


# TENANT GUIDE





*At AFHCO, Africa  
Housing Company, we  
want you to love where  
you live.*



Keep this guide readily available as a source of useful information regarding your relationship with us. We highly recommend that you read it and familiarize yourself with your rights and obligations as a tenant, as well as those of AFHCO's.

If you have any questions that we have not answered or any queries regarding your unit, please contact your building manager or our friendly customer services team directly at [customerservices@afhco.co.za](mailto:customerservices@afhco.co.za) or telephonically on 086 112 3426. They will be happy to provide information and help resolve any problems.

At AFHCO we strive to give you the home you deserve and wish lots of happiness in your new home.





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# WHO IS AFHCO?

Making living better with safe, smart & affordable homes to rent

At AFHCO we provide better living for people. This is why we provide high-quality, well-managed and affordable apartments and flats in secure environments so that you and your family can live, grow and prosper.

Our commitment to quality living extends even further than just our building and we are also closely involved in the rejuvenation of the Johannesburg inner city and its surrounds. Dedicated to creating better, safer neighbourhoods and thriving city precincts, we work alongside other role players such as JICBC, SAPS, various CID boards, JDA, CJP, and the Johannesburg City Council, while also being a founding member of the Property Owners and Managing Agents Association (POMA).





It's important to us to ensure a great relationship with you, our tenant. And we also foster strong relationships with service providers such as the City Council, City Power, Johannesburg Water, the Johannesburg Metro Police Department, SAPS, Pikitup, the security company that protects your building and the contractors who repair and maintain your building, to ensure a better living environment for you.





**Remember, our service to you doesn't end when your lease agreement is signed; that's when it starts.**

You can also continue to interact with us online via the platforms below:

-  AFHCO - Africa Housing Company
-  @Africahousingco
-  @Africahousingcompany
-  AFHCO Africa Housing Company



# LEASE AGREEMENT

**Signing your lease agreement is an important moment because it marks the first step to the legal occupation of your new home.**

The lease covers the AFHCO Property Management responsibilities as a managing agent and your responsibilities as a tenant.

Be sure to read your lease document carefully before signing it, and discuss any queries you may have with the letting agent. You will receive a copy of the signed lease agreement so that you may refer to it at any time.

Your lease agreement has been drawn up in compliance with the Rental Housing Act as well as the Consumer Protection Act, and is a legal document; both you, as the tenant, and AFHCO, as the landlord, are legally bound to comply with the terms of the lease.

## **AFHCO PROPERTY MANAGEMENT AGREES THAT IT WILL:**

- Provide a well-managed and efficient service to tenants
- Make sure that tenants receive a unit that Management responsibilities as a managing is habitable, clean and of good quality agent and your responsibilities as a tenant.
- Ensure that the exterior of the building is well maintained and in good condition
- Pay all council charges including water, electricity, rates, sewage and refuse collection to the municipality
- Pay the insurance for the building (please note that this does not include insurance for your personal movable goods)
- Pay for the following services that are noncompliance with the Rental Housing Act pessary to effectively manage the property: as well as the Consumer Protection Act, Building Management, and is a legal document; both you, as the
  - Building Management
  - Cleaning Services for Common Areas
  - Security Services
  - Lift Services
  - Fire Equipment Servicing
  - Maintenance Services
  - Fumigation.

## **AS A TENANT, YOU HAVE THE RIGHT TO:**

- Occupy your unit on an ongoing basis, provided you meet your obligations as stated in the lease
- Live in a well-maintained building in a peaceful environment

## **AS A TENANT, YOU AGREE THAT YOU WILL:**

- Pay your rent on or before the 1st of every month as stated in your lease agreement
- Occupy the unit yourself, together with those people that stay with you, not exceeding the maximum number of persons allowed
- Not sub-let the unit or part of the unit
- Keep the interior of the unit clean and neat at all times
- Abide by building rules at all times as stated in your lease agreement and not make any changes or additions to the unit, including knocking nails into walls
- Allow access to AFHCO Property management to inspect your unit at reasonable times
- Return the unit to AFHCO Property management in the condition that you received it



# DEPOSITS AND REFUNDS

## DEPOSITS

When you sign your lease agreement you will be required to pay a deposit in addition to the first month's rent. The deposit is held as security to cover any damage that may arise during this lease, any outstanding amounts at the conclusion of the lease, or any penalties as a result of early termination of your lease.

