



KNIGHTSBRIDGE PROCEDURES MANUAL

1) EXTRACT OF PERTINENT CONDUCT RULES	2 - 3
2) CONDUCT RULE INFRINGEMENT	4
3) GYM / POOL TRANSGRESSION & VISITOR LOG	5
4) EXECUTIVE LOUNGE BOOKING	6
5) ACCESS CONTROL	7
6) SPA / WELLNESS CENTRE GUESTS	8
7) TENANTS	8
8) MOVING IN / OUT	8

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

1) EXTRACT OF PERTINENT MANAGEMENT AND CONDUCT RULES

(For complete copy of conduct rules refer to policies on www.knightsbridgecenturycity.co.za)

1. MANAGEMENT RULES

PMR72: The provisions of these rules and of the conduct rules, and the duties of the owner in relation to the use and occupation of sections and common property shall be binding on the owner of any section, and it shall be the duty of the owner to ensure compliance with the rules by his lessee or occupants including employees, guests and any member of his family, his lessee or his occupant.

PMR76(3): The use of the communal amenities shall be regulated by virtue of rules which shall be compiled by the developer and / or the trustees of the body corporate from time to time.

Note: 'Communal amenities' means the swimming pool, jacuzzi, sauna, steam room, change rooms, gymnasium and executive lounge.

2A CONDUCT RULES

Conduct rule 1 - Alterations and renovations

- Any interior / exterior work on a section or unit.
- No work may be performed without written confirmation being obtained from the trustees.
- The owner accepts responsibility for any damage caused by him or his contractors and will be liable for repairs.
- The owner is responsible for ensuring that the common property remains clean and tidy at all times.
- No work may be performed outside normal business hours.
- A deposit of R5,000 must be paid to the body corporate before any renovation or alteration is allowed to commence – refer to general manager of managing agent for banking details
- Contractors will be subject to strict access controls.
- If you have any queries please discuss these with the building / general manager.

Conduct rule 2 - Parking bays

- An owner shall not use his / her parking bay/s or permit in such manner or for such purpose as are likely to impair the safety, appearance or amenity of sections or other parts of the common property.
- No vehicles shall be washed in parking bays other than the parking bay dedicated for that purpose ("wash bays").

Conduct rule 3 - Motor vehicles, use of driveways and parking areas

- Owners, occupiers and their guests shall observe and adhere to all road signs on the common property.
- One vehicle may not occupy two parking bays.
- Vehicles may be parked only on such areas as are specifically indicated and approved by the body corporate.
- Vehicles not roadworthy may not be parked on the common property
- An owner or occupier shall ensure that an exclusive use area for parking purposes is not used by him, his visitors or his guests unless that owner or occupier is entitled to use such area.
- An owner / occupier may not make excessive use of visitor parking bays. These are not exclusive use areas and such behaviour causes a shortage of these visitor facilities.
- Trustees may tow / clamp / fine for any contravention of the above.
- Parking of vehicles upon the common property is at the owner's risk and responsibility and no liability shall attach to the body corporate or its agents or any of their employees for any loss or damage of whatever nature which the owner, or any person claiming through or under him, may suffer in consequence of his vehicle being parked on the common property.

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

Conduct rule 4 - Security

- The trustees may make rules regarding access control.
- Resident access cards may not be used by any person other than an owner or occupier of a section.

Conduct rule 5 – Braai facilities

- An owner or occupier of a section shall not be entitled to braai on the balcony, unless such owner or occupier uses a built-in braai or other smokeless braaing facilities as approved in writing by the trustees of the body corporate

Conduct rule 6 - Pets

- Applications for pets will no longer be considered and therefore no new pets may be introduced to Knightsbridge.
- Previous entitlement / approval may be revoked by the trustees if there are reasonable grounds.

