



EVERYTHING YOU NEED TO KNOW AS A JHC TENANT

INTRODUCTION TO YOUR NEW HOME



WHERE IT ALL BEGAN

Johannesburg Housing Company (JHC) has been around since 1995. We have developed over 4 000 housing units in 33 buildings, providing homes to more than 12 000 people in and around Johannesburg.

You are definitely in safe hands!

WE ARE A COMMUNITY

We respect one another and always look out for each other. We maintain a safe, well run, clean and organised environment so that all community members have a healthy and happy space to live in.

To have a sense of community we must have a sense of caring. #SecretSauceToAHappyLife



YOUR HOUSING SUPERVISOR (HSV)

The HSV is your first point of contact for any query you may have relating to your building or unit. They manage the security, cleaning and maintenance services at your building, as well as anything relating to your monthly rental payments.

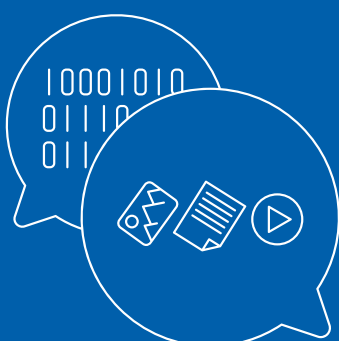
They are the heart of your building, making sure that everything runs smoothly.

HOUSING SUPERVISOR CONTACT DETAILS

Name: _____

Cell: _____

Email: _____



Park Station Address

Park Station, Shop No. B02, Mezzanine Level, Banking Mall, Rissik Street
Johannesburg

HEAD OFFICE CONTACT DETAILS

JHC Head Office

Tel: +27 (0) 10 593 0200

Fax: +27 (0) 11 836 6887

Email: info@jhc.co.za

Newtown Address

Ground Floor, Majestic Building,
141 Lilian Ngoyi Street, corner Mariam
Makeba Newtown

EVERYTHING YOU NEED TO KNOW ABOUT YOUR LEASE

(LEGAL AGREEMENT BETWEEN TENANT AND LANDLORD)



THE BASICS OF YOUR LEASE AGREEMENT

There are two parties involved in the lease agreement:

1. Tenant (You) and,
2. Landlord (JHC)

The professional relationship between the tenant and landlord is guided by the lease agreement as it tells you exactly what both parties have agreed upon.

THE MAIN PURPOSE OF THE AGREEMENT

It protects your rights as the tenant and it protects the rights of JHC as the landlord.

It tells you what your rights and responsibilities are and it also tells you what JHC's rights and responsibilities are.



YOUR RIGHTS

You have a right to:

- Privacy.
- Clean living conditions in common areas.
- Live in a well maintained building that complies with health, safety and fire protection requirements.
- Give notice when you want to move out within the agreed time-frame and agreement in the lease.

JHC'S RIGHTS

We have the right to:

- Cancel your lease if you do not move into the unit within seven days of the occupation date.
- Collect rent on the first day of each month.
- Cancel the lease or take legal action against you if you do not pay your rent and utilities by the due date. This may lead to eviction, credit bureau listing, etc.
- End the lease if the unit does not meet the health and safety standards required by law.

YOUR RESPONSIBILITIES

It is your responsibility to:

- Pay your rent and utilities on time.
- Keep your unit neat and well looked after.
- Keep all shared and communal spaces clean.
- Obey the house rules of the building
- Obey the municipal by-laws, like not drinking in public, not trading from your unit (unless the necessary permits have been received) and all other by-laws.

JHC'S RESPONSIBILITIES

It is our responsibility to:

- Make sure that all common areas are well maintained and meet the health, safety and fire protection standards.
- Allow you privacy in the building.
- Enforce house rules so that all tenants live in a happy community.
- Enforce municipal by-laws.
- Respect your decision to leave a unit when all processes have been followed.



THE TERMS OF YOUR LEASE AGREEMENT

It is your responsibility to read through the entire lease agreement and to make sure that you understand what you are agreeing to.

The lease will cover the terms of your lease agreement in detail.

If there is anything you do not understand, please contact your HSV or our Head Office to explain it to you.

It is important to note that you must get your own household contents insurance as we will not be held liable for loss, damage or theft of your personal belongings.

