



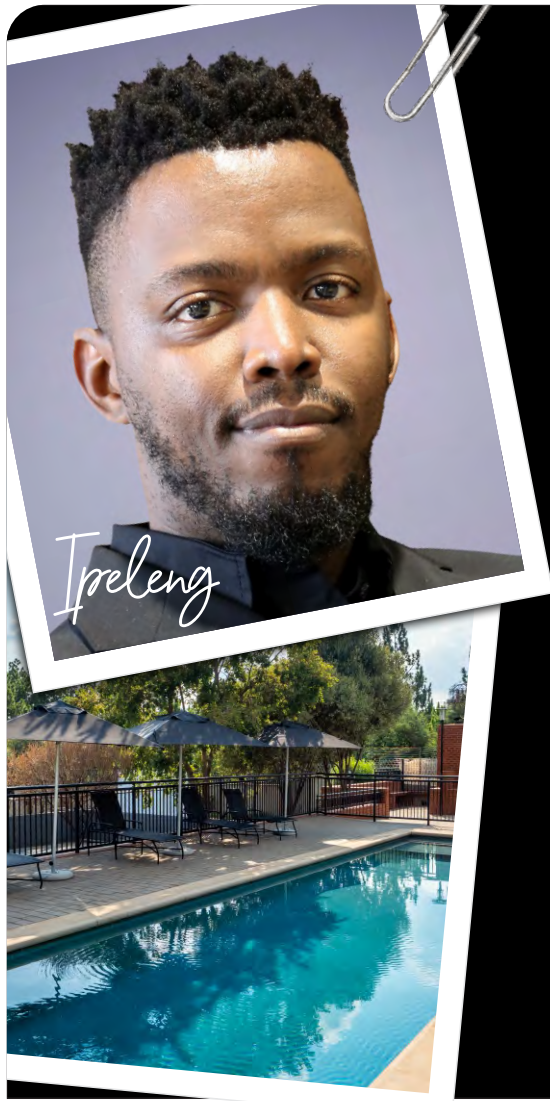
CROWTHORNE

LUXURY APARTMENTS

WELCOME HOME!



 **houss**
RENTALS



**Thank you for making #HoussYourHome...
Welcome to Crowthorne Luxury Apartments!**

We are thrilled that you have made Houss your new home. I'm Ipeleng Molosiwa, the Estate Manager at Crowthorne Luxury Apartments. I am here to ensure that your transition into your new home is seamless and your stay with us enjoyable.

Make yourself a cup of tea and take the time to read this booklet which will guide you to:

- Set up your utilities.
- How to log maintenance requests
- What to do if you have an account enquiry
- And very importantly our Houss rules which can be found here: www.houss.co.za/crowthorne/

Feel free to reach out if you have any questions or need assistance as you get set up. We want your experience at Houss to be exceptional, and we are here to support you every step of the way.

Once again, welcome to your new home!

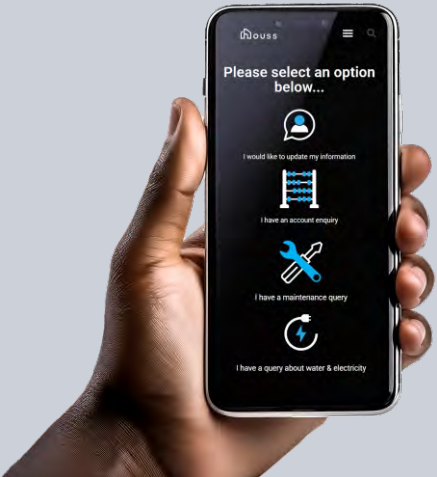
All the best,
Ipeleng Molosiwa
Estate Manager

Important Contact Info:

Estate Manager	Ipeleng Molosiwa	071 177 5114	ipeleng@houss.co.za	Mon-Fri: 08h00 - 16h30
Houss Head Office	Reception	011 300 8702	-	Mon-Fri: 08h00 - 16h30
Utilities	Grid Control (Landline)	0861 428 428	support@gridcontrol.co.za	Mon-Thurs: 07h30 - 16h00 Fri: 07h30 - 15h00 Sat-Sun: 09h00 - 18h00 After Hours: 16h00 - 20h00
	Grid Control (WhatsApp)	082 883 8661		
Fibre	Axio Connect (Landline)	010 110 9684	support@axio.co.za	Mon-Fri: 08h00 - 17h00 Sat-Sun: 09h00 - 22h00 After Hours: 17h00 - 22h00
	Axio Connect (WhatsApp)	066 122 4409		