Conduct rule 7 - Common facilities

- The swimming pool, Jacuzzi, sauna, steam room, change rooms, gymnasium and executive lounge are primarily for the use of owners and occupiers but the trustees are entitled to allow access to the general public.
- The owner / occupier is responsible for their children, visitors / guests using the facility, must accompany them, and must ensure their number is not such as to prejudice other owners wishing to make use of these facilities.
- No pool parties / food / drinks are allowed in the pool area.
- Quiet must be observed between 22h00 and 08h00.
- Trustees may prohibit anyone from using these facilities in the event of any breach of the above.
- Facilities must be left clean and neat and the user is liable for any replacement or repair of furniture or equipment damaged during use.
- The use of these facilities is entirely at the users own risk and the trustees / body corporate accept no responsibility for harm, loss and / damage.
- The trustees may make rules regarding the use of these communal facilities including (but not limited to) access and times.
- The trustees may lease out the communal facilities so long as for the benefit of owners and / or the public.

Conduct rule 8 - Refuse disposal

- Refuse must be placed in the area designated by the trustees.

Conduct rule 9 - Appearance from the outside

- Nothing aesthetically displeasing (as determined by the trustees) may be seen from the outside of a section.

Conduct rule 10 -Littering

- No littering on the common property or property of other owners (incl. balconies).

Conduct rule 11 - Letting of units

- All tenants are obliged to comply with these rules.

PLEASE NOTE: This is not a complete list of the management and conduct rules (please refer to policies on www.knightsbridgecenturycity.co.za for a complete list). It is your responsibility to ensure you have read, understood and comply with ALL relevant management and conduct rules. These are merely the most pertinent.

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

2B) CONDUCT RULE INFRINGEMENT PROCEDURE

All complaints / concerns to be channelled through either the Building / General Manager or the Duty Manager at all times.

1ST INFRINGEMENT:

Building / General or Duty Manager will draft an informal letter or hold a discussion with the occupier of the unit in question. All correspondence will be documented and filed including the original complaint, informal letter / minutes of the discussion held and any response received. If a parking violation, you will be clamped and fined. .

If the complaint is AGAINST a unit, the complaint will be filed under this unit's number.

2nd SIMILAR INFRINGEMENT:

Building / General & Duty Manager will draft a formal letter outlining the issue, action taken to date and potential further consequences (trustee formal letter and disciplinary panel). All correspondence will be documented and filed including the original complaint, formal letter issued and any response received. If a parking violation, you **may** be clamped and issued a R200 fine.

3rd SIMILAR INFRINGEMENT:

Building / General & Duty Manager will forward this to the trustees who will issue a stern, final formal letter outlining the issue, action taken to date and potential further consequences. All correspondence will be documented and filed including the original complaint, final formal letter issued and any response received. If a parking violation, you **will** be clamped and fined at this stage.

4th SIMILAR INFRINGEMENT:

Building / General & Duty Manager will forward this to the trustees and a disciplinary proceeding with three trustees in attendance will take place **HOWEVER**, if this is a noise disturbance issue that is recurring the police may be involved at this stage. If a parking violation you **will** be repeatedly clamped and fined and **may** be towed at this stage.

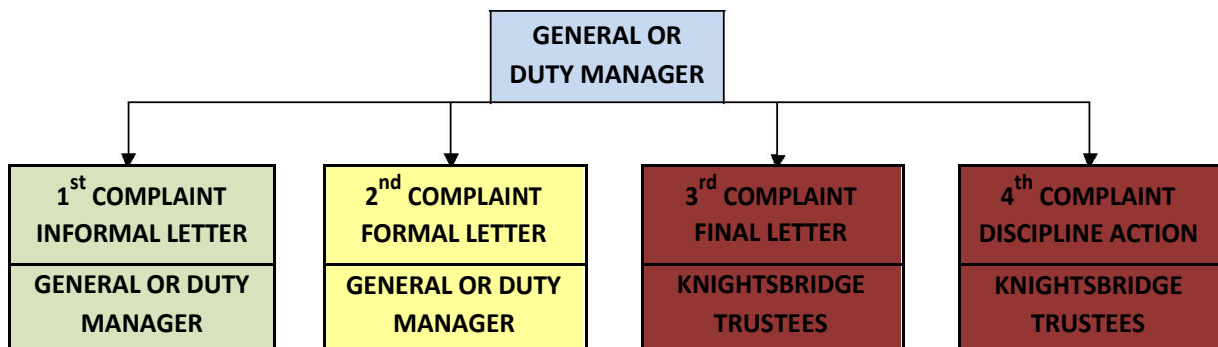


Diagram 1 – Knightsbridge Complaints procedure

General complaints / concerns / observations will be dealt with as deemed appropriate. These matters should be filed under the unit submitting the complaint / concern / observation. Upon a unit being sold, the complaints folder pertaining to the unit in question may be scrapped.