AFHCO Property Management is registered with the Estate Agency Affairs Board and all monies received from tenants, including deposits, are held in a trust account in terms of the Estate Agency Affairs Act.

Should you or your family cause any damage to the apartment during the period of your lease, AFHCO is entitled to claim the cost of the repairs from your deposit when you vacate the apartment.

Similarly, AFHCO may deduct any outstanding amounts owing at the end of the lease period. You will be refunded any cash remaining after these amounts have been deducted.

If you pay your rent as required, maintain your apartment in good condition and stay the full term of your lease, you will be able to reclaim the full deposit for your unit when you vacate it, together with interest, which is accrued at standard savings rates.

## REFUND PERIOD

The AFHCO refund period works as follows:

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





# MOVING IN

## WHEN CAN YOU MOVE IN?

You have the right to move into your new unit as soon as the following procedures have been completed:

- AFHCO Property Management has approved your application
- You have signed a Lease Agreement
- You have paid your deposit and the first month's rent
- You have registered your fingerprints and received a resident's card
- You have received an occupancy certificate, which you hand to the building manager when moving in

## SNAG LIST

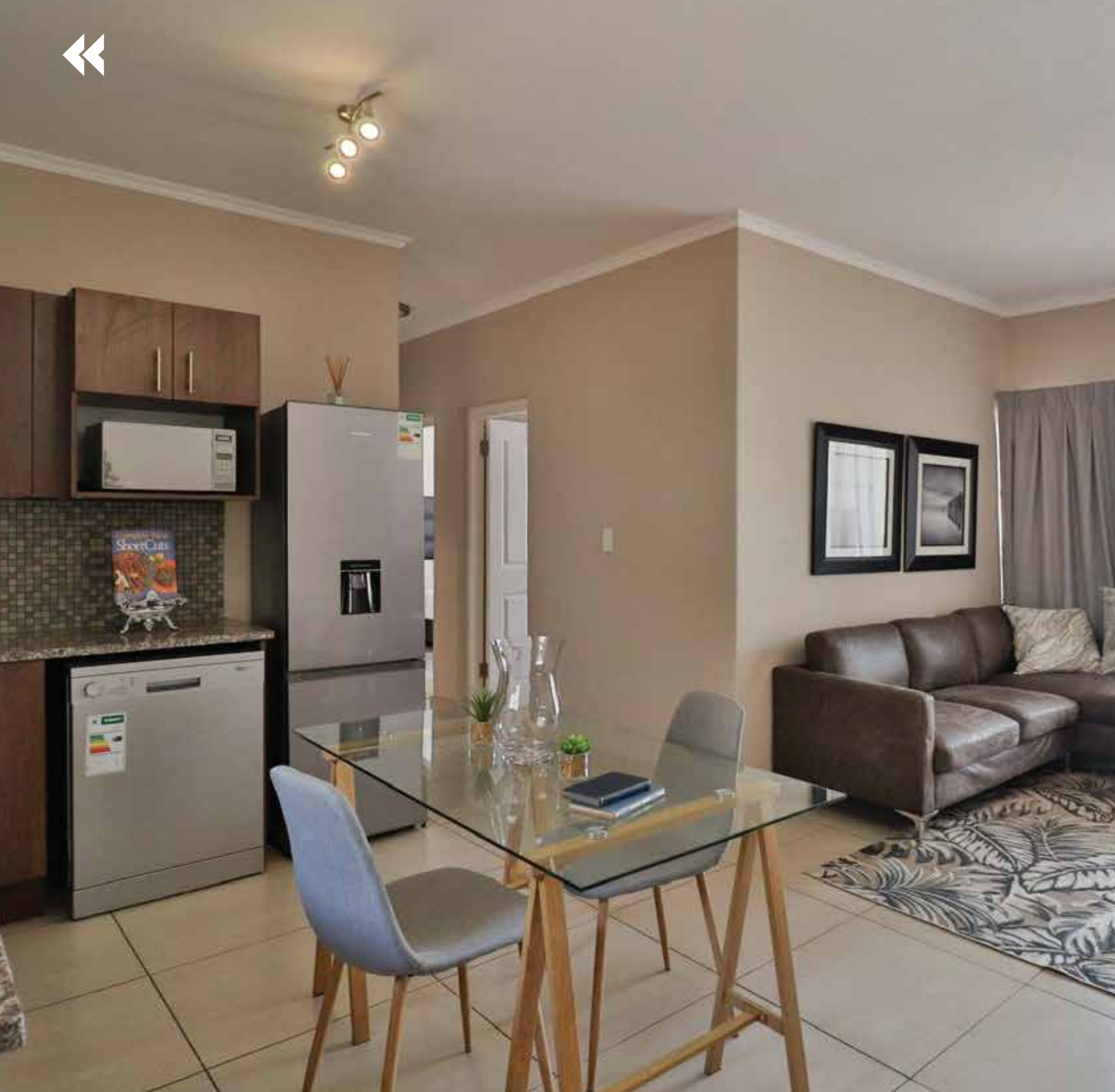
When you move in, you will be asked to complete a snag list (checklist).

