WATERFORD COUNTRY ESTATE

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**CONDUCT RULES FOR THE CONTROL AND MANAGEMENT**

**OF THE BUILDINGS KNOWN AS**

**WATERFORD COUNTRY ESTATE**

**52 Glen Grey Drive, Waterfall**

**of portion of 72 (of 17) Waterfall 978**

situated in the Outer West Operational Entity, Ethekwini Municipality,

Administrative District of Kwazulu-Natal

ON WHICH THE BUILDING IS SITUATED

**CONDUCT RULES**

(Section 35(2) (b) of the Sectional Titles Act, 95, 1986)

1. **INTRODUCTION**

The prime objective of the conduct rules is to promote and maintain harmonious living conditions for residents of the complex. The rules are binding on all members of the body corporate and they must ensure that any tenants, household guests, visitors etc. are acquainted, understand and comply fully with the rules. The line of recourse in the event of default is against the owner of the section and in some instances legal recourse or action against the occupier or tenant of the owner’s unit.

Common property includes all the land on which the buildings are situated together with those parts of the building which are not included in a section (unit) eg courtyards.

Exclusive use area is a portion of the common property, reserved for the exclusive use of a particular owner, which is allocated to the owner, secured either by way of registration in the Deeds Office or a 99 year lease as the case may be. Such an area is usually contained within a fenced portion of a section.

1. **PRELIMINARY**
2. The Rules contained in this Schedule shall not be added to, amended or repealed except by special resolution of the members of the Body Corporate in accordance with Section 35(2)(b) of the Act, and subject to the provisions of Section 35(3) and (5) of the Act.

## The Rules contained in this Schedule shall be available to owners from the Trustees and the Trustees may recover the costs of producing such copies from the owner requesting them.

1. **INTERPRETATION**
2. In the interpretation of these rules, unless the context otherwise indicates –
3. "Act" means the Sectional Titles Act, (Act No. 95 of 1986) as amended from time to time and any regulations made and in force thereunder;
4. "auditor" means an auditor qualified to act as such under the Public Accountants' and Auditors' Act 1951 (Act No. 51 of 1951).
5. “registered mortgagee" means any mortgagee of whom the body corporate has been notified in writing as contemplated in Section 44(1) (f) of the Act.
6. "trustee" includes an alternate trustee.
7. words and expressions to which a meaning has been assigned in the Act, shall bear the meanings so assigned to them.
8. words importing:
9. singular number only shall include the plural, and the converse shall also apply.
10. masculine gender shall include the feminine and neuter genders and the neuter genders shall include the masculine and feminine genders.
11. headings to the respective rules are provided for convenience of reference only, and are not to be taken into account in the interpretation of the Rules.
12. "residential section" means a section used mainly or exclusively for residential purposes.
13. **APPLICABILITY**
14. The Rules contained in this schedule shall be applicable to all owners, occupiers and any other persons present on the premises at the invitation or direction of such owners or occupiers.
15. It shall be the duty of all owners and/or occupiers to ensure that all persons present at their invitation or direction comply with the provisions of these rules.
16. **ALTERATIONS AND ADDITIONS**

All external improvements, alterations, additions etc. require the prior written approval of the trustees who may impose whatever conditions are deemed to be reasonable and necessary to protect the body corporate. If required in terms of the Sectional Titles Act, these changes may require support by way of a special resolution (75% approval) of the body corporate. It does not follow that the approval in one instance will necessarily create precedence for similar moves by a member in the future. Each application will be assessed entirely on its merits at the time and in the light of the impact on the development.

A standard application form for alterations and additions must be completed by the applicant and submitted with the necessary Municipal plan to the trustees for approval. Application forms are available from the trustees. Initially the trustees will assess the application in the light of information supplied and thereafter place their recommendation to the body corporate if it is required to be supported by way of resolution. Owners should therefore carefully consider conditions suggested by the trustees when the resolution is circulated amongst members.

Please note that the Sectional Titles Act clearly stipulates that approval may not be withheld unreasonably.

1. **EXCLUSIVE USE AREAS**

Owners are responsible for the upkeep of the entire exclusive use area to a standard acceptable to the trustees. The Body Corporate may elect to appoint garden contractors to service each unit. This includes the maintenance of garden areas to acceptable standards and fencing erected subject to the prior approval of the trustees. The trustees reserve their right on seven days notice to carry out the work on behalf of the owner and at the owners’ cost should no co-operation be forthcoming. The cost will be debited to the respective owner/s levy account and become payable immediately.

