



*Zelri
Properties*

"HANDS ON SERVICE"

www.zelriprop.co.za



Who Is Zelri Properties ?



Zelri Properties is a property management company established in 2004. The Company has built a solid and results oriented reputation and a Property Management Portfolio to match.

Our vibrant team have a passion for the property market from letting to management of individual units; buying & selling as well as sectional title management. Collectively we have more than 35 years experience in the property industry.

We strongly believe in “Hands on Service” and want to make a radical difference & change to the property industry. We strive to deliver the best service!

We also believe in our motto: "HANDS ON SERVICE" !

PROPERTY IS OUR PASSION !

Our Experience !



Ingrid van Biljon

The founder member has extensive property management experience, specifically in the complex Pretoria and Johannesburg property market. Her experience includes commercial as well as residential property management, buying & selling & sectional title management. She has been and currently still serves as Trustee and also Chairman of various Body Corporates over the past 19 years.

We have a wide range of expertise amongst the 17 staff members in the office.

Staff Members – Casual Day 2012





What do we do ?

Property Management

- We look after your investment on your behalf as if it were our own!
- Letting the premises
- Collecting rental
- Manage your tenants
- Paying utilities / building expenses
- Employ and manage staff
- Appoint & manage contractors i.e cleaning, security, lifts & gardening services etc.

“We do it all !”

