



**FIRST
METRO**



**FIRST
METRO**

TENANT INFORMATION GUIDE

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1. WELCOME

We are pleased to welcome you as a tenant in one of our units. We look forward to a long and happy relationship with you during your stay with us.

This information guide, which you should read thoroughly, gives answers to many questions that you may have. It covers: the roles, responsibilities and obligations of you the tenant and First Metro; the lease agreement, the procedures to follow; the tenants committee and other relevant information. Use it regularly to empower yourself and ensure you get a good service from our company.

Thank you once again, for having placed your confidence in First Metro. We will try to the best of our ability to live up to our motto of “Providing affordable quality secure homes.”

Yours sincerely

Chief Executive Officer

2. **OUR RELATIONSHIP**

First Metro's mission is to provide good quality, affordable homes for rental. We own the property and make it available for residential purposes to people who need accommodation and qualify to live in our houses or flats (also referred to as units).

People who reside in our units are obliged to look after the units and pay rent on a monthly basis for the right to occupy and live in the units. People who live in our units will never own them as they are for rental purposes only.

This relationship, which is commonly known as the Landlord Tenant relationship, is defined in a formal lease agreement. **You must read and fully understand the lease agreement before signing it.** Certain key aspects of this agreement are outlined in section 2 below.

3. **OUR LEASE AGREEMENT**

3.1. **What is a lease?**

It is a **written legal agreement or contract which you, the tenant, have entered into with First Metro.** It is important that **you read the lease agreement very carefully before signing it,** and ensure that you understand all the sections contained in this agreement. The lease outlines your rights and responsibilities and those of First Metro.

3.2. **What does the lease mean?**

- First Metro and you the tenant are bound by a legal agreement;
- You have undertaken to pay rent to First Metro once a month;
- You have agreed to an annual increase in the rent once a year;
- You have agreed to abide by the House rules;
- You have agreed to the stipulated maximum limit of people who can live in your house or flat;
- You and your family can live for an indefinite period in the unit as long as you abide by the terms and conditions of the lease agreement;
- If you do not abide by the terms and conditions of the lease agreement First Metro can cancel the agreement and you will have to vacate the house or flat.

3.3. **What is rent or rental?**

The rent is the amount of money you have agreed to pay First Metro every month in return for the use of the unit you are to live in.

The rental you pay is used by First Metro to cover the following expenses:

- Repayment of the substantial loan taken by First Metro to undertake this project and make units available.
- Maintenance and insurance of the buildings.
- Administration of the monthly rentals.
- Payment of Municipal rates and services (where applicable).
- Payment of the services provided for your particular project, these may include the caretaker, cleaning and security.

3.4. **When is your rent due?**

Your rent must be paid on, or before, the first day of each month. Your first rent payment is due prior to occupation of your apartment.

3.5. **Why must you pay your rental?**

The rental must be paid every month to ensure First Metro is able to deliver the relevant services to you and to ensure that you are able to continue living in the house or flat you occupy.

3.6. **What must you do if you are unable to pay your rent?**

As soon as you have a problem with making the regular rental payment you must contact your caretaker or First Metro office and explain why you are unable to make the rental payment.

The matter will be discussed in confidence and every effort will be made to come to a satisfactory arrangement. By approaching us we will know and understand your circumstances and possibly be able to help. If you have run into arrears we do have the option where you can pay off these arrears over time.

By taking this step of approaching First Metro even if we cannot reach an agreement where you are able to stay on in the house at least it means we avoid the legal cost outlined below and it also means we might be able to help you find alternative, more suitable accommodation.

3.7. **What happens if you do not pay your rent every month?**

You will receive a letter after the 7th day of the month informing you that you have not paid the rent. If you receive such a letter, please contact the office and inform us of your situation. If we do not hear from you, you will receive a second letter towards the end of the month again reminding you to pay the rent and warning you that if you don't pay your outstanding rental or you don't approach First Metro to discuss a solution you will be handed over to attorneys. The attorneys will take the matter to court and ultimately you could be evicted and lose all your possessions. The legal cost of this exercise will have to be paid for by you.

3.8. **Your deposit**

In your lease agreement, you have agreed to pay two months rent to First Metro as a deposit before moving into your house or flat.

First Metro will keep this deposit until the lease has ended and you have left your apartment in good order. You will get your deposit back from First Metro if you have fulfilled all your obligations in the lease. The cost of repairing any damage to your apartment can be deducted from your deposit.

