



Dear Owner

Welcome to the Village Haymarket.

Please see below some important information pertaining to life at the Village Haymarket.

PORTFOLIO MANAGER OF GEMS

The Village Haymarket **Body Corporate** is managed by Golf Estate Management Services (GEMS). Contact number is 0876 100 140.

The GEMS Portfolio Manager for Haymarket is Beate Gundlach and she can be reached at beate@gemsprop.co.za or +27 62 941 1535. Monday to Friday 8am – 5pm ONLY.

MAINTENANCE & COMPLAINTS

Report all complaints directly to haymarket@gemsprop.co.za or contact your Operations Manager, Mark Hall on 060 917 2211. Monday to Friday 8am – 5pm ONLY.

INVOICING & BILLING

You will receive 3 different accounts on a monthly basis.

1. GEMS Body Corporate including BC levy & water billed in arrears.
 - a. See contact info below for these accounts.
2. Midvaal for rates & taxes, refuse removal & sewer.
 - a. See contact information for Midvaal below, specifically Haymarket.
3. HOA levy subject to the sectional title scheme.
 - a. Contact 010 140 1626 OR debtors@eyeofafricahoa.co.za for any queries.
4. Electricity is pre-paid in your unit.

GEMS ACCOUNTS & RESIDENT DETAILS

Please ensure that your contact details especially your current telephone numbers, physical and, postal and email addresses are up to date with the Body Corporate by sending an update request to your bookkeeper, Desiree Molobye desiree@gemsprop.co.za Monday to Friday 8am – 5pm ONLY.

REGISTRATION OF YOUR PROPERTY WITH MIDVAAL

It remains the responsibility of the OWNER to register your property with Midvaal for rates, taxes, sewer & refuse billing. The two people responsible for the registration process are Mosele M and Karin Fourie - 016 360 7560. Karin Fourie - karinf@midvaal.gov.za Mosele – moselem@midvaal.gov.za. You will need to supply proof of ownership of the property – Erf number: 2516 / (Unit number).

REFUSE COLLECTION & RECYCLING

Refuse bins will be placed in the refuse areas and you are required by the BC rules, to put your refuse in black bags into the bins. Midvaal Municipality only collects black bags every Friday and a company sorts the recycling.

FIBRE & DSTV

Contact Solid Fibre and fill out the form on their website if you would like internet and/or DSTV for your apartment. enquiries@solidfibre.co.za OR 087 330 3995. You can find the pricing guide & order form for Haymarket specifically here - <https://www.solidfibre.co.za/ftvp2/>



INFORMATION REGARDING LIVING IN A SECTIONAL TITLE SCHEME

The Body Corporate is overseen by a Board of Trustees that were nominated and voted in by the residents. They have a fiduciary duty to uphold the standards within the estate and ensure the financial health of the complex.

The external maintenance of the communal areas including the external of each block, the boundary walls, carports, parks within Haymarket and the dustbin areas is what you pay a portion of your levy towards. The Body Corporate is responsible for using the levy for this maintenance.

The Gardens of each unit are classed as exclusive use areas and the garden service, and maintenance of these areas is also for the Body Corporates responsibilities and comes out of your levies.

The internal area of each unit, including the patios & balconies, the painting, tiling and general upkeep are the OWNERS responsibility and are for the owners account solely after handover and registration.

Any and all renovations, aircon installs, patio adjustments and others must be cleared with the BC first before any work is started.

General noise and estate complaints must be addressed to security or the HOA as this does not form part of the Body Corporates responsibility.

You may contact the relevant HOA or security member using the numbers listed here - <https://eoacommunity.co.za/contact/>

Please ensure you take the time to familiarize yourself with the Body Corporate rules especially around noise levels, exclusive use areas, plants allowed in the gardens, keeping pets within the complex and more.

There are also Estate rules and information that have to be taken into consideration when living in an apartment complex within an estate. Please ensure you read through these as well - <https://eoacommunity.co.za/wp-content/uploads/2023/03/9.-HOA-Estate-Rules.pdf>

All information pertaining to the estate, in general as well as events and contact info, can be found on the HOA Community Portal -<https://eoacommunity.co.za/> or the Full Developer Website - <https://eyeofafrica.co.za/>