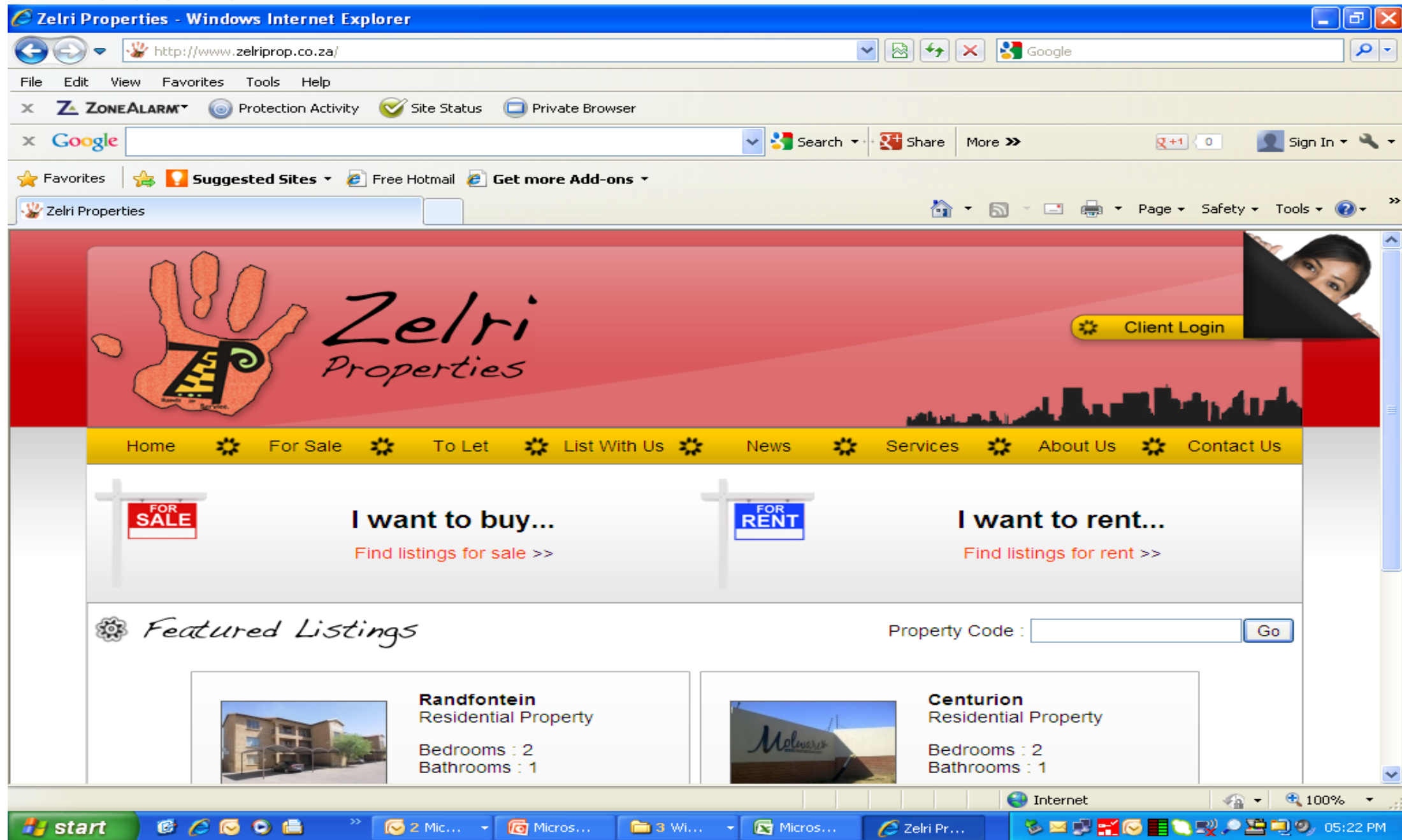


Marketing



Marketing

Our Website:



Marketing

We advertise on:

- www.zelriprop.co.za
- Private Property
- To Let boards
- Newspaper
- Campaigns
- Fun days (casual day etc)
- Merchandise (pens, water, cards)



Why Is It....



A man wakes up in the morning
After sleeping in an advertised bed,
Washes with an advertised soap,
Shaves with an advertised razor,
Sits down and drinks advertised tea,
Rides to work in an advertised car,
Writes with an advertised pen,
THEN....

He refuses to advertise –
Says advertising does not pay,
But when his business fails, he finally advertises:
“Business For Sale”
It pays to ADVERTISE !

Leasing

- The prospective tenant needs to view the unit
- Complete an application form
- Copy of ID
- Copy of latest payslip / proof of income
- We do full ID & credit checks (TPN)
- Sign a lease as per the Rental Housing Act
- Compliant with the new CPA
- To pay rent, deposit, lease fee prior to occupation



ZELRI PROPERTIES

Q nr: _____ P.O.Box 28744 Phone: (012)3434548
Sunnyside Fax: 0865456294
0132 Email: info@zelriprop.co.za
www.zelriproperties.co.za

Deposit : Rent
Deposit : Keys
Rental :
Lease fees :
Stamp duties :
Total :

APPLICATION FOR RESIDENTIAL ACCOMODATION

LESSOR DETAILS

Lessor _____ Flat no _____
Flat name _____ Flat size _____

LEASE DETAILS

Period of lease _____
Monthly rent _____ Occupation date _____

LESSEE DETAILS

Full name _____
ID Number _____
Date of birth _____
Residential address _____
Tel no (H) _____ (W) _____ Cell no _____
Present Landlord _____ Landlord tel. No _____
Employer _____ Employer tel no _____
Occupation _____
Salary _____
Relative / Friend : Name _____ Tel no _____
Address _____
Total no of people to occupy flat _____
Ages of all people to occupy flat _____
E-mail : _____

Terms & Conditions

1. I/We the undersigned hereby warrant that the information contained in this application form is true and correct.
2. I/We agree and undertake to enter into a written Agreement of lease with the Landlord incorporating the terms and conditions as set out above.
3. I/We agree and undertake that should I/We fail to enter into such written agreement of lease, the provisions of this offer shall provided same are signed hereunder by the Landlord or it's duly authorized Agent, constitute a lawfully binding contract between the Landlord and the Tenant as set out above, incorporating all the terms and conditions of this application form and that in particular the Lessee shall be liable for payment of fees and charges including deposit in respect of the premises in accordance with the information set out above.
4. In the event of the party signing below in a representative capacity she is duly authorized to act herein for and on behalf of the Landlord.
5. I hereby give Zelri Properties permission to do all necessary credit checks as per the credit act of South Africa.