3.9. **Things to remember!**

- IF YOU REGULARLY PAY YOUR RENT AND LOOK AFTER THE UNIT YOUR OCCUPATION OF THE UNIT IS SECURE;

- ONLY PAY THE RENT INTO FIRST METRO'S BANK ACCOUNT USING YOU TENANT CODE. DO NOT PAY THE RENT TO ANY OTHER PERSONS;
- DO NOT HESITATE TO CONTACT THE CARETAKER OR THE LIAISON OFFICER IF YOU HAVE ANY QUESTIONS OR CONCERNS OR SUGGESTIONS.
- IF YOU HAVE A PROBLEM LIKE FALLING BEHIND WITH YOUR RENTAL PAYMENT IT IS NEVER TOO LATE TO CONTACT FIRST METRO AND DISCUSS A SOLUTION.

4. **OUTSIDE SERVICES**

- **Water**

Your unit has a water supply to it. The water is provided by the Local Authority. Depending on the nature of the project different methods of supply will apply. You will be advised of the method that will apply in your particular unit and project. These are:

- The rent includes an amount to cover water costs. First Metro therefore recovers the water cost it has to pay to the local authority through the rent which you pay to First Metro.
- You have a First Metro meter outside the unit you occupy which First Metro reads on a monthly basis. The cost of the water you use will be charged to you in your monthly rental statement. First Metro then uses this money to pay the local authority for the water.
- You have a municipal water meter for you unit which you have arranged directly with the local authority and you pay the local authority directly for the water consumed. First Metro is not involved.

- **Electricity**

Your unit will have electricity supplied to it. The electricity is provided by the Local Authority. Depending on the nature of the project different methods of supply will apply. You will be advised of the method that will apply in your particular unit and project. These are:

- Electricity Meter and account which you must arrange through the local authority. You will receive an account from the local authority every month which you pay to the local authority directly. First Metro is not involved.
- A prepaid system where you must purchase your supply in advance from the local authority (Durban electricity)

- **Television**

First Metro does not supply a TV service connection.

- **Telephone**

First Metro does not supply a telephone connection. This must be arranged by you with the relevant service provider e.g. Telkom.

5. MOVING INTO THE UNIT

5.1. Tenants Workshop

- You will be required to attend a tenant workshop before you move into the unit. Depending on the project this may be a group workshop or may be on an individual basis. You will be given a copy of the tenant information guide (this booklet).
- The workshop is to make sure that you understand your responsibilities and obligations and those of First Metro.
- It also affords you an opportunity to ask questions.
- In the group sessions it also an opportunity to meet your new neighbours.
- You will be required to sign a pledge between First Metro and yourself.
- Once the workshop has been attended, the next step will be for the Caretaker to show you the house or flat.

5.2. House/Flat Inspection

- Accompanied by the Caretaker you will have to satisfy yourself with the condition of your house or flat.

Things to look out for:

Broken windows and window handles, door locks not working, water leaks, paint work peeling, general damage to doors, walls and ceilings, dampness, loose wires, broken plug points and light switches.

- If the unit is not in good order and condition, the Caretaker will have to write all the defects on the Pre-Occupation Inspection Form.
- You and the Caretaker will have to sign the form thereby acknowledging the existence of defects or faults prior to your occupation.
- It is an important form to sign as it records the condition of the unit when you moved in and identifies what must be attended to by the caretaker.
- You will receive a copy for your records.

Once you have checked the unit and there are no defects or the defects have been noted on the abovementioned form, you are now responsible to keep the unit in good order and condition. The unit is now your home while you have a lease with First Metro and you will need to take care of it.

PLEASE REMEMBER THAT THE RESPONSIBILITY RESTS WITH FIRST METRO FOR ENSURING THAT THE UNIT YOU MOVE INTO IS IN GOOD ORDER AND CONDITION.

6. LIVING IN THE HOUSE OR FLAT YOU HAVE LEASED FROM FIRST METRO

6.1. Duties of First Metro

First Metro as the landlord must maintain the common areas of the property e.g. the corridors, lifts and gardens. This will vary according to the different project types e.g. housing projects, flats in a building. In terms of the specific unit you occupy First Metro's duty is to make sure the building structure is maintained in a safe and liveable condition.

