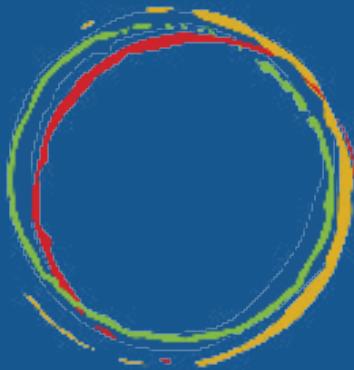


# WELCOME HOME



CENTRAL BLUE

HANDOVER PACK

All you need to know  
about your new home



Welcome to your new home! We would like to extend a very warm welcome from us here at CentralBlue, the heart of the neighbourhood.

For your convenience we have compiled this reference guide of important information about your new home and the neighbourhood in which you are a part of.

This pack is available for you to download electronically in 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

The transfer attorneys will send a notification of change in ownership to CoCT, on receipt of which your Rates account will be activated. Should you not receive your Rates & Taxes bill within a month after registration, please visit your nearest CoCT walk in center.

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

## Homeowners Association

Monthly levies are paid to the Homeowners' Association (HOA) and are 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.

## Sewage & Refuse Removal

On transfer of the property, you should apply to the Kuilsriver Municipality for a CoCT wheelie bin, which will be billed to your monthly Rates bill from the CoCT.

This will ensure that your domestic rubbish is collected. It is not the developer's responsibility to apply for wheelie bins for owners.

Note: Refuse is collected on a Friday.

## Eskom Prepaid Electricity

On occupation of the property you will be issued with a prepaid meter card. You can purchase top-up electricity at all Eskom top-up stations. Please show your meter number/card at the vendor where you purchase electricity. More options to buy prepaid electricity are available on the Internet, via your mobile and from certain bank ATMs.

For more information visit [prepaid24.co.za](http://prepaid24.co.za) or [theprepaidcompany.co.za](http://theprepaidcompany.co.za).

## Water

Water usage will be your responsibility. This will be billed on your monthly Rates bill from CoCT.

## Insurance

As a new homeowner it is your responsibility to obtain your own Homeowners Cover (Homeowners insurance). All financial institutions offer this service with their approval of your home loan.

Please refer to your final Grant Quote or contact the home loan department of the bank where you received finance from for further details.

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

Your  
New  
Home

# Defect Liability

All owners of our homes are covered by the NHBRC Patent Defects and Latent Defects

## Warranty Periods

**90 days**

**365 days**

**5 years**



### Patent Defects

Patent defects might appear during the use of the unit. This is to be expected.

After 90 days from the occupation date, the warranty for the patent defects expires.

### Roof Leakage

Latent Defects

### Structural Damage

Latent Defects

Structural Damage includes any damage that occurs to the structural elements of the home that, after investigation by a qualified engineer are deemed critical. This period will run for 5 years from handover of the property.

## How to Report a Defect or Warranty Claim?

CITRA aims at delivering high quality homes to all clients. If you find any issue with your new home, you are welcome to reach out to [warranty@citra.co.za](mailto:warranty@citra.co.za). Optionally, you can request a form to submit your feedback or list of defects. CITRA is grateful for any feedback!

Please note the following general information regarding the defect and warranty process:

- The average response time is 2 business days.
- In order to reduce the disturbance caused by maintenance work on the homes, the contractors are instructed to fix all Patent Defects (first three months) at once towards the end of the Patent Defects period.
- Urgent issues such as burst pipes, roof leakages, electrical faults or other items that might endanger your health and safety will obviously be attended to as soon as possible.
- When reported items have been resolved by the contractor, you will be required to sign the relevant documents in order to close out the items. Refusal to sign such documents will result in the items being closed on the contractor side.

Should the contractors not attend to your items with due care, or should you not get a response from [warranty@citra.co.za](mailto:warranty@citra.co.za) within 7 days, you are welcome to reach out to [customercare@citra.co.za](mailto:customercare@citra.co.za). Alternatively, you are welcome to call the CITRA office on 021 205 11 41.

# Patent Defects

The patent period for your home will commence on the day of the handover, as stipulated in your Agreement of Sale and end after 90 calendar days. During the defects liability period the contractor will attend to any substandard work or identified defects that were not caused by the occupants of the home. The following items can be identified as patent defects:

## Electrical Defects

- Skew plugs covers;
- Plug points not working (No power);
- Lights not working;
- Geyser electrical faults;
- Solar panel faults.

## Plumbing Defects

- Plaster finish around plumbing penetrations not neat;
- Toilets not flushing;
- Any leakages not caused by normal wear and tear;
- Drain malfunction;
- Geyser leakage, occurring within the 90 day period.