This process lists any fault you identify in your apartment (e.g., a cracked tile, a broken light fitting, a missing doorknob, dirty walls, etc.), and this should be taken seriously for your own protection. The snag list ensures that faults are corrected and that you will not be held responsible for causing these problems.

If you do not complete a snag list, you may be held responsible for all problems when you move out, even those that may have been evident when you arrived!

## REMEMBER

- Inspect your unit with the building manager
- Complete the snag list (checklist) in the presence of the building manager
- Sign off the snag list and give it back to the building manager
- You have 7 (seven) days from the date of occupation to report any additional faults or complaints, in writing, to the building manager



# GET REWARDED FOR STAYING WITH AFHCO

Get 5% rental discount monthly, when you pay on or by the 1st of every month. When you pay consistently on time for 6 months, you will get a bonus, you will get 10% rental discount.



# MOVING OUT

## FILL IN THE FORMS

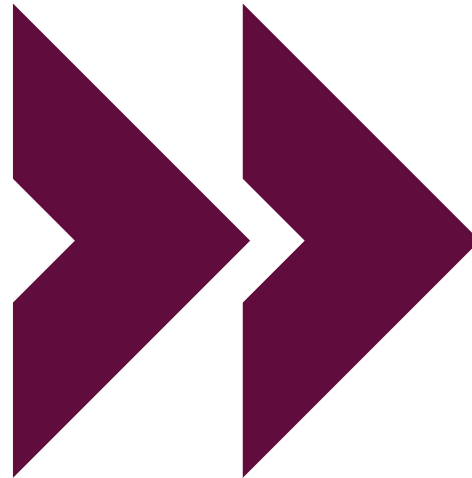
If you want to move out of your unit at the end of your lease term, you must give AFHCO Property Management 20 business days' notice in writing using the applicable notice form, which can be obtained from our office or on our website. You will also need to complete a goods removal form before you remove any of your personal belongings.