In order to undertake its duties and ensure that the tenant is abiding by the lease agreement an official of First Metro may need to enter the unit. First Metro or its agent has the right to enter and inspect your premises at all reasonable times. First Metro will make an appointment with you for the inspection.

6.2. **Your Duties as the Tenant**

The First Metro housing rental system is a complex one consisting of different role players – you the tenant, First Metro, the caretaker, and the Tenant's committee. All of the role players have an important role to play in making sure that this system works smoothly and effectively. As a tenant of a project or building you are not just renting a house or flat, you are joining a community of people who all share a collective space. As a member of this community, you have a critical role to play in ensuring that your community lives together in peace and harmony.

6.3. **Your Rights**

As the tenant, you have the right to a well maintained unit and project area or building. You also have the right to have your queries attended to in a professional manner.

6.4. **Your Responsibilities**

As the tenant you have two main areas of responsibility – firstly to First Metro and secondly to the other tenants in your project area or building.

In terms of First Metro you must make sure that you pay your rent, water, electricity and other service accounts on time. You should also not have more people staying in your flat than you are allowed as per the lease agreement and you should only use the property for residential purposes.

In relation to the other tenants, you should make sure that you do not disturb your neighbours, and that you keep your unit and the project area or building clean, safe and secure for others to live in.

Let us consider some of these responsibilities in greater detail:

- **Upkeep of your unit**

As explained earlier the inside of your apartment is not the responsibility of First Metro (except for the plumbing, electrical systems and fittings). You are responsible for maintaining and keeping your apartment in a clean, hygienic and reasonable condition. You should make sure that your refuse is removed regularly, and placed in the bins provided for this purpose.

- **The common areas**

First Metro is responsible for maintaining the common space in the project area or building in a clean and good condition. First Metro employs a caretaker to supervise this on our behalf. However, you are also living as part of a community and should therefore try and keep the project area or buildings as clean and free of litter and noise as possible, both inside and outside your private house or flat.

- **Respecting your neighbours and fellow tenants**

First Metro believes that our projects and buildings should be places where tenants' rights to health, safety and security are respected. In this regard it is essential for all tenants not to create a nuisance for their neighbours e.g. making excessive noise, conducting illegal activities or running shebeens. The House Rules are there to help ensure that tenants rights are respected. The caretaker should be approached with any complaints, and will take action to see that the privacy and rights of all tenants are respected.

6.5. **Maintenance**

Most people want to live in a project or building which is well cared for, that looks good and that they are proud to come home to. In order to ensure this, the project area or building and individual units must be maintained on an ongoing basis. Defects and repairs must be taken care of as soon as they are noticed. If this is not done, and these are not fixed straight away, the problems usually become worse and then they become more expensive to correct.

Ongoing maintenance is the joint responsibility of the various role players. Each one of us – First Metro, the tenants and the caretaker – have a role to play in ensuring that the project area or building and the individual units is maintained in good order.

First Metro is responsible for certain maintenance. This includes:-

- Painting the outside and other common areas of the buildings.
- Maintaining the plumbing and electrical systems and fittings in the unit.
- Maintaining the shared or communal facilities and areas including where applicable, the lifts.
- To pay the running costs of the building where applicable.
- To maintain, to the best of their abilities, a clean and secure project area or building.

The Tenants maintenance responsibilities include :

- Repainting the inside of your unit.
- Replacement of broken windows or mirrors.
- Maintenance of taps and toilet cistern and seat.
- Replacement of light bulbs.
- Replacement of locks, hinges, door handles and other small repairs required from time to time.

If you cause any damage to your apartment or fittings e.g. broken windows or cracked mirrors, you must have them fixed. First Metro has the right to call on you to do these things and charge you for it.

Defects or problems you experience with the Unit

As the tenant, you should inform First Metro about defects as soon as you notice them. Don't ignore them! You should tell the caretaker immediately. If you cant get hold of the caretaker or the problem is not resolved phone the main office. This is very important, because a small problem can be sorted out quickly and cost-effectively.

Plumbing, Electrical & Fittings

In general the landlord is responsible for maintaining the plumbing and electrical systems and the fittings within your unit. However, as the tenant you must make sure that you keep the sewerage pipes and drains free from blockage and in working order. If First Metro has to repair the plumbing or electrical system, and finds that the fault is due to your negligence, then you will be responsible for these costs.

