Letting House Rules/Procedures:

1. Introduction

1.1 Owners of apartments at Dolphin Beach, have the right to let their apartments, subject to any Tenants, irrespective of whether it is "Short term" or "Long term" Tenants, **adhering to and complying with ALL Rules and Conditions, as applicable to Owners**.

1.2 Furthermore, Dolphin Beach is governed by both the Sectional Title Legislature and the approved registered rules pertaining to the Estate.

1.3 Therefore, **the onus is on Owners to ensure that BOTH their Letting Agents and Tenants, are FULLY informed of and will adhere to the Sectional Title Legislature, Registered Management, Conduct and House Rules**.

1.4 It needs to be recorded, that under no circumstances will the **Dolphin Beach Body Corporate, the Trustees, the Management Company or the Complex Manager, be held liable for any damage or incident, of whatsoever nature, resulting from the letting activities of any Owner**.

1.5 These letting house rules have been defined specifically to ensure the privacy, security and wellbeing of all Residents and Tenants.

2. Per the Sectional Title Schemes Management Act

2.1 13. Duties of Owners

(1) An owner must—

(f) notify the body corporate forthwith of any change of **occupancy** in his or her section; and

3. Per the Sectional Title Schemes Management Act Prescribed Management Rules

3.1 **3. Amendment and binding nature**

(2) A member must take all reasonable steps to ensure compliance with the conduct rules in force in terms of section 10(2)(b) of the Act **by any Tenant or other occupant of any section** or exclusive use area, including the member's employees, guests, visitors and family members**.**

3.2 **27. Governance documents and records**

(2) The body corporate must prepare and update the following records, pertaining to Tenants:

(i) full names of the Main Tenant ***(i.e. only 1 person in group of tenants)***;

(ii) identity number or, in the case of non-South African citizens, the passport number; and

(iii) ALL contact detail, pertaining to the Owner, the Letting Agent *(where applicable)* and the Main Tenant; **which contact detail shall include:**

- **Full names**
- **Cellphone numbers**
- **E-Mail addresses**
- **Vehicle License Plate number**

4. Per from the Registered Conduct Rules

4.1 An owner may let or part with occupation of his unit provided:

4.2 that no such letting and/or parting with occupation shall in any way release the owner from any of his obligations to the body corporate, hereunder or in terms of the rules or any house rules made in terms thereof or of the Act;

4.3 that as a condition precedent to any such letting and/or parting with occupation, the owner shall obtain from the lessee or the person to whom occupation is given an undertaking in favour of the body corporate that such lessee or person shall duly observe all these regulations and conditions as are contained in the rules and in the Act. Such undertaking shall be in such terms as the trustees shall from time to time require and it shall be ***lodged in writing with the Dolphin Beach Estate Office (See "Letting Tenant Registration Form – 03 February 2022")*** prior to such lessee or person being given occupation of the unit.

5. **Registering Owner or Letting Agent**

5.1 All owners, estate- and letting agents (agent) wishing to let property at Dolphin Beach must register at the Dolphin Beach Estate Office, by means of submitting the "***Letting Registration Form – 03 February 2022***", in which form, such registered owners and agents must agree in writing to comply with these letting house rules/procedures.

5.2 An owner may let or part with occupation of his unit provided that no such letting and/or parting with occupation shall in any way release the owner from any of his obligations to the body corporate in terms of the rules made in terms of the Act.

5.3 A "***Letting Tenant Registration form – 03 February 2022***" is available at the Estate Manager's office. This form will be applicable to the Tenant. This is the **ONLY form that needs to be completed and submitted**, **for each and every "Letting event"**. This form **may be sent per E-Mail** to the Dolphin Beach Estate Office, a minimum period of 24 hours PRIOR to the commencement of the "Letting event". In the event that the "24 hour requirement can not be met, then such "Letting Registration Form", duly completed and signed, needs to be presented at the Security Office, upon arrival by the Tenant and/or the Agent.

5.4 Registered agents will be allowed to enter the Estate to inspect the property or prepare the property for the tenants. Cleaning staff may be attached to this entry authorisation.

5.5 Unregistered agents must be authorised by the owner every time they enter the Estate. Cleaning staff of unregistered letting owners must obtain authorisation from the owner every time they enter the Estate.

