



25 March 2020

Dear Tenant,

## **IMPORTANT NOTICE: NATIONAL 21-DAY LOCKDOWN**

Our thoughts are with you and your families during these uncertain times. Now more than ever, we can all appreciate the importance of coming together to protect our community in times of great need. We support President Cyril Ramaphosa's announcement that the government will be implementing a 21-day nation-wide lockdown from Thursday at midnight on the 26 March 2020 to 16 April 2020, in order to reduce the spread of the Covid-19 pandemic.

The following measures will be implemented by Communicare in order to comply with the regulations and still enable us to service our tenants to the best of our ability during these uncertain times:

- The Communicare office in Pinelands will be closed as of Thursday, from 4:30 pm.
- Communicare staff will be working remotely and will endeavour to keep our services running
- We will continue communicating with you throughout the 21-day lockdown period. Call our call centre to ensure we have your latest cell phone number to receive sms updates from us.
- Our Call Centre will remain operational as your primary contact and will be available from 08h30 to 16h30 from Monday to Friday
- Property Managers will be available via email on the list provided at the end of this letter.

## **Maintenance**

Only emergency maintenance will be attended to during this time. Emergency maintenance is considered to cover the following:

Plumbing Geyser bursts Sewer blockages Pipe bursts Flooding Repairs to water meters	Electrical Electrical shortages posing a life-threatening risk Electrical sparks or possible fire threat	Fire and Flood Restoration Ensuring tenant safety during a fire Securing fire affected areas/units
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Please note that during the lockdown period, all building suppliers, like ourselves, will be on lock down. This essentially means that if the service providers do not have the required materials available to replace or repair an item, they would apply the "make safe" rule.

Regrettably, cleaning services are being suspended as the government has not classified cleaning as an essential service. Residents are encouraged to work together to keep the common areas clean.

## **Security**

During the lockdown period, security services will continue as normal as they are deemed to be an essential service. Residents are encouraged to work together to ensure safety in the complex and to report suspicious behaviour to **0845765684** and to security guards (where these services are provided at your complex).

Please note that in line with the President's call to practice social distancing

- Visitor access into our complexes will be severely restricted during the lockdown period
- Tenant access will be limited to the Main gate

**(PLEASE TURN OVER)**

## Tenant Observance of House Rules

During the nationwide lockdown, we will need to work together to ensure that all tenants can live harmoniously. Please continue to adhere to Communicare's house rules, obey government's COVID-19 guidelines or instructions and follow the recommended hygiene practices such as:

- Intensifying hygiene practices by washing hands for at least 20 seconds using soap and water at regular intervals
- Frequently sanitising surfaces and drains in and around homes
- Managing refuse responsibly by ensuring that it is kept in and disposed of in tightly sealed refuse bags
- Refraining from washing vehicles in parking areas
- Wearing gloves and covering noses and mouths when venturing into the common areas of complexes, and only doing so if necessary to obtain food and medical supplies outside of the complexes
- Practicing social-distancing and refraining from arranging or attending any gatherings at complexes or outside the complexes
- Being mindful of noise levels as some tenants may be working from home during this period. Using radios, musical instruments, music systems, televisions and any other appliances which may generate noise in such a manner that it is not heard by people in the units next to, below or above yours.
- Keeping pets, where they are allowed, on a leash or securely housed within the boundary walls of your unit. Ensuring pets do not wander around the complex
- Adhering to further advice and instruction provided by the Landlord on all property management related functions

Please also take note that:

- No tenants are allowed in the halls and other communal areas such as braai areas and play parks.
- Parents must take responsibility for keeping their children indoors. Children should not generally play outside, in play areas or at neighbouring homes during this time.
- No visitors may be received during the period of the nation-wide lockdown, except for medical attendants, food and pharmaceutical suppliers, or those checking in on frail elderly tenants.

We urge everyone to follow the guidelines and instructions called for in the lockdown, which is to stay at home with no visitors and to only leave your home for essential purposes such as purchasing groceries, medical reasons and obtaining SASSA payments.

### **Medical**

Follow preventative measures to protect yourself and your family from COVID-19. Please ensure that you contact the toll-free government line if you exhibit any symptoms

**Government-controlled Emergency hotline: 0800 029 999 (toll-free)**

**Government-led WhatsApp support line: 0600 123 456**

**Government Website: [www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)**

**Tygerberg Hospital: 021 938 4136/5883**

In the event of a **medical emergency, please contact the National Medical Emergency Number 10177** and thereafter only, notify our Call Centre.

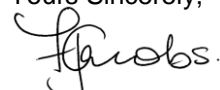
### **Social Services (Vulamathuba)**

The Department of Social Development has a team on hand. All cases will be directed to SAPS and National Emergency Services. However, should a tenant request assistance from Vulamathuba, they will be on stand-by to assist with calling the relevant national services.

We call on all tenants to be mindful of each other during this time and respect one another. It is your patience with each other that will see you through the next 21 days.

This is something we have not experienced before but we are all in this together. As our President has said, "Let us never despair. For we are a nation at one, and we will surely prevail."

Yours Sincerely,



**Faieda Jacobs**

**General Manager: Rental Property Management**

## PORTFOLIO AND PROPERTY MANAGER CONTACT DETAILS

Who to contact	Communicare
<p><b>Portfolio Manager</b> : Mapule Maragela:  <a href="mailto:mmaragela@communicare.org.za">mmaragela@communicare.org.za</a></p> <p><b>Property Manager</b> : Liesel Albertus            Email: <a href="mailto:labertus@communicare.org.za">labertus@communicare.org.za</a></p>	Goede Hoop Huis Alleyne McMillian House Montclair Place Riverside Rosehaven Gardens Flats Zorgvliet Brooklyn Houses Brooklyn Flats
<p>Property Manager: Clyde October</p> <p>Email: <a href="mailto:coctober@communicare.org.za">coctober@communicare.org.za</a></p>	Reyger Court Mez Wallach Creswell House Bothasig Gardens Phase 1 Bothasig Gardens Phase 2 Drommedaris Drommedaris Pilot Drommedaris Commercial

Who to contact	Good Find Properties
<p><b>Portfolio Manager</b> : Lynn Oliver  <a href="mailto:loliver@goodfindproperties.co.za">loliver@goodfindproperties.co.za</a></p> <p><b>*Property Manager</b> : Gerald Heldsinger  <a href="mailto:gheldsinger@goodfindproperties.co.za">gheldsinger@goodfindproperties.co.za</a></p>	Albatros Charles Court Cyprus grove Dennehof Elm Court Mimosa Range Court Ruyterwacht Houses Te Waterhof Viking Court
<p><b>Portfolio Manager</b> : Lynn Oliver</p> <p><b>*Property Manager</b> : Laura-Ann Abrahams  <a href="mailto:labrahams@goodfindproperties.co.za">labrahams@goodfindproperties.co.za</a></p>	Yates Lodge Dreyersdal Park Musgrave Park The Villas @Musgrave Park Straton Court Wellesley Court Ascot Square Engen, Kuils River Aliwal Gardens Norwood Gardens Riverton Mews Sakabula Welverdiend