EVERYTHING YOU NEED TO KNOW ABOUT YOUR RENT AND UTILITIES

(THE AMOUNTS YOU PAY JHC EVERY MONTH)



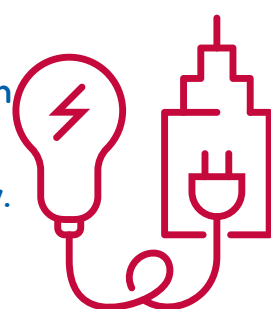
RENT

- This is the agreed amount you pay every month to live in our units.
- It is due on or before the 1st of every month.
- It is required for the upkeep of the building and to make sure that you live in a well maintained community.
- There will be an annual increase to your monthly rental amount.

If you have any questions or complaints regarding your statements, please speak to your HSV who will investigate the matter with Head Office and then give you feedback.

WHAT YOU WILL PAY EVERY MONTH

- The basic rent.
- The water is metered and you will be charged according to your consumption
- The gas (if applicable) based on your consumption.
- Sewage and refuse removal as charged by the municipality or local authority.
- Every six months you will be charged for fumigation in your unit.
- Electricity is pre-paid and so you can manage this expense.



Please keep your proof of payments for future reference.

HOW YOU CAN PAY

Once you have received your statement from JHC (delivered to you by your HSV), you can pay your due amounts to us by:



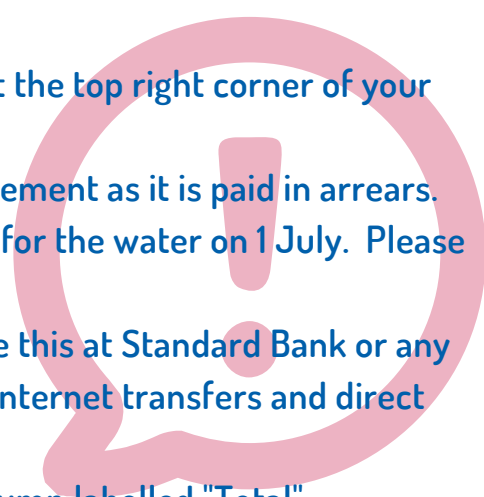
- Internet transfer,
- Bank deposit (at the teller and not the ATM as the money may be paid into wrong account),
- Debit order (if you have signed for it, and it is available to you at any time), or
- Using our card machine facilities (speed point), available at the HSVs office.
- EasyPay (at Shoprite, Pick n Pay, etc.)

When making payments, please use the correct reference number found on your statement, just under 'Name of Building'. If you do not use this reference, it will be difficult for us to allocate your payment to your JHC account, which could result in us sending you a notice of 'non-payment'.

Never make any cash payments to any JHC staff member or representatives. JHC staff member and representatives are not allowed to handle any cash.

IMPORTANT TO NOTE ON YOUR STATEMENT

- Your tenant reference number is written in **red** and is situated at the top right corner of your statement.
- Your water charges will only reflect on your second month's statement as it is paid in arrears. For example you move into your unit on 1 June you will only pay for the water on 1 July. Please make sure you save for this expense.
- At the bottom of your statement is a deposit section; you can use this at Standard Bank or any EasyPay outlet. The banking details on there can be used for all internet transfers and direct bank payments.
- The amount you must pay is the final figure in the right hand column labelled "Total".
- If you have paid your previous months statement in full, before the 26th of a month, the "PREVIOUS STATEMENT BALANCE" will show as R0.00. If you have not paid, or short paid, it will reflect a balance.



IMPORTANT FOR YOU TO KNOW

- Statements are printed and delivered on the 26th of each month or the nearest working day to the 26th. In December, statements are printed on the 16th or the nearest working day to the 16th.
- The full amount is due on or before the **1st of every month**.
- Your payment will take about two days to reflect on your JHC account.
- If you are in arrears by R250 or more, you will receive a letter from us by the 3rd of the month. You will be charged interest on any late payments.
- If you experience a financial challenge, please discuss it with your HSV. An arrangement can be made for you to pay 50% of your current balance and the rest over two months. This arrangement must be made **before the 7th of the month** and can only be made **once every six months with good reason**.
- If you pay more than your due amount, the extra money will reflect on your next statement as a credit and will reduce the total amount due for that month.
- If you apply for parking after the 25th of a month, your statement will show two charges; one for the month you applied in and one for the current month.

