

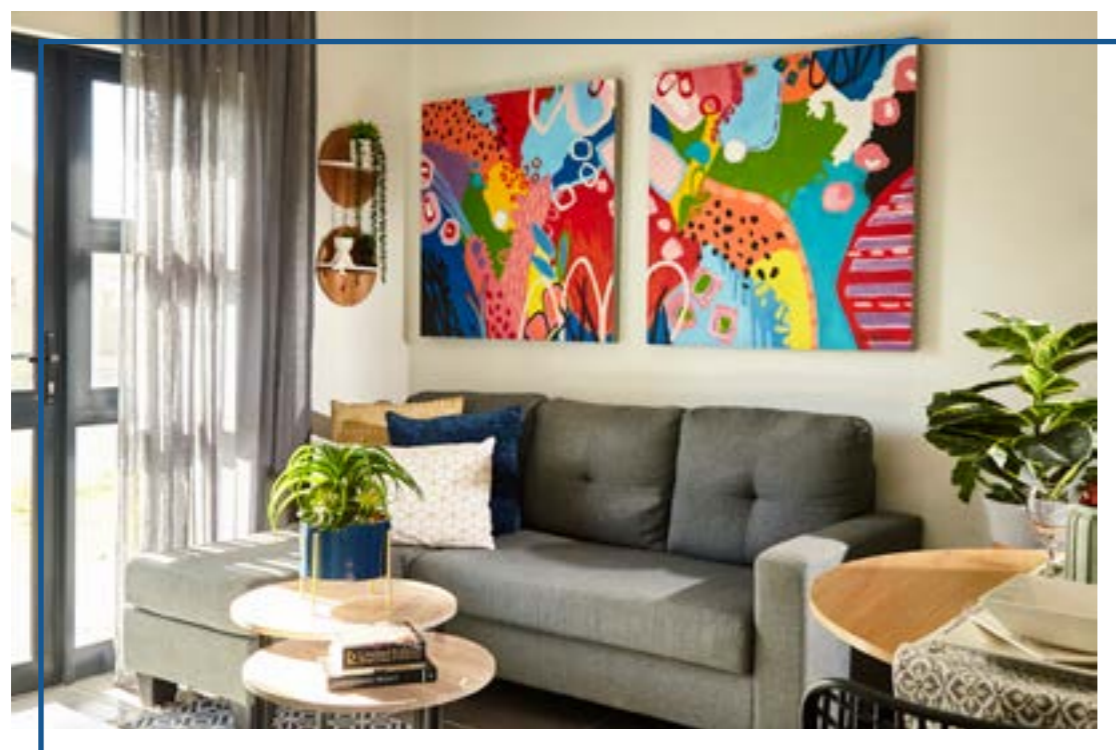
# WELCOME HOME



CENTRALBLUE

FREESTANDING HANDOVER PACK

All you need to know  
about your new home



Welcome to your new home! We're thrilled to have you as part of the CentralBlue community, and we hope your time here is filled with wonderful memories. To help you settle in smoothly, we've compiled this Home Guide with essential information about your new home and the neighbourhood.

This Home Guide is available for you to download electronically on our website: [centralblue.co.za/resident-information](http://centralblue.co.za/resident-information). We advise that you read through this document and keep it close at hand for future reference and assistance.

We hope that you will quickly settle into your new home and that it will be the beginning of many wonderful memories.

Kind regards,

The Citra Team



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# Utilities & Services



## Rates & Taxes

As the new owner, you need to register for a rates account with the City of Cape Town (CoCT). Once the transfer attorneys send a notification to CoCT about the change in ownership, your account will be activated. If you don't receive your rates and tax bill within a month after registration, please visit your nearest CoCT walk-in centre.

Note: you can register for e-services on [eservices.capetown.gov.za](https://eservices.capetown.gov.za), where you can access details of your account including statements.

For more information contact:

- [accounts@capetown.gov.za](mailto:accounts@capetown.gov.za)
- 086 010 3089



## Homeowners Association

You are liable and responsible for paying monthly levies to the Homeowners' Association (HOA) which is essential to the efficient running of CentralBlue. The key mandate of the HOA is to protect the common interest of all homeowners at CentralBlue. The HOA enforces a set of rules, procedures and policies, which include security and upkeep of the shared properties.

