

April Newsletter

Capital City Housing NPC | April 2023



Dear tenant,

We hope you have had a wonderful Easter and term break with your nearest and dearest. We would like to thank all new and existing tenants for their continued support. Please read further for all the latest news, updates and reminders from Capital City Housing.

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. The WhatsApp line is closed after hours, at weekends and on public holidays.

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.



Call out fee for electricity trips

Please note that, effective immediately, we will be charging a **call out fee of R350 for electricity trips**. We have observed that most electricity trips are caused due to the use of faulty appliances. Going forward, when an electricity trip is lodged by the tenant, our electrician team will assess the fault and check all appliances to identify if the trip was caused due to faulty appliances. We advise all tenants to ensure that you are using safe appliances that are in good condition, as faulty appliances draw more electricity. We further advise tenants to check that your heaters, heating fans and other heating devices are in good condition to avoid trips and rising bills during the coming winter months.



Acacia Park sewer repairs

Please note that we are currently working on repairs to the sewerage pipes at Acacia Park to mitigate blockages.

- We are regularly ordering and paying for the services of a honey sucker to remove sewage build up.
- We have engaged a land surveyor and civil engineer to assist us with a redesign and repair of the sewerage line.

We hope this major repair will sort all sewage build up once and for all, once completed.



Signal Hill maintenance

Please note that our contractors will soon begin repairing tiles and barge boards in Signal Hill. We request tenants and especially children to not go near the construction areas or stand on the scaffolding to prevent injuries. We request tenants to kindly be patient during construction.



Send us your feedback

We want to hear from you – we request all tenants to kindly send us your feedback on how we can improve our services to make your stay a more comfortable one. Kindly send our suggestions to complaints@cchousing.co.za or go on to our WhatsApp channel and choose option 7 on the main menu to send us your feedback.



Reminder of house rules

Noise

We have received several reports of tenants playing loud music during late hours of the night. Please note that as per the house rules, stipulated when you signed your lease agreement, noise disturbances can lead to disciplinary action and eviction. We request all tenants to abide by the house rules and be considerate of your neighbours. Please do not play loud music after hours.



Rubbish disposal

We request all tenants to kindly use the designated skips to dispose rubbish. Please do not leave your rubbish in front of your unit or in common areas or throw rubbish over the fence lines. If the skips are not cleared in time, please inform us via WhatsApp on 0655269622.



Parking

Please note that parking discs for **Acacia Park** residents for the year 2023-24 are now available to collect from our office. **Please collect your new parking disc before 28 April 2023.** Only vehicles with updated CCH parking discs are allowed to park on premises. Vehicles must only be parked in designated parking bays. Vehicles may not be parked on the pavements, the grass behind blocks or any other common areas. Such vehicles will be towed. We request that children not touch or play with cars parked in the parking bays. You will be held responsible for any damages to other's vehicles. **Documents required: ID book/ driver's license and old parking disc.** Only legal tenant may collect parking disc.



Important notices

Termination procedure – return you keys

We would like to remind all tenants who wish to terminate their lease, that they must return unit keys to the office. Failing to do so will result in your refund being withheld/ being charged for the next month's rent.



Update your email address to receive statements

We request all tenants to send us your email address so we may update our database and send monthly statement. Please send us your email address via WhatsApp to 0655269622. Please note, that we collect your email addresses for the purpose of sending statements and other communications, only, and in compliance with the POPI act.



Washing lines

We request all tenants to kindly use the designated washing lines to hang up your washing. Please do not hang washing on fence as it causes damage.

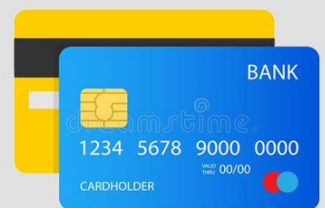


Debit order issues

If for any reason, your rental debit order does not go through, please pay your rent via EFT, or swipe at our office in a timely fashion to avoid arrear. Debit orders do not go through if there are insufficient funds in your account.

Debit orders are automatically cancelled when there are multiple reversals of the order. To re-instate your debit orders, please visit our office and fill in the debit order form.

If you wish to change your debit order dates, please request a new debit order form at our office or via WhatsApp. Debit orders dates / details can only be changed once we have received a completed and signed form.



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.

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.

Community development events

Homework & reading sessions

We are happy to announce that our Community Development team will be resuming the weekly homework and reading sessions. The sessions will be conducted after school on the following days and times:

Aloe Ridge

Mondays 3-4:30pm

Venue: Grounds.

Signal Hill

Tuesdays 3-4:30pm

Venue: Tuckshop Area

Acacia Park

Wednesdays 3-4:30pm

Venue: Tuckshop Area

We encourage all parents to register your children in the homework and reading sessions.



Lending Library

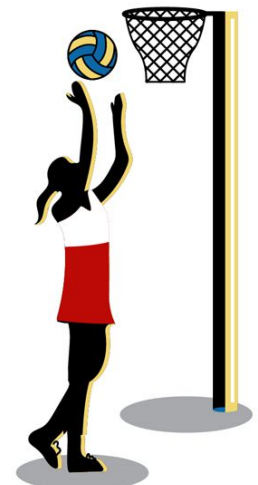
Our community development team has sourced a huge variety of books ideal for children of all ages. We encourage parents to registers their children to the lending library and encourage them to read. Library members will receive a special membership card and will have access to lots of books for free.



Sports

We are organising the following sports for our youth. Please register your children for these sporting events so they can participate in training and matches. We would like to ask parents to please register for:

- Soccer (girls/boys)
- Netball



Community development events

Youth Nights

We are happy to announce Friday's will be youth nights where we will be organising fun events such as movie nights, games and more. We request parents to register their children for youth nights so that don't miss out on the fun.



Register now!

Register your children for our fun activities! Send your children's names, unit number, parent contact details and the activity(s) they are interested in to:

068 170 8881 Faye Terry.



Follow us on social media

Follow us on social media to keep up to date with the all the latest news, events and information!

Facebook: @capitalcityhousing

Instagram: @capitalcityhousing.npc

Twitter: @CapitalHousing1



Easter egg hunt fun!

We had so much fun at our Easter Egg hunt - fun day!