Security (Noise Complaints & Emergency After Hours Maintenance*)	Aragon (Gatehouse) Open 24 hrs, 7 days a week	072 336 1255
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Please report any security issues, noise or after-hour emergency (such as fire and floods) to security. All other maintenance to be reported on the **Tenant Portal, which will be dealt with during office hours.*



First things first; let's get you started on My Estate Life App (MEL)!

Our Communication Platform:

An app called "My Estate Life" is the chosen platform for estate management and residents to communicate with one another. All matters relating to Indawo Lifestyle Apartments, including events and activities, incident reporting, lease and building queries, notifications, newsletters, etc., will run through this App.

- 1 Download the App onto your phone
Search the "My Estate Life" by Floodlight Studios:
 - **Apple** users on the **App Store**
 - **Android** users on the **Play Store**
 - **Huawei** users on the **App Gallery**
- 2 Register your new profile, by selecting "Create Account" and click on your profile to update your info (or your vehicle's information, as it changes).
- 3 Press "Manage my properties" (under Profile) or "Add Property" on the Home screen. Scan this estate identifier when prompted to. Select your address and complete your registration on the property.
- 4 Await approval from Estate Management. Need help? Use the chat function on myestatelife.com to open a ticket.



Understanding the HOME Page

This is where you can edit your profile information filed in the original registration process. We also encourage all our users to add a profile picture (clearly depicting their face) to personalise the application. On this page you have the following options:

- **My Visitors:** Add and approve visitors for gate access here. Also view your visitors and edit information.
- **Emergency:** Here you have access to local Emergency numbers for security, police and medical contacts. A panic button is also available for you to alert security of an emergency.
- **Services & Facilities:** The details of all services and facilities within the building can be accessed in these tabs. This ranges from logging a maintenance issue, booking a tutoring session, RSVP'ing to an event, or finding your gym training session class times.
- **News:** Our dynamic team will post regular updates regarding general building maintenance, notifications or invites to certain events on this page – so best you check in on a regular basis to ensure you are up-to-date with the activities at Indawo Lifestyle Apartments. More information on this below.
- **Feedback:** This nifty feature allows you to send a direct messages to the Estate Management team.

Understanding the VISITOR ACCESS Dashboard

You can select a visitor from your contacts, if you have an applicable phone. If you don't have this option or do not have a visitor listed on your phone contacts, then you can add the visitor manually here. You will be prompted to list the arrival date and arrival time of the visitor. Once the details are completed, click on "add visitor to list". Please do not forget to do this last step, otherwise your visitor will not be added to our guest list at the gate, and they will not be allowed access to the development. Under this very same tab, you can also see your expected and previous visitors. Visitors have to be pre-cleared using this system, adhoc visitors will not be permitted access until the resident has been pre-cleared them.

More information on your COMMUNICATIONS Dashboard

No, this is not an overview of the latest CNN and Sky News reports! The Estate Manager will use this feature to keep you informed of estate news and current events within The Precinct. They can use this feature to target specific units and floors specifically – so you will not be bothered with information that is not relevant to you. When you click on an item it will open to read the entire article or message. The message will remain in your Inbox until the Estate Manager removes them.

More information on your FEEDBACK Dashboard

This feature was installed to make it easier to communicate to your Building Manager. Simply select the feedback button, choose the most applicable feedback type, type your feedback, choose to take a photo and then click the submit button. The Estate Manager will receive your Feedback directly and action any required steps.



Utility Management Platform (Grid Control Technologies):

As specified in the lease agreement, tenants are responsible for the cost of utilities in their apartment as well as a nominal charge for common property water and electricity. A pre-paid utility platform has been created with smart electricity and water meters for each apartment in order to manage the metering, billing and cost recovery of the utilities applicable.

Prior to occupying their unit, the tenant will receive an SMS with their utility wallet login and account details and 16-digit reference number. Please activate your wallet with the information received in the SMS. This platform allows the resident to monitor usage, check account balances and pro-actively reduce consumption.

