



Marite Property Administrators | Burgundy Estate Sport Club, Viridian Street, Burgundy Estate, Cape Town, 7441

Dear Owners and Residents,

As this year comes to an end, we would like to thank all owners and residents for their continued support and loyalty. We look forward to working with you again in the New Year and hope that you take the time this holiday season to rest and spend quality time with family, friends and loved ones. In preparation for the holidays ahead, we would like to bring the following items to your attention:

Noise:

Noise levels must be in accordance with the Burgundy Estate Constitution. Please be considerate of residents and your neighbors when driving in and around Burgundy Estate.

Silence must be maintained during the following hours:

Mondays to Thursdays:	From 00h00 to 07h00 and 21h00 to 24h00;
Fridays and Saturdays:	From 00h00 to 07h00 and 22h00 to 24h00;
Sundays and Public Holidays:	From 00h00 to 08h00 and 13h00 to 16h00; From 21h00 to 24h00

Security:

The Festive Season is just around the corner and we always remind all residents to take care and be vigilant of their surroundings to ensure the safety not only of yourselves and your family, but of the residences in which you reside.

Please take a moment to read through the safety tips below:

- All residents to be vigilant always and aware of their surroundings especially when entering/exiting their complex/residence.
- Consider the installation of an alarm system in the residence. Advise your security company if you are going away and ensure that you supply all the necessary information regarding nearby key holders, in case of an emergency. Clear signage indicating that you have security also helps to discourage burglars.
- Having security gates fitted on outer doors is a highly effective security measure that gives you an extra line of defense.
- Double check that you have locked and secured all windows and doors before leaving home. Ensure that all your outside locks are a minimum of four lever locks or double cylinder security locks.





- Stop all newspaper deliveries and ask a friend or neighbor to collect your post. A bulging postbox is a clear giveaway that you are not at home.
- Do not leave notes on the door, underneath the carpet or in the post box to indicate that you are away.
- Do not leave hidden keys, security gate keys or back door keys etc. lying around in plain view.
- Do not leave any valuable items such as bicycles/toys or portable braais outside.
- Do not leave tools like ladders or spades outside, as they can be used to break into your house.
- Never leave a key in the inside of an outer door which has glass panels or glass near the door lock.
- Sliding doors can be secured simply by placing a piece of timber cut to size in the sliding rail. Make sure that sliding doors cannot be lifted vertically.
- Do not leave only the outside lights on as this is usually an indication to would-be intruders that the house is not occupied. Leave lights on and the radio/ TV playing as this gives the impression that the house is occupied.
- Avoid driving with any valuables in plain sight and never leave any valuables inside vehicles. Rather keep hand-bags, laptop bags, gym bags etc. in the boot of your vehicle. at any time, such as cell phones, camera's, tablets, laptops, jewelry etc.
- Be aware of remote jamming when parking in public areas such as malls and shopping centres. Always double check that your car is in fact locked before walking away.
- Ensure that the complex security gate is closed behind you before driving off to avoid any unauthorized entry and discourage all forms of tailgating, whether entering or exiting the complex.
- Pay attention to who is driving behind you when entering any premises be it home or business.
 - Avoid talking or texting on your mobile when entering/exiting your premises.
- Ensure that any person you entrust with a remote (domestic worker, gardener or contractor) are above reproach.
- We encourage all residents to become more familiar with their neighbors and other people staying within the complex. This will assist in identifying a stranger found to be within the complex.
 - Should a stranger be sighted in the complex, take note of what they are wearing and what vehicle they are driving, as well as the registration number of the vehicle.
- All residents are responsible to insure their personal belongings.
- Please consider changing your locks and remotes (if applicable) should a 3rd party have had access to your keys during construction or other contract work.
 - Should any vehicle or person appear suspicious when entering an access-controlled area rather drive past or around the block and come back later.
- If you feel that you are being followed by a vehicle rather drive to the nearest SAPS station or ask your Security Service Provider/District Watch to meet you at your home or complex upon arrival.





- Always try to get as complete a description as possible of suspect vehicles or persons to assist SAPS or your Security Service Provider/District Watch in finding them.
- Check to see that your home alarm and panic alarm are working on a regular basis. This is important especially if you will be away from home during the festive season.
- All residents are kindly reminded to inform their visitors to **ONLY** park in clearly marked (V) Visitor's parking bays and not those that are numbered, as those belonging to residents within the complex. Should there be no Visitors bays available then visitors/guests are required to park outside of the complex that they are visiting
- A similar request to residents living in free standing houses to ensure that their visitors do not obstruct normal traffic flow or their neighbor's driveways.
- With regards to loud music, parties, etc., residents are kindly reminded to be considerate towards their neighbors and to keep noise to a reasonable level.

Residents can contact Peter Allen (**during office hours**) for any security related issues or **District Watch (24/7) on 021-559 3024** for emergencies, noise complaints, illegally parked vehicles, assisted escort and any other security related matters.

We ask that all residents report any suspicious activity (no matter how small) inside and/or outside of your complex or Estate immediately to either:

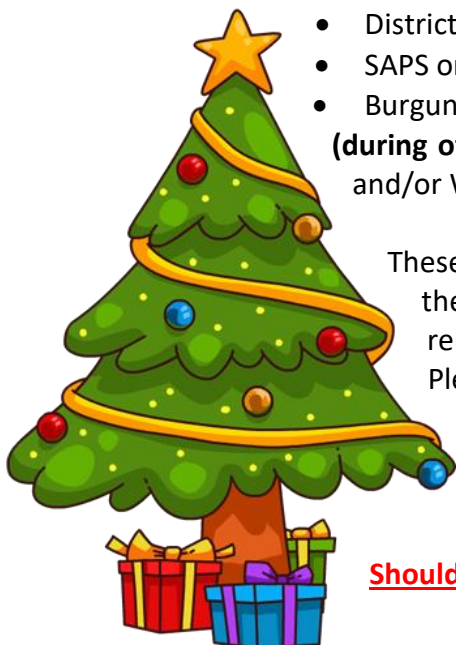
- District Watch on **021 559 3024**
- SAPS on **021 929 7037**
- Burgundy Estate Master Home Owners Association Security Manager, Peter Allen (**during office hours**), in writing at **peterallen711@gmail.com** or at **083 272 5058** (call and/or WhatsApp) / **021 558 9916**.

