

## **MANAGING AGENT PROPOSAL**

## **1. COMPANY PROFILE**

### **1.1. Introduction**

- Established in 1998, we are proud to be one of the leading residential Property Managing Agents in South Africa.
- Independent Compliance Committee, who, with the external auditors, certify compliance of trust fund accounts managed by ANGOR.
- ANGOR Online – Our exclusive online facility offers Scheme Executives a vast mine of up to date information. At their convenience and from anywhere in the world, Scheme Executives are able to access all documents pertaining to the management of their Scheme through our website.
- 24 Hour Call Centre – to assist residents and owners with emergency maintenance issues.

### **1.2. Company Divisions**

The following are divisions within ANGOR:

- Property Management – residential Managing Agent services, including:
  - Tax & Audit
  - Clearances
  - Insurance
- Finance and Office Management
- Special Projects & Marketing
- HR & Payroll
- IT
- Residential Rental Property Management
- Residential Property Sales

### **1.3. Company Branches**

ANGOR has 2 Branches

- Head Office in Bryanston, Gauteng
- Property Management Branch in Stellenbosch, Western Cape

### **1.4. ANGOR's services are integrated with its preferred service providers, namely:**

- Debt Management Services (Pty) Ltd - a registered debt collection company.
- Sectional Title Support Services (Pty) Ltd – Pre-paid Electricity Management, Maintenance Facilitation and Fibre-to-the-Home Resellers.

### **1.5. ANGOR operates independently from contracted service providers:**

- Various insurance broker companies, maintenance service providers, estate management companies, etc.

## **1.6. Compliance with related legislation in South-Africa**

- ANGOR has always been, and remains committed to being, compliant with all relative legislation in South Africa. To this end we are constantly developing our systems and improving processes to ensure compliance at all times.

## **1.7. Registration with legislated Governing Bodies**

ANGOR is registered with all relevant Governing Bodies, namely:

- The Estate Agency Affairs Board - EAAB
- The National Association of Managing Agents - NAMA

## **1.8. Utilisation of manpower to execute the SLA**

- ANGOR offices shall be open on all business days from 08h00 to 16h00 daily.
- Members of the Scheme can visit or contact the offices to resolve any queries pertaining to their membership, accounts, clearance certification or any other business related to the agreement between the Scheme and the Managing Agent.
- ANGOR has a 24-Hour Call Centre for maintenance emergencies 087 006 0011.
- ANGOR Online is accessible 24 hours a day, and contains information relating to the Scheme and financial information of the Scheme for Scheme Executives.

## **1.9. Skills development and training program**

In keeping with our commitment to remain compliant with legislation as well as striving to continuously upskill our staff, participation in internal and external training is encouraged. This includes:

- An internal Skills Transfer and Mentoring Plan, which must be completed before an appointment is confirmed as permanent.
- Charter Institute of Management Accountants (CIMA) internship program.
- Paddocks Certificate in Sectional Title and Scheme Management.
- Paddocks Certificate in Homeowners Association Management.
- RPL for NQF 4 and 5 Real Estate, where applicable.

## **1.10. Roving supervision**

All Portfolio Specialists and Teams report to the General Managers of the Property Management Division. In addition, all tasks performed are subject to inspection by the in-house Compliance Officer.

## **1.11. Transport and attendance**

The Scheme's assigned Portfolio Specialist makes use of his/her own transport to attend Scheme meetings as requested.

### 1.12. Management of relief and absenteeism

All portfolios are managed in teams, thus ensuring availability of an ANGOR staff member to assist with queries where necessary. Teams are supported by the General Manager of the division, as and when required.

### 1.13. Preferred Supplier

ANGOR is a preferred supplier of residential Property Management Services to:

- Summercon Holdings Pty Ltd
- Calgro M3 Holdings Pty Ltd
- Trivenc Pty Ltd
- Balwin Properties Pty Ltd

### 1.14. Client References

ANGOR Manages Schemes in Gauteng, North West Province, Limpopo, Mpumalanga, Kwazulu Natal and in the Western Cape.

Scheme	Location	Units	Contact	Contact Details
Birdwood Estate HOA	Hartbeespoort, North West	386	Garth Marshall	082 923 1961 garth@greindustries.co.za
Cedar Lofts BC	Fourways, Gauteng	425	Deborah Bernhardt	0829033979 bernhardtd@absamail.co.za
Greenstone Ridge BC	Edenvale, Gauteng	580+408	Neal Henry	071 424 3647 neal.henry@absacapital.com
Meadowlands BC	Newcastle, KwaZulu-Natal	360	Duncan Fourie	072 210 2305
Riverglades Estate BC	Jukskei Park, Gauteng	450	Hardus van Bosch	0833637146 hvanbosch@gmail.com
Sunset Boulevard BC	Pineslopes, Gauteng	389	Deborah Bernhardt	0829033979 bernhardtd@absamail.co.za
Terrace Hill 2	Weltevreden Park, Gauteng	201	Cobus Saunderson	082 389 8899
The De Zicht BC	Milnerton, Western Cape	636	Leon Dumont	082 553 2750 leond@balwin.co.za
The William BC	Fourways, Gauteng	882	Andrew Butterworth	082 904 3853 dr.a.butterworth@gmail.com