1. Fencing must comply with laid down standards, which include weld mesh type on wooden poles, which may not be placed more than 2.5m apart. The maximum fence height is 1.2 metres. Gates must be constructed from material that is common to all units. Fence poles must be treated regularly with creosote. Shrubs (excluding climbing plants) may be planted along the electric fence, and provided that they are planted 1m in from the fence. The electric fence to be kept clear of plants by resident.

As there is a Registered Servitude on the roadways of 1.5 metre in area, **NO** fences are permitted to be erected in this area.

1. Trellis screens are permitted providing they are black, white, green or natural in colour.
2. Satellite Dishes and TV Aerials must be installed by an accredited contractor. Dishes must be positioned with care and due regard to neighbours and the Estate’s aesthetic policies, which includes the painting of the dish and brackets in accordance with the prescribed village colour ie black and white.
3. Gas stoves may be installed provided that the gas cylinder is concealed within the courtyard, scullery or kitchen cupboard. All installations must comply with national safety requirements.
4. Swimming pools and Jacuzzis may be installed provided that the relevant Municipal plans, Engineer’s report etc have been approved by the Trustees in writing, and that the installation is done by a recognised contractor. All installations must comply with national safety requirements. All waste water must be disposed of, on site through an engineer designed system of septic tanks, French drains and soak pits as required.
5. PVC blinds may be installed on patios provided they are uniform and are either dark green, or beige in colour and written consent is obtained from the Trustees.
6. Geyser solar heating may be installed provided the equipment is SABS approved and it is installed by an approved installer/contractor. Written approval/consent from the Trustees is required.
7. Plastic water tanks may be installed provided they are green in colour and erected so they are not aesthetically displeasing. Written approval/consent from the Trustees is required.
8. **COMMON AREAS**

No alterations may be made to the common property without the prior written consent of the trustees. This area includes the outside skin of the unit.

The following applies to common areas:-

1. Security gates, burglar guards and insect screens must comply with the complex standards and may only be installed once the trustees’ prior approval is obtained.
2. The trustees must approve all new external improvements, alterations etc. as set out in item 5 above.
3. No signs, notices, advertisements may be placed on common property without the consent of the trustees (inclusive of security company signs). Owners shall not permit estate agency signs to be placed on common property.
4. An owner or occupier of a section shall not deposit, throw, or permit or allow to be deposited or thrown on the common property, any rubbish, including dirt, cigarette butts, food scraps or any other litter whatsoever.
5. Children may not play on the main gate as this could result in damage and affect security.
6. No ball games are permissible on the common property.
7. Children are not permitted to play or ride motorised vehicles~~/~~, bicycles, skateboards and roller skates/blades on the roads unless supervised by an adult and these items shall not be left on any portion of the common property.
8. Residents are not permitted to braai or entertain on the roads.
9. No persons are permitted to tamper with the boundary fencing, entrance gate mechanisms or intercom system.
10. Children are not permitted within the swimming pool area, unless supervised by an adult who is a competent swimmer. Climbing on the swimming pool boundary wall is strictly prohibited and the Body Corporate will not be liable for claims for any injury or harm to persons or damage to property of whatsoever nature whilst using the swimming pool or clubhouse facility.

 7.11 Owners and occupiers must supervise their children and the children of visitors so as to ensure that no damage or nuisance is caused to the common property and in particular children should not create excessive noise or a nuisance or annoyance to other owners and occupiers whist at the swimming pool area.

1. **ANIMALS, REPTILES AND BIRDS**

An owner or occupier, including a tenant and a guest of a section shall not, without the consent in writing of the trustees, which approval may not be unreasonably withheld, keep any animal, reptile or bird (excluding any caged/tanked exotic animals, reptiles and fish) in a section or on the common property, which includes the exclusive use area. Each unit shall be restricted to the housing of two (2) small dogs only. No cats allowed.

When granting such approval, the trustees may prescribe any reasonable condition.

The trustees may withdraw such approval in the event of any breach of any condition prescribed in terms of sub-rule 8.1 – 8.8.

1. Pets must have a valid rabies certificate and vaccination certificate and the owners must provide proof of such.
2. Pets must be restricted to the exclusive use area, which must be fenced.
3. Pets are not permitted to roam the common property unattended; they must be on a leash. No pets are allowed within the clubhouse area.

