

Policy: Estate Agent Access & Right to Operate in Elawini Luxury Residential Estate

The following is designed to accommodate and govern Estate agents and their prospective buyers/tenants and visitors wishing to visit Elawini with the purpose of either viewing, letting, selling a vacant erf or occupied house, the administrative regulations pertaining to sales, re-sales, letting, the erection of advertising boards and banners as well as the rules governing 'Show Houses'. Both Elawini Estate and The Village are considered in the proposal as the emphasis is on the Glovent Visitor Management system which is all inclusive. It is accepted that not all scenario's will be fully accounted for. In such cases, agents will need to liaise with the Estate Manager.

Sources and References

- a) **Elawini Memorandum of Incorporation and Company rules 1.3 (2) (k)** – “rules regulating the conduct of Estate agents within the **Township**, show-houses, accreditation, property transactions, the control and movement of the Estate agents and their clients (prospective purchasers of **Units/Erven** in the **Township**);”
- b) ARC Best Practice - The Home Owners Associations process for the approval of Estate Agents.
- c) Elawini Sales and Marketing.
- d) Peer Residential Estate's Policies and Procedures.

Principles Considered

Security is the priority at Elawini and will always be the only priority. As such, the Board of Directors and Officers of the Estate have a fiduciary responsibility to control access into the Estate. With the majority of erven having been sold, the need to permit access to a large number of Estate agents seeking to secure sales is negligible.

Unrestricted Right of Access is granted solely to owners, employees, Officers of the Estate and select contractors at the discretion of the Estate Manager.

Owners, contractors with SLA agreements, principle contractors on building sites are obliged to be registered and make use of the Visitor Management System (VMS) and Customer Management System on the Glovent Portal. In so doing, the owner/contractor or Principal Contractor assumes responsibility for a visitor. An external Estate agent is considered a visitor.

Process to Allow Access for Estate Agents and their Clients

All stands, existing homes and sectional title units are owned by one or other person or legal entity, hereon in termed the 'responsible person'. In certain cases, the erven are owned by the Developer.

Should an agent/prospective buyer or prospective tenant wish to enter the Estate, the responsible person that is to be visited must issue a PIN via the GloVisitor portal to the agent and/or the prospective buyer/tenant. In doing so, the responsible person assumes accountability for the conduct and routing of the visitor by escorting them into the estate and out on completion of business.

The responsible person also has the option to add an agent as an 'additional member' to their household. The same rules regarding conduct and routing apply.

In the event of a prospective buyer wishing to enter the Estate, one of the following applies: -

1. Pre-arranged. A PIN is issued by the Responsible Person to either the agent or prospective buyer/tenant or both, or
2. A PIN is issued by the agent if the agent has been registered as an Additional member by the Main Member, who may in turn issue a PIN to a prospective buyer/tenant.
3. Unplanned visitor. Guards are instructed to call the Elawini Sales and Marketing agent on duty, who will then provide verbal acceptance and enter "9". The visitor is then scanned by the guard, a PIN is automatically generated and the PIN is forwarded to both the visitor and the Sales and Marketing agent that authorised the entry.

The Sales and Marketing agent or the Estate Manager will also issue a PIN to bona fide visitors wishing to view a Developer's erwen.

Gazebos/Tents etc.

Elawini will not permit the erection of gazebos/tents on any property, including the parking area at the security gate. The road from the Elawini perimeter to Wild Berry street falls under Mbombela's jurisdiction. Agents wishing to make use of this area will need to furnish Elawini with Mbombela permits, failing which their activity will be reported to the relevant authorities and the right to operate at Elawini reconsidered.

Show Days

Show days are no longer applicable Elawini as all visitation is strictly by invitation.

Advertising Boards

Agent advertising boards are not permitted as they no longer serve a purpose. A client will be escorted from the gate to the property being marketed, by an agent or owner, therefore: -

No FOR SALE or rental boards are allowed in the Estate, including any kind of marking/indication that a property is for sale or available for rental nor a board indicating that the property has been SOLD.

Mbombela bylaws regarding signage along roads and municipal property are to be strictly observed.

Agent Responsibilities Regarding Estate Administration and Indemnity

In the event of a sale or re-sale, the owner or his agent must ensure that the purchaser/tenant is informed about and downloads a copy of the Estate Rules, Architectural Design Manual and any other administrative regulation applicable at the time. The owner /sales representative must specifically advise the purchaser of any liability or pending liability to pay penalty levies to the Company due to non-compliance with the time limits for completion of improvements on his property. All applicable administrative documentation is available to download at www.elawini.co.za

Elawini reserves the right to determine an agent's processes, knowledge of the Estate administration and various rules by means of an assessment.

An Indemnity Notice is displayed at the security gate and is applicable to all persons entering Elawini. The agent is responsible to ensure that they, and their visitors are made aware of and accept the Indemnity Notice prior to entry.

Development of Phase 2

It is acknowledged that development of Elawini Phase 2 may require that rules these regarding access for agents and prospective buyers be revisited.

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All agents wishing to undertake business within Elawini Luxury Residential Estate are required to complete the following declaration:

In signing this Policy Document, I (name)

representing (organisation).....

declare that I have read, understand and unreservedly commit to comply with and uphold the estate Agent Access and Right to Operate in Elawini Luxury Residential Estate Policy Document in full:

Office Telephone Number/s

Mobile Number/s

Email Address

Signature of Agent Date.....

Name of Principal

Signature of Principal Date.....

Please address queries and the initialled and signed document to manager@elawini.co.za