Prospective tenant : _____ Date: _____

Landlord : _____ Date : _____



Credit Control



Credit Control Procedure

1st - 3rd Grace Period

4th TPN SMS sent updating rental payment status - PAID IN FULL, PARTIAL PAYMENT, NON PAYMENT & LATE PAYMENT.

5th -8th Calls made to rental accounts in arrears. Not able to reach tenant - Nicor generated SMS or E-mail will be sent (excl. 15th payers)

9th - 12th TPN Rental - Letter of Demand sent to rental accounts in arrears (excl. 15th payers)

16th-17th TPN SMS sent updating rental payment status - PAID IN FULL, PARTIAL PAYMENT, NON PAYMENT & LATE PAYMENT (All Tenants)

18th TPN Rental - Letter of Demand sent to rental accounts in arrears (All Tenants - if no L.O.D was sent on 9th-12th)

21 days after L.O.D Blacklisting on TPN and/or Cancellation Letter sent due to Breach of Lease

Preparing file for legal action



Credit Control

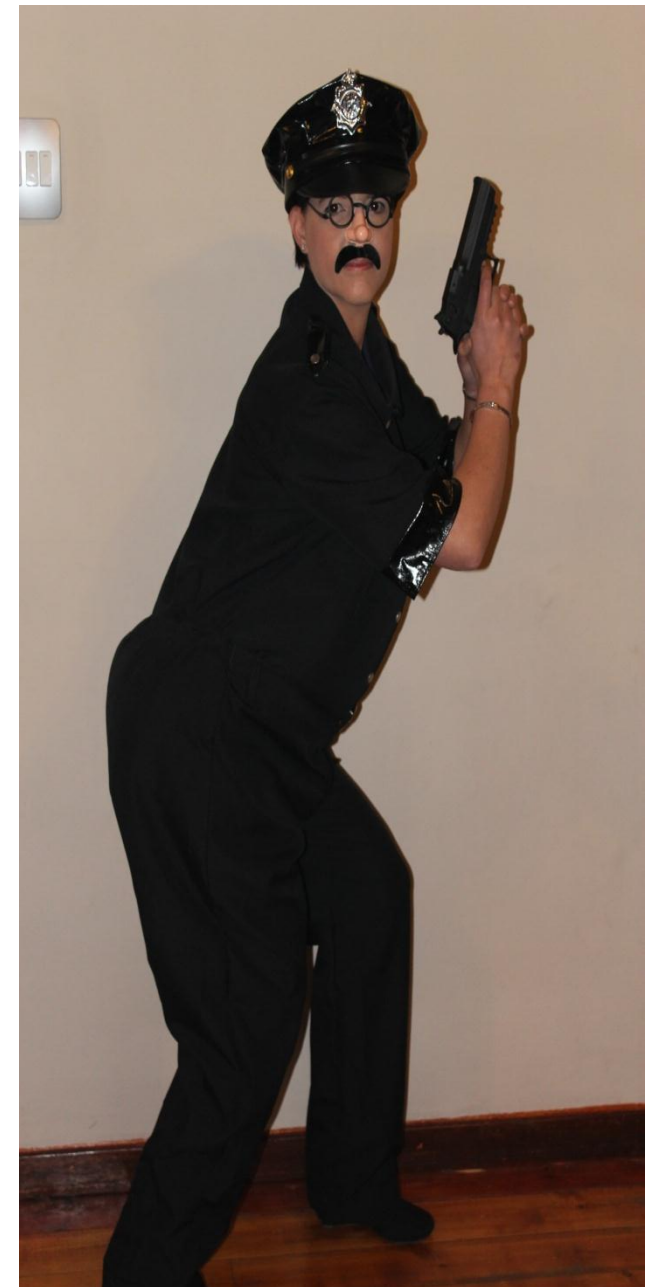
- Strict procedures
- Accounts / Profile updates via TPN

“Thank you for paying your rent on time. Your TPN credit record has been positively updated. Phone 012 343 4548 for more info. Do NOT reply to this SMS.”