1. Animals must be kept under control and must not become a source of annoyance to other residents or cause a nuisance or create a health hazard.
2. Pets’ owners must remove their animal litter from the common property. Litter in private gardens must be contained to prevent unpleasant odours and breeding of flies, rodents etc.
3. The pets selected to be housed must ideally be suitable for living in restricted areas ie large dogs, those renowned for barking etc. should be avoided.
4. The total number of pets being housed within the development will always be considered by the trustees when dealing with new applications. It should therefore be clearly understood that once the regarded limit is reached, no new applications will be approved.
5. Pets must be spayed or neutered when due for such service. No resident may house offspring of their pet. Such offspring shall be housed in a kennel off site.
6. **REFUSE DISPOSAL**

An owner or occupier of a section is obliged to abide by the following -

1. Refuse must be kept in an hygienic and dry condition in a refuse receptacle within the owner’s courtyard.
2. Refuse must be bagged in the Municipal refuse bags delivered and placed within the designated refuse collection area for collection by the Council or their appointed contractor.
3. The refuse must be placed in the designated bin area for collection or next to the owner’s driveway on a Tuesday morning before 07:00. The Municipality will deliver refuse bags to the Estate.
4. Garden refuse must be placed in the correct garden refuse bags and placed in the designated bin area or next to the owner’s driveway on a Tuesday morning before 07:00 for collection.
5. Any refuse, which does not qualify for collection from the designated site, must be removed immediately by the person responsible for depositing it and at their cost.
6. The Body Corporate shall from time to time give notice of any changes to collection methods as determined by the council.
7. **VEHICLES**
8. Vehicles may not be stood or parked on the common property without the consent of the trustees in writing. Caravans, boats, trailers etc. are not permitted to park either in the parking areas, common property or exclusive use areas. These must be secured within the garage, carport or parking bay of the unit.
9. The trustees may cause to be removed or towed away, at the risk and expense of the owner of the vehicle, any vehicle parked, standing or abandoned on the common property without the trustees’ consent. The trustees will not accept liability for any dispute arising from such action.
10. Owners and occupiers of sections shall ensure that their vehicles, and the vehicles of their visitors and guests, do not drip oil or brake fluid onto the common property or in any other way deface the common property.
11. No owner or occupier shall be permitted to dismantle or effect major repairs to any vehicle on any portion of the common property, an exclusive use area or in a section.
12. The maximum vehicle weight is 3 tons. Any damage caused as a result of exceeding this weight restriction is for the account of the owner concerned.
13. The speed limit throughout the complex is 20 km/ph.
14. Owners, tenants and guests may not drive their vehicles within the common property in any manner, which is unsafe or creates a nuisance.
15. Residents must ensure that visitors’ vehicles do not block access to the units or garages of other residents.
16. **DAMAGE, ALTERATIONS OR ADDITIONS TO THE COMMON PROPERTY**
17. An owner or occupier of a section shall not mark, paint, drive nails or screws or the like into, or otherwise damage, or alter, any part of the common property without first obtaining the written consent of the trustees.
18. Notwithstanding sub rule 7.1., an owner or person authorized by him, may install -
19. any locking device, safety gate, burglar bars or other safety device for the protection of his section; or
20. any screen or other device to prevent the entry of animals or insects,

provided that the trustees have first approved in writing the nature and design of the device and the manner of its installation.

1. **APPEARANCE FROM OUTSIDE**

The owner or occupier of a section used for residential purposes shall not place or do anything on any part of the common property or exclusive use area, including balconies, patios, and gardens which, at the discretion of the trustees or any other member, is aesthetically displeasing or undesirable when viewed from outside of the section.

1. No articles may be stored or left standing on any part of the common property without written consent of the trustees.
2. Articles must not be left on any of the courtyard walls, outside retaining walls or section perimeter walls and fences.
3. Garage doors must be kept closed for aesthetic and security reasons.
4. Hosepipes must be rolled up and garden equipment stored out of sight where possible.
5. Plants must screen any article or item in the garden, which is not in harmony with the surrounds eg tents, playground equipment, garden equipment, barricades etc.
6. No signs, notices, advertisements may be visible from outside a section without the consent of the trustees. Owners must obtain permission from the Trustees before Estate Agent signs are erected.
7. Owners are encouraged to plant indigenous plants and shrubs where possible and no existing trees or vegetation are permitted to be removed without the prior consent of the trustees of the Body Corporate.
8. Maintenance and replacement of globes on all external lighting (photocells and globes) are the responsibility of each owner.
9. Any repairs and maintenance, which may be necessary to the garage doors, are the responsibility of each individual owner.
10. **LAUNDRY**

The courtyard is the only external area where washing may be hung out to dry.