The platform is essentially a virtual “Wallet” which the resident transfers funds into in order for the utilities and associated charges to be deducted from. The Eskom HomePower4 tariff is used to calculate the costs of electricity consumed. The City of Johannesburg “step-up water tariff” is used to calculate the costs of water consumed. A

“Heated Effect” charge is also applied, this rate is based on the rates supplied by Eskom and may be subject to change. The City of Johannesburg water levy as well as the Eskom Network Capacity Charge is deducted from the wallet balance on a daily basis too. These charges are applicable in any property in Johannesburg that has electricity and water connections.

How to fund your Grid Control e-Wallet:

You may transfer funds into your e-Wallet via the following:

- 1 Direct deposit at any ABSA ATM

All ATM Cash Deposits:

How to use your reference
eg. 1002,000000 111,001

CRITICAL

The number can be simplified;
eg. 1002,111,001

The system will pull through automatically

Important in this example:

1002 = the “Service Provider Code”

111 = the “Wallet Identifier”

001 = the “Wallet Sequence Number”

Only the leading zeros (not underlined in **red**)
in the example may be omitted. The three
sections underlined in **red** may never change.

- 2 Direct deposit at the bank
- 3 Cell Phone Banking
- 4 EFT via Internet Banking
- 5 GCT Pay: Download from Play Store or AppStore

Please Note:

- EFT – No cost from GCT; any cost applicable as charged by paying party’s own bank. Payments made from another bank could take between 24-48 Hours to reflect against the Wallet.
- Instant EFT – No cost from GCT; any cost applicable as charges by paying party’s own bank.
- Cash deposit – In branch or ATM; cash handling fees as charges by the bank.
- Pay app using PAYGATE – 3.45% (Vat incl.) of transaction; “Platform Convenience Charge” – irrespective from which bank payments are made, it reflects immediately in nominated wallet.

ABSA Banking Details for your Grid Control e-Wallet:

Account Name: Crowthorne Luxury Apartments
Account Type: Current
Branch Code: 632005
Account Number: 4094327248
Reference: Your unique 16-digit e-Wallet number

Very Important:

- Remember, do NOT enter ANY spaces in your reference number.
- Make sure you always use the correct reference number to deposit and recharge your wallet (your unique 16-digit e-Wallet Number).

Your Credits in your e-Wallet account:

- The credits in your e-Wallet will reduce as you use electricity and water.
- You will receive SMS notifications when your credit balance is low.
- You must use your Username and Password to monitor your credits and consumption on the website. This remains your responsibility.
- After Hour Emergency (when to call): When your power is off, and a payment has been made towards your utilities and your monthly rent is up-to-date.

Grid Control Customer Care:
Tel: 0861 428 428
WhatsApp: 082 883 8661
Email: support@gridcontrol.co.za

Office Hours:
Monday to Friday: 08h00 - 16h30
After-hours (Mon - Fri): 16h30 - 20h00
Weekends and Public Holidays: 09h00 - 13h00



Biometric (fingerprint) Access:

All new tenants are responsible to schedule an appointment with the Estate Manager to have their biometrics access activated. This can only happen once the “Keyslip” has been issued.



Access, Gatehouse, Security and Estate Offices:

Our security guards are there to protect you. This specialised service is currently provided by **Aragon Security Services**. We encourage residents to report any suspicious behaviour directly to the guards on duty to avoid any incidents before they occur. There will be one access point onto the estate through the gatehouse which is manned 24-hours a day by highly trained security staff.

Remember to have yourself loaded onto the access system. This can be done by booking an appointment with the Estate Manager in the Leasing Office. They will register your fingerprint onto the system, ensuring that you can gain access through the resident’s lane. Any other person in your direct household that needs to gain access in the same way, needs to be registered on that same form and have their fingerprints registered as well. Your domestic worker will have to supply a certified copy of their ID or their passport as well as proof of their current address in order to be registered onto the system.

Visitor access is managed by the tenant on the My Estate Life App (MEL).

Estate Office Hours: The estate office hours are from 09:00 to 17:00, Monday to Saturday.