For more information send an email to [hoa@centralblue.co.za](mailto:hoa@centralblue.co.za)



## Sewage & Refuse Removal

Upon receiving your home keys, expect to find the refuse bin ready for use. It's emptied weekly, and waste disposal charges are included in your CoCT bill. If the bin isn't available at handover, it's your responsibility to apply to Kuilsriver Municipality for one. Neither Citra nor the CentralBlue Homeowner Association can assist with this process once you've taken possession.

Note: Refuse is collected on a Friday.



## Eskom Prepaid Electricity

On the day you move in, you'll receive a prepaid meter card. Remember to present your meter number/card to the vendor when buying electricity. You can top up your electricity at any Eskom top-up stations. Additionally, you have more options to purchase prepaid electricity online, through your smartphone, and from select bank ATMs.

For more information visit [www.eskom.co.za](http://www.eskom.co.za)



## Water

Water usage from the date you move in will be your responsibility, and this will be charged on your monthly rates and taxes bill from CoCT.



## Insurance

As a new homeowner, it's up to you to secure your own Homeowners Insurance Coverage. Please be aware that home insurance is mandatory for all homeowners within CentralBlue, as outlined in the HOA rules and Regulations.

All financial institutions provide this service upon final approval of your home loan. Refer to your final grant quote or contact the home loan department of the bank from which you obtained finance for more information.

Absa Bank	0860 008 600
First National Bank	087 575 9404
Nedbank	0860 555 111
SA Homeloans	0861 888 777
Standard Bank	0860 123 001

NOTE: If you haven't received rates, water, or levy bills, you should still budget for these expenses and set aside an amount each month. Eventually, you will receive invoices for these bills, which may be backdated to the date you moved in. It's advisable to budget around R600 per month for these expenses.



# How to read my bill?



BLUE DOWNS 3 PROP DEVELOPMENT RF PTY LTD  
PAARDEN ISLAND  
7405

Make sure this information is correct

Tax invoice number: 280008015075  
Customer VAT registration number:  
Account number:  
Distribution code:  
Business partner number:

Computer generated copy tax invoice  
Tel: 085 010 3089  
Tel: international calls +27 21 401 4701  
E-mail: accounts@capetown.gov.za  
Correspondence: Director: Revenue, P O Box 655, Cape Town 8000  
Web address: www.capetown.gov.za

Account summary as at 05/03/2024		Due date	02/04/2024
Previous account balance			3689.34
Less payments (20/02/2024)			3689.34-
(a)	Thank you		0.00
Latest account - see overleaf			1271.22
<b>Current amount due (b)</b>	<b>Payable by 02/04/2024</b>		<b>1271.22</b>
Total (a) + (b) above	Total (a) + (b)		1271.22
<b>Total liability</b>			<b>1271.22</b>

Make sure your address and ERF no. is correct here

Previous month payment should always reflect on new bill

You must pay by this date

This is your total outstanding amount

**Please note:**

- Payment options:
  - (a) Debit orders: Call 0860 103 089 or visit a Customer Service Centre. (b) Internet payments: Visit www.Easypay.co.za or scan the QR code.
  - (c) Electronic payments (EFT): Select the City of Cape Town as a bank-listed beneficiary on your bank's website. Use only your nine-digit municipal account number as reference.
  - (d) Direct deposit of Nedbank: Please present your account number 232394261 to the bank teller. (e) Cash, debit card, credit card and other: Please present your account to the cashier.
- Where the City incur bank costs on any mode of payment, the City will recover such cost on the portion of the amount above R7000.00 per transaction per account number. The City absorbs such costs in respect of a single payment of R7000.00 and below.
- Interest will be charged on all amounts still outstanding after the due date.
- You may not withhold payment, even if you have submitted a query to the City concerning this account.
- Failure to pay could result in:
  - (a) The City recovering debts overdue on the purchasing of pre-paid electricity, (b) your water and/or electricity supply being disconnected/restricted. Immediate reconnection of the supply after payment cannot be guaranteed. A disconnection fee will be charged and your deposit amount might be increased.
- Pay and renew your motor vehicle licence online: <https://eservices.capetown.gov.za/9j/portal>

**Pay points: City of Cape Town cash offices or the vendors below:**

BLUE DOWNS 3 PROP DEVELOPMENT RF PTY LTD

Account number: [ ]  
Total due if not paid in cash: 1271.22  
Amount due if paid in cash: 1271.20  
Rounded down amount carried forward to next invoice: 0.02