Please be careful not to throw objects or refuse into your toilets and sinks that will block your drains and do not tamper with the electrical system.

Problems and complaints – What to do?

If you have any problems or complaints e.g. with a blocked drain, or a security issue, or a noisy neighbour you should report it immediately to the caretaker. The caretaker will be available during the day and in an emergency at night to respond to your problems.

If you have a problem with someone else in the project area or in your building, or if you believe the caretaker is not fulfilling his responsibilities, you should inform a member of your tenants committee. The tenant committee should try to help resolve it, or speak to the caretaker or FIRST METRO on your behalf. If this does not work, you should speak to the liaison officer at First Metro directly.

6.6. Security

Crime has become a big problem facing all of us living in South Africa today. It is therefore important for people to live in a unit which provides security for themselves and their families. Security is the collective responsibility of all the tenants. If everyone is security conscious, and thinks about the safety and security of each other, we will have a much better chance of keeping everybody living in First Metro project areas and buildings safe and secure in their homes.

6.7. Locks and Keys

You will be given one set of keys to your flat. First Metro does not keep spare keys, so if you lose your keys and the lock has to be forced, you will be charged with the repair work involved.

Never leave your door key under the doormat. Thieves always look in these places.

6.8. Security Services

First Metro employs security services where it is feasible on certain of its inner city buildings. At these projects a security guard will be at the entrance to your building 24 hours a day to control access to the building. The security guard will monitor all people who enter and leave the building.

REMEMBER WE ARE TALKING ABOUT YOUR SAFETY AND SECURITY. YOU HAVE A RESPONSIBILITY TO PROTECT ALL THE TENANTS IN THE PROJECT AREA OR BUILDING!! SO BE ALERT!! BE CAREFUL!!

6.9. Insurance

Are you covered?

- **What do we mean by insurance?**

Insurance is a way of protecting yourself in case your possessions are stolen, lost or damaged in an accident. To take out insurance, you have to go to an insurance company and take out an insurance policy. This policy is an agreement you have with the insurance company. The insurance company agrees to pay you an amount of money, or replace your goods if they are lost, stolen or damaged, and in return you agree to pay money to them every month. The amount of money you pay every month will depend on what you want to insure and how much these goods are worth. You must read your policy carefully and be sure it covers what you want to be covered.

In terms of insurance First Metro is only responsible for the structure of the building. This means that we will insure the building against fire and flood or any other physical damage. First Metro is **not responsible for insuring the contents** within the project area, the building or the unit you occupy.

In other words, if your goods e.g. your television, clothing, radio etc inside your flat are stolen or damaged for whatever reason, First Metro is **not responsible** for these goods. If a pipe bursts or if your stove catches alight First Metro is not responsible for your or other tenants' belongings. You cannot claim money back, or withhold rent, from First Metro for this reason. You should therefore make sure that you have insured your own valuable goods against theft or damage in the event of a fire, flood or any other accident!

Remember that you **cannot hold First Metro legally responsible for any loss, damage or injury to your property or person or any person under your responsibility, which you may suffer as a result of your living in and using the units.**

SO, FOR EXAMPLE, IF YOUR TELEVISION IS STOLEN YOU CANNOT ASK FIRST METRO FOR COMPENSATION TO BUY A NEW ONE; OR IF YOUR WASHING MACHINE OVERFLOWS YOU CANNOT ASK FIRST METRO TO PAY YOU MONEY TO REPAIR OR REPLACE WHAT IS DAMAGED.

6.10. **Making Changes to your Unit**

Once you have moved into your unit you may feel that you would like to make some structural changes or additions to your home (e.g. put up walls or divisions). Please discuss this with First Metro before you do anything. You cannot make any structural alterations or additions to your premises without our written permission. This is in the best interests of your health and safety.

First Metro may agree to these changes, however we also have the right not to agree to these changes or additions. If we do agree to these changes, you as the tenant will be responsible for all the costs involved. We may also require that some alterations are done under the supervision of an architect, approved by us, and who is also paid by you.

In order to make your home more comfortable you may want to add some permanent fixtures and fittings to your apartment (e.g. A built in cupboard, a mirror, security gates etc) You need to get written permission from First Metro to do this. It is important to understand that although you have put these improvements in at your own expense, when you leave you must return the unit to the same condition in

which you received it at your own cost or if we agree you can leave the improvements in the house or flat but you will not be compensated for them.

