

PORTFOLIO OF MANAGEMENT SERVICES

1. Introduction

Congratulations on considering Terblanche Total Property Solutions as your professional partner in the management of your property. As a property investor, you place a high value on your property investment. We understand that you need a trusted and knowledgeable partner to help you look after your most valuable asset – your home. Furthermore, you also value your time just as much, if not more. We understand that as well. That is why we pride ourselves on our commitment to service, excellence and expertise, giving you more time to enjoy your investment.

We do not aim to be like other managing agents. In fact, we pride ourselves on the fact that we are so markedly different. After experiencing our service, you will know why more and more people trust us with their homes.

2. Management Services

Terblanche Total Property Solutions is a top-end property management and real estate company in the Western Cape. We provide a professional, encompassing service with over-zealous attention to detail, the main emphasis being on outstanding service delivery. Our preferred and proven service model is an integrated model that encompasses all aspects related to running of sectional title schemes, homeowners associations, share block schemes, full title schemes and individual units. This includes more than just the essential services most managing agents provide. It extends to service provision, cleaning and supervisory services. Our client has one call to make, one party to talk to. Quality and peace of mind are ensured.

While some managing agents act merely as levy collectors, we adopted an extended service model to include all legal, financial, administration and secretarial services, as well as most of the day-to-day matters facing bodies corporate, trustees and property owners. In this way, we really do manage your property.

If our clients so choose, we can also provide our services in a basic no-frills model. In this model we still provide all the essential legal, administrative, secretarial and financial services of a managing agent at an affordable rate.

3. Sectional Title Schemes and Homeowners Associations

We commit ourselves to provide a comprehensive service for the management of all schemes where there is an element of communal living. This includes the following:

3.1. Administration

- We facilitate body corporate meetings: this includes the distribution of agendas, minute taking and subsequent distribution, as well as general secretarial services.
- We arrange and facilitate annual general meetings, which includes setting the agenda and sending the required notifications.
- We draft and send general correspondence to trustees, owners and tenants.
- We have an extended network of proven service providers and contractors. We manage the contracts with all service providers and ensure quality service to our clients.
- We prepare and issue Clearance Certificates.
- We liaise with maintenance and building contractors on behalf of our clients.
- We maintain the required statutory and permanent records on behalf of our clients.
- We arrange the required statutory insurances on behalf of our clients.

3.2. Financial Management

- We administer our clients' bank accounts on their behalf, which removes the burden of day-to-day bank account administration from the trustees.
- We arrange payment of approved expenses such as salaries or wages.
- We prepare full annual budgets for effective financial planning. We also provide an effective, accurate and timeous report that allows our clients to make informed daily management decisions. The financial reporting includes performance to budget, balance sheet, levy roll, unit arrears and credit control reports, surplus report, investment account bank statement(s).
- We arrange and prepare for the annual audit.
- We complete and submit the required statutory returns.
- We make sure that surplus funds are invested in call accounts to maximise interest earnings.

3.3. Conduct Rules

- We assist the body corporate and trustees with the drafting of and advice on the conduct rules.
- We enforce the conduct rules.

3.4. Exterior of the building/s

- Our extended offering encompasses contracting with and closely managing approved and proven service providers such as cleaners.
- The contracted service provider will clean the corridors, paving and common areas and such other areas as are necessary. The contractor will provide cleaning services as often as is required by the trustees or body corporate bearing in mind seasonal changes and requirements.
- Our extended offering also encompasses contracting with a service provider for routine maintenance of the exterior: regular checks will be conducted on the buildings and proactive and preventative measures taken to ensure a high standard of aesthetics and functionality is maintained. We make the necessary budgetary provisions to implement a long-term maintenance schedule and fund it through a reserve fund.
- Contract workers will be required to wear easily recognizable work-wear, which will contribute to the general safety in the complex.

3.5. Security and Safety

- Access control: We work with proven contractors to ensure the effective implementation and maintenance of the installed security system.
- We enforce the rules of the body corporate pertaining to security.
- We ensure regular inspections of fire fighting equipment at intervals required by national regulations.

3.6. Emergencies

We advise and assist the body corporate or trustees on the drafting of emergency action plans. Copies of the plan will be distributed to every unit and emergency telephone numbers will be displayed in prominent areas.

4. Rentals

- We are also a full service real estate agency with an extensive database of potential tenants. We can procure long-term or short-term and holiday rentals tenants on behalf of individual owners as required.
- We will do advertising on behalf of property owners in various print and electronic media to obtain rentals.
- We will screen potential tenants and perform background, reference and credit history checks on them.
- Our financial administration system effectively handles rent collection including statements, reminders and payment to the owners.
- Our extended offering will include monthly property checks on rented units to ensure the correct standard of maintenance and cleanliness is maintained by the tenants on the interior.
- As part of our extended offering, we will arrange daily cleaning services to rented units, especially holiday units.
- With regard to rentals for individual units, we have the ability to create holiday rental pools on behalf of a specified number of owners. This ensures that their units are optimally utilised and that they provide the maximum rental income to those owners participating in the rental pool. This is not included as part of the management of the scheme but is an arrangement with individual owners.

5. Fee Structure

Depending on the extent of the service model required by our client, our management fees start at an inclusive rate of R90.00 (VAT excluded) per unit per month. Our rates include all administration fees so there are no extra charges or hidden fees, which sets us apart from quite a number of our competitors. Our minimum management fee is R1000 per month per client, unless otherwise agreed.

6. Appointment of Terblanche Total Property Solutions

Our appointment shall take place on the 1st day of a calendar month and shall endure for a period of 12 months, with further periods of 12 months thereafter renewed by the trustees or by the body corporate at the annual general meeting.

The contract may be terminated on two months' prior written notice.

7. Summary

Terblanche Total Property Solutions provides extensive supervision of the service providers working on your property. We conduct regular checks on your property. Our comprehensive service provides peace-of-mind to the trustees and the body corporate because our hands-on approach ensures that we take care of everything.

We stated right at the outset that we do not aim to emulate other managing agents. Our extended offering, service commitment, expertise, systems and quality assurance set us miles apart. Our satisfied clients are already a testimony to that. As a discerning, informed property owner or trustee you should get us in your corner immediately.

Kindly note that this document serves as an outline of the services provided. On awarding of the contract, we will draft a detailed management contract that sets out the specific requirements of the project. You are more than welcome to contact us if you wish to discuss any of the above points in more detail.

At your service,



DEON TERBLANCHE
Director and Principal
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