EVERYTHING YOU NEED TO KNOW ABOUT THE HOUSE RULES

(GENERAL RULES THAT CREATE A HAPPY LIVING SPACE FOR ALL)

THE DO'S AND DON'TS

- 1.You must declare all firearms and sign our firearms policy document.
2. You must avail yourself for the compulsory induction programme, conducted by our Community Development Co-ordinators. This will take place within the first month of moving in.
- 3.You must notify us if you become aware of any dangerous condition at the building or unlawful behaviour taking place.
- 4.You must make sure you don't block any sewerage, drains or water pipes. If you cause a blockage, we will charge you to have it fixed.
- 5.You must let us know if the occupants in your unit changes. The names on your leasing schedule must be updated with the new occupants.
- 6.No pets or live animals are allowed.
- 7.Do not leave any of your personal possessions, including refuse bags etc., in the passage or common areas.
- 8.You are not allowed to hang any laundry on the balcony or outside your premises where it is visible to the public.
- 9.You cannot install any television or satellite aerials anywhere on the premises unless we have given you written permission to do so.
- 10.You are not allowed to store any items of furniture or other possessions on your balcony that can be seen from the outside.
- 11.Always be considerate of the next person. Do not do anything on the premises that will be a nuisance or cause an inconvenience for any other person.
- 12.Do not verbally or physically abuse any of your fellow tenants, visitors, HSV's or JHC employees. Intimidation will not be tolerated.
- 13.No items or activities that could cause a fire or affect our fire insurance policy are allowed. This includes fire crackers,
- 14.You are not allowed to break any law while living on our premises. This includes the selling or possession of drugs, illegal selling of alcohol, prostitution etc.
- 15.Do not cause damage to the walls, floors, ceilings or any other part of the premises.
- 16.You are not allowed to make any changes to the units like putting in carpets or coverings that require nails or adhesives.
- 17.You cannot add fixtures to the premises where you need to drive nails or screws into the walls, ceilings and floors.
- 18.You are not allowed to run a business of any nature from your unit, unless you have the necessary permits from us.
- 19.You cannot sublet or give up possession to any part of your unit. Only occupants named in the leasing schedule are allowed to stay on the premises.

THE RULES TO LIVE BY

Security and safety

- 1.You must always report any suspicious activity to your HSV like strangers wondering around the building without any purpose etc.
- 2.You must report security risks like broken windows or guards sleeping on duty etc.

Noise

- 1.If your voice, music, television or other activities can be heard by neighbouring units then it is too loud and inappropriate.
- 2.Do not disrespect your neighbours by making a noise.

Parties and gatherings

Social gatherings are a high risk to the safety of tenants because groups of unknown people will be on the premises. For this reason, only a defined number of parties can take place on any given day.

If you wish to have a gathering, you must get permission from your HSV. We will require the following information:

- 1.The number of visitors
- 2.Starting time and ending time
- 3.Reason for the gathering

It is the HSV's decision to approve or decline such requests.

Public drinking

You are only allowed to drink in your unit. No drinking allowed in public spaces or your balcony.

Visitors

You must make sure that your visitors obey all the house rules. If any of them break any of the rules, you will be held responsible. Visitors must also:

- 1.Sign in when they arrive
- 2.Be fetched from the reception area and walked out by you.
- 3.Be informed of the time they need to leave the building.

If your visitor is staying the night or for an extended period, you need to inform your HSV how long they will be staying and the reason for their stay.

The HSV will advise you of any requirements and you have to comply with these requirements.

Parking

Parking is limited; tenants who pay for parking reserve the right to use it. Due to limited parking at the JHC buildings, there are no parking bays allocated for visitors.

If you are moving in and out, you must speak to your HSV for temporary access and to find out which parking the transporting vehicle can use.

EVERYTHING YOU NEED TO KNOW ABOUT UNIT OCCUPANCY

(THE AMOUNT OF PEOPLE ALLOWED TO STAY IN THE UNIT)

Overcrowding is not allowed at any of the JHC buildings. It leads to a number of problems like overusing facilities, damaging property, higher usage of water and utilities, unhygienic living conditions and more. For this reason we have strict limitations to the number of people allowed to live in each unit.