## Windows & Doors

- Door not properly painted;
- Door does not locks easily;
- Window does not opens/closes freely;
- Doors not closing or locking properly;
- Windows not opening or closing properly.

## Leaking Roof & Gutter

- Roof leaking;
- Gutters leaking.

## Wet Works

- Plaster & cracks;
- Paint.

\*Any structural damage such as cracks wider than 0.3mm will need to be assessed by a certified engineer.

# Owner's Responsibility

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

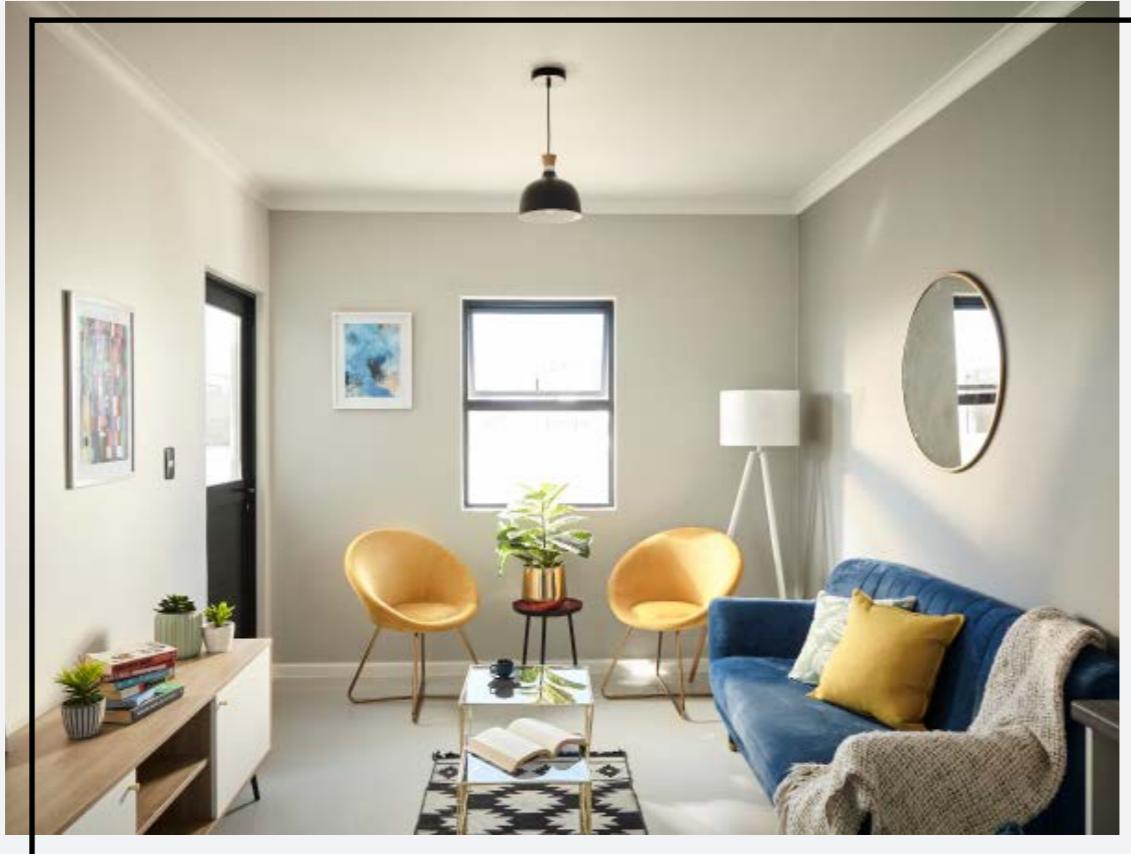
Building Area	Paint Specification	Maintenance Action	Period (years)
Interior Walls	SABS certified Interior paint system	Inspection of Wall	As required < 5 years
		Painting of Wall	As required < 15 years
Exterior Walls	SABS certified Exterior paint system	Inspection of Wall	As required < 5 years
		Painting of Wall	As required < 15 years

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

# Your First Few Months

The nature of certain 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

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 below).

### Some Tips!

- Ventilate your home by leaving windows open, for as long as you can each day. As the building dries out, the evaporated moisture needs to be ventilated away.
- Leave internal doors and built-in cupboards doors open a few inches, to encourage air circulation during the drying-out period.

## Cracking

Issue	Crack Size (mm)	Solution
Exterior & Interior Wall	< 0.1	Bridge with 2 coats of paint *It can be done DIY
	0.1 < 0.3	Crack Control Joint, grinding with PU and Paint *Consult painting professional – not to be done DIY
	> 0.3	Engineer Assessment

A Crack Width Ruler can be purchased at most hardware and paint supply stores.