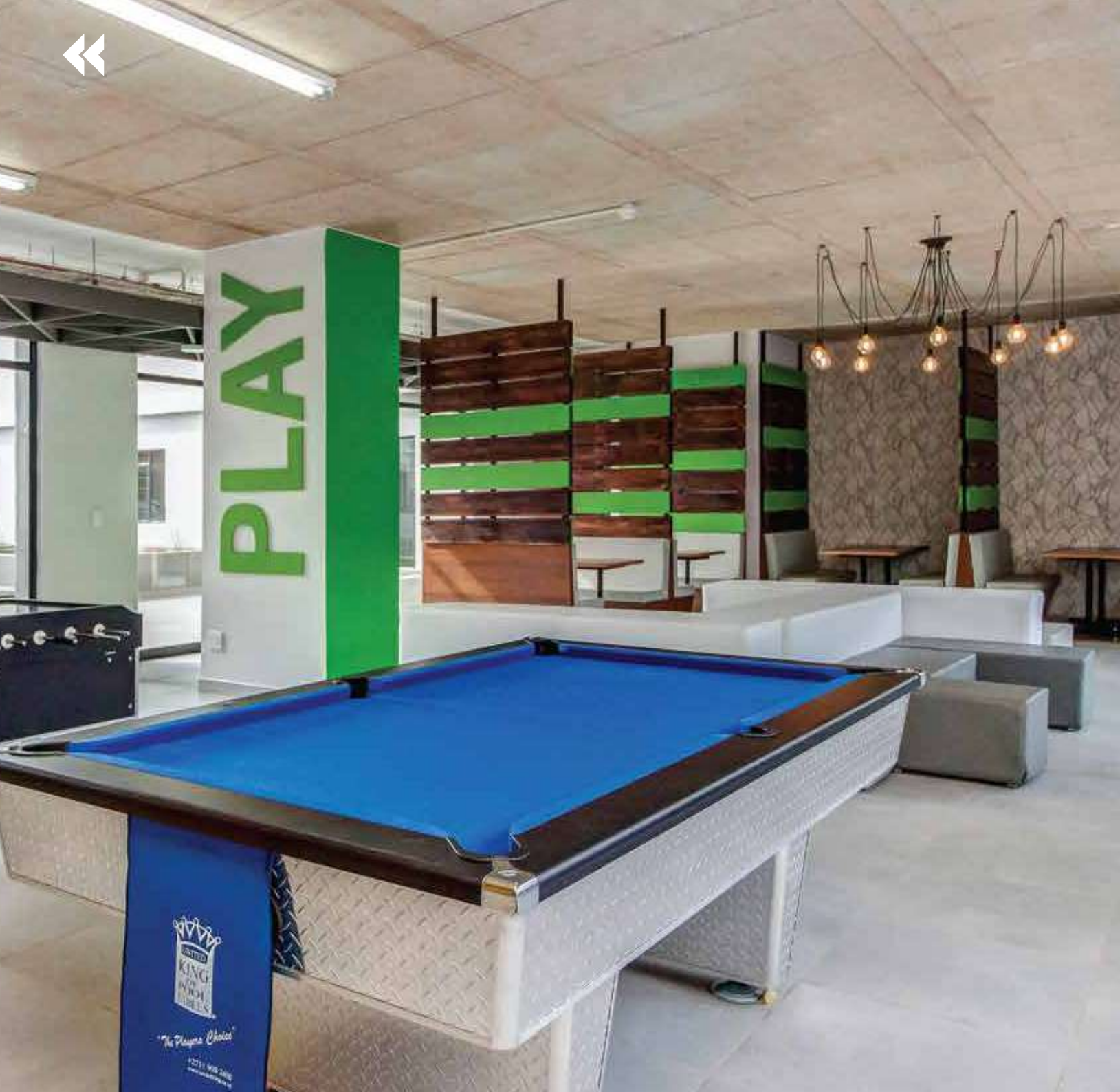
## ENSURE EVERYTHING IS PAID UP

You should leave your unit in a good, clean condition and your water and electricity account should be paid up to date. If there are any outstanding amounts owing for rent, water or electricity, or any amounts owing for repairs, AFHCO Property Management has the right to deduct these costs from your deposit.

## COMPLETE THE INSPECTION

After you have removed your furniture, AFHCO Property Management will, in your presence, inspect the unit to make sure there are no damages. A move-out snag list will be completed and signed by you and the building manager. Some of the items listed may have been on the snag list when you moved in, and both you and the building manager will know that you are not responsible for these. If there is any damage to your unit, for which you are responsible, you will be required to pay for the repairs.







# PAYING YOUR RENT

Your rent enables us to pay for the services that ensure that you can live safely in your home, in a clean and well-maintained environment. You must pay your rent on or before the 1st of every month. There are no exceptions to this rule.

## SAVE UP TO 5% ON YOUR RENTAL WHEN PAYING BY DEBIT ORDER

The best way to pay your rent is by debit order, as your rent will automatically come out of your bank account and into our account on the agreed day.

It also makes life easier by removing the hassle of going to your bank, standing in queues, or carrying cash around.

