

SIERRA VIEWS BODY CORPORATE

P.O Box 51186
West Beach 7449

Domicilium: Property Principals Cape
e-mail: conduct@sierraviews.co.za

NEWSLETTER SEPTEMBER 2017

Dear Owners and Residents

Once again it has become necessary to send out a newsletter to remind all owners/residents and tenants of the Conduct Rules with regards to their unit and general complex living. All complaints are to be put in writing to the managing agent, to give it the attention it deserves together with photographs to be used as evidence. While living in a complex consideration needs to be exercised with regards all other residents to ensure a harmonious environment for all. This can only happen when the Conduct Rules are adhered to.

- 1. Refuse – All refuse is to be placed in a black bag** which is closed before being placed in the bin. In order to create a hygienic environment we ask for your co-operation in this regard. The bins are not to be filled with items such as cardboard boxes. These should be disposed of elsewhere. Residents are requested to please keep the refuse room tidy. Extra refuse bins have been ordered.
- 2. Website –** <https://www.sierraviews.co.za>. Please remember the Sierra Views website for reporting Conduct Issues or anything else relating to the management of Sierra Views. All emergency contact details are listed here. The website is secure and safe to use and contains all day-to-day documents.
- 3. Vehicles –** Vehicles are only to park in their own units designated bay and 1 other Visitors Bay on a first come first serve basis. Kindly refrain from parking in other units parking bays. Illegally parked vehicles will be wheel clamped.
- 4. Barcodes –** Residents are requested to register their vehicles to obtain barcodes for access to the complex. This alleviates congestion at the gate and makes it simpler for security to attend to visitor's as residents will have to sign in if they do not have a valid barcode.

A system called **"At the gate"** is going to be implemented which will offer better control of pedestrians and domestic work force at the gate.

- 5. Noise –** Noise disturbance is always a contentious issue, please take your fellow neighbours into consideration, and ensure that no noise is audible from the exterior of any unit. Any noise that is audible outside your unit is too loud and will be dealt with.

Our onsite security can help with any noise related disturbances and SPS will then send a full report to corroborate any incidents. Navigate to the website <https://www.sierraviews.co.za/security> and report the matter to the control room. They will ask the guard on duty to investigate if necessary.

- 6. Security –** There have been break-ins at Sierra Views recently. Security is always an issue, all occupants are asked to be especially vigilant and not allow anybody into the complex that you do not know. Kindly report any concerning matters to security immediately. Residents must remain vigilant and lock up their units when not at home, or leaving the apartment,

regardless of whether they are at home or not. Even though this is a secure complex and there is security at the gate, the onus still lies with every resident to ensure that they lock up their valuables and take care of the security of their own possessions by means of alarms.

- 7. Pets – NOBODY** may house a pet at Sierra Views unless a Pet Application has been granted by the Body Corporate. For a Pet Application, download it from <https://www.sierraviews.co.za> and send it via email to the office of the Managing Agent. Residents need to be reminded of the Conduct Rules and also the Rules of the Pet Application. At no time may dogs roam freely on the Common Property. Cats are becoming a nuisance and damaging vehicles by scratching and urinating on them. Sierra Views requires that all pets are registered with the COCT in accordance with the by-laws. Forms can be found on the Sierra Views website.

- 8. Administration** – The process that is followed for Conduct letters is the following:

All Conduct letters carry a R57 administration fee as agreed to at the AGM and will be implemented to the levy account.

1st warning letter

2nd warning letter

3rd warning letter and fine will be charged according to the incident and the Conduct Rules.

Managing Agent:

In the event of an emergency please make use of the following correspondence methods:

pam@sierraviews.co.za / jessica@sierraviews.co.za

Many thanks and kind regards

A handwritten signature in black ink, appearing to read 'Daneels', with a stylized, cursive script.

Pam Daneels

For and on behalf of the trustees of Sierra Views Body Corporate