These contacts take precedence over the Owner/Letting Agent/Managing Agent as the above contacts will react immediately to all calls. Kindly be reminded that reporting instances days or weeks later will hamper any investigation or action. Please take note that Burgundy Estate falls under Parow Police Station, please contact Parow Police Station directly.

Please take note that Burgundy Estate is offering a R1,000.00 reward to any person whose suspicion leads to a SUCCESSFUL ARREST in Burgundy Estate

Should you experience an emergency over the Festive Season, please see the list of emergency contacts on the last page of this letter.

This can be printed and placed on your fridge or back of your door for quick reference.





Water Restrictions:

As per City of Cape Town's website,

"Personal water use remains at 105 litres per person, per day."

We would like to encourage all owners and residents to continue with their concerted efforts to save water.

Please visit www.capetown.gov.za for more information and tips on how to be water wise.

Report water issues and offences

Help us save water, report water issues (e.g. burst pipes or faulty meters) and restriction offences:

- Call 086 010 3089 (choose option 2: water related faults)
- Email water@capetown.gov.za
- Online through our Service Request tool
- SMS 31373 (max of 160 characters)
- WhatsApp 0634073699

Balconies / Patio Areas:

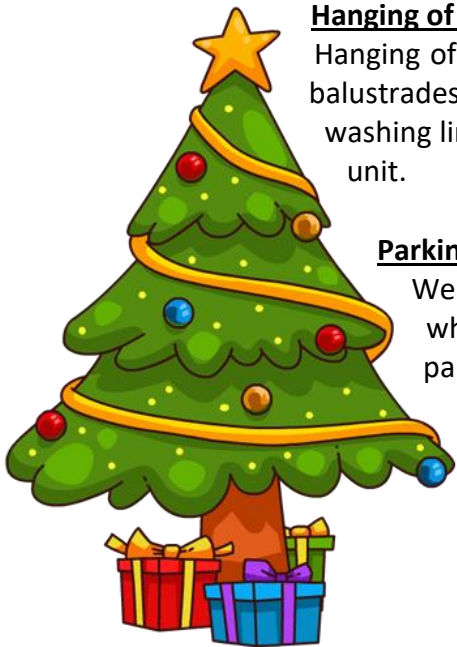
All residents are always required to keep their balconies/patio areas clean and tidy. Storage of goods is not permitted on these areas. Only garden furniture and/or covered portable braais can be placed on balconies/patio areas.

Hanging of Washing:

Hanging of washing on a clothes horse or washing lines on the balcony/patio area, over balustrades, out of windows or in front of windows is strictly prohibited. If no communal washing lines have been provided, washing must be placed on a clothes horse inside the unit.

Parking:

We kindly request that all residents and their visitors take others into consideration when parking and avoid parking incorrectly and/or illegally. Parking in "no-parking" zones and in front of another resident's garage is strictly prohibited. Garages are to be used for parking only and not for storage. Should your vehicle be in contravention of the conduct rules, "illegal" parking stickers will be placed on your vehicle/s and you may be subject to a fine.





Speeding:

No resident is permitted to speed within Burgundy Estate. The speed limit is 60km/h, however, as this is a residential area we kindly request that all residents try not to exceed 40km/h. Revving of engines, hooting and playing of loud music is not permitted.

Avoid parking on Council roads as this causes a safety risk for oncoming vehicles and creates a great frustration for residents living within the area.

Please take note that if you as an Owner and/or Resident do not adhere to the rules and regulations, you will be held liable for a fine without any further warnings.

Please take note that Marite Property Administrators office will be closed from Friday, 13th December 2019 from 13h00 and will re-open on Monday 6th January 2020 at 08h00.

Merry Christmas to all. We wish you all safe travels and good health not only during the Festive Season but in the New Year. We look forward to another prosperous year ahead in 2020.

Festive Wishes

The Trustees, Marite Property Administrators and Staff





Residents in case of an emergency on the inside of your unit, you will have to contact your **Rental Agent / Owner** first. They are responsible for the inside of the unit and they will have their own team on standby. Please ensure that you have **their emergency contact numbers on hand during the festive season.**

Should assistance be required for an issue on the common property of your complex, please be sure to contact your **Managing Agent** directly. Please ensure that you have **their emergency contact numbers** on hand during the festive season.

Emergency numbers, should you have an emergency and require assistance:

District Watch (Control Room)	021 559 3024
Peter Allen (Burgundy Estate Security Manager)	083 272 5058
(office hours only)	
SAPS	10111
Parow Police Station	021 929 7037
Law Enforcement	021 596 1999
PEC Metering (Electrical / Water problems inside the units)	021 948 0225
Eskom (power failures of whole complex)	086 00 37566
Water Service (burst pipes)	086 010 3089
Milnerton Fire Brigade	021 550 1347
Ambulance	10177
ER 24 Ambulance	084 124
Milnerton Medi Clinic Hospital	021 529 9000
Panorama Hospital	021 938 2111

Please take note that these numbers are for After Hours and during Festive Season Emergencies

