

April Newsletter

Capital City Housing NPC | April 2022



Dear tenant,

Greetings for the upcoming Easter holiday season.

We are happy to announce that with national COVID-19 regulations being relaxed, our staff will no longer be working on a rotational basis and will be returning to the office for normal operations. COVID-19 safety protocols of mask wearing, temperature checks and sanitising will continue. You will be notified if there are any changes, or updates.

WHATSAPP FOR ASSISTANCE

We would like to remind you that you can now contact us on our official WhatsApp number and chat directly with our team for any assistance regarding maintenance, rental payments and all general queries

Our WhatsApp line is operational Monday to Thursday: 8am to 4:30pm; Friday: 8am to 4pm.

To contact us via WhatsApp

1. Save the number 0655269622 to your phone's contact list
2. Send a WhatsApp message "Hi"
3. Choose options from the WhatsApp menu for information OR
4. Choose the Live chat option to chat to our team directly.

Please note that this is the official Capital City Housing WhatsApp channel for all communications. Other WhatsApp numbers may no longer be available, unless advised.



Win a voucher worth R500!

We are updating our meter database and we are giving away 10 electricity vouchers worth R500 each for your help!

To stand a chance to win an electricity voucher, simply WhatsApp an image of your meter number, meter seal & number to 0655269622.

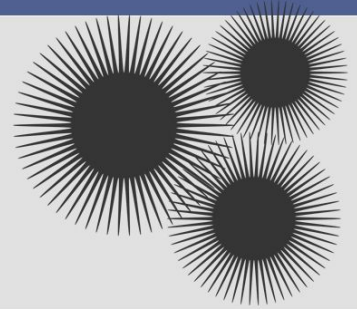
This competition is currently **only open to Signal Hill and Acacia Park** tenants. For further details, Whatsapp 0655259622, choose option 5 on the main menu to view details or enter the competition.



Important notices

Report mould

All tenants residing in 1-bedroom units, and experiencing excessive mould must please inform us via WhatsApp on 0655269622, so that we may rectify the issue at the earliest.



Notice of pending disconnection/fines

Theft of utilities is a punishable offence and results in the increase of rent and operational costs for CCH. If you have received a notice of pending disconnection/fines, kindly WhatsApp us on 0655269622 to avoid disconnection.



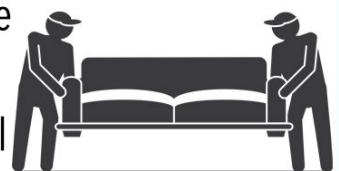
Rental increases

As per Clause 4 of the lease agreement, rental amounts, levies, and parking will be annually reviewed and increased on the 1st of July of each year. For any queries/assistance, regarding your rental payments, WhatsApp us on 0655269622 to chat directly with our Finance team



Furniture removal/deliveries

As per the House rules, all tenants who wish to bring in or remove furniture from their unit are required to collect a letter for the same from our office. The watermarked letter provided to you in person is to prevent theft, illegal occupancy and for the general safety of all.



Rental payments

Please note that rent is due and payable on or before the 1st of each month. Timely rental payments ensure seamless service delivery. If for any reason your debit order reverses, or you need to make manual payments, please use the following details:

Payments can be made via EFT, bank deposit or ATM cash deposits. Please ensure that the correct reference is used to avoid any errors in capturing your rental payments – see below:



Aloe Ridge use W followed by the unit number;

Signal Hill use S followed by the unit number;

Acacia Park use A followed by the unit number;

For example, W001 or S001 or A001.

Using the correct references is vital in your payment being allocated to your unit. Please do not use your name or write out the development's name before the unit number as it might possibly get cut off. Each development has its own unique bank details which are available on our Facebook page or by request at our Helpdesks.

For rental statements, banking details and general account queries please email rental@cchousing.co.za or WhatsApp 0655269622.

Please note that during the Lockdown period we are not issuing physical statements. If you wish to receive a statement via e-mail, we urge you to send your details to the above mentioned email address / WhatsApp number.

Termination Procedure

To the residents wanting to vacate the units, please take note of the termination process:

- 1) One (1) calendar months' notice must be given prior to lease termination
- 2) Termination forms can be obtained on request from the Letting Department
- 3) Preliminary inspections must be conducted mid-month to identify if there are damages to the unit.
- 4) After preliminary inspection, tenants have a seven (7) day period to do repairs so that when the final outgoing inspection is done, the account will be finalised and charges raised for any outstanding repairs.
- 5) Termination forms must be completed and signed by the lease holder.
- 6) For deposit refunds, kindly contact the Finance & Maintenance departments to ensure a smooth and stress-free process.

Annual Inspections



Our maintenance team will be continuing annual inspections of units to help identify and rectify any faults.

Our team will call you ahead of time, to arrange access to your unit for inspection. All COVID-19 protocols will be adhered to during maintenance inspections and only authorised CCH team members will enter your unit.

Please note: If you are unavailable at your unit when a maintenance call is logged, our maintenance team will leave a slip under your door.

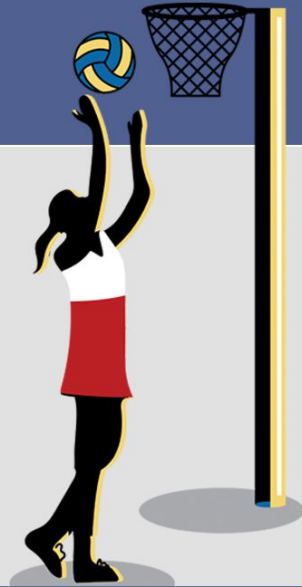
Please contact our office on 033 345 2184 or WhatsApp us on 0655269622 within 48 hours to arrange a time to access to your unit.

During the inspection, please report any problems you may be experiencing so we can rectify them at the earliest. We thank you for your co-operation.

Netball training

Netball training has commenced at our Acacia Park development. Nelly Ndwandwe, an avid netball enthusiast and player, is offering free netball coaching to all young tenants at Acacia Park.

Training takes place on Tuesday and Thursday, 5-6:30pm at the basketball court. All young tenants are invited to join these free and fun training sessions.



Happy Easter from us to you!

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We wish all tenants who are celebrating, a Happy Easter.

May the spirit of Easter fill your home with
hope, love, & peace.