“Credit Record Alert: Your March rent has NOT yet been paid and your TPN record adversely affected. Phone 012 343 4548 for more info. Do NOT reply to this SMS.”

Payment Facilities Available:

- Cash (at bank)
- EFT
- Debit Order
- Speedpoint Card Machine (at bigger buildings / office)




Credit Control – Bad Debt

- Blacklist on Credit Bureau's
- Appoint a tracer
- Proceed with legal action
- Manage bad debt in attempt to recover even though amount may have been written off.
- Evict if necessary



Tenant Management

- Pre-occupation / Vacate Inspections
- Rules & Regulations
- Monthly Statements
- Online Webportal Facility
- Regular inspections
- Re-new Leases
- Increase rentals annually
- Attend to complaints / queries



ZELRI PROPERTIES
Reg. No. 2004/040568/23
Vat No. 4800212807
P O BOX 28744
SUNNYSIDE
0132

MR O.D Keameoitse
103 Teksig
Christoffel Street
Pretoria West
0183

TAX INVOICE/ STATEMENT

| | | | |
|-----------------|-----------------|----------------|--|
| Owner | R. A VAN BILJON | | |
| Owner VAT No. | | Tenant VAT No. | |
| Property | Teksig 103 | | |
| Unit No. | 0103 | | |
| Tax Invoice No. | 13010000159 | | |
| For the Month | FEBRUARY 2013 | | |
| Quick Ref. | 0000159 | | |
| Deposit Held | 400.00 | | |
| Queries | Riaan | | info@zelriprop.co.za Tel: 012 343 4548 Fax: 086 617 8501 |

| DETAILS | AMOUNT | VAT | AMOUNT INCL. VAT |
|-------------------------------------|----------------|------------|------------------|
| PREVIOUS STATEMENT BALANCE | 2570.61 | | 2570.61 |
| Paid on 15/01, Rec 413270 | -2300.00 | | -2300.00 |
| Balance of Current Charges | 270.61 | | 270.61 |
| Arrint 10.50% (18/12/12 - 20/01/13) | 10.98 | | 10.98 |
| Rental - Residential | 2541.00 | | 2541.00 |
| NOW DUE | 2822.59 | .00 | 2822.59 |

PLEASE NOTE THAT YOUR ACCOUNT IS DUE ON THE 1ST DAY OF EACH MONTH. KINDLY CONTACT OUR OFFICE SHOULD YOU WANT TO SIGN A DEBIT ORDER FOR MONTHLY PAYMENT OF YOUR ACCOUNT!
www.zelriprop.co.za OR 012 343 4548

Please note:
1. All rent is payable monthly in advance on the first day of each calendar month. (Note: Interest will be charged on arrears or in terms of your lease agreement).
2. Payments are accepted without prejudice.
3. Payments will first be credited against arrears.
4. Payments can be made at any branch of FNB.
5. If paying by cheque through post, please write the full account number appearing on the invoice, on the reverse of the cheque or attach a remittance advice.

AMOUNT

2822.59



First National Bank
A division of FirstRand Bank Limited. Registered Bank. Reg. No. 193590123/08

Account Name: Zelri Properties Current
Branch Name: Brooklyn
Branch No.: 251345
Account No.: 62066089402
Reference No.: 00001595
(e.g. policy no., etc./bv. polisie, ens.)

