

PROPERTY MANAGEMENT

What's it all about?

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MD Dijalo Property Management

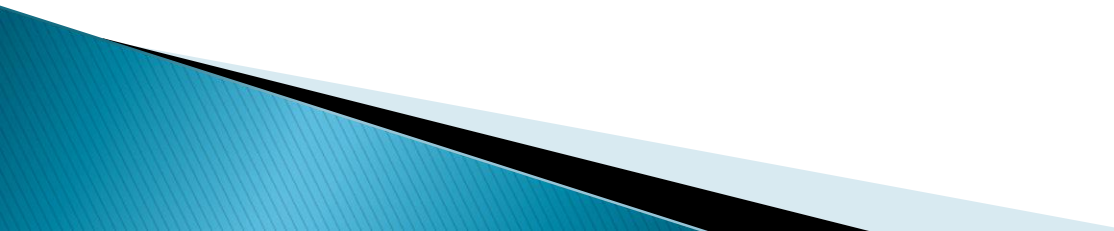


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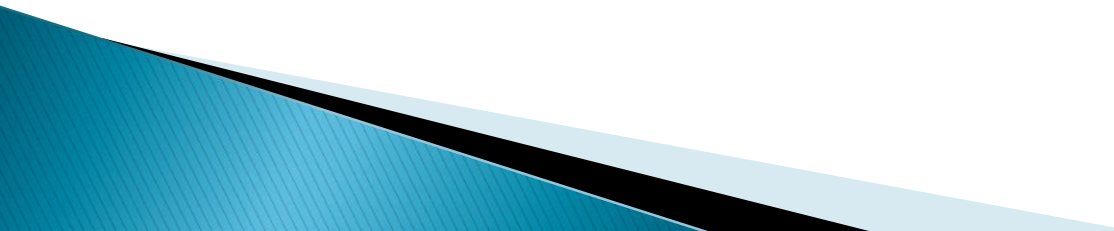
PROPERTY MANAGEMENT (PTY) LIMITED

PRESENTATION FORMAT

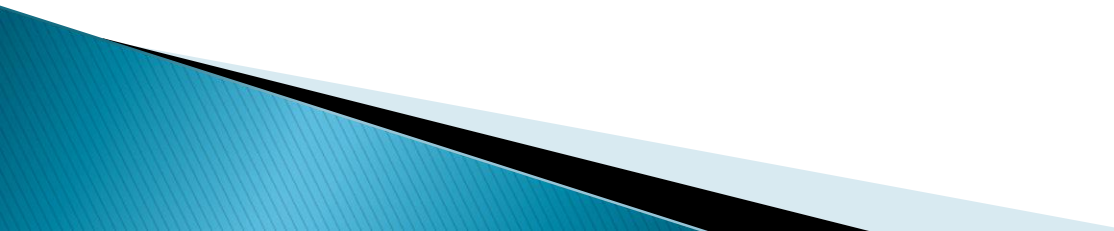
- ▶ Property management is a regulated industry
 - ▶ Acts and Regulations
 - ▶ Property Industry Associations
 - ▶ Services that are normally offered by property companies

 - ▶ Questions and Answers
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Property Management is a Regulated Industry

- ▶ The regulatory body is The Estate Agency Affairs Board
 - Issue Fidelity Fund Certificates to companies and individuals. (License to practice)
 - Ensure trust funds are protected
 - Compensate people that have lost money due to fraud, corruption and maladministration by agents
 - Determine qualification levels for Estate Agents
 - Enforce the Estate Agency Affairs Act and Code of Conduct
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Acts and Regulations Relating to Residential Property

- Rental Housing Act
 - Sectional Titles Act
 - Financial Intelligence Centre Act
 - National Credit Act
 - Occupational Health and Safety Act
 - Labour Relations Act
 - SANS10400 Application of the National Building Regulations Act
 - SANS10142 Electrical wiring of premises
 - Municipal by-laws
 - Construction regulations
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Property Industry Associations

- ▶ National Association of Managing Agents
 - ▶ South African Property Owners Association
 - ▶ South African Institute of Real Estate Agents
 - ▶ Institute of Estate Agents of South Africa
 - ▶ South African Facilities Management Association
 - ▶ South African Institute of Black Property Practitioners
 - ▶ Green Building Council Of South Africa
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Services Offered By Property Management Companies

