



STORMHAVEN PARK

Policies and Guidelines

Background

Stormhaven Park (SP), like all Sectional Title complexes, is governed by the following Acts:

- **Sectional Titles Act, 1986** (Act No. 95 of 1986) (in short STA)
- **Sectional Title Scheme Management Act 2011** (Act No 8 of 2011) (in short STSM Act)
- **Community Schemes Ombud Services Act 2011** (Act No 9 of 2011) (in short CSOS Act)
- Our own Management & Conduct Rules

The Housing Development Schemes for Retired Persons Act 65 of 1988 is automatically applicable to SP. However, the Aged Persons Act 81 of 1967 and the Older Persons Act 13 of 2006 does not apply. These documents lay out quite clearly what the legal framework is. However, SP is much more than a Sectional Title Complex.

SP is a community of owners and residents who together enjoy a wide range of shared services and facilities not provided in most Sectional Title Complexes whilst still being able to live independently in our own homes (units).

As owners we are members of the Body Corporate (BC) and appoint Trustees each year to act on our behalf. Some residents living at SP are not owners so are not members of the Body Corporate. However, whilst there are criteria for being an elected Trustee, serving Trustees do not have to be members or residents actually living here. Over the years members have employed a Management Team to professionally undertake the smooth running of SP.

Everyone living at SP has a responsibility to maintain, protect and enhance the services and facilities we share (common property) as well as to keep individual units looking clean and tidy and in a good state of repair. A brief summary of these is enclosed here.

Members and residents are responsible for:

- Their units including balcony, courtyard, garage and not encroaching on common property.
- A shared interest in common property in conjunction with other members.
- Getting in touch with management regarding any planned changes or renovations.
- Paying levy accounts by due date.
- Being considerate to other members and residents.

Trustees' and Managements' main responsibilities are to:

- Manage, maintain and protect common property, services and facilities for the benefit of all our members and residents.
- Ensure SP is financially stable and sustainable with adequate reserves.
- Hold Trustee Meetings, Annual General Meetings and when necessary, Special General Meetings.
- Engage, consult and involve members and residents in how SP is managed.

- Provide routine access to a range of Stormhaven Park records.

These latest Policies and Guidelines provide details of the pragmatic, fair and practical approach SP takes in applying the Acts and our own Management and Conduct Rules to our daily lives. They have slowly evolved over many years and aim to give supplementary information about:

- Details of the services, facilities and support provided here at SP
- Procedures to follow when considering maintenance, replacements, additions and enhancements and the financial support and advice that may be available
- Practical tips for living harmoniously within a gated community

Our Policies and Guidelines are reviewed regularly to ensure they are still relevant and take account of any new developments. A paper copy of the latest version is made available to all members and residents when they come to live at SP. A paper copy is kept for reference in the library and electronic versions are available on WeConnectU (WCU) and on the SP website.

Over the years, SP has consulted with a range of architects, accountants, municipal officials, Sectional Title legal experts as well as a variety of other professionals in specialised fields. In that time, we have built up a wealth of knowledge that benefits members and residents alike.

When changes and updates are proposed, they are first submitted to the Trustees who consider them. They are then tabled, discussed and the final version agreed at a subsequent Trustee meeting. Once finalised, the new policy is simultaneously circulated to owners and residents and the two reference documents updated with the new wording.

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Section 1 - Services & Facilities

1.1 CATERING

Please note that due to COVID, catering arrangements might be slightly different.

1.1.1 Overview

- SP contracts with a Caterer to provide lunches daily, except Saturday, and other ad hoc services
- At present the Contractor is Feedem Pty Ltd. The contract is reviewed annually.
- Costs of this service are recovered by:

A monthly “Catering Shared Cost” to cover overheads is calculated on a per resident basis with a minimum of 1 resident per unit whether occupied or not.

Meal Charges, which may differ according to the type and number of courses or may be for a multi-course meal (Sundays).

All catering cost recovery is done through the monthly Levy Accounts, no cash will be handled. The Catering Shared Cost charge is for the Calendar month in arrears. Meal Charges will be calculated from the 1st of a month to the last day of the month and added to the Levy account at the end of that month.

Should a unit normally occupied by 2 residents be unoccupied for longer than a single calendar month, the office should be advised in writing for the Catering Shared Cost to be reduced to the minimum.

Any queries on the Meal Charges should be raised directly with the Caterer’s Manager (intercom 205) and not with the SP Office.

- Additional services (an a la carte menu, special tea / function catering) are available on an ad hoc basis. Residents are welcome to make use of these for family and friends especially for birthdays etc.
- The Dining Room is not open to the general public but only to Owners and Residents of SP and their accompanying guests

1.1.2 Specifications and Procedures

- The type, quality of ingredients and meals and standards in their preparation is set out in the contract between SP and the Caterer.
- The necessary standard of hygiene is monitored through regular inspections by the Sister and by Feedem’s independent contractors.
- Lunch comprises options of starters, main courses (2 proteins, 2 vegetables, 1 starch). Deserts are available on Fridays. For those enjoying a main course, tea and coffee are also available.

- Only special dietary requirements of residents as advised by a doctor's note may be provided.
- The Caterer will issue a menu on Wednesday or Thursday of each week to cover the following Monday to Sunday meals. Residents' orders on this form should be submitted to the office by 12:00 on Friday.
- Cancellations and changes to the advised orders may be made before 9:00 a.m. on the day of the meal by phoning the caterer (intercom 205).

1.1.3 Dining Room Service

- Lunch is served between 12:30 and 14:00
- Tea and coffee are available at the table next to the bain-marie
- Buffet service for some courses is provided from time to time
- Under no circumstances may residents remove any cutlery, crockery or serviettes from the dining room.

1.1.4 Takeaway Service

- To meet residents' needs or preferences, a takeaway service is available for the catered meals.
- The meals will be delivered to residents between 11:00 and 12:00 each day.
- The weekly menu includes an option for a Saturday takeaway meal. A last-minute change for a Saturday meal may be made up to 9:00 on Friday (i.e., the day before). Saturday meals will be delivered between 11:00 and 12:00 or can be collected between 12:00 and 14:00 on Fridays.

1.1.5 A la Carte Service

- The a la carte service is available from Mondays to Fridays. The menu is issued to each unit, and copies may be obtained from the Caterers. Orders may be placed from 8:00 – 12:30 and then again from 14:00 – 15:00.
- Takeaway A la Carte Meals will be delivered or collected as arranged with the Kitchen Manager.

1.1.6 Functions

- The Functions service is available from Mondays to Fridays. The menu is issued to each unit, and copies may be obtained from the Caterers. Orders may be placed 7 days in advance and must be collected by residents.

1.2 HEALTHCARE

A 24-hour medical emergency care service is available at SP.