It is imperative that these matters are thoroughly documented with any evidence available being collected and filed (e.g. pictures or signed statements). This enables appropriate action to be taken and fines to be levied where allowed for in the conduct / management rules.

COMPLAINTS SHOULD BE APPROPRIATELY DOCUMENTED. THE TEMPLATE PROVIDED BELOW IS AN EXAMPLE OF APPROPRIATE DOCUMENTATION:

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

3) GYM / POOL TRANSGRESSION & VISITOR LOG

TRANSGRESSION LOG:

Gym / pool / Jacuzzi / sauna / steam room / executive lounge transgressions will be dealt with in the same manner as general concerns / complaints (REFER PAGE 4 ABOVE). Gym / pool / Jacuzzi / sauna / steam room / executive lounge access rights may be restricted given the severity and frequency of transgressions.

VISITOR LOG:

Visitors to the gym / pool / Jacuzzi / sauna / steam room / executive lounge must be signed in by a Knightsbridge resident upon entry. This resident shall accept responsibility for the visitor's behaviour and conduct. Visitors must be accompanied at ALL times.

Upon request, unrecognised residents may be required to identify themselves to the duty manager / security. A valid Knightsbridge access card will serve as sufficient proof of residency.

PLEASE NOTE:

AT NO TIME MAY A VISITOR BE LEFT UNATTENDED. THE BEHAVIOUR AND CONDUCT OF A VISITOR IS THE TENANT / OWNER'S RESPONSIBILITY.

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

4) EXECUTIVE LOUNGE BOOKING PROCEDURE

The executive lounge and boardroom are available for Knightsbridge owner / occupier use and to be booked with the Building / General or Duty Manager. (see complete lounge rules under policies)

FUNCTIONS:

1. Please book this venue well in advance and confirm availability.
2. To secure the venue for your function and to cover the cost of cleaning, a fee of R500 + a refundable deposit of R500 will be charged. This fee is negotiable should you wish to arrange for regular bookings.
3. To have the venue opened at your pre-booked time, please contact the building / general or duty manager (021 551 0503 / 021 551 0616). You must vacate the venue by 22h00 at the latest.

Your attention is drawn to the following conduct rules:

9.2 Owners and/or occupiers shall be responsible for the behaviour of their children, visitors or guests

9.4 All owners and/or occupiers using the facilities shall ensure that the facilities are left in a clean and neat condition after their use thereof and shall be liable for the replacement of any furniture or equipment damaged or lost during such usage.

9.5 The use of the facilities shall be entirely at own risk, and neither the body corporate nor the trustees accept any responsibility of whatsoever nature in respect of any harm, loss and/or damage sustained by any person in the course of, incidental to or in connection with using the facilities, and each owner and occupier hereby indemnifies and holds harmless the body corporate, the trustees and the managing agents against any claims of any of their respective family members, visitors and/or guests against the body corporate and/or the trustees and/or the managing agents in respect of any harm, loss and/or damage sustained in the course of, incidental to or in connection with using the facilities.

- a) A booking fee of R500 + a refundable deposit of R500 are required.
- b) The venue will be vacated by 22h00 at the latest.
- c) The Building / General or Duty Manager will open the venue ((021 551 0503).
- d) The resident is responsible for all users of this facility during a function.
- e) The venue to be left in a reasonably neat and tidy condition and the user will be held personally liable for any damage sustained (furniture etc.) during use of the venue.
- f) Maximum guests allowed is 15 people
- g) Maximum time allowed is 5 Hours
- h) No hot food/braai meat other than cocktails allowed in venue
- i) Use of this venue is entirely at own risk and body corporate is indemnified against any loss / harm and / or damage sustained in connection with using the facilities.