- ▶ Property Management
- ▶ Human Resources Management
- ▶ Financial Management
- ▶ Facilities Management

Other

- ▶ Property Valuation
- ▶ Strategic Asset Management
- ▶ Sales and Letting
- ▶ Property Development
- ▶ Due Diligences



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Property Management Activities

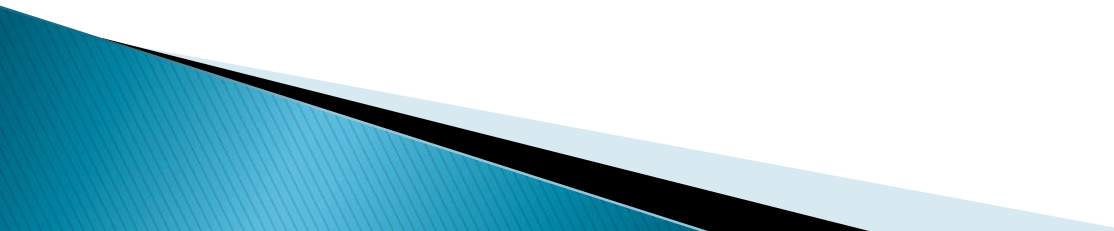
- ▶ Prepare a welcome pack to prepare all new tenants for occupancy
- ▶ Open and maintain trust accounts for each client
- ▶ Prepare lease agreements on behalf of the owners
- ▶ Maintain the tenant register
- ▶ Raise monthly rental invoices and distribute to tenants
- ▶ Prepare monthly reports for owners
- ▶ Attend monthly meetings with owners
- ▶ Attend to tenants well being in terms of the lease agreements
- ▶ Manage municipal accounts



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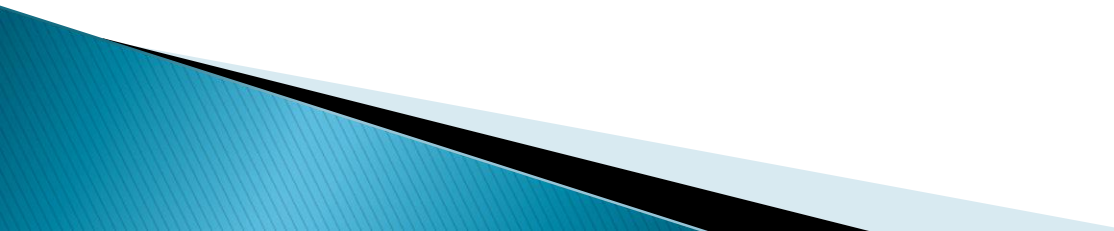
Manage Human Resources

- ▶ Draw up staff contracts and job descriptions on behalf of the owners
 - ▶ Pay taxes, SDL, UIF, WCF on behalf of the owners
 - ▶ Pay pension/provident fund contributions on behalf of staff
 - ▶ Maintain leave register and do payroll
 - ▶ Manage staff loans if applicable
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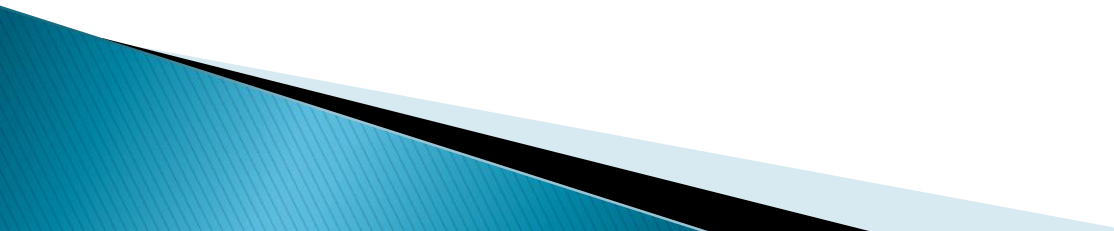
Communication and Reporting