## AT AFHCO WE REWARD YOU FOR STAYING WITH US AND PAYING YOUR RENT ON TIME, THIS IS HOW IT WORKS:

- Get 5% rental discount monthly, when you pay on or by the 1st of every month. When you pay consistently on time for 6 months, you will get a bonus, you will get 10% rental discount.
- Pay your account in full, on or by the 1st of every month
- When you pay on time, you will receive a \*5% discount
- This offer is applicable to your rent only and excludes all sundry charges i.e. sewer, water, etc.
- The discount will be credited to your account in the month following receipt of payment
- Ts & Cs Apply

\*Subject to change

## PAYMENT METHODS

- You could pay your rent via Ozow, by simply clicking on the Ozow button on your e-statement or you could choose to swipe or tap your card on the card machine available from your building manager.

## BANK FEES

AFHCO will charge you for any bank fees that are acquired when paying with any of the methods below and will be charged onto your account:

- Cash Deposit
- Electronic Transfer of Funds (EFT)
- Easy Pay

## RENTAL INCREASES



# MONTHLY STATEMENTS



Sample  
Unit: 02xxx, Atkinson House  
28 Albert Street  
Marshalls Town  
2001

### Tax Invoice & Statement

|  |   |                  |                |
|--|---|------------------|----------------|
| Owner                                      | Afhco (Pty) Ltd   |                  |                |
| Owner VAT No                               | 4140161771  | Owner Reg No     | 1996/013629/07 |
| Property                                   | Atkinson House (298)  |                  |                |
| Unit No                                    | 02xxx   |                  |                |
| Tax Invoice No                             | 45057/201806  | Recipient VAT No |                |
| For the Month                              | June 2018   | Recipient Reg No |                |
| Deposit                                    |   |                  |                |
| Monthly Charges Generated on 26 April 2018 |   |                  |                |
| Queries                                    | customerservices@afhco.co.za<br>customerservices@afhco.co.za<br>Tel: (086) 112 3426 Fax: (086) 500 9156 |                  |                |

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| Date       | Allocation         | Remarks | Exclusive | VAT  | Inclusive |
|------------|--------------------|---------|-----------|------|-----------|
| 01/06/2018 | Residential Rental |         | 2,515.00  | 0.00 | 2,515.00  |

Address: Afhco Corner, 64 Siemert Road, New Doornfontein, 2094  
PAYMENT DUE IN FULL BY THE 1st OF EVERY MONTH

|            |          |      |          |
|------------|----------|------|----------|
| BANK STAMP | 2 515.00 | 0.00 | 2 515.00 |
| BANK STAMP | R        |      |          |



>>>>>> 92 4700 0045 0570  
Paypoint, Shoprite, Checkers, Wesfarmers, Pick 'n Pay, FEP Stores etc.  
Tellers Stamp and Initials

Subject to conditions printed below:  
Cheques etc. for collection to be available as cash when paid. While  
waiting in good faith, the Bank cannot accept responsibility for ensuring  
that depositors have lawful title to cheques, etc. collected.

#### Referenced Deposit

Account Name APM Trust Acc - Sec 32(1) - 62549368521  
Branch where account is held RMB Corporate Banking Cape Town  
Branch No. 204109  
Account No. 62549368521  
Reference Number 45057 (Sample)

|                           |                        |
|---------------------------|------------------------|
| Date                      |                        |
| Notes                     |                        |
| Coins                     |                        |
| M.O. & P.O.               |                        |
| Sub-Total                 |                        |
| Chque(s)/T/lets<br>Drawer | Bank No.<br>Int & Nos. |
| Paid in by (Signature)    |                        |
| Name                      | Total R                |



# BUILDING RULES

Please help us keep your building safe, clean and in good condition by abiding to the AFHCO building rules. Remember, rules are enforced for the benefit of all.