## 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.



## Condensation

Condensation is a natural phenomenon that occurs due to the variations in temperature between two materials. During the curing and drying process of your home it is common to experience high condensation, which will be visible on the walls and windows.

This is caused by moisture release from the construction materials, but also from daily use, i.e. cooking, showering and even breathing and sweating.

It is advisable to keep your house well ventilated as much as possible, to assist in removing the excess moisture and to accelerate the drying process.

Once the material has dried the level of condensation should significantly be reduced. It is to be expected that there will be some condensation during the winter months, when heaters are in use, with doors & windows completely closed. A closed room in which steam and damp is trapped can develop mould.

Measures to reduce condensation and prevent additional condensation:

- **Ventilate moisture away:** Try to keep windows open as much as possible during the day.
  - Stop moisture spreading: Open bathroom windows after showering and close the door; to prevent moisture from one room going to another.
  - Wipe excess condensation off any timber elements: The timber has been treated, but excessive moisture eventually damage these surfaces and lead to rotting.
- **Wet Clothes:** Dry clothes outdoors if you can. If you have a tumble dryer, add a flexible duct to ventilate the moist air to the outside (unless you have a self condensing type).

# Warranties & Manuals

## Guarantees & Warranties

As the new homeowners you are covered by the Housing Consumer Protection 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.

## Ironmongery Items Warranty

Please note that warranties for items such as door handles and locks commence 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 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

## Sanitary Items Warranty

Please note that warranties for items such as taps, basins, shower roses, sinks etc., commence 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 pack.

## Stove, Geyser, Solar Panels

Please note that warranties for electrical items mainly the stove, geyser and solar panels commence 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 pack.

## 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.



# 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 in function at CentralBlue are:

- CCTV cameras on the perimeter of Ochre Place and Emerald Place
- 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 called ANPR 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.

### Mimic Panic Button Systems

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 do they work?

- 1 The panic button is set specifically 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 15-25km/h;
- Do not attempt to tailgate with the person in front of you, this may result in damage to the equipment and the vehicle.

For additional security, the gate on Thomas Tucker will remain closed between 6 pm and 6 am. All residents must use the Endurance Road entrance during these times.

## Visitors Access

The following protocol should be observed to ensure ease of access for visitors:

- Notify the security of your visitor by sending a WhatsApp message to 084 332 5016 with the following information:
  - Unit number;
  - Full Name & Surname of visitor;
  - Vehicle details if possible (make and licence number);
  - Estimated time of arrival.
- Security will send you an entrance code. You will then send this to your visitor(s).
- All visitors must report to the security office located on Endurance road and supply the officer with their code, after which they will be allowed access.

**Important!** Security guards will not be at liberty to open for visitors that are not authorised by prior arrangement. Should the resident not be available to confirm the visitor, the visitor will be asked to leave the premises.

### E-Hailing/Non-registered Vehicle Transporting Residents/Deliveries

This protocol must be used where a resident is using an E-hailing service (Uber®, Bolt®, in Driver®, etc.), when obtaining a lift from an unrecognised vehicle or receiving deliveries from Checkers®, OneDayOnly®, etc.

Notify security of your the delivery/lift/etc. provider by sending a WhatsApp message 084 332 5016 with the following information:

- Details of delivery or lift provider i.e. Uber, Checkers, child's lift from school;
- Unit number;
- Details of person and/or vehicle (make and licence number) where possible;
- Estimated time of arrival.

**Important!** Any deliveries or lift services that have not been verified will not be permitted entry.

### Pedestrians

All pedestrians that wish to enter the development will be required to sign in at security. This is a safety measure to curb vagrants loitering around and ensure that access to the development is controlled.

As per HOA rules, you are responsible for the actions of your visitors and must ensure that private contractors and domestic employees also adhere to the security protocols and regulations.

You are requested not to interfere with or attempt to alter security infrastructure in any way. Any resident caught tampering with security infrastructure will be fined.

# Occupation Checklist

Documents Name	Y/N
Approved building plans	
NHBC 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	
Occupation certificate	
House keys	
Prepaid meter card	
CentralBlue Homeowners Association Rules	

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 \_\_\_\_\_

## Documents Checklist

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

# 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 11</a> .
Touch up chipped and peeling paint to avoid expansion.	As required	Paint on walls protects walls from weather conditions.

