

WELCOME TO YOUR NEW HOME

Tenant Guide



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Who are we?

Terblanche Total Property Solutions (TTPS) is one of the leading residential and commercial letting agents and property managers in the Garden Route. We have offices across a number of towns in the Garden Route.

If you are a tenant looking for a place to rent, TTPS has a large portfolio of rental properties available to suit most budgets. This includes flats and apartments, townhouses and free standing homes. Our professional letting agents and friendly staff will make it as easy and enjoyable as possible for you to find and move into your new home.

Please contact us if you have questions or queries. We will be delighted to help you find a home that matches your requirements and your budget. Our contact details are shown at the back of this booklet. You will also be able to search for your dream home online on our website using our search engine and mapping technology on www.ttps-properties.co.za.

We wish you do enjoy your stay in your new home and look forward to having you as a valued client.

Why is a guide like this necessary?

This guide has been designed to ensure that your experience of renting a home is a happy one. The intention is to answer any questions about renting that you may have now or in future.

The guide will ensure that you have clarity about your rights and responsibilities as a tenant as well as those of the landlord. It will also indicate who you should contact if you require any assistance or have any further questions.

Looking for a home?

Well, look no further. In all the areas surrounding our offices we can help you find a home through our large database of properties available. This includes the whole of Mossel Bay and surrounding areas such as Dana Bay, Island View and Diaz Beach, the entire Hartenbos area, Reebok, Tergniet, Fraaiuitsig and the whole of George up to Wilderness.

Visit our website on www.ttps-properties.co.za or contact your nearest TTPS branch to obtain a list of available properties with the required details. TTPS advertises vacancies in various print, outdoor and electronic media such as:

- Local newspapers
- Roadside boards with interactive sms facilities to give you more info about the properties
- Our website (www.ttps-properties.co.za)
- Various national and international property portals such as www.cyberprop.com and www.iolproperty.co.za
- Displayed at our various offices, located in high-traffic areas
- Classifieds
- Community notice boards

Viewing

Our professional letting consultants are ready to arrange a viewing of any properties that you may be interested in. We recommend you make a list of your requirements before viewing a home and to record the criteria that each home meets against your list. Take the time to explore the surrounding areas and ascertain what amenities are close to your choice. Ask our letting consultant for a full breakdown of the monthly rental and services such as water and electricity as well as the costs of preparing the lease and the deposit.

Before you move into the property you have rented, a letting consultant will carry out an inspection of the property to list any defects or damages that will be for the landlord's account. You will also have 7 days after date of occupation to compile a snag list. This will be added to your lease agreement. The landlord is responsible for these defects and will fix them if they interfere with your full use and enjoyment of the property.

If your chosen home is in a sectional title complex, you must be aware of the rules of the body corporate as you will have to observe them. Ask the letting consultant to provide you with a copy of those rules when you sign the lease agreement.

Applying to rent

Once you've found the perfect place to rent for you with the help of one of our letting consultants, you need to complete an "Application to Rent" form and hand it to your letting consultant. The form requires you to fill in, among other things, your name, current address, I.D. Number, employer's details, the names and contact details of two references and your previous landlord. You will also be required to provide certified copies of your I.D. and most recent payslip or the last 3 months' bank statements, if you are self-employed. This will be used to assess your application and credit worthiness for the property you have chosen. A credit check and feedback from your references will be obtained as part of the assessment process, and by completing the application form you agree to the credit and rental history enquiry.

Deposit

A deposit is necessary as security to cover any damages caused to the landlord's investment or in the event of any default during the lease term. TTPS is registered with the Estate Agency Affairs Board, we are members of the Institute of Estate Agents and we manage a trust account, which is audited annually. When you vacate your home your deposit amount plus interest thereon (at a rate equivalent to Absa Bank's interest rate on call accounts minus banking fees) will be repaid to you if there are no deductions for damages or repairs to the property.

Why do you need a lease agreement?

Your letting consultant will let you know whether your application to rent has been favourably assessed, whereafter you will need to sign a lease agreement for the home you have chosen. Your letting consultant will prepare and explain the lease agreement to you in detail. Please make sure that you read the document so that you understand all the provisions of the lease.

