

VILLA ROX-ZANI

Homeowners Association (NPC)
 REG. NO/NR. 2004/006530/08
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ALL YOU NEED TO KNOW WHEN TAKING OCCUPATION AT VILLA ROX-ZANI

1. Welcome to Villa Rox-Zani

The purpose of this welcome notice is to provide new owners and tenants with the most important need-to-know information. Villa Rox-Zani complex is a self-managed Homeowners Association managed by a board of directors. The administration and day to day management of the complex is dealt with by the estate manager.



2. New Owner/Tenant? What you need to know!

For registration, gate access and monitoring, **ALL** owners and tenants must be registered with the Villa Rox-Zani administration **PRIOR** to taking ownership or occupation at Villa Rox-Zani.

Do the following:

- Contact the Estate Manager at admin@villaroxzani.co.za to obtain all the necessary rules, regulations, and forms for registration. These forms may also be downloaded at www.villaroxzani.co.za.
- Complete and return the registration documents to the Estate Manager at least 48 hours before taking occupation. Please note that all registration and administrative matters shall only be dealt with during office hours, **Monday to Friday from 08:00 - 13:00**.

3. Gate Access and Security

It is most importance that you acquaint yourself with all the rules and regulations of Villa Rox-Zani but specifically with the gate entry and exit procedures. Villa Rox-Zani has 2 methods of gate access:

- Gatekeeper:** This method allows you to open the gate by means of calling the gate from your cell phone. This is our preferred and main method of access at the main gate.
- Remote:** As a second method of access at the main gate, you will need to have a gate remote. This system is only activated in the event where the gatekeeper system fails or load shedding causes cell phone signal issues. **IT IS ADVISED THAT ALL GATE USERS MUST HAVE A REMOTE FOR THE MAIN GATE AS BACK-UP.** Remotes are controlled and kept record of.

Please contact the Estate Manager to order remotes @ R150.00 each.



Security is important and for this reason the following gate entry/exit procedure must be adhered to:

- Please wait for the gate to close **FULLY** before driving off. Not adhering to this procedure shall result in a fine (R1000.00 per offence).
- One vehicle per gate opening - **NO TAILGATING!**
- Please do not allow other vehicles or pedestrians to enter when you open the gate.

Trucks & Trailers: The maximum allowed size for trucks entering, is 5 Tons. Entering and exiting with trailers often causes damage to the gate due to the gate closing on trailers. The gate sensors are

installed and set-up for the height of an average vehicle. PLEASE CONSIDER THIS WHEN ENTERING THE GATE WITH A TRAILER. Do **not** cover the gate sensor - this will trigger an alarm.

4. Domestic Workers

All domestic workers must be registered and issued with a Domestic Worker ID card. This procedure is also part of our security strategy to ensure that all domestic workers wondering around inside Villa Rox-Zani, can be identified, and verified. Contact the Estate Manger to register your domestic worker.

5. Pets

Please note that **NO CATS** are allowed in the complex and only **TWO** small dogs per unit.



6. Rules and Regulations

All residents, whether it is owners or tenants, should acquaint themselves with the rules and regulations of Villa Rox-Zani prior to occupation. The complete Rules and Regulations document can be obtained from the Estate Manager or downloaded from the Villa Rox-Zani website at www.villaroxzani.co.za.

7. Refuse Removal

Villa Rox-Zani makes use of Weslie Waste Services to empty refuse bins. Bins are emptied every Friday. Simply place your refuse bin in front of your unit on the day of collection. Refuse bins should be removed from the street scape as soon as possible after emptying and stored out of view.



VERY IMPORTANT:

- Only one bin per unit may be placed out for emptying.
- It is not allowed to leave extra refuse next to the bin for collection.

8. Water and Electricity

Water and Electricity readings and billing is managed by Impact Meter Services. For water and electricity services and new accounts contact Impact Meter Services directly prior to taking occupation at Villa Rox-Zani.

Impact Meter Services: 012 763 8200

Email: impact@amps.co.za



9. Communication

Once you are registered as an owner or tenant, you will be added to the Villa Rox-Zani WhatsApp group. Important and relevant information concerning residents are continually communicated on the WhatsApp group. Please refrain from using the WhatsApp group to post jokes, advertisements, and general comments. Residents are however encouraged to post relevant matters such as security treats and gate issues.



10. Compliments & Complaints

The Board of Director appreciates compliments and complaints to continuously improve Villa Rox-Zani. Please communicate all compliments and complaints in writing by sending an email to admin@villaroxzani.co.za. Compliments and Complaints can also be communicated by visiting www.villaroxzani.co.za and sending your message using the "Contact us" functionality.

Villa Rox-Zani - Feeling at home!!
For all relevant rules and forms, visit
www.villaroxzani.co.za