

INFORMATION FOR NEW TENANTS

MOVING IN / OUT

1. The maximum size of the removal trucks allowed in at the Security Gate is 5-tons.
2. There is no specific rule regarding hours for moving in/out but the silent hours are between 22h00 and 08h00.
3. ALL TRUCKS ARE TO PARK ON GROUND FLOOR
No removal, delivery trucks or "bakkies" and trailers are allowed in the basement (due to height restriction of 2.1m. No parking is allowed at entrances in basement. We have already had a lot of damage to pipes and lights from furniture on bakkies.
4. If tenants want the fire doors open for moving furniture in or out, please make PRIOR ARRANGEMENTS, ESPECIALLY over weekends, public holidays and after hours. The fire exit doors are on magnet locks and are alarmed. These doors are fire exits and **only with permission** can be used for moving in and out. **Please make prior arrangements on Mondays to Fridays between the hours of 08h00 and 17h00.**

DSTV / SATELLITE / ADSL / OPTIC FIBRE

1. DSTV; commercial dish
2. SAT 1 = Normal DSTV decoder
3. SAT 1 + SAT 2 = PVR + Explora
4. Please make sure all cables are connected properly – loose cables may cause a signal drop. When signal problems are experienced, check cables from decoder to wall socket, or get assistance from your installer on tenant/owners' account. Equini system is updated, therefore no tenant or installer is allowed to open or fiddle in the DSTV Riser boxes.
5. Please note that no other dishes or signal boosters are allowed to be installed outside the unit.
6. Telkom lines: Normal/ADSL + optic fibre – call 10210 or visit Canal Walk branch or online.
7. **Please see last page attached for further details on Fibre and DSTV.**

ELECTRICITY & WATER METERS

Pre-paid electricity and water meters are fitted inside the units. Units of electricity and water can be bought at Pick 'n Pay, Checkers or Spa, or online with your bank. They are both purchased the same way, and both fall under "Electricity" category online, but can be easily distinguished by the 31000 prefix which is for the water meter.

If you have any problems with purchasing or loading water or electricity, please call:

PETER HARRIES on 083 460 4820

BALCONIES

The following is prohibited – **finer may be issued** if these rules are ignored or transgressed.

1. No laundry is allowed on the balconies, rails, chairs or hanging in windows, (These rules apply for the entire Royal Ascot.)
2. No open flame braais are allowed on the balconies – only **gas braais** are allowed.

3. No bicycles are allowed on the balconies.
4. No fireworks allowed from the balconies.
5. No noise from the balconies.
6. No boxes, or storage items allowed on the balconies.
7. **Please note:** Tenants are to keep their balconies clean and keep their gutters clean to prevent blockages in the outlet pipes, which may lead to water damage to owners/tenants' furniture or possessions.

PARKING

1. Motorbikes are to **only** park in their allocated parking bays.
2. No visitors are allowed to park in the basements, only the tenants are allowed to park in their own bays.
3. No parking is allowed in front of Fire exits or on the yellow and red lines (as per fire regulations.)
4. No extra parking bays or garages are available to rent or swap; all have been allocated to specific units.

GYM, LOUNGE & BRAAI AREAS

1. No Parties or gatherings are allowed in the lounge or braai areas. This is due to numerous complaints, incidents and damage caused in the recent past.
2. The gym is strictly for use by the EQUINI TENANTS **only**, and not for use by Arena North tenants as they do not pay levies to Equini.
3. No children are allowed in the gym.
4. All equipment is used at tenants/owners own risk.
5. **Please note the silent hours:** As per the Rules of Conduct Point 21.5
Monday to Sundays – 22h00 to 08h00

WINDOWS/DOORS

1. As per the conduct rules, only white, cream or natural coloured curtain lining is allowed. No red, blue, green etc to be seen from the outside of windows.
2. No towels, boxes, paper etc to be used as make-shift curtains or window coverings.
3. For security reasons we advise all tenants/owners to lock all doors and windows.
4. **Please note:** We do **not keep any keys** for any units. Should you have an issue please speak to your landlord.

BLOCKAGES

1. Any blockages inside the unit are for the tenants/owners account, when the main line in the basement is open.

REFUSE

1. No refuse bags are allowed in the corridors or the common areas.
2. New tenants may flatten their boxes and place them behind the bins in the basement.
3. No old furniture, toys, mattresses etc are to be dumped in the basement as the municipality will not take these away.
4. If a refuse bin is full, **please use another bin**. All bin lids are to be kept closed. This is to prevent flies and maggots.

PETS

1. No pets are allowed in Equini, not to visit and not to reside.
2. Visitors are **not** to bring pets into Equini.

MAINTENANCE

1. Please note that no maintenance is allowed after 5pm daily and not over the weekend and Public Holidays.
2. All maintenance people need to bring their IDs for access at the security gate.
3. All fingerprints for access into the main Arena North gate are done by the Arena North Estate Manager, John or Christopher White.

LAUNDRY

1. Tenants are welcome to use the laundry facilities when they choose.
2. Any issues with the machines must be reported to the laundry owners – Pat or Gavin. Their contact numbers are on the laundry wall.
3. They will need the following Info: Unit Number, which machine, what happened etc. Equini is not responsible for these in any way.

STORAGE

1. There are no storage facilities here at all for any tenants/owners.

FIBRE INSTALLATIONS

1. Fibre is connected to all Telkom risers.
2. Tenants/Owners are to arrange installation from the Telkom risers in Equini to the relevant apartment.
3. There are cables in the conduits in either the lounge or bedrooms of all units.
4. Should there be any complications that there is absolutely no way to connect but via installing a 20mm white trunking in the corridor ceiling – the tenant/owner must **first get permission** from the Managing Agents, Steer & Co. It must be proved first as on many occasions a 1st or 2nd team could not get the cables through the conduit. Then another one or two teams are sent,

and they get it through first time. It all depends on if they use a steel fishing rod and a tester to trace the cable.

5. They are not allowed to install fibre cables inside the trunking of electrical cables and fire cables.
6. Open Serve have the backbone – so any ISP they link with can be used.

DSTV

1. **Normal Decoders**

Arial cable to connect from SAT 1 on wall plug to LNB IN on decoder.

2. RF OUT on decoder into TV set.
3. HDMI on decoder into HDMI on TV set.

DUAL/EXPLORER

1. SAT 1 – from wall plug into decoder
2. SAT 2 – from wall plug into decoder
3. Our DSTV system is updated and AIO.

NOBODY is allowed to fiddle with anything inside the DSTV risers and equipment. We always keep these locked. There are no codes or settings inside the risers so they will not help you. Should a tenant have other issues they can't sort out, then they probably need to get assistance from a DSTV installer.

EXPLORER DECODERS

1. Need to install a multi-switch available at Multichoice or installer (because all units share one dish)