>>>> 915552323942618

Account details as at 05/03/2024		Account number	232394261
<b>PROPERTY RATING</b> (Period 02/02/2024 to 01/03/2024) 29 Days	Vacant land # From 02/02/2024 : R 0.00 @ 0.0125460 + 366 x 29		0.00
<b>WATER</b> (Period 31/01/2024 to 28/02/2024 - 29 Days) (Actual reading)	Meter no: C-WKC1359 / Consumption 9.000 kl / Daily average 0.310 kl Consumption charge (domestic) & (1) 5.7050 kl @ R 18.3400 (2) 3.2950 kl @ R 25.2000 & Fixed Basic Charge ( 20mm - C-WKC1359 ) R 126.91 x 1 - Monthly charge & Disconnection Charge & Reconnection Charge (Water)		1094.39
<b>REFUSE</b> ( Period 02/02/2024 to 01/03/2024 ) 29 Days	& Refuse charge ( 1 X 240BIN X 1 Removals ) - Monthly charge		157.30
<b>SEWERAGE</b> ( Period 31/01/2024 to 28/02/2024 - 29 Days ) (Actual reading)	Disposal charge & (1) 3.9930 kl @ R 16.1200 (2) 2.3070 kl @ R 22.1500 - Based on water consumption		115.47
<b>SUNDRIES</b>	Automatic Offsetting		301.03-
<b>Add 15% VAT on amounts marked with &amp; above</b>			205.09
<b>0% VAT on amounts marked with # above</b>			
<b>Current account: Total due</b>			<b>1271.22</b>
<b>Meter details</b>	<b>Previous reading</b>	<b>New reading</b>	<b>Units used</b>
WATER C-WKC1359 001	139.000kl (Actual)	148.000kl (Actual)	9.000kl

Make sure this date is correct

- Monthly charge

- Monthly charge

- Based on water consumption

This code must correspond with the one on the meter in your property

This must always be "Actual" - if it says "Estimate", you must log a query with CoCT

# Defect Liability

When inspecting your property, patent defects are the responsibility of the builder and are covered by warranties.

Latent defects, however, are hidden issues like structural weaknesses or faulty wiring that may not be immediately noticeable but can emerge over time. Remember, you're covered by the NHBRC for both Patent and Latent Defects.

## Warranty Periods

90 days

365 days

5 years

### Patent Defects

Issues may arise with the unit while it's being used, which is normal. After 90 days from moving in, the warranty for these issues ends.

### Roof Leakage

Latent Defects

### Structural Damage

Latent Defects

Structural Damage refers to any harm to the main parts of the house that an engineer determines as important. This coverage lasts for 5 years after the property is handed over.

## How to Report a Defect or Warranty Claim?

If you discover any issues with your new home, contact [warranty@citra.build](mailto:warranty@citra.build). Here's what to expect:

- Response within 2 business days.
- Patent Defects addressed within 3 months.
- Urgent issues prioritized for immediate attention.
- Sign relevant documents for issue resolution.
- Contact [customercare@citra.build](mailto:customercare@citra.build) if concerns persist. You can also call us at 021 205 11 41. We're here to ensure your satisfaction with your new home.

You will be responsible for the day to day maintenance (wear and tear) of your home including roof, gutters, plumbing, drains, light bulbs etc.

Building Area	Paint Specification	Maintenance Action	Period
Interior Walls	SABS certified - Interior paint system	Inspection of Wall	Annually
		Painting of Wall	As required < 10 years
Exterior Walls	SABS certified - Exterior paint system	Inspection of Wall	Annually
		Painting of Wall	As required < 10 years

Paint specifications, codes and supplier information are available upon request.

## Patent Defects

The Patent Defects time starts when you officially get the keys to your house, according to the contract you signed. This period lasts for 90 days. During this time, if you notice any problems with your house that are the builder's fault (not something you caused), the builder has to fix them. These problems are called "patent defects.":

### Electrical Defects

- Plug points not working (No power);
- Lights not working;
- Geysers electrical faults;
- Solar panel faults.

### Plumbing Defects

- The plaster finish around plumbing penetrations is not neat;
- Toilets system malfunctioning;
- Any leakages not caused by normal wear and tear;
- Drain malfunction;
- Geysers leakage occurs within 90 days.

### Windows & Doors

- The door is not properly painted;
- The door does not lock easily;
- The window does not open/closes freely;
- Doors not closing or locking properly;
- Windows not opening or closing properly.

### Leaking Roof & Gutter

- Roof leaking;
- Gutters leaking.