BACHELOR UNIT

Three people with three fingerprints



1 BEDROOM

Four people with four fingerprints



2 BEDROOM

Six people with six fingerprints



3 BEDROOM

Eight people with eight fingerprints

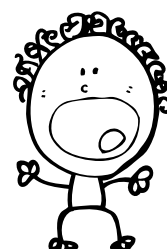
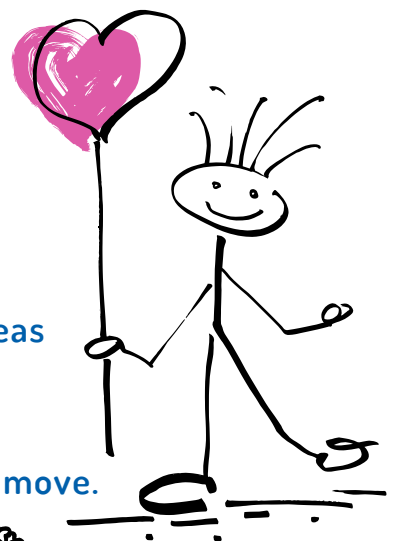


CHILDREN

Your children as well as children visiting your unit are your responsibility 100% of the time.

You need to make sure that all children play in designated play areas and that they are in your unit by 18h00 (in winter) and 19h00 (in summer).

- Keep them away from the parking areas and areas where cars move.
- Keep them away from windows in high rise buildings.
- Keep them away from the edge of balconies.



WHAT HAPPENS IF YOU BREAK THE RULES?

If you break any of the housing rules or occupancy rules, your Property Portfolio Manager, Community Development Manager and HSV will address the issue with you to find a solution. If the offence is serious, or you have broken a certain rule more than once, we reserve the right to cancel your lease and ask you to move out.

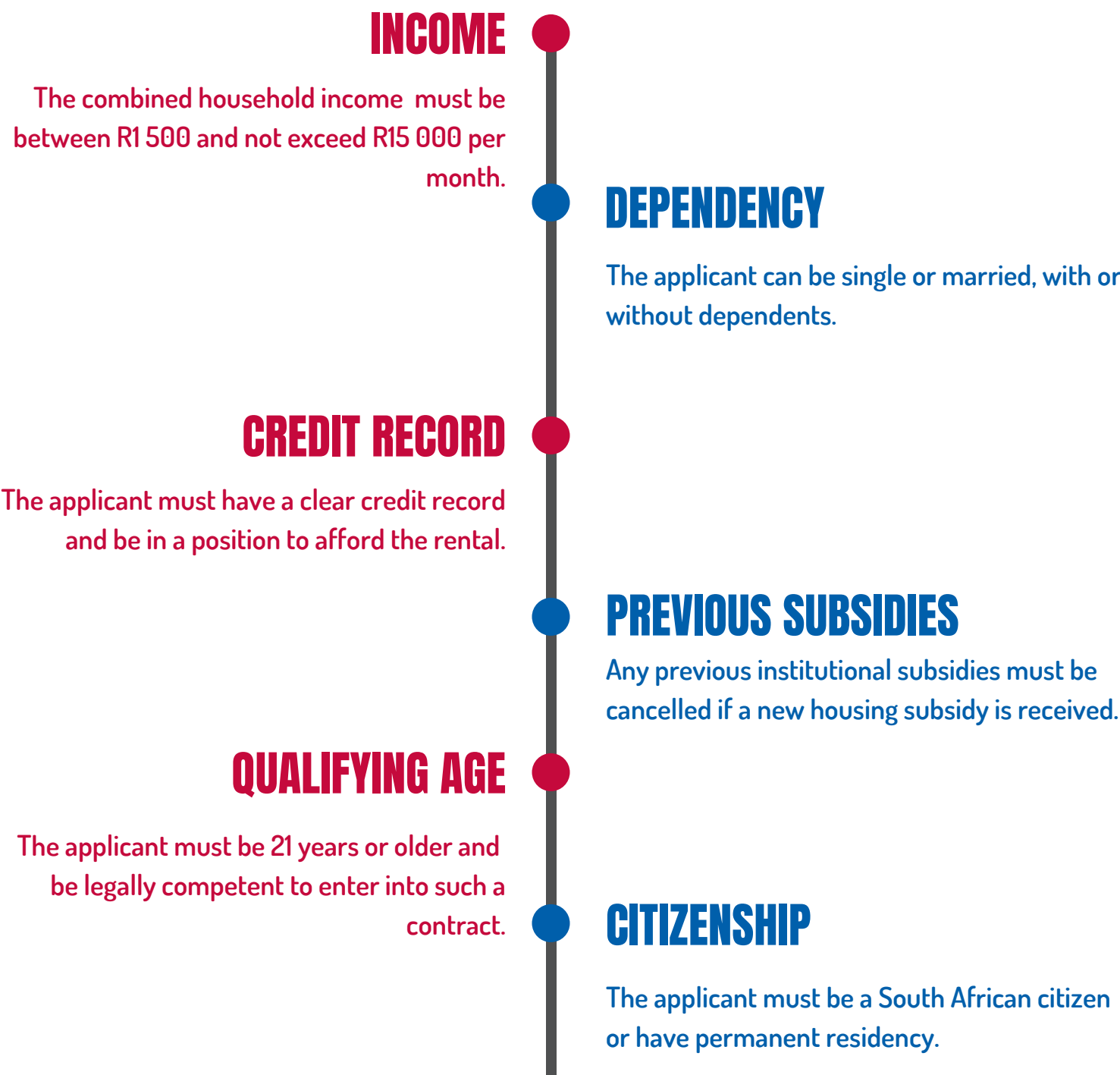
DO YOU QUALIFY FOR A RENTAL SUBSIDY?

