

### Terblanche Total Property Solutions - Letting Services Profile

Terblanche Total Property Solutions (TTPS) is a leading property rental and management company operating from various offices in the Western Cape, South Africa. We provide specialist rental and property management services to property investors worldwide and tenants in our service areas.

#### 1. Investors

- 1.1. Property investors require peace of mind. This essentially means reliable tenants, income-producing rentals and full occupancy rates. We assist investors by steering them through the maze of legal and financial challenges to place expertly qualified tenants in their properties.
- 1.2. Our clients rest assured because we take charge of the entire leasing process, from the property listing, which includes property assessment and advice, nationwide and international advertising on our website and marketing that guarantees prominent exposure, to securing leases at market-related rentals.

#### 2. Tenants

- 2.1. Tenants require a fair deal from their landlords and property consultants. This essentially means being able to lease premises that suit their needs at market-related rentals and with due protection of their interests. We assist tenants by finding them a place they can call home and not just a rental.
- 2.2. It is our firm belief that a happy tenant is a paying tenant and we remain committed to protecting the interests of tenants as well as landlords. Tenants' needs and requests are dealt with swiftly and efficiently to ensure their stay is always pleasant.
- 2.3. We have a large database of properties available at all times. We will also locate specific properties for discerning tenants or keep them informed of new listings by e-mail or text messages.

#### 3. Placement services

Our rental experts will:

- 3.1. View properties and provide an expert assessment of the rental potential thereof to landlords. We will document whether or not any maintenance work is required. Where required and with the landlord's approval, our trusted maintenance partners will provide high-quality workmanship at preferential rates.
- 3.2. Provide expert advice on rental amounts. Our database will provide a clear picture of market-related rentals for all types and sizes of properties in all of our service areas.

- 3.3. Do a full listing of your property on our [www.ttps-properties.co.za](http://www.ttps-properties.co.za) website. Our website automatically places your property on a further 38 other property websites and portals such as [www.iolproperty.com](http://www.iolproperty.com), [www.cyberprop.com](http://www.cyberprop.com) etc. This ensures maximum exposure of your property to a worldwide audience 24 hours per day, 7 days a week.
- 3.4. Advertise your property regularly in a number of local and national publications such as the Mossel Bay Advertiser, Property Trader etc.
- 3.5. Place a "To Let" board outside your property (with your permission). Our boards and company colours have been designed to ensure maximum visibility, which means your property attracts immediate interest.
- 3.6. Screen potential tenants in accordance with your requirements.
- 3.7. Arrange to meet and personally demonstrate your property to potential tenants on prior appointment, where required.
- 3.8. Perform full pre-agreement checks on the salient information pertaining to potential tenants, which includes their credit records, rental behaviour profile, employment status, and income and identity documents. As an affiliated member of the Tenant Profile Network (TPN), we ensure that all potential tenants are carefully screened. TPN combines information from a number of valuable sources to provide the most comprehensive and accurate credit history and rental behaviour profiles on tenants and prospective buyers in the property industry, including Experian and TransUnion ITC. The TPN report also details a list of past rented accommodation, specialized default information from previous leases (e.g. used deposit as last month's rent, evicted from property etc) and actual rental payment information (how the tenant has paid his rent in the past). This is so much more than just a credit check.
- 3.9. Negotiate and sign a comprehensive lease agreement – drawn up by our associated attorneys – with the tenant on behalf of the landlord.
- 3.10. Obtain payment of the full deposit, electricity and water deposit and first month's rental from the tenant before handing the keys to the tenant.
- 3.11. Pay the deposit, electricity and water deposit and the balance of the first month's rental to you if it should happen that you choose to manage the lease on your own.

#### 4. Property and rental management services

- 4.1. Astute property investors understand the necessity of partnering with a professional property management company, be that in respect of one holiday unit or an extended property portfolio. As a member of the National Association of Managing Agents of South Africa (NAMA), we pride ourselves on managing our clients' assets as if it is our own.
- 4.2. As your property manager we will:
  - 4.2.1. Collect all payments in our audited trust account as they become due. We will clear such payments through the trust account and pay the required amounts to you.
  - 4.2.2. Collect and keep the tenant's deposit in an interest-bearing account, as required by law.
  - 4.2.3. Pay recurring or once-off expenses on your behalf such as levies, electricity etc., as required by you. Municipal by-laws provide that owners of rental properties are liable for water and electricity consumption on

their properties. We advise landlords to calculate an average water and electricity expense and to include this amount in their required monthly rental.

4.2.4. Issue monthly invoices and statements to tenants as well as landlords. Our advanced accounting systems further provide for full, customised, financial reporting. Where requested, we will furnish the landlord with regular rental, financial and other reports as are standard in the normal course of business from time to time. This includes debtors age analyses, expense reports and statements of income for tax purposes.

4.2.5. We will perform comprehensive property inspections on behalf of property owners every three months. The inspection report is furnished to the property owner with our expert recommendations.

4.2.6. Act as intermediary between you and the tenant in respect of all communication, issues and concerns. Some of our clients believe this alone renders the services of a professional property manager a necessity.

4.2.7. Initiate collection procedures immediately in the event of non-payment by tenants. Our proven collection procedure is designed to prioritise prompt payment by tenants. This includes monthly invoices and statements, automated text reminders before the rent is due, penalty reminders after the rent has become payable and prompt letters of demand. It should be noted that we are in association with a firm of attorneys, Terblanche Incorporated, which will immediately initiate further legal collection procedures (summons and judgement) in the event of persistent non-payment after a period of 30 days. The landlord is not liable for payment of their professional legal fees as it is recovered from defaulting tenants. The legal expenses such as sheriff's and tracer fees are paid by the owner and recovered by our attorneys from the tenant in arrears.

4.2.8. Advise you of any repair work required from time to time. Where required and with your approval, our trusted maintenance partners will provide high-quality workmanship at preferential rates.

4.2.9. Inspect the property on termination of the lease, arrange for the cleaning of the property, perform any maintenance work required with your approval and return the tenant's deposit. The deposit will only be returned after the tenant has paid the final month's rent, returned the keys and all maintenance and cleaning have been completed.

4.2.10. As members of the Tenant Profile Network (TPN), we keep a comprehensive and accurate rental behaviour profile on tenants, which is updated regularly. The rental behaviour profile encompasses a list of specialized default information from the lease (e.g. tenant used deposit as last month's rent, was evicted from property etc) and actual rental payment information (how promptly the tenant has paid his rent). This further incentivises tenants to keep to their contractual lease obligations.

## 5. Professional fees payable by the Owner

5.1. Our professional fee for the placement and management services referred to above is 10% (ten percent) plus VAT of the rental. Example: If the rental is R4000 per month, the professional fee is 10% (plus VAT) thereof, which is R456 per month. The fee is conveniently deducted from each month's rental and the balance of R3544 is paid to you.

5.2. When the lease agreement commences, a contract and FICA fee of R200 (plus VAT) will be deducted from the rental once.

5.3. The quarterly inspection amounts to R150 (plus VAT) and, if any repairs have to be done, a facilitation fee of 10% (plus VAT) will be levied on any subsequent maintenance work overseen by us.