6.11. **House Rules**

The House rules form part of your lease agreement and are there to ensure a certain level of harmony amongst the people living in the project area or building.

House Rules are the rules that govern the affairs of the project area or building, and aim to create a safe, secure and well managed environment for all tenants to live in. The details of every set of House Rules may change, but they all concern the agreement between the tenants and First Metro. The House Rules of a project or building may also change from time-to-time if all parties agree to these changes (a copy of your House Rules can be found at the back of the lease agreement).

7. **MOVING OUT OF THE HOUSE OR FLAT**

If you wish to terminate your lease agreement with First Metro you must give 1 (one) calendar month's written notice, delivered to the caretaker or letting officer at First Metro. The following procedure will follow :

The caretaker will undertake a pre-inspection of the unit and will identify any damages that must be attended to. It must be agreed at this stage whether you or First Metro, at your cost, will repair the damages. These can be done by you or First Metro. On the day you leave there will a final inspection and if you agreed to remedy the damages and if the damages are not repaired First Metro will have to do them and deduct the cost off your deposit. These damages and costs to repair will be noted on the final inspection form which you need to sign and obtain a copy. At this point the caretaker will also conduct an exit interview to find out how you found you stay in a unit of First Metro. Please cooperate as this helps us improve our service to you, our client

Your deposit will then be refunded to you with interest within 21 days of the end of your lease, less any charges for damages and any arrear rental payments.

8. **RELATIONSHIPS BETWEEN TENANTS AND FIRST METRO**

First Metro would like to encourage the tenants to establish a Tenants Committee in order to liaise with First Metro. Representatives of First Metro will also be available to discuss issues on a person to person basis.

First Metro will set up a full-time office at the housing project, prior to and during the initial hand-over period. In some projects a permanent office will be established. This is to ensure that there is good communication and all tenants are satisfied with their accommodation.

Your Tenants Committee

Once you have moved into your flat, First Metro will give you notice of a meeting where you will be given the opportunity to stand for election to the Tenants Committee.

First Metro recognises and respects the tenants' rights and ability to share in the responsibility to manage their own property. First Metro also believes that the tenants' participation in managing the property is very important. If tenants are

involved in managing their own property, this will contribute to the efficiency and quality of the management process.

The tenants will be able to participate in management through a project tenant committee. At a general meeting the tenants of a project will nominate and elect tenants to represent them on the tenants committee. The tenants committee will be the link between the tenants and First Metro. The primary role of the tenant committee is to provide support to tenants, exchange information and assist in conflict resolution. It will form the main channel of communication between First Metro and the tenants. It will also work closely with the caretaker and liaison officer.

The tenants committee will meet once a month with First Metro and the caretaker, and regularly with tenants, in order to hear your issues and to give you feedback from meetings with First Metro. These meetings are important because the committee represents you and must therefore be accountable to you and should not act without a mandate from you.

The Tenants Committee will consist of approximately 6 nominated tenants and 2 representatives from First Metro. The Tenants Committee will be the forum for tenants to communicate any suggestions or ideas including any problems or grievances. This ensures transparency, maintains open communication and puts in place mechanisms which will benefit the tenants and First Metro.

First Metro has committed itself to providing a happy and safe environment for you to live with your family and needs to be able to communicate with all the tenants in the project. The Tenants Committee meetings will assist in this aspect.

You may obviously contact First Metro directly through the Liaison Officer, should you wish to discuss matters individually.

BY WORKING TOGETHER WE CAN ASSIST YOU IN CREATING THE FUTURE YOU DESERVE.

9. **OTHER IMPORTANT INFORMATION**

9.1. **The Institutional Subsidy**

Certain units that First Metro lets out are subsidised by the Institutional subsidy.

The Institutional subsidy is the financial aid that First Metro receives from the Government. The subsidy is not given to the tenant but to the institution that owns and manages the units – hence the name Institutional Subsidy. The institution receives it on behalf of the tenant who qualifies for the subsidy.

Our tenants have to meet the following requirements set by the Department of Housing in order to qualify for Institutional Subsidy:

- **You must be a South African Citizen.**
- **Gross household earning should not exceed R 3500.00 per month.**
- **You must be a first time home owner.**
- **You should not have received government subsidy before.**
- **You must be 21 years of age or older.**
- **Be married, cohabit or have dependants.**

This type of subsidy is mainly for institutions that provides rental housing.