A rental subsidy is a rental discount given to tenants who meet the Department of Human Settlements criteria. A number of JHC buildings offer this, however there are many that don't. To find out which buildings offer it, please contact the Customer Experience Department.

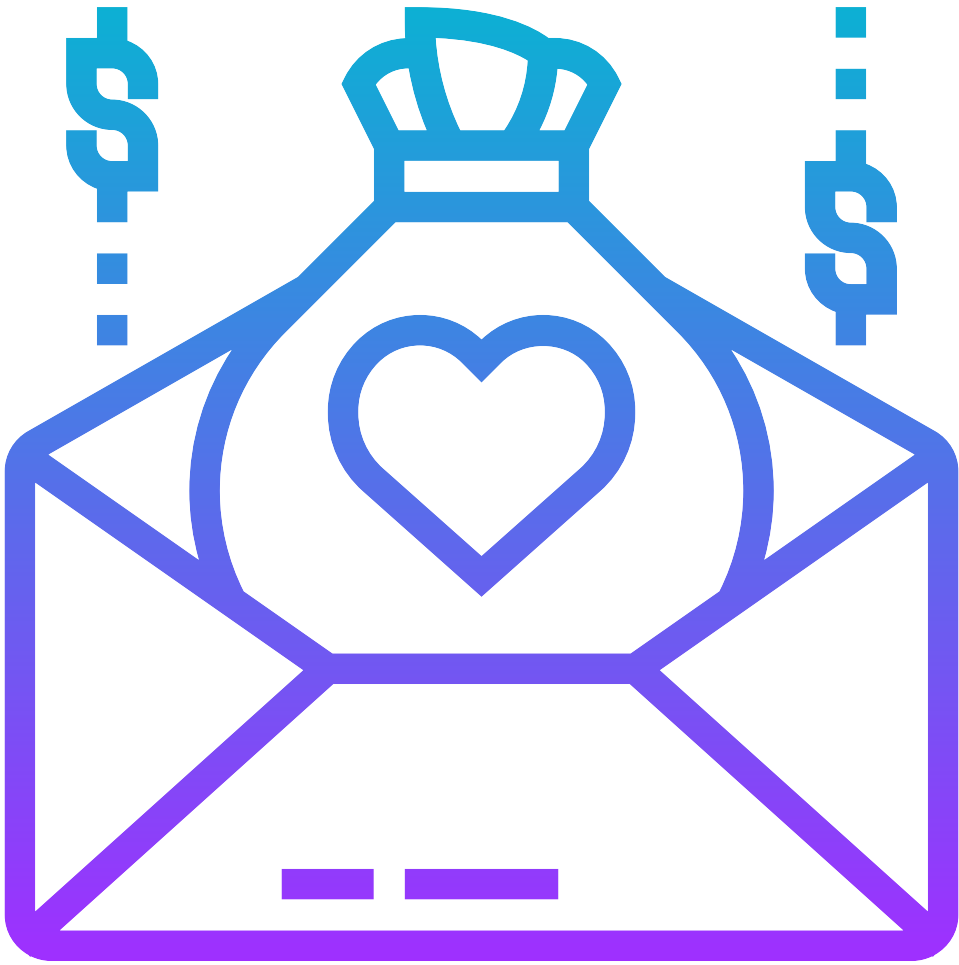
The rental is only discounted when the subsidy has been approved.
The subsidy does not reduce your municipal costs, such as water, sewage etc.