1. No washing or items such as carpets, shoes etc may be placed on the top of walls or fences or on patios for drying or airing.
2. Every effort must be made to ensure that laundry is not visible from outside the building or from any other sections.
3. Washing may not be dried on the common property, which includes the driveways.
4. All wash lines, windy-driers must be erected in the courtyard.
5. **STORAGE OF INFLAMMATORY MATERIAL AND OTHER DANGEROUS ACTS**

An owner or occupier shall not store any material, or do or permit or allow to be done, any other dangerous act in the building or on the common property, which will or may increase the rate of the premium payable by the body corporate on any insurance policy.

Use of fireworks at any time is entirely banned within the complex.

1. **LETTING AND SELLING OF UNITS**
2. All tenants of units and other persons granted rights of occupancy by any owner are obliged to comply with these conduct rules, notwithstanding any provision to the contrary contained in any lease or any grant of rights of occupancy. The line of recourse, however, is against the owner and if necessary, against the occupier.
3. The trustees must be notified of any change in tenancy or ownership. A copy of the lease agreement ~~to~~ shall be submitted to the Trustees for approval at least 3 (three) weeks prior to occupation by tenants.
4. Owners wishing to sell/ let their units must notify estate agents and prospective buyers/ tenants of the management and conduct rules and the need to ensure that these are made available to any prospective occupants.
5. An owner shall not allow his/her unit to be sublet. An owner must ensure that the lease agreement incorporates reference to the management and conduct rules, all of which will be binding on the tenant. It is a condition precedent to any letting and/or parting with occupation of a section that the owner thereof shall secure from any proposed tenant or person to whom occupation is to be given, as the case may be, an undertaking in favour of the body corporate that such tenant or person agrees to an shall duly observe all such regulations and conditions as are contained in these rules and to be bound to the provisions thereof. Such undertaking shall be on terms as the Trustees of the body corporate shall, from time to time, determine and require and shall be lodged in writing with the Trustees prior to such tenant or person being given occupation of a section.
6. The owner shall also be held fully liable for the actions of the tenant to the extent that the trustees will b e obliged to insist that the owner evicts his or her tenant, if the latter is in breach of any provisions of the Act, or of the rules, or if the owner fails to take the necessary steps to restrain the tenant from breaching the provisions of the Act or the rules, in such event, the owner shall be liable for all costs, on the attorney and client scale, such costs will be levied on the owner’s levy account.
7. **ERADICATION OF PESTS**

An owner shall keep his section free of white ants, borer and other wood destroying insects and to this end shall permit the trustees, and their duly authorized agents or employees, to enter upon his section from time to time for the purpose of inspecting the section and taking such action as may be reasonably necessary to eradicate any such pests. The costs of the inspection, eradicating any such pests as may be found within the section, replacement of any woodwork or other material forming part of such section, which may be damaged by any such pests, shall be borne by the owner of the section concerned.

1. **SEPTIC TANKS**

The complex operates on a septic tank system. Sewerage, bath, shower and kitchen sink waste are all discharged into three common septic tanks.