- ▶ Comprehensive monthly reporting includes:
 - Income and expense reports
 - Vacancy reports
 - Arrears reports
 - Rent-roll
 - Help desk reports
 - Maintenance reports
- ▶ Ongoing liaison between property manager and the client
- ▶ Manage all communication between all tenants and owners

Financial Management

- ▶ Collection and receipting of monthly rental
 - ▶ Recover actual water, sewer and electricity costs
 - ▶ Management of dedicated trust bank account
 - ▶ Invest tenant deposits in an interest bearing bank account
 - ▶ Budgeting and financial control
 - ▶ Payment of building staff
 - ▶ Payment of suppliers
 - ▶ Payment of utilities on time
 - ▶ Management of insurance claims
 - ▶ Authority limits control (Expenses)
 - ▶ Prepare accounts for auditors
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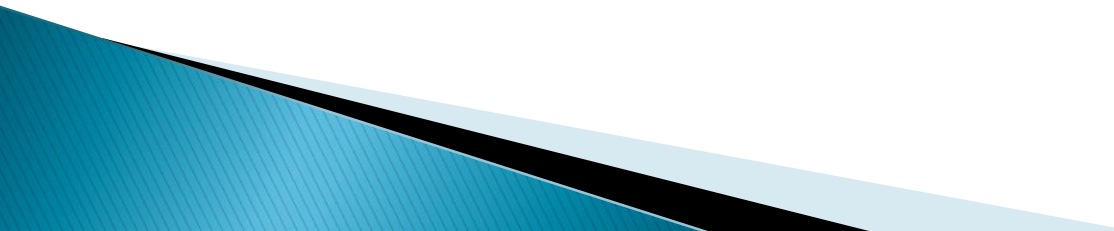
Facilities Management

- ▶ Soft Services
 - ▶ Management of the following:
 - Cleaning/Hygiene contracts
 - Security contracts
 - Pest control
 - Landscaping contracts
 - Waste removal
 - ▶ Tendering, evaluation and recommendation of new contracts in consultation with the owners.
 - ▶ Enter into SLA's on behalf of the owners.
 - ▶ Parking Management – Allocation of parking bays
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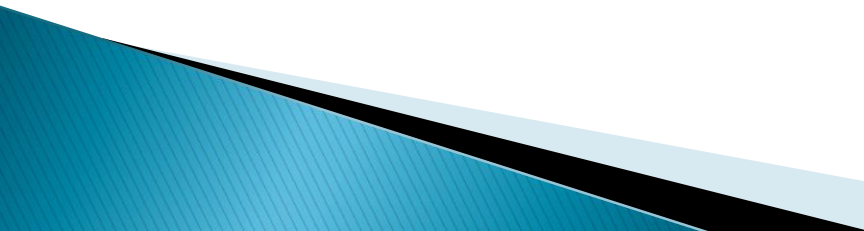
Facilities Management Cont.

- ▶ Hard Services
- ▶ Management of the following:
 - Sewerage, waste water and plumbing systems
 - Electrical reticulation and energy control
 - Architectural fabric (Structure)
 - Utility management and control
 - Hard surfaces, paving walkway and roads
 - Walls and fences
 - Gates, motors and access control
 - Security equipment
 - Lifts and escalators
 - Window cleaning gantries and cranes

Facilities Management cont.

- ▶ Project Management of renovations or major maintenance
 - ▶ Technical consulting or advisory services
 - ▶ Building inspection reports
 - ▶ OHSAct Compliance
 - ▶ Fire prevention compliance
 - ▶ Management of access control policies
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Procurement

- ▶ Maintain an accurate contractors database
 - COIDA Registration.
 - Public Liability Insurance.
 - Sign Indemnity forms indemnifying the MA and owners in the event of an incident.
 - Tax and Vat certificates/clearances
 - ▶ Maintain suppliers BEE details
 - ▶ Ensure correct briefing of contractors prior to quoting
 - ▶ Appoint relevant and qualified suppliers for the job at hand
 - ▶ Authority levels are pre-agreed with client
 - ▶ Conduct regular tendering to test prices
 - ▶ Pursue the best value for money
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QUESTIONS and ANSWERS

Handouts

National Association of Managing Agents Code of Conduct
Estate Agency Affairs Board Code of Conduct



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