The rental subsidy is managed strictly by the government's Department of Human Settlement.

In order to qualify for a subsidy, applicants must meet the following requirements:



If you want to apply for the rental subsidy, please contact the Customer Experience Department.



DOING OUR BIT FOR NATURE

BEING CONSCIOUS

BY GOING GREEN

CONSERVE WATER.

REDUCE YOUR WATER BILL - BE WATER WISE



- Don't fill the kettle; boil only the amount of water you need so that you don't throw out old water.
- Do not leave water running.
- Have a quick shower (where possible) instead of a filled bath as it uses less water.
- Report all leaking taps, toilets or pipes to your HSV immediately to have it repaired.

SAVE AND MAXIMIZE ENERGY

NOT USING IT? TURN IT OFF! (THIS WILL HELP REDUCE YOUR ELECTRICITY BILL)



- Use energy saving appliances and light bulbs.
- Turn off lights and appliances when not using it.
- Use a kettle instead of a pot on the stove to boil water.
- Use a heater in winter and not your oven to heat your unit.
- Turn heaters off when you are not home.
- Turn off your geyser off and only switch on an hour before you want to use it.

REDUCE YOUR WASTE.

MAKE IT A HABIT TO RECYCLE TOO



Divide your waste into two groups; dry waste and wet waste.

Dry waste

- This is glass, cans, paper, cardboard, plastic bottles and containers.
- Where applicable, sort the dry waste into the colour coded bins outside your unit in the refuse disposing area.
- Please clean all containers before placing them in bins.



Wet waste

- This is leftover food, vegetable and fruit peels or fresh produce that has gone off.
- Where applicable, remove any water or oils from these foods before placing them in the wet waste bin outside your unit in the refuse disposing area.
- The wet waste will be used to make compost for the food gardening project.



The waste recycling and food gardening projects are only available at certain buildings.



PROPERTY MANAGEMENT AND MAINTENANCE

1

WHEN YOU MOVE IN

Welcome and introductions

- You must move in on the 1st of a month from 12h00 pm until 08h00 pm.
- Your HSV will meet you, to welcome you and take you through all important information you may need, as well as answer any questions you have.
- Your HSV will take your fingerprints to register you on the system.
- Your HSV will make sure your lease is in order and that everything is signed.
- You will be introduced to the security staff and be taken through the security procedures.
- Your HSV will then hand over your unit keys.

Inspection (also known as snagging)

- Once you get to the unit, your HSV will give you an inspection list to complete.
- Write down the water readings which your HSV will read to you. Add it to your inspection list and sign to confirm that it is correct.
- You will use the inspection list to write down everything that is faulty or not working properly in the unit. You must do this within 24 hours of moving in.
- When you have completed the inspection list, you must give it to your HSV to evaluate.
- Any small maintenance issues will be repaired within seven working days.
- The time to repair bigger maintenance issues will be discussed with you.
- If something cannot be repaired and needs replacement, it will be marked on your inspection list and you will not be charged for it when you move out.
- Once all maintenance issues have been resolved, both you and your HSV must sign the inspection list. Your inspection list will then be filed at our head office.

2

WHILE YOU LIVE HERE

Maintenance is key to living in a well kept community

Day to day maintenance and upkeep of the building

Your HSV is skilled to do minor maintenance repairs and if it is not within their skill-set, they will call upon accredited service providers to help with the repairs. If you are responsible for the damaged property that needs repairs, you will be billed for it on your next rental statement.

There are three types of maintenance categories. For each category you need to speak to your HSV as soon as possible or log it in the maintenance register at security. All repairs are complete within seven working days, unless communicated differently.

Emergency maintenance

- Identified as damage that puts people at risk or could cause a high expense to the building if not repaired quickly. Examples would be electrical faults or burst pipes etc.
- Repairs are done immediately

Wear and tear maintenance

- Identified as damage caused by regular use. When you move in all wear and tear damages would have already been fixed by JHC.