A Professional Nursing Sister (Healthcare Supervisor) is in charge and her formal duty hours are:

Mondays to Fridays: 07h30 to 15h00

She is assisted by an Enrolled Nursing Assistant (ENA) during these hours.

The Healthcare Supervisor is on call by the Manager or ENA for emergencies outside the above hours.

The ENA's are on duty 24 hours, seven days a week. The shift patterns rotate at 07h00 and 19h00 and are shared on a Rota system between 4 ENA's.

Please note that the medical responsibility for the patient remains that of the person himself or herself and/or his/her family.

Residents are requested to supply the Healthcare Department with a set of their house keys to enable them to access your unit in case of emergency. The keys are kept in a locked cabinet at the Healthcare Department. The keys to the cabinet are kept on their person by the Healthcare Supervisor and the ENA on duty.

1.2.1 To contact the Healthcare Supervisor or ENA from your unit

- Use the emergency button as demonstrated. It is important that all residents know how to use the system and if there is any doubt, this should be reported to the office immediately.
- Either
 - Phone the Healthcare Office at Extension 204; or
 - Phone the Healthcare Cell Phone at Extension 2911; or
 - Phone the Healthcare Cell Phone at: 083-500-3639
- After hours, the ENA is in contact with the security guard via a two-way radio and he will accompany her to a unit at night in the event of an emergency.
- First aid supplies are held for use in emergencies only. Supplies for further care should be purchased by the Resident from their pharmacy at their own expense. Some consumables used will be charged to your levy account. A list of chargeable consumables is available at the Healthcare Department.
- It is requested that residents inform the Healthcare Supervisor as soon as possible when they are ill, or if they have had an accident, e.g., a fall, to enable the medical staff to assess whether ongoing assistance is needed.

1.2.2 Healthcare Supervisor – Resident Services

NB: Certain of the services listed below may be delegated to the ENA on duty, at the Healthcare Supervisor's discretion.

- Welcoming new Residents and recording their emergency and medical information
- Carrying out occasional simple medical procedures, e.g., injections, dressings, etc. A complete list of service offerings and prices are available from the Healthcare Supervisor.
- Doing observations, e.g., blood sugars, blood pressure, temperatures, etc.
- Assisting Residents with baths / showers / bed making are additional services the ENA's provide free of charge after hospitalisation. In case of severe illness (list available at Healthcare Office) this service is available for a maximum period of 4 weeks. After hospitalisation this service is available for a maximum period of 6 weeks post-operatively. If care is required for a longer period, the resident should consider employing a temporary Caregiver.
- Advising Residents on diet or medications, when required
- Supervision of medication for forgetful Residents
- Visiting/calling the sick and the lonely on a daily basis and attending to their medical needs
- SP will endeavour to remind Residents of their annual medical check-ups where needed.
- Emergency Button System: Regular checks to ensure that it is correctly programmed and that the batteries are charged.
- Arranging Doctor's appointments if required to do so when resident is unable to make appointments themselves.
- Carrying out Resident's Doctor's instructions.
- Visiting Residents with no family close by in hospital and finding out from the Doctor and Sister-in-charge at the hospital about any aftercare that might be required.
- Arranging the necessary aftercare after a medical incident, hospitalisation, operation, etc.
- Being available after-hours for emergencies
- Contacting the family in person when a Resident has passed away.
- Contacting the next of kin on a regular basis and keeping them informed of Residents progress when ill or frail.
- Responsible for ENAs in providing services for Residents

1.2.3 Home Based Care

1.2.4 Residents and their families have several options for additional care of which SP Home Based Care is but one. Alternatives are external Frail Care, Private Nursing Agencies or privately employed Caregivers. Should residents and their families choose an option other than SP's, a disclaimer absolving SP of such care would be required.

Home Based Care is:

- Joint decision by Resident, Family and/or management when to start Home Based Care, which will be supervised by SP at an additional cost.
- A Professional Service Level Agreement must be signed between the Resident and/or family and SP before any assistance will be provided.
- The Healthcare Supervisor makes a recommendation regarding the working hours depending on the health position of the resident.
- Depending on the hours and number of Caregivers needed, the Healthcare Supervisor will then negotiate with experienced Caregivers listed on the SP formal Caregiver list. If no Caregivers from SP is available, contact numbers of alternative options will be provided.
- After negotiations, the Healthcare Supervisor will report back to the resident/s and family regarding a working schedule and wages.
- After approval by the resident/s and family, the Healthcare Supervisor will assist the resident with drawing up a basic contract based on the Basic Conditions of the Employment Act on behalf of the resident and both parties (Employer – Resident) and (Employee – Caregiver) will then sign this contract.
- The wage of the Caregiver is paid on a monthly basis directly from the resident/s account to the Caregivers account. This wage amount excludes any deductions for example the 1% UIF (Unemployment Insurance Fund).
- The Healthcare Supervisor will register the resident and Caregiver for UIF on behalf of the resident and will assist the resident with the necessary payments and forms, except for when the resident's financial affairs are handled by a bank, trust etc.
- The Healthcare Supervisor calculates the monthly working schedule for the Caregiver/s and visits the unit on a regular basis.
- The Healthcare Supervisor will arrange for a relief Caregiver when the permanently employed Caregiver/s wants to take leave or is indisposed.
- Caregivers will be under the Healthcare Supervisor's supervision with regard to their Caregiver/Domestic Duties. She also gives classes to the Caregivers on a monthly basis where possible, to keep the Caregivers up to date with medical care.
- For the abovementioned assistance, the resident/s pay 8% of the total amount of the Caregiver/s gross remuneration to SP on a monthly basis whilst Caregivers are employed.

Caregiver Duties:

Dependent on set hours i.e., 6 hours, 12 hours or 24 hours, duties will be discussed with the parties involved. Caregivers main focus is the patient.

- Bath / shower / wash person they are caring for
- See hair is washed regularly and cared for
- See finger and toenails are clean and cut
- Monitoring the persons' intake and output of food/fluid
- Note any changes in persons' condition, and notify / alert the resident Medical Staff
- See that person takes medication prescribed by a Doctor at the correct times and in the correct amount
- Take a person for walks when weather allows it
- Reads, plays games, talks to person (for mental stimulation)
- Makes the bed and changes the linen regularly

Certain Domestic duties may be included depending on the patients' needs and will be addressed on a case-by-case basis.

1.3 VENUE USED FOR PRIVATE FUNCTIONS

1.3.1 All residents are part of the owners of the Community Centre; therefore, the primary goal of its use is the benefit of residents. The non-administrative facilities of the Community Centre could be seen as an extension of the resident's homes and residents are therefore encouraged to make use of the facilities.

