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| Building Manager | |
| Receive written complaints / incidents by hand, fax or e-mail from resident, owner, trustee, security officer - or anyone. Supervisor may also report incidents. | Anytime |
| Log incident on spreadsheet and add IR number. - Review incident and categorise in line with summary grid. Recommend action. - Serious incidents should be communicated to Trustee Co-ordinator and Chairman immediately. | Within 1 working day of receipt. |
| Where informal warning is appropriate contact offender by phone, e-mail or in person. - Log action taken and date. - Log response received and date. | Within 2 working days of receipt. |
| e-mail Incidents Log to Trustee Compliance Co-ordinator. Attach copies of serious / repeated / unresolved incidents. | 2nd Monday of each month |
| Deliver letters / fine notifications written by Compliance Co-ordinator | Within 1 working day of receipt. |
| Keep Incidents Log up to date and files letters sent | As required |
| Provide brief feedback to complainant | Within 1 week of action taken |
| All correspondence relating to disputes and appeals should be forwarded to the Trustee Co-ordinator and Chairman immediately. | Within 1 working day of receipt. |
| Trustee Compliance Co-ordinator | |
| Review Complaints log: - Where informal action has been taken, confirm if may be closed. - Review unresolved incidents. Recommend action in line with summary grid. - Where formal letter is appropriate, write letter to owner. E-mail to supervisor to deliver and log. | 3rd week every month |
| Review disputes and appeals received | As required |
| Prepare summary report for Trustees' meeting (with copies of formal letters sent and disputes / appeals received). For serious / repeated / unresolved incidents, prepare report and recommendations for Trustee meeting. Trustees will discuss and agree actions (including fines). | 4th Monday of each month (ad hoc meetings may be called for urgent or serious matters) |
| Where recommendation for fine is approved by Trustees' meeting write letter to owner; copy to Managing Agent to implement. | Within 1 week of meeting |
| Reconcile fines agreed by trustee meeting with fines levied by Managing agent | Monthly |
| Managing Agent | |
| Debit fines to levy account when agreed by Trustees and letter sent. | As required |
| Provide monthly report to Trustee Compliance Co-ordinator of fines charged. | Included in monthly financial reports |

- Notes:**
1. For a transgression to be recorded and actioned formally the complainant must be a witness to the alleged transgression **and the complaint must be in**
 2. The complainant may be a resident, an owner, a trustee, the supervisor, a security officer - or anyone else who is contactable.
 3. The complainant will not be identified to the alleged offender without the complainant's permission.
 4. Fines must be discussed and agreed at a trustee meeting.
 5. Fines will be repeated for subsequent / continuing transgressions.

Action and penalties (revised)
st martini gardens body corporate

| Nature of transgression | First transgression | Second transgression (or continuance) | Third transgression (or continuance) | Fine |
|--|---|---|---|---------------|
| Verbal complaint of disturbance or nuisance | Security / Building Manager will do immediate investigation and intervention if appropriate. | No further action will be taken, as there is no written complaint | | n/a |
| Disturbance, nuisance or misuse of common property (including pool area) | Security / Building Manager will investigate and intervene as appropriate. Informal warning will be given to offender*. | Warning letter to owner from trustees | Fine to owner per incident | R500 / R1000 |
| Aesthetics relating to windows, balconies etc. | Building Manager requests resident to correct the problem and gives reasonable time to do so*. | Warning letter to owner from trustees | Fine to owner, repeated monthly if necessary. | R500 / R1000 |
| Unauthorised alterations and fixtures | Warning letter from trustees requesting owner to correct the problem and giving reasonable time to do so. | Fine to owner, repeated monthly if necessary. | | R500 / R1000 |
| Leaving dirt, littering or dumping rubbish on common property | Building Manager requests resident / contractor to correct the problem and gives reasonable time to do so*. | Warning letter to owner from trustees | Fine to owner per incident (plus cost of removal, if appropriate) | R 1 000 |
| Unauthorised pets | Building Manager requests resident to correct the problem and gives reasonable time to do so*. | Warning letter to owner from trustees | Fine to owner, repeated monthly if necessary. | R 500 |
| Overcrowding (temporary) | Building Manager requests resident to correct the problem and gives reasonable time to do so*. | Warning letter to owner from trustees | Fine to owner, repeated daily if necessary. | R 500 |
| Overcrowding (extended) | Warning letter from trustees requesting owner to correct the problem and giving reasonable time to do so. | Fine to owner, repeated daily if necessary. | | R 500 |
| Obstructing common property through moving of furniture etc. | Security / Building Manager will investigate and intervene as appropriate. Informal warning will be given to offender*. | Warning letter to owner from trustees | Fine to owner per incident | R 500 |
| Damage to common property through accident or negligence | Security / Building Manager will investigate and intervene as appropriate. Warning letter to owner from trustees. | Fine to owner per incident (plus cost of rectification) | | R 500 |
| Feeding pigeons | Security / Building Manager will investigate and intervene as appropriate. Informal warning will be given to offender*. | Warning letter to owner from trustees | Fine to owner per incident | R 500 |
| Illegal parking | Wheel clamp and fine for release (per day) | | | R 500 |
| Rowdy or abusive behaviour | Security / Building Manager will investigate and intervene as appropriate. Warning letter to owner from trustees. | Fine to owner | | R1000 / R2000 |
| Dangerous behaviour or vandalism (including illegal use of emergency exit / emergency equipment and braais (barbecues) anywhere on the property) | Security / Building Manager will investigate and intervene as appropriate. Warning letter to owner from trustees. | Fine to owner per incident | | R1000 / R2000 |
| Obstructing Security Officers or damaging security equipment | Security / Building Manager will investigate and intervene as appropriate. Warning letter to owner from trustees. | Fine to owner per incident | | R1000 / R2000 |
| Performing unauthorised renovations and alterations | Security / Building Manager will investigate and intervene as appropriate. Warning letter to owner from trustees. | Fine to owner | | R 1 000 |

* First informal warning may be skipped for serious or repeated transgressions