It is important that you focus on the rules of the particular property, i.e. allowances for pets, maintenance, the charges you will be required to pay, the escalation of the rental and deposit and other lease terms. Your lease agreement binds you and the lessor and is totally compliant with the Rental Housing Act. The lease agreement is intended to protect you and the landlord. It ensures that important issues such as rental increases, deposit and damage claims are dealt with in a fair, transparent and professional manner.

You are entitled to a copy of the lease agreement for your records and for reference purposes.

What are your rights under the lease agreement?

- The right to occupy your home on an ongoing basis, while meeting your obligations in terms of the lease agreement.
- To be consulted on matters that relate to you as a tenant.

What do you agree to do?

- To pay your rent on or before the 1st day of each month without deduction or demand.
- To use your home as a private dwelling only.
- Not to sublet your home or any part thereof for any period.
- To maintain the interior of your home and keep it in a good condition at all times.
- Not to do any alterations without the prior written permission of the landlord.
- Not to overcrowd.
- To abide by the House or Body Corporate Rules at all times.
- Not to commit a nuisance.
- To return your home in a good condition (as you received it).

What does the landlord agree to?

- Your undisturbed use and enjoyment of your home.
- To carry out urgent repairs that interferes with your proper use and enjoyment of your home. These repairs are not merely an inconvenience, but actually make your use and enjoyment of the property impossible.

Why, how and when do you pay the rental?

Prompt payment of your rental is one of the most important issues to ensure a long-term, mutually beneficial relationship with your landlord. Without your rental the landlord cannot meet his obligations such as bond, levy, rates and taxes, insurance, service and administration charges, just to mention a few examples.

For your convenience, you may make monthly payment in one of the following ways:

1. Electronically via Internet Banking
2. Stop order
3. Post-dated cheque paid at one of our offices
4. At any Absa Bank in South Africa

Rental is due monthly in advance by the 1st of each month. There is no exception to this important rule. The rental must reflect in our trust account on this date.

You will receive a monthly statement showing our banking details and clear payment instructions. Please remember to check that you have specified your reference number when making branch or internet payments. Please also check that your prior payments are captured and reflected correctly on your monthly TTPS statement.

What happens if you don't pay your rent?

Failure to pay, continuous late payment or withholding payment is a violation of the lease agreement. Those actions give the landlord the right to cancel the lease. You will receive a text message reminder on the 3rd day of the month and a final demand on the 10th day of the month. These reminders and letters incur penalty surcharges that are payable in the event of continuous late payment.

It is therefore very important to ensure that your rental is paid promptly and consistently. Your rental should reflect in our trust account by the 1st day of the month.

Non-payment = Eviction!

Rental Increases

Your landlord must give written notice of a rental increase or stipulate the date of the increase in the lease agreement. The rental increase will become effective from the date stipulated in the letter or in the lease agreement.

The law does not limit the amount by which the landlord may increase the rental. However, the increase must be reasonable and will most often be stipulated in your lease agreement.

If you are in any doubt about the rental increase, please do not hesitate to ask your letting consultant for assistance.

Moving in

You will be entitled to move into your new home after you have signed the lease and confirmed payment of the contract fees, deposit and first month's rental. Before you moved in, you and your letting consultant have inspected your home. However, if anything is missing or doesn't work, please let us know in writing within 7 days after moving in. Your ingoing inspection will serve as the baseline against which the unit's condition will be compared when you vacate and when the outgoing inspection is done.

Maintenance and repairs

As a strong player in the rental market, we have good relationships with professional companies who offer our clients excellent prices. If you have a problem with a maintenance item of any kind at any time, please contact your letting agent for assistance. We will project manage maintenance issues as time effectively as possible. Your lease agreement will specify who is responsible for the costs of the maintenance items concerned.

Moving out

If you decide to move out, you must give written notice. Your lease agreement will specify the expiry date of the lease and the notice period required. Please contact your letting consultant for assistance if you are unsure about the expiry date or the notice period required. Your rent must be fully paid up to date. An outgoing inspection will be carried out to see if the unit is in the same condition as when you moved in. Any damages during your occupation identified by comparing the ingoing and outgoing inspections will be repaired and paid for from the deposit at your expense.

Deposit refund

After you have vacated the premises and submitted proof that any local authority account that you are responsible for has been settled to the date of the termination of the lease, we will commence the process of refunding your deposit. Your deposit will be refunded to you with interest, provided there is no rental outstanding nor damages to the unit.

