



# ACCREDITATION OF ESTATE AGENTS

Revision (10) - Date : March 2023

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## MARKETING OF PROPERTY

### 1. MANAGEMENT

- This Procedure will be managed by the Manager of the Estate to whom any application for accreditation should be made on the applicable form below.
- The Manager will notify the estate agency when accreditation has been approved.
- If an Estate Agency company wishes to have more than 1 agent accredited, each AGENT is required to complete an application (per Agent).
- **Only the Accredited agent will have access to the Estate. Not an associate.**
- Accreditation will last 12 months from the date of registration.
- The Manager will maintain an up-to-date register of estate agents to which accreditation has been granted. The Manager must supply an updated schedule to the HOA members with the Communication and Security Portfolios as soon as any change is recorded.

### 2. ESTATE MANAGEMENT

Emserv Estate Management Services

Tel. 082 905 7808

Fax 086 551 6921

E-mail: [mark@emserv.co.za](mailto:mark@emserv.co.za)

### 3. CANCELLATION OF ACCREDITATION

- In the event that the representing agent(s) do not conform to the guidelines laid down in this Procedure, the HOA will decide whether or not to:
  - Withdraw accreditation at once.
  - Withdraw accreditation at the end of the year.
  - Withhold further accreditation .
- The decision of the HOA will be final and will not be open to discussion.
- The Manager will inform the estate agency.



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## 4. INVOLVEMENT OF THE HOA

- The Emerald Estate HOA acknowledges that every member of the Association, including an entity owning a property, has the right to sell and market property or appoint an agency/agent to do so on his/her/its behalf.
- It is not the function of the HOA or its appointed Manager to act as arbitrator between estate agencies or to ensure that agents conform to the Estate Agencies' Board code of conduct.
- The function of the HOA is to provide a set of rules to regulate the operation of agents within the boundaries of Emerald Estate. These rules are designed to protect the interest of each property owner within the Estate; further, the HOA reserves the right to add to, change or amend the rules contained in this Procedure at any time.
- Any member of the HOA who is approached to obtain accreditation should refer the enquirer to the Estate Manager.
- The Estate Manager will refer to the HOA Director any application for accreditation. That Director may direct the Estate Manager to extend accreditation, or refer the application to the next meeting of the HOA.
- The HOA Director (Communication) will, *inter alia*:
  - Liaise with the Guardhouse with regard to procedure
  - Control the erection and disposal of agency boards placed in the designated position.

## 5. RULES

- To conduct business in Emerald Estate an agent (through their agency) must obtain accreditation.
- The agent MUST ensure that all documentation is in place BEFORE any new tenant or owner is placed.
- **The agency/agent is obligated to supply the new owner/tenant with the Rules (See Para 11) – as well as completed documents as per Para 12**
- Viewing will be by appointment only. **The agent must accompany all prospective purchasers/tenants into and out of the Estate, and must present identification to the guard on duty.**
- Show-days – see below.
- Signage – see below.



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- Private sales/rentals –see below.
- A fine of R1000 will **be imposed on the owner** should his/her agent/agency **not** complying with the rules. The fine will be debited to the levy account of the member.
- The amount of any fine will be reviewed annually by HOA.
- For Agents that live in the Estate, the same rules apply.

## 6. SHOW DAYS

- These will be permitted only on Sundays and only between the hours of 13:00 and 17:00.
- On the show day the Agent must locate themselves outside the Estate (on the North side, next to the Turnstiles).
- An agent may erect a Gazebo, and teardrop type flags – IN THIS DESIGNATED AREA only.
- Potential buyers must follow the Agent into the Estate in their vehicle – AND BE ACCOMPANIED BACK OUT the Estate. No potential buyers will be permitted to enter the Estate without Agent Escort.
- After showing the house, the Agent will bring the potential buyers back to, and outside of the Estate.
- At no time may any potential buyer (or any members of their party) – be permitted to walk around, drive around, or investigate the Estate – unless in the company of the Agent.

## 7. SIGNAGE

- No signage of any kind may be erected within the Estate.

## 8. PRIVATE SALES/RENTALS

- This Procedure applies in every aspect to owners of property within the Estate wishing to sell/rent their house without the service of an estate agent/agency.
- The resident must ensure that they accompany the prospective buyer to their property and back out again.



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## 9. RENTING – OWNERS’ RESPONSIBILITY

- The owner/agency/agent must provide the Estate Manager with the details of the lease. (Only lessor and lessee details, values of rental may be blacked out).
- The owner/agency/agent must provide the tenant with a copy of all the relevant rules of the Estate.
- The owner/agency/agent must provide the Estate Manager with the ‘Move-in Control Form’ and Signed Rules from the new owner and/or Tenant.
- Houses may not be rented as a commune. The decision of what constitutes a commune will belong with the HOA in their sole discretion.
- Owners’ attention is drawn to the Rules for Community Living regarding action that will be taken by HOA in the event that the tenant does not comply with the said Rules.

## 10. GATEHOUSE

- Admission to view property will be controlled by the Guardhouse personnel – and will only be authorised if the agents name is listed as accredited at the Guardhouse.
- NO POTENTIAL BUYER may be permitted access to the Estate **unless accompanied by an agent.**

## 11. EMERALD ESTATE RULES / PROCEDURES / POLICIES AND GUIDELINES

- The Policy documents for Emerald Estate are available and updated online at [www.emeraldestate.org.za](http://www.emeraldestate.org.za)

## 12. DOCUMENTATION REQUIRED BEFORE ANY TENANT / OWNER IS PLACED

- |                                   |                  |                             |
|-----------------------------------|------------------|-----------------------------|
| • Signed Copy of the Estate Rules | Document EED 001 | (2 <sup>ND</sup> LAST PAGE) |
| • Signed “Move in Control Form”   | Document EED 007 | (BOTH PAGES)                |
| • Biometric Application Form      | Document EED 006 | (APPL. FORM PG3)            |
| • Mircell Intercom Form           | Document EED 003 | (NEW APPLICATION)           |
| • Member Register                 | Document EED 004 | (ONLY FOR BUYERS)           |
| • Lease Agreement                 |                  | (ONLY FOR TENANTS)          |

These documents are available on the website : [www.emeraldestate.org.za](http://www.emeraldestate.org.za)



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## **APPLICATION FOR ACCREDITATION OF ESTATE AGENTS (one per applicant)**

|   |      |
|---|------|
| Name of Agency                          |      |
| Name of Agent applying                  |      |
| Principal member : Title and full names |      |
| Agency address                          |      |
|   |      |
|   | Code |
| Agency Website details                  |      |
| Agency Office Telephone                 |      |

|                                       |  |
|---------------------------------------|--|
| Applicants Title, Full Name & Surname |  |
| Applicants ID number                  |  |
| Applicants Office Telephone Number    |  |
| Applicants Cellular Number            |  |
| Applicants Email address              |  |

|                               |                               |
|-------------------------------|-------------------------------|
| <b>Principals Signature :</b> | <b>Applicants Signature :</b> |
|                               |                               |

*With my signature I agree to abide by the rules of Emerald Estate as set out in document EED-005*

**Submit this application to the Estate Manager : [mark@emserv.co.za](mailto:mark@emserv.co.za)**