

**Monte Christo Eco Estate Houseowners' Association
Management Policies**

1. Security

- 1.1 Security rules and procedures are strictly enforced.
- 1.2 Maximum, affordable security has priority.
- 1.3 Security systems and guards (24/7) are outsourced.
- 1.4 The Estate Manager is responsible for security while accountability rests with the Management Committee.
- 1.5 Residents are constantly included and kept up to date.
- 1.6 Panic contact with the security control room is provided to residents.

2. Development and maintenance of gardens

- 2.1 Owners are responsible for their gardens.
- 2.2 Owners maintain areas outside their property such as sidewalks and driveways.
- 2.3 Planting of trees and development of gardens is the responsibility of the Estate Manager, with the assistance of experts where necessary.
- 2.4 Removal of trees is approved by the Management Committee.
- 2.5 Only indigenous trees are permitted.
- 2.6 Maintenance is done under the supervision of knowledgeable staff.
- 2.7 Irrigation is applied taking weather conditions into account.

3. Environmental Management

- 3.1 The Estate is managed and maintained according to the guidelines of the Environment Management Operational Plan.
- 3.2 The services of professional service providers or persons are consulted as is deemed necessary by the Management Committee.

4. Maintenance of roads, common areas, buildings and equipment

- 4.1 The Estate Manager is responsible for the maintenance of all MC equipment and assets outside the boundaries of private properties.
- 4.2 Where MC staff cannot perform a specific task, it will be outsourced to an outside service provider.
- 4.3 The work of all service providers is inspected by the Estate manager before signing off for payment.
- 4.4 Streets are kept clean and treated against weeds on a regular basis.
- 4.5 MC Estate provides maintenance services in respect of the common areas of MC Retirement Village.
- 4.6 The Municipality is responsible for the main sewage pipeline and electricity supply within the estate.
- 4.7 Members are responsible for the cleaning and maintenance of the sewage pipeline between the house and main line.
- 4.8 The Municipality's responsibility for potable water ends at the main stopcock.
- 4.9 Members are responsible for the maintenance of water pipes from just beyond the water meter to the house.
- 4.10 The Municipality's responsibility for electricity ends at the main connection.

5. Control over building projects

- 5.1 All legislation and approved rules are strictly applied.
- 5.2 The transgression of rules is strictly dealt with in accordance with the fines as set out in the Rules.

6. Administration

6.1 Secretarial Services

- 6.1.1 The Annual General Meeting (AGM) is scheduled for the first Saturday of May each year or as otherwise determined by the Management Committee.
- 6.1.2 The appointed management agent ensures that the procedures of the AGM comply with the requirements of the Constitution.
- 6.1.3 Secretarial services for the Management Committee and general office administration is handled by the Administration Assistant.

- 6.1.4 Management Committee meetings are held monthly on the second Tuesday. Meetings may also be held every second month but not less than every quarter.
- 6.1.5 The agenda and minutes of the previous meeting(s) are circulated not less than 5 days before the meeting.
- 6.1.6 The appointed management agent must ensure that the Management Committee is aware of government legal requirements.

6.2 Labour Relations

- 6.2.1 The Estate Manager and Assistant Manager are appointed by the Management Committee followed by a letter of appointment signed by the Chairperson and employee.
- 6.2.2 The Estate Manager reports to the Chairperson.
- 6.2.3 The Estate Manager and his staff work according to a predetermined mandate with allocated key performance areas.
- 6.2.4 The appointment of ground staff according to a Management Committee approved complement and by a letter of appointment signed by the Estate Manager and employee.
- 6.2.5 Monte Christo adhere to the minimum wage requirements of the Department of Labour.
- 6.2.6 Permanent employees are entitled to the following leave:
 - 6.2.6.1 Ordinary annual leave (15 working days / 21 calendar days),
 - 6.2.6.2 Sick leave of 36 days over a three-year cycle. Sick leave cycle means 36 months service after appointment or after completion of the previous cycle.
 - 6.2.6.3 Unpaid maternity leave of 4 months.
 - 6.2.6.4 Paid family responsibility leaves of 3 days per annum,
 - 6.2.6.5 On request and approval of the Estate Manager unpaid leave to a maximum of 30 calendar days.
 - 6.2.6.6 Paid casual leave, 1 day for every 17 days worked. (gets deducted from annual leave)
 - 6.2.6.7 Unpaid parental leave of 10 days per birth.
- 6.2.7 No leave may be accumulated and only the current annual leave is paid out pro-rata at termination of service and/or retirement.