1. The owner is responsible for all maintenance costs if the owner, tenant or employees cause a malfunction to the system.
2. The following suggestions will help to alleviate potential problems:-
* Do not place newspaper, sanitary towels, disposable nappies, cigarette ends or any foreign matter into the sanitation system.
* Do not dispose of antibiotics, chemicals, petrol, oil, and carpet cleaning detergents into the septic tank system.
* Use concentrated washing powders and bio friendly cleaning agents.
* Use toilet cleaners that state that they are safe for use in septic tanks.
1. **BUSINESS**
	1. No business may be run from the complex without the written consent of the trustees.
2. **ELECTRICITY AND WATER**
3. An owner or occupier shall make his own arrangements with the local authority for the opening of an electricity account, supply of electrical current and the payment thereof.
4. The complex has its own master water meter and each individual unit has its own water meter. The unit meter is read monthly by the body corporate and the unit owner is debited for water consumed. Access to a unit’s water meter is essential to assess an owner’s/occupier’s/tenant’s water consumption, and such inspection/reading of the water meter may not be denied. The owner or occupier shall be responsible for all costs and charges for the supply of such water as may be consumed in his section in accordance with the meter readings. Each owner shall be supplied a water meter key. Should this key be lost or broken the owner shall be charged a replacement fee therefor.
5. **AIR-CONDITIONING UNITS**
6. No air-conditioners may be installed in any portion of the property that is visible to other residents or the general public unless first approved by the Trustees. Applications for permission to install any auir-0conditioner must include full details of the proposed installer.
7. An owner or occupier shall be required to keep his air-conditioning unit in a state of good repair to the satisfaction of the trustees. Should the trustees not be satisfied with the working order of a particular air-conditioning unit, the owner or occupier of such unit shall have it repaired to the satisfaction of the trustees. The repairs shall be done at the expense of the owner or occupier who shall have no claim to compensation whatsoever.
8. **SUB-DIVISION**
9. The owner of a section may not sub-divide or partition any section or any part thereof without first obtaining the prior written approval of the trustees.
10. **PAYMENT OF LEVIES**
11. Levies are due and payable in advance by the first day of each month. Any levy referred to in Management Rule 31 which is payable on a monthly basis, shall be received in the Body Corporate bank account on or before the 7th day of each month. Any late payment of any levy after the due date shall attract interest, which the Trustees shall be entitled to charge on arrear amounts at such rate as they may from time to time determine, such interest to be capitalised monthly in arrear, in addition to the interest that the trustees are allowed to claim, any late payment of any levy after the due date, defaulting owners shall be liable to pay after this date an administration fee of R75.00 (seventy five Rand) to be adjusted from time to time, by the trustees, to be payable to offset costs in recovering late payments..
12. In terms of the management rules the trustees may make the necessary arrangements to have the non- paying owner handed over to the body corporate's attorneys for the collection of unpaid amounts in arrears Interest at a rate equivalent to the prime-lending rate applied by Standard Bank of SA Ltd from time to time shall be applied to accounts in arrears. All related legal costs including costs as between attorney and client, collection commission expenses and charges incurred by the Body Corporate will be for the account of the owner.
13. **NATURE RESERVE**

The following rules are to be observed: -

1. No disturbing and touching of the wild life
2. No motorised vehicles are permitted to enter the Nature Reserve
3. No trees and vegetation to be removed from the Nature Reserve
4. No lighting of fires at any place on the Estate other than at a place designated for that purpose
5. No person shall pollute or permit the pollution of any pond, stream or common area within the Estate

**GENERAL RULES TO HELP IN THE RUNNING OF THE COMPLEX**

1. **WATER**

The water taps, installed on common property are for the use of the complex gardens and for hosing down roads only, and may not be used for private purposes.

1. **FIRE HYDRANTS**

Under no circumstances may the fire hydrants be used, tampered with, in any way other than in a fire emergency.

1. **DOMESTIC EMPLOYEES**
2. **Complex Employees**
3. Complex employees may not be given any instructions by any one other than the person designated by the trustees.
4. Complex employees may not perform private work for unit owners or tenants during normal working hours from 07:00am to 4.00 pm on Monday to Friday.
5. **Domestic Employees / Carers / Garden Services**
6. An application form must be completed in respect of a domestic employee. This form must be accompanied by a photocopy of the employee’s South African identity document as well as two passport photographs. Once the application has been processed, the domestic worker will be issued with a security tag which must be worn when entering and exiting the complex, as well as when working in the complex.

