

Manhattan Resident Welcome letter

Dear Resident,

Welcome

The Trustees would like to welcome you to the complex community and to give you the most important information you will need while living at Manhattan.

Please read the entire document as it will go a long way in preventing frustration and misunderstanding.

The Website

www.manhattan-lonehill.co.za

Please use our website to get any information you may need during your stay at Manhattan. The website has a lot of information and is updated regularly with anything that may be relevant.

Registration

As a resident at Manhattan the rules require you to register your details with the Body Corporate for several reasons. In an emergency we need to know who and how many people live in each unit. We also need your details to program the intercom so you can access various areas and let visitors in and out without walking to the gate (in the rain), and from time to time we may also need to contact you for various circumstances.

NB! If not already done, please complete the “[Notification of occupancy details](#)” form.

If you have domestic workers or any contractor working in the unit, complete “[Notification of workers details](#)” or “[Notification of contractors details](#)”. Only a duly declared workers or contractor are allowed to access the complex.

Protection of personal information

The personal data are collected by the Forms for the purpose of management and security. As per the Personal data protection legislation, the Body Corporate collects only information that is relevant for those purposes and stores them on [the WeConnectU](#) resource, which is fully compliant with the legislation in place. [Here](#) you can get more information on the PROTECTION OF PERSONAL INFORMATION POLICY of the WeConenctU portal. Be aware that Body Corporate will never ask you the information related to your health, race, religion, or bank details and will not disclose your information to any third party unless it is legally required.

The exception is the Information from the Occupancy Details Form which is shared with the TRSS for security purposes.

Moving In/Out.

The security needs to be informed at least 24 hours before moving IN/OUT of the furniture of the complex. Ensure the building and railings are protected (use protective blankets) as any cost to repair any damage will be added to the unit owner’s account.

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Please ask before acting.

If you are unsure on how, where, what or when, please ask the Trustees at jm@bcawc.co.za before taking any action as you may end up breaking the rules and getting a fine. Please be vocal. The Trustees can only attend to items they are aware of and can only address problem units/residents if we get complaints in writing. Please send us a written complaint as soon as something bothers you. This is important so we can address the issue immediately and have a historic record when it comes to disputes. Do not sit and tolerate something until it becomes unbearable, let us know immediately.

Day to Day living

The Rules.

Make sure you get a copy of the full set of rules and read them. The common excuse of "I didn't know" will not be accepted when it comes to disputed fines or notices. By moving into the complex, you automatically accept and acknowledge the rules. Every rule is there for a reason and carries a penalty of a fine. Fines are sent to the owner who is liable for them and has the legal right to recover the costs from a tenant.

Local Fiber network.

There is a reliable Fibre network deployed in the complex. Each unit is connected to the Fibre Dispatching Board. You just need to request from your preferred ISP to connect your unit to the Internet., **However, Manhattan Body Corporate is not responsible for the fibre cable maintenance nor does provide internet service.**

Refuse

Residents must take their own refuse down to the refuse area between the swimming pool and the bottom gate. Only domestic refuse may be deposited in this area. The common refuse area has multiple BLACK refuse bins for general rubbish. No refuse may be left anywhere on the common property unattended at any time. Refuse must be inside closed refuse bags and placed INSIDE a BLACK bin so that the lid can close completely. If there is no available black bin the closed bag may be neatly placed near the bins inside of the refuse area.

Residents need to arrange the removal of any other and larger items with the on-site garden manager and this collection will be for the resident's own account. A quotation for this procedure could be requested.

Security

TRSS. Manhattan has contracted TRSS to take care of on-site security management and disturbances. The TRSS details are on the signs at multiple locations at the gate and outside walls of the complex. If you think the security has been breached, compromised or something is suspect around the area, contact TRSS (086 111 4021 / 011 708 1895), 24/7, and they will send a vehicle to investigate. You can also report any case to the guard in duty at the gate.

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Disturbances

TRSS is also responsible for in-house disturbances such as Parties, Loud Music, and other disturbances. If someone is causing a disturbance call TRSS and they will come and sort it out. A detailed report is sent to the Body Corporate and fines will be issued to the owner of the offending unit if required. The TRSS report is vital to building up a track record of repeat offenders.

Complex Access.

When entering or leaving the complex, please remain at the gate area until the gate is fully closed. You would not let a stranger walk into your front door, so do not let strangers into the complex either. All residents have their own remotes or access codes. Look after your own security as well as that of others. Opening the gate for a stranger makes you responsible for their actions inside the complex as they will be considered your guests. All gate operations are recorded against the remote or code that was used.

Gate Remotes & Intercom

Remote keys should be provided to you by the owner or previous resident. A maximum of 2 remotes is allowed per unit. No security shop can sell or copy a remote for security reasons, it just will not work.

Visitors.

Please be aware that anything your visitors do wrong (knowingly or unknowingly) is automatically your responsibility. So, make sure you and your visitors are informed of the rules and behave accordingly.

Visitor Parking.

Visitors should use visitors park bays. Long term visitors will need written permission from the trustees to use the visitor bay for a limited time. Abuse of the visitor bays will incur a fine.

Parking.

Every unit is assigned specific parking bays. You may only use the assigned bays, parking in another unit's bay without permission may result in fines. If you desperately need an additional bay, ask another resident and there is bound to be someone willing to let you use their bay.

Noise.

You are required to keep the noise level emanating from your flat down to a level suitable for the time of day. At no time may your noise disturb any other resident. For more information refer to the Noise section of Conduct Rules. A fine is applicable for every occurrence. Should other units be disturbing you, please call TRSS to have an officer come and attend to the matter.

Littering.

Manhattan is cleaned regularly, but this is no reason to litter in the complex. This includes Cigarette ends. No littering will be tolerated, and fines will be issued immediately.

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Patios, Stoeps, Balconies & Yards These may not be used for storage of items not typically used there. These areas are not an extension of the unit and items used inside the unit may not be stored here. Rubbish Bins, Brooms, Mops, Storage Boxes, Cupboards, Portable Washing Lines, are examples of items prohibited. 1 x Braai, 1 x Table, Chairs, Plants, are acceptable items. If you are not sure, please ask.

Walls & Gates. Please note that no one may at any time attach anything to any exterior wall, railing, or gate without written permission from the Body Corporate. These items will simply be removed without warning and a fine issued if required. The cost of repairing any damage will also be charged to the unit owner's account.

Very truly yours,

The Trustees