- 6.2.8 A medical certificate is required for sick leave of more than two working days.
- 6.2.9 Work on Sundays and public holidays is remunerated at double pay for each hour worked. Other overtime is restricted to 10 hours per week and is remunerated at 1.5 wage for each hour worked or equal off time is allowed within 7 calendar days after the overtime was worked.
- 6.2.10 Salaries and increases for the next financial year are proposed annually by the Financial Sub-committee and approved by the Management Committee during February every year.
- 6.2.11 Employees are paid monthly.
- 6.2.12 Each employee must have a bank account.
- 6.2.13 A leave bonus, equal to one month's salary, is payable in December every year. The bonus is paid pro-rata in respect of employees appointed during the financial year.
- 6.2.14 Working hours are from 7:00 to 16:00 during the summer months (September to February) and 8:00 to 17:00 during winter months (March to August) with one-hour lunch. The maximum working hours per week (excluding overtime) is 45.
- 6.2.15 Abuse of drugs and drunkenness during working hours is strictly prohibited and could lead to immediate dismissal.
- 6.2.16 Employee discipline and grievances are managed and handled according to the guidelines as described in the relevant legislature and South African Labour Guide.
- 6.2.17 All permanent employees are registered at the Department of Labour for UIF and *Workman's Compensation*.
- 6.2.18 A first-aid kit is kept at the office complex.
- 6.2.19 Overhauls and safety clothes are supplied to permanent ground workers as required.
- 6.2.20 The Estate Manager and Assistant Manager are supplied with MC clothes as approved by the Management Committee from time to time. Shirts are visibly embossed with the MC-emblem.
- 6.2.21 Copies of employees' ID-documents and personal information is kept on file in the office in event of an emergency. General record keeping of permanent employees are in accordance with the *Basic Conditions of Employment Act 75, of 1997*.

- 6.2.22 Conditions of employment are supplied to every employee as prescribed by the *Basic Conditions of Employment Act 75, of 1997*.
- 6.2.23 Notice of dismissal to an employee strictly follows the *Basic Conditions of Employment Act 75, of 1997*.
- 6.2.24 Dismissal remuneration packages is strictly calculated as prescribed by the *Basic Conditions of Employment Act 75, of 1997*”.

6.3 Communication

- 6.3.1 The appointed management agent is responsible for the official communication between the HOA/Management Committee and owners and administer all correspondence from the Management Committee to owners and residents.
- 6.3.2 The Chairperson signs all letters to outside organisations.
- 6.3.3 The Chairperson approves all communication with owners and residents.
- 6.3.4 New owners and tenants are supplied with a welcoming letter by the Chairperson together with the applicable standard information.

6.4 Legal Matters

- 6.4.1 Rules are, where necessary, subjected to a legal opinion.
- 6.4.2 Any legal procedure is approved by the Management Committee and where necessary by a General Meeting of owners.

6.5 Financial Management

- 6.5.1 The financial year runs from 1 March to 28/29 February.
- 6.5.2 Financial Statements are subjected to annual audit.
- 6.5.3 Bookkeeping, treasury function and preparation of financial statements (monthly or annually) is outsourced with responsibility vested in the Management Committee Member, Finance.
- 6.5.4 Bank balances are kept on a workable level, while surplus funds are invested at best returns.
- 6.5.5 The annual operating and capital budgets are recommended by the Finance Sub-committee and Management Meeting to the AGM for approval.
- 6.5.6 The annual operating budget forms the basis in determining levies.

- 6.5.7 The levy cycle runs from 1 June to 31 May.
- 6.5.8 Levies are payable monthly in advance.
- 6.5.9 Levies in arrear are subjected to interest and hand over expenses.
- 6.5.10 Collection of monthly levies and levies in arrear is outsourced.
- 6.5.11 The approval of financial transactions and actions are in accordance with the Delegation of Authority. See Annexure "C".
- 6.5.12 Before payment is made all expenses require supporting quotations with invoices and slips, checked and signed off by the Estate Manager.