6. **Inform the Body Corporate of a Tenant**

6.1. For management and security reasons it is important to record the details of all tenants entering the Estate.

6.2. At least 24 Hours before a tenant is to enter the Estate a "***Letting Tenant Registration Form - 03 February 2022***" (see attachment A) must be sent per E-Mail, to the Dolphin Beach Estate Office, by the Owner or Letting Agent. This is to ensure that all the relevant information is available and correct. It also allows management to make the necessary security arrangements.

6.3. This aforementioned form will record the identification details of the Main Tenant, as well as details pertaining to the size of the "Tenant group" and the duration of their stay, as required by the Act.

6.4. Whilst the Body Corporate does not prescribe a "Minimum period of stay" to Owners, it is **STRONGLY recommended that Owners stipulate a MINIMUM stay of 5 (five) calender days, per "Letting event"**. In this regard the Body Corporate **reserves the right to re-visit this matter, should it become necessary, which may result in a MANDATORY "Minimum period of stay"**.

6.5. To be able to authorise the entry procedure the details of the vehicles will be recorded. If the vehicle details are unknown (i.e. a rental car) at the time of informing the Estate Manager, it must be updated on entering the Estate.

6.6. If the form is completed in time a smooth entry into the Estate is secured. The tenant will be allowed to enter to the Estate without any further authorisation.

6.7. **If the form is not completed, further authorisation will be required before entry into the estate will be permitted**. Either the owner or the agent will have to authorise entry in person. All subsequent entries will have to be on the same basis, until the necessary documentation is provided. In addition, the owner will be informed that an incorrect letting procedure was followed, opening the possibility of a fine being issued as described in the fine procedures.

6.8. A new "***Letting Tenant Registration Form - 03 February 2022"*** must be completed if the particulars of the stay changes.

6.10. Whenever an apartment is rented the new occupants must be informed that this property is governed by the Sectional Title Act and the Registered Rules, and these rules will be enforced by the Trustees. A copy of the Registered Rules (paper or electronic) must be provided to the new tenants and the website where the Sectional Title act can be obtained must be provided.

6.11. The "***Letting Tenant Registration Form - 03 February 2022***" is a written undertaking in favour of the body corporate that such lessee/tenant or person shall duly observe all the regulations and conditions as are contained in these House rules, IRRESPECTIVE of whether such form has been signed, or not; AND IRRESPECTIVE of whether such form has been signed by the Tenant, or the Letting Agent, or the Owner.

7. Arrival and Stay of Tenant

7.1. Dolphin Beach is a wonderful place to stay, and all tenants are welcome at the Estate.

7.2. If security recognises the tenant on arrival due to the "***Letting Tenant Registration Form - 03 February 2022***" being completed correctly and timeously, entry will be seamless. If security does not recognise the tenant (because the tenant registration process was not completed) entry will be problematic. Entry will be denied if no record exists or if no authorisation from the owner or agent can be obtained. This problematic situation will continue until the necessary protocols have been adhered too.

7.3. Dolphin Beach is managed under the Sectional Title Legislature. **Foremost, the owners of Dolphin Beach are entitled to their privacy, security, and wellbeing. Tenants must therefore adhere to all the legislated, registered and house rules of the Estate**.

7.4. The owner or agent must provide confirmation that the tenant had been issued with **at least the CONDENSED house rules of the Estate**, OR that such **CONDENSED house rules is clearly displayed in the Owner's property**. Any misconduct or non-adherence to the rules could result in a fine issued to the owner.

7.5. The owner or agent remains the primary point of communication between the tenants and the Estate Manager.

7.6. Long term tenants (more than one month) may keep small pets but the tenant must have prior written approval from the owner and the Estate Manager. Approval is restricted by the pet rules. **No pets are allowed for short term rentals staying for less than one month**.

7.7 A register will be kept by the Body Corporate of all complaints related to a specific owner, tenant and/or apartment. The fine system will take cognisance of this register and the complaints will be accumulative of nature.

8. Miscellaneous

8.1 No letting signs may be erected on common property or inside the apartments.

8.2 When security does not recognise **unregistered** tenants walking about, they could be challenged to prove where they stay or rent.

8.3 All relevant COVID protocols must be adhered to on common property.

8.4 **Attachment A:** "***Letting Tenant Registration Form - 03 February 2022***"

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