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

5) ACCESS CONTROL POLICIES

A. OWNERS / RESIDENTS

An owner / resident will not be granted access to Knightsbridge without a valid Knightsbridge access card. The status of access cards ('active' / 'deactivated') will be reviewed on an annual basis as this is the primary method of gaining entry in to Knightsbridge and therefore the highest risk to Knightsbridge security. Owners / residents holding infrequently- / un-used cards will be requested to confirm they still own the card, are aware of its whereabouts and that they wish it to remain active. Please assist us in ensuring the safety of all residents of Knightsbridge.

B. VISITORS

Visitors to Knightsbridge will be required to sign-in at the main entrance gate. Visitors will not be granted access in to Knightsbridge without a resident either;

- A) Personally meeting them at the main entrance gate or,
- B) Answering their apartment intercom¹ when phoned by security.

Pedestrian access to visitors via the Canal Walk lower entrance will not be granted unless the visitor is met directly by the Knightsbridge resident being visited.

Visitors are required to comply with Knightsbridge conduct rules and the resident being visited accepts responsibility for their visitor's behaviour and conduct during their stay at Knightsbridge.

C. DOMESTICS

Domestic workers must be registered with Knightsbridge (through either the general or duty manager) by a Knightsbridge resident using the 'Domestic worker registration form' available from the duty manager.

Registered domestics will be issued with an ID badge consisting of an ID photo, valid access times, a validity period, card number and the designation in bold 'DOMESTIC ASSISTANT'. Residents will need to select whether or not domestics are allowed on to the property when the resident is not at home.

Please assist us in ensuring that all individuals on Knightsbridge property are authorised.

D. CONTRACTORS / SERVICE PROVIDERS

Contractors / service providers will not be allowed on to the property without the building / general or duty manager approving access. Regular contractors / service providers will be given an ID badge consisting of an ID photo, valid access times, a validity period, card number and the designation in bold 'CONTRACTOR'. Contractors / service providers may, at the discretion of the building / general or duty manager, be granted a limited access card (no pedestrian door or main gate access) in order to enable work within the building.

Contractors not regularly on Knightsbridge premises will need to follow the standard 'visitor' policy access controls above.

KNIGHTSBRIDGE

POLICIES AND PROCEDURES

6. SPA / WELLNESS CENTRE GUESTS

The 'visitor' access policy above will be followed with the express understanding that no 'walk-in' guests will be granted access. All SPA / wellness guests must have booked in advance or be Knightsbridge residents. The building / general or duty manager reserves the right to request a booking sheet at the beginning of each day and agree this to guests being granted access.

The duty manager MUST be made aware of block bookings well in advance to ensure security are able to control the volume of guests and allocate parking spaces (availability not guaranteed). This notification must be accompanied by a list of the guests who must be met at the Towers main entrance and escorted directly to the SPA / wellness centre.

7. TENANTS

The owner of a unit is at all times responsible for the behaviour and conduct of their tenant. Tenants will not be granted access into the building upon arrival unless;

- a. The 'visitor' policy access controls above are complied with or,
- b. The letting agent has supplied Knightsbridge with the attached tenant control sheet prior to arrival or,
- c. The tenant is given an access card prior to arrival (implying they have already met with the letting agent).

All short-term tenants MUST be provided with a copy of the pertinent management and conduct rules either upon receipt of their access card or upon entry in to their accommodation. All short-term tenants must sign the tenant control sheet and submit to the managing agent.

All apartments for letting must be registered with either the building / general or duty manager.

Tenants will be granted no more than two access cards. This will prevent cards being lost or stolen without the deactivation thereof.

8. MOVING IN / OUT / NEW FURNITURE PROCEDURE

No moving vans permitted in the premises before 08h00 and after 17h00 hours. Residents / tenants / owners must contact the building / general or duty manager in advance to arrange for access and to enable security to fit the relevant lift with the required protective cover. A refundable deposit of R1000 is payable, while R100 is withheld for use of the lift blanket.

Security will accompany the movers up to the apartment in question and ensure the resident / tenant / owner in question feels comfortable with the situation. Security will frequently monitor progress of the move and ensure no damage is being done to KB premises.

The owner of the unit is at all times responsible for the behaviour and conduct of the movers.