# Your First Few Months

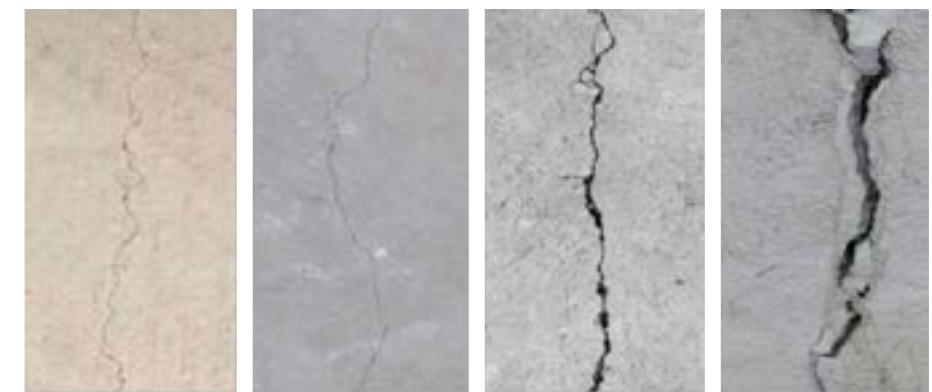
The nature of all building materials need to be accounted for when settling into your new home.

Here are some tips to help your home settle in with you.

## Drying Out & Settlement

Clay bricks and cement products have high strength properties, but as the manufacturing process uses water they can also take some time to dry out completely.

During the drying process you can expect cracks to appear. These are referred to as shrinkage cracks and are a result of the loss of excess moisture from the building materials (see table in next page).



**Hairline**

Minor surface level cracks caused by a variety of reasons.

**Shrinkage**

Minor surface level cracks caused from concrete.

**Settlement**

Medium cracks caused when the ground below concrete settles.

**Structural**

Large more serious concrete cracks.

## Cracking

Description of damage in terms of ease of repair and typical effects - Minor damage - Categories 0 to 2	Approximate maximum crack width in walls	Category of expected damage
Hairline cracks less than 0.25 mm wide, classes as negligible	< 0.25	0 Negligible
Fine internal cracks which can easily be treated during normal decoration. Cracks rarely visible in external masonry	< 1 (isolated; localised)	1 Very slight
Internal cracks that are easily filled. Redecoration probably required. Recurrent cracks can be masked by suitable linings. Cracks not necessarily visible externally. Doors and windows might stick slightly	< 5	2 Slight



## Condensation

Condensation happens when there's a difference in temperature between surfaces. During the curing and drying process of your home, you might see condensation on walls and windows because of moisture from materials and daily activities like cooking and showering.

To help reduce condensation, it's important to keep your home well-ventilated. This helps get rid of extra moisture and speeds up drying. Condensation should go down once everything dries out, but during winter when heaters are on and rooms are closed up tight, you might still see some condensation, which could lead to mold.

Here are some easy steps to reduce condensation:

- Open your kitchen windows when cooking to let steam out.
- Avoid using portable gas heaters because they add moisture to the air.
- If you can, dry your clothes outside or use a vented tumble dryer.
- Keep some ventilation going in your home, like opening windows a bit at the top.
- Make sure to let steam out by opening windows, especially in closed rooms where steam builds up, which could cause mold, especially in coastal areas.

## Efflorescence (De-calcification)

Another consequence of the drying out of bricks is efflorescence. Efflorescence is described as a white "chalk like" deposits on the walls, that occur internally and externally. This is caused by natural salts in the construction material that are displaced due to moisture during construction and it may result in an unpleasant appearance of chalk deposits on the walls.

Efflorescence can be washed away with a wire brush, soap and water. This will unfortunately persist for some time, but will decrease over time until it disappears altogether.

# Warranties & Manuals

## Rates & Taxes

As the new homeowners you are covered by the Housing Consumer Protections Measures Act of 1998 (Act No. 95 of 1998).

This entitles you contractually to the 90 days, 1 year and 5 year defects periods as described previously in this document.

## Electrical Items Warranty

Your electrical items are purchased from a reputable supplier. All electrics are installed by competent and qualified employees. This ensures that should there be any faults in the electrics, the manufacturer will gladly investigate the issue, repair or replace the electrics. The findings from the investigation by the supplier will direct the proceedings as to what course of actions will take place.

Additional information is available in the manuals for these items which can be found in this pack.