Advantages of the Institutional Subsidy

- The income bands do not apply – you get the maximum subsidy irrespective of income up to R3500.00
- As long as you rent the house you can get the institutional subsidy again if you move to another unit – it is flexible.
- Providing high quality secure homes at affordable rentals would be impossible without Government financial aid in the form of an institutional subsidy.

9.2. **What is Social Housing?**

- Affordable, good quality well located housing.
- Subsidized housing stock.
- Contributes to regeneration of the areas in which housing stocks exists.
- Encourages meaningful resident's participation.
- Rental Housing.
- Managed by viable, sustainable independent, not for profit institutions.
- Targets low to middle income families

9.3. **More About First Metro**

First Metro Housing Company (FMHC) was established in 1998 as a Section 21 non-profit social housing institution.

- It is a company that targets the low to middle income group.
- First Metro does not offer homes for ownership.
- Because of the financial aid that the company receives from the Government in the form of subsidies, First Metro is able to provide affordable quality homes.
- First Metro is funded by the following:
 - i) Metro Housing
 - ii) Durban Rotterdam Housing Project
 - iii) Department of Housing and
 - iv) National Housing Finance Cooperation
- It has a Board of Directors which is formed by the following sectors:
 - i) Council
 - ii) Funders
 - iii) Business / Private Sector

First Metro is a non-profit company with a social purpose. This means that the company aims to provide accommodation at the least possible cost . However, the company can only continue to do this if the rentals charged cover all of the expenses.

What makes us so special?

Life has been difficult for many people needing affordable, well located, rental housing. Many tenants have been exploited by landlords and have had to pay high rents for houses and flats that are not well maintained and where crime has become a problem to all. We aim to provide an alternative to this and provide you with safe accommodation for a fair rental in units which are clean and well maintained.

Some of the things that we feel make us special:

- **Training:** First Metro believes that nobody should move into our buildings without knowing exactly what their rights, obligations and responsibilities are as tenants. We therefore require that you attend a Tenant workshop where we will provide information and training on these issues.
- **Transparency:** One of the aims of First Metro is to make sure that all our tenants get the information you need and are legally entitled to. Each month as the tenant you will get a rental statement that shows exactly what you owe. There are therefore no hidden costs and your exact expenses will be shown on your rental statement every month.
- **Tenant committees:** First Metro believes it is important for tenants to participate in the management of their own buildings. For this reason you are invited along with the other tenants to elect people from your project area or building to serve on a tenants committee. This committee will represent your rights and interests. The committee will receive advice and training from First Metro where necessary.
- **Regular maintenance and security:** The aim of First Metro is to make sure that our project areas and buildings are secure places to live in, which people are proud of, and want to come home to.
- **Range of Housing Opportunities**

We aim to provide a range of unit types and sizes in various locations in the City to meet all your changing needs over time. Please approach the letting officer if your accommodation requirements change. We may be able to help.

9.4. **Contact People**

The main people you will deal with are outlined below:

The Caretaker

The Caretaker's responsibilities include:

- Tenant care.
- Undertaking house inspections with new tenants and those leaving.
- Undertaking small maintenance repairs.
- Supervising medium and large maintenance work.
- Liaising with the tenant's committee.
- Attending to tenant queries.
- Assisting and facilitating potential tenants to secure accommodation.
- Facilitating rental collection.

The Caretaker's contact numbers will be given to you when you move into a unit. In most cases the Caretaker will live in the project area or building and is easily accessible.

Liaison officer

The Liaison Officer is responsible for communications with tenants committees and specific tenant issues which may arise.

IN ALL CASES ATTEMPT TO CONTACT THE CARETAKER IF YOU WISH TO DISCUSS A MATTER OR HAVE A PROBLEM OR A SUGGESTION. THE CARETAKER WILL ADDRESS THE MATTER OR REFER YOU TO SOMEONE WHO CAN. IF YOU CANNOT CONTACT THE CARETAKER, PHONE THE OFFICE AND SPEAK TO THE LIAISON OFFICER.

CONTACT DETAILS:

FIRST METRO OFFICES

Suite 201, 2nd Floor Salisbury Centre
332-344 Smith Street
Durban
4001
Tel.: (031) 307 7676
Fax.: (031) 307 7656

CARETAKER'S NAME: _____

CARETAKER'S NUMBER: _____