- I will always keep my resident card with me for security reasons. My access may be restricted if I don't provide proof of identification
- I will regularly read all notices on the notice board to familiarise myself with important communications
- I will not make excessive noise (e.g. loud music) especially after 8 pm
- I will keep my unit clean and pleasant smelling
- I will not smoke in the building as they are smoke free zones
- I will not run a business, or trade, or conduct any illegal activities from my unit or the surrounding area
- I will not litter or create a mess in the common areas
- I will leave the wash trough area in the condition in which I would like to find it
- I will remove my washing when it is dry in order to make space for others
- I understand that the playground (if available) is for children and I will supervise them whilst playing and not hold any parties or other social events here
- I will not urinate/defecate from my balcony or in any common area
- I will not leave my rubbish in the common area e.g. passage, staircases, garden or parking area
- I will not throw litter over the balcony or out of my window If I do make a mess by mistake
- I will clean it up immediately
- I will put my rubbish in the communal dustbins located on each floor
- I will keep my unit in its original condition, i.e. as it was when I moved in
- I will not make alterations to my unit
- I will not damage my neighbours property e.g. cars, bicycles etc.
- I will not damage the walls of the property e.g. drilling holes, drawing graffiti etc.
- I will not put a satellite dish on the outside of the building
- I will not remove the electricity meter seal
- I will not tamper with the geyser
- I will not interfere with locks on electrical boxes
- I will not interfere with the operation of the lift
- I will show respect to my neighbours, even if they do things differently to me
- If I plan to be away for more than 2 weeks,
- I will inform AFHCO of my intended absence
- I will not sublet my unit either fully or partially
- I will not overcrowd my unit
- I will not allow my children to leave bicycles or toys in the common areas
- I will not store any goods in the common areas
- I will not keep a pet on the premises e.g. a cat or a dog etc..
- I will not hang anything over the balconies or windows, especially laundry.

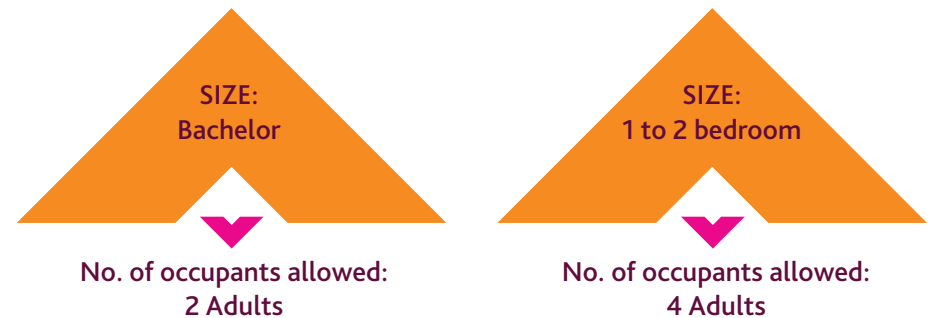


- I will only use the fire hose for emergencies and not for washing my clothes or car
- I will not have a party in my unit
- I will not flush nappies, sanitary towels, newspapers etc. down the toilet, as it will cause a blockage. I will be required to pay for any necessary repairs as a result
- I will not use any faulty appliances in my unit that could damage the electrical supply
- I will not use my stove as a heater
- I will report any problem(s) to the building manager or AFHCO
- I will not do any car repairs on the property
- I will only park my car in the parking area
- I will not store scrap cars or broken down vehicles on the property
- If I discover anyone breaking the building rules, I will report then to the building manager or AFHCO
- I will not damage the walls of the property e.g., drilling holes, drawing graffiti etc.

## OVERCROWDING:

The maximum occupancy for each unit type is listed below:

Type of unit and no. of tenants allowed:



The table above is excluding children who are 16 years and younger. Any one over the age of 16 is considered an adult.

If you require any additional information, please contact your building manager, or AFHCO customer services at [customerservices@AFHCO.co.za](mailto:customerservices@AFHCO.co.za)



# INSURANCE

## BUILDING INSURANCE VS PERSONAL INSURANCE

AFHCO insures the building you live in. It does not however, insure your possessions. For example, if there is a fire in the building, AFHCO insurance will pay for repair to the building. It will not cover the replacement of any possessions you may lose in the fire.

## DAMAGE VS NEGLIGENCE

If your geyser bursts, AFHCO insurance will cover the damage to the building (i.e., floor, ceilings and walls) caused by the water. However, building insurance does not cover damage caused by you through negligence. If your child breaks a window while playing with a ball in the property, AFHCO building insurance will not cover this. It is your responsibility and AFHCO Property Management will charge you to replace the window.



## INSURING YOUR VALUABLES

If you have a robbery and your possessions are stolen, the building insurance does not cover this. You are responsible for insuring your own movable goods and your vehicle/s. So, if you have valuable possessions, please be certain to insure them.