Your deposit will be refunded as follows:

- Within 7 working days, provided there are no damages and you were present at the outgoing inspection.
- Within 14 working days if there are damages and we need to obtain quotations, and provided you were present at the outgoing inspection.
- Within 21 working days if you were not present at the outgoing inspection.

Ten most frequently asked questions

Q: If there is a burglary and my goods are stolen, am I covered by insurance?

A: No. The property insurance does not cover your personal belongings.

Q: Can the landlord or his agent enter my home whenever he pleases?

A: No. Neither the landlord nor his agent may enter your home without your consent. You are, however, contractually obliged to provide reasonable access to your home for inspections or repairs.

Q: If I get permission to install a security gate, burglar bars or fitted carpet and I do so, can I remove them when I vacate?

A: No. Fixtures and fittings are permanent and become the property of the landlord unless the landlord requires you to remove them and reinstate the unit to its original condition at your own cost.

Q: Can I give notice from the 15th of a month to the 15th of the next month?

A: No. Notice is given in calendar months, i.e. from the 1st of the month to the end of that month.

Q: Is there any law which exists to protect my rights?

A: Yes. The Rental Housing Act protects yourself and the landlord from exploiting each other and against other forms of unfair practice.

Q: What would happen to me if the unit is sold?

A: If your home is sold, the new owner is generally bound to honour the lease agreement existing at the time of sale.

Q: Can I withhold payment of the rental if the landlord fails to carry out maintenance?

A: No. The landlord is only obliged to carry out such repairs and maintenance that are not merely an inconvenience but make the use and enjoyment of your home impossible.

Q: What factors may cause the landlord to end my lease?

A: Termination of a fixed period lease – Late payment of rent – Disorderly conduct – Damage to the property – Any breach of the lease

Q: Does the landlord have to give a reason for terminating my lease?

A: No. The lease agreement allows the landlord to issue a notice to vacate without giving a reason, provided the required notice is given. The landlord is basically saying "This is my property and I want it back please". Though this sounds harsh, and sometimes it is, it is legal.

Q: If I go on holiday, may I allow my family and friends to occupy my home?

A: No. You may not assign your lease nor sub-let the property without the written consent of the landlord.

Did you know

- Most burglaries take place during the day.
- Statistics show that the majority of homes are burgled between 06:00 and 12:00
- According to crime statistics, most illegal entries are made through windows.
- Garden tools are frequently used to force open doors and windows.
- Most burglars do not bring tools to the scene of the crime. The household provides them with all that they need – keys under the mat, open doors and windows, ladders and garden tools from the shed.
- Most burglars live close to the scene of their crimes.
- Burglars are opportunists looking for a sign of an easy target.
- The average age of a burglar is 15 years.
- Any space that's large enough for a person's head to fit through will be large enough to provide them with access.
- Don't make it easy for burglars. Victims of crimes lose much more than their property – they also lose privacy, security and sometimes even their lives.

Several affordable things you can do to deter would-be intruders

- Don't display your name on the mailbox. Burglars can look up the phone number and check if anyone is at home.
- Hedges, shrubs and plants should be kept to windowsill height to prevent burglars working under cover.
- Good lighting can deter a thief. Outside lights in bad areas should be kept on all night.
- Fit a peephole to all main entrance doors.
- If your front and back doors are not secure, neither is your home.
- Emphasise the need for security with your domestic worker. Ensure that your domestic worker is trained properly regarding your security measures. Change locks and alarm codes when your domestic worker leaves your employ. Never employ domestic workers from the street without obtaining identity documents and references.
- Get a burglar alarm. Statistics show you are less likely to be burgled if you have a reliable alarm.
- Always lock up when you go out - even if it is only for a short time. It only takes a few minutes for a burglar to break in.

General

- Make sure the number on your home is well-positioned. This will help the police, armed response and emergency personnel during an emergency.
- If you have a handyman working on your premises, make sure he is aware of your presence at all times and do not leave him alone for long periods.
- Before going to bed, preset the police station number on your telephone so you only have to press redial if something happens during the night.
- Keep keys for escape doors close to exit points.
- Make sure keys are not left in doors or window locks.
- Mark your property. Marked items can deter a thief because it is harder to sell and can help police return the items if they are found.
- Do not leave notes on doors saying you will be gone for a certain period.

Contacts details

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Welcome home!

