILE NR	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
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FOREIGN ID/PASSPORT NR		
VEHICLE MAKE		
VEHICLE REG.		
RELATIONSHIP: OWNER/TENANT/FRIEND/FAMILY		

	DOMESTIC WORKER	GARDENER
SURNAME		
GIVEN NAMES		
MOBILE NR	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
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FOREIGN ID/PASSPORT NR		

**14. SECURITY**

- 14.1. Perimeter and resident's entrance
  - 14.1.1. The perimeter of the estate will be fenced.
  - 14.1.2. The main entrance to the estate will be manned 24 (twenty-four) hours a day.
  - 14.1.3. Security rules and regulations, as may be issued from time to time, by the board of directors of the Taemane HOA, must be strictly adhered to.
  - 14.1.4. Residents must enter estate by scanning fingerprint.
- 14.2. Fingerprint profiles
  - 14.2.1. Each dwelling has an allocation of six fingerprint profiles for residents and immediate family members.
  - 14.2.2. Each dwelling has an allocation of one fingerprint profile for a domestic worker and one fingerprint profile for a gardener.
  - 14.2.3. To obtain a fingerprint profile the managing agent needs to provide confirmation letter that all required personal details have been submitted along with supporting documentation (Biometric Form).
  - 14.2.4. The Board may request that all fingerprints should be renewed on an ad hoc basis, as and when required.

- 14.3. Visitor's entrance
  - 14.3.1. All visitor's valid driver's license card and valid car licenses should be scanned, or they will not be allowed into the estate with the vehicle.
  - 14.3.2. Security guards at the gate must obtain approval via the scanner / telephone at the guard house before a visitor is allowed entry or the resident must accompany the visitor.
  - 14.3.3. Residents are urged to make use of the Taemane app to provide entrance to visitors. Please find the VOX user manual at the end of the rules. Residents can also download the app by following the instructions in the following video: <https://youtu.be/WKGvIumYGWE>
  - 14.3.4. Please note that only cell phone numbers that have been registered to the access control system, will be able to use the app. Therefore, please plan to register the cell phone numbers of you / your tenant on the access system, before downloading the app.
- 14.4. General security
  - 14.4.1. Members must give their full co-operation and assistance to security guards. Entry will not be granted if standard procedure is not followed. If a resident comes aware of deviation of standard operating procedure occurred resident should report incident immediately to Board.
  - 14.4.2. Residents requesting deviation from standard operating procedure will be reported by security guards and will be fined at discretion of the Board.
  - 14.4.3. Owners will allow the Board reasonable access through their premises for purposes of maintenance of the Estate security system and allow the Board to control the growth of trees on their properties to ensure that it does not interfere with the security system/security fence.
- 14.5. Access control
  - 14.5.1. The security guards on duty will be authorized to intermittently inspect the vehicles of non-residents and / or passengers of vehicles who are non-residents, irrespective of whether access codes and / or access via the biometric scanning system has been generated for them or not.
  - 14.5.2. Should the occupants of the vehicle refuse to allow the security guards to perform an inspection of the vehicle, access will be denied and if need be, Brinant contacted for additional support. The security guards will be required to immediately notify the owner / resident who generated an access code for the occupants should access to the Estate be denied, to afford the owner / resident the opportunity to collect their visitors from the guard house accordingly.
  - 14.5.3. The Estate reserves its rights of admission to instruct the security guards to, within reason, deny access to any driver, passenger and / or occupant of a vehicle endeavouring to enter the estate, and who is not a member of the HOA and / or a tenant and / or resident within the Estate, who is in possession of a firearm, within the ambit of the provisions of the Firearms Control Act.
  - 14.5.4. The Board further reserve their rights to immediately temporarily suspend any owner and / or resident's ability to generate access codes should his /her / their visitors continuously breach the Rules, despite notification to the owner / resident to ensure adherence to the Rules upon entering the Estate.

## **TAEMANE DIRECTORS**



### **Permission to keep a pet**

I, ..... resident of stand ..... hereby request permission to keep the following pet/pets at the above-mentioned unit.

**A photo of the pet/s have to accompany this application.**

I hereby agree to and accept the following conditions and rules as set out below.

Type of pet	Dog / Cat / Bird		Dog / Cat / Bird	
Breed				
Sex	Male/Female		Male/Female	
Sterilized?	Yes/No		Yes/no	

## **12. DOMESTIC ANIMALS**

- 12.1 The local authority by-laws relating to pets will be strictly enforced. Please visit the Tshwane website for the by-laws.
- 12.2 All pets should be registered with the managing agents.
- 12.3 Pets shall be permitted in the estate provided that they do not cause any nuisance whatsoever. The board of directors of the HOA shall be allowed to pass separate rules relating to pets from time to time.
- 12.4 Pets should be confined to an owner's premises but may be taken for walks inside the estate provided they are at all times kept on a leash, and all pet litter is immediately removed.
- 12.5 Every pet must wear a collar with a tag indicating the name and telephone number of its owner.
- 12.6 Proof must be provided that cats are spayed/neutered.
- 12.7 Residents who take their pets for a walk are required to carry a refuse bag to pick up the excrement. Pets are not allowed to litter on common property.

**Directors of Taemane HOA**

### **Taemane Communication:**

- **Email address:**  
[HOA@taemane.info](mailto:HOA@taemane.info)

- **Web address:**  
[www.taemane.info](http://www.taemane.info)

You will find the following on the web page:

- Bookings for the park
- Rules and regulations
- The Taemane News Letter

### **WhatsApp Group:**

If you would like to join the Taemane WhatsApp Social Chat Group, please WhatsApp

**Jenny Jacobsz** at **084 534 4431** with the following information:

- Your name and surname
- Your unit number
- Your contact number

The Taemane WhatsApp Group was created for residents to share information and strengthen healthy relationships by communicating constructively and helpful.

Therefore, the following rules and guidelines will apply:

- Please do not vent frustrations on this group.
- Keep comments clean, constructive and healthy.
- Rules and guidelines will be amended as needed by Admins.
- Please be considered respectful and kind.
- To include everyone, communicate in English.
- Do not send messages before 06h00 and after 22h00. Unless it is an emergency everyone should be aware of.
- No excessive advertising. No spam allowed. Admins can advise here.
- No threatening, abusive, defamatory, vulgar, obscene, hateful, racial language or personal attacks.
- No offensive political or religious comments or arguments.
- No inciting, fear mongering or sharing of fake news.

If you have a problem that needs to be addressed, please send an email to both [HOA@taemane.info](mailto:HOA@taemane.info) and Mosa Segoale [padmin11@pretor.co.za](mailto:padmin11@pretor.co.za)

Anyone who do not adhere to these rules will be removed by admin without any explanation. By remaining on this group, you acknowledge that you have read and understand the rules.