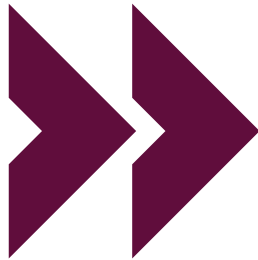
# PEST CONTROL

To ensure the safety of you, your family members and of the other tenants, the technicians that fumigate your building are registered with the Department of Agriculture, and all insecticides applied are SABS approved. All our buildings are treated only with chemicals registered for safe use under Act 36/1947. Your unit and building is currently treated with a low odour pyrethrum-based pesticide, which is registered for indoor application purposes only.

**SHOULD YOU REQUIRE ADDITIONAL INFORMATION, PLEASE CONTACT YOUR BUILDING MANAGER OR CUSTOMER SERVICES DEPARTMENT:**

customerservices@afhco.co.za  
or +27 (0) 861 123 426

**HOWEVER, A FEW SIMPLE PRECAUTIONS SHOULD BE OBSERVED DURING FUMIGATION:**



- As a safety measure always ensure that persons with respiratory ailments, senior citizens and very young children vacate the premises during the application process
- They can then re-enter the premises about half an hour later once the pesticide has dried out

# MORE CONNECTIVITY

**AFHCO has done more to ensure  
that you live an enhanced lifestyle**

We offer free uncapped fibre/WI-FI to our properties, which you can use to stay connected with your loved ones.

## **GENERATORS/UPS**

We have embarked on a project of installing generators and/or UPS at a number of our properties to make your living experience better.





# SAFETY TIPS:

## HERE ARE A FEW TIPS TO KEEP YOU AND YOUR FAMILY SAFE:

- Use electrical cords safely and report faults
- Operate your gas-fired appliances safely
- Know your safe exit paths, passages and assembly points
- Be aware of smoke and fire safety
- Report illegal activities
- Guard and operate heating equipment carefully
- Don't leave children unattended
- Don't leave anything on the stove unattended

# EMERGENCY CONTACTS

|                               |              |               |              |
|-------------------------------|--------------|---------------|--------------|
| Covid-19 Public Hotline       | 080 002 9999 | Crime Line    | 086 164 7322 |
| South African Police Services | 10111        | Child Line    | 080 005 5555 |
| Non-crime related emergencies | 999 or 10177 | Crime Stop    | 086 001 0111 |
| Lifeline                      | 086 132 2322 | Woman Abuse   | 011 591 6803 |
| Netcare Emergency             | 082 911      | Drug Abuse    | 080 012 1314 |
| Addiction Helpline            | 086 123 3428 | Aids Helpline | 080 001 2322 |



# FREQUENTLY ASKED QUESTIONS

## Q: Do I have to maintain my unit?

A: Yes, you should aim to hand back your unit at the end of your tenancy in the same state as you found it when you moved in. You would then get your full deposit with interest refunded

## Q: Can I be evicted if I don't pay my rent?

A: Yes, you will be required to vacate your unit within 20 business days. Your deposit will be forfeited for any outstanding amounts owing

## Q: Can I sublet a part of my unit?

A: On no account can any part of a unit be sublet. Any tenant attempting to sublet his/her unit will be given notice and will be required to move out

## Q: Can I make alterations or additions to my rental unit?

A: No alterations of any kind can be made

## Q: Can I terminate (end) my lease and leave the premises without a 30 day notice period?

A: You can terminate your lease by giving 20 business day's notice. You will however pay a penalty if you do not stay the full term of your lease, which will be deducted from your deposit.

## Q: Does my rent include my water and electricity?

A: No, water and electricity are billed separately (except where pre-paid meters exist). They are billed according to the meter reading taken from your unit. This means that you are in control of your own electricity and water cost, and can reduce these through careful usage.

## Q: Should I report vandalism, littering, loitering, etc. to the building manager and AFHCO Property Management?

A: Yes, please! On no account should you allow irresponsible people to affect the safety or cleanliness of the building you live in. Damaging property is a criminal offense and an individual may be prosecuted; if convicted, will have a criminal offense.

live in. Damaging property is a criminal offence and an individual may be prosecuted; and if convicted, will have a criminal offense.