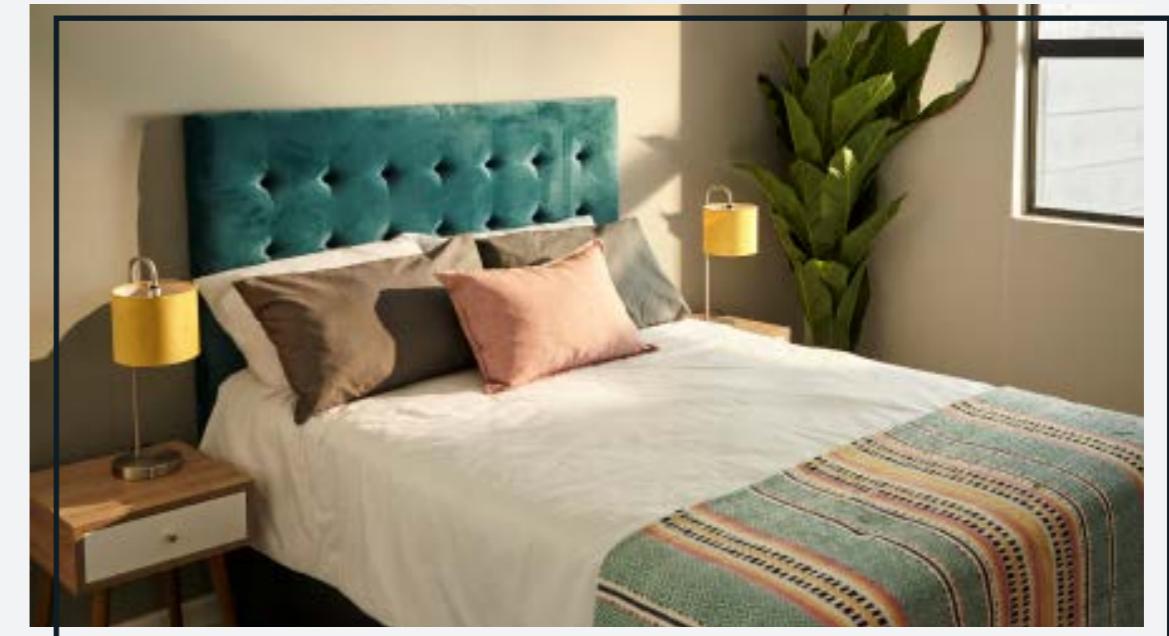
Action	Frequency	Tips
Call in pest control to remove vermin.	Annually / As required	Prevent breeding of vermin by not keeping piles of old newspapers and unsorted food-stuffs lying around for extended times.
Replace faulty light globes.	As required	
Check and repair any water leaks.	Every month	If your 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, 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.

## Summer Maintenance

Action	Frequency	Tips
Trim trees and shrubs.	2 months	
Deep clean your home.	After season	
Check for cracks in tiles.	Monthly	
Check your windows and doors for leaks.	Start of season	
Check your exterior walls for cracks and for paint that is peeling off the wall.	Start of season	Leaving major cracks to be exposed to the heat and sun will result in the expansion and contraction which will result in the wall to crack on the surface. This damage can be costly to repair if left for too long.
Clean your driveway and sidewalk apron.		
Prevent bug breeding grounds.	As required	Pest control

## Winter Maintenance

Action	Frequency	Tips
Clean debris from roofs where leaves can collect and hold in moisture.	Start of season	
Clean your gutters and down pipes.	Start of season	
Check your windows and doors for leaks.	Start of season	
Inspect roof and do flood test to identify any leaks.	Start of season	This can be done with a hose pipe.
Ensure that storm water run-off from gutters is flowing away from your home. Also ensure that there are no instances of pooling.	Start of season	
Clean your driveway and side walk apron.		
Prevent bug breeding grounds.	As required	Pest control



# Construction Documentation

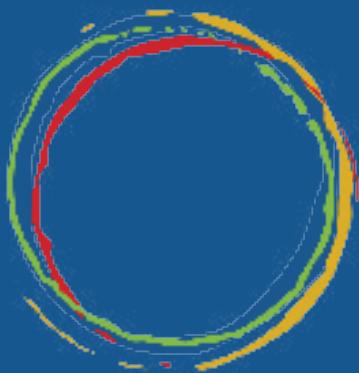
To give all our clients satisfaction, peace of mind and surety of the quality of the homes that they are receiving

- Occupation Certificate
- Approved Building Plans
- NHBRC Enrolment Certificate
- Architectural Design Form 4 Certificate
- Structural Form 4 Certificate
- Energy Efficiency Certificate
- Plumbing Certificate of Compliance
- Roofing Certificate of Compliance
- Electrical Certificate of Compliance
- Glazing Certificate

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



CENTRAL BLUE

HANOVER PACK  
June 2022

Developed by

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