Apartment Information:

- The curtain rail height is 2.3m.
- A single door fridge will fit in the fridge space.
- A central heating hot water system is installed in each block.
- Please note that all curtains must have a white backing. This will be strictly enforced.
- DSTV will work on a fibre network, but do not fear as this does not affect the way that you connect up your decoder. This means that there will be no satellite dishes on the buildings, but the connection point will stay the same. You simply connect your DSTV decoder like you would have previously done, restart the decoder and everything will work as normal.



Internet Connection

Houss Rentals has committed, to the best of our ability, to provide you with free internet access during your stay at Crowthorne Luxury Apartments. Our supplier is Axio Connect, and your free internet consists of 20/20 Megabits per second (Mbps) uncapped fibre internet. Your router is already installed in your unit at no additional cost - and needs to remain there when moving out. To connect, open your WiFi settings. Connect to the Wi-Fi network that corresponds to your unit number (eg. “your building”_“your unit number”). Login with the WPA2 password printed on the router mounted next to your TV outlet. You can upgrade your speed to 50/50 or 100/100 or 200/200 Mbps at an additional cost. Visit www.axio.co.za/upgrade-now to see the pricing structure and follow the simple step-by-step process to even faster uncapped internet.

Axio Connect Customer Care:

Tel: 011 110 9684
WhatsApp: 066 122 4409
Email: support@axio.co.za



Logging a maintenance query:

In the event that the resident needs to report a maintenance item which is the responsibility of the landlord, the resident must log a query on midrandm@houss.co.za or on the **My Estate Life app**. The maintenance query will be logged and followed-up by our highly skilled maintenance department.

For weekends and after-hours **emergency** maintenance issues, the tenant can call or WhatsApp 078 076 1777. After-hours emergency maintenance issues can be reported to the security at the guard house. The guards will contact the responsible team to have it resolved. Please note that only emergencies like fire and flooding is dealt with after-hours. Normal maintenance must be reported during normal office hours.



Waste/Refuse Removal:

Tenants need to place their refuse in the black wheely bins strategically placed between the blocks in black cages within the parking bays. Please ensure that you place your refuse in garbage bags, *before* placing it in the wheely bins. At the back of the refuse cages there is space for flattened cardboard boxes. Please ensure that these refuse cages are neat and tidy at all times.



Garden Services:

All gardens in the estate, including private gardens, are serviced by the estate's maintenance and landscaping team. Private gardens will be serviced weekly during summer months and every second week during the winter. Residents are asked not to lock their gates, to allow access for the garden services.



Carwash Service:

To provide residents with that extra level of convenience, the estate offers a weekly car wash service that comes to you. Tenants are to deal with this supplier directly to establish the cost and availability of the service.



Clubhouse and Estate Facilities:

The upmarket Lifestyle Centre boasts many lifestyle elements for the enjoyment of tenants and their guests. The clubhouse includes a private clubhouse, fully-equipped gym and meeting rooms. Private function bookings can be made via the estate manager.

Clubhouse Operating Hours: Monday - Thursday: 08h00 till 20h00
Friday - Saturday: 09h00 till 22h00
Sunday: 09h00 - 20:00

Outdoor facilities in the estate include children's play parks with shaded pavilions, a swimming pool at the life-style centre, braai pavilions, walking and running trails and multi-purpose sports fields for tennis, soccer, basketball etc. Private pavilion bookings can be made via the Estate Manager, Clifford Modise on clifford@houss.co.za.



Swimming Pools:

The most important rule with the swimming pool is the fact that children must always be accompanied by an adult. The use of the pool and enclosed area are entirely at own risk. No swimming before 07h00 and after 18h00 during which time the gates must be kept closed. Swimmers must wear appropriate swimming attire and the use of swim suits are obligatory. Diving, running, boisterous or rough play or excessive noise is forbidden in the pool and enclosed area. As with most pool areas, no glass or alcoholic beverages are allowed in the pool and enclosed area – and no person under the influence of alcohol or drugs shall be permitted to use the pool. Please adhere to all the other rules on display in the pool area. **Children under 12 years of age, must always be accompanied by a responsible adult at all times.**



Kids' Play Areas:

Crowthorne Luxury Apartments has many children's play areas with jungle-gym equipment. All children under 12 must be accompanied by a parent or responsible adult supervisor. We ask that noise levels (music or excessive screaming) be kept to an absolute minimum – be considerate to other residents. Bearing in mind that this is a child-friendly environment, foul language (swearing, cursing or inappropriate comments) will not be tolerated and fines may be issued in this regard. No glass or alcoholic beverages are allowed in the playground area. As per the disclaimer signs in these parks, the use of the playground area is entirely at own risk.