Details of Depositor (The section is compulsory)
Besonderhede van Deponeerder (Die gedeelte is verpligtend)
Name: _____
(print first name and surname/voornam en van in drukskrif)
Telephone No.: _____
I accept the conditions printed on the reverse side.
Ek aanvaar die voorwaardes wat op die keerzij gedruk is
Signature/Handtekening: _____

DEPOSIT SLIP/DEPOSITOSTROKIE

Date: _____
Ve sottoscrive la Code of Banking Practice of the Banking Council of South Africa
Die oederskrif die Bankpraktykkoed van die Bankraad van Suid-Afrika

| | | R | € |
|---|---------------|---|---|
| Notes/Note | | | |
| Coins/Munte | | | |
| Total Cash | | | |
| Cheques Deposited (Drawer's Name) | | | |
| Tjeks Gedeponeer (Trekke-ze Naam) | | | |
| Postal/Money Orders / Posordere/Vissels | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |
| 6. | | | |
| 7. | | | |
| 8. | | | |
| For office use only | | | |
| Slegs vir kantoorgebruik | | | |
| BC Transmission Date | Sub Tran Code | | |
| Total Cheques | | | |
| Totaal Tjeks | | | |
| Total Deposit | | | |
| Totale Deposito | | | |

Owner Management

Reporting on financials

- Monthly Rentrolls
- Monthly Disbursements
- Copy of Invoices
- Annual Budgets
- Variance Reports
- Arrears Report
- Vacancy Report
- Online Webportal Facility



Rentroll

Rentroll Enquiry - Historic

Rent/Levy Summary of Burger's Place
For the month of FEBRUARY 2012
Client Code:60003
Vat Vendor:



ZELRI PROPERTIES

Reg. No. 2004/040568/23
Vat No. 4800212807
P O BOX 28744
SUNNYSIDE
0132
TEL: 012 343 4548
FAX: 086 617 8501

Page 1

| Unit No (Area) | Tenant Name | Lease Expires | Opening Bal. | Charge/Details | Amt Excl. VAT | VAT | Payments | Still Owing |
|-------------------|--------------------------------|---------------|--------------|--|---------------------------------------|------|--------------------------------|-------------|
| 0101 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0102 (58.00) | MRS O.U Maimane | MONTHLY | 5,527.58 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged Rec: Mode S 02/02/2012 (No. 407985) * TOTALS * | 59.93 1,560.00 1,619.93 | 0.00 | 1,560.00 | 5,587.51 |
| 0103 (41.00) | MR T.B Mpofana | MONTHLY | 31,484.12 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged * TOTALS * | 346.06 1,103.00 1,449.06 | 0.00 | 0.00 | 32,933.18 |
| 0201 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0202 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0203 (41.00) | MRS O.S Maimane | MONTHLY | 3,909.04 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged Rec: Mode S 02/02/2012 (No. 407986) * TOTALS * | 42.44 1,103.00 1,145.44 | 0.00 | 1,103.00 | 3,951.48 |
| 0301 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0302 (58.00) | G Matsane & Maime | MONTHLY | 4,629.88 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged Rec: Mode S 03/02/2012 (No. 408021) Rec: Mode S 03/02/2012 (No. 408022) * TOTALS * | 50.00 1,560.00 1,610.00 | 0.00 | 1,700.00 300.00 2,000.00 | 4,239.88 |
| 0303 (41.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,103.00 1,103.00 | 0.00 | 0.00 | 1,103.00 |
| 0401 (58.00) | MR P.D&S.B Mbonyana | MONTHLY | 11,224.59 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged * TOTALS * | 114.88 1,560.00 1,674.88 | 0.00 | 0.00 | 12,899.47 |
| 0402 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0403 (41.00) | MR S.A Shabangu | MONTHLY | 15,392.85 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged * TOTALS * | 161.78 1,103.00 1,264.78 | 0.00 | 0.00 | 16,657.63 |
| 0501 (58.00) | Multiflat Residential Property | MONTHLY | 0.00 | LEV Levies Charged * TOTALS * | 1,560.00 1,560.00 | 0.00 | 0.00 | 1,560.00 |
| 0502 (58.00) | MR T Groenewaldt | MONTHLY | 2,732.43 | ARR ArrInt 12.00% (19/12/11 - 20/01) LEV Levies Charged | 99.08 1,560.00 | | | |