1.3.2 In this use, the facilities:

Should be used as a whole, except for the dining room and kitchen areas, which may only be used if the catering contractor caters for the function; should not be used for financial gain. They could, by application and approval, be used by related parties, for e.g., employees or the catering contractor for in-house business meeting

1.3.3 Any party wanting to make use of the facilities, should check availability, and discuss the function with the Manager at least 30 days prior to the event. The facilities will be made available on a first come first served basis.

1.3.4 The resident/employee or other party applying to make use of the facilities, will be seen as the host and be the responsible party.

1.3.5 Should the host need the use of any equipment/cutlery/crockery etc., this must be arranged with the catering contractor at least 3 business days prior to the event. These will be booked out by the catering contractor. The host must return all items in the condition they were received, on the first business day after the function. The same applies to use of SP equipment such as chairs/tables/gas braai/swimming area

etcetera. Special arrangements will apply to the use of the sound system and projectors.

1.3.6 Controls:

- The host will be responsible for the entrance of guests to the complex and to vet the visitors before opening the gate. The guard and nurse may not be asked to open the gate for visitors. We propose the host approach a SP employee at an agreed fee to assist with gate opening and to show guests where they may park.
- The host must be in attendance at all times.
- The facilities must be left neat and tidy, i.e., in the condition they were found. (Please bring your own cleaning materials and equipment.)
- Only a limited number of visitors' parking places are available.
- The interests of the residents of SP should at all times be respected and inconvenience other than the use of the facilities must be avoided.

1.3.7 The following fees will be applicable:

R500 facility usage fee is payable in advance upon confirmation of booking. The fee is to cover additional costs of water, electricity, etc.

A Refundable Deposit of R500 will be payable for the repair and replacement of damages and breakages and any cleaning afterwards. The inspection will only be attended to by Management on the first business day after the function, and upon approval, the R500 deposit will be refunded into the banking details provided in writing.

The above fees are subject to change from time to time upon a Trustees' decision.

1.3.8 Functions held in the Community Centre and Dining Room may not exceed 150 attendees.

1.3.9 Private family functions held in the Club Room (during normal lunch hours) need to have a minimum of 8 and a maximum of 20 attendees.

1.3.10 Cancellation Policy

The following cancellation policy will apply upon receipt of written notice of cancellation of the function:

If the function is cancelled at least 30 days prior to the date of the function, a refund of 100% of the Facility Usage fee will apply;

If the function is cancelled between 10 and 30 days prior to the date of the function, a refund of 50% will apply: and

If cancelled less than 10 days prior to the function, no refund will apply.

Any refunds will be deposited to the banking details provided by the host in writing.

1.4 JOB CARD SYSTEM

1.4.1 Maintenance and Garden Requests

- For the job card system to be effective, all requests from Residents, whether for inside the unit (private) or outside (common property), must be reported to the Reception Office directly.
- Reception Office will issue a job card for each request, number and log it onto WCU. Alternatively, members may personally issue job card requests by logging on to WCU.
- Any charge to the Resident (if applicable) will be annotated on the job card and recovered through the monthly levy account
- After the job has been completed, the office will sign it off on WCU. A record of all jobs is kept on WCU.
- Management will check all job cards regularly to ensure that all jobs are completed in a reasonable time period not exceeding 2 weeks unless a valid reason exists for jobs outstanding/not completed.
- Small private work (inside the unit), e.g., changing a light bulb etc., will first be referred to management for approval. These jobs will, unless considered an emergency, be scheduled for Friday mornings.
- Residents will be informed if a job requested for inside a unit cannot be done and should be done privately or if a professional should be called.
- Residents are to refrain from approaching any staff member directly for any requests during working hours.
- Residents may employ gardeners and maintenance staff after hours.
- SP equipment and/or material may not be used for private jobs after hours, unless approved by management in advance.
- Residents are requested to please report any leaking taps and other maintenance problems on the common property they might notice to reception
- Any after hour maintenance emergencies should be reported to the ENA on duty who will contact the staff member on standby.

1.4.2 Administrative Issues, Suggestions and Concerns

- Here at SP we are always trying to improve the services, advice and support we provide to members and residents
- We welcome general and specific comments and suggestions. A suggestion box is kept at reception for this purpose.
- SP is always keen to hear when there may be areas of concern that need to be addressed.

- To enable our staff to plan their time effectively, we would encourage members and residents to use the job card system to raise these issues.
- Where there are areas of concern that may need a more urgent response, then members and residents are asked to contact reception so appropriate action can be taken

1.4.3 Gardeners & Maintenance Staff - private work

The staff of SP Body Corporate (BC) may be employed and paid by residents for after-hours work. The minimum recommended rate, payable directly to the staff member is R50 per hour, however this remains a personal arrangement between resident and staff. We would recommend residents use their discretion when discussing the hours to be worked.

Gardeners & Maintenance staff may not work for residents during normal working hours and residents are asked not to approach staff to do work for them during these hours.

Staff should not be approached directly if residents have any special needs. For special requests please contact reception to issue a job card and log it on WCU in the normal way.

1.5 GARDENS

Any water restrictions imposed by the Municipality from time to time must be adhered to at all times and supersede any guidelines for watering and landscaping below.

1.5.1 Common Property

All the grounds are Common Property and as such are under the control of the Trustees. However, certain portions of the garden, upon request, may be allocated to residents for their enjoyment in cultivating and caring for them. These “resident garden” arrangements are described more fully below.

1.5.2 Garden Management

The management of the gardens is the responsibility of the Garden Committee. Residents may not give instructions to the gardeners diverting them from their duties during working hours. Residents may not take it upon themselves to prune or remove plants in any area of the gardens. Residents are requested to complete a job card at reception or via WCU to request garden maintenance on common property.

1.5.3 Undesirable Plants

Undesirable plants are banned exotic plants, or large trees or shrubs planted in positions that could negatively affect the buildings or the environment of a specific unit. Smaller shrubs must not be planted so close to walls that they impede access for maintenance. Banned plants may not be introduced into SP at any time. Large trees

or shrubs may only be planted after Trustees have given written approval. This includes planting in resident gardens.

No creeper should be allowed to grow in such a manner as to cause or tend to cause any damage to the building or the external timberwork. In the event of creepers or other plants growing on the exterior of a section, the owner of that section shall be obliged to either control the creeper or put in a job card.

No resident may plant any tree or large shrub, unless the type thereof has been approved by the trustees beforehand, in writing.

No resident/owner shall do anything which may cause or allow any plants or other improvements in or about the building to become damaged, lopped, destroyed, or removed.

1.5.4 Resident Gardens

Residents may apply to management for a small area adjoining their home for their cultivation, etc.

These resident gardens are the responsibility of the resident. Costs for fertilizer, plants, etc. for the garden patch are for the Resident's own account.

The garden patches are to be kept neat and well-looked after, failing which they will revert to management.

