



Residents' Guide

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Residents' Guide – St Martini Gardens

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Information about St Martini Gardens

The website stmartinigardens.co.za includes up-to-date information for all residents, potential visitors and owners.

This **Residents' Guide** has been developed by the trustees in order to provide an overview of the rules and other useful information to ensure that every resident can maximise the enjoyment of their stay in St Martini Gardens.

This should be read in conjunction with the formal **Conduct Rules** for the complex that have been approved by the Body Corporate in terms of the Sectional Titles Act. **Owners and their agents are responsible for informing their tenants of these rules, and tenants are bound by them whether or not these rules are included in their accommodation agreement or lease.**

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Who is who

Trustees

The trustees are elected at the Annual General Meeting to manage the Body Corporate on behalf of the owners. The trustees are volunteers who put in a great deal of time to ensure that St Martini Gardens remains a modern, friendly, safe, up-market and environmentally-friendly home for everyone. Please make an effort to get to know them: their names can be found on the Notice Boards in both blocks and on the website, and they can be contacted directly via the building manager's office.

How to contact the trustees:

By e-mail trustees@stmartinigardens.co.za

By mail: The Trustees of St Martini Gardens Body Corporate
C/o Permanent Trust
33 Waterkant Street
Cape Town 8001

By hand: In the mailboxes in the foyer

Building Manager

Please get to know the building manager Mr Wayne Gelderbloem. He is responsible for all the day-to-day maintenance, security, administrative and logistical issues affecting St Martini Gardens and its residents.

His working hours are from 08h00 -17h00 Mondays to Fridays: his office is next to B Block entrance and he can be contacted by phone at 021 424 7529 or by e-mail at supervisor@stmartinigardens.co.za.

Security Guards¹

The security officers are on site 24/7 to ensure a high level of safety, security and "quiet enjoyment" for all residents and their visitors. They are based at the entrances to A Block and B Block, and can be contacted by phone on **062 733 1193**. They are responsible for access control, managing disturbances, general security matters and will assist residents in emergencies.

Please call them immediately if you are disturbed by noisy neighbours, or see any unusual activity on the premises.

Please note that security officers are NOT permitted to accept any keys, packages or other items for safekeeping or collection, to socialise or do business with residents, or to enter any flat unless attending to an emergency.

Managing agent

The managing agent, Permanent Trust, provides financial and administrative support to the trustees for the management of the St Martini Gardens Body Corporate.

Maintenance staff

The following staff and contractors are responsible for other aspects of the maintenance of the buildings and grounds:

- Handymen do maintenance work for the Body Corporate including inside painting and cleaning the pool and outside areas.
- The contracted landscape gardener and her team maintain our beautiful, well established inner city garden. Various new projects are undertaken each season to keep the garden in good shape.

¹ Conduct Rule 14, 22

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- A cleaning service is responsible for cleaning the common areas i.e. foyers, passages, lifts and garages as well as sorting and removing refuse and recycling.

Safety and security²

No-one may obstruct the security officers from carrying out their duties, or tamper with or cause damage to the gates, doors, fences or any security devices. When this rule is broken the trustees may institute criminal as well as civil charges.

No-one may use the fire hoses or fire extinguishers for any purpose except to fight a fire in an emergency.

Emergency exits may not be used for alternative exit / entrance to the building; they may only be used in the case of an emergency.

Emergencies

For any problems out of hours relating to safety, security or nuisances please contact security who will ensure that the necessary assistance is called.

In case of problems with your own unit (plumbing, electricity, locks etc.) please call one of the recommended suppliers listed on the notice boards in both blocks and on the website. These are reputable contactors who are familiar with St Martini Gardens.

If the cause of the problem is found to be on common property the Body Corporate will refund reasonable costs incurred.

For new residents

Access³

In order to maintain the high level of security at St Martini Gardens all residents who are not owners must provide evidence that they have the owners' permission to live in the building: this may be done by providing a lease, or a letter / e-mail from the owner or owner's agent.

Authorised residents may purchase a security tag from the Building Manager that will allow them free access in and out of the pedestrian entrances at any time.

Access tags are personal (photos are taken) and may not be transferred. Any tag used by a person other than the owner may be confiscated by security and/or disabled.

(Access tags for short-term / holiday tenants will be issued by their flat owner or rental agent)

Residents' Information⁴

Owners and/or new residents must complete a Residents' Information Form for the Building Manager. This information is used for the Access tag system, the Intercom system, and to contact the resident in case of a problem or emergency.

This information is considered confidential, will be kept secure, will not be used for any other purpose, and will be destroyed when no longer required.