### **1.15. Details pertaining to Scheme's bank account**

- ANGOR will open a separate and independent Trust Account in the name of the Scheme at ABSA, allowing for the "host- to-host" facility, which can automatically allocate payments. This account is covered by Fidelity Fund Insurance.
- These accounts are audited quarterly, in addition to the normal annual external audit, by an independent Trust Fund Compliance Committee. This committee was established by ANGOR, consisting of Scheme Executives of ANGOR managed schemes, and the ANGOR Financial Manager.
- All accounts reflect real time transactions using ABSA host-to-host.
- Scheme Executives can view ABSA Trust Account balances on ANGOR Online, which is updated at midnight daily.

### **1.16. Fidelity Fund details**

- ANGOR is in possession of a Fidelity Fund Certificate, issued annually by the EAAB, and has an additional R1 million cover over and above the Fidelity insurance.
- ANGOR offers its Schemes individual Fidelity Cover (Fidelity Guarantee), as required by the Community Schemes Ombud Services (CSOS) Act, under a blanket policy at a competitive rate.

## **2. SERVICES TO BE RENDERED**

The following services are included:

### **2.1. Statutory Records Maintenance:**

- Upkeep of the register of members / owners (Database management).
- Maintaining of all records and the submission of returns as required.
- Monitoring of compliance of the Scheme to the Sectional Titles Schemes Managing Act and any other applicable legislation.

### **2.2. Meeting Administration**

- Distribution of the Annual General Meeting (AGM) and Special General Meeting (SGM) notices to owners.
- Management of proxies relating to the AGM and SGMs.
- Taking of minutes at the AGM and any SGMs and the distribution of the approved minutes to all members.
- On invitation, attend and minute Scheme Executives' meetings, and distribute same to the Scheme Executives.

### **2.3. Accounting**

- Keep detailed accounting records for the Scheme.
- Produce monthly financial and management accounts, comparing actual spend to budget and prior years, with comments.
- Compile year-end audit file, arrange for an external audit of Annual Financial Status and assist in all queries raised by the auditors.
- Storage of documents and records.

## **2.4. Accounts Receivable/Member Accounts**

- Keep accurate debtors records (Register of Members).
- Charge accounts with monthly contributions.
- Distribute monthly levy statements.
- Collect and record payments received.
- Produce a monthly age analysis for the Scheme Executives.
- Handle all debtor queries.
- Allow debit orders from members.
- Charge interest on overdue accounts on instruction from Scheme Executives.
- Hand over defaulting debtors, approved by Scheme Executives, to a registered debt collector and / or attorneys for collection.

## **2.5. Tax and Audit**

- Prepare books of account for the external auditors.
- VAT registration, de-registrations and VAT201 returns, where applicable.
- PAYE, UIF and SDL registration for the Scheme, where applicable.
- Income Tax, where applicable (annual fee applies):
  - Register for Income Tax
  - Apply for exemption from income tax in terms of Section 10(1) for Homeowners Associations
  - Appointment of ANGOR as Public Officer with SARS
  - Calculate, complete and submit IRP6 (first and second period)
  - Calculate, complete and submit of the annual ITR14
  - File objections if and when required
  - Attend to any tax correspondence and queries with SARS
- CIPC Registration and amendments, where applicable (CIPC fees apply):
  - Submit Annual Returns
  - Apply for Director amendments
  - Update registered address and auditors

## **2.6. Clearances**

- Liaise with the transferring attorney with regards to the levy clearance figures required when a property is sold.
- Prepare a levy clearance certificate upon payment of the required amount.
- Assist with any extended levy clearance certificates on request.
- Open a levy account in the name of the new owner and close the account of the ex-owner upon registration at the Deeds Office.
- The cost of levy clearance certificates and extended levy clearance certificates will be billed to the owners' levy accounts.

## **2.7. Banking**

- Pay all creditors as approved by Scheme Executives.
- Invest excess funds in money market or similar no risk interest bearing accounts.
- Reconcile all bank accounts managed by ANGOR on a monthly basis.
- Turnaround of payment requests within 48 hours (weekdays).
- ANGOR does not handle cash, all payments and / or receipts are via cheque or electronic payment.

## **2.8. Salaries and wages for Scheme employees**

- Administrate the Scheme's payroll.
- Pay all wages and salaries monthly on the 25th.
- Complete returns and pay PAYE and UIF monthly, where applicable.
- Issue IRP5 and other tax certificates.
- Reconcile PAYE at tax year end.
- Maintain leave records as per Scheme Executive input, where applicable.

## **3. OPTIONAL SERVICES AVAILABLE**

ANGOR will assist Schemes in complying with the below regulations of the CSOS Act, at an additional fee:

- Register with CSOS
- Submit required documents to CSOS
- Submit Audited Financials to CSOS annually
- Update Scheme Executives with CSOS

ANGOR will attend at the CSOS Offices on request of the Scheme Executives, at an additional fee.