

Marite Property Managers
Burgundy Estate Sport Club
Viridian Street
Burgundy Estate

March 2020

Dear Owner / Resident,

We write to share important information about the new steps being taken to meet the challenge of Covid-19 and the imminent Lockdown imposed by the President, to begin at midnight on Thursday, 26 March 2020.

In the current climate, the health and well-being of our entire community, including yours is at the forefront of our thinking and we at Marite Property Administrators, whilst working with the Trustees, have put together the below guidelines to ensure that the common areas remain safe, clean and protected.

To get through this crisis we must drastically change our behaviour and lifestyle. Considering the above, we wish to address the following possible issues:

Managing Agent:

We wish to inform all Owners that Marite Property Administrators will continue as per normal, with our office hours being:
Monday - Friday 08:00 - 16:00

Please note that all staff will be working remotely and from home as advised by our President, effective Friday, 27 March 2020 with our proposed return to the office being 17 April 2020. During this time, our office telephone will be diverted to individuals within the company who will manage the flow of incoming calls and direct your call to the relevant person to assist with your query.

Month-end and Marite Finance Department:

The month-end processes will continue at Marite as prescribed, levy statements will be issued as per normal and levies remain payable. Levies are due and payable by the 7th of each month for that month. Should payment not be received, the collection process as approved by the owners at the AGM will apply. Should there be any "special cases" where you have now been retrenched, please contact our offices to make the necessary arrangements with the Trustees of your scheme regarding a payment schedule. Levies are still going to be utilized to settle accounts on behalf of the scheme and thus ensuring that the necessary insurance and fidelity cover remains in place.

Inspections and Complaint Letters:

Please note that our inspector will not be conducting monthly inspections during this time. The inspector will continue once the Lockdown has been lifted. We will continue with our due diligence in issuing complaint letters when required.

Security Services

Security Services are to continue as per normal. The Government deems security as an essential service. All security service providers have supplied their Lockdown protocol to Marite, in writing. Their staff have been briefed on the Virus and



have been supplied with masks, gloves and hand sanitizer. The staff have also received training on the required protocols. The Site Supervisors will be in constant contact with the Security Personnel in order to ensure that the prescribed protocols are followed at all times.

District Watch with the support and assistance of the local SAPS will be on constant patrol to ensure that the streets remain as quiet as possible and that the residents' behaviour is as per the Presidents instructions. Any resident found not to be adhering to the Conduct Rules of the Scheme or contravening the Lockdown protocols will be warned, removed or arrested if necessary.

Visitors

We encourage residents NOT to allow visitors to their homes, unless essential, such as medical practitioners, paramedics or immediate family. We encourage all residents to refrain from inviting visitors, as this not only jeopardizes your safety but the safety of the entire Estate.

We suggest that any deliveries are to be collected outside of your home as your front gate (if applicable).

No domestic workers and individual gardeners will be allowed to enter the Estate. Any workers found on the Estate will be removed by District Watch and/or the SAPS. **This includes Uber drivers and taxis who are found to be in the Estate without the required proof that their presence is warranted.**

All residents are to remain within their own properties and only leave for emergencies, medical care or for groceries as per the National State Announcement.

We discourage social gatherings on the common property within the estate (this includes children playing in groups at the jungle gyms or anywhere else on the common property).

Cleaning & Gardening Services

All gardening services will be suspended.

Refuse Removal

This will continue as normal, but Council have informed us that these services might be delayed, meaning that the bins might only be collected a day or two after prescribed collection day. Please be sure to leave your bin outside until such a time that council have emptied your bin.

Maintenance issues

Plumbers and electricians will still be available, but only to attend to emergency issues and owners are encouraged to only log an issue if it is an emergency. Maintenance must be reported at rmo.fixflo.com and contractors will attend to emergencies only during this time. Non emergencies will be booked, and quotations will be obtained when possible.

Contract Work - all contractors projects will also be suspended with immediate effect.

Insurance claims - insurance claims can still be logged by emailing michelles@marite.co.za



Emergency Numbers

Marite Property Administrators (during business hours)	021 558 2320
District Watch (Control Room)	021 559 3024
Peter Allen (Burgundy Estate Security Manager) (office hours only)	083 272 5058
SAPS	10111
Parow Police Station	021 929 7037
Law Enforcement	021 596 1999
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
COVID-19 Provincial Hotline	021 928 4102

Where can I get more information about the virus, its symptoms and ways to avoid it?

The Department of Health has compiled their own FAQ about COVID 19 and you can download or view everything you need to know about it at:

<http://www.health.gov.za/index.php/component/phocadownload/category/607>

We wish all Owners and their families well in this time and can assure you of our continued support and dedication to ensure that all processes run as smoothly as possible with minimal inconvenience to our residents.

We appreciate your co-operation and patience during this trying time,

Kind regards,

Marite Property Administrators