Disbursement Statement

Disbursement Statement - Historic

Account Number:00160003

Building Name: Burger's Place

Owners Name:Body Corporate Burger's Place

Owners Vat Number:

For the month of:FEBRUARY 2012



ZELRI PROPERTIES

Reg. No. 2004/040588/23

Vat No. 4800212807

P O BOX 28744

P O BOX 287
SUNNYSIDE

0132

TEL: 012 343 4548

TEL: 012 343 4548
FAX: 086 617 8501

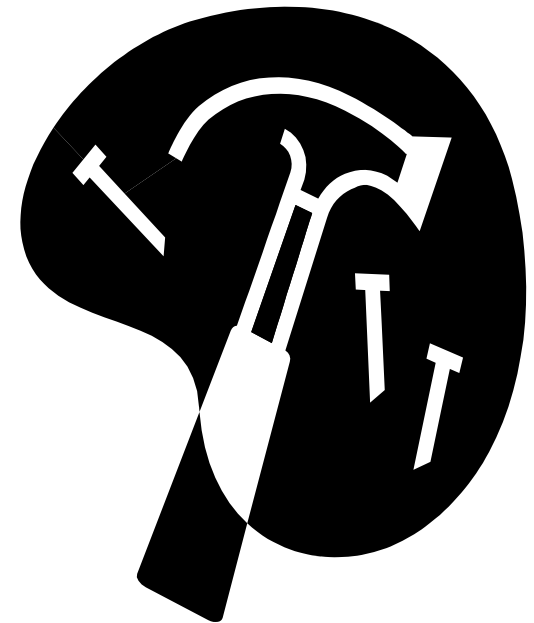
| | | |
|------|---|-----------------|
| Page | 1 | Tax Inv Number: |
|------|---|-----------------|

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Repairs & Maintenance

- Facilitate all repairs
- Obtain quotations for work to be done
- Get authorization from owner
- Negotiate for best prices
- Manage & Approve emergency repairs
- Payment of invoices on completed

jobcards



Prepaid Meters

From experience we have found that water, sewerage & electricity are some of the highest expenses of any development / complex. This could make or break your investment if not managed bearing in mind that the payment thereof remains the responsibility of the owner.

We have found the best way to manage these expenses is via prepaid metering as this is hassle free & convenient for all.

We have even gone as far as to not increase rentals for 1 year BUT to rather recover these expenses via prepaid and this has proven to be more beneficial in terms of cost to income.



Prepaid Meters – More Benefits

- Manage overcrowding
- Arrears
- Manage water wastage i.e leaking taps, toilets & geysers (tenants)
- Manage water leakage (communal)
- Prevents catering & laundry businesses being run from residential units.