## NHBRC Warranty

The Housing Consumer Protection Measures Act of 1998 (Act No. 95 of 1998) requires the NHBRC to establish a fund for the purpose of providing assistance to homeowners when a home builder fails to rectify major structural defects or a roof leak attributable to workmanship, design or materials which manifested within 5 years or 12 months from the date of occupation. Your new home is covered by the NHBRC warranty scheme for the following:

- 1 year roof leak warranty
- 5 year structural defect warranty

## Ironmongery Items Warranty

For items such as ironmongery (door handles and locks), stove, geyser, solar panels, taps, basins, shower roses and sinks, the warranty commences on the date the items are purchased from the supplier. This means that a portion of the warranty period has lapsed by the time you move into your new home, depending on when the contractor purchased these items from the relevant suppliers.

You are strongly advised to carefully read the maintenance instructions for these items which can be found in this Home Guide.

# Safety & Access

CentralBlue lifestyle offers great security features to ensure that your family and belongings are protected. Please familiarise yourself with the below information, as it will be part of your daily activities at CentralBlue.

## Security Systems & Functions

The security systems at CentralBlue exclusively monitor the perimeters, ensuring comprehensive surveillance while respecting privacy boundaries.

- CCTV cameras on the perimeter of Emerald Village
- CCTV cameras/booms gates on Thomas Tucker and Endurance Road
- Panic button system





## CCTV cameras at boom gates

There are boom gates with a Licence Plate Recognition system at the two main access routes to the development (Thomas Tucker & Endurance Road). A camera recognises the driver's vehicle through their licence plate number and once verified, the boom gate will open for access to the development. For exiting, the same procedure applies.

\*Please note that the booms are temporarily in place to manage traffic/access while the site is under construction and the council will require the removal of these at some point in the future. The licence plate recognition cameras can however remain as a security measure.

## Perimeter CCTV

State-of-the-art cameras have been installed on the perimeter of the development. They are monitored at the security centre at the main entrance to the estate.

The cameras are fitted with sensors which send an alarm to the monitoring centre when movement is detected along the back fence. They do not record when there is no movement.

## How do they work?

- 1 An alarm will be triggered and notify the security of the threat on screen.
- 2 The security will immediately be able to see the threat and assess the course of action.
- 3 The security guard will mobilise on a vehicle that suits the situation (quad bike/security car).
- 4 If the situation or threat level is above the capability of the on-site guard they have access to armed response via a panic button that will alert armed response personnel to provide backup.

## Panic Button

As an additional safety measure we have provided a remote panic button system, linking to the on-site security centre. Panic buttons can be ordered from the HOA at a once-off cost of R200, to be paid to the HOA together with your monthly HOA levy.

## How does it work?

- 1 The panic button is coded to your address.
- 2 Press the button in case of emergency.
- 3 Security will avail themselves to assess and assist the situation.

\*Important! Security guards are required to be at their posts at all times and are only available to assist in emergencies and not in any domestic matters. Requests for assistance in domestic matters will be ignored by security. Residents abusing the panic button system will be removed from the system.



## Residents Access

In order to add you and your vehicle to the security system, the following information will be required:

- Full Name & Surname
- ID Number
- Address
- Cell Phone Number
- Vehicle Year Model
- Vehicle Make
- Licence Plate Number

### Important!

- Ensure that the information supplied is correct;
- Keep security updated on any changes;
- This information is protected in line with the legislative requirements around protection of personal information;
- Only the security manager will have access to this information;
- Approach the gate slowly at 30 km/h;
- Do not attempt to tailgate with the person in front of you, this may result in damage to the equipment and the vehicle.

Department	Contact numbers
DND Security (On Site Security)	072 220 3085
Ambulance Services	10177
ER 24 Emergency Medical Care/ Private Ambulance	084 124
Netcare Emergency Medical Care/ Private Ambulance	082 911
Private Hospital Netcare Kuilsriver	021 900 6000
Melomed Mitchells Plain Private Hospital	021 392 3126
Public Hospital Eerste River	021 902 8000
Bluedowns Clinic	021 444 8313
Police Services Police – Flying Squad	10111
Mitchells Plain Police Department	021 370 1600/021 370 1730
Crime Stop	086 010 0111
Fire Department Services Mitchells Plain Fire Brigade	021 444 3090
City of Cape town Electricity (24 hours)	086 010 3089
Water (24 Hours)	086 010 3089
Animal Welfare	021 534 6426