Moving in and out⁵

In order to minimise inconvenience and maintain security for all residents, moving in and out of the complex and deliveries of furniture and other large items must be arranged with the building manager, if possible at least a week in advance. The security guards will be informed of planned moves and will not allow anyone to

² Conduct Rule 14

³ Conduct Rule 15

⁴ Conduct Rule 24

⁵ Conduct Rule 23

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move in or out otherwise. Moving in and out and deliveries of furniture or other large items are only permitted between 08:00 and 18:00, and are not permitted through the pedestrian entrances in either A or B Blocks.

Responsibility for any damage to common property caused by moving furniture or other heavy or bulky articles is that of the person concerned or the owner of the section.

Nothing may be dragged along passageways. There is a trolley in the B Block garage which may be borrowed to move furniture etc., but it must be returned afterwards.

Please use the form on the web-site for notification of your intended move.

Moving in and out of A Block:

There is a goods entrance to A Block from Perth Street. If your move has been arranged, contact security in B Block. One of the guards on duty will have the necessary keys and will be posted at the entrance for the duration of your move. Please note that only the designated goods lift may be used for this purpose.

Moving in and out of B Block:

There is a parking area on the left outside the B Block ground floor garage (the first door to the right of the B Block main entrance) where the truck may park for the duration of loading / unloading. If your move has been arranged one of the security guards on duty will open the garage door and be posted at the door for the duration of your move. Please note that only the designated goods lift may be used for this purpose.

Life in St Martini Gardens

Access Control⁶

To maintain a high level of security in the complex, strict access controls are in place:

Residents

If a resident does not have their tag with them or it does not work they must provide some form of identification to security and must sign the Access Register.

Visitors

Visitors will only be given access to the premises with the approval of a resident.

- If a visitor arrives at the Security Desk asking for a resident, the resident will be called and the visitor will only be allowed in with the resident's permission.
- **Note:** Security will not call apartments from 00h00 to 06h00: visitors requiring access between these hours must call the resident by phone and the resident must come to collect them at Security.
- Unaccompanied visitors (including domestic workers and contractors) must sign the Access Register. A regular domestic employee may have an access tag bought for them on request of the employer. A request form is available from the Building Manager or from the web-site. These tags will have a maximum validity period of one year, which will be renewed on the request of the employer.
- It may be useful for residents to advise security in advance when visitors are expected, especially if you are having a party.

No-one is permitted to put flyers into the post boxes or to go from flat to flat for any reason.

CCTV⁷

There is a CCTV system installed throughout the complex and images are recorded. The perimeter areas, entrance doors and parking garages are actively monitored by the security officers.

If an incident is reported recorded images may be retrieved and used for investigation, but these will not be released to any other person except as required by law.

⁶ Conduct Rule 15

⁷ Conduct Rule 14, 24

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Intercom system

The system allows for residents to be contacted on their preferred phone number (cellular or landline) when a visitor arrives. In order to activate this please provide your preferred contact number to the Building Manager.

Use of the property⁸

No business or trade may be conducted on the premises.

Number of residents⁹

The maximum number of persons permitted to stay in a section is:

Bachelor flat	2 persons only
1 Bedroom flat	2 persons only
2 Bedroom flat	4 persons only

The trustees may approve short term visitors in addition to this number. An application form with details of the applicable conditions is available on the web-site. Applications must be submitted at least two weeks in advance.

Pets¹⁰

No resident may keep a pet without the written permission of the trustees. An application form with details of the applicable conditions is available on the web-site. Applications must be submitted at least two weeks before the intended date for the pet to move in.

Refuse and Recycling¹¹

There are refuse chutes in the stairwells between all floors which may be used between 08:00 and 21:00. Rubbish that is too big for the chutes must be put directly in the bins on B Block ground floor.

Clean glass, plastic, cans, paper and cardboard are recycled. Please leave these in the recycling bins near the rubbish chutes or in the marked bins on B Block ground floor.

Rubbish may not be left anywhere else on the premises.

Old furniture and other bulky rubbish must not be put in the bins, as it will not be removed by the municipality. If you need assistance, speak to the building manager who can arrange for disposal at your own cost.

Parking Garage¹²

Absolutely no parking is permitted on the premises except in a parking bay that has been allocated to you. Vehicles illegally parked may be clamped (and a fine imposed) or towed away.

There is no space inside the garages for loading / unloading and Security Officers are not permitted to open the doors to allow access to any vehicle.