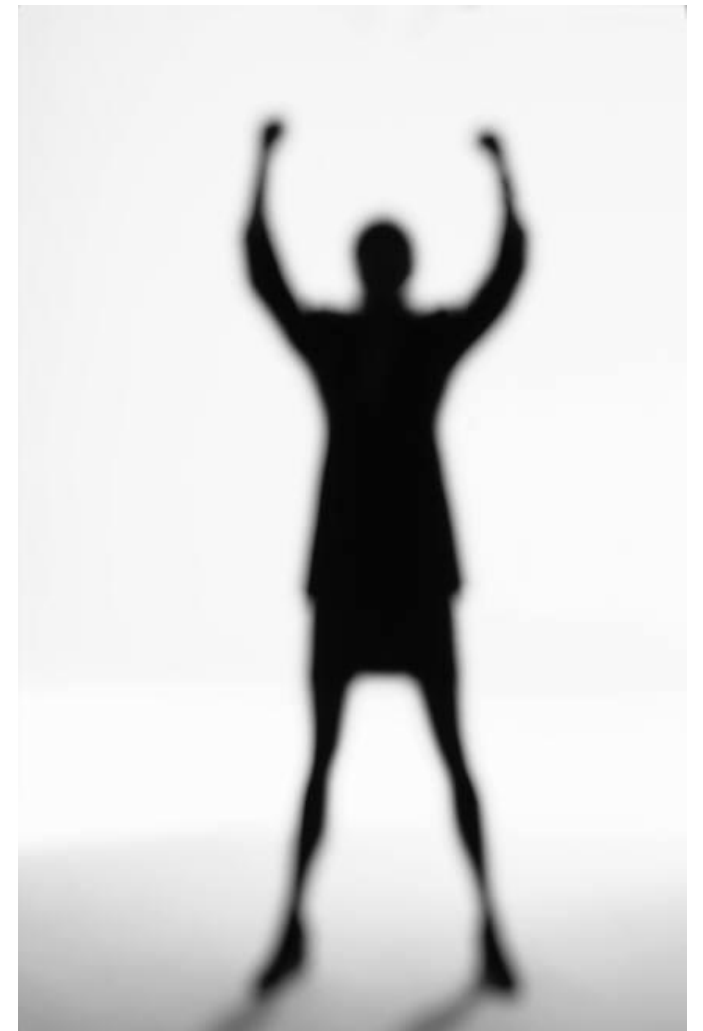


General

- We make use of Nicor Software which is a full property & financial management system
- 24/7 Online Webportal
- The success of any property investment lies in the management thereof.

A Success story:

- Quagga Estates – attempted rental boycott of building with previous managing agents !



Quagga Estates

News 3

fighting for flats end as 200 are evicted

Property to be renovated and leased out as units

MOGOMOTSI MAGOME

OCCUPANTS of 86 units at flats in Pretoria West were evicted yesterday following a Pretoria High Court order.

About 200 people who had been living there found themselves without homes after years of fighting legal battles they have consistently lost.

Red Ants security staff yesterday removed their belongings and dumped them about 200 metres from the block.

The units were previously used by Iscor to house some of its employees, but when the company shut down some of its operations in that part of the city, the block of units was sold.

Some of them have been renovated and now cost up to R 3 000 a month to rent, and some will be renovated further after yesterday's evictions. The residents' application to appeal was dismissed.

Other residents claimed the situation was made worse by people who

started occupying the flats after some former Iscor employees left.

The property is now owned by Diluculo Properties, which said in court papers the sole purpose in buying the property was to renovate it and lease it out as flats.

The company's employees, who did not want to be named, said the occupants had known for a long time eviction was inevitable.

But residents were yesterday crying foul, saying they had not been notified of the eviction and that they were willing to negotiate with the new owners.

"I have been living in this property since 1966 when I came to work here. The rent for the renovated flats is very expensive and I cannot afford to pay it.

"Now I do not know where I will go because I have called this place home for many years, and suddenly I have to take all my things and go.

"These boys (Red Ants) have already destroyed most of the things I own," said Matthew Maubane.

Maubane said he received a

phone call while he was at work, telling him evictions were under way at the flat.

Nthabiseng Leseja said she was born at the block of flats in 1975 and was sad that her father was being evicted.

"My father started working here in 1973 and he still lives here. I came here to help remove his things because they are evicting him.

"This is the place we always called home because we were born here and my father has lived here for many years. It is a sad day when these people have to be chased away like this when they have lived here for so long," she said.

Another resident, Abigail Phahlane, said they had not been paying rent because of the court proceedings and the fact that it was now beyond her means.

"But we were still willing to negotiate with the new owners and find a way forward.

"Right now I am going to live with my relatives in Atteridgeville because there is nowhere else to go," she said.



Red Ants evicted 200 residents from 86 units.

PICTURE: PHILL MAGAKOE

Thank You

For personalized and “Hands On”
property management, contact us
anytime!

Thank you for the opportunity and your
time!

Zelri Properties – A “Hands On” property
experience !

