



- Property Administration
- Sectional Title & Community Housing Management
- Property Rentals
- Property Sales

A Member of the National Association of Managing Agents
A Member of the Institute of Estate Agents of South Africa
Registered with the Estate Agency Affairs Board
Registered with the Council for Debt Collectors

Dear **Gamtoos Mouth** Owner

ADMINISTRATION OF THE GAMTOOS MOUTH HOME OWNERS ASSOCIATION (NPC), REG. NO. 1999/001483/08

Important information is contained in this document and we request that you familiarise yourself with the procedures as set out below, to ensure the smooth running of your scheme.

Bellbuoy is proud to advise that the Board of Directors have upgraded your management package from a limited to a comprehensive management package with effect from **1 July 2016**. Bellbuoy will now be more involved in the management of your scheme including the preparation of agendas, recording of minutes as well as the attendance at the Board of Directors meetings. We will be issuing clearance certificates, preparing letters and circulars for distribution to owners and ask that all owners please direct communication via Bellbuoy going forward.

Our Financial Administrator allocated to your scheme is Cheryl Du Sart, should you have any queries related to your levy account please contact cdusart@bellbuoy.co.za. The Property Portfolio Manager allocated to your scheme is William Pinnock, william@bellbuoy.co.za who will assist you with any queries; where relevant, he may transfer or refer you to the relevant division within the Group.

Please note that all bank details remain the same, we attach herewith a debit order form to be completed by those owners who would prefer to pay their contributions via debit order.

The Bellbuoy Group is acknowledged as one of the leaders in Sectional Title, Home Owner, Retirement Village / Life Rights and other communal housing management and the synopsis included in this letter serves to give you a summary of the services we offer.

We provide a comprehensive monthly financial reporting package. The financial management report enables the governing body to constantly monitor cash flow and variances against budget and to identify any potential problem areas thus allowing timeous action when this is considered necessary.

- Owners Information:** Please note that we have listed your preferred means of correspondence as that reflected on the envelope or on the e-mail via which you have received this correspondence. In the event that this information is not correct please advise us as a matter of urgency. We would also appreciate your completing the attached "Information Sheet" as fully as possible in order for us to capture these details onto our database. We suggest that you retain a copy of this sheet to assist you in making any future amendments. **Please bear in mind that it is your responsibility to inform us immediately, in writing, if there is any change in any of your details** – we are sure you will appreciate that it is vital that our database is kept current at all times.
- Monthly Contributions:** The contributions raised by the Governing Body in their estimates of income and expenditure are payable in instalments as determined by the Governing body from time to time and must be received in the schemes bank account **by not later than the 5th working day of the month in which the said instalment is due.**
- Monthly Statements:** **While monthly statements, including levies, contributions and individual monthly charges, are sent out these are specifically for the purpose of advising owners of their variable monthly charges; payments must not be held back pending receipt of the statement.**

- (d) **Debt Collection:** We are sure you will appreciate the importance of ensuring that all contributions are paid timeously, and the need for a strict debt collection procedure. We confirm that the procedure in place complies with all regulations as specified in the Debt Collectors Act No. 114 of 1998.
- (e) **Bank Details and methods of payment:** The Governing Body have requested that owners should pay their contributions in one of the following ways:
- **By electronic payment** through Bellbuoy – a debit order form is included herewith. Should you wish to use this method of payment please complete the form and return to us prior to the 10th of the month preceding the initial processing. Any future amendments to banking details must likewise be received prior to the 10th of the month preceding the need to make the changes. Should the debit order form not be able to be timeously processed for the current instalment, please let us have a cheque or direct deposit payment for this amount.
 - **By direct deposit into:**

Bank	F.N.B.
Branch	Newton Park, Port Elizabeth
Branch Sort Code	261 050
Account Name	Bellbuoy (Pty) Limited Trust Account (obo Gamtoos Mouth HOA – NPC 1999/001483/08)
Account Number	623 305 7114 3
Account Type	Cheque
Deposit Reference	REFERENCE NUMBER & SURNAME (Owner's individual Ref. No.'s are reflected on levy / insurance schedules and statements.)

Because of the problems experienced with the postal service, owners are requested not to post cheques. If, however, you wish to pay by cheque these must be made out “not transferable” in favour of Bellbuoy (Pty) Limited Trust Account (obo Gamtoos Mouth HOA – NPC 1999/001483/08) and must reach our offices by not later than the fifth working day of the relevant month. Since cash payments attract high bank charges, the Governing Body have asked that cash payments should not be made.

We look forward to a long and mutually happy association with **Gamtoos Mouth Home Owners Association (NPC)**.

Please don't hesitate to contact the writer if you have any queries or if we can be of assistance in any way and we thank you in advance for your patience during the takeover period.

Yours sincerely
THE BELLBUOY GROUP

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[Not signed as submitted electronically]

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