Once a garden patch returns to the control of management, maintenance arrangements revert to those for all common property. Residents may not involve themselves in the gardening of that area.

1.5.5 Irrigation

As noted above, compliance with municipal water restrictions is an overriding condition of any watering of gardens. Being waterwise, SP discourages residents from watering 3 days either side of substantial rain.

- Only marked taps (i.e., those supplying borehole water) may be used for outside irrigation.
- A routine procedure for watering lawns has been devised and is followed by the gardeners.
- Residents may use the common property hosepipes for watering their resident gardens or assist with watering sections of the common. Residents are asked to refrain from watering their gardens between 07h30 and after 16h30 Mondays to Fridays. This is to allow enough borehole water pressure for the SP Gardeners during working hours.
- After use, the common property hosepipes must be neatly replaced in their original positions and care should be taken to ensure that the water is fully switched off so there is no dripping. Hoses or hose fittings must not be removed.

- Residents wanting to use their own sprinkler systems or sprayers require written approval from management and are kindly requested to provide a manual or automatic timer and to ensure that the sprayers are directed away from the walls.

1.5.6 Outside Gardeners

Outside gardeners may be employed by residents during both normal working hours, and after-hours.

For security reasons, management must be advised of these arrangements beforehand.

The resident must supervise gardeners and is responsible for their conduct.

1.5.7 General

Pots, birdbaths, benches and other furniture or decorative items may only be permanently placed on common property with the approval of management.

Pots or boxes with plants visible on and around common property should be limited in number and complementary to the look and feel of the gardens.

They should not be placed on grass or in any position which would make mowing the lawn or maintaining the garden difficult.

Resident gardens, stoeps and patios should be kept neat and tidy.

Section 2 - Maintenance

2.1 INTRODUCTION

We all want to make changes to our units from time to time and some of us may wish to enhance common property for the greater enjoyment of everyone living here.

However, there are some basic principles we need to consider that protect the safety, integrity and value of individual units as well as that of our common property.

Whilst personal aesthetic tastes vary, it is still important to ensure the aesthetics and the overall look and feel here at SP is preserved.

Over the years we have given our Trustees the discretion not only to adhere to the Acts and follow our own Management & Conduct Rules but to apply them in a way that where possible also protects individual freedoms and personal choice.

Sometimes Trustee written consent is requested when some changes and renovations are being considered. Once granted, this consent will be minuted at the next Trustee meeting and a record kept in the member's file.

Here are some of the basic provisions that are in place at Stormhaven Park to protect us all:

- 2.1.1 Our estate is getting older, and we recognise a greater emphasis is now being placed on maintaining, enhancing and updating our buildings and facilities.
- 2.1.2 Any proposals for changes to individual units should ensure the relevant building regulations are followed. SP management will be happy to advise on the regulations that may apply on a case-by-case basis.
- 2.1.3 All proposals changing the outward appearance of units or alter the routing of key services and utilities within units should be submitted to the Trustees for consideration.
- 2.1.4 The common boundary line is the middle point of the dividing floor, wall or ceiling so for some outside improvements SP may be able to make a financial contribution.
- 2.1.5 Any proposals for enhancing common property for the benefit of everyone living here are welcomed and should be submitted to the Trustees for consideration. These could include but are not confined to planters, communal garden enhancements, furniture and other decorative items, books for the library, audio and visual recordings for the community centre.
- 2.1.6 Occasionally, members may wish to take over areas of common property for their personal use. Proposals should be submitted to the Trustees for consideration. However, any work undertaken would be at the member's own cost with a clear undertaking the common property being used remains common property.

- 2.1.7 Over the years, members and residents have accumulated considerable knowledge and experience of the local trades people, craftsmen, contractors and professional advisors.
- 2.1.8 SP has collated this information into a “Preferred Supplier” reference list and a paper copy is kept in the library. Members and residents can request an electronic copy of the latest version.
- 2.1.9 This list is provided as a simple aid and guide to members and residents but should not be seen as an endorsement by SP of any person or company on the list.
- 2.1.10 All contractors must report to reception on arrival to sign our Contractors’ Rules and receive tags before commencing work. Copies of these rules are available from reception on request.
- 2.1.11 In the unlikely event where alterations are not compliant or safe, Trustees require members to return these changes to their original condition at the member’s own cost.

2.2 MAINTENANCE, REPAIRS, REPLACEMENTS AND IMPROVEMENTS

2.2.1 The 50/50 Rule

Where authorised maintenance work crosses the boundary line, the cost of that work, including material and labour, is to be divided 50/50 between SP and the respective member.

SP is only responsible for common property with regards to the original building and what was attached to the original building when it was first handed over by the developer. Thus, SP will continue to maintain the original wooden post boxes.

However, security gates, burglar bars, doorbells and unit numbers are excluded as they are deemed to have been fixed to the original building by the member or past members over the years. The maintenance of these items is the responsibility of the member (including successors to the original member).

As these items are attached to common property, modification, replacement and new installations require prior authorisation by the Trustees to ensure they conform to the aesthetic standards of the complex.

2.2.2 Window Replacements

In terms of the Act, it is accepted that windows are in line with the boundary line. Therefore, their repair and maintenance are dealt with on a 50/50 basis.

This 50/50 rule applies to both inside and outside a unit. In the past SP and members have agreed the BC will attend to the regular outside maintenance and members to the inside maintenance.

When the original wooden window frames need replacement, or replacement is desired by the member, such replacement will be with bronze anodised aluminium window frames.

However, the Trustees must be furnished with full particulars of the proposed replacement to confirm it will blend in with SP's overall aesthetic standards. Trustee written consent should be given before any work is started.

The budget approved by members at the Annual General Meeting may include an amount to assist members in the replacement of wooden windows with aluminium windows.

Financial assistance from SP of up to 50% is limited to cases in which the wooden window frames, or a section of a window or frame, is considered by management to be rotten beyond repair.

Should a member wish to replace a wooden window where the wooden frame, or a section of a window or frame, is considered by management to be in a reasonable condition and/or not rotten beyond repair, SP has no financial obligation towards its replacement. The member can proceed in these cases, but the total cost of replacement would be for their own account.

2.2.3 Door Replacements

In terms of the Act, it is accepted that doors are in line with the boundary line. Therefore, their repair and maintenance are dealt with on a 50/50 basis.

This 50/50 rule applies to both inside and outside a unit. In the past SP and members have agreed the BC will attend to the regular outside maintenance and members to the inside maintenance.

When the original front or back door needs replacement or replacement is desired by the member, such replacement will be with an anodised aluminium door.

When the original garage door needs replacement or replacement is desired by the member, when necessary, will be with an Aluzinc door, in a design, colour and pattern matching that of existing Aluzinc doors.

Should a member wish to have an electrically powered garage door, SP would not be responsible for any part of the automation.