# Contact Numbers

## Emergency

Documents Name	Y/N
Approved building plans	
Occupation certificate	
NHBRC unit enrolment certificate	
Engineers structural and certificate of compliance	
Energy efficiency certificate	
Glazing certificate	
Electrical certificate of compliance	
Plumbing certificate	
Prepaid meter manual	
Stove manual & warranty	
Solar panel manual & warranty	
House keys	
Prepaid meter card	
CentralBlue Homeowners Association Rules	

# Documents Checklist

ERF No \_\_\_\_\_

# Occupation Checklist

Department	Status
All doors are lockable	
Cold water available and pressure is consistent	
Hot water available and pressure is consistent	
Electricity meter installed and is in working order	
All plugs and lights work	
All drainage is working	
Windows open and close	
Cleanliness	

Received by \_\_\_\_\_

At \_\_\_\_\_

On \_\_\_\_\_

Owner's signature \_\_\_\_\_

Issued by \_\_\_\_\_

Issuer's signature \_\_\_\_\_

Date \_\_\_\_\_

# Maintenance Checklists

Regular maintenance of your house will keep it in good condition and avoid unnecessary issues and expenditures.

To make things as simple as possible we have created this schedule to help you stay on top of your home maintenance.

## Basic Maintenance

Action	Frequency	Tips
Clear drains of foreign materials.	Every 3 months	Use a strong cleaner fluid (such as Jeyes Fluid) to clear waste gulleys and traps.
Clean gutters and downpipes of leaves and debris to prevent blockages.	Every 6 months	Use a blower to remove leaves and test flow of gutter system with hose pipe.
Attend to broken glass, rusted frames and perished putty.	As required	
Spray silicon on hinges of windows and doors to ensure that they open smoothly.	6 months	Silicon spray is available at any hardware store. Please ensure that cleaning of the hinges is done before spraying the hinges.
Check that doors are in good condition: locking mechanism is in working order.	As required	
Interior Walls to be inspected for cracks and any damp areas.	As required	Refer to <a href="#">page 10</a> .
Touch up chipped and peeling paint to avoid expansion.	As required	Paint on walls protects walls from weather conditions.

Action	Frequency	Tips
Call in pest control to remove vermin.	Annually / As required	Prevent breeding of vermin by not keeping piles of old newspapers and unsorted foodstuffs lying around for extended times.
Replace faulty light globes.	As required	
Check and repair any water leaks.	Every month	If your meter is moving and all taps are closed this usually an indication that there is a leak in your plumbing system.
Check for leaking sanitary fixtures, washing machine and dishwasher.	Every Month	
Check toilet plumbing and ensure that the toilet is not continuously running.	Every Month	Always ensure that your toilet is fixed properly to the floor to prevent movement.
Ensure that grout at splash-backs in the toilet and kitchen are regularly cleaned to prevent mould from growing behind and on the tiles.	Every 3 Months	Visual inspections should give you an indication if grouting will need to be maintained.
Check electrical distribution board for rust indicating water penetration through walls. Periodically test earth leakage in distribution board to ensure it works and is functional.	Every month	Inside your electrical distribution board (inside your house), there is a button that manually trips your earth leakage when pressing it. If the earth leakage breaker trips when pressing the button, that means that the earth leakage is working. Thereafter, the flip the earth leakage breaker up (to on position) this should restore the electricity inside your home. If the earth leakage is not staying on, there might be an issue with your earth leakage and you should call your electrician before using the electricity in your home. Please note that faulty earth leakages can lead to electrical fires.
Ceiling spaces to be inspected for moisture and dampness.	During & After Winter Months	You may see a damp spot on the ceiling at the area where there is suspected moisture inside your roof cavity and possible water penetration from the roof.
Inspect roof sheeting for damages or leaks.	Annually	Make sure roof is clean of all debris.
Check all caulking, window and door seals and expansion joints.	Annually	Peeling seals will indicate that you should replace them. Please consult a professional at any painting hardware outlet for advice.
Ensure that storm water run-off from rainwater pipes is flowing away from your home. Also ensure that there are no pooling of water is evident.	Every 6 Months	Make sure that storm water run-off flows away from your home. After rains, areas of pooling can be identified. Your apron paving should be rectified if any storm water run-off is flowing toward the house and/or pooling occurs.



# CENTRALBLUE

HANDOVER PACK  
March 2024

Developed by