Multi-purpose Sports Fields:

There is a multi-purpose sports field in the estate. These fields are available for tenants to be used for tennis, soccer, basketball etc. As a general rule, the field is usually locked to prevent the facility from being misused. The keys can be obtained from the management team or from the guardhouse (depending on the hours of the day). The light only operates for periods of 1 hour to prevent them from being left on and wasting electricity. More details may be obtained from the estate management team, located in the leasing office.



Gym:

The estate gym is managed by Beacon Fitness - and your fitness and well-being is their priority. This dedicated team of fitness fanatics strive to be a beacon of hope that provides sustainable training methods to enable their clients to overcome barriers to mental and physical fitness. Training in the gym is free to residents (no guests allowed), and personal training can be arranged at an additional cost.

There are many free weekly classes to choose from, but it would be best to join the estate [Gym WhatsApp Group](#) to find out the latest times and schedules for these classes, contact Beacon Fitness directly.

Free weekly gym classes include:

- Bootcamp Classes
- Spinning Classes
- Water Aerobics
- Pilates
- Tennis
- Many, many more...

Additional activities (at your own cost) include:

- Personal Training
- Swimming Classes
- Football/Soccer Classes
- Electrical Muscle Stimulation (EMS)





Your Social Calendar:

There are loads of fun things to do, as a community, at Crowthorne Luxury Apartments. Have look and see...

We also have sporadic estate events - like Easter Egg Hunts, Outdoor Movies and other fun activities for the whole family. Be sure to keep an eye on the 'My Estate Life App' (MEL) notifications for the latest invites and updates!



Insurance:

We encourage our residents to have insurance on their personal belongings and vehicles. Should anything happen to these items, it is not covered by the Landlord and you would be liable to repair or replace any items that are lost, damaged or stolen. Parking your vehicle is at your own risk.



Compliments and Complaints

We strive to offer you an unparalleled lifestyle in the apartment rental market. We constantly implement initiatives to raise the bar for this industry as a whole. If you would like to make suggestions, or bring anything to our attention, please communicate through the My Estate Life platform or email help@houss.co.za.



When it is time to move out...

It is said that 'goodbye is always the hardest part'. This isn't necessarily true, providing that you follow a few easy steps;

- 1** You need to give us official notice, 30 days prior to moving out. This cannot be done via email or telephonic conversations. You can do this by scanning this **QR code**, or follow this link <https://houss.co.za/notice-to-vacate/>. Alternatively, you can give notice on our website (www.houss.co.za) under the "Tenant Services" tab.
- 2** We will be in contact to book your "Exit Inspection", where we evaluate the condition of the apartment, and estimate your costs for the maintenance department to repair, clean and repaint the unit for the next tenant. This amount will be deducted from your deposit. Please ensure that your "Exit Inspection" is completed prior to moving out, otherwise it will be done in your absence, and you will still be liable for the costs.
- 3** Please arrange the handover of your keys with the Estate Manager on move-out day. We strive to reimburse the remainder of your deposit within 30 days – but please be patient with us!
- 4** Should you wish to delay your move from Crowthorne Luxury Apartments, simply complete the "**Cancel Notice**" form on our website (also under the "Tenant Services" tab). Alternatively, scan this **QR code** or follow the link <https://houss.co.za/cancel-notice/>. We will notify you within 48 hours if your notice has been successfully cancelled. Should you not receive this confirmation, please contact your Rental Administrator on 011 300 8702.



CROWTHORNE

LUXURY APARTMENTS



Gatehouse



Mini Soccer Field



Braai Area



Kids' Play Areas



Tennis Court



Outdoor Movie Screen



Walking Trail



Swimming Pool



Laundromat



Gym Equipment



Clubhouse



Recycling / Refuse Area





www.houss.co.za

Tel: (011) 300 8702

Unit 1, Riversands Outlet Park,
10 Century Blvd, Riversands
Johannesburg.