When the original wooden courtyard gate needs replacement, or replacement is desired by the member, such replacement will be with bronze anodised courtyard gate, in a design and pattern matching that of the bronze anodised gates already installed.

Trustees must be furnished with full particulars of the proposed replacement to confirm it will blend in with SP's overall aesthetic standards. Trustee written consent should be given before any work is started.

The budget approved by members at the Annual General Meeting may include an amount to assist members in the replacement of wooden doors with aluminium doors.

Financial assistance from SP of up to 50% is limited to cases in which the wooden door, or a section of it, is considered by management to be rotten beyond repair.

Should a member wish to replace a wooden door where the door, or a section of it, is considered by management to be in a reasonable condition and/or not rotten beyond

repair, then SP has no financial obligation towards its replacement. The member can proceed in these cases, but the total cost of replacement would be for their own account.

2.2.4 Interior Alterations and Improvements (Inside Section)

Section 30 of the STSM Regulations refers to the duties of members and residents when making alterations to a section. This states, among other things, that no alterations may be made that are likely to impair the stability of the building or that have a material negative affect on the value or utility of a section.

Any proposals for changes to individual units should ensure the relevant building regulations are followed. SP has a wealth of knowledge and expertise built up over many years that members can benefit from at such times. Management will be happy to advise on the regulations that may apply on a case-by-case basis.

When formal drawings and proposals for alterations/improvements have been prepared, they should be submitted to management for consideration and approval by the Trustees where appropriate.

This needs to be done prior to submitting any necessary plans to the council so that together we can ensure safety considerations and any relevant building regulations have been observed.

In a worst-case scenario, if a member's alterations/, threaten the stability of the building or prejudice the interests of SP, the BC is obliged to take steps to remedy this on behalf of all members. The costs involved will be recovered from the member. However, in an emergency, no demand or notice need be given to the member concerned.

2.2.5 Ceiling and floor - 50/50 rule and insurance implications

The centre of the ceiling and above is common property from the centre of the ceiling downwards is the member's responsibility.

The Act refers to exceptions for the maintenance of hot water cylinders, pipes, tubular sky lights, solar panels and other items located above the ceiling line. As these are for the benefit of the individual section member or residents, their regular maintenance is the responsibility of the member. However, the hot water cylinder is covered under the Body Corporate's insurance policy for a burst only.

The concrete slab of the floor is approximately 30 cm in depth. The top half of the floor slab, including the type of flooring, i.e., carpet, tiling etc., is the member's responsibility. The bottom half of the slab and beneath is common property. Fitted carpets may be covered by the BC's insurance policy for certain types of losses.

2.2.6 SP Insurance cover

SP's Insurance Policy covers the insurance of the structure of the building and all fixtures in terms of Management Rule 23.

For more information on the insurance cover, please refer to the insurance policy, a copy of which can be requested from the Office.

The insurance cover is limited to certain specified events and following standard industry practice it does not extend to normal “wear and tear” or other maintenance matters.

2.2.7 Courtyards, open patios and balconies

The courtyard, open patio and balcony form part of the member’s section.

For courtyards, the boundary line is the courtyard wall and only the outside part of the wall is common property.

The inner wall, the courtyard itself, washing line and windows facing directly into the courtyard are not classified as common property. They are wholly the responsibility of the member.

The boundary line for open patios runs along the outside of the paved section of the open patio - for clarity where the paving ends and the garden begins.

This means any walls partly enclosing open patios, the open patio itself and any windows or doors facing directly into it are not classified as common property. They are wholly the responsibility of the member.

The flooring is deemed to be above the centre of the floor slab of the original building and is also wholly the responsibility of the member.

For balconies, the boundary line is deemed to run on the outside edge of the balcony and as railings are normally affixed a few centimetres from the edge they too are wholly the responsibility of the member.

Balcony railing replacements should be galvanised mild steel hollow tubing.

The same procedure for consent as for all replacements must be followed before work is commenced.

SP has no legal obligation towards repairs and maintenance of these sections, Trustees have and will until further notice continue to paint the inside walls of the courtyard, the balcony railings and varnish the outside of the windows and patio doors in order to preserve the complex’s aesthetic appearance.

Any other changes and improvements in these areas do need to be discussed with management so relevant Trustee approval can be sought.

2.2.8 Paved sections on common property

When a member requests and is given permission from the Trustees for a paved section on common property, the cost and any future maintenance of this paved section becomes the responsibility of the member and all future members. It should be noted this area remains common property in perpetuity.

2.2.9 Balcony and open patio pergolas

Where there are still original wooden pergolas, these are deemed to be lower than the ceiling height of the original building and their maintenance is therefore wholly the responsibility of the member.

Even though SP have no responsibility to maintain or replace these wooden pergolas, the budget approved by members at the Annual General Meeting may include an amount to assist members in replacing them with similar sized bronze anodised aluminium beams fitted with cottage gable ends.

Financial assistance from SP of up to 25% (within budget) is limited to cases in which the wooden beams are considered by management to be rotten beyond repair.

Should a member wish to replace a wooden pergola where the wood, or a section of it is considered by management to be in a reasonable condition and not rotten beyond repair, SP still has no financial obligation towards its replacement the member can proceed in these cases, but the total cost of replacement would be for their own account.

Trustees should be furnished with full particulars of the proposed replacement to confirm it will blend in with SP's overall aesthetic standards. Trustee written consent should be given before any work is started.

2.2.10 Balcony and open patio awnings and covers

All plans for new or replacement awnings, pergola and patio covers must conform to the specifications listed below and have the written approval of Trustees before installation.

- Fixed and retractable awnings over doors and windows - any awning framework to be anodised bronze aluminium.
- Canvas or other fabric to be of a simple design with colours that complement SP's current overall aesthetic standards.
- Building plans for any new or replacement fixed roof or cover should be discussed and submitted to management for consideration before seeking approval from Trustees for the work to commence.
- Fixed Covers to be:
 - Corrugated aluminium sheets coloured off-white, OR
 - Corrugated Cromadek steel sheets coloured off-white; OR
 - Corrugated polycarbonate Opal 50 (50 shade) sheets (complimentary colour to be approved by Trustees).
- Adjustable aluminium louvre roofs should be coloured off-white
- Fascia boards, gutters and downpipes, in white, to be provided for the fixed or louvred cover installations

- All water from gutters and downpipes is to be channelled well away from the immediate and neighbouring building foundations.

2.2.11 Enclosed patio or balcony

When plans are drawn up to enclose a patio or balcony, the enclosure should be built within the boundary line of the section, so it does not encroach onto common property.

Building plans for any new or replacement fixed roof or cover should be discussed and submitted to management for consideration before seeking approval from Trustees for the work to commence. Only then should any required municipal planning consent be sought.