## Q: Can I change the door locks without informing AFHCO Property management?

A: No, if you need to change your locks for any reason, you must inform your building manager, and the work will be carried out by AFHCO contractors at your expense. AFHCO Property Management needs to be able to access any unit in emergency situation

## Q: Can I repair my car in the parking bay?

A: No, as other tenants have the right to park their cars in a clean, uncluttered parking area.



For more information, contact us on:  
086 11 23426 (AFHCO)  
customerservices@afhco.co.za

Follow us on:





# REPAIR AND MAINTENANCE

## RECORDING A COMPLAINT

While you are a tenant in one of AFHCO's units, all details and complaints regarding repairs and maintenance should be reported to your building manager. His/her number will be displayed in the foyer of your building.

Complaints are recorded in a register situated at security, along with the date and time of the complaint. A tear out slip with a reference number is allocated to each complaint, so please retain your copy for future reference.

## FIXING THE PROBLEM

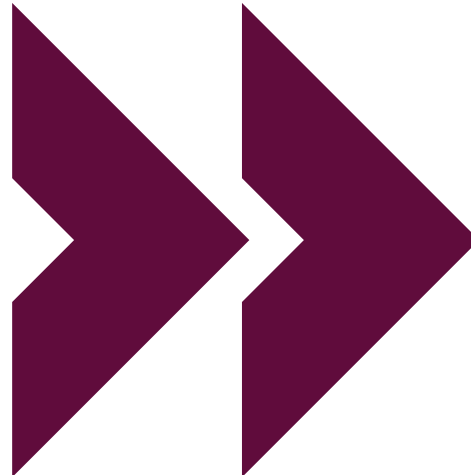
AFHCO is responsible for all reasonable repairs and maintenance that are not caused by negligence or vandalism. Note that repairs due to vandalism affects you and impacts on your rental Increases, so help us control this bad behaviour.

If a problem arises that you could not have avoided, you will generally not be held responsible. If you break a window or a washbasin you will have to pay for the repair, as this is considered carelessness and could have been avoided.

## WEAR AND TEAR VS DAMAGES

If the flushing mechanism on your toilet stops working, AFHCO Property Management will consider this wear and tear, and will fix it at their cost. But if the toilet blocks because unsuitable material has been flushed down it, you will be held responsible (negligence).

Damages caused by you, or by people staying with you or visiting you will be charged to your account. So please keep your guests under control.





# RESPONSE TIMES

The following table indicates AFHCO Property Management 's maximum response time, depending on the nature of the problem and the extent of the potential repairs required. If the problem is not attended to, or is not resolved to your satisfaction, please advise the building manager and ask for further action, quoting your reference number. Our customer services department will escalate your complaint if necessary.

| KIND OF REPAIRS      | EXAMPLE  | RESPONSE TIME BY AFHCO   |
|----------------------|--|--|
| <b>EMERGENCY</b>     | <b>Unsafe and dangerous situations:</b> <ul style="list-style-type: none"><li>• Unsafe electricity wiring</li><li>• Serious water leak</li><li>• Faulty lift</li></ul>                       | Within 12 hours  |
| <b>URGENT</b>        | <b>Incontinence to utilities in the building:</b> <ul style="list-style-type: none"><li>• Electrical supply outage</li><li>• Water supply outage</li><li>• Blocked main sewer line</li></ul> | Within 24 hours, unless the problem exists with the council supply |
| <b>IMPORTANT</b>     | <b>Incontinence and damage to building:</b> <ul style="list-style-type: none"><li>• Blocked drains</li><li>• Faulty light fittings</li><li>• Faulty geyser</li><li>• Faulty stove</li></ul>  | Within 48 hours  |
| <b>NON-IMPORTANT</b> | <b>Minor problems</b> <ul style="list-style-type: none"><li>• Doors</li><li>• Window frames</li><li>• Minor electrical</li><li>• Minor plumbing</li></ul>                                    | Within 7 working days  |



# TENANT GUIDE

For more information, contact us on:



[customerservices@afhco.co.za](mailto:customerservices@afhco.co.za)



086 11 23426



[www.afhco.co.za](http://www.afhco.co.za)

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 @africahousingcompany |  AFHCO Africa Housing Company

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