Damage maintenance

- Identified as damage caused by you. Either by accident, misuse or inappropriate behaviour. It will be your responsibility to pay for these damages to be repaired.



PROPERTY MANAGEMENT AND MAINTENANCE

3

WHEN YOU MOVE OUT

An exit interview will be conducted so that we can better serve our tenants

Giving Notice

- You must give written notice, either to your HSV or the Customer Experience Department at our Head Office.
- The letter must be handed in on or before the 1st of the month. For example, if you want to move out at the end of August, you must hand in your notice letter on or before the 1st of August.
- Your notice letter must have the following:
 - Your Name
 - Your building name and unit number
 - The date you will be moving out
- You can withdraw your notice provided we have not found new tenants to occupy the unit.

Inspection

- When you leave you have to complete the inspection list again. Any faults that were recorded when you moved in (that was not repaired by JHC during your stay with us) will not be your responsibility to repair.
- You will have to pay for any new damage identified in the unit when the exit inspection list is completed.

Hand-over

- You have to return the following to your HSV before you leave the premises:
 - Unit keys

If you have lost your unit keys, you will have to pay for it to be replaced.

4

YOUR DEPOSIT

What to expect when you move out

Rental deposit

- If you have paid a rental deposit, it will be refunded to you 21 days after you have moved out of the unit.

How much to expect

- Before the amount is refunded to you, we will first deduct the following:
 - any outstanding rent amounts
 - any outstanding utility costs
 - any costs we incur for maintenance and repairs in the unit for damage you caused. This could include:
 - Repairs to taps, doors, cupboards, floors, windows, etc.
 - Repairing walls where you have made holes in,
 - Repainting walls that you may have dirtied during your stay,
 - Cleaning carpets, where applicable, that you may have damaged during your stay etc.

It is important to note that it is your responsibility to make sure that the unit is kept in good condition. If you break or damage anything, it is your responsibility to fix it.

If you do not, we will deduct any costs incurred for repairs from your deposit

If the deposit does not cover all the damages, you will held responsible for the outstanding amounts. An arrangement can be made with JHC to make these payments.



Making the City your Home

An organisation within JHC that is committed to building strong and healthy communities. We do this by facilitating community development projects at all our buildings.

YOUTH AND CHILDREN DEVELOPMENT

We offer the following in this category:

- Crèches
 - Early child development that are run by the independent service providers under Makhulong A Matala supervision.
- Playrooms and Playgroups
 - Focus on cognitive development in a playing environment
 - Children are supervised by trained Community Development Facilitators (CDFs) and they are open from Monday to Friday between 15h30 and 17h30.
- Junior Soccer Development
 - 5-a-side soccer programme for boys and girls, facilitated by trained coaches
 - Sessions are run at the soccer facilities within the JHC buildings
 - The programme includes life skills and technical soccer skills
- Youth Programme
 - Social, educational and cultural activities
 - Chess programme facilitated by experienced coaches
 - Bursaries for JHC youth
 - Girls programme focused on gender and teenage sexuality issues

NEIGHBOURHOOD DEVELOPMENT

We offer the following in this category:

- Area revitalisation
 - Neighbourhood Development programme
 - To improve safety and cleanliness of your city around our buildings
- Tenant Life Skills Programmes
 - Entrepreneurial skills and effective parenting skills
- Men and women's groups
- Flea market days
- Anti-litter campaigns
- Adult vitality programme



TENANT SUPPORT SERVICES

We offer the following in this category:

- Tenant Hardship Cover
 - Rental assistance
 - A benefit that assists with rental support should the registered lease holder die.
 - If the rental assistance is approved an amount of R10 000 will be credited to your JHC account to cover your rental. You will still be responsible for your municipal charges.
 - Funeral assistance
 - A benefit that assists with a cash payment of not more than R5 000 should a registered tenant or dependant living in a JHC unit die.
- Food Gardening Programme
- Psychosocial support and counselling services. We will refer you to our partner organisations.



WHAT DO THESE SERVICES COST YOU?

Makhulong A Matala is a non-profit organisation and we rely on sponsorships and funding to offer these services to you.

From time to time, you may be asked to pack a meal for your children who attend these programmes.