As with other owner improvements, SP has no legal obligation or responsibility for ongoing repairs or maintenance to the new structure as it lies within the section itself.

Any future maintenance of the enclosed section, i.e., roof, walls, floors, windows, doors etc. becomes the responsibility of the member and all future members and this needs to be made clear by the seller to potential new owners when the section is being sold.

Trustees have and will until further notice, continue to paint the outside walls and varnish the outside of windows and doors to preserve the complex's aesthetic appearance.

2.3 **GAS INSTALLATIONS**

SP has a responsibility to maintain the integrity of common property and the outside of individual units which is why the prior written consent of the Trustees is required.

With the prior written consent of the Trustees, a gas installation may be done at your unit, subject to the terms and conditions prescribed in SANS 10087-1:2013 as updated by the authorities from time to time. The latest version is kept on file by management and is available on request.

Trustees reserve the right to withdraw consent if the conditions of approval are not followed. In which case the gas installation will need to be removed at the owner's own cost.

Installation must be done by a registered installer who must issue a certificate of compliance once installation is complete. Management would need to inspect the installation once work was complete.

The gas installation costs including the section of common property where the gas cylinder has been installed is for the owner's account. Any future maintenance of whatsoever nature will be the responsibility of the owner and these conditions must be pointed out to any future owner should you sell your property.

2.4 **INTERNAL FIRE SPECIFICATIONS**

SP has a responsibility to maintain the structural integrity of our buildings for the benefit of us all. Therefore, all plans for new or replacement fireplace installations

must conform to the specifications below and have Trustee approval before installation.

2.4.1 Installation

All installations must be done by an accredited installer and must comply with SANS 10400-V regulations of which a copy is available from management. Any adjustments to the installation must also apply to SANS 10400-V regulations. The latest version is kept on file by management and is available on request.

2.4.2 Placement

The placement of the fireplace within the unit is for the owner to decide. Gas-powered, wood, coal or charcoal operated fireplaces will be allowed. In the event of a gas-powered fireplace, the gas cylinder must be installed outside the unit, preferably in the courtyard, alternatively in a location where it is not visible or can be partially disguised.

2.4.3 Chimneys

The chimney and cowl must be of a design approved by the Trustees and the chimney may not project more than 1.25 meters above the roof. No stays or other supporting cables may be used.

Any waterproofing problems or structural problems associated with the chimney will be for the owner's account and this stipulation must be communicated by the present owner to any future owner.

2.4.4 Trustee Approval

Drawings and proposals for the fireplace and its chimney should be submitted to management in the first instance for consideration to ensure safety considerations have been observed and the aesthetics of SP are respected.

2.5 **SOLAR WATER HEATING FACILITY**

SP has a responsibility to maintain the structural integrity of our buildings for the benefit of us all. Therefore, all plans for new or replacement solar water heating facilities must conform to the specifications below and have Trustee approval before installation.

The installation and maintenance of a solar heating facility, including the section of common property where it has been installed, is for the owner's account.

Any future maintenance as a result of the solar heating installation including but not limited to leakages whether in your section or on common property, will be the responsibility of the owner.

These conditions must be pointed out to any future owner should you sell your property, as these conditions will prevail.

2.6 INSTALLING A SKYLIGHT

SP has a responsibility to maintain the structural integrity of our buildings for the benefit of us all. Therefore, all plans for new or replacement skylights must conform to the specifications below and have Trustee approval before installation.

If the skylight does not form part of the original construction and was installed afterwards, the maintenance of the skylight, including the section of common property that it runs through, is for the owner's account. Any future repairs and maintenance whether on the owner's section or the section of common property the skylight runs through, is for the owner's account.

If the skylight was part of the original construction, maintenance of the skylight, including the section of common property it runs through, will be split 50/50 between the owner and SP. Any future repairs and maintenance whether on the owner's section or the section of common property the skylight runs through, will be split 50/50 between the owner and SP.

These conditions must be pointed out to any future owner should you sell your property, as these conditions will prevail.

2.7 SATELLITE DISH INSTALLATION

With the prior written consent of Trustees, a "satellite dish" may be installed to the outside of a building subject to the following guidelines. Trustees reserve the right to remove consent if these guidelines are not followed. In which case the satellite dish will need to be removed at the owners own cost.

Any owner who wishes to install a satellite dish may do so at their own cost, subject to the following provisions:

Maximum 2 satellite dishes per block of units and two for the double storey block will be permitted and must be installed so to be unobtrusive.

In exceptional circumstances, Trustees may consider additional satellite dishes and these decisions will be made at the Trustee's discretion on a case-by-case basis.

The dish must be of a superior standard with regards to manufacture, paint coverage, rust resistance, quality, wind resistance and brackets.

The brackets, bolts and nuts must be rust resistant to prevent any rust stains on the walls. The cables will run through standard conduits painted the colour of the walls.

The colour of the dish must be white.

If more than one owner per block wishes to have a satellite dish installed, costs should be shared with the other owners of that section where the dish was installed.

Any future repairs, maintenance and cable replacement is for the shared owners' account and must be pointed out to any future owner should you sell your property, as these conditions will prevail.

Owners who share a dish are encouraged to have shared agreements in place to prevent any arguments and disputes arising.

2.8 INSTALLING AIR CONDITIONERS

SP has a responsibility to maintain the structural integrity of our buildings and the aesthetics of the complex for the benefit of us all. Therefore, all plans for new or replacement air conditioners must conform to the specifications below and have Trustee approval before installation.

With the prior written consent of the Trustees, an air conditioner may be installed, subject to the terms and conditions agreed. Trustees reserve the right to withdraw consent if these are not followed. In which case the air conditioner will need to be removed at the owners own cost.

SP recommends the air conditioner is of the inverter type and directly connected to the Electricity Distribution Board with its own circuit breaker. Known brands such as Samsung, Panasonic and Daikin, are recommended as some of the other models seem to rust within a few years.

It is preferable the compressor is placed out of sight in the courtyard or on the balcony. If this is not possible, drawings and proposals for an unobtrusive location on common property should be submitted to management for consideration.

Piping and cables on walls should be in unobtrusive conduits and trunking. A waterproof isolator switch must be installed within one meter of the compressor.

The relevant regulations should be complied with, and the installer needs to supply a certificate of compliance once installation is complete.

Management would need to inspect the installation once work was complete.

Installation and on-going maintenance of the air conditioner, including the section of common property where the outside unit may have been installed, is for the owner's account.

Any future maintenance of whatsoever nature will be the responsibility of the owner and these conditions must be pointed out to any future owner upon sale.

Section 3 - Practical tips for Community Living

3.1 COMMUNICATIONS AND ENGAGEMENT WITH MEMBERS AND RESIDENTS

Over the years, SP has slowly developed ways of working that go above and beyond what is required within the Acts and even in our own Management & Conduct Rules.