No large or heavy vehicles, trailers, caravans or boats may be parked in a parking bay. You may not dismantle or repair your vehicle in your parking bay, or use it for storage of other items.

All the parking bays are privately owned. The building manager keeps a list of St Martini Gardens residents wanting to rent bays and gives contact details from this list to owners who have bays available. The rental agreement is a private matter between the parties involved.

The Body Corporate owns a few scooter and motorcycle parking bays which are available to rent – please speak to the building manager.

⁸ Conduct Rule 16

⁹ Conduct Rule 17

¹⁰ Conduct Rule 1

¹¹ Conduct Rule 2

¹² Conduct Rule 3

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All residents who have been allocated a parking bay may purchase a remote control that will be programmed to give them access to the respective underground garage.

Currently there is no provision for the charging of electric vehicles and Body Corporate power may not be used for this purpose.

The basement parking areas are below the water-table: water has to be constantly pumped from them, especially in rainy weather. If you must wash your car in the basement, a minimum amount of water must be used, and it must be mopped up afterwards. Chemicals and strong detergents may not be used, as they get into the ground water.

Bicycle parking

There are secure bicycle parking areas in the garages of both blocks. . These areas are monitored by security cameras but the Body Corporate is not liable for any damage or losses.

Residents with bicycles may purchase a remote control that will be programmed to give them access to the garage.

Store-rooms

The Body Corporate owns a limited number of store-rooms that are available for rent on a month-by month basis by residents. Enquiries can be directed to the building manager.

Appearance¹³

Windows must be kept free of rubbish, and curtains and blinds should be in a neutral colour and kept in good repair.

Nothing may be attached to the outside of the building or other common property – including parking bays - without permission from the trustees.

Balconies

Balconies are recreational spaces and are not for the storage of furniture, sporting equipment or other items. Washing and washing lines must not extend above the balcony rail, and nothing may be draped over the balcony rail. Braais (barbecues) are not permitted.

The use of excessive amounts of water to wash balconies is not permitted – it is wasteful, unpleasant for those living below, and strong detergents get into the ground-water and can kill the fish in the gardens.

Cigarette butts must not be thrown from balconies. They are unsightly and, if blown onto a balcony below, may start a fire if they land on flammable material.¹⁴

Alterations¹⁵

No alterations may be made to a section, redecoration carried out, or anything attached to the exterior of the building without the written approval of the trustees. (Further information is available from the Building Manager or the web-site.)

Pigeons and other pests¹⁶

Pigeons are serious pests in this area and make an unsightly and unhygienic mess on balconies and windows.

The Body Corporate has installed an Eagle Eye system of reflectors, wires and spikes on the roof which has reduced considerably the number of pigeons on the premises.

Feeding of pigeons is not permitted: please discourage them from nesting on your balcony - clear nests, eggs and dirt away daily.

¹³ Conduct Rules 4, 5, 6, 8, 20

¹⁴ Conduct Rule 7

¹⁵ Conduct Rules 5, 21

¹⁶ Conduct Rule 13

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If required, the Eagle Eye service provider will install wires, spikes and netting at a cost of about R1500 per balcony. Please speak to the building manager or see the Help Chart for contact details.

(Hanging plastic bags, CDs or tinfoil strips on the balcony is ineffective and unsightly – this is not permitted.)

Residents are responsible for keeping their own sections free of insects and other pests. If you have an infestation problem, please contact the building manager or see the Help Chart for contact details of a pest control operator.

Water

The quality of Cape Town tap water is among the best in the world: it is always drinkable, so you do not need to buy bottled water.

South Africa is a dry country: water demand will soon outstrip supply and the City of Cape Town has a water usage reduction program in place; excessive water use in the complex attracts penalty rates which affect the Body Corporate. St Martini Gardens uses ground water for watering the gardens, washing bins, feeding the launderette and filling the pool, and is investigating more opportunities to use this water.

Discarded 5L bottles for drinking water that have been refilled with ground water can be found near the tap at the bin area under B-block. **This is not for drinking.** Please take bottles to use for filling cisterns, washing machines or dishwashers, watering your plants (it is better than tap water) or any other domestic use and return the empties for refilling.

Please get into the habit of saving water in your own home:

- Fix dripping taps
- Do not leave taps running when washing your hands or teeth
- Do full loads in washing machines and dishwashers
- Shower rather than bath / take shorter showers, and stand in a bowl to catch shower water
- Install and use dual-flush toilets
- Use the cold water that runs off before the hot to fill the kettle or water plants

Television Signal

The St Martini fibre-optic “backbone” provides for both terrestrial signals (SABC & e-TV) and satellite signals (DSTV & OpenviewHD). If there is a reception problem please ensure that this is not due to a faulty fly-lead or socket, or tuning your receiver to the wrong channel, before you report this to the Building Manager.