1. Domestic workers must not give unauthorized persons access to the complex.
2. Residents are responsible for their respective staff and shall ensure that they do not undertake any actions, which constitute a nuisance or annoyance to complex staff or residents.
3. An application form must be completed prior to the services of an external cleaning / garden service/ carer being utilised. Residents are responsible for the respective service provider.
4. **MAINTENANCE**
5. Any maintenance work carried out by an owner/tenant shall be for his account if such maintenance work is normally the responsibility of the body corporate.
6. The owner will not be compensated for any expense unless the trustees have granted prior permission In writing for such work to be undertaken.
7. At the request of the trustees any owner shall be obliged immediately to carry out any maintenance work, which falls within the owners’ responsibility and at the owners’ cost. In the event of non-compliance the trustees reserve the right to carry out the work on their behalf and debit the cost to their levy account.
8. The cleaning of gutters is the responsibility of each individual owner.
9. The painting of the exterior of the unit is the owner’s responsibility.
10. The painting of the boundary wall between Hanly Park and units 20, 22, 23 and 33 is the responsibility of the owners of units 20, 22, 23 and 33 who shall each be liable for ¼ of the cost of such painting and materials.
11. An application form must be completed prior to a contractor employed to carry out services at a particular section. The contractor’s staff is to wear uniforms depicting the contractor’s name and/or identity tags. Residents are responsible for the respective contractor.
12. **INSURANCE**
13. The body corporate has no responsibility for the insurance of the contents of any section (unit). This is the responsibility of the unit resident.
14. The body corporate is not responsible for any increase in premiums resulting from additions or alterations.
15. Excesses applicable to all and any claims submitted by the Body Corporate on behalf of any owner, shall be payable by the owner of the unit for which the claim has been lodged.
16. No materials may be stored or dangerous acts permitted which will result in an increase in the insurance premium.
17. The onus is on the owner to notify the Trustees in writing to adjust their insurance cover if an addition/alteration is made.
18. **GATES**

**Main Gate**

1. For security reasons, residents must ensure that the gates are closed before driving away to discourage intruders from entering the complex at the same time.
2. Access must not be given to unknown persons.
3. Every owner is responsible for the safekeeping of their remote for the main entrance gate and if the remote is misplaced or lost even through no fault of the owner, then any replacement thereof including the recoding / programming the remote, shall be for the owner’s cost, such cost will be determined by the trustees from time to time.
4. **KEEPING AND SLAUGHTER OF LIVESTOCK**
5. No livestock are permitted on the premises.
6. No livestock may be slaughtered on the premises.

# NOISE

1. Garden machinery and power tools may only be used between 07:30 and 18:00 Monday to Saturday and on Sunday from 08:00 to 15:00.
2. Music (including television and musical instruments) must be kept to considerate levels, in such a manner as not to cause a nuisance to an owner or occupier.
3. An owner or occupier of a section shall ensure that he and his visitors or guests do not make or create undue noise. An owner or occupier shall not cause or permit any disorderly conduct of whatsoever nature either in or on his/her/its section and/or the common property and shall not do or cause a nuisance or inconvenience to owners or occupiers of other sections.
4. **INTERIOR OF SECTIONS**
5. Any structural alterations, which serve more than one section and/or the common property, including any alterations to plumbing, electrical installations, electrical wiring and conduits to the interior of units may not be carried out without the prior written consent of the trustees and the signature of the chairman after approval has been obtained by the owner or occupier of the section from the municipal authorities.
6. Any interior alterations should be carried out at reasonable hours and shall not cause any undue disturbance to owners or occupiers of neighbouring sections. An owner or occupier of a section shall not, however, be entitled to interfere with electrical installations and plug points unless attended to by a qualified electrician.
7. Interior repairs ad maintenance of a section of whatever nature is the responsibility of the owner or occupier of that section and the body corporate is not liable or may be requested to attend to such matters.
8. The owner or occupier of the section may place in his section at his expense, any improvements, additions, fixtures or fittings and the owner and/or occupier shall at no stage do anything which is likely to endanger or jeopardise the safety of the building.
9. **NUMBER OF PERSONS PER UNIT**
10. The number of persons living in a unit is limited to:

Two bedroom - 4 (four) persons

 Three bedroom - 6 (six) persons

1. Under no circumstances is the garage to be used to accommodate people or to be used as an additional room for entertainment purposes.
2. **COMPLAINTS**

Complaints, infringements or concerns should be reported to the Chairman of the body corporate. In the event of a complaint, reasonable action will be taken if it is established that a decided trend of default has emerged eg continual noise. It is expected that all residents will apply a desirable degree of tolerance and approach to others and act in a constructive, amenable and friendly manner with the common objective of resolving the problem.

The Trustees may be contacted during normal working hours, except in an emergency. Correspondence submitted to the Trustees will be dealt with accordingly at Trustee meetings.

1. **SUMMARY**

The trustees are hopeful that all owners will assist in stimulating harmony and maintaining an amenable relationship with all members of the body corporate.

…………………………………………………..

SIGNED: CHAIRPERSON DATE

…………………………………………………. DATE

SIGNED TRUSTEE