When members and residents first move into SP, they are asked what their preferred methods of communication are. Whilst we prefer to communicate electronically, some members and residents still want to receive paper copies and over time we have accommodated these requests where we can. We aim to send out communications to everyone at the same time irrespective of the method chosen.

Here we explain how we communicate with our current and potential members and residents.

3.1.1 Brochure and summary information for Estate Agents plus welcome pack

- At Stormhaven Park we have come to understand that as much information as possible should be made available to prospective members and residents in advance of them making a decision to come and live here.
- That is why we have produced a short introductory brochure for all prospective members and residents and summary information for estate agents involved in any sale or purchase.
- We recognise it is important for prospective members and residents to make informed choices, ensure our community as a whole is right for them and purchase with the confidence and knowledge there will be no hidden surprises.
- We prefer serious potential buyers to meet with Management and a Trustee representative to explain our key services and policies and to answer any specific questions the potential buyers may have.
- All these documents are made available in paper form as well as electronically on the SP website. In addition, a reference file containing up to date paper copies is kept in the library.
- Once new members and residents move in, they will be given a welcome pack and a meeting will be arranged with management and at least one Trustee to welcome them to their new community here at SP.

3.1.2 Sectional Title Acts, Community Schemes Ombud Act and Stormhaven Park Management & Conduct Rules + Policies & Guidelines

- Paper copies of the latest SP Management & Conduct Rules and Policies and Guidelines are available to all new members and residents. Electronic versions are also available on the SP website and WCU for viewing and download.
- Electronic versions of all the Acts are also available on the SP website for viewing and download.
- A reference file containing paper copies of all these documents is kept in the library.

3.1.3 General messages and notices:

- Urgent one-off short messages are sent to members and residents via text message to individual cell phones we have on record.
- Other messages only relevant to members and residents living here are communicated verbally via the intercom system. Communication in this way means, when appropriate, we can communicate directly with a targeted group of members and residents rather than with everyone.
- Informal and formal notices are sent out to members and residents using their desired method of communication.
- A reference file containing paper copies of all informal and formal notices is kept at reception and is available on request for members and residents to look at. In addition, electronic versions are also available on WCU.

3.1.4 Special General Meetings and Annual General Meetings (SGM & AGM)

- Members are given up to one month's notice of these meetings being arranged depending on the nature of the meeting being called.
- SGM & AGM agendas and minutes are sent out to members using their desired method of communication.
- SGM & AGM draft minutes and papers arising from the meetings are sent out to members using their desired method of communication within a week of the meeting taking place.
- A reference file containing paper copies of SGM & AGM agendas, supporting documents, minutes and papers arising from the meetings is kept at reception and is available on request for members and residents to look at. In addition, electronic versions are also available on WCU.

3.1.5 Trustee Meetings

- Trustee meetings are open to both members and residents to attend. Within the meeting, members are able to speak to items on the agenda.
- Members and residents are encouraged to suggest items for the agenda.
- These suggestions should be sent to management ten days prior to the next Trustee meeting so due consideration can be given to them.
- In some cases, Trustees may deal with topics raised outside the Trustee Meeting or need additional time to consider the issues raised before responding more fully at a later date.
- A standard Agenda is followed and available on WCU. Trustee Meeting minutes are sent out to members and residents using their desired method of communication.
- Supporting documents for Trustee Meetings and papers arising from Trustee Meetings are loaded on WCU. In these cases, if paper is requested a small charge is made to cover the costs of printing.
- We endeavour to upload the supporting documents for Trustee meetings within a week of the meeting taking place - however this is not always possible.
- Members and residents are encouraged to read through the draft minutes and any papers arising from Trustee meetings as soon as they are able. We encourage

members and residents to check these for accuracy and completeness and send any comments or suggestions through to management within a week of circulation.

- This means the final version with any resulting amendments can be agreed with ease at the next Trustee meeting.
- A reference file containing paper copies of Trustee meeting agendas, supporting documents, minutes and papers arising from the meetings is kept at reception and is available on request for members and residents to view. In addition, electronic versions are also available on WCU.

3.1.6 Resolving disagreements

Living at SP is relaxing and enjoyable. Many members and residents have made new lifelong friends whilst living here and we actively encourage this.

However, every now and then disagreements between members and residents do arise and, in most cases, these are resolved amicably without any involvement from SP.

When formal written complaints are made by named residents, it is important for management and the Trustees to hear both sides before making any suggestions for the best way forward.

SP will endeavour to help and support both parties to find a solution to their differences but will only become formally involved if the Acts or our own Rules are being broken.

3.2 **SP PROCUREMENT POLICY**

One quotation, where possible from preferred suppliers/contractors is required for items/work less than R10.000. The Manager, as authorised by the Trustees, may accept the quotation provided it falls within the budget as approved at the AGM. If the request exceeds the approved budget, Trustee approval is required.

Three quotations must be obtained, where possible from preferred suppliers/contractors, for work/equipment above R10.000. The Manager and Portfolio Trustee may accept the quotation provided it falls within the budget as approved at the AGM. If the request exceeds the approved budget, approval at a Trustee Meeting is required.

3.3 **GATE ACCESS CONTROL**

When new members or tenants take up residence at SP, they will be issued with vehicle gate remotes and pedestrian gate tags according to the following allocation policy:

- 3.3.1 In cases where a new owner receives vehicle gate remotes and pedestrian gate tags from the previous owner, these will need to be re-programmed at reception according to this allocation policy. Vehicle gate remotes for each garage owned or rented by a resident must be purchased at reception.

- 3.3.2 An additional vehicle gate remote may be allocated to units that are occupied by two authorised residents, and this too must be purchased at reception.
- 3.3.3 Members living elsewhere with tenants occupying their units, may each have one vehicle gate remote provided they pay for these themselves.
- 3.3.4 One pedestrian gate tag may be purchased at reception for each resident occupying a unit.
- 3.3.5 If a pedestrian tag or vehicle gate remote is lost, damaged or no longer working due to wear and tear, the owner or resident must pay for the replacement.
- 3.3.6 When a unit is sold, the vehicle gate remotes and pedestrian gate tags will be deleted from the SP security system and gate access will be de-activated. This is essential, otherwise the secure control of access to SP will be lost.
- 3.3.7 All approved vehicle gate remotes and pedestrian gate tags can be reprogrammed when necessary and this service is provided free of charge.

3.4 ROAD USE POLICY

3.4.1 Principles

- **Safety:** No residents are young; none are as agile as they once were. A number walk with the aid of walkers or walking sticks and are slow. Drivers must be patient and yield to them.
- **Security:** To ensure the security of residents personally or of their homes it is important that there is no unauthorised access to the complex.