If you wish to use equipment requiring multiple signal feeds you will need to install a gateway unit in your flat and a fibre-optic connection to the nearest distribution point.

Repairs to existing infrastructure and installation of new connections between the flat and the nearest distribution point on the floor are for the owner / resident's account and may only be done by the approved service provider.

Internet

Skyrove has installed a fibre “backbone” in order to provide internet access throughout the buildings on either a pay-as-you-go or a monthly contract basis for either their Wi-Fi offering or a copper-based connection. For more information please see the information on the notice boards or see the Help Chart for contact details.

An open access fibre optic connection was also installed to the complex by Octotel and residents may use any of Octotel's associated internet service providers to provide a fibre connection to a flat.

Non-owner residents must get permission from the owner of the flat for either of the above where a direct connection is brought into the flat as it will involve drilling through the wall from the passage and installation of hardware in the flat.

If you have a problem with your connection you must contact your Internet Service Provider for assistance.

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Lauderette

There is a self-service coin-operated laundry with washing machines and dryers behind the lifts in the Upper Garage of B Block which is open to residents at all hours.

This is a private business, and problems should be addressed to the owners directly.

Disturbances¹⁷

Everyone staying in or visiting the complex is expected to behave in a way that does not disturb others' "quiet enjoyment" of their own premises.

- No smoking or drinking of alcohol is permitted in any common areas except in the garden.
- Radios, TVs, musical players and instruments must not disturb others.
- Partying in the passages, in the garden, or anywhere else in the common areas is not allowed.
- No noise should be made that is audible outside your own section in the following "quiet times":
 - 20:00 – 08:00 from Sunday to Thursday
 - 22:00 – 09:00 on Friday and Saturdays.
- The use of power tools or hammers for "DIY" work is only permitted from 08:00 to 13:00 and 14:00 to 17:00 Monday to Friday and from 09:30 to 12:30 on Saturdays.
- Please avoid having loud conversations on your balcony as your voice will carry over the site and may disturb others.

Security will do their best to trace and manage disturbances: please notify them if you are being disturbed.

Gardens and pool area¹⁸

The garden is fully irrigated by Table Mountain streams and spring water via a subterranean canal system dating back to 1652 and which is pumped into our storage tanks. This system historically used to supply water to the Company's Gardens and passing ships, and now also supplies the Green Point Biodiversity Park.

We are very proud of the beautiful garden and pool at St Martini Gardens, but some rules have to be made to ensure that they are enjoyed safely and equitably by all residents.

Garden

- No plant or flower may be picked from the garden and the plants and animals shall not be disturbed, removed or damaged in any way.
- Children must be supervised when playing in the garden and in the common areas, and especially near the pool.
- The following are not permitted anywhere in the garden or common areas:
 - Ball games.
 - Radios, music players, musical instruments or any other noisy equipment
 - Littering
 - Braais (barbeques)
- No furniture, fittings or equipment may be removed or damaged.

Vegetable garden

You may help yourself to herbs, but please do not damage the plants.

If you wish to use a part of the vegetable garden please speak to the building manager.

Pool

- A maximum of two guests per unit is allowed at the pool at any one time, and they must be accompanied by their hosts who are responsible for their behaviour.

¹⁷ Conduct Rule 18

¹⁸ Conduct Rule 19, 21

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- For everyone's safety the pool gate must be kept closed at all times.
- The use of the pool is at the users' own risk.
- The following are not permitted in the pool enclosure:
 - Smoking, drinking and eating
 - Noisy or rowdy behaviour
 - Air mattresses or similar objects
 - Pets
- The trustees reserve the right to prohibit the use of the pool to any individual or group at any time without giving reasons.

Feral Cats

- The cats in the garden are feral (wild): they are not friendly and should not be fed.

Complaints and penalty system¹⁹

All complaints regarding the behaviour of any resident should be addressed to the trustees or building manager, who will notify the owner of the section involved of the problem and how it should be resolved.

Serious offences (including abusive or dangerous behaviour and vandalism / damage to property) and repeated offences may be dealt with immediately; otherwise the owner concerned will be notified, warned, and given the opportunity to attend the next trustee's meeting to discuss the matter.

Fines

The trustees are permitted to levy fines for contravention of the rules, and to determine from time to time the amount of the fines to be applied. The current scale of fines is available on the web-site.

¹⁹ Conduct Rule 25