3.4.2 Acceptable Road Use

- Entry is restricted to one vehicle at a time, with no tailgating or overtaking at the gate.
- Whether entering or exiting, once past the gate, drivers must wait for the gate to close behind them before proceeding.
- The speed limit within the complex is 15 kilometers per hour
- There is to be no overtaking on the roads within SP.
- Pedestrians have right of way.

3.4.3 Communication to road users

Signage at both gates have suitable wording and images for all those entering the complex, including visitors and contractors.

3.4.4 Condition of Roads

To avoid damage to roads in the complex due to loads greater than they can bear, vehicles greater than 10 tons loaded Gross Vehicle Weight may not enter SP.

3.5 VEHICLES & PARKING

All units are allocated one garage and your vehicle should be parked in that garage when on site. Should additional parking be required a written application must be made to the trustees. The BC will endeavour to accommodate a request where possible.

3.6 GARAGES USED FOR DOMESTIC PURPOSES

Over the years, it has become apparent that some members and residents are using their garages to house kitchen appliances and other household goods. SP now keeps a list of these instances and reserves the right to inspect garages from time to time, so this list is kept up to date.

The electricity supplied to garages is common and the cost is included within the general monthly levy accounts all members pay.

SP appreciates this common electricity is used every now and then for power tools and other equipment as well as to operate electric garage doors.

However, when owners and residents use this common electricity supply for their own personal use on a regular basis, it is only right this usage can be measured and paid for personally by those owners and residents. Tumble dryers for example use considerable amounts of electricity.

In such cases, SP will seek to agree fair and reasonable charges to cover the electricity being used. SP reserves the right, when appropriate, to ask members and residents to install meters so this usage can be measured. In some instances, SP will feel it necessary to install these meters themselves and in this case the cost of installation will be recovered directly from the member or resident.

3.7 PRIVACY AND DATA PROTECTION POLICY

3.7.1 General Principles

SP will in all respects comply with the Protection of Privacy Information Act (POPI), 2013. Specifically, we will obtain permission to collect and store information relating to Members, Residents, Staff and Service Providers so that the operational and reporting functions comply with the applicable Acts, Regulations, Management Rules and Conduct Rules. The information collected will be stored securely, appropriate to the media in which it is held. The information gathered will be used only to facilitate the operational and desirable services which will make life in the SP community stable, secure and pleasant.

In addition to South Africa’s Protection of Privacy Act, SP’s management is aware of the EU’s General Data Protection Regulations (GDPR). They are more advanced and complex than would appear to be the case for South African’s POPI Act.

3.7.2 Personal Information held and recorded

In handling personal information of Members, Residents and Staff, Stormhaven Park adheres to the requirements of both the POPI Act and GDPR. However, as SP does not engage in cross-border data transfers, those aspects of GDPR do not apply.

The key personal data held by Stormhaven Park is:

| Classification | Personal | Legal | Financial | Healthcare | EU Citizen |
|----------------|--|---|--|--|--------------------------------|
| Owner | Full names Date of Birth, Identity Documents and/or Passports, Addresses, Contact Details | Property: Ownership records Insurance values Tax Reference Numbers* | Accounting records as required by the Sectional Title Acts, Owner contributions Participation Quotas, Catering and Water Consumption Bank details* | Emergency Information, Personal Health records*, Medication*, Next of Kin with contact details, Motor Vehicle Registration * | Yes / No? Country? Visa? |
| Resident | Full names Date of Birth, Identity Documents and/or Passports, Addresses, Contact Details | | Accounting records as required by the Sectional Title Acts, Owner contributions Participation Quotas, Catering and Water Consumption Bank details* | Emergency Information, Personal Health records*, Medication*, Next of Kin with contact details, Motor Vehicle Registration * | Yes / No? Country? Visa? |
| Employee | Full names Date of Birth, Identity Documents and/or Passports, Addresses, Contact Details | Contract of Employment Tax Reference Numbers | Bank details Benefits records | Emergency Information, Personal Health records*, Medication*, Next of Kin with contact details, Motor Vehicle | |

| | | | | | |
|------------------|------------------------|------------------------|--|------------------------|--|
| | | | | Registration * | |
| Retention period | Per legal requirements | Per legal requirements | Accounting records: legally required; Other 3 months after leaving | 3 months after leaving | 3 months after leaving subject to legal requirements |

Items marked with * may not be applicable to all persons

3.7.3 Access by Trustees, staff and delegated persons

Access by these individuals will be limited to those who need it to fulfil their roles or complete a specific task in SP. In certain circumstances, it may be necessary for Trustees to be briefed on elements of information regarding a person.

With respect to Staff salaries, these and the annual review of salaries will be limited to a Staff Committee consisting of the Chairman of Trustees, the vice-Chairman and the Manager.

3.7.4 Access by Members

Members may, as described in the Sectional Title Acts have access to the minutes of Trustee Meetings and financial records of the BC consonant with the provisions of the POPI Act. As this entitlement is designed that Members might be reassured as to the fidelity and effectiveness of the Trustees and management, it follows that details of Levy Payments and Staff employment records (private contact details, salaries and leave records, etc.) may not be released. Those financial records in aggregate detail will suffice to fulfil the requirements of the Sectional Title Acts.

3.7.5 Access by Residents

Residents who are not Members of property at SP will have access to all general information about life and services of the community, but not the level of access to financial and other information enjoyed by Members.

3.7.6 Service Providers

SP will maintain suitably limited information about the service providers with whom it has a commercial relationship. That information may, with the permission of the

service provider concerned, be shared with Members, Residents or staff who enquire about a particular service.

3.7.7 Data Storage

Paper-based data records will be kept in locked cabinets. The keys will be held by the relevant staff member, back-up keys will be held securely. These cabinets will be locked during periods when the staff member concerned does not require access to them.

There are electronic records of information, the volume of this increasing as paper records are converted to electronic format. Electronic records will be held on BC computers and/or in the cloud with encrypted files further secured by user logons. Backup copies of the records on Network Attached Storage will similarly be encrypted.

3.7.8 Retention of Data

Data records subject to regulation by any Act of Parliament or Regulation by Government Departments will be retained for the periods specified in such instruments. Information not so regulated will be held for the longest period specified by Regulation for any such information kept for the same data subject. Some CCTV footage will be kept for one month.

3.7.9 Data Distribution

SP's records will be used only for the purposes described above. No information will be shared, sold or exchanged with any third party. Unusually, there may be an exception in an emergency when relevant healthcare information should be shared with attending medical staff, or with others upon the consent of the individual.

Sectional Title Acts: Any reference made to Sectional Title Acts include the Sectional Title Act, Sectional Title Scheme Management Act, Community Schemes Ombud Services Act, each with its